

Ford Motor Company

James P. Vondale, Director
Automotive Safety Office
Environmental & Safety Engineering

February 10, 2003

Ms. Kathleen C. DeMeter, Director
Office of Defects Investigation Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

Dear Ms. DeMeter:

Subject: EA02-027:NVS-212am

Ford Motor Company's partial response to the agency's December 12, 2002 letter requesting information relating to allegations of engine stalling on 2001 through 2002 Ford Escape vehicles with 3.0L V6 engines is attached. On January 30, 2003 we requested an extension of time to March 10, 2003 in order to provide answers to Requests 8 and 11. Complete answers to Requests 1 through 7, 9 and 10 are attached.

If you have any further questions, please contact me.

Sincerely,

 Attachment

RECEIVED
NVS-212
2003 FEB 13 P 1:20
OFFICE OF DEFECTS
INVESTIGATION



FORD MOTOR COMPANY (FORD) RESPONSE TO EA02-027

Ford's response to this Engineering Analysis information request was prepared pursuant to a diligent search for the information requested. While we have employed our best efforts to provide responsive information, the breadth of the agency's request and the requirement that information be provided on an expedited basis make this a difficult task. We nevertheless have made every effort to provide thorough and accurate information, and we would be pleased to meet with agency personnel to discuss any aspect of this Engineering Analysis.

The scope of Ford's investigation conducted to locate responsive information focused on Ford employees most likely to be knowledgeable about the subject matter of this inquiry and on review of Ford files in which responsive information ordinarily would be expected to be found and to which Ford ordinarily would refer, as more fully described in this response. Further, Ford notes that, as stated in the agency's broad definition of "Alleged Defect" the engine control system could include a myriad of components that we do not believe are significant contributing factors to the present stalling concerns. Therefore, although some documents relating to some of these components may be included in this response, Ford has concentrated its search for studies, surveys and investigation related documents to those conditions and components most likely to be significant contributing factors to the present stalling concerns.

Ford also notes that although electronic information was included within the scope of its search, Ford has not attempted to retrieve from computer storage electronic files that were overwritten or deleted. As the agency is aware, such files generally are unavailable to the computer user even if they still exist and are retrievable through expert means. To the extent that the agency's definition of Ford includes suppliers, contractors and affiliated enterprises for which Ford does not exercise day-to-day operational control, we note that information belonging to such entities ordinarily is not in Ford's possession, custody or control. Ford has construed this request as pertaining to vehicles manufactured for sale in the United States, its protectorates and territories.

In a January 29, 2003 telephone conversation, Mr. Thomas Z. Cooper of the agency granted Ford's request for extension until March 10, 2003 to respond to Requests 8 and 11. All other answers to the agency's specific questions are set forth below. As requested, after each numeric designation, we have set forth verbatim the request for information, followed by our response. Unless otherwise stated, Ford has undertaken to provide responsive documents dated from February 2, 2002 up to and including December 12, 2002, the date of your inquiry. Ford has searched business units and/or affiliates within the following offices for responsive documents: Research and Vehicle Technology, Ford Customer Service Division, Quality, Environmental and Safety Engineering, Truck Product Development, Purchasing, Vehicle Operations, Marketing and Sales Operations, Powertrain Operations, Office of the General Counsel, FAO Executive Offices and Business & Product Strategy.

Request 1

State, by model and model year, the number of subject vehicles Ford has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date, state the following:

- a. Vehicle identification number (VIN);
- b. Make;

- c. Model;
- d. Model Year;
- e. Date of manufacture;
- f. Date warranty coverage commenced; and
- g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

Answer

Ford records indicate that the approximate total number of subject vehicles sold in the United States (the 50 states and the District of Columbia) and its protectorates and territories (American Samoa, Guam, Marshall Islands, Micronesia, Northern Mariana Islands, Palau, Puerto Rico, US Minor Outlying Islands, and Virgin Islands) is 292,940. The totals by make, model year, model, build month, and location of final vehicle assembly are provided electronically in Appendix A (file: 2003-02-10_A) on the enclosed CD.

Request 2

State the number of each of the following, received by Ford, or of which Ford is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:

- a. Consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;
- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- d. Property damage claims;
- e. Third-party arbitration proceedings where Ford is or was a party to the arbitration; and,
- f. Lawsuits, both pending and closed, in which Ford is or was a defendant or codefendant.

For subparts "a" through "c," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items c through f, provide a summary description of the alleged problem and causal and contributing factors and Ford's assessment of the problem, with a summary of the significant underlying facts and evidence. For items f and g, identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Answer

For purposes of identifying reports of incidents potentially involving the alleged defect and any related documents, Ford has gathered "owner reports" and "field reports" maintained by Ford Customer Service Division (FCSD), Intensified Customer Concern Definition (ICCD) data maintained by Ford's Quality Office, fleet reports maintained in a Fleet Test Database, and claim and lawsuit information maintained by Ford's Office of the General Counsel (OGC).

Descriptions of the FCSD owner and field report systems, the ICCD and the Fleet Test Database systems, and the criteria used to search each of these are provided electronically in Appendix B (file: 2003-02-10_B) on the enclosed CD.

The following categorizations were used in the review of reports located in each of these searches:

<u>Category</u>	<u>Allegation</u>
A1	Stall with restart
A2	Stall with delayed/no start
A3	Stall—unknown restart
B*	Ambiguous—unknown if vehicle stalled

"We are providing electronic copies of these reports as "non-specific allegations" for your review because of the broad scope of the request. Based on our engineering judgment, the information in these reports is insufficient to support a determination that they pertain to the alleged defect.

Owner Reports: The search and review of the Ford Master Owner Relations Systems (MORS) database records, as described in Appendix B, identified the following number of owner reports in accordance with the categories described above:

MORS

<u>Category</u>	<u>A1</u>	<u>A2</u>	<u>A3</u>
<u>Reports</u>	36	60	684

Copies of these owner reports are provided in the MORS III portion of the electronic database contained in Appendix C (file: 2003-02-10_EDDS) on the enclosed CD. The categorization of each report is identified in the "Category" field. When we were able to identify that responsive (i.e., not ambiguous) duplicate owner reports for an alleged incident were received, each of these duplicate reports is marked accordingly. In other cases, certain vehicles may have experienced more than one incident and have more than one report associated with their VINs. These reports have been counted separately.

Legal Contacts: Ford is providing in Appendix B a description of Legal Contacts and the Litigation Prevention activity that is responsible for this information. To the extent that responsive (i.e., not ambiguous) owner reports reflect that they are Legal Contacts, Ford has gathered the related files from the Litigation Prevention section. Copies of these files are provided in Appendix D. Ford was not able to locate one Litigation Prevention file that may be responsive to this inquiry. Ford was not able to locate one Litigation Prevention file that may be responsive to this inquiry.

ICCD Information: A search of the ICCD database as described in Appendix B located 39 reports that may relate to the alleged defect; these reports are provided in Appendix E.

Fleet Reports: In addition to fleet reports that may be contained in the owner reports or field reports identified in this response, Ford conducted a search of its Fleet Test Database as described in Appendix B for reports that may relate to the alleged defect in the subject vehicles. Ford did not identify any responsive fleet reports.

Field Reports: The search and review of the Ford Common Quality Indicator System (CQIS) as described in Appendix B, identified the following number of field reports in accordance with the categories described above:

CQIS

Category	A1	A2	A3
Reports	31	67	906

Copies of these field reports are provided in the CQIS portion of the electronic database contained in Appendix C. The categorization of each report is identified in the "Category" field. When we were able to identify that responsive (i.e., not ambiguous) duplicate owner reports for an alleged incident were received, each of these duplicate reports is marked accordingly. In other cases, certain vehicles may have experienced more than one incident and have more than one report associated with their VINs. These reports have been counted separately. There are no allegations of accidents in these reports.

VOQ Data: Ford made inquiries of its MORS database for customer contacts, and its CQIS database for field reports regarding the vehicles reflected on the 94 VOQs. Ford notes that in some instances, where the VOQ does not contain the VIN, or the owner's last name and zip code, it is not possible to query the databases for owner and field reports specifically corresponding to the VOQs. Any reports located in the MORS and CQIS portions of the electronic database provided in Appendix C that relate to vehicles identified in the VOQs have been identified by a "Y" in the "VOQ Dup" field. Ford conducted a broader search of the MORS and CQIS databases using only the VINs from the VOQs and copies of any reports that may relate to the alleged defect are provided in Appendix F. Ford is also providing copies of three Litigation Prevention files related to these MORS reports.

Crash/Injury Incident Claims: For purposes of identifying alleged accidents or injuries potentially related to the alleged defect, Ford has reviewed responsive (i.e., not ambiguous) owner and field reports, lawsuits and claims, and warranty claims. Based on a reasonable and diligent search, Ford located three owner (MORS) reports (VINs = 1FMYU031X1KB60903, 1FMYU02181KA58324, and 1FMYU02132KA25328), no field (CQIS) reports, no warranty claims and no lawsuits and claims, alleging an accident that may be related to the alleged defect. Based upon available information, each of the alleged accidents appears to have been minor; none of these reports alleges an injury or fatality. One additional owner report (VIN = 1FMYU02132KA25328) also alleges an accident. However, Ford contacted the owner to obtain further information about this incident. The owner confirmed that the engine stalling problem referenced in the owner report did not play any role in the alleged accident. There were no allegations of injuries in these reports. The owner and field reports and warranty claims are included in the MORS, CQIS, and Analytical Warranty System (AWS) portions of the electronic database provided in Appendix C. Lawsuit and claim information is provided as described below.

Claims, Lawsuits, and Arbitrations: For purposes of identifying incidents potentially related to the alleged defect, Ford has gathered claim and lawsuit information maintained by Ford's OGC. Ford's OGC is responsible for handling product liability lawsuits, claims, and consumer breach of warranty lawsuits and arbitrations against the Company.

Based on a reasonable and diligent search, Ford located one product/subrogation claim, 32 consumer breach of warranty complaints/lawsuits, and two breach of warranty complaints/arbitrations that appear to relate to the alleged defect in the subject vehicles. Ford has also located other breach of warranty complaints/lawsuits and arbitrations each of which is ambiguous as to whether it meets the alleged defect criteria. We have included these lawsuits and claims as "non-specific allegations" for your review because of the broad scope of the request. Based on our engineering judgment, the information in these lawsuits and claims is insufficient to support a determination that they pertain to the alleged defect. We are providing the requested detailed information, where available, on the responsive and ambiguous lawsuits and claims in Appendix G (file: 2003-02-10_G) on the enclosed CD. Copies of the product/subrogation claims are provided in Appendix H. Ford notes that the consumer matters relate only to warranty-based complaints. As discussed with the agency in a February 6, 2003 conversation, Ford has not attempted to provide copies of documents from any of the Breach of Warranty complaints as the documents typically do not provide any information of significance other than the information already provided in the log of lawsuits and claims in Appendix F. Should the agency wish to obtain copies of such documents from a Breach of Warranty complaint file, Ford would be pleased to provide copies of such documents upon request. Ford notes that it was unable to locate one consumer breach of warranty lawsuit file and, therefore, is unable to determine if the case is related to the alleged defect.

With regard to these lawsuits and claims, Ford has not undertaken to contact outside law firms to obtain additional documentation.

Request 3

For each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

- a. Ford's file number or other identifier used;
- b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- d. Vehicle's VIN;
- e. Vehicle's make, model and model year;
- f. Vehicle's mileage at time of incident;
- g. Incident date;
- h. Report or claim date;
- i. Whether a crash is alleged;
- j. Whether property damage is alleged;
- k. Number of alleged injuries, if any; and,
- l. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a preformatted table that provides further details regarding this submission.

Answer

Appendix C contains the information requested in sub parts a. through h. as part of the electronic data. Appendix I (file: 2003-02-20_1) contains the accident and injury summary table of the information requested in sub parts i. through l.

Request 4

Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Ford used for organizing the documents.

Answer

As stated in Ford's response to Request 2, the owner reports and field reports are being provided in the electronic database contained in Appendix C. Copies of legal contacts and ICCD information are being provided in Appendices E and F, respectively. Copies of the product (subrogation) claims are provided in Appendix H.

Request 5

State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Ford to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Ford's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and,
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Answer

The search and review of the Analytical Warranty System (AWS) as described in our answer to Request 6, identified the following number of warranty claims, in accordance with the categories described above:

AWS

Category	A1	A2	A3
Reports	901	720	5829

Appendix C contains copies of these claims. There are no allegations of a crash or injury in these claims.

In addition, Ford has identified other warranty claims that are ambiguous as to whether they pertain to the alleged defect in the subject vehicles. Appendix C contains copies of these warranty claims as "non-specific allegations" for your review because of the broad scope of the request. In our opinion, the information provided in these warranty claims is insufficient to support a determination that they relate to the alleged defect in the subject vehicles.

Request 6

Describe in detail, the search criteria used by Ford to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Ford on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) related to the alleged defect that Ford offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

Answer

Appendix J (file: 2003-02-10_J) contains a description of the search criteria used to identify those claims that may be considered responsive to Request 5.

Request 7

Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Ford has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Ford is planning to issue within the next 120 days.

Answer

For purposes of identifying communications to dealers, zone office, or field offices pertaining, at least in part, to the alleged defect in the subject vehicles, Ford has reviewed the following FCSD databases and files: The On-Line Automotive Service Information System (OASIS) containing Technical Service Bulletins (TSBs) and Special Service Messages (SSMs); Internal Service Messages (ISMs) contained in the CQIS; and Field Review Committee (FRC) files. We assume this request does not seek information related to electronic communications between Ford and

its dealers regarding the order, delivery, or payment for replacement parts, so we have not included these kinds of information in our answer.

A description of Ford's OASIS messages, Internal Service Messages, and the Field Review Committee files and the search criteria used are provided in Appendix B.

OASIS Messages: Ford has identified no SSMS and one TSB that relates to the subject of this inquiry, a copy of which is provided in Appendix K. A draft version of this TSB was provided in our March 15, 2002 response.

Internal Service Messages: Ford has identified four ISMs that may relate to the subject of this inquiry and copies of these are provided in Appendix K.

Field Review Committee: Ford did not identify any field service action communications that may relate to the subject of this inquiry.

Request 9

Describe all modifications or changes made by, or on behalf of, Ford in the design, material composition, manufacture, quality control, supply, or installation of the subject components, from the start of production to date, which relate, or may relate, to the alleged defect in the subject vehicles. For each such modification or change, provide the following information:

- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
- b. A detailed description of the modification or change;
- c. The reason(s) for the modification or change;
- d. The part numbers (service and engineering) of the original component;
- e. The part number (service and engineering) of the modified component;
- f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
- g. When the modified component was made available as a service component; and,
- h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Ford is aware of which may be incorporated into vehicle production within the next 120 days.

Answer

Ford has updated the list of the requested subject component modification or change information that was provided in our March 15, 2002 response. This updated list is provided in Appendix L (file: 2003-02-10_L).

Request 10

State the number of each of the following that Ford has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale including the cut-off date for sales, if applicable:

- a. Subject components; and,
- b. Any kits that have been released, or developed, by Ford for use in service repairs to the subject component/assembly.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Ford is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

Answer

As stated in prior responses to the agency's request for service part sales, Ford service parts are sold by Ford in the U.S. to authorized Ford and Lincoln-Mercury dealers, and we have no means by which to determine how many of the parts were actually installed on vehicles, the vehicle model on which a particular part was installed, or the reason that the installation was made. However, in an attempt to be responsive to your request, Ford is providing the requested part sale information in Appendix M (file: 2003-02-10_M).

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EA02-027

02-03

NHTSA II

A

Electronic file for Appendix A on enclosed CD labeled:

**EA02-027
Ford's Partial Response
February 10, 2003**

8

Electronic file for Appendix B on enclosed CD labeled:

**EA02-027
Ford's Partial Response
February 10, 2003**

C

Electronic file for Appendix C on enclosed CD labeled:

**EA02-027
Ford's Partial Response
February 10, 2003**

D

MASTERS, SCOTT/BARONIA
697123161 LOS ANGELES-71

27 → left msg w/ secretary, provided my name & number
(acknowledged letter)

→ sent note to CSM.

per letter:

some prob. (stalling = 3x → 2x ^{all reports:} also check any. lt. come on
check eng. = 1x (?) → ~~1x~~ ^{some repair work} (unable to dup but replaced PCM power relay)
gas pedal = 2x → 2x (1x to order parts, 1x to install parts)
trans = 2x → 1x (unable to verify no repair)
ABS = 1x → 1x

per letter, veh. still stalls intermittently

→ sus. mgr. David Martiney - left msg. re. stalling -
(510) 347-4130

→ called him w/ falling in Oct, general owner.

11/12/02 from engineering - load of parts to replace
update came out

02-23-01 TSB

12/2 → Kris ok'd refund

→ faxed & mailed offer letter to attorney.

12/2 → closed CuDL

12/11 → faxed ref. figures to attorney.

12/10 → per Riv. Cust. hasn't picked up check (see e-mail)
→ spoke w/ McGee, he'll check w/ client & let me know.

Pawelek, Eileen (E.M.)

From: Pawelek, Eileen (E.M.)
Sent: Thursday, January 16, 2003 2:02 PM
To: Keller, Kristian (P.); Mitre, Kelly (K.L.)
Cc: Pawelek, Eileen (E.M.)
Subject: FW: Outstanding Lienholder Checks

I just spoke with the dealer; the customer finally came in two days ago to complete the RAV and pick up their check. The dealer has the RAV packet all set to be mailed off to us, just waiting for the Airborne Express guy to show up.

Eileen Pawelek

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

-----Original Message-----

From: Pawelek, Eileen (E.M.)
Sent: Thursday, January 16, 2003 11:57 AM
To: Keller, Kristian (P.); Courville, Dawn (M.); Mitre, Kelly (K.L.)
Subject: RE: Outstanding Lienholder Checks

I spoke with the dealer and the attorney on my case last week (on 1/10). The dealer said they had called the customer but that the customer never returned their call about coming in to finish up the RAV. I then called the attorney whose story was that the client said no one from the dealer has called him to come in and complete the RAV. However, I provided the attorney with the name of the contact person at the dealership and their phone number; the client was to call the dealer last week to make arrangements to finish up the RAV. I've pulled that file and plan on calling the dealer this afternoon to see what the hold up is this time.

Eileen Pawelek

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

-----Original Message-----

From: Keller, Kristian (P.)
Sent: Thursday, January 16, 2003 11:53 AM
To: Courville, Dawn (M.); Pawelek, Eileen (E.M.)
Subject: FW: Outstanding Lienholder Checks

Dawn & Eileen--

Please advise me of the update, thanks.

-----Original Message-----

From: Mitre, Kelly (K.L.)
Sent: Thursday, January 16, 2003 11:43 AM
To: Papalia, Catherine (C.); Pawelek, Eileen (E.M.); Courville, Dawn (M.)
Cc: Billups, Bill (B.); Keller, Kristian (P.)
Subject: Outstanding Lienholder Checks

Hello,

The following lienholder checks are outstanding. Documents have not been received for these checks, and the payoffs have not been released. Please determine what is keeping the docs from being sent in.

EA82-827 0832

Catherina: Thomas Burns (check date 11/26)
David Williams (12/12)

Eileen: Scott/Barbara Gaston (12/18)

Dawn: Larry Devers (12/19)

Thanks!

Kelly Mitre

Corporate Liaison

Minacs

16800 Executive Plaza

Dearborn, MI 48126

T. 313 337 6486

F. 313 845 5115

email: kmitre@ford.com

email: kmitre@minacsusa.com

website: www.minacs.com

Pawelek, Eileen (E.M.)

From: Pawelek, Eileen (E.M.)
Sent: Thursday, January 16, 2003 11:57 AM
To: Keller, Kristian (P.); Courville, Dawn (M.); Mitre, Kelly (K.L.)
Subject: RE: Outstanding Lienholder Checks

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Eileen Pawelek

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

-----Original Message-----

From: Keller, Kristian (P.)
Sent: Thursday, January 16, 2003 11:53 AM
To: Courville, Dawn (M.); Pawelek, Eileen (E.M.)
Subject: FW: Outstanding Lienholder Checks

Dawn & Eileen--

Please advise me of the update, thanks.

-----Original Message-----

From: Mitre, Kelly (K.L.)
Sent: Thursday, January 16, 2003 11:43 AM
To: Papalia, Catherine (C.); Pawelek, Eileen (E.M.); Courville, Dawn (M.)
Cc: Billups, Bill (B.); Keller, Kristian (P.)
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Catherina: Thomas Burns (check date 11/26)
David Williams (12/12)

Eileen: Scott/Barbara Gaston (12/18)

Dawn: Larry Devers (12/19)

Thanks!

Kelly Mitre
Corporate Liaison
Minacs

ER02-827 8834

16800 Executive Plaza
Dearborn, MI 48126
T. 313 337 6486
F. 313 845 5115
email: kmitre@ford.com
email: kmitre@minacsusa.com
website: www.minacs.com

EP02-027 0035

Pawelek, Eileen (E.M.)

From: Mitre, Kelly (K.L.)
Sent: Thursday, January 16, 2003 11:43 AM
To: Papalla, Catherina (C.); Pawelek, Eileen (E.M.); Courville, Dawn (M.)
Cc: Blitups, Bill (B.); Keller, Kristian (P.)
Subject: Outstanding Lienholder Checks

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Catherina: week date 11/26)
 12/12)

Eileen: (12/18)

Dawn: (12/19)

.....

Thanks!

Kelly Mitre
Corporate Liaison
Minacs
16800 Executive Plaza
Dearborn, MI 48126
T. 313 337 6486
F. 313 845 5115
email: knitre@ford.com
email: knitre@minacsusa.com
website: www.minacs.com

Pawelek, Eileen (E.M.)

From: Pawelek, Eileen (E.M.)
Sent: Friday, January 10, 2003 4:29 PM
To: Pawelek, Eileen (E.M.); 'LNichols@minacsusa.com'
Subject: RE: 2KA69600

Hi again--the attorney just called me back--he said he called the customer at her work number and got a hold of her there; she stated that no one from the dealer had contacted them whatsoever, however he gave her the two names (Craid Miller and David Martinez) to contact at Ford Store of San Leandro and the customer will call the dealer to set up a time to get together.

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

-----Original Message-----

From: Pawelek, Eileen (E.M.)
Sent: Friday, January 10, 2003 4:25 PM
To: 'LNichols@minacsusa.com'
Cc: Pawelek, Eileen (E.M.)
Subject: RE: 2KA69600-

Hi Leslie Ann,

I'm sorry I forgot to get back with you on this one. I spoke with the customer's attorney about this; he wasn't aware that there was any problem but he'll try to get in touch with his client to see what the hold up is (perhaps the customers are out of town). He's going to let me know when he knows, and I'll let you know too. Thanks for the follow-up!

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

-----Original Message-----

From: LNichols@minacsusa.com [mailto:LNichols@minacsusa.com]
Sent: Friday, January 10, 2003 4:02 PM
To: Pawelek, Eileen (E.M.)
Subject: RE: 2KA69600-

Have you had any luck find out any information on this customer and when they are going to surrender their unit. I just checked with The Ford Store of San Leandro -David Martinez- and he has not heard from the customer.
Thank you,

Leslie Ann Nichols
Vehicle Repair Coordinator
minacs
Ford Motor Company
Reacquired Vehicle Headquarters
34115 W. 12 Mile Rd. Suite# 200
Farmington Hills, MI. 48334
T: 800.367.3050 Option# 4 Ext 2641
F: 248.324.6280
Email: lnichols@minacsusa.com
Website: www.minacs.com

" (E.M.) " n
"LNichols@minacsusa.com" n
<epawelek@ford.co
m>
To: <LNichols@minacsusa.com>
cc:
Subject: RE: 2KA69600
01/03/03 03:41 PM

I'll check with the attorney (the dealership hasn't changed)..

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

-----Original Message-----

From: LNichols@minacsusa.com [mailto:LNichols@minacsusa.com]
Sent: Friday, January 03, 2003 3:37 PM
To: EPAWELEK@FORD.COM
Subject: 2KA69600

Eileen

I have been speaking to Craig Miller and David Martinez at the Ford store of San Leandro. The customers -Scott and Barbara Gaston have not been in touch to return their 2002 Escape and pickup up their cheque.

Can you please advise if they are dropping off their unit at a different dealership?

Thank you,

Leslie Ann Nichols
Vehicle Repair Coordinator
minacs
Ford Motor Company
Reacquired Vehicle Headquarters
34115 W. 12 Mile Rd. Suite# 200

EA92-027 0038

Pawelek, Eileen (E.M.)

From: Pawelek, Eileen (E.M.)
Sent: Friday, January 10, 2003 4:25 PM
To: 'LNichols@minacsusa.com'
Cc: Pawelek, Eileen (E.M.)
Subject: RE: 2KA69600-Gaston

Hi Leslie Ann,

I'm sorry I forgot to get back with you on this one. I spoke with the customer's attorney about this; he wasn't aware that there was any problem but he'll try to get in touch with his client to see what the hold up is (perhaps the customers are out of town). He's going to let me know when he knows, and I'll let you know too. Thanks for the follow-up!

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

-----Original Message-----

From: LNichols@minacsusa.com [mailto:LNichols@minacsusa.com]
Sent: Friday, January 10, 2003 4:02 PM
To: Pawelek, Eileen (E.M.)
Subject: RE: 2KA69600-Gaston

Eileen,

Have you had any luck find out any information on this customer and when they are going to surrender their unit. I just checked with The Ford Store of San Leandro -David Martinez- and he has not heard from the customer. Thank you,

Leslie Ann Nichols
Vehicle Repair Coordinator
minacs
Ford Motor Company
Reacquired Vehicle Headquarters
34115 W. 12 Mile Rd. Suite# 200
Farmington Hills, MI, 48334
T: 800.367.3050 Option# 4 Ext 2641
F: 248.324.6280
Email: lnichols@minacsusa.com
Website: www.minacs.com

"Pawelek, Eileen
(E.M.)"
'LNichols@minacsusa.com'
<epawelek@ford.co
n>

To:
<LNichols@minacsusa.com>
cc:
Subject: RE: 2KA69600

01/03/03 03:41 PM

I'll check with the attorney (the dealership hasn't changed).

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

-----Original Message-----

From: LNichols@minacsusa.com [mailto:LNichols@minacsusa.com]
Sent: Friday, January 03, 2003 3:37 PM
To: EFAWELEK@FORD.COM
Subject: 2KA69600

Eileen:
I have been speaking to Craig Miller and David Martinez at the Ford store of San Leandro. The customers - Scott and Barbara Gaston have not been in touch to return their 2002 Escape and pickup up their cheque. Can you please advise if they are dropping off their unit at a different dealership?
Thank you,

Leslie Ann Nichols
Vehicle Repair Coordinator
minacs
Ford Motor Company
Reacquired Vehicle Headquarters
34115 W. 12 Mile Rd. Suite# 200
Farmington Hills, MI. 48334
T: 800.367.3050 Option# 4 Ext 2641
F: 248.324.6280
Email: lnichols@minacsusa.com
Website: www.minacs.com

EA62-627 0040

Ford Consumer Affairs RAV Refund Checklist

Case Type: DSB Award DSB Prior Resolve Lit. Prevention Special Liaison

RAV Headquarter Advisor TIMOTHY WEAVER Consumer Affairs Analyst E. PAWELEK

Date Prepared 12/13 E-mail Address EPAWELEK

Date Uploaded (12/15) Region SAN FRAN

Date Sent _____ Compliance Date _____

VIN Number 2KA69600 Financial Institution FMCB

Customer Name _____ Account Number 66A39375X0

Customer SSN (Last four digits) 685A CaDL Case Number 697123161
(only needed if there is a lien)

Special Instructions or Comments:

#697123161

Sales/Lease Agreement of vehicle (Buyer's order or Purchase agreement)	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
AWS Repair History	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
After Market Receipts	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
Lease Worksheet	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
Finance Contract	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
Factory Invoice	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
Copy of Title (cash/paid-off ones only)	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
DSB Award letter & A/R Form	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
EAA Fire Inspection Report	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
RAV Fax Upload	Included <input checked="" type="checkbox"/>		

*If a document is determined to be "Not App"

Other Documents Included (Please specify)

*waiting to
upload
transmit*

Team Leader Signature of approval: _____

Point Person Signature of approval: _____

Originator: Michele Rbumb2
REFUND.DOC

ER02-827 0041

h

*Recall = 2x Check lamp & pedal
3x sticking
2x trans
1x ABS*

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 27-NOV-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 COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CO
1FMC104152KADWMM1	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	01-10-01	27-10-01	172018	USA	4	*	7C05	FOAZ	14N089	A	S11	V44	E29	42
AWS Claim Key:	019101	Doc #:	238671A	Trx Code:			907	Labor Hrs:	1.8	Labor Cost:		169.67	Material Cost:	3.89	Total Cost:								173.56
Dir Cd-Sub Cd:	03928-A	Name:	THE FORD STORE SAN LEANDRO	Ph:	510-3522000	St: CA		City Cd:	USA	Reg Cd:	NA	Repr Date:	25-JAN-2002	DIST(Mile):	3708								
Cost Comments:	INSPECT FOR INTERMITTENT ENGINE LIGHT ON,CUSTOMER STATES DRIVING,ENGINE LIGHT CAME ON,LOST POWER TO STRG BRAKES,HARD TO STEER,HARD TO BRAKE,ENGINE DID NOT DIE,INSPECT & REPORT																						
Tech Comments:	ROADTESTED,UNABLE TO DUPLICATE,PCM SELF TESTS NO DTC,RAN OASIS AS PER BSM 15434 REPLACED PCM POWER RELAY,INSP.GROUNDS 0101,5104,6105 CHECKED CONNECTORS,CHECKED IAC VALVE PART #ALL ITEMS CHECK GOOD,(ONE TIME INTERMITTENT STALL AS DESCRIBED IN OASIS BSM #15434																						
1FMC104152KADWMM1	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	01-10-01	27-10-01	172018	USA	5	*	5V10	YLEZ	2140	AA	S10	V21	H20	49
AWS Claim Key:	934191	Doc #:	241095B	Trx Code:			1	Labor Hrs:	1.5	Labor Cost:		141.38	Material Cost:	85.23	Total Cost:								226.61
Dir Cd-Sub Cd:	03928-A	Name:	THE FORD STORE SAN LEANDRO	Ph:	510-3522000	St: CA		City Cd:	USA	Reg Cd:	NA	Repr Date:	12-MAR-2002	DIST(Mile):	6209								
Cost Comments:	INSPECT BRAKE FLUID,CUSTOMER STATES MASTER CYLINDER FLUID CONTAMINATED,INSPECT & REPORT																						
Tech Comments:	PERFORMED COMPLETE BRAKE INSPECTION,VERIFIED CO NTAMINATED MASTER CYLINDER RESERVOIR PARTICLES IN FLUID,CK OASIS,NO MESSAGE,REPLACED MASTER CY LINDER & RESERVOIR,FLUSHED SYSTEM,RETESTED,ROAD TESTED OK																						
1FMC104152KADWMM1	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	01-10-01	27-10-01	172018	USA	5	*	3A11	*	7000	*	S11	V48	P51	42
AWS Claim Key:	934192	Doc #:	241095C	Trx Code:			1	Labor Hrs:	1.3	Labor Cost:		122.53	Material Cost:	0	Total Cost:								122.53
Dir Cd-Sub Cd:	03928-A	Name:	THE FORD STORE SAN LEANDRO	Ph:	510-3522000	St: CA		City Cd:	USA	Reg Cd:	NA	Repr Date:	12-MAR-2002	DIST(Mile):	6209								
Cost Comments:	INSPECT TRANS. FOR HARSH SHIFT,CUSTOMER STATES FROM PARK TO DRIVE,THAN FROM 1ST,2ND,& 3RD GEAR HAS HARSH SHIFT,INSPECT & REPORT																						
Tech Comments:	UNABLE TO VERIFY CONCERN,ROADTESTED,CK OASIS MESSAGE,INSPECT TRANS PRESSURE,NORMAL,CK DTC,NONE NORMAL CONDITION,ROADTESTED ANOTHER ESCAPE,SAME LAR TO CUSTOMER,SHIFT SAME.																						
1FMC104152KADWMM1	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	01-10-01	27-10-01	172018	USA	9	*	6W01	*	7842006	*	S05	V39	N51	33
AWS Claim Key:	1E1061E	Doc #:	246962D	Trx Code:			1	Labor Hrs:	1.8	Labor Cost:		173.37	Material Cost:	0	Total Cost:								173.37
Dir Cd-Sub Cd:	03928-A	Name:	THE FORD STORE SAN LEANDRO	Ph:	510-3522000	St: CA		City Cd:	USA	Reg Cd:	NA	Repr Date:	28-JUN-2002	DIST(Mile):	10128								
Cost Comments:	INSPECT FOR REAR RATTLE NOISE,CUSTOMER CAN NOT PIN POINT POSSIBLE WINDOW OR REAR HATCH AREA,HEARS G																						
Tech Comments:	VERIFIED CONCERN,PERFORMED NVH DIAG,HOOKED UP C MASSIS EARS,FD NOISE AT REAR GLASS,ADJUSTED GLASS & RETESTED,CUSTOMER HAS REAR DAMAGED BUMPER. BUMPER SHOULD BE REPAIRED,THAN RECHECK FOR ANY OTHER RATTLES,SOME RATTLE NOISE COULD BE BUMPER RELATED																						
1FMC104152KADWMM1	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	01-10-01	27-10-01	172018	USA	10	*	5T01	YLEZ	9A758	AD	S10	V89	C50	42
AWS Claim Key:	2408449	Doc #:	248834A	Trx Code:			1	Labor Hrs:	1.3	Labor Cost:		125.22	Material Cost:	34.17	Total Cost:								159.39
Dir Cd-Sub Cd:	03928-A	Name:	THE FORD STORE SAN LEANDRO	Ph:	510-3522000	St: CA		City Cd:	USA	Reg Cd:	NA	Repr Date:	06-AUG-2002	DIST(Mile):	11940								
Cost Comments:	HARD SPOT NOTED ON ACEL PART HERE																						

EPR2-027 004

Tech Comments: REPLACE ACCELERATOR CABLE

1FAK1G4152KAD64401 MI T/M1 T/F T/WB T/EF T/F AJ T/D1 T/LD 01-10-01 27-10-01 172018 USA 10 * 6806 * 7840860 * S01 V31 B05 41
AWS Claim Key: 2466450 Dec #: 24834C Trx Code: 1 Labor Hrs: 5 Labor Cost: 48.16 Material Cost: 21 Total Cost: 50.26
Dir Cd-Sub Cd: 0392L+ Name: THE FORD STORE SAN LEANDRO Ph: 510-3522000 St: CA Ctry: USA Reg Cd: NA Repr Date:06-AUG-2002 DIST(MM):11940
Cost Comments: TAILGATE WINDOW HARD TO CLOSE
Tech Comments: REPAIR LATCH TO WORK

1FAK1G4152KAD64401 MI T/M1 T/F T/WB T/EF T/F AJ T/D1 T/LD 01-10-01 27-10-01 172018 USA 10 * 6804 * BED * S05 V39 N51 42
AWS Claim Key: 2466451 Dec #: 24834D Trx Code: 1 Labor Hrs: 7 Labor Cost: 67.42 Material Cost: 0 Total Cost: 67.42
Dir Cd-Sub Cd: 0392L+ Name: THE FORD STORE SAN LEANDRO Ph: 510-3522000 St: CA Ctry: USA Reg Cd: NA Repr Date:06-AUG-2002 DIST(MM):11940
Cost Comments: TIGHT RIGHT TURN GOING INTO DRIVEWAY SLOWLY POP NOISE NOTED
Tech Comments: FOUND BODY FLEXES WHEN GOING OVER BUMPS, NVH TESTED CALLED HOTLINE NO FLX AND ARE AWARE OF THE PROBLEM

1FAK1G4152KAD64401 MI T/M1 T/F T/WB T/EF T/F AJ T/D1 T/LD 01-10-01 27-10-01 172018 USA 12 * 6H19 YLKZ 7851222 AA S07 V75 B63 14
AWS Claim Key: 2820374 Dec #: 251367B Trx Code: EB4 Labor Hrs: 5 Labor Cost: 48.16 Material Cost: 35.34 Total Cost: 83.5
Dir Cd-Sub Cd: 0392L+ Name: THE FORD STORE SAN LEANDRO Ph: 510-3522000 St: CA Ctry: USA Reg Cd: NA Repr Date:26-SEP-2002 DIST(MM):14561
Cost Comments: INSTALL S.O.P. WEATHER STRIP, REFER TO H.C. #24834, 08 06 02, TECH #784
Tech Comments: REPLACED S.O.P. WEATHERSTRIP BOTH SIDES AROUND DOOR BY ABOVE DOOR OPENINGS, RETESTED ROADTESTED & NO NOISE NOTED

1FAK1G4152KAD64401 MI T/M1 T/F T/WB T/EF T/F AJ T/D1 T/LD 01-10-01 27-10-01 172018 USA 12 * 2803 2L6Z 96926 A6 S11 V40 D13 42
AWS Claim Key: 3202196 Dec #: 252046A Trx Code: S07 Labor Hrs: 4.2 Labor Cost: 404.53 Material Cost: 563.98 Total Cost: 968.51
Dir Cd-Sub Cd: 0392L+ Name: THE FORD STORE SAN LEANDRO Ph: 510-3522000 St: CA Ctry: USA Reg Cd: NA Repr Date:10-OCT-2002 DIST(MM):15188
Cost Comments: INSPECT FOR ENG STALL. CUSTOMER STATES DRIVING ON FREEWAY ENG. STALLED, ENG. LIGHT CAME ON
Tech Comments: VERIFIED CONCERN, RAN PCM SELF TEST & NO DTC, RAN GASIS, PERFORMED TSB 02 11 06 PIN POINT TESTS RE PROGRAMED PCM BUT UNABLE TO REPROGRAM, REQUIRED CALIBRATION NOT ON WDS, CONTACTED HOT LINE & GIVEN REVERSED PROCEDURE TO PROGRAM KEYS, REPLACED IAC VALVE & THROTTLE BODY & PCM OPERATING LIMIT CONCERN PER TSB 02 11 06, REPROGRAMED KEYS & RE MOTES, ROADTESTED & RECHECKED PID MONITOR DATA

Any comments? You can contact

webmaster

ENR2-027 0040

DEALER 72K 018 VIN 1FMCU04152KA69600

	SUGGESTED RETAIL PRICE	AMOUNT
U044 ESCAPE XLT LEATHER 4X4	24450.00	22464.00
2002 MODEL YEAR		
CX DARK SHADOW GRAY CLEARCOAT MET		
N2 N GRAPHITE 3/BUCK LTR SURF		
ORDER CODE 420A		
991 .3.0L DURATEC V6 ENGINE	NC	NC
444 .4-SPEED AUTOMATIC O/D TRANS	NC	NC
153 FRONT LICENSE PLATE BRACKET	NC	NC
186 STEP BARS	279.00	248.00
422 CALIFORNIA EMISSIONS SYSTEM	NC	NC
588 MACH AM/FM STER W/6-CD IN-DASH	505.00	454.00
47A SIDE AIR BAGS	345.00	310.00
TOTAL VEHICLE & OPTIONS	29573.00	23676.00
DESTINATION & DELIVERY	540.00	540.00
SCHEDULE A (MEMO)	.00	
TOTAL FOR VEHICLE	28115.00	

10 U.S. GAL GAS FACTORY 18.50
 CA NEW MTR VEHICLE BOARD FEES 1.00
 PRICED DORA
 BATCH-ID 1J74105623 W RD 2X
 PRICE LEVEL 225308004 VIN: 1FMCU04152KA69600
 SHIPPING WEIGHT 3248 LBS.

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

FDA/FLMDA ASSESSMENT	INVOICE TOTAL	LESS HOLDBACK FOR DEALER ACCOUNT	LESS APPROX. FINANCING COST FOR DEALER ACCOUNT	INVOICE LESS HOLD BACK & FIN. COST	A PLAN
105.00	24340.50	767.00		23573.50	23301.50

767.00 33.00 1012.00 1.00 734.00 22474.00

SOLD TO
 The Ford Store San Leandro 72K018
 1111 Marina Blvd.
 San Leandro CA 94577

TO	MO	STATE	CK76
2	6	CA	
DATE INV. PREPARED	ITEM NUMBER	ITEM	TRANSIT
09 24 01	72-4634	N2	09

ER62-027 0046

FINANCE (SEE ADJUTMENTS)
 INVOICE & UNIT IDENTIFICATION NO. 1FMCU04152KA69600
 FINAL ASSEMBLY POINT KANSAS CITY
 FINAL COMPANY AND/OR BANK Ford Motor Credit 000001
 2KA69600 1F U04 20010924 010924 1J241 W 225 72K018
 THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY
 DEALER'S COPY 2 1340.50 KUI

RAV-FAST Profile Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
12/03/2002

Request
Transmitted:
Transmit Date:

Refund
No

REQUESTER

Name:
CDS/PROFS ID:
Supervisor's CDS/PROFS ID:

PAWELEK, EILEEN
EPAWELEK
KKELLER2

Title:
Supervisor's Title:

LEGAL ANALYST
TEAM LEADER

VEHICLE

VIN:
Mileage:
Purchase Date:
Type:
Obtained As:
Ownership:

1FMCU0415 2KA89600
15,188
10/27/2001
Car/Light Truck
New Vehicle
Privately Owned/Leased

Description:
Odometer Replaced:

'02 Escape XLT, 4x4
No

CUSTOMER

Name:
Address:
City, State:
Zip:
Home Phone:

OAKLAND, CA

Work Phone:

DEALERSHIP

Processing Dealer:
Contact Name:
Phone:
Present Vehicle Location:

THE FORD STORE SAN LEANDRO
CRAIG MILLER
(510)352-2000

Sales Code:
Contact Title:

72018
PARTS/SERVICE DIRECT

REPAIR HISTORY

Symptom Code
807593
301688

Symptom Description
STALL/QUITS ACCEL ALL ENG TEMP
SERVICE BRAKE INOP/INEF FRT&RR

No of Repair Attempts
3
1

RAV-FAST Profile Information Report

LOYALTY TOOLS

FCSD Technical Hotline:	No
FSE Tech Assist:	No
Plant Vehicle Team:	No

UPLOAD REASONS

Primary Reason:	Number of Repair Attempts
Rationale:	Pre-Litigation (Legal Analysts only)
Compliance Date:	
Overnight Delivery:	Yes
Vehicle Disposition:	Auction

RAV-FAST RAV Request Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
12/03/2002

Request
Transmitted:
Transmit Date:

Refund
No

PROFILE

Requester Name:
VIN:
Purchase Date:
Vehicle Type:
Customer Name:
Processing Dealer:

PAWELEK, EILEEN
1FMCU0415 2KA69600
10/27/2001
Car/Light Truck
GASTON, SCOTT/BARBARA
THE FORD STORE SAN LEANDRO

Mileage:

15,188

TRANSACTION TYPE

RAV Transaction Type:
Lender Name:
Phone:

Financed Purchase
FMCC
(800)727-7000

Account Number:

FKA39375XD

MILEAGE CHARGE CALCULATION

Mileage Charge Type:
Mileage Charge State:
Lemon Law Formula:
No Accrued Mileage Charge:

Charge Stated Mileage Charge
California
(\$24,233 * (3,708 MI / 120,000 MI))
No

Mileage at 1st Repair:
Purchase Price:
Mileage Charge Amount:
Amount To Charge Customer:
Waived Mileage Charge Amount:

3,708
\$ 24,233
\$ 749
\$ 749
\$ 0

AFTER MARKET ITEM(S)

Item Listing

RAV-FAST RAV Request Information Report

OTHER ITEMS ELIGIBLE FOR RAV PAYMENT

Other Eligible Expenses:	\$ 0.00	Description:
Attorney Fees:	\$ 2,500.00	
Check Mailed To Attorney:	Yes	
Attorney Name:	WILLIAM R. MCGEE	
Address:	16855 WEST BERNARDO DRIVE	
	SUITE 380	
City, State:	SAN DIEGO, CA	
Zip:	92127	

NEGATIVE EQUITY

Negative Equity Type: No Negative Equity/No Negative Equity Per Mandated Decision

COMMENTS

Additional Comments: CODE 02 LIENHOLDER CHECK REGENT COURT *****

Requires Approval: No

Pawelek, Eileen (E.M.)

From: Pawelek, Eileen (E.M.)
Sent: Thursday, December 12, 2002 2:58 PM
To: Tony Weakland
Cc:
Subject: Refund for Gaston, 2KA89600

Hi Tony,

The customer has ok'd the refund figures. Please go ahead and process the checks as soon as you can.

Thanks!!

Eileen Pawelek

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

ERG2-827 8851

The Law Offices of
William R. McGee

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

December 11, 2002

VIA FAX ONLY: (313) 845-6002
Ford Motor Company
Ford Customer Affairs
P.O. Box 8248
MD# 3NE-B
Dearborn, MI 48126-4207

Attn: Eileen M. Pawelek

Re:

Dear Ms. Pawelek:

This is to confirm that my client has accepted the repurchase offer as set forth in the Refund Worksheet which you faxed to our office on December 11, 2002. It is my understanding that you will request the settlement checks forthwith and that I will be notified when the subject vehicle can be exchanged for the settlement check(s). Thank you for your prompt and courteous attention to my client's claim.

Very truly yours,

✓

WILLIAM R. McGEE

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHN#	STATUS
31	12/11	16:40	916584639961	EC-S	00'39"	002	103	OK

Ford Motor Company

Consumer Affairs

*Sent Via Fax

December 11, 2002

William R. McGee
 16855 West Bernardo Drive, Suite 300
 San Diego CA 92127
 Fax: 858-483-9961

RE: ...
 2002 Ford Escape
 VIN: 1FMCU041S2KA69600

Dear Mr. McGee:

Following are the refund figures pertaining to the buyback of your client's vehicle. Please review them and let me know if they are acceptable; upon your response I will process the checks.

You may reach me by phone at (313) 845-5483 or by fax at (313) 845-6002.

Respectfully yours,

Eileen M. Pawelek
 Eileen M. Pawelek
 Consumer Affairs

ER02-827 0093

Ford Motor Company

Consumer Affairs

*Sent Via Fax

December 11, 2002

William R. McGee
16855 West Bernardo Drive, Suite 380
San Diego CA 92127
Fax: 858-485-9961

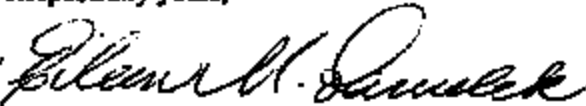
RE: _____
2002 Ford Escape
VIN: 1FMCU04152KA69608

Dear Mr. McGee:

Following are the refund figures pertaining to the buyback of your client's vehicle. Please review them and let me know if they are acceptable; upon your response I will process the checks.

You may reach me by phone at (313) 845-5483 or by fax at (313) 845-6002.

Respectfully yours,



Eileen M. Pawelek
Consumer Affairs

ER02-027 0054



12/10/2002 12:45 PM

REFUND WORKSHEET (With Interest)

Page : 1
RAVINR44

Customer name:

VIN: 1FMCU0415 2KA69600

SECTION 1: Lien/Lease Information

Lienholder: EMCC-Henderson Service Center
 Address: 2445 Saint Rose Pkwy
Henderson NV 89014
 Phone: (800)201-1045
 Account Number: FKA38375X0
 Payment Amount: \$435.56
 # of Payments: 13 ✓
 Extra paid by customer: \$0.00
 Total(\$) of payments made: \$5,662.28 (a)
 Lienholder payoff: \$10,017.88 (d)
 Good Until: 01/08/03 ✓

SECTION 2: Over Allowance/Negative Equity Determination

Trade-in value as reflected on Buyer's Order: \$2,200.00 ✓
 Actual Cash Value of Trade-in: \$2,200.00
 Over Allowance/Negative Equity: \$0.00 (b)

SECTION 3: Aftermarket Items/Misc. Purchase Charges

(See Page 2 for details)
 Total: \$0.00 (c)

SECTION 4: Misc. Deduction (Late charges, disability etc.)

(See Page 2 for details)
 Total: \$0.00 (e)

SECTION 6: Other Expenses (Sales Tax, License etc.)

(See Page 2 for details)
 Total: \$0.00 (f)

SECTION 4: Refund Calculation

Total(\$) of payments made: \$5,662.28 (a) ✓
 Down Payment (includes trade-in): \$10,700.00 ✓
 Less Rebate: \$0.00 ✓
 Less Over Allowance/Negative Equity: \$0.00 (b)
 Over Allowance/Negative Equity waived: \$0.00
 Aftermarket Items/Misc. Purchase Charges: \$0.00 (c)
 Less Misc. Deduction: \$0.00 (e)
 Less Mileage Charge: (\$24,233.46 * (3,708 Mi/120,000 Mi)) ✓
 Mileage Waived: (formula used) \$0.00
 DMV Fees owed to State : DMV Fee Amount : \$0.00
 Other Expenses : \$0.00 (f)
 Refund to Customer: \$16,613.47 ✓
 Lienholder payoff: \$10,017.88 (d) ✓
 Attorney Fees: \$2,500.00 ✓
 Total Payout: \$28,131.35 ✓

NOTE: Items appearing on the buyer's order , such as taxes, fees and Ford ESP's (if any) are included in the amount financed and are therefore reflected in the payoff and payments made. These items are inherently refunded proportionately to the customer and the lienholder as their interests appear.

THIS BREAKDOWN INCLUDES A FORD ESP OF: \$0.00 ✓

IMPORTANT NOTICE TO DEALERS: Upon turn-in of the vehicle, complete the following information and forward to RAV HQ as soon as possible. Your \$400 Administrative Allowance will not be processed until the following documents have been received by RAV HQ at:

PO Box 370, Dearborn, MI 48121 OR 34115 W 12 Mile Rd, Farmington Hills, MI 48331

- _____ Inspection/Condition Report
- _____ Original Title, signed by customer
- _____ Signed Customer Letter
- _____ Signed/Notarized Power of Attorney
- _____ Signed/Notarized Release (Excluding legal settlements submitted by OGC)
- _____ Current Odometer Statement
- _____ Lien release

Refund Breakdown Calculated by: AWAKLAN *AWAKLAN* Prof's ID: _____

12/10/2002 12:45 PM

REFUND WORKSHEET (With Interest)

Page : 2
RAVINR44

Customer name: E

VIN: 1FMCU0415 2KA89800

SECTION 3: Aftermarket Items/Misc. Purchase Charges	
Total:	\$1.00
	(c)
SECTION 4: Misc. Deduction (Late charges, disability etc.)	
Total:	\$0.00
	(d)
SECTION 5: Other Expenses (Sales Tax, License etc.)	
Total:	\$0.00 (f)

Checked In by: K. W.

Date: _____

FORD RAV HEADQUARTERS
REFUND TEAM**FAX TRANSMISSION**FROM: TONY WEAKLAND
PHONE: 1-800-367-3050 OPTION 2DATE: 12-10-02
FAX: (248) 488-3703PLEASE DELIVER A TOTAL OF 3 PAGES (INCLUDING COVER PAGE)**To: Kelly Mitre**
Fax: 313-845-5115Customer: _____ VIN: 2KA69600CA Analyst: EILEEN PAWELEK Original Worksheet Revised Worksheet**Revision Instructions: _____

_____ Customer letter needed

Comments:

CASE:
697123161
Region: 72
Eileen

The Law Offices of
William R. McGee

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

November 20, 2002

Ford Motor Company
Consumer Affairs - Litigation Prevention Department
PO Box 8248, MD 3NE-B
Dearborn, MI 48126-4207

2
MAY 26 07 20 02
CONSUMER AFFAIRS
SECTION

Re: 2002 Ford Escape
VIN: 1FMCU04152KA69800

Dear Gentlemen:

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

Scott and [redacted] purchased their new 2002 Ford Escape on or about October 27, 2001. (A copy of the purchase contract is enclosed for your reference.) Mr. [redacted] and [redacted] were understandably excited about their sporty new 2002 Ford Escape, feeling that they had made a quality choice for their family's driving needs and enjoyment. [redacted] anticipation and excitement, however, have turned to disappointment and frustration due to repeated unsuccessful repair attempts which have substantially impaired the vehicle to them. This is not what [redacted] were promised nor bargained-for when they purchased their 2002 Ford Escape.

The subject vehicle has suffered from repeated serious defects and nonconformities to warranty, with numerous major safety defects/conditions. The vehicle has suffered from an intermittent stalling condition (three separate repair visit occasions/stalled on freeway!), "CHECK ENGINE" lamp with attendant power loss and stall, accelerator pedal sticking (two separate repair visit occasions), transmission power delivery/shifting concerns (two separate repair visit occasions), and a contaminated ABS/hydraulic brake system! This vehicle currently will stall unexpectedly and on an intermittent basis. This vehicle is unsafe and unrepaired. All this in less than 16,000 miles of ownership! The relevant repair documentation in Scott and Barbara Gaston's possession is enclosed for your review.

This warranty repair history is obviously unacceptable. As Ford Motor Company is aware, Scott and Barbara Gaston are not required to live with this problematic vehicle and they are herein demanding their entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

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

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

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

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

The Lemon Law goes on to state:

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

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

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

Civ. Code §1794 (emphasis added).

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

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

At this time, Scott and Barbara Gaston are willing to return the subject vehicle to Ford Motor Company and settle this matter for a repurchase of the vehicle and restitution in the following amount:

Down payment (less rebate)	\$10,700.00
Monthly payments (13 @ \$435.58)	5,662.28
2003 license fees (pro-rata)	T.B.D.
Less usage of 3,708 miles	(748.81)
Attorney's Fees	<u>2,500.00</u>

SUBTOTAL: \$18,113.47

In addition, it will be required that Ford Motor Company satisfy the outstanding balance owing to the lien holder of the subject vehicle, Ford Motor Credit. Please give this demand the serious consideration it deserves. If I do not hear from you by December 20, 2002, I shall assume that Ford Motor Company is denying its obligations under the law and Scott and Barbara Gaston will be left with no choice but to initiate legal proceedings.

November 20, 2002
Page 4

Thank you for your prompt attention to this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read 'W. McGee', written over a rectangular box.

WILLIAM R. MCGEE

Enclosures

cc:

1

Sent Via US Mail & Fax

December 2, 2002

William R. McGee
16844 West Bernardo Drive
Suite 380
San Diego CA 92127

Copy

RE: 2002 Ford Escape
VIN: 1FMCU04152KA69600

Dear Mr. McGee:

We have reviewed your client's case. Please be advised that Ford is willing to offer a goodwill refund to your client.

Your client will be responsible for:

- Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- The vehicle must be returned in good condition.
- A reasonable allowance for consumer use (mileage).
- Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- Signing the odometer disclosure, release form and power of attorney statements.
- Submitting receipts for any non-transferable or after-market items that have been additionally added to the vehicle.

Ford will pay attorney fees in the amount of \$2,500.00

I will forward the exact refund figures as soon as I receive them from our Recquired Vehicle Department (RAV). In order to expedite this process, please have _____ sign the authorization below and return it to us via fax at 313-845-6002.

"I authorize _____ to release the payment history and loan balance for my 2002 Escape to Ford Motor Company in order to process said refund transaction".

(X) _____ Acct# _____

Lending Institution's Phone# _____

Page 2

Thank you for allowing us to address your client's concerns.

Respectfully yours,

Eileen M. Pawelek
Consumer Affairs

EA82-827 8063

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

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

FORD: 2001-2003 ESCAPE

Article 02-11-4 is being republished in its entirety to update the Model Year and Calibration information.

ISSUE

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

ACTION

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

SERVICE PROCEDURE

NOTE

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

NOTE

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

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

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

- Transmission in Park
- Engine at idle at approximately 750 RPM
- Engine temperature should be at least 180° F (88° C)
- All accessories and the engine cooling fan should be off

1. Determine if the Evaporative Vapor Management (EVAPVM) duty cycle is operating properly. If EVAPVM is functioning correctly, the duty cycle should increase to 84-100% with the FTP decreasing to approximately 2.2 volts and then reset back to 0% duty cycle while FTP holds at approximately 2.6 volts. If the duty cycle does not increase within 5 minutes, turn on the headlights and the AC with the blower on high. The duty cycle should start increasing within 5-10 minutes. Do not replace the EVAPVM valve if the duty cycle functions correctly. If the duty cycle stops increasing and remains at 85-100% while FTP holds at approximately 2.6 volts, replace the EVAPVM valve with part number YLBZ-9C918-AA. Verify corrective action then proceed to Step 2.

NOTE

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

Article No. 02-23-1 Cont'd.

2. Disconnect the vent line in the evaporative emissions system from the check valve side (for reference check valve part # is YL6U-9C915-AB). This connection is located just forward of the evaporative emissions canister assembly, underneath the vehicle in the area of the driver side rear seat. Using shop air, blow the vent line from the check valve side forward (towards the brake booster). In the past, spiders have been known to construct webs in vent lines so handle with caution. Possible obstructions in the vent line can prevent the evaporative emissions system from purging properly, and in some cases, can cause the condition to occur. Verify corrective action then proceed to Step 3.
3. Inspect the Idle Air Control (IAC) Valve. If the valve is not part number 1L8E-9F715-AA, replace with part number 1L8Z-9F715-AA which will also require latest calibration level given in Step 4 or 5.

NOTE

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

Verify that IAC duty cycle is between 32-40% with no purge flow (EVAPVM duty cycle is 0%) and fuel trims (SHRTFT1, SHRTFT2, LONGFT1, LONGFT2) are less than 15%. If IAC duty cycle is within specification proceed to Step 4 now. If IAC duty cycle is out of specification, replace the throttle body with part number 2L8Z-9E926-AB. If the fuel trims are above 15%, disconnect the Mass Air Flow Sensor (MAF) and recheck the fuel trims. If the fuel trims drop to below 15%, replace the MAF sensor with part number 1L2Z-12B678-BARM. If fuel trims stay above 15%, check for vacuum leaks and check the fuel system. Verify corrective action then proceed to Step 4.

4. For vehicles sold in the U.S. and Canada perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part 1U7Z-12A850-AXD. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed, WDS should show latest calibration level as 1U7A-12A850-AXD for 2001, 2U7A-12A850-CZB for 2002 or 3L8A-12A850-BC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 5.
5. For vehicles sold in Mexico perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part 1U7Z-12A860-AZD, if the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed, WDS should show latest calibration level as WDS should show latest calibration level as 1U7A-12A860-AZD for 2001MY, 2U7A-12A860-CPB for 2002MY or 3L8A-12A860-CC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 6.
6. If the Electronic Engine Control (EEC) relay has stamped lettering, proceed to Step 7 now. If the EEC relay has white lettering printed on the top surface, replace with a new Hella service relay that is all black and has stamped lettering on the top surface. Both the new Hella service relay and the old relay have the same part number (FOAZ-14N088-A). Make sure the relay you are installing has stamped lettering. For location, use 2001 Wiring Diagram sections 303-07B-00-1 Connector C101B, 700-06-00-37 Battery Junction Box. Proceed to Step 7.

Article No. 02-23-1 Cont'd.

7. For 2001 and 2002 vehicles, inspect the DPFE sensor part number. If DPFE sensor is part number 2F1E-9J460-AA, proceed to Step 8 now. If the DPFE sensor is part number YF1E-9J460-AD, check for a white dot on the sensor housing (Note: White dot can be anywhere on housing). If there is a white dot, proceed to Step 8 now. If there is not a white dot, replace the DPFE with part 2F1Z-9J460-AA. Proceed to Step 8.
8. Ensure the Mass Air Flow (MAF) sensor gasket is properly installed and not blocking the air stream by disconnecting the airbox and looking inside the airbox towards the MAF sensor. If gasket is damaged, replace with part YL8Z-9E931-CA. Proceed to Step 9.
9. Verify the PCM harness integrity by removing the module from the COWL and moving the PCM harness around while the engine is running. If any abnormalities are observed, repair/replace the harness. Proceed to Step 10.
10. Inform the customer that significant weight (approximately 9 oz. or more) hanging from the key ring while the keys are in the ignition may move the ignition cylinder out of the Run position and stop the engine. When this occurs, all gauges immediately shut off (fuel reads "E", tachometer goes to zero, speedometer goes to zero immediately). It is recommended that the customer attach fewer keys to the key ring that retains the vehicle ignition key.

PCM CALIBRATION INFORMATION						
Application	Old Part Number (-12A850-)	Year Tag	New Part Number (-12A850-)	Old Calibration	New Calibration	MSB/WDS Qualifier
2001 3.0L - Escape	1U7A-AXB	ATF3	1U7Z-AXD	0M11A30512	0M11A30512	WDS B21.3 Release or Later
2001 3.0L - Escape	1U7A-AZB	ESG3	1U7Z-AZD	0M11B30512	0M11B30512	WDS B21.3 Release or Later
2002 3.0L - Escape	2U7A-CZA	NBF1	2U7Z-CZB	2M11A30510	2M11A30510	WDS B21.3 Release or Later
2002 3.0L - Escape	2U7A-CPA	PVN1	2U7Z-CPB	2M11B30510	2M11B30510	WDS B21.3 Release or Later
2003 3.0L - Escape	3L8A-BA	BAR2	3L8Z-BC	3M11A30510	3M11A30511	WDS B21.3 Release or Later
2003 3.0L - Escape	3L8A-CA	CAS2	3L8Z-CC	3M11B30510	3M11B30511	WDS B21.3 Release or Later

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

AUTHORIZED MODIFICATIONS	
THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:	
Reprogrammed Powertrain Control Module (PCM) Per TSB 02-23-1	
THESE MODIFICATIONS HAVE BEEN APPROVED, AS APPROPRIATE, BY EPA AND GM.	
DEALER NUMBER:	DATE:
CHANGE AUTHORITY:	
FPS 8262 97E FORD MOTOR COMPANY FORDVILLE U.S.A.	

Article No. 02-23-1 Cont'd.

PART NUMBER	PART NAME
1L8Z-8F715-AA	IAC - Idle Air Control Valve
2L8Z-8E828-AB	Throttle Body
1L8Z-12B578-BARM	MAP - Mass Air Flow Sensor
Y18Z-8E931-CA	Gasstat - Mass Air Flow Sensor
FOAZ-14N089-A	EEC Relay
2F1Z-9J480-AA	DPFE Sensor
Y18Z-9C918-AA	EVAP/IM Valve

OTHER APPLICABLE ARTICLES: NONE

SUPERSEDES: 02-11-8

WARRANTY STATUS: INFORMATION ONLY

OASIS CODES: 807000, 807400, 807500, 807600,
807700, 811000, 811500, 814000,
814500, 814800

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

Pawelek, Eileen (E.M.)

From: Pawelek, Eileen (E.M.)
Sent: Monday, December 02, 2002 3:26 PM
To: Keller, Kristian (P.)
Cc: Pawelek, Eileen (E.M.)
Subject: OfferCase #007123161

Hi Kris,

As we discussed, I will be offering the attorney his choice of a refund or replacement vehicle as the vehicle meets presumption of California Lemon Law due to two repair attempts for a safety issue (stalling).

Eileen Pawelek

Phone: 313 845 4912

Fax: 313 845 5115

ERG2-027 0078

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMDR	STATUS
21	12/02	16:49	8584858719	EC-S	00:28"	002	032	OK

Ford Motor Company

Consumer Affairs

Sent Via US Mail & Fax

December 2, 2002

William R. McGee
16844 West Bernardo Drive
Suite 380
San Diego CA 92127

RE: 2002 Ford Escape
VIN: 1FMCU7D41S2KA69600

Dear Mr. McGee:

We have reviewed your client's case. Please be advised that Ford is willing to offer a goodwill refund to your client.

Your client will be responsible for:

- Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- The vehicle must be returned in good condition.
- A reasonable allowance for consumer use (mileage).
- Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- Signing the odometer disclosure, release form and power of attorney statements.
- Submitting receipts for any non-transferable or after-market items that have been additionally added to the vehicle.

Ford will pay attorney fees in the amount of \$2,500.00

I will forward the exact refund figures as soon as I receive them from our Recaptured Vehicle Department (RAV). In order to expedite this process, please have Mr. & Mrs. Gaston sign the authorization below and return it to us via fax at 313-845-6002.

"I authorize _____ to release the payment history and loan balance for my 2002 Escape to Ford Motor Company in order to process said refund transaction".

(X) _____

Acct# _____

Lending Institution's Phone# _____

E982-027 0871

501807

235732

The Ford Store
San Leandro
13880 E-14th Street
Phone (910) 347-4177
SAN LEANDRO, CALIFORNIA 94578

INVOICE

OAKLAND, CA 94605
HOME:

PAGE 1

BAR # 214224
SFA / CPO 06138226

BUS:

SERVICE ADVISOR: 5745 CORTLAND WYATT

OWNER	YEAR	MAKE/MODEL	VIN	LICENSE	REGISTRATION	TAX	
GRAY	02	FORD ESCAPE	1FMCC04152KA69600		1055/1055		
IN SVCS DATE	EXPIR DATE	WARRANTY EXP	PROMISED	RO NO	RATE	PAYMENT	END DATE
27OCT2001			16:00	27NOV01	0.00	CASH	27NOV2001

OPTIONS: STK:220260 DLR:03928 ENG:V6 TRN:AUTO
AXL:2

07:52 27NOV01 13:29 27NOV01
LINE OR CODE TAIL WASH FOURS
ADDRESS: FRONT CHAIR SEAT TEATHER, CUSTOMER WANTS IT CONTINUED ON
FRONT OFF BACK SEAT, OUT OFF WAY OFF CARPET.

SC1 SAFETY MC/DC

H
N/C
UPPER CARGO, CUSTOMER WANT ED TEATHER MOUNTED ON FRONT OFF REAR PASSENGER
SEAT, EXPLAINED FORD HAS ONLY CERTAIN SPOTS WHERE TEATHER CAN BE
MOUNTED, DID NOT INSTALL TEATHER



ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:		
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		PAINT & MATERIALS	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGE	0.00
		ADJUSTMENTS	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00



I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
CUSTOMER INITIAL X _____
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE

CUSTOMER COPY

EP02-827 8873

501807

238671

The Ford Store
San Leandro
 13888 E 14th Street
 Phone (510) 347-4177
 SAN LEANDRO, CALIFORNIA 94578

+INVOICE+

7
 OAKLAND, CA 94605
 HOME:

PAGE 1

MS # 210224
 EPA # CA# 001302260

SERVICE ADVISOR: 8746 CORNELIO HERRERA

REG. COLOR	YEAR	MAKE/MODEL	VIN	PLATE	REG. TAG
GRAY	22	FORD FORD	1FV0D04152KA63600	3708/3702	
INSUR. SA. E. PROD. CA #	WARR. EXP.	PACKAGED	PG. NO.	RATE	PAYMENT
27OCT2001		16.00	25JAN02	0.00	CASH

OPTIONS: STK:220260 DLR:03928 ENG:V6 TRN:AUTO

AXL:2

29:16 25JAN02 16:10 BALANCE

DATE	DESCRIPTION	EST.	NET	TOTAL
------	-------------	------	-----	-------

A. INSPECT FOR INTERMITTENT ENG. LIGHT ON, CUSTOMER STATES DRIVING, ENG. LIGHT CAME ON, LOST POWER TO STRG. BRAKES, HARD TO STEER, HARD TO BRAKE, ENG. DID NOT DIE. INSPECT & REPORT

CAUSE: W97

8724 BART, ERIC LICH, 9578

1 FORZ*14N089*A BRK ASY-RLY MING

(N/C)

PSM 15414 REPLACED PCM P ONTR RELAY, INSPECTED PDS-8101, 6104, 6105 CHECKED CONNECTORS, CHECKED IAC VALVE, SWIRL & ALL JERK & JERK GOOD, (ONE TIME INTERMITTENT STALL AS DRIVER BELIEVE ONES & ON WITH)

B. INSPECT EXL. WINDSHIELD INSIDE, CUSTOMER STATES WINDSHIELD CRACKS ON PASSENGER & DRIVER SIDE, REPAIRING W. REPAIR, WIFE NOW WIFE OFF, INSPECT & REPORT

CLASS INSTALLED INSIDE CRACK REPAIR, WINDSHIELD LOCKY CRACK, WINDSHIELD 14 HOUR LICH, 1274

CE

0.00 0.00

NEW ADDRESS: 1111 MARINA BLVD,
 SAN LEANDRO, CA 94577
 BAR #AD210224 EPA: CAL000224770

ORIGINAL ESTIMATE	AUTHORIZED REVISION ESTIMATE	DESCRIPTION	TOTAL
0		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		PART & MATERIALS	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGE	0.00
		ADJUSTMENTS	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00



I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
 I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE

CUSTOMER COPY

ER82-027 0074

501807

241095

The Ford Store
San Leandro
 13889 E-14th Street
 Phone (810) 347-4177
 SAN LEANDRO, CALIFORNIA 94578

INVOICE

OAKLAND, CA
 HOME:

BUS: 4

PAGE 1

SAN # AD 210224
 EPA # CAD 001002200

SERVICE ADVISOR: 8746 CORNELIO HERRERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	PLATE
GRAY	02	FORD ESCAPE	1FMKU04152KA69600		6209/6210
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE
27OCT2001		16:00 20MAR02			0.00 CASH
OPTIONS: DLR:03928 ENG:V6 TRN:AUTO AXL:2					

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

NEEDED

LEVELS AS NEEDED PER COMPLIMENTARY COUPON

IN

5 X0*5W20*D5P

B INSPECT BRAKE FLUID, CUSTOMER STATES MASTER CYLINDER FLUID CONTAMINATED, INSPECT & REPORT

CAUSE: W97

P1 BRAKES

8536 PC LIC#: 9546

- 1 YL82*2143*AM CTD ASY-BRK MSIN
- 1 IN*1* BRAKE FLUID

PERFORMED COMPLETE BRAKE INSPECTION, VERIFIED CO. DEGENERATED MASTER CYLINDER RESERVOIR, PARTICLES IN FLUID, CK OASIS, NO MESSAGE, REPLACED MASTER CY LINDER & RESERVOIR, FLUSHED SYSTEM, RETESTED, ROAD TESTED OK

C INSPECT TRANS. FOR HARSH SHIFT, CUSTOMER STATES FRM. PARK TO DRIVE, THAN

CAUSE: W97

8536 PC LIC#: 9546

UNABLE TO VERIFY CONCERN, ROADTESTED, CK OASIS ME SSAGE, INSPECT TRANS PRESSURE, NORMAL, CK OASIS WORK NORMAL, ROADTESTED, ROADTESTED ESCAPE, SIMI LAR TO CUSTOMER, SHIFT SAME.

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	LABOR AMOUNT	
0	0	PARTS AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		PAY & MATERIALS	
		SUBLET AMOUNT	
CUSTOMER INITIAL X _____		MISC. CHARGES	
		TOTAL CHARGES	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		ADJUSTMENTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
CUSTOMER SIGNATURE			



501807

241095

The Ford Store
San Leandro
13888 E-14th Street
Phone (510) 347-4177
SAN LEANDRO, CALIFORNIA 94578

INVOICE

OAKLAND, CA
HOME:

BUS:

PAGE 2

SALE # AD 214234
DPA # CUD 00130226

SERVICE ADVISOR: 8746 CORNELIO HERRERA

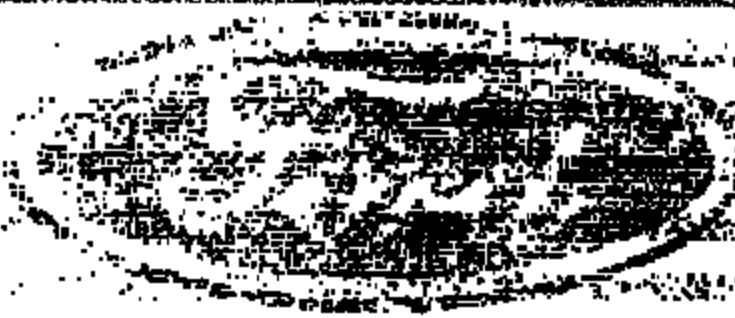
CURR	YR	MAKE/MODEL	VIN	LICENSE	REGISTRATION	TAG	
GRAY	02	FORD ESCAPE	1FMCU04152KA69600			6209/6210	
IN SVC. DATE	PRICE DATE	WARR. EXP.	PROMISED	CO. NO.	RATE	PRYMENT	SVC. DATE
27OCT2001			16:00 20MAR02		0.00	CASH	20MAR2002

OPTIONS: DLR:03928 ENG:V6 TRN:AUTO AXL:2

08:43 12MAR02 14:00 20MAR02

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

SALE ADDRESS: 1111 MARINA BLVD.
SAN LEANDRO, CA. 94577



ORAL ESTIMATE	ALTERNATE REVISED ESTIMATE	DESCRIPTION	TOTALS
<i>[Signature]</i>		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		PAINT & MATERIALS	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		ADJUSTMENTS	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE *[Signature]*

CUSTOMER COPY

5802-027 0078

501807

241095

ED CHOVANES FORD, INC.

P.O. Box 9078
13888 E-14th Street
Phone (510) 382-2000
SAN LEANDRO, CALIFORNIA 94578

INVOICE

PAGE 1

CAR # AA 14490E EPA # CAD 001005180

OAKLAND, CA
HOME: 577

7 BUS:

71

SERVICE ADVISOR: 8746 CARMELIO HERRERA

COLOR	YEAR	MAKE/MODEL	VIN	PLATE	WEIGHT/CUT	TAG
GRAY	02	FORD FOCUS	1FMCU34177K259500	6209/0200		
DATE	TIME	DATE	TIME	DATE	TIME	DATE
17OCT2001	16:00	20MAR02		0.00	CASH	25MAR2002

OPTIONS: DLR:03928 ENG:V6 TRN:AUTO AXL:2

08:43 12MAR02 18:40 25MAR02

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

PERFORM COMPLETE BRAKE OIL & FILTER CHANGE TORR OFF FLUID LEVELS AS NEEDED

8536 FC LIC#: 9546

1 FLAZ*6731*ED FILTER ASY-OIL

(N/C)

(N/C)

(N/C)

CONTAMINATED INSPECT & REPORT

CAUSE: BRASS PARTICLES IN FLUID, PARTICLES IN FLUID, CR CASIS, NO MESSAGE, REPLACED MASTER

2200 ANTI-LOCK BRAKE SYSTEM - DIAGNOSIS - ROAD

TRST - H

8536 FC LIC#: 9546

797

1 Y.82*2140*AA CYL ASY-DRR MSTR

2140A MASTER CYLINDER - REMOVE AND INSTALL OR

REPLACE (2140) L

8536 FC LIC#: 9546

FC: R20 49

COUNT:

AUTH CODE:

PERFORMED COMPLETE BRAKE INSPECTION, VERIFIED CO NTAMINATED MASTER CYLINDER, REPAIRS TO BE MADE IN ORDER TO CORRECT AND REPAIR, REPLACED MASTER CYLINDER & RESERVOIR, FLUSHED SYSTEM, RETESTED, ROAD TESTED OK

C INSPECT TRANS. FOR HARSH SHIFT, CUSTOMER STATES FRM. PARK TO DRIVE, THAN

ORIGINAL ESTIMATE	AUTHORIZED REVERD ESTIMATE	DESCRIPTION	AMOUNT
		PARTS AMOUNT	
		PART & MATERIALS	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		ADJUSTMENTS	
CUSTOMER INITIAL X		SALES TAX	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		PLEASE PAY THIS AMOUNT	
CUSTOMER SIGNATURE			



EA82-027 0078

501807

241095

ED CHOVANES FORD, INC.

P.O. Box 3078
13888 E-14th Street
Phone (510) 352-2000
SAN LEANDRO, CALIFORNIA 94578

INVOICE

7
OAKLAND, CA
HOME: _____

BUS: _____

PAGE 2

SAF # AA 144328 EPA # CA0 # 11382280

SERVICE ADVISOR: 5745 CONNELIC HERRERA

YEAR	MAKE	MODEL	VIN	LOG #	W/BAGE. V/OUT	TAG	
GRAY	02	FORD ESCAPE	1FMCDD4152KA69600		6209/6210		
IN SVC. DATE	PRD. DATE	WARR. EXP.	PROCESSED	PO NO.	RATE	PAYMENT	INV. DATE
27OCT2001			16:00 20MAR02		0.00	CASH	25MAR2002

OPENED DATE: _____ OPTIONS: DLR:03928 ENG:V6 TRN:AUTO AXL:2
 08:43 12MAR02 18:40 25MAR02

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

CAUSE: UNABLE TO VERIFY CONCERN, ROADTESTED, CK OASIS ME SSAGE, INSPECT
 STRAIN ON FRONT END, INSPECTED, NO NOISE, NOISE, COORDINATION, ROADTESTED
 ANOTHER ESCAPE

DIAGNOSIS (7003) - L
 W97 (N/C)

PART#: 7000
 CLAIM TYPE:
 ADV CODE:
 9546

UNABLE TO VERIFY CONCERN, ROADTESTED, CK OASIS ME SSAGE, INSPECT TRANS
 PRESSURE, NORMAL, CK. DTC, NONE, NORMAL CONDITION, ROADTESTED ANOTHER
 ESCAPE, SIMI LAR TO CUSTOMER, SHIP, SAME!

NEW ADDRESS: 1111 MARINE BLVD,
 SAN LEANDRO, CA. 94577
 FAX: 510 210 2774 FAX: CAL006224770

ORIGINAL ESTIMATE:	AUTHORIZED REISED ESTIMATE:	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		PART & MATERIALS	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		ADJUSTMENTS	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00



I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF APPROVAL RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE!

CUSTOMER SIGNATURE

501807

246962

The Ford Store

San Leandro

1111 MARINA BLVD.

PHONE (510) 347-4177

SAN LEANDRO, CALIFORNIA 94577

www.thefordstoreinsanleandro.com

SAF # AD 210234

SA # CAR 800104881

INVOICE

OAKLAND, CA
HOME: / BOS: /

PAGE 1

SERVICE ADVISOR: 8746 CORNELIO HERRERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG	
GRAY	02	FORD ESCAPE	1FMCU04152KA69600		10128/10129		
IN SVC. DATE	PROD. DATE	WARR. EXP.	FRM/SER.	PC NO.	PRICE	PAYMENT	FIN. DATE
27OCT2001			11:30 D1JUL02		0.00	CASH	28JUN2002

OPTIONS: DLR:03928 ENG:V6 TRN:AUTO AXL:2

09:18 28JUN02 17:00 28JUN02

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A: CUSTOMER REQUEST A: 10,000 MILE SERVICE.

10K PERFORMED ALL SERVICES & INSPECTIONS PER 10K

FORD STORE SERVICE MENSUR

8615 RL LIC#: 2205

1 FLAZ*6731*BD FILTER ASY-OTL

6.89 6.00 6.00

6 10*5W20*DBF.

2.80 2.80 16.80

HIZOTI, HAZARDOUS WASTE DISPOSAL FEE FOR USED

OIL-CAD981382260

8615 RL LIC#: 2205

2.00

B: INSPECT FOR GAS PEDAL WEAR/CRACKS/STIFFNESS/STUCK PEDAL/WHILE

DRIVING, INSPECT & REPORT

CAUSE: W97

M1 MAINTENANCE

8615 RL LIC#: 2205

(N/C)

VERIFIED CONCERN, CALLED CABLE COMPANY, 1 HOUR TO REMOVE CABLE FROM

FACTORY, CHECKED CABLE, COST OVER TO BE COVERED WHEN CABLE ARRIVES &

RESCHEDULE LE FOR INSTALLATION.

C: INSPECT FOR SUSPENSION NOISE, CUSTOMER STATES NOISE IN LEFT

SUSPENSION, INSPECT & REPORT

CAUSE: W97

M1 MAINTENANCE

(N/C)

RENDERING EFFORTS TO SIMULATE DRIVING CONDITIONS DESCRIBED BY

CUSTOMER, RAISED VEH. ON RACK, INSPECTED FRT. END COMPONENTS, COULD NOT

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		PAINT & MATERIALS	
CUSTOMER DETAIL X		SUBLET AMOUNT	
NOTICE TO CONSUMERS: PLEASE READ IMPORTANT INFORMATION ON BACK. I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		MISC. CHARGES	
CUSTOMER SIGNATURE		TOTAL CHARGES	
		ADJUSTMENTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	



ERR2-027 0081

CUSTOMER COPY

501807

2 4 6 9 6 2

The Ford Store San Leandro

1111 MARINA BLVD.
PHONE (810) 347-4177
SAN LEANDRO, CALIFORNIA 94577
www.thefordstoreinleandro.com

INVOICE

BAR # AD 216234
EPA / CAR 90016991

OAKLAND, CA
HOME:

BUS:

PAGE 2

SERVICE ADVISOR: #746 CORNELIO HERRERA

CCOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN CUT	AB	
GRAY	02	FORD ESCAPE	1FKU04152KA69600		10128/10129	T3551	
IN BIL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27OCT2001			11:30 01JUL02		0.00	CASH	28JUN2002

OPTIONS: DLR:03928 EHG:V6 TRN:AUTO AXL:2

09:18 28JUN02 17:00 28JUN02

LINE QCODE TRM LYR HOURS LIST NET TOTAL

VERIFY CONC. FCS, NO NOISE HEARD, CHARIS TO VERIFY CONCERN

 WINDOW OR REAR HATCH AREA, HEARS GOING OVER BUMPS, INSPECT &
 CAUSE: VERIFIED CONCERN, PERFORMED NVH DIAG. HOOKED UP C HASSIS EARS, FD
 REAR DAMAGED BY
 8615 RL LIC#: 2205



VERIFIED CONCERN, PERFORMED NVH DIAG. HOOKED UP C HASSIS EARS, FD NOISE AT
 REAR GLASS, ADJUSTED SPRINGS & SHOCKS, NOISE HEARD, BUMPED BUMPER,
 BUMPER SHOULD BE REPAIRED, CHECK FOR RATTLE NOISE, RATTLE NOISE
 RATTLE NOISE COULD BE HEARD, RATTLE NOISE HEARD, RATTLE NOISE HEARD

INSPECT LEFT BUMPER DRIVERS SIDE, REAR, CUS OVER STALLS, SCREENS
 MISSING, INSPECT & REPORT
 R2 REAR BUMPER DRIVERS SIDE DAMAGED, WILL NEED
 BUMPER REPLACEMENT.

CP 0.00 0.00

** PERFORM MULTI POINT INSPECTION
 999 PERFORM MULTI POINT INSPECTION
 8615 RL LIC#: 2205

GBK "BRAKES" CHECKED OK
 CP 0.00 0.00

 I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X _____ NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. (I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.) CUSTOMER SIGNATURE 	ORIGINAL ESTIMATE 1	AUTHORIZED REVISED ESTIMATE 1	LABOR AMOUNT PARTS AMOUNT PAINT & MATERIALS SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES ADJUSTMENTS SALES TAX PLEASE PAY THIS AMOUNT
			0.00 0.00

ER82-827 0082

CUSTOMER COPY

501807

246962

The Ford Store

San Leandro

1111 MARINA BLVD.

PHONE (510) 347-4177

SAN LEANDRO, CALIFORNIA 94577

www.thefordstore.com

BAR # AD 210224

QA # CAR 0010881

INVOICE

PAGE 3

OAKLAND, CA 94605

HOME: ?

BUS:

SERVICE ADVISOR: 8766 CHERYLIC HERRERA

VEHICLE	YEAR	MAKE	MODEL	PLATE	LICENSE	REGISTRATION	TAXES
GRAY	97	FORD	ESCAPE	7F0X104152K059602	3C128/0129		
INVOICE DATE	INVOICE TIME	HAIR EXP.	PROBLED	PC NO.	RATE	PAYMENT	AV. DATE
27OCT2001			11:30	01JUL02	0.00	CASH	28JUN2002

NO. OF DAYS: 101 DAY-CUST. SATISF. CF.ONS: DLR:03928 EQ3:V6 TRN:ADTO AXL:2

LINE	QTY	DESCRIPTION	UNIT	PRICE	TOTAL
09:18	28	7/32			
17:00	28	7/32			
<p>LINE CODES: TECH TYPE HOURS</p> <p>H** "TIRE" CHECKED OK, 7/32 OR GREATER</p> <p>G** "TIRE" CHECKED OK, 7/32 OR GREATER</p> <p>8615 AL-LICH: 2205</p>					
				0.00	0.00

NEW ADDRESS: 1111 MARINA BLVD, BAR #AD210224 EPA: CAL00C224770



ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE		
<i>TSE</i>		LABOR AMOUNT	50.32
		PARTS AMOUNT	22.80
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		PART & MATERIALS	0.00
CUSTOMER INITIAL X _____		SUBLET AMOUNT	0.00
NOTICE TO CUSTOMERS-PLEASE READ IMPORTANT INFORMATION ON BACK		MISC. CHARGES	0.00
I ACKNOWLEDGE THIS WORK ORDER AND THE NECESSITY & COST OF THIS SERVICE.		TOTAL CHARGES	73.12
CUSTOMER SIGNATURE <i>[Signature]</i>		ADJUSTMENTS	0.00
		SALES TAX	1.88
		PLEASE PAY THIS AMOUNT	75.00

CUSTOMER COPY

CUSTOMER #: 501807

248834

The Ford Store

San Leandro

1111 MARINA BLVD.

PHONE (510) 347-4177

SAN LEANDRO, CALIFORNIA 94577

www.thefordstoreandsale.com

SAE # AD 210224

EPA # CAR 00010881

WORKORDER

PAGE 2

OAKLAND, CA
HOME

.7 BUS,

SERVICE ADVISOR: 1925 LEE HARVEY

GRAY	02	FORD ESCAPE	1FMCJ04152KA69600	11940/
SERVICE DATE	PROD. DATE	WARR. EXP.	PROBREM	PONCL
27OCT2001			16:30 05ALG02	3.20 CASH
P.O. #1200	FLASY		34TC48	112:01928 F006:V8 TRV:AC10 AXL:2

15AUG2002 08:22

LINE CP CODE TECH TYPE DESCRIPTION/INSTRUCTIONS

BAR #AL210224
 EPA #CIL 000224770
 NEW ADDRESS: 1111
 MARINA BLVD
 SAN LEANDRO, CA 94577

THIS IS NOT AN INVOICE

BY LAW, YOU MAY OBTAIN A COPY OF THIS CONTRACT BY VISITING ANY FORD STORE OR

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT, PLEASE READ CAREFULLY. I, the undersigned customer, hereby agree to the terms and conditions of this contract. I hereby grant the dealer the right to use my name and likeness in any advertising or promotional material for the purpose of selling other vehicles. All repairs performed by the dealer shall be done with new or rebuilt parts unless otherwise specified. I understand that the dealer is not responsible for the condition of the vehicle at the time of sale. I understand that the dealer is not responsible for the condition of the vehicle at the time of sale. I understand that the dealer is not responsible for the condition of the vehicle at the time of sale.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.

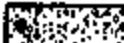
SAVE PARTS

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	WORK TO BE PERFORMED	AUTHORIZED BY	ADDITIONAL REMARKS

THE FORD STORE

1111 MARINA BLVD
SAN LEANDRO, CA 94577



AUTHORIZED BY: X

TERMS: SEE FORD STORE CONTRACT

CUSTOMER COPY

EA22-827 0885

501807

251367

The Ford Store

San Leandro

1111 MARINA BLVD.

PHONE (510) 347-4177

SAN LEANDRO, CALIFORNIA 94577

www.thefordstore.com

SAN # AD 210236

WPA # CAR 00010681

Extra
EX

INVOICE

OAKLAND, CA HOME:

BUS: 1

PAGE 1

SERVICE ADVISOR: 8746 CORNELIO HERRERA

RAY	32	FORD ESCAPE	157004:527K69600	14561/14562
4 SVC. CAT.	INSTR. DATE	WASH. EXP.	REG. NO.	SALES TAX

27OCT2001 12:48 27SEP02 0.00 CASH 26SEP2002

OPTIONS: DLR:03928 ENG:V6 TRN:AUTO AXL:2

08:39 26SEP02 15:53 26SEP02
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

15K PERFORMED 15K SERVICE & INSPECTIONS PER FORD

15K SERVICE MENU

8615 RL LIC#: 2205

1 F1AZ*6731*ED FILTER ASY-OIL 6.89 6.00 6.00

5 X0*5M20*OSP 2.00 2.00 2.00

8 MW WHEEL-WEIGHT 2.00 2.00 2.00

1 YL88*9601*AA ELEMENT ASSEMBLY-ENGINE 13.00 6.95 6.95

1 1L5Z*6A666*AA KIT CRANKCASE VENT REG VALVE 2.75 2.75 2.75

1 3 BATTERY-PADS 2.75 2.75 2.75

OIL-CAD981382260

8615 RL LIC#: 2205

CP

2.00 2.00

R INSTALL S.O.P. WEATHER STRIP, REFER TO R.O. #248234, 08/06/02, TECH 8704

CAUSE: 497

B2 TRIM & BODY FIT

8615 RL LIC#: 2205

(N/C)

REPLACED S.O.P. WEATHERSTRIP BOTH SIDES AROUND BO DY ABOVE DOOR

OPENINGS, RETESTED-ROADTESTED & NO NOISE NOTED

99P PERFORM MULTI POINT INSPECTION

CP

0.00 0.00

D** "TIRE" CHECKED OK, 7/32 OR GREATER

ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE:	LABOR AMOUNT	
		PARTS AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		PAINT & MATERIALS	
CUSTOMER INITIAL: X		SUBLET AMOUNT	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE!		MISC. CHARGES	
CUSTOMER SIGNATURE		TOTAL CHARGES	
		ADJUSTMENTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	



CUSTOMER COPY

EP02-827 0886

501807

251367

The Ford Store
San Leandro

1111 MARINA BLVD.
PHONE (510) 347-4177
SAN LEANDRO, CALIFORNIA 94577
www.thefordstoreinsanleandro.com



INVOICE

PAGE 2

BAR # AD 210321
EPA # CAR 00018861

OAKLAND, CA
HOME:

BUS:

SERVICE ADVISOR: 3746 CORNELIO HERRERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	WREATH IN OUT	TAG	
GRAY	02	FORD ESCAPE	1FMCU15242M63500	14561/14562		73452	
SYC. DATE	W.D. DATE	WARR. EXP.	FROM SFS	NO. YD.	DATE	PAYMENT	EX. DATE
27OCT2001			12:48 27SEP02		0.00	CASH	26SEP2002

OPTIONS: DLR:03928 IMG:V6 TRN:AUTO AXL:2

LINE	QTY	DESCRIPTION	UNIT	PRICE	TOTAL
08:19	26	SEP02			
15:53	26	SEP02			

CLIMB "TIRE" CHECKED OK, 7/32 OR GREATER

8615 RL LICH: 2205

GRK "BRAKES" CHECKED OK

CP

NEW ADDRESS: 1111 MARINA BLVD,
SAN LEANDRO, CA. 94577
BAR #AD210224 EPA: CAL000224770

ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE	DESCRIPTION	TOTAL AMOUNT
2650		LABOR AMOUNT	170.55
		PARTS AMOUNT	89.10
		PAINT & MATERIALS	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	259.65
		ADJUSTMENTS	0.00
		SALES TAX	7.35
		PLEASE PAY THIS AMOUNT:	267.00



NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE

CUSTOMER COPY

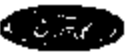
ERG2-827 0087

501807

232046

The Ford Store San Leandro

1111 MARINA BLVD.
PHONE (510) 247-4177
SAN LEANDRO, CALIFORNIA 94577
www.thefordstoreinsanleandro.com



STAR # AD 210254
TRA # CAR 00010881

INVOICE

S

IN

PAGE 1

OAKLAND, CA
HOME:

BUS: /

SERVICE ADVISOR: 8746 CORNELIO HERRERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG
GRAY	02	FORD ESCAPE	1FVCD04152KA69600		15189/15195	
IN SVC. DATE	TRDD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT
27OCT2001			08:00 30OCT02		0.00	CASH
A.D. OPENED		DATE		OPTIONS: DLR:03928 ENG:V6 TRN:AUTO AXL:2		

LINE	OPCODE	TECH	TYPE	HOURS	EST	NET	TOTAL
1							

STALLED, ENG. LIGHT CAME ON
CAUSE: M97
D1 DRIVEABILITY

1 2L8Z*9E926*AB BDY ASY-AIR INTK CIG-TRUCK (N/C)
 1 2F1Z*9J460*AA SENSOR ASY-ENG PRESSURE VLV (N/C)
 1 2L8Z*12A450*AD PROCESSOR ASY-ERC (MPC-161) (N/C)

VERIFIED CONCERN, RAN PCM SELF-TEST & NO DTC, RUN ENDS, PERFORMED TSB 02-11-06 PIN-POINT TESTS RE-PROGRAMMED PCM, UNABLE TO REPROGRAM, REQUIRED CATALYTIC CONVERSION KIT, DROPPED GIV BY REVISED PROCEDURE TO PROGRAM KEYS REPLACED IAC VALVE & THROTTLE BODY & PCM OPERATING LIMITS CONCERN FOR THE 02-11-06 REPROGRAM ENDS & NOTES, ROADTESTED & RECHECKED PID MONITOR DATA & TECH. DIT NOT STILL & IAC VALVE DUTY CYCLE NOW WITHIN OPERATING RANGE AS STATED, EA-02-11-06

B T.A.P RENTAL PER FORD STORE
 RENTAL TAP RENTAL PER FORD STORE
 14 HOUSE LIC#: 1234

SAN LEANDRO, CA. 94577



ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE	DESCRIPTION	TOTALS
		LABOR AMT.	0.00
		PARTS AMOUNT	0.00
		PAINT & MATERIALS	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		ADJUSTMENTS	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL: X

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. I ACKNOWLEDGE RECEIPT OF VEHICLE AND HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE: X

CUSTOMER COPY

FORM 027 8/98

Pawelek, Eileen (E.M.)

From: Godiwalla, Amy (A.A.)
Sent: Monday, December 02, 2002 2:10 PM
To: Pawelek, Eileen (E.M.)
Subject: RE: Customer Gaston, #897123161

Hi Eileen,

No contact with this customer.

Thanks,

Amy Godiwalla
Customer Service Manager
San Francisco Region
Phone: 925.904.5837

---Original Message---

From: Pawelek, Eileen (E.M.)
Sent: Wednesday, November 27, 2002 9:24 AM
To: Godiwalla, Amy (A.A.)
Cc: Pawelek, Eileen (E.M.)
Subject: Customer Gaston, #697123161

Hi Amy,

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

Thanks!

-The Ford Store San Leandro-02 Escape-1FMCU04152KA69800-concerns with stalling, check engine light, accelerator pedal sticking, shifting and ABS concerns.

Eileen Pawelek

Phone: 513 845 4912

Fax: 513 845 5115

Action Detail

[Print Action Detail](#)

VIN: 1FMCU04152KA69600	Year: 2002	Model: ESCAPE	Case: 687123161
Name: F	Owner Status: Original	WSD: 2001-10-27	
Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: THE FORD STORE SAN LEANDRO	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 03928	
Odometer: 16188 MI	Comm Type: MAIL		
Action Date: 11/27/2002	Action Time: 08:46:18:387	Action Date: Yes	
Analyst Name: CHERIE LEICH	Analyst: GLEICH		

COMMENTS: *****ATTORNEY DEMAND***** DATE STAMPED 11-28-02 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED ON AT LEAST THREE OCCASIONS FOR A STALLING CONDITION, IN ADDITION TO CHECK ENGINE LIMP ON, ACCELERATOR PEDAL STICKING, TRANSMISSION POWER DELIVERY/SHIFTING CONCERNS AND BRAKE PROBLEMS. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

[Update Issue](#) [Close Issue](#)

[Warranty History](#) [ESP/Recall](#) [Costs](#)

Action List

[Print Action List](#)

Date	Origin	Description
▶ 11/27/02	CALGFD	OPEN LEGAL CONTACT - ATTORNEY DEMAND

E982-027 0002

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMCUJ4152KA69600 Vch Line: TM1 - ESCAPE (J204) [2001] Eng Serial No: 0C264387
 Model Year: 2002 Market Derivat: T/F - FORD DIVISION DERIVATIVE Body Sheet: *
 Vch Type: T Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE Engine: T/D - MOD 3.0L DOHC EFI NA V6 G*NAAO
 Inv. Dealer: 0992A Body Cab Style: DWR - 5 DOOR LIGHT TRUCK Transmission: T/D - 4 SPD AUTO TRANS NAAD CDM
 Vehicle Status Code: Y Version/Serial: DEP - FORD SERIES

BUILD INFORMATION:

Region: NA - #00000000 Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - #00000000 Prod Date: 01-OCT-2001

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 172018 - *
 Country: USA - #00000000 Selling Dir: 001Pw: CA
 Buyer StProv: CA
 Arrival Date: 09-OCT-2001 Red Carpet Lease: *
 Sale Date: 27-OCT-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 27-OCT-2001 Modified Vehicle: * Vehicle Count Flag: Y
 Orig Warranty Date: 27-OCT-2001 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 00420A5960010337 8 4 2 0674434 57 8 28169 63 NEG 285 5 183A2K 728018E 3V CM X23 4 3 2 11
 0NC586 420A 014CA 63

EP02-027 0003

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	C
Audio Disk:	* - [N/A]	Entertainment:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B2 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Passr Side):	B2 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNSPW - DARK SHADOW GREY CC
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	MI - AM/FM STEREO CHANGER/CLK
Calibration Code:	0M11A30A	Sound System:	AE - AUCROPHILE SOUND SYSTEM
Color(Access):	* - [N/A]	Steer Traction Axle:	
Color(Tint):	0002X -	Tire Manufacturer:	AP -
Delivery Type:	X	Tire Brand:	A308453 -
Deliverat Code:	D	Tire Size:	D37U - P235/70R-16 OWL A-S
Front Seat:	L/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Traction Control:	* - [N/A]
Fuel Type:	AP - UNLEADED FUEL CAPABILITY	Wheel Base:	

TIRE DOT INFORMATION:

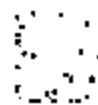
LF: A3084533601 RF: A3084533601
 LR: A3084533601 RR: A3084533601
 LE: * RE: *

SPARE: HY01893601 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	* - *
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Thous):	* Emission Descal Suffix:	EM
ESP Plan Year:	* Engine Family:	2FMXTE901F6
ESP Signature Date:		

Any comments? You can contact



webmaster

ESP2-827 0894



Concerned that your payment may be held up in the mail? Consider looking at our convenient payment alternative. Have your payments automatically deducted from your bank account on your due date. Enroll in the Preferred Payment Plan today at www.fordcredit.com through Account Access.

FORD CREDIT...WE CAN MAKE IT HAPPEN.

OTA 1478-1 (08/01)

See Detailed Information About Your Invoice on Reverse Side

Account Number	Vehicle Description	Statement Date
FK A382 78X0	2002 ESCAPE	02/26/2002



For address changes or other communication, feel free to contact us.



CUSTOMER SERVICE CENTER

1-800-727-7000 Mon - Sat 7 am - 8 pm CST



WEBSITE ADDRESS

www.fordcredit.com

If you disagree with your current charges or transactions since last statement, please send all correspondence to:

Ford Credit
c/o Correspondence
P.O. Box 843099
Omaha, NE 68154

For payment remit to:

FORD CREDIT
PO BOX 7845 FK
PASADENA CA 91109-7845

TRANSACTIONS SINCE LAST STATEMENT

Transaction Date	Description	Amount
01/17/2002	Payment received	\$436.58

Payments received after statement date are not reflected.

PAYMENT(S) DUE

Due Date	Description	Amount
02/26/2002	Payment due	\$436.58

Payments received at a location other than the residence address shown below may delay crediting your account, unless otherwise provided by law.

Account Access at www.fordcredit.com strives to exceed your online experience. Receive and pay your invoice electronically by using E-Bill, just one of our electronic payment methods. You can view your payment and payoff information. With a few simple clicks, update your account information, from your email address to your phone number. Get answers and manage your account today by visiting www.fordcredit.com.

See if the Ford Motor Company Vehicle Insurance Program, underwritten & offered by The Hartford, can save \$250 or more on your auto insurance. Visit www.fordcredit.com for program details or contact Ford Credit or your dealer, insurer or agent choice is optional & won't affect your coverage by or terms of your purchase or lease agreement.



As required by law, in some states, you are hereby notified that a negative credit report reflecting your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

DETACH AND RETURN THIS STUB FOR EACH ACCOUNT PERIOD.

EA82-027 0035

WHITE JACK 2002
1743253371 PITTSBURGH

ER02-027 0000



KIMMEL & SILVERMAN
P.C.

F A X

..... Kimmel & Silverman, P.C.
• 30 E. Butler Pike
• Ambler, PA 19002
•

• 1-800-LEMON LAW
• <http://www.lemonlaw.com>

To: _____
Fax Number: _____

From: ~~_____~~
Fax Number: (215)540-8817
Business Phone: _____

Date & Time: 8/25/02
Pages (including cover): 2
Re: _____ RR #'s

Perfect!

Thanks
D.K.

The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender listed above, and destroy this copy. Thank you.

For more information about Kimmel & Silverman, please visit us at <http://www.lemonlaw.com/>

VIN: 1FMYL0411 2KA27627

Customer name:

SECTION 1: Lien/Lease Information		SECTION 2: Over Allowance/Negative Equity Determination	
Lienholder: <u>EMCC-Greenville Service Center</u>		Trade-in value as reflected on Buyer's Order:	<u>\$0.00</u>
Address: <u>1100 Brookfield Blvd.</u>		Actual Cash Value of Trade-in:	<u>\$0.00</u>
<u>Greenville SC 29607</u>		Over Allowance/Negative Equity:	<u>\$0.00 (b)</u>
Phone: <u>(877)805-7187</u>		SECTION 3: Aftermarket Items/Misc. Purchase Charges (See Page 2 for details)	
Account Number: <u>BPA100488N</u>		Total:	<u>\$0.00 (c)</u>
Payment Amount: <u>\$757.12</u>		SECTION 4: Misc. Deduction (Late charges, disability etc.) (See Page 2 for details)	
# of Payments: <u>X</u>	<u>Z</u>	Total:	<u>\$0.00 (d)</u>
Extra paid by customer: <u>+</u>	<u>\$0.00</u>	SECTION 5: Other Expenses (Sales Tax, License etc.) (See Page 2 for details)	
Total(\$) of payments made: <u>\$5,299.84 (a)</u>		Total:	<u>\$0.00 (f)</u>
Lienholder payoff: <u>\$21,950.48 (e)</u>			
Good Until: <u>07/20/02</u>			

SECTION 4: Refund Calculation			
Total(\$) of payments made:		<u>\$5,299.84 (a)</u>	✓
Minus Payment (includes trade-in):	↑	<u>\$0.00</u>	
Less Rebate:	-	<u>\$0.00</u>	
Less Over Allowance/Negative Equity:	-	<u>\$0.00 (b)</u>	MILEAGE WAIVED IN THE AMOUNT OF \$287 BY RUTH DAVIS, LPA.
Over Allowance/Negative Equity waived:	+	<u>\$0.00</u>	
Aftermarket Items/Misc. Purchase Charges:	+	<u>\$0.00 (c)</u>	
Less Misc. Deduction:	-	<u>\$0.00 (e)</u>	
Less Mileage Charge:	-	<u>\$0.00</u>	✓
Mileage Waived: (formula used)	+	<u>\$0.00</u>	
DMV Fees owed to State: DMV Fees Amount:	-	<u>\$0.00</u>	
Other Expenses:	+	<u>\$0.00 (f)</u>	
Refund to Customer:	=	<u>\$5,299.84</u>	✓
Lienholder payoff:	-	<u>\$21,950.48 (d)</u>	✓
Down Payment:	+	<u>\$1,500.00</u>	✓
Total Payoff:	=	<u>\$18,756.32</u>	✓
NOTE: Items appearing on the buyer's order, such as taxes, fees and Ford ESP's (if any) are included in the amount financed and are therefore reflected in the payoff and payments made. These items are inherently refunded proportionately to the customer and the lienholder as their interests appear.			
THIS BREAKDOWN INCLUDES A FORD ESP OF:		<u>\$0.00</u>	

A

6/24/06

IMPORTANT NOTICE TO DEALERS: Upon turn-in of the vehicle, complete the following information and forward to RAV HQ as soon as possible.
 \$400 Administrative Allowance will not be processed until the following documents have been received by RAV HQ at:
 PO Box 570, Dearborn, MI 48121 OR 34115 W 12 Mile Rd, Farmington Hills, MI 48331

_____ Inspection/Condition Report	_____ Current Odometer Statement
_____ Original Title, signed by customer	_____ Lien release
_____ Signed Customer Letter	
_____ Signed/Notarized Power of Attorney	
_____ Signed/Notarized Release (Including legal statements submitted by OGC)	

Refund Breakdown Calculated by: L100000L [Signature] Profs ID: _____

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	OMR#	STATUS
09	06/24 14:11	215 540 8817	EC-S	00:48"	003	285	OK



Fax Cover Sheet

TO: Robert Silverman
 COMPANY: Kimmel & Silverman
 PHONE: 215-540-8888
 FAX: 215-540-8817

FROM: Ruth Davis
 COMPANY: Ford Motor Company, Consumer Affairs Office
 PHONE: 313-845-5539
 FAX: 313-845-5555

Date: 06/24/2002

Number of Pages: 3
(including cover)

COMMENTS: Refund figures for Jack White

Mail Address:

Ford Consumer Affairs
 16900 Executive Parkway
 P.O. Box 6248
 MD 3NE-B
 Dearborn, MI 48126



rid

Fax Cover Sheet

TO: Robert Silverman
COMPANY: Kimmel & Silverman
PHONE: 215-540-8888
FAX: 215-540-8817

FROM: Ruth Davis
COMPANY: Ford Motor Company, Consumer Affairs Office
PHONE: 313-845-5539
FAX: 313-845-5555

Date: 06/24/2002

Number of Pages: 3
(including cover)

COMMENTS: Refund figures for

Mail Address:

Ford Consumer Affairs
16800 Executive Parkway
P.O. Box 6248
MD 3NE-B
Dearborn, MI 48126

Customer name: _____ E

VIN: 1FMYU0411 2KA27527

SECTION 1: Lien/Less Information		SECTION 2: Over Allowance/Negative Equity Determination	
Lienholder: <u>EMCC-Greenville Service Center</u>		Trade-in value as reflected on Buyer's Order: <u>\$0.00</u>	
Address: <u>1100 Brookfield Blvd</u>		Actual Cash Value of Trade-in: <u>\$0.00</u>	
<u>Greenville SC 29607</u>		Over Allowance/Negative Equity: <u>\$0.00 (b)</u>	
Phone: <u>(877)805-7187</u>		SECTION 3: Aftermarket Items/Misc. Purchase Charges (See Page 2 for details)	
Account Number: <u>BPA100488N</u>		Total: <u>\$0.00 (c)</u>	
Payment Amount: <u>\$757.12</u>		SECTION 4: Misc. Deduction (Late charges, disability etc.) (See Page 2 for details)	
# of Payments: <u>x 7</u>		Total: <u>\$0.00 (e)</u>	
Extra paid by customer: <u>+ \$0.00</u>		SECTION 5: Other Expenses (Sales Tax, License etc.) (See Page 2 for details)	
Total (\$) of payments made: <u>\$5,299.84 (a)</u>		Total: <u>\$0.00 (f)</u>	
Lienholder payoff: <u>\$21,958.48 (d)</u>			
Good Until: <u>07/20/02</u>			

SECTION 4: Refund Calculation		
Total (\$) of payments made:		<u>\$5,299.84 (a)</u> ✓
Down Payment (includes trade-in):		<u>\$0.00</u>
Less Rebate:		<u>\$0.00</u>
Less Over Allowance/Negative Equity:		<u>\$0.00 (b)</u>
Over Allowance/Negative Equity waived:		<u>\$0.00</u>
Aftermarket Items/Misc. Purchase Charges:		<u>\$0.00 (c)</u>
Less Misc. Deduction:		<u>\$0.00 (e)</u>
Less Mileage Charge:		<u>\$0.00</u> ✓
Mileage Waived: (formula used)		<u>\$0.00</u>
DMV Fees owed to State: DMV Fees Amount:		<u>\$0.00</u>
Other Expenses:		<u>\$0.00 (f)</u>
Refund to Customer:		<u>\$5,299.84</u> ✓
Lienholder payoff:		<u>\$21,958.48 (d)</u> ✓
Attorney Fees:		<u>\$1,500.00</u> ✓
Total Payout:		<u>\$28,758.32</u> ✓

✓
MILEAGE WAIVED IN THE
AMOUNT OF \$287 BY RUTH
DAVIS, LPA ✓

NOTE: Items appearing on the buyer's order, such as taxes, fees and Ford ESP's (if any) are included in the amount financed and are therefore reflected in the payoff and payments made. These items are inherently refunded proportionately to the customer and the lienholder as their interests appear.

THIS BREAKDOWN INCLUDES A FORD ESP OF: \$0.00 ✓

IMPORTANT NOTICE TO DEALERS: Upon turn-in of the vehicle, complete the following information and forward to RAV HQ as soon as possible. CCC Administrative Allowance will not be processed until the following documents have been received by RAV HQ at:

PO Box 370, Dearborn, MI 48121 OR 34115 W 12 Mile Rd, Farmington Hills, MI 48321

- _____ Inspection/Condition Report
- _____ Original Title, signed by customer
- _____ Signed Customer Letter
- _____ Signed/Notarized Power of Attorney
- _____ Signed/Notarized Release (Excluding legal settlements submitted by OGC)
- _____ Current Odometer Statement
- _____ Lien release

Refund Breakdown Calculated by: LMCCOGL

Prof ID: _____

Customer Name:

VIN: 1FMYU0411 2KA27627

SECTION 3: Aftermarket Items/Misc. Purchase Charges	
Total:	<u>\$0.00</u>
(c)	
SECTION 4: Misc. Deduction (Late charges, disability etc.)	
Total:	<u>\$0.00</u>
(e)	
SECTION 5: Other Expenses (Sales Tax, License etc.)	
Total:	<u>\$0.00</u> (f)

DMC: KM
dfz

FORD RAV HEADQUARTERS REFUND TEAM

FAX TRANSMISSION

FROM: Lakerita
PHONE: 1-800-367-3050 OPTION 2

DATE: 6-21-02
FAX: (248) 488-3703

PLEASE DELIVER A TOTAL OF 3 PAGES (INCLUDING COVER PAGE)

To: Kelly Mitre
Fax: 313-845-5115

Customer: [unclear] VIN: 2KA27527

CA Analyst: Ruth Davis

Original Worksheet

Revised Worksheet*

*Revision Instructions: _____

Customer letter needed

Comments:

Ford Consumer Affairs RAV Refund Checklist

Case Type: DSB Award DSB Prior Resolve Lit. Prevention Special Liaison
(Check One)

RAV Headquarter Advisor LAKELTA McCUGGLE Consumer Affairs Analyst RUTH DAVIS

Date Prepared 6/13/02 E-mail Address RDAVIS@FORD.COM

Date Uploaded 6/13/02 Region PITTSBURGH

Date Sent 6/13/02 Compliance Date _____

VIN Number 1FMYK04112KA27527 Financial Institution _____

Customer Name JACK P WHITE Account Number BPA100488N

Customer SSN JULIE R CEBULA-WHITE
(only needed if there is a lien)

Special Instructions or Comments:

Sales/Lease Agreement of vehicle (Buyer's order or Purchase agreement)	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
AWS Repair History	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
After Market Receipts	Included _____	Not Applicable _____	TL _____
Lease Worksheet	Included _____	Not Applicable _____	TL _____
Finance Contract	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
Factory Invoice	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
Copy of Title (cash/paid-off cases only)	Included _____	Not Applicable _____	TL _____
DSB Award letter & A/R Form	Included _____	Not Applicable _____	TL _____
EAA Fire Inspection Report	Included _____	Not Applicable _____	TL _____
RAV Fuel Upload	Included <input checked="" type="checkbox"/>		

**If a document is determined to be "Not Applicable" or if it is not included, it must have Team Leader (TL) initials

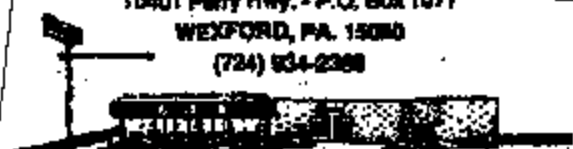
Other Documents Included (Please specify)

Team Leader Signature of approval: _____ Date _____

Point Person Signature of approval: _____ Date _____

07 02 11:31a

E882

SHULTS FORD10401 Perry Hwy. - P.O. Box 1077
WEXFORD, PA. 15080
(724) 834-2388

P. 2

PURCHASER'S NAME

STREET ADDRESS

PITTSBURGH PA 1

CITY STATE ZIP
PA PA 15208

PLEASE ENTER BY ORDER FOR THE FOLLOWING

 NEW OR USED TRUCK CAR OR TRUCKSTOCK NO. 267527 MODEL 215 VIN 1FMYJ11D4112KA27527
YEAR 002 MAKE FORD MODEL ESCAPE XLT 4X4 COLOR BLACK
NAME BRYAN M WALSHTO BE DELIVERED ON
TO BE FINANCED YES NO INSURANCE CO. STATE FARM
POLICY NO. 4AGENT THIS RESTORI PHONE NO. 412-373-6886
AGENT ADDRESSUSED VEHICLE TRADED-IN AND/OR OTHER CREDITS
TRADE-IN MAKE MODEL YEAR COLOR
TRADE-IN VIN NO.TRADE-IN MAKE MODEL YEAR COLOR
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TRADE-IN VIN NO.TRADE-IN MAKE MODEL YEAR COLOR
TRADE-IN VIN NO.

LIST PRICE OF VEHICLE \$ 23920.52

FACTORY INSTALLED ACCESSORIES \$ NONE

REBATE / PROGRAM \$ NONE

DEALER INSTALLED ITEMS \$ NONE

DEALER OPTIONS \$ NONE

GAP PROTECTION \$ NONE

CASH PRICE OF VEHICLE & ACCESSORIES \$ 23920.52

STATE SALES TAX \$ 1773.32

REGISTRATION FEE \$ 36.00

TITLE FEE \$ 22.50

TEMPORARY PLATE FEE \$ 5.00

DOCUMENTARY FEE \$ 55.00

MERCHANDISE FEE \$ NONE

NOTARY FEE \$ NONE

TIRE / PTA TAX \$ 5.00

CLIP FEE \$ 26.00

CLIP FEE \$ NONE

TOTAL PRICE OF UNIT \$ 25942.14

OTHER CHARGES: PAINTPROOF \$ 315.00

PAINT SEALANT \$ NONE

FABRIC PROTECTOR \$ NONE

EXTENDED SERVICE PLAN \$ NONE

SUBTOTAL OTHER CHARGES \$ 1099.00

STATE SALES TAX \$ 1414.00

TOTAL OTHER CHARGES \$ 1414.00

TOTAL ALL CHARGES \$ 27256.14

UNPAID BALANCE DUE \$ NONE

TOTAL \$ 27256.14

IF I CANCEL THIS PURCHASE CONTRACT OR REFUSE TO ACCEPT DELIVERY OF THE VEHICLE ORDERED, EXCEPT AS PERMITTED BY LAW, I WILL, AT YOUR OPTION, FORFEIT ALL DAMAGES \$

I ACCEPT THE ABOVE CONDITIONS \$

DISCLAIMER OF WARRANTIES
I UNDERSTAND THAT YOU (THE DEALER) EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THAT YOU NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOU ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE EXCEPT AS OTHERWISE PROVIDED IN WRITING BY YOU IN AN ATTACHMENT TO THIS CONTRACT OR IN A DOCUMENT DELIVERED TO ME WHEN THE VEHICLE IS DELIVERED.

THIS CONTRACT IS NOT BINDING UPON EITHER THE DEALER OR THE BUYER UNTIL SIGNED BY AN AUTHORIZED REPRESENTATIVE. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY BRINGING WRITTEN NOTICE OF CANCELLATION TO THE DEALER.

Purchaser agrees that this Order includes all of the terms and conditions on both the back and reverse side hereof, that this Order entails and supersedes any prior agreement, I authorize SHULTS FORD to obtain a credit report to aid in the financing of this vehicle. THIS IS A FINANCED CONTRACT. All deposits are non-refundable.

If the vehicle described above is new, the only warranty applicable to said vehicle is the Ford Motor Co. New Vehicle Limited Warranty to be delivered to purchaser and is in lieu of all other warranties express or implied. On all vehicles, purchaser expressly acknowledges that the implied warranties of merchantability and fitness for a particular purpose are specifically disclaimed and retained by SHULTS FORD.

If the vehicle described above is used, the information you use on the vehicle form for this vehicle is part of this contract. Information on the vehicle form overrides any contrary provisions in the contract of

PENNSYLVANIA SIMPLE INTEREST VEHICLE FINANCIAL INSTALLMENT CONTRACT DATE 10/16/2001

Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. The "Cash Price" shows the cash price of the vehicle. The "Net Price" shows the net price of the vehicle after the trade-in allowance. By signing this contract, you agree to buy the vehicle in accordance with the terms and conditions of this contract.

Table with columns: Year and Make, Gross Amount, Payment Ending, Vehicle Identification Number, and Dealer's Name. Includes fields for Year and Make, Gross Amount, Payment Ending, Vehicle Identification Number, and Dealer's Name.

ITEMIZATION OF AMOUNT FINANCED

Table listing financial items: 1. Cash Price, 2. Down Payment, 3. Trade-In Allowance, 4. Amount paid on prior loan, 5. Amount financed, 6. Finance charge, 7. Total amount financed, 8. Total amount paid, 9. Amount financed (if any).

FEDERAL TRUTH-IN-LENDING DISCLOSURES

Table with columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE, Amount Financed, Total of Payments, Total Sale Price. Includes a smaller table for Payment Schedule.

Prepayment: If you pay off your debt early, you will not have to pay a penalty. Late Payment: You must pay a late charge on the portion of each payment reported over 15 days late. This charge is 2 percent of the late amount or \$10.00 whichever is less.

Responsible, vehicle. The charge shown in the above list for this purchase option covers the vehicle without tax a gross vehicle weight of less than 14,000 pounds. If the vehicle you purchased has a gross vehicle weight of 14,000 pounds or more, you must pay sales charge on the portion of each payment without another vehicle title.

NON-REPRODUCTION DISCLOSURE

Any change in this contract must be in writing and signed by you and the Dealer.

Do not sign this contract in blank. You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

Buyer acknowledges receipt of a true and complete filed in case of this contract at the time of delivery.

By signing below, the Buyer accepts this contract. If an other person is named in the signature spaces attached to this contract, the Dealer certifies to print their name.

SELLER'S COPY (NON-TRANSFERABLE)

YOU MAY OBTAIN VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE.

YOU ARE NOT REQUIRED TO OBTAIN CRUISE LIFE, CREDIT DISABILITY AND OTHER OPTIONAL INSURANCE. THIS CONTRACT WILL NOT INCLUDE THEM UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

THIS CONTRACT DOES NOT INCLUDE LIABILITY INSURANCE COVERAGE FOR SOCIAL INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

Signature box for Credit Life insurance.

Signature box for Disability insurance.

Signature box for Type of Insurance.

Credit Life and Credit Disability Insurance are for the term of this contract. The contract will terminate in 6 months or a shorter or longer period in your policy.

You must insure the vehicle. It is illegal to drive without the minimum required liability insurance. The minimum required liability insurance will be based on the state of the vehicle. It is illegal to drive with less than the minimum of the policy.

Form for Comprehensive and Theft-Child-Resistant Approved Coverage options.



CALL US AT 1-800-737-7999

DEALER 443 513 1FMYU04112KA27927

	SUGGESTED RETAIL PRICE	MSRP
0044 ESCAPE HLT LEATHER 4X4	24450.00	22774.00
2002 MODEL YEAR		
0A BLACK CLEARCOAT		
W2 W GRAPHITE S/BUCK LTR SURF		
ORDER CODE 420A		
391 .3.0L DURATEC V6 ENGINE	NC	NC
444 .4-SPEED AUTOMATIC O/D TRANS	NC	NC
153 FRONT LICENSE PLATE BRACKET	NC	NC
188 STEP BARS	275.00	248.00
388 MICH AM/FR STER W/6-CD IN-DASH	305.00	454.00
TOTAL VEHICLE & OPTIONS	25230.00	23476.00
DESTINATION & DELIVERY	340.00	340.00
TOTAL FOR VEHICLE	25770.00	

10 U.S. GAL GAS FACTORY 18.50
 BATCH-ID M356004786 D SR I
 SCHEDULE-M LEVEL 00000
 PRICE LEVEL 21520000Q
 KEY CODES FR/FA 1130X FB
 SHIPPING WEIGHT 3248 LBS.
 VIN: 1FMYU04112KA27927

A NEW INVOICE AND WINDOW LABEL IS BEING ISSUED FOR THIS

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

FOAF/MSA ASSESSMENT	INVOICE TOTAL	DEER REBATE FOR DEALER ACCOUNT	FINANCING COST FOR DEALER ACCOUNT	MSRP LESS REBATE & COST	A PLAN
105.00	24,139.50	757.00	300.00	23,082.50	23,000.50
757.00	23.00	702.00	.00	734.00	22474.00

SOLD TO
 Lloyd-Manwell Ford Inc 443513
 33450 Lake Road
 Avon Lake OH 44012

PLT ELSE DTE
 08/21/01
 RP98

DATE PREPARED	ITEM NUMBER	TRM	TRMST
08/09/01	44-0278	N2	06

DWP THROUGH

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 07-JUN-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 COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD			
1FMYU04112KA27527	M1	T/M1	T/F	T/WD	T/F	T/F	AJ	T/D0	T/LD	20-08-01	15-10-01	144026	USA	2	T07	2G05 *	RECAL *			S11	V42	D21	42			
AWS Claim Key:		367294	Doc #:		12339001	Trx Code:		2	Labor Hrs:		1.2	Labor Cost:		75.68	Material Cost:		0	Total Cost:		75.68						
Dir Cd-Sub Cd:		01762 *	Name:				SHULTS FORD, INC.		Ph:		724-9342388		St: PA		Ctry Cd:		USA		Reg Cd:		NA		Repr Date: 01-DEC-2001		DIST(Mile): 2870	
Com Comments:		CHECK CUSTOMER STATES THAT VEHICLE STALLED OUT ON THE WAY TO WORK FRIDAY MORNING, WHILE GOING AROUND A BEND																								
Tech Comments:		HOOKED UP TO WDS AND RAN KOBO AND ALL PASSED CODES, CHECKED KOEC AND ALL PASSED, RAN ON OASIS AND SSM 15434 CHECKED ALL ITEMS ON LIST AND ALL OK, REMOVED BATTERY TRAY AND CLEANED GROUNDS AND REMOVED PCM AND CHECK PIDS. REPROGRAM PCM, CHECK ALL GROUNDS																								
1FMYU04112KA27527	M1	T/M1	T/F	T/WD	T/F	T/F	AJ	T/D0	T/LD	20-08-01	15-10-01	144026	USA	4	T05	2E03	YLEZ	9E926	DA	S11	V42	D21	42			
AWS Claim Key:		616983	Doc #:		22733901	Trx Code:		S07	Labor Hrs:		1.1	Labor Cost:		69.38	Material Cost:		167.85	Total Cost:		237.23						
Dir Cd-Sub Cd:		01762 *	Name:				SHULTS FORD, INC.		Ph:		724-9342388		St: PA		Ctry Cd:		USA		Reg Cd:		NA		Repr Date: 28-JAN-2002		DIST(Mile): 6081	
Com Comments:		CHECK CUSTOMER STATES THAT VEHICLE IS STALLING OUT WHILE DRIVING AND IF YOU PULL OVER AND SHUT THE VEHICLE																								
Tech Comments:		CHECKED AND RAN THRU OASIS AND FOUND NEW TSB AND REMOVED AND REPLACED AIR BY PASS VALVE, THROTTLE BODY, DPFE SENSOR AND REPROGRAMMED PCM AND REROD TESTED 7 MILES AND RECHECKED OPERATION AND ALL OK SHOP FOREMAN																								
1FMYU04112KA27527	M1	T/M1	T/F	T/WD	T/F	T/F	AJ	T/D0	T/LD	20-08-01	15-10-01	144026	USA	7	T07	2G02	1L2Z	12B579	HARM	S11	V42	D21	42			
AWS Claim Key:		1150631	Doc #:		33297601	Trx Code:		S07	Labor Hrs:		1.3	Labor Cost:		81.94	Material Cost:		93.07	Total Cost:		175.05						
Dir Cd-Sub Cd:		01762 *	Name:				SHULTS FORD, INC.		Ph:		724-9342388		St: PA		Ctry Cd:		USA		Reg Cd:		NA		Repr Date: 18-APR-2002		DIST(Mile): 12495	
Com Comments:		CHECK CUSTOMER STATES THAT WHILE DRIVING TO WORK THE VEHICLE QUIT AGAIN ON THE SAME HILL THAT IT PREVIOUSLY																								
Tech Comments:		RECHECKED SPECIAL SERVICE MESSAGE AND CHECKED PCM AND HAS LATEST CALIBRATION IN IT, CHECKED ALL UPDATED PARTS CHECKED IDLE ATP VOLTAGE AT .94 VOLTS 32 AND ALL OK, CALLED HOTLINE AND TALKED TO ADAM AND INFORMED MASS AIR																								

Any comments? You can contact



webmaster

EN02-027 0100

RAV-FAST Profile Information Report

GENERAL

Affiliation:	Litigation Prevention	Request:	Refund
Ready for Transmission:	Yes	Transmitted:	No
Last Update:	06/14/2002	Transmit Date:	

REQUESTER

Name:	DAVIS, RUTH	Title:	LITIGATION PREVENTION ANALYST
CDS/PROFS ID:	RDAVIS96	Supervisor's Title:	TEAM LEADER
Supervisor's CDS/PROFS ID:	KKELLER2		

VEHICLE

VIN:	1FMYU0411 2KA27527	Description:	'02 Escape XLT, 4x4
Mileage:	15,000	Odometer Replaced:	No
Purchase Date:	10/15/2001		
Type:	Car/Light Truck		
Obtained As:	New Vehicle		
Ownership:	Privately Owned/Leased		

CUSTOMER

Name:	WHITE, JACK P./JULIE R. CEBULA-	Work Phone:	
Address:	3884 BEECHWOOD BLVD		
City, State:	PITTSBURGH, PA		
Zip:	15217-2616		
Home Phone:	(412)421-6608		

DEALERSHIP

Processing Dealer:	SHULTS FORD, INC.	Sales Code:	44026
Contact Name:	SHELLY CATANZANO	Contact Title:	SALES MANAGER
Phone:	(724)934-2388		
Present Vehicle Location:	DEALERSHIP		

REPAIR HISTORY

<u>Symptom Code</u>	<u>Symptom Description</u>	<u>No of Repair Attempts</u>
607563	STALL/QUITS ACCEL ALL ENG TEMP	3

RAV-FAST Profile Information Report

YALTY TOOLS

FCSD Technical Hotline:	Yes
FSE Tech Assist:	No
Plant Vehicle Team:	No

LOAD REASONS

Primary Reason:	Number of Repair Attempts
Rationale:	Pre-Litigation (Legal Analysts only)
Compliance Date:	
Overnight Delivery:	Yes
Vehicle Disposition:	Auction

RAV-FAST RAV Request Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
06/14/2002

Request
Transmitted
Transmit Date:

Refund
No

PROFILE

Requester Name:
VIN:
Purchase Date:
Vehicle Type:
Customer Name:
Processing Dealer:

DAVIS, RUTH
1FMYU0411 2KA27527
10/15/2001
Car/1 incl Truck

Mileage:

15,000

SHULTS FORD, INC.

TRANSACTION TYPE

RAV Transaction Type:
Lender Name:
Phone:

Financed Purchase
FORD MOTOR CREDIT COMPANY
(800)727-7000

Account Number:

BPA100488N

MILEAGE CHARGE CALCULATION

Mileage Charge Type:
Mileage Charge State:
Lemon Law Formula:
No Accrued Mileage Charge:

Waive all Mileage Charge
Pennsylvania
(2,870 MI X \$0.10/MI)
No

Mileage at 1st Repair:
Mileage Charge Amount:
Amount To Charge Customer:
Waived Mileage Charge Amount:

2,870
\$ 287
\$ 0
\$ 287

AFTER MARKET ITEM(S)

Item Listing

RAV-FAST RAV Request Information Report

OTHER ITEMS ELIGIBLE FOR RAV PAYMENT

Other Eligible Expenses:
Attorney Fees: \$ 1,500.00
Check Mailed To Attorney: Yes
Attorney Name: KIMMEL & SILVERMAN
Address: 30 EAST BUTLER PIKE
City, State: AMBLER, PA
Zip: 19002

NEGATIVE EQUITY

Negative Equity Type: No Negative Equity/No Negative Equity Per Mandated Decision

COMMENTS

Additional Comments: THIS IS AN ESCAPE WITH THE STALLING CONCERN - CAN THE VEHICLE BE REPAIRED FOR AUCTION. **** WIFES N
E IS.

Requires Approval: Yes
Approver CBS/PROFS ID: KKELLER2 Approver Title: TEAM LEADER

RAV-FAST Summary Report

<u>VIN</u>	<u>Processing Dealer</u>	<u>Request</u>	<u>Ready</u>	<u>Transmit</u>	<u>Last Update</u>	<u>Transmit Date</u>
1FMYU0411 2KA27E27	SHULTS FORD, INC.	REF	Yes	No	06/14/2002	

EMR2-027 0113

==>

Name:
 Address: D Home Phone:
 Address: Day Phone:
 City: PITTSBURGH State/Prov: PA
 Zip/Postal: Country: USA

A	VIN/ C Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues
x	1PMYU04112KA27527 ORIGINAL	2002	ESCAPE	X Plan Rtl Y

F1=Help F2=IssueList F5=AddIssue F7=Prev F8=Next F9=ESP
 F10=WarrHistory F11=Menu F12=Return F13=Recall/ONP F14=SpecialCoverag
 NO MORE RECORDS AVAILABLE LPREL36

DEALER: F44026 SHULTS FORD, INC.
 Address: 10401 PERRY HIGHWAY
 City: WEXFORD
 State/Prov: PA ZIP/Postal: 15090
 Country: USA Trained: Y
 Dlr Phone: ~~412-934-2388~~ 724-934-2388
 Svc Phone: ~~412-934-2388~~
 Svc Hours: 7:30 AM - 5:00 PM MON - FRI CLOSED SATURDAY
 Directions:

P&A Code: 01762
 Sales Region: 44 PITTSBURGH
 Sales Zone: A
 FCSD Region: 44 PITTSBURGH
 Market: A2
 Market Area:

A

C POSITION	Employee Name
DEALER/PARTNER	WOODSON, RODERICK K
GENERAL MANAGER	BALL, JOSEPH E
PARTS & SERVICE DIRECTOR	EARLES, THOMAS
PARTS MANAGER	FREUDENBERG, JAN C
SALES MANAGER	FULTZ, SCOTT T
SERVICE MANAGER	MOBREY, KELLY

*Sales MGR
 SHELLY CATANZANO*

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

LPREL36

==>

VIN:	1FMYT04112KA27527	Year: 2002	Model: ESCAPE
Name:			
Trmt:		Case:	1743253371
Issue Type:	07 LEGAL	Issue Status:	C DECISION
Comm Type:	OT OTHER	Odometer Reading:	12495
Dealer:	01762 SHULTS FORD, INC.	Odometer Type:	MI
Symptom Desc:	STALL/QUITS ACCELERATION ALL E	Document Number:	
Reason Desc:	LEGAL - OTHER ATTORNEY DEMAND	Legal Issue Type:	
Origin Desc:	CONSUMER AFFAIRS - LITIGATION	CAN Court Code:	
Action Desc:	FINAL CASE DISPOSITION	CAN Award Code:	
Comments:	ORDER REFUND - UPLOAD TO RAV		

F1=Help	F2=ActionList	F5=Add	F6=DealerInfo
F9=PrevComments	F10=NextComments	F11=Menu	F12=Return
UPDATE SUCCESSFUL			F13=DealerList LPREL36

08/11/2002 17:40 FAX

KIMMEL & SILVERMAN

0002/003

SHULTS FORD

10401 Perry Hwy. - P.O. Box 1077
WEXFORD, PA. 15090
(724) 934-2388



S.S. NO. _____ DATE _____
PURCHASER'S NAME _____
STREET ADDRESS _____
PITTSBURGH PA
CITY STATE ZIP

PLEASE ENTER MY ORDER FOR THE FOLLOWING

NEW OR USED DEMO CAR OR TRUCK

SALESMAN: **BRIAN M WALSH**

YEAR: **2002** MAKE: **FORD** MODEL: **ESCAPE** TYPE: **XLT 4X4** COLOR: **BLACK**

TO BE DELIVERED ON: _____
TO BE FINANCED: YES NO

INSURANCE CO: **STATE FARM**
POLICY NO: **202318F3038**
AGENT: **CHRIS RESTORI** PHONE NO: **412373-6886**
AGENT ADDRESS: _____

USED VEHICLE TRADING IN A NEW OR OTHER VEHICLE

TRADE-IN MAKE: _____ MODEL: _____ TYPE: _____ COLOR: _____

PLATE NO. _____ EXP. DATE _____

TRADE-IN PAY-OFF VERIFICATION _____

PAID TO: _____ PHONE: _____

ADDRESS: _____

AMOUNT \$ **NONE** GOOD UNTIL _____

VERIFIED BY: _____ DATE: _____ TIME: _____

USED CAR TRADE-IN ALLOW: **NONE**

BALANCE OWNED ON TRADE: **NONE**

NET ALLOW ON TRADE-IN: **NONE**

DEPOSIT: **NONE**

CASH ON DELIVERY: **NONE**

TOTAL CREDIT (Transfer to right column) _____

I CANCEL THIS PURCHASE CONTRACT OR REFUSE TO ACCEPT DELIVERY OF THE VEHICLE ORDERED, EXCEPT AS PERMITTED BY LAW, I WILL, AT YOUR OPTION, FORFEIT AS DAMAGES \$ _____
 I ACCEPT THE ABOVE CONDITIONS X

LIST PRICE OF VEHICLE	\$	23920.52
FACTORY INSTALLED ACCESSORIES	\$	
REBATE / PROGRAM #		
LESS FACTORY REBATE		NONE
DEALER INSTALLED ITEMS		
DEALER OPTIONS		NONE
GAP PROTECTION		NONE
CASH PRICE OF VEHICLE & ACCESSORIES		
STATE SALES TAX		23920.52
REGISTRATION FEE		1773.42
TITLE FEE		36.00
SALES TAX		22.50
NONE		NONE
5.00		63.50
TEMPORARY PLATE ISSUED		
DOCUMENTARY FEE		55.00
MEMBER FEE		NONE
NOTARY FEE		NONE
TIRE / PTA TAX		5.00
QUIP FEE	\$	
OLD FEE	\$	25.00
TOTAL PRICE OF UNIT	\$	25842.44
OTHER CHARGES (RUSTPROOF)		315.00
PAINT SEALANT		NONE
FABRIC PROTECTOR		NONE
EXTENDED SERVICE PLAN		
SUBTOTAL OTHER CHARGES		1095.00
STATE SALES TAX		1414.00
TOTAL OTHER CHARGES		
TOTAL ALL CHARGES		27256.44
UNPAID BALANCE DUE		NONE
		27256.44

DISCLAIMER OF WARRANTIES
I HEREBY STATE THAT YOU (THE DEALER) EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THAT YOU NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOU ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE, EXCEPT AS OTHERWISE PROVIDED IN WRITING BY YOU IN AN ATTACHMENT TO THIS CONTRACT OR IN A DOCUMENT DELIVERED TO ME WHEN THE VEHICLE IS DELIVERED.
THIS CONTRACT IS NOT BINDING UPON EITHER THE DEALER OR THE BUYER UNTIL SIGNED BY AN AUTHORIZED REPRESENTATIVE. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO THE DEALER.
Purchaser agrees that this Order includes all of the terms and conditions on both the front and reverse side hereof, that this Order contains and supersedes any prior agreement, I authorize SHULTS FORD to obtain a credit report on me in the showing of this vehicle.
THIS IS A BINDING CONTRACT. All deposits are non-refundable.
If the vehicle described above is new, the only warranty applicable to said vehicle is the Ford Motor Co. New Vehicle United Warranty to be delivered to purchaser and is in lieu of all other warranties express or implied. On all vehicles, purchaser expressly understands that the trading interest in responsibility and risks for a particular system are specifically disclaimed and controlled by SHULTS FORD.
If the vehicle described above is used, the information you can on the vehicle form for this vehicle is part of this contract. Information on the window does not override any safety features in the contract of sale.

PURCHASER SIGNATURE _____ SALESMAN SIGNATURE _____ DATE _____ ACCEPTED BY _____

PENNSYLVANIA SIMPLE INTEREST VEHICLE RETAIL INSTALLMENT CONTRACT

DATE 10/15/02

Buyer (and Co-buyer) Name and Address (including County and Zip Code)
a. John J. Kinney
b. 114 South 10th St
c. Philadelphia, PA 19106

Vehicle Description (Year, Make, Model, Color, Mileage, VIN, License No.)
Year: 2002, Make: Ford, Model: Focus, Color: Silver, Mileage: N/A, VIN: 1FADP30102D000000, License No: N/A

You, the Buyer, hereby certify that you are the person named in the above information and that you are at least 18 years of age and a resident of Pennsylvania.

Trade-In: N/A
Selling Agent: N/A
Selling Office: N/A

Trade-In: N/A
Selling Agent: N/A
Selling Office: N/A

To: SHILYS FORD INC.
To: SHILYS FORD INC.
To: SHILYS FORD INC.

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To: SHILYS FORD INC.

YOU MAY OBTAIN VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE.

OTHER OPTIONAL INSURANCE:
CONTRACT BREAKDOWN AND INCLUDE:
UNLESS OTHERWISE INDICATED

CONTRACT BREAKDOWN AND INCLUDE:
UNLESS OTHERWISE INDICATED

CONTRACT BREAKDOWN AND INCLUDE:
UNLESS OTHERWISE INDICATED

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UNLESS OTHERWISE INDICATED

CONTRACT BREAKDOWN AND INCLUDE:
UNLESS OTHERWISE INDICATED

CONTRACT BREAKDOWN AND INCLUDE:
UNLESS OTHERWISE INDICATED



KIMMEL & SILVERMAN



KIMMEL & SILVERMAN, P.C.
1000 Market Street
Philadelphia, PA 19102

TELEPHONE: (215) 540-3300
FAX: (215) 540-3303
WWW.KSLLAW.COM

To: Ruth Davis

From: D. Kelly

Pages (including cover): 3

Date & Time: 6/11/02

Ford Motor Credit

Account #: BPA100488N

The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message (not the intended recipient) you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-read this communication to the sender listed above, and destroy this copy. Thank you.

For more information about Kimmel & Silverman, please visit us at <http://www.kslaw.com/>

1743253371



KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

30 EAST BUTLER PIKE
AMBLER, PA 19002

JACQUELINE C. HEIBITT*
ROBERT A. RAFKIN
VIVIAN BRNZ PEIKIN*
AMY D. COX*
LOUIS DOMI, JR*
SHANNON M. RYAN*
DANA TARQUINI*

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

1-800-LEMON LAW
P (215) 240-8800
F (215) 341-4417

www.kimmelsilver.com

GLENN J. GERSBER
of Counsel

May 13, 2002

VIA TELEFAX ONLY
(313) 845-5555

Danielle Smith
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

Ruech A2

RE: 2002 Ford Escape
VIN: 1FMYU04112KA27527
Zip Code: 15217
Selling Dealer: Schultz Ford

0762/100

Dear Ms. Smith:

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

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

ER02-027 0120

Danielle Smith
May 13, 2002
Page -2-

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

Please be advised that suit will be filed if we have not reached a settlement on or before 5/27/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMS/llh

SHULTS FORD



10401 PERRY HWY.
 P. O. BOX 1077
 WEXFORD, PA 15090

PHONE (724) 934-3388 X248
 FAX (724) 934-2903

TO: Guth Davis

AT: Ford

FROM: Shelly Citanzano
 BILL HINSWORTH - SALES MANAGER

DATE: 6-7-02 TIME: 11:15

NUMBER OF PAGES INCLUDING COVER: _____

MESSAGE: Contract & Buyers order



KIMMEL & SILVERMAN

P.C.

ROBERT M. SILVERMAN*
 CRAIG THOR KIMMEL**

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

30 EAST BUTLER PIKE
 AMBLER, PA 19001

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

www.kimmel.com

JACQUELINE C. HERRITT*
 ROBERT A. RAPIEN
 VIVIAN BENZ FEJEN*
 AMY D. COX*
 LOUIS DOBI, JR.*
 SHANNON M. RYAN*
 DANA TARQUINI*

GLENN L. GERBER
 of Counsel

June 6, 2002

VIA TELEFAX ONLY (1-313-845-5555)

Ruth Davis, Esquire
 Ford Consumer Affairs
 16800 Executive Plaza Drive 3NE-301
 Dearborn, Michigan 48126

RE:
2002 Ford Escape

Dear Ms. Davis:

Thank you for your June 5, 2002 letter. It was also a pleasure speaking with you. Please accept this letter as confirmation my client hereby accepts your most gracious offer to settle this matter for the statutory repurchase of his vehicle with a \$287.00 mileage charge. This will also confirm we have settled my bill of fees and costs for a separate payment in the reduced amount of \$1,500.00. I will have David Kelly of my office contact you to coordinate the settlement. Once again, thanks for your prompt intervention which has resulted in another lawsuit avoided and the saving of yet another loyal Ford Customer.

Very truly yours,


 Robert M. Silverman

ER02-027 0123

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHN	STATUS
17	06/05	14:01	215 548 8817	EC-S	02:39"	003	009	OK



rd

Fax Cover Sheet

TO: Robert Silverman
COMPANY: Kimmel & Silverman
PHONE: 215-540-8888
FAX: 215-540-8817

FROM: Ruth Davis
COMPANY: Ford Motor Company, Consumer Affairs Office
PHONE: 313-845-5539
FAX: 313-845-5555

Date: 06/05/2002

Number of Pages: 3
(including cover)

COMMENTS: need the correct spelling of that last name - and either a VIN or Zip Code to look up that customer.

Mail Address:

Ford Consumer Affairs
16800 Executive Parkway
P.O. Box 6248
MD 3NE-B
Dearborn, MI 48126



rid

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Date: 06/05/2002

Number of Pages: 3
(including cover)

COMMENTS: I need the correct spelling of that
last name – and either a VIN or Zip Code to look up that customer.

Mail Address:

Ford Consumer Affairs
16800 Executive Parkway
P.O. Box 6248
MD 3NE-B
Dearborn, MI 48126

Ford Motor Company

Consumer Affairs

Sent Via Fax

June 5, 2002

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

RE:

2002 Ford Escape
VIN: 1FMYU04112KA27527

Dear Mr. Silverman:

We have reviewed your client's case. Please be advised that Ford is willing to offer a goodwill refund to your client.

Your client will be responsible for:

- Any missing equipment, abnormal wear or collision damage (including broken glass) evident to the vehicle. Note: the vehicle must be returned in good condition.
- Reasonable allowance for consumer use (mileage) 2870 miles x \$.10 = \$287.00.
- In cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations, signing the odometer disclosure, release form and power of attorney statements.
- Submitting receipts for any non-transferable or after-market items that may have been added to the vehicle to me via fax at 313-845-5555 as soon as possible.

Ford will also pay attorney fees in the amount of \$1500.00.

I will forward the exact refund figures as soon as I receive them from our Reacquired Vehicle Department (RAV). In order to accelerate this process, please have _____ on the authorization below.

"I authorize _____ to release the payment history and loan balance for my 2002 Escape to Ford Motor Company in order to process said refund transaction".

(X) _____ Acct# _____

Lending Institution's Phone# _____

EP02-027 0128

Page 2

Thank you for allowing us to address your client's concerns.

Respectfully yours,

Ruth Davis
Ruth Davis
Consumer Affairs

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGE	CHG#	STATUS
06	05/30	14:48	215 540 8817	EC--S	01'14"	005	166	OK



nd

Fax Cover Sheet

TO: Robert Silverman
COMPANY: Kimmel & Silverman
PHONE: 215-540-8888
FAX: 215-540-8817

FROM: Ruth Davis
COMPANY: Ford Motor Company, Consumer Affairs Office
PHONE: 313-845-5539
FAX: 313-845-5555

Date: 05/30/2002

Number of Pages: 6
(including cover)

COMMENTS:

Mail Address:

Ford Consumer Affairs
16800 Executive Parkway
P.O. Box 6248
MD 3NE-B
Dearborn, MI 48126

Ford Motor Company

Consumer Affairs

Sent Via Fax & U.S. Mail

May 30, 2002

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

RE:

2001 Ford Focus
VIN: 1FAPP34381W349696

Dear Mr. Silverman:

We have reviewed your client's case. Please be advised that Ford is willing to offer a goodwill refund to your client.

Your client will be responsible for:

- Any missing equipment, abnormal wear or collision damage (including broken glass) evident to the vehicle. Note: the vehicle must be returned in good condition.
- Reasonable allowance for consumer use (mileage), 3736 miles x \$.10 = \$373.60.
- In cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations, signing the odometer disclosure, release form and power of attorney statements.
- Submitting receipts for any non-transferable or after-market items that may have been added to the vehicle to me via fax at 313-845-5555 as soon as possible.

Ford will also pay attorney fees in the amount of \$1500.00.

I will forward the exact refund figures as soon as I receive them from our Reacquired Vehicle Department (RAV). In order to accelerate this process, please have Ms. Musselman sign the authorization below.

"I authorize _____ to release the payment history and loan balance for my 2001 Focus to Ford Motor Company in order to process said refund transaction".

(X) _____

Acct# _____

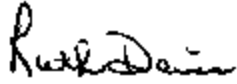
ERG2-027 0128



Page 2

Thank you for allowing us to address your client's concerns.

Respectfully yours,



Ruth Davis
Consumer Affairs

Ford Motor Company

Consumer Affairs

May 30, 2002

Sent via Fax

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

RE: Mr. & Mrs. Jack White

2002 Ford Escape

VIN: 1FMFU04112KA27527

Dear Mr. Silverman:

This is to confirm a replacement offer being made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at Shults Ford, Inc., the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- ◆ The mileage fee will be waived.
- ◆ Any missing equipment, abnormal wear or collision damage (including broken glass) evident to the vehicle. Note: the vehicle must be returned in good condition.
- ◆ In cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations, signing the odometer disclosure, release form and power of attorney statements.

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

ER02-027 0131



Page 2

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.


Ford will provide:

- ◆ Transfer of or a credit for any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc.

This offer includes \$1500.00 in attorney fees.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5555 within seven (7) business days of the receipt of this letter or our file will be closed. If you have questions regarding this issue, please contact me at (313) 845-5539.

Respectfully yours,



Ruth Davis
Consumer Affairs

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 21-MAY-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 COD	PROD DATE	WARR DATE	SELLING DEALER	HELL CNT	ITS	QHT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1FMYU04112KA27527	M1		T/M1	T/F	T/W/D	T/F	AJ	T/D	T/LD	20-08-01	15-10-01	144026	USA	2	T07	2G05	*	RECAL *		S11	V42	D21	42
AWS Claim Key:		367294	Doc #: 12339001		Tra Code:		2	Labor Hrs:		1.2	Labor Cost:		73.68	Material Cost:		0	Total Cost:		75.68				
Dir Ctl-Sub Ctl:		01762*	Name: SHULTS FORD, INC.					Ph:	724-9342388	St: PA	City:	USA	Reg Ctl:	NA	Repr Date: 01-DEC-2001		DIST(Mile):2870						
Cmt Comments:		CHECK CUSTOMER STATES THAT VEHICLE STALLED OUT ON THE WAY TO WORK FRIDAY MORNING, WHILE GOING AROUND A BEND																					
Tech Comments:		HOOKED UP TO WDS AND RAN KOED AND ALL PASSED CODES, CHECKED KOBC AND ALL PASSED, RAN ON OASIS AND SSM 15434 CHECKED ALL ITEMS ON LIST AND ALL OK, REMOVED BATTERY TRAY AND CLEANED GROUNDS AND REMOVED PCM AND CHECK PIDS, REPROGRAM PCM, CHECK ALL GROUNDS																					
1FMYU04112KA27527	M1		T/M1	T/F	T/W/D	T/F	AJ	T/D	T/LD	20-08-01	15-10-01	144026	USA	4	T05	2E03	YL02	9E926	DA	S11	V42	D21	42
AWS Claim Key:		616943	Doc #: 22735901		Tra Code:		807	Labor Hrs:		1.1	Labor Cost:		69.38	Material Cost:		167.85	Total Cost:		237.23				
Dir Ctl-Sub Ctl:		01762*	Name: SHULTS FORD, INC.					Ph:	724-9342388	St: PA	City:	USA	Reg Ctl:	NA	Repr Date: 28-JAN-2002		DIST(Mile):6081						
Cmt Comments:		CHECK CUSTOMER STATES THAT VEHICLE IS STALLING OUT WHILE DRIVING AND IF YOU PULL OVER AND SHUT THE VEHICLE																					
Tech Comments:		CHECKED AND RAN THRU OASIS AND FOUND NEW TSB AND REMOVED AND REPLACED AIR BY PASS VALVE, THROTTLE BODY, DPFE SENSOR AND REPROGRAMMED PCM AND REROD TESTED 7 TIMES AND RECHECKED OPERATION AND ALL OK SHOF FOREMAN																					
1FMYU04112KA27527	M1		T/M1	T/F	T/W/D	T/F	AJ	T/D	T/LD	20-08-01	15-10-01	144026	USA	7	T07	2002	1L22	12B579	BARM	S11	V42	D21	42
AWS Claim Key:		1150631	Doc #: 23297601		Tra Code:		807	Labor Hrs:		1.3	Labor Cost:		81.98	Material Cost:		93.07	Total Cost:		175.05				
Dir Ctl-Sub Ctl:		01762*	Name: SHULTS FORD, INC.					Ph:	724-9342388	St: PA	City:	USA	Reg Ctl:	NA	Repr Date: 18-APR-2002		DIST(Mile):12495						
Cmt Comments:		CHECK CUSTOMER STATES THAT WHILE DRIVING TO WORK THE VEHICLE QUIT AGAIN ON THE SAME HILL THAT IT PREVIOUSLY																					
Tech Comments:		RECHECKED SPECIAL SERVICE MESSAGE AND CHECKED PCM AND HAS LATEST CALIBRATION IN IT, CHECKED ALL UPDATED PARTS CHECKED IDLE AT 7 VOLTAGE AT 94 VOLTS 32 AND ALL OK, CALLED HOTLINE AND TALKED TO ADAM AND INFORMED MASS AIR																					

Any comments? You can contact

webmaster

*Man-TSB -
com out
4/22/02
Kely X207*

8982-027 0133

Davis, Ruth (R.I.)

From: Belote, Paul (P.S.)
Sent: Tuesday, May 28, 2002 12:32 PM
To: Davis, Ruth (R.I.)
Subject: RE: White

Hello,
No info at this time.
Thanks,
Paul S. Belote
CSM Market A2, Pittsburgh
Office : 412-928-2930
Fax : 724-467-3038

-----Original Message-----

From: Davis, Ruth (R.I.)
Sent: Tuesday, May 21, 2002 11:24 AM
To: Belote, Paul (P.S.)
Cc: Corlew, Randall (R.L.)
Subject: White

Hi:

I have received an attorney demand for this vehicle. Do you have any information that would assist me with a decision?

Thank you for your assistance.

1FMYU04112KA27527 Year: 2002 Model: ESCAPE
ORIGINAL WSD: 10/15/01
Hm Ph: (412)421-8608
Case: 1743253371 Day Ph:

STALL/QUITS ACCELERATION ALL ENGINE TEMP
LEGAL - OTHER ATTORNEY DEMAND
SHULTS FORD, INC.

07 LEGAL Issue Status: K ACKNOWLEDG
FX FAX Odometer Reading: 12495 MI
MKELSEY2 MOLLY KELSEY Document Number:
05/13/02 Action Data: Y Action Time: 11:03:28 EST
CONSUMER AFFAIRS - LITIGATION PREVENTION
OPEN LEGAL CONTACT - ATTORNEY DEMAND
*****ATTORNEY DEMAND LETTER*****

REC'D 05/13/02
ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE SUFFERS FROM A CHRONIC
STALLING PROBLEM.

Ruth Davis

Litigation Prevention Analyst
Pittsburgh Region
Phone 313-845-5539
Fax 313-845-5555

EP02-027 0134

Davis, Ruth (R.I.)

From: Corlew, Randall (R.L.)
Sent: Monday, May 27, 2002 11:42 PM
To: Davis, Ruth (R.I.)
Subject: RE: White

Ruth,
Approx. 2 weeks ago now is when the tab came out.

Thank you,

Randy Corlew

Ford Motor Company
FSE-Pittsburgh Region

-----Original Message-----

From: Davis, Ruth (R.I.)
Sent: Wednesday, May 22, 2002 10:57 AM
To: Corlew, Randall (R.L.)
Subject: RE: White

Hi Randy,

The last RO is dated 4/26 - they list a SSM in the repair - when did the repair come out for this concern?

Ruth Davis

Litigation Preventior
Pittsburgh Regior.
Phone 313-845-553
Fax 313-845-5555

-----Original Message-----

From: Corlew, Rand
Sent: Tuesday, M
To: Davis, Rut
Subject: RE: Whit

Ruth,
The TSB on this is
detail how to chet

is out. We can fix the vehicle now. The TSB also goes into
xed. I would be happy to verify the repairs on this vehicle.

Thank you,

Randy Corlew

Ford Motor Company
FSE-Pittsburgh Region

-----Original Message-----

From: Davis, Ruth (R.I.)
Sent: Tuesday, May 21, 2002 11:24 AM
To: Belote, Paul (P.S.)
Cc: Corlew, Randall (R.L.)
Subject: White

EAB2-827 0125

Hi

I have received an attorney demand for this vehicle. Do you have any information that would assist me with a decision?

Thank you for your assistance.

1FMYU04112KA27527 Year: 2002 Model: ESCAPE
ORIGINAL WSD: 10/15/01

Hm Ph: /

Case: 1743253371 Day Ph:

STALL/QUITS ACCELERATION ALL ENGINE TEMP
LEGAL - OTHER ATTORNEY DEMAND
SHULTS FORD, INC.

07 LEGAL Issue Status: K ACKNOWLEDG

FX FAX Odometer Reading: 12495 MI

MKELSEY2 MOLLY KELSEY Document Number:

05/13/02 Action Data: Y Action Time: 11:03:28 EST

CONSUMER AFFAIRS - LITIGATION PREVENTION

OPEN LEGAL CONTACT - ATTORNEY DEMAND

*****ATTORNEY DEMAND LETTER*****

REC'D 05/13/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE SUFFERS FROM A CHRONIC
STALLING PROBLEM.

Ruth Davis

Litigation Prevention Analyst

Pittsburgh Region

Phone 313-845-5539

Fax 313-845-5555

ER02-027 0130

Davis, Ruth (R.I.)

From: Corlew, Randall (R.L.)
Sent: Tuesday, May 21, 2002 5:15 PM
To: Davis, Ruth (R.I.)
Subject: RE: White

Ruth,
The TSB on this issue that does fix the concern is out. We can fix the vehicle now. The TSB also goes into detail how to check the vehicle to be sure it is fixed. I would be happy to verify the repairs on this vehicle.

Thank you,

Randy Corlew

Ford Motor Company
FSE-Pittsburgh Region

-----Original Message-----

From: Davis, Ruth (R.I.)
Sent: Tuesday, May 21, 2002 11:24 AM
To: Belota, Paul (P.S.)
Cc: Corlew, Randall (R.L.)
Subject: White

Hi

I have received an attorney demand for this vehicle. Do you have any information that would assist me with a decision?

Thank you for your assistance.

1FMYU04112KA27527 Year: 2002 Model: ESCAPE
ORIGINAL WSD: 10/15/01
Hm Ph: (412)421-6608

Case: 1743253371 Day Ph:

STALL/QUITS ACCELERATION ALL ENGINE TEMP
LEGAL - OTHER ATTORNEY DEMAND
SHULTS FORD, INC.

07 LEGAL Issue Status: K ACKNOWLEDG

FX FAX Odometer Reading: 12485 MI

MKELSEY2 MOLLY KELSEY Document Number:

05/13/02 Action Date: Y Action Time: 11:03:28 EST

CONSUMER AFFAIRS - LITIGATION PREVENTION

OPEN LEGAL CONTACT - ATTORNEY DEMAND

*****ATTORNEY DEMAND LETTER*****

REC'D 05/13/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE SUFFERS FROM A CHRONIC
STALLING PROBLEM.

Ruth Davis

Litigation Prevention Analyst

Pittsburgh Region

Phone 313-845-5539

Fax 313-845-5555

ERR2-827 8137

==>

VIN: 1FMYU04112KA27527
WSD: 10/15/01

Year: 2002

Model: ESCAPE
Build Date: 08/20/01

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

F1=Help F7=Prev F8=Next F11=Menu F12=Return
NO DETAIL RECORDS AVAILABLE FOR THIS INQUIRY

LPREL36

==>

VIN: 1FMYU04112KA27527 Year: 2002 Model: ESCAPE
 Owner Status: ORIGINAL WSD: 10/15/01
 Name: Hm Ph:
 Trmt: Case: 1743253371 Day Ph:
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
 Dealer: SHULTS FORD, INC.
 Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
 Comm Type: FX FAX Odometer Reading: 12495 MI
 Analyst: MKELSEY2 MOLLY KELSEY Document Number:
 Action Date: 05/13/02 Action Data: Y Action Time: 11:03:28 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Comments: *****ATTORNEY DEMAND LETTER*****
 REC'D 05/13/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE SUFFERS FROM A CHRONIC
 STALLING PROBLEM.

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

LPREL36

Davis, Ruth (R.I.)

To: Belote, Paul (P.S.)
Cc: Corlew, Randall (R.L.)
Subject:

Hi

I have received an attorney demand for this vehicle. Do you have any information that would assist me with a decision?

Thank you for your assistance.

1FMYU04112KA27527 Year: 2002 Model: ESCAPE
ORIGINAL WSD: 10/15/01

Hm Ph: (

Case: 1743253371 Day Ph:

STALL/QUITS ACCELERATION ALL ENGINE TEMP

LEGAL - OTHER ATTORNEY DEMAND

SHULTS FORD, INC.

07 LEGAL Issue Status: K ACKNOWLEDG

FX FAX Odometer Reading: 12495 MI

MKELSEY2 MOLLY KELSEY Document Number:

05/13/02 Action Date: Y Action Time: 11:03:28 EST

CONSUMER AFFAIRS - LITIGATION PREVENTION

OPEN LEGAL CONTACT - ATTORNEY DEMAND

*****ATTORNEY DEMAND LETTER*****

REC'D 05/13/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE SUFFERS FROM A CHRONIC
STALLING PROBLEM.

Ruth Davis

Litigation Prevention Analyst

Pittsburgh Region

Phone 313-845-5539

Fax 313-845-5555

ERR2-827 0149

0513201092 NEW YORK

2002

ER02-027 0141

==>

VIN: 1FMYU04191KB74743 Year: 2001 Model: ESCAPE
Owner Status: ORIGINAL WSD: 06/05/01
Name: Hm Ph:
Trmt: VLC Case: 513201092 Day Ph:
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
Dealer: ELITE FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: 07 OTHER Odometer Reading: 10421 MI
Analyst: 9835MH MICHELLE HULL Document Number:
Action Date: 05/21/02 Action Data: N Action Time: 15:44:33 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: FINAL CASE DISPOSITION
Comments: CASE HAS BEEN UPLOADED AND CUSTOMER WILL WORK WITH DEALERSHI
P IN ORDER TO GET THIS MATTER RESOLVED.

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

LPREL301

VIN: 1FMYU0419 1KB74743

Customer name:

SECTION 1: Lien/Lease Information

Lienholder: EMCC-Tampa Service Center
 Address: 3820 Queen Palm Drive
Tampa FL 33618
 Phone: (877)349-5280
 Account Number: BNN2192B3R
 Payment Amount: \$388.22 ✓
 # of Payments: x 12 ✓
 Extra paid by customer: + \$0.00
 Total(\$) of payments made: \$4,418.64 (a) ✓
 Lienholder payoff: \$18,582.82 (d) ✓
 Good Until: 07/08/02 ✓

SECTION 2: Over Allowance/Negative Equity Determination

Trade-in value as reflected on Buyer's Order: \$0.00
 Actual Cash Value of Trade-in: \$0.00
 Over Allowance/Negative Equity: \$0.00 (b)

SECTION 3: Aftermarket Items/Misc. Purchase Charges

(See Page 2 for details)
 Total: \$0.00 (c)

SECTION 4: Misc. Deduction (Late charges, disability etc.)

(See Page 2 for details)
 Total: \$0.00 (e)

SECTION 5: Other Expenses (Sales Tax, License etc.)

(See Page 2 for details)
 Total: \$377.00 (f) ✓

SECTION 4: Refund Calculation

Total(\$) of payments made:		<u>\$4,418.64</u> (a) ✓
Down Payment(includes trade-in):	+	<u>\$1,264.78</u> ✓
Less Rebate:	-	<u>\$500.00</u> ✓
Less Over Allowance/Negative Equity:	-	<u>\$0.00</u> (b)
Over Allowance/Negative Equity waived:	+	<u>\$0.00</u>
Aftermarket Items/Misc. Purchase Charges:	+	<u>\$0.00</u> (c)
Less Misc. Deduction:	-	<u>\$0.00</u> (e)
Less Mileage Charge: <u>\$21,871 * 1,808 MI/100,000</u>	-	<u>\$394.88</u> ✓
Mileage Waived: (formula used)	+	<u>\$0.00</u>
DMV Fees owed to State : DMV Fees Amount :	-	<u>\$0.00</u>
Other Expenses :	+	<u>\$377.00</u> (f) ✓
Refund to Customer:	=	<u>\$5,155.43</u> ✓
Lienholder payoff:	+	<u>\$18,582.82</u> (d) ✓
Attorney Fees	+	<u>\$1,500.00</u> ✓
Total Payoff:	=	<u>\$25,238.25</u> ✓

NOTE: Items appearing on the buyer's order, such as taxes, fees and Ford ESP's (if any) are included in the amount financed and are therefore reflected in the payoff and payments made. These items are inherently refunded proportionately to the customer and the lienholder as their interests appear.

THIS BREAKDOWN INCLUDES A FORD ESP OF: \$0.00

IMPORTANT NOTICE TO DEALERS: Upon turn-in of the vehicle, complete the following information and forward to RAV HQ as soon as possible.

Your \$400 Administrative Allowance will not be processed until the following documents have been received by RAV HQ at:
 PO Box 370, Dearborn, MI 48121 OR 34115 W 12 Mile Rd, Farmington Hills, MI 48331

- | | |
|---|----------------------------------|
| _____ Inspection/Condition Report | _____ Current Odometer Statement |
| _____ Original Title, signed by customer | _____ Lien release |
| _____ Signed Customer Letter | |
| _____ Signed/Notarized Power of Attorney | |
| _____ Signed/Notarized Release (Excluding legal settlements submitted by OGC) | |

Refund Breakdown Calculated by: ZDORSEY *(initials)*

Print ID: _____

VIN: 1FMYU0419 1KB74743

Customer name: _____

SECTION 3: Aftermarket Items/Misc. Purchase Charges	
Total:	<u>30.00</u>
	(c)
SECTION 4: Misc. Deduction (Late charges, check/ly etc.)	
Total:	<u>30.00</u>
	(d)
SECTION 5: Other Expense (Sales Tax, License etc.)	
1) REGISTRATION	<u>1183.00</u> ✓
2) DOC FEE	<u>1234.00</u> ✓
Total:	<u>2417.00</u> (f)

WINDL & SILVERMAN
New Jersey

1-800-727-7000

Motor Vehicle Lease Agreement

Lease Date: 06/05/2001

FMCC
PO BOX 185704
ATLANTA, GA 30348

Lessee (and Co-Lessee) - Name and Address (including County):

LIVINGSTON ESSEX NJ 07039

Lessor - Name and Address

ELITE FORD INC
645 WASHINGTON AVE BELLEVILLE NJ 07109
Phone Number: 973-759-1200



"Ford Credit" is Ford Motor Credit Company, The "Holder" is **FORD CREDIT** and he assigns. By signing "You" (Lessee and Co-Lessee) agree to lease this Vehicle according to the terms on the front and back of this lease.

New/Used/Demo	Make at Delivery	Year/Make/Model	GVW # Tons (lbs.)	Vehicle ID #	Vehicle Use	
NEW	13	2001 FORD ESCAPE		1FMYU04121KB74743	PERSONAL	
Prior Use (If used or estimated in excess of 1,000 miles)	# Cylinders	Transmission	Brakes	Steering	Air Conditioning	MSRP
N/A	5	AUTOMATIC	POWER ASSISTED	POWER ASSISTED	YES	23585.00

1. Amount Due At Lease Signing or Delivery (Itemized below)*	2. Monthly Payments Your first monthly payment of \$ <u>368.22</u> is due on <u>06/05/2001</u> followed by <u>35</u> payments of \$ <u>368.22</u> due on the <u>5th</u> day of each month. The total of your monthly payments is \$ <u>13255.92</u>	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) <u>N/A</u> <u>N/A</u> <u>N/A</u> Total \$ <u>N/A</u>	4. Total of Payments (The amount you will have paid by the end of the lease) <u>14887.78</u>
\$ <u>2000.00</u>			

* Itemization of Amount Due at Lease Signing or Delivery

5. Amounts Due At Lease Signing or Delivery:		6. How the Amount Due at Lease Signing or Delivery will be paid:	
a. Capitalized cost reduction	\$ <u>1254.78</u>	a. Net trade-in allowance	\$ <u>N/A</u>
b. First monthly payment	<u>368.22</u>	b. Rebates and noncash credits	<u>500.00</u>
c. Refundable security deposit	<u>N/A</u>	c. Amount to be paid in cash	<u>1500.00</u>
d. Title fees	<u>N/A</u>	d. <u>N/A</u>	<u>N/A</u>
e. Registration fees	<u>153.00</u>		
f. <u>N/A</u>	<u>N/A</u>		
g. <u>N/A</u>	<u>N/A</u>		
h. <u>N/A</u>	<u>N/A</u>		
i. <u>7000 FEE</u>	<u>224.00</u>		
	Total \$ <u>2000.00</u>		Total \$ <u>2000.00</u>

7. Your monthly payment is determined as shown below

a. Gross capitalized cost. The agreed upon value of the Vehicle (\$ <u>21871.82</u>) and any items you pay over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance) (Itemized below)	\$ <u>22449.93</u>
b. Capitalized cost reduction. The amount of any net trade-in allowances, rebates, noncash credit, or cash that you pay that reduces the gross capitalized cost	<u>1254.78</u>
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	<u>21195.15</u>
d. Residual value. The value of the Vehicle at the end of the lease used in calculating your base monthly payment	<u>1222.60</u>
e. Depreciation and any amortized amounts. The amounts charged for the Vehicle's decline in value through normal use and for other items paid over the lease term	<u>8972.55</u>
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	<u>4283.37</u>
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	<u>13255.92</u>
h. Lease payments. The number of payments in your lease	<u>36</u>
i. Base monthly payment	<u>368.22</u>
j. Monthly sales / use tax	<u>N/A</u>
k. <u>N/A</u>	<u>N/A</u>
l. <u>N/A</u>	<u>N/A</u>
m. Total monthly payment	\$ <u>368.22</u>
n. Lease term in months	<u>36</u>



Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

\$\$

Early Termination. You may be charged a substantial charge if you end this lease early. The charges may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

DPPEP

4. Excess Wear and Use. You may be charged for excessive wear based on our standards for normal use. At the scheduled end of this lease, if you purchase the Vehicle, You must pay to Lessor 15 cents per mile for each mile in excess of 36015 miles shown on the odometer. See items 21 and 25 on back for additional excess wear and use terms.

5. Extra Mileage Option Credit. At the scheduled end of this lease, you will receive a credit of N/A cents per unused mile for the unused miles between N/A and N/A miles, less any amounts you owe under this lease. You will not receive any credit if the Vehicle is destroyed, if you terminate your lease early, exercise any purchase option, are in default or the credit is less than \$1.00.

Flag

10. Purchase Option at End of Lease Term
9. \$12,472.68 plus official fees and taxes is your lease and purchase option price. You have the option to purchase the Vehicle from Lessor for the purchase option price at the end of this lease term if you are not in default.

Book

Other Important Terms. See Your lease documents for additional information on early termination, purchase option and maintenance responsibilities, warranties, late and default charges, insurance, and any security interests, if applicable.

11. RESIDUAL VALUE

\$ 12,472.68

This is the projected fair market value of the Vehicle at the scheduled end of this Lease.

Calculator

12. TOTAL COST OF THE LEASE

\$ 27,369.28

(As defined under New Jersey law.)

Warranty

12. WARRANTY The Vehicle is covered by any warranty, extended warranty or service contract indicated below:

Standard new Vehicle warranty provided by the manufacturer or distributor of the Vehicle.

N/A

If the Vehicle is of a type normally used for personal use and the Lessor, or the Vehicle's manufacturer, extends a written warranty or service contract covering the Vehicle within 90 days from the date of this lease, you get implied warranties of merchantability and fitness for a particular purpose covering the Vehicle. Otherwise, you understand and agree that there are no such implied warranties except as otherwise required by state law.

17. LIFE, DISABILITY AND OTHER INSURANCE These coverages are not included in this lease and will not be provided unless you sign below. If insurance is obtained by Lessor, the coverages are shown in a notice given to you this day for the term of the lease.

Life Insurance Insurer N/A \$ 0 (Initial Coverage)
 Insured(s) N/A \$ 0 Premium
Disability Insurance Insurer N/A \$ 0 Monthly Coverage
 Insured N/A \$ 0 Premium
Other Insurance Insured's Signature _____
 Type N/A
 Insurer N/A \$ 0 Monthly Coverage
 Insured(s) N/A \$ 0 Premium
 Insured's Signature(s) _____
 Total Premiums \$ _____

13. OFFICIAL FEES AND TAXES \$ 1,251.91

This amount includes any fees you will pay for official fees from registration, title and taxes over the term of your lease, whether included with your monthly payments or assessed otherwise. The actual total of fees and taxes may be higher or lower depending on the tax rates in effect or the value of the leased property at the time a fee or tax is assessed.

14. LESSOR SERVICES

(See item 20 on back)

Alarm

15. LATE PAYMENTS You will pay a late charge on each payment that is not received within 10 days after it is due. The charge is 7.5% of the full amount of the scheduled payment or \$80.00 whichever is less.

16. Itemization of Gross Capitalized Cost

Agreed Upon Value of the Vehicle	Sales Tax & Other Applicable Taxes	Title Fees	License & Registration Fees	Extended Warranty & Service Contract	Lessor Services	Acquisition Fee
\$ <u>21,671.82</u>	+ \$ <u>578.91</u>	+ \$ <u>N/A</u>	+ \$ <u>N/A</u>	+ \$ <u>N/A</u>	+ \$ <u>N/A</u>	+ \$ _____
Documentation Fee	Life Insurance Premium	Disability Insurance Premium	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	Total Capitalized Cost
+ \$ <u>N/A</u>	+ \$ <u>N/A</u>	+ \$ <u>N/A</u>	+ \$ <u>N/A</u>	+ \$ <u>N/A</u>	+ \$ <u>N/A</u>	= \$ <u>27,369.28</u>

SIGNATURES AND IMPORTANT NOTICES

Modification: This lease sets forth all of the agreements of Lessor and You for the lease of the Vehicle. There is no other agreement. Any other terms must be in writing and signed by both Lessor and Ford Credit.

OFFICIAL FEES AND TAXES \$ 1261.91
 Individual Item required You will pay for official and (franchise fees, registration, title and taxes over the term of your lease, whether included with your monthly payments or assessed otherwise. The actual total of fees and taxes may be higher or lower depending on the tax rates in effect or the value of the leased property at the time a fee or tax is assessed.



Insured _____ Premium _____
 Insured's Signature _____
 Other Insurance _____
 Type _____
 Insured _____ \$ _____
 Insured(s) _____ \$ _____
 Insured's Signature(s) _____
 Total Premiums \$ _____

14. LESSOR SERVICES
 (See Item 20 on back)

15. LATE PAYMENTS You will pay a late charge on each payment that is not received within 10 days after it is due. The charge is 7.5% of the full amount of the scheduled payment or \$50.00 whichever is less.

16. Itemization of Gross Capitalized Cost

Agreed Upon Value of the Vehicle	Sales/Use Tax & Other Applicable Taxes	Title Fees	License & Registration Fees	Extended Warranty & Service Contract	Lessor Services	Acquisition Fee
\$ 21871.82	+ \$ 578.91	+ \$ N/A	+ \$ N/A	+ \$ N/A	+ \$ N/A	+ \$ N/A
Documentation Fee	Life Insurance Premium	Disability Insurance Premium				Total Gross Capitalized Cost
+ \$ N/A	+ \$ N/A	+ \$ N/A	+ \$ N/A	+ \$ N/A	+ \$ N/A	= \$ 22449.83

SIGNATURES AND IMPORTANT NOTICES

Modification: This lease sets forth all of the agreements of Lessor and You for the lease of the Vehicle. There is no other agreement. Any change in this lease must be in writing and signed by You and Ford Credit.

Lessor: _____ Date: _____ By: _____ Title: _____
 Co-Lessor: _____ Date: _____ By: _____ Title: _____

NOTICE: (1) Do not sign this lease before You read it or if it has any blank space to be filled in. (2) You have the right to get a filled-in copy of this lease. You state that You have been given a filled-in copy of this lease at the time You sign it and notice of an assignment of this lease by the Lessor to Holder.

NOTICE: THE LESSEE AND THE LESSOR SHALL BE ENTITLED TO REVIEW THE CONTRACT FOR ONE BUSINESS DAY BEFORE SIGNING THE CONTRACT IMMEDIATELY ADJACENT TO THE SIGNATURE LINE OF THE CONTRACT. YOUR SIGNATURE AND THE LESSOR'S CONFIRM THAT YOU HAVE HAD THIS OPPORTUNITY.

Lessor: _____ Date: _____ By: _____ Title: _____
 Co-Lessor: _____ Date: _____ By: _____ Title: _____

Lessor is hereby notified that Holder has assigned to "intermediary," as defined in the Red Carpet Lease Assignment, its rights (but not its obligations) with respect to the purchase of this Vehicle and the sale of this Vehicle at lease termination.

Lessor accepts this lease and assigns it to Holder under the terms of the Red Carpet Lease - WOR Plan agreement between Lessor and Holder unless otherwise indicated here: LEV GUARANTY
 Lessor: _____ Date: _____ By: _____ Title: _____

Questions?? Contact Ford Credit at 1-800-727-7000 or www.fordcredit.com
 NOTICE: SEE OTHER SIDE FOR IMPORTANT INFORMATION
 FC-16710-P NOV 00 Previous editions may NOT be used.
 CO-LESSEE/GUARANTOR

Printed on recycled paper. Please recycle.

VEHICLE INVOICE

EDMUND'S MOTOR SALES
1120 OLD DORCHESTER AVE.
WASHINGTON, DC 20002

DATE: 8/5/02
 TIME: 10:30 AM
 SALES REP: [Signature]

YEAR	MAKE	MODEL	FIN	FORM	EQ	PRICE	FINANCE	SALES TAX	TITLE

INSURANCE COVERAGE

FIRE AND THEFT
 COLLISION - ANIL DEDUCT.

THEFT LIABILITY - ANIL
 THEFT LIABILITY - ANIL

OPTIONAL EQUIPMENT

FACTORY INSTALLED
 LESSEY (10%)

LIVINGSTON NJ
 HOME PHONE

DEALER INSTALLED

08/05/02

SALES TAX: 15.00
 LICENSING AND TITLE: 153.00
 TOTAL EXCH. PRICE: 352.00

FINANCING SERVICE: 0.00
 TOTAL FIN. CHG: 0.00
 SEC. CHARGES: 0.00
 DIRECT: 0.00
 FIN. CHARGES: 15.00
 TOTAL: 15.00
 FINANCIAL: 0.00
 TOTAL: 0.00



Facsimile Cover Sheet

CONSUMER AFFAIRS

TO: David Kelly
COMPANY: Kimmel & Silverman
PHONE: 215 540-8888
FAX: 215 540-8817
Re: Levitt, Bonnie

FROM: Michelle K. Hull
COMPANY: Ford Motor Company, Consumer Affairs
 16800 Executive Plaza Drive
 MD# SNE-8316
 Dearborn, MI 48126

PHONE: (313) 845-6264
FAX: (313) 845-5855

Perfect!

Thanks,
(OK)

Customer name: BONNIE LEVITT

SECTION 1: Lien/Lease Information

Lienholder: EMCC-Tampa Service CenterAddress: 3820 Queen Palm DriveTampa FL 33618Phone: (877)348-6269Account Number: BMM289ZB32Payment Amount: \$388.22 ✓# of Payments: 12 ✓Extra paid by customer: \$0.00Total(\$) of payments made: \$4,418.64 (a)Lienholder payoff: \$18,582.82 (d)Good Unk: 070602 ✓

SECTION 2: Over Allowance/Negative Equity Determination

Trade-in value as reflected on Buyer's Order: \$0.00Actual Cash Value of Trade-In: \$0.00Over Allowance/Negative Equity: \$0.00 (b)

SECTION 3: Aftermarket Items/Misc. Purchase Charges

(See Page 2 for details)

Total: \$0.00 (f)

SECTION 4: Misc. Deduction (Late charges, disability etc.)

(See Page 2 for details)

Total: \$0.00 (e)

SECTION 5: Other Expenses (Sales Tax, License etc.)

(See Page 2 for details)

Total: \$377.00 (1) ✓

SECTION 4: Refund Calculation

Total(\$) of payments made: \$4,418.64 (a)Down Payment (includes trade-in): \$1,284.78 ✓Less Rebate: \$502.00 ✓Less Over Allowance/Negative Equity: \$0.00 (b)Over Allowance/Negative Equity waived: \$0.00Aftermarket Items/Misc. Purchase Charges: \$0.00 (c)Less Misc. Deduction: \$0.00 (e)Less Mileage Charge: \$394.00 ✓Less Mileage Charge: \$21,871 * 1.806 MI/100,000Storage Waived: (former used) \$0.00DMV Fees owed to State: DMV Fees Amount: \$0.00Other Expenses: \$377.00 (1) ✓Refund to Customer: \$5,135.43 ✓Lienholder payoff: \$18,582.82 (d)Attorney Fees: \$1,583.02 ✓Total Payout: \$25,358.25 ✓

NOTE: Items appearing on the buyer's order, such as taxes, fees and Ford ESP's (if any) are included in the amount financed and are therefore reflected in the payoff and payments made. These items are instantly refunded proportionately to the customer and the lender as their interests appear.

THIS BREAKDOWN INCLUDES A FORD ESP OF \$0.00

IMPORTANT NOTICE TO DEALERS: Upon turn-in of the vehicle, complete the following information and forward to RAV HQ as soon as possible.

Your \$400 Administrative Allowance will not be processed until the following documents have been received by RAV HQ at:

PO Box 370, Dearborn, MI 48121 OR 34118 W 12 Mile Rd, Farmington Hills, MI 48331

____ Inspection/Condition Report

____ Original Title, signed by customer

____ Signed Customer Letter

____ Signed/Notarized Power of Attorney

____ Signed/Notarized Release (Excluding legal statements submitted by DOC)

____ Current Odometer Statement

____ Lien release

Refund Breakdown Calculated by: ZBORSEY 6/11/02

Print No:



Consumer Affairs
Facsimile Cover Sheet

TO: David Kelly
COMPANY: Kimmel & Silverman
PHONE: 215 540-8888
FAX: 215 540-8817
Re: Levitt, Bonnie

FROM: Michelle K. Hull
COMPANY: Ford Motor Company, Consumer Affairs
16800 Executive Plaza Drive
MD# 3NE-B316
Dearborn, MI 48126

PHONE: (313) 845-6254
FAX: (313)845-5555

ERG2-827 0151

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CD#	STATUS
08	06/11 08:25	215 540 8817	EC-S	00'44"	003	227	OK



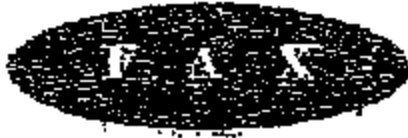
Facsimile Cover Sheet

TO: David Kelly
COMPANY: Kimmel & Silverman
PHONE: 215 540-8888
FAX: 215 540-8817
Re: Levitt, Bonnie

FROM: Michelle K. Hull
COMPANY: Ford Motor Company, Consumer Affairs
 16800 Executive Plaza Drive
 MD# SNE-B316
 Dearborn, MI 48126

PHONE: (313) 845-8254
FAX: (313) 845-5885

EQ02-027 0152



Kimmel & Silverman, P.C.
30 E. Butler Pike
Aurora, PA 15003

LEMONLAW
http://www.lemonlaw.com

To: Michelle Hull

From: D. Kelly

Business Phone: (215) 540-5517

Business Fax: (215) 540-5550

Date & Time: 6/3/03

Pages (including cover): 5

Re: Sales Docs

Do you need more?

D.K.

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For more information about Kimmel & Silverman, please visit us at <http://www.lemonlaw.com>



475 ARDMORE BLVD. • PITTSBURGH, PA 15221
PHONE: 412-243-6500

SOCIAL SECURITY NO.		
PURCHASER'S NAME		
STREET ADDRESS		
CITY	STATE	ZIP
REG. PHONE		BUS. PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING NEW
 USED DEMO EXEC. CAR AS IS LIM. WAR.

YEAR	MAKE	MODEL	TYPE	COLOR
	FORD	F150		SILVER
VIN NO.		TO BE DELIVERED ON OR ABOUT		
1FAFP33P4D1P3694				
STOCK NO.	SALESMAN			

LIST PRICE OF VEHICLE	\$	19800	00
DEALER INSTALLED ITEMS	\$		

USED VEHICLE TRADE-IN AND/OR OTHER CREDITS

MAKE OF USED VEHICLE	YEAR	BODY TYPE
PLYM	1996	
MODEL	MILEAGE	SERIAL NUMBER
COLOR	USED VEHICLE ALLOWANCE	
	7500 00	

FACTORY INSTALLED ACCESSORIES

CONTROL #	DEAL #
	47904

TRADE-IN PAYOFF VERIFICATION

AMOUNT \$	6005 56	OWED TO
GOOD UNTIL		

WARRANTY

ADMINISTRATIVE FEE	1500 00
TOTAL INCLUDING ACCESSORIES	21160 00
LESS: USED CAR ALLOWANCE *	7600 00
TOTAL TAXABLE CASH DIFFERENCE	13500 00
STATE SALES TAX	552 00
LIQUOR TRANSFER TITLE REGISTRATION	80 00

TITLE	ADDRESS
OTHER LIENS	
BY WHOM	PHONE
VERIFIED BY:	
DATE:	TIME:

TO BE FINANCED YES NO

BALANCE OWED ON USED CAR

BALANCE OWED ON USED CAR	6865 56
CASH BALANCE OWED	21580 41

RECEIPT NO.	CASH	CHECK
RECEIPT NO.	CASH	CHECK

DEPOSIT	500 00
TIRE TAX	5 00
OTHER CHARGES	
LIFE INSURANCE	
ACCIDENT & HEALTH INS.	

INSURANCE CO.
AGENT
PHONE NO.

UNPAID BALANCE DUE

UNPAID BALANCE DUE	21091 41
--------------------	----------

CODE NO.		
RECEIPT NO.	CASH	CHECK

IF I CANCEL THIS PURCHASE CONTRACT OR REFUSE TO ACCEPT DELIVERY OF THE VEHICLE ORDERED, EXCEPT AS PERMITTED BY LAW, I WILL, AT YOUR OPTION, FORFEIT AS DAMAGES \$ _____
 I ACCEPT THE ABOVE CONDITIONS

DISCLAIMER OF WARRANTIES
 I UNDERSTAND THAT YOU (THE DEALER) EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THAT YOU NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOU ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE, EXCEPT AS OTHERWISE PROVIDED IN WRITING BY YOU IN AN ATTACHMENT TO THIS CONTRACT OR IN A DOCUMENT DELIVERED TO ME WHEN THE VEHICLE IS DELIVERED. THE INFORMATION YOU SEE ON THE WINDOW FORM IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supercedes any prior agreement and is of the date hereof comprising the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER IS NOT A BINDING CONTRACT. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of the Order.

If the vehicle described above is new, the only warranty applicable to said vehicle is the Ford Motor Co. New Vehicle Limited Warranty to be delivered to purchaser and is in lieu of all other warranties express or implied. On all vehicles, purchaser expressly acknowledges that the implied warranties of merchantability and fitness for a particular purpose are specifically disclaimed and excluded by PARKWAY EAST FORD.

PURCHASER'S SIGNATURE	DATE	ACCEPTED BY	RESERVE
	7/20/07 2007		

PENNSYLVANIA SIMPLE INTEREST VEHICLE RETAIL INSTALLMENT CONTRACT

DATE

Buyer's Address (including County and Zip Code) PITTSBURGH PA 15202	CREDITOR (Seller Name and Address) PARKWAY EAST FORD, INC. 475 ARDMORE BLVD. PITTSBURGH, PA 15221
---	---

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

Year and Make	Model	GVW (Trucks Only)	Vehicle Identification Number	Use For Which Purchased
2001 FORD	FOCUS		1FACF33P41C1153594	<input checked="" type="checkbox"/> Personal <input type="checkbox"/> Agricultural <input type="checkbox"/> Commercial

Trade-in: 1996 PLYMOUTH	7500.00	6895.00
Year and Make	Gross Allowance	Amount Owed

ITEMIZATION OF AMOUNT FINANCED

- Cash Price: \$ 15,000.00 (1)
- Down Payment:
 - Third Party Rebate Assigned To Creditor: \$ 0.00
 - Cash Down Payment: \$ 500.00
 - Trade-in **2001 PLYMOUTH**: \$ 7500.00 Gross Allowance \$ 6895.00 Amount Owed \$ 604.00
 - Total Down Payment: \$ 1114.49 (2)
- Unpaid Balance of Cash Price (1 minus 2): \$ 13,885.51 (3)
- Amounts paid on your behalf (Seller may be retaining a portion of these amounts):
 - To Insurance Companies for:
 - Credit Life Insurance (for term of contract): \$ N/A
 - Credit Disability Insurance (for term of contract): \$ N/A
 - (Term: N/A Months (Estimate)) \$ N/A
 - To Public Officials (I) for license (\$ N/A), title (\$ 22.50), & registration (\$ 36.00) fees \$ 58.50;
 - (II) for title fees \$ 5.00;
 - (III) for taxes (not in Cash Price) \$ 962.36 \$ 1015.85
 - PARKWAY EAST FORD**, for ~~the charge of~~ **SALES TAX** \$ 21.00
 - COMMONWEALTH OF PA** for **PTA TITLE TAX** \$ 5.00
 - FORD MOTOR COMPANY** for **SERVICE CONTRACT** \$ 1500.00
 - PARKWAY EAST FORD**, for **DOC FEES** \$ 55.00
 - Total: \$ 2600.81 (4)
- Amount Financed (3 plus 4): \$ 21091.41 (5)

INSURANCE

YOU MAY OBTAIN VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE.

YOU ARE NOT REQUIRED TO OBTAIN CREDIT LIFE, CREDIT DISABILITY AND OTHER OPTIONAL INSURANCE. THIS CONTRACT WILL NOT INCLUDE THEM UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

THIS CONTRACT DOES NOT INCLUDE LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

Credit Life N/A Insurer _____

\$ N/A Premium NELVIN R. SCOTT Insured(s)

Signature(s) _____

Disability N/A Insurer _____

\$ N/A Premium NELVIN R. SCOTT Insured

Signature _____

Type of Insurance _____ Term _____

Insurer N/A Premium N/A

Signature _____

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

You must insure the vehicle. If a charge is shown below, the Creditor will try to buy the coverage specified for the term shown. Coverages will be issued on the cash value of the vehicle at time of loss, but not more than the limit of the policy.

Comprehensive Yes Deductible Collision

Fire-Theft-Contained Additional Coverage

Towing and Labor

Term N/A Months (Estimate) Premium \$ N/A

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate 11.90%	The dollar amount the credit will cost you \$ 6994.54	The amount of credit provided to you or on your behalf \$ 21091.41	The amount you will have paid when you have made all scheduled payments \$ 28086.00	The total cost of your purchase on credit, including your down payment of \$ 1114.49 \$ 29200.44

Payment Schedule	Number of Payments	Amount of Each Payment	When Payments are Due
Your payment schedule will be:	59	\$ 469.10	(monthly starting NOV-19-2000)
	10ml	\$ 469.10	

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

Late Payment: You must pay a late charge on the portion of each payment received more than 10 days late. The charge is 2 percent of the late amount or \$50.00 whichever is less.

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

Contract: Please see this contract for additional information on security interest, nonpayment, default, the right to require repayment of your debt in full before the scheduled date, and prepayment penalty.

COMMERCIAL VEHICLES: The charge shown in the above box for late payments applies when the vehicle purchased has a gross vehicle weight of less than 15,000 pounds. If the vehicle you purchased has a gross vehicle weight of 15,000 pounds or more, you must pay a late charge on the portion of each payment received more than 10 days late. The charge is 4 percent of the late amount or \$80, whichever is less.

If you do not meet your contract obligations, you may lose the vehicle that you are financing under this contract, as well as both parts and goods put on the vehicle and money or goods received for the vehicle.

NON-MODIFICATION DISCLOSURE

Any change in this contract must be in writing and signed by you and the Creditor.

BUYER: _____ CO-BUYER: _____

NOTICE TO BUYER

Do not sign this contract in blank.

QUESTIONS?



ER02-027 0155

MV-1 (8/88)				I. TAX / FEES	
A. VEHICLE DESCRIPTION	MAKE OF VEHICLE FORD	VEHICLE IDENTIFICATION NUMBER (VIN) IF TRACING REQUIRED. TAPE SECURELY TO REVERSE OF THIS COPY 1FAFP3HA1N163674	BODY TYPE (SDN, TR, BUS, ETC.)	MODEL YEAR 2001	PURCHASE PRICE (See note on reverse) 21105.00
	GROSS VEHICLE WT. RATING	FUEL <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC	DINMESHANG #	AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)	LESS TRADE-IN 7500.00
	CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED ON WAYS FORMERLY USED AS A TAXI <input type="checkbox"/> OR A POLICE VEHICLE (IF APPLICABLE) <input type="checkbox"/> I certify that I have verified that a legible tracing cannot be obtained and that the above VIN is correct.				TAKABLE AMOUNT 13605.00
B. APPLICANT INFORMATION	LAST NAME (OR FULL BUSINESS NAME)		FIRST NAME	MIDDLE INITIAL	DATE ACQUIRED/ PURCHASED 10/20/2000
	CO-PURCHASER				DEALER ID NUMBER (IF APPLICABLE)
	STREET				CITY STATE ZIP
	PITTSBURGH PA				COUNTY CODE
NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> . Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate). NOTE: IF THE VEHICLE IS BEING LEASED, CHECK THIS BLOCK <input type="checkbox"/> . IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1.					SALES TAX DUE 952.35
C. MILEAGE INFORMATION	<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS		<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY		ODOMETER READING 2
	WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.				
D. LIEN INFORMATION	1ST LIEN DATE: 20 OCT 2000 → IF NO LIEN, CHECK <input type="checkbox"/>		2ND LIEN DATE: → IF NO LIEN, CHECK <input type="checkbox"/>		TITLE FEE 22.50
	1ST LIENHOLDER: FORD MOTOR CREDIT		2ND LIENHOLDER:		LIEN FEE 5.00
	STREET: 260 INTERSTATE N HWY NW		STREET:		REGISTRATION OR PROCESSING FEE 36.00
	CITY: ATLANTA STATE: GA ZIP: 30339		CITY: STATE: ZIP:		Fee Exempt Number as required by the Bureau
E. ADDITIONAL VEHICLE INFORMATION	MAKE OF VEHICLE: PLYM VIN:		MODEL YEAR: 1996		NO. OF CARDS
	BODY TYPE (SDN, TR, ETC.)		CONDITION OF VEHICLE: <input type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR		TRANSFER FEE
	PASSENGER <input checked="" type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> SCHOOL <input type="checkbox"/> BUS <input type="checkbox"/> OTHER <input type="checkbox"/>		SEATING CAPACITY		INCREASE FEE
	MOTORCYCLE MOTOR DRIVEN CYCLE MOVED		MAY BE USED FOR <input type="checkbox"/> YES <input type="checkbox"/> NO		REPLACEMENT FEE
	MOTOR HOME		BODY MAKE:		TOTAL PAID (ADD 1 THRU 6 See One Check in Title Amount)
	TRAILER & TRAILER BEHIND		REG. REGISTERED GROSS WT. (INCLUDING LOAD)		
	TRACTOR		UNLOADED WT. (EMPTY)		
	IMPLEMENT OF HUSBANDRY OR SPECIAL MOBILE EQUIPMENT		GROSS COMBINATION WT. RATING		
	COMPLETE AND ATTACH FORM MV-100				
F. APPLICATION FOR REGISTRATION	ORIGINAL PLATE <input checked="" type="checkbox"/> Check One		<input type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE		SIGNATURE OF PERSON ADMINISTERING OATH
	<input type="checkbox"/> PLATE TO BE ISSUED BY BUREAU (RECORD OF INSURANCE MUST BE ATTACHED)		<input type="checkbox"/> TRANSFER & REPLACEMENT OF PLATE		
	<input type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY BUREAU		<input type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STATION		
	<input checked="" type="checkbox"/> TEMPORARY PLATE ISSUED BY FULL AGENT		REASON FOR REPLACEMENT		
	PLATE NO. DPF 2327		<input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)		
EXPIRES: Month _____ Year _____		NOTE: IF "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.		SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER	
SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT)		VIN			
TEMP. PLATE NO. DPF 2327		RELATIONSHIP TO APPLICANT			
INSURANCE COMPANY NAME: FIREMAN FUND INS		POLICY NO. FOR ATTACH: PAR00047286			
POLICY EFFECTIVE DATE: 05/11/00		POLICY EXPIRATION DATE: 05/11/01			
ISSUING AGENT INFORMATION		ISSUING AGENT (PRINT NAME): PARKWAY EAST FORD INC.		AGENT NO.: 85-87839A	
I CERTIFY THAT ON MONTH 20 OCT DAY _____ YEAR _____ I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		ISSUING AGENT SIGNATURE		TELEPHONE NO.: 412-243-6500	
I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS FORM, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION, AND THAT IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I/AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.		SIGNATURE OF INDIVIDUAL OR AUTHORIZED SIGNER			
SEAL AND APPLICATION FOR TITLE		SIGNATURE OF PERSON ADMINISTERING OATH			
SEAL		SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER			
SIGN IN PRESENCE OF NOTARY		TR. PRINT NAME			

\$\$

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

100%

8. Excess Wear and Use. You may be charged for excessive wear based on our standards for normal use. At the scheduled end of this lease, unless you purchase the Vehicle, You must pay to Lessor 15 cents per mile for each mile in excess of 35815 miles shown on the odometer. See Items 21 and 25 on back for additional excess wear and use terms.

9. Extra Mileage Option Credit. At the scheduled end of this lease, You will receive a credit of N/A cents per unused mile for the number of unused miles between N/A and N/A miles, less any amounts You owe under this lease. You will not receive any credit if the Vehicle is destroyed, if You terminate Your lease early, exercise any purchase option, are in default or the credit is less than \$1.00.

100%

10. Purchase Option at End of Lease Term
\$ 12472.00 plus official fees and taxes is Your lease and purchase option price. You have the option to purchase the Vehicle from Lessor in cash for the purchase option price at the end of the lease term if You are not in default.



Other Important Terms. See Your lease documents for additional information on early termination, purchase option and maintenance responsibilities, warranties, late and default charges, insurance, and any security interests, if applicable.

11. RESIDUAL VALUE

\$ 12222.00

This is the projected fair market value of the Vehicle at the scheduled end of this Lease.



16. TOTAL COST OF THE LEASE

\$ 27250.70

(As defined under New Jersey law.)



12. WARRANTY: The Vehicle is covered by any warranty, extended warranty or service contract indicated below:

Standard new Vehicle warranty provided by the manufacturer or distributor of the Vehicle.

If the Vehicle is of a type normally used for personal use and the Lessor, or the Vehicle's manufacturer, extends a written warranty or service contract covering the Vehicle within 90 days from the date of this lease, You get implied warranties of merchantability and fitness for a particular purpose covering the Vehicle. Otherwise, You understand and agree that there are no such implied warranties except as otherwise required by state law.

13. OFFICIAL FEES AND TAXES \$ 1241.00

The estimated total amount You will pay for official and license fees, registration, title and taxes over the term of Your lease, whether included with Your monthly payments or assessed otherwise. The actual total of fees and taxes may be higher or lower depending on the tax rates in effect or the value of the leased property at the time a fee or tax is assessed.

14. LESSOR SERVICES

(See Item 20 on back)



15. LATE PAYMENTS. You will pay a late charge on each payment that is not received within 10 days after it is due. The charge is 7.5% of the full amount of the scheduled payment or \$99.00 whichever is less.

17. LIFE, DISABILITY AND OTHER INSURANCE These coverages are not required to enter into this lease and will not be provided unless You sign below. If insurance is to be obtained by Lessor, the coverages are shown in a notice given to You this date and are for the term of this lease.

Life Insurance
 Insurer: N/A \$ N/A Total Coverage: N/A
 Insured: N/A \$ N/A Premium: N/A

Disability Insurance
 Insurer: N/A \$ N/A Monthly Coverage: N/A
 Insured: N/A \$ N/A Premium: N/A

Other Insurance
 Type: N/A
 Insurer: N/A \$ N/A Monthly Coverage: N/A
 Insured: N/A \$ N/A Premium: N/A

Insured's Signature: _____
 Insured's Signature(s): _____
 Total Premiums: \$ N/A



Adjusted Loan Value of the Vehicle	Sales Tax & Other Applicable Taxes	Title Fees	License & Registration Fees	Extended Warranty & Service Contract	Lessor Services	Acquisition Fee
\$ <u>21472.00</u>	+ \$ <u>1241.00</u>	+ \$ <u>12222.00</u>	+ \$ <u>N/A</u>	+ \$ <u>N/A</u>	+ \$ <u>N/A</u>	+ \$ <u>N/A</u>
Documentation Fee	Life Insurance Premium	Disability Insurance Premium	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	Total Gross Capitalized Cost
+ \$ <u>N/A</u>	+ \$ <u>N/A</u>	+ \$ <u>N/A</u>	+ \$ <u>N/A</u>	+ \$ <u>N/A</u>	+ \$ <u>N/A</u>	= \$ <u>22449.93</u>

SIGNATURES AND INITIALS

QUESTIONS AND IMPORTANT NOTICES

Modification: This lease sets forth all of the agreements of Lessor and You for the lease of the Vehicle. There is no other agreement. Any change in this lease must be in writing and signed by You and Ford Credit.

Lessor: [Signature] Date: _____ By: _____ Title: _____

Co-Lessor: _____ Date: _____ By: _____ Title: _____

NOTICE: (1) Do not sign this lease before You read it or if it has any blank spaces to be filled in. (2) You have the right to get a filled-in copy of this lease. You state that You have been given a filled-in copy of this lease at the time You sign it and notice of an assignment of this lease by the Lessor to Holder.

NOTICE: THE LESSEE AND THE LESSOR SHALL BE ENTITLED TO REVIEW THE CONTRACT FOR ONE BUSINESS DAY BEFORE SIGNING THE CONTRACT IMMEDIATELY ADJACENT TO THE SIGNATURE LINE OF THE CONTRACT. YOUR SIGNATURE AND THE LESSOR'S CONFIRM THAT YOU HAVE READ

Lessor: [Signature] Date: _____ By: _____ Title: _____

Co-Lessor: [Signature] Date: _____ By: _____ Title: _____

Lessor is hereby notified that Holder has assigned to "intermediary" as defined in the Red Carpet Lease Assignment, its rights (but not its obligations) with respect to the purchase of this Vehicle and the sale of this Vehicle at lease termination.

Lessor accepts this lease and assigns it to Holder under the terms of the Red Carpet Lease - WDR Plan agreement between Lessor and Holder unless otherwise indicated here:

LEV GUARANTY

Lessor: _____ By: _____ Title: _____

Questions?? Contact Ford Credit at 1-800-727-7000 or www.fordcredit.com

LESSOR

PG-18710-P NOV 00

NOTICE: SEE OTHER SIDE FOR IMPORTANT INFORMATION

Previous editions may NOT be used.

PAGE 02

MAY 28 2002 09:04

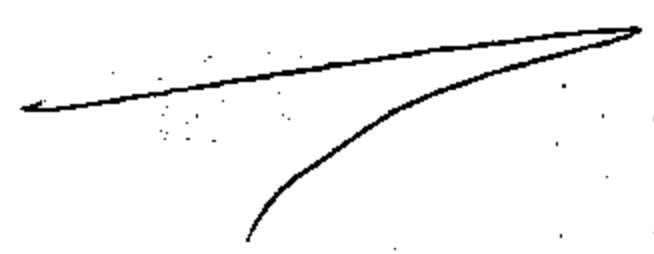
Handwritten notes, possibly a list or set of instructions, including the word "Pro" and several lines of illegible text.



Foot #

1 1

1 1



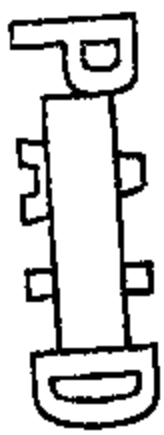
ENTERED JUN 0 2007

	SUGGESTED RETAIL PRICE	AMOUNT
U040 ESCAPE XLT 4X4	21210.00	19510.00
2001 MODEL YEAR		
LO MEDIUM WEDGEHOOD BLUE CC MET		
IH M PARCH PREM CLY SPT BUCKET		
991 3.0L DURATEC V6 ENGINE	1480.00	1332.00
444 4-SPEED AUTOMATIC D/D TRANS	NC	NC
T63 P235/70R16 OWL ALL-SEASON	NC	NC
153 FRONT LICENSE PLATE BRACKET	NC	NC
422 CALIFORNIA EMISSIONS SYSTEM	NC	NC
TRAILER TOWING, CLASS II		
64S NHLS, 16 IN. 5-SPOKE CAST ALUM	NC	NC
924 PRIVACY GLASS	275.00	248.00
TOTAL VEHICLE & OPTIONS	22965.00	21398.00
DESTINATION & DELIVERY	540.00	540.00
SCHEDULE A (MEMO)	.00	
TOTAL FOR VEHICLE	23505.00	

10 U.S. GAL GAS FACTORY 18.00
 PRICED DORA
 BATCH-ID 1E15200291 N RB 2X
 PRICE LEVEL 140300004 VIN: 1FMYU04191KB74743
 SHIPPING WEIGHT 3269 LBS.

1FMYU04191KB74743
 0 229681
 STK#F 2661
 \$ 23505.00

22,118.00
 336
 21,782.00



1082x

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

FEES/PLANS/ASSESSMENT	INVOICE TOTAL	SALES TAX	REGISTRATION	TITLE	A PLAN
170.00	22118.00	688.00	300.00	21130.00	20983.00

688.00 52.00 1580.00 .00 636.00 19510.00

SOLD TO
 Elite Ford, Inc.
 645 Washington Avenue
 Belleville NJ 07109

13K041

DL	IN	STATE	RF41
2	6	NJ	
DATE	TIME	DATE	TIME
05/18/01	13-0420	11H	08

SHIP TO (IF OTHER THAN ABOVE)

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO. 1FMYU04191KB74743
 FINAL ASSEMBLY POINT KANSAS CITY
 FINANCE COMPANY AND/OR BANK

ERR2-827 01B2

Ford Motor Company

Consumer Affairs

April 29, 2002

Sent via U.S. Mail and Fax

Robert Silverman, Esq.
Kimmel & Silverman
30 East Butler Pike
Ambler, Pa 19002

RE: -----
2001 Ford Escape
VIN: 1FNYU04191KB74743

Dear Mr. Silverman:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value
- ◆ The usage fee is waived.
- ◆ Any missing equipment, abnormal wear or collision damage (including broken glass) evident to the vehicle. Note: the vehicle must be returned in good condition.
- ◆ In cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations, signing the odometer disclosure, release form and power of attorney statements.

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

EA82-827 8183

Page 2

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.

Ford will provide:

- ◆ Transfer of or a credit for any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc.

To formally accept this offer, please provide written verification by way of fax at (313) 845-6254 within seven (7) business days of the receipt of this letter or our file will be closed. If you have questions regarding this issue, please contact me at (313) 845-5555.

Respectfully yours,

Michelle K. Hull
Consumer Affairs

ERR2-827 8184

OASIS Results:1FMYU04191KB74743

6/28/2002
13:48:42

VEHICLE INFORMATION

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

OPEN CAMPAIGNS AND SPECIAL SERVICE INSTRUCTIONS

There are no recalls associated with this vehicle

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 06/05/2001
 START ODOM 00015

BUILD DATE 05/23/2001

Special Message: LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY
 MORSE: *THIS VEHICLE HAS AN OPEN CUDLMORSE LEGAL CONTACT

EXTENDED SERVICE PLAN

There is no Extended Service Plan information associated with this vehicle

WARRANTY HISTORY

04/17/2002 DEALER:Elite Ford, Inc.

WARRANTY CLAIM NUMBER: 031454

ODOMETER: 010421 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
REDALEM	ECC PROCESSOR RECAL	003	128800		
		000	128800RT		
		000	128800B4		

COMMENTS:CUST HAS BEEN IN NUMEROUS TIMES. RAN FOR SSMS FOR STALLING AND FOLLOVED SSM 155 89-REFLASHED PCM TO LATEST LEVEL AND INSPECTED RELAY WHIC WAS PREVIOUSLY INSPE CTED AND EVAP HOSE CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

01/12/2002 DEALER:Elite Ford, Inc.

WARRANTY CLAIM NUMBER: 028059

ODOMETER: 007184 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
YL8Z 17688AB	BLADE ASY WSHIELD W	002	1752BA		

COMMENTS:VERIFIED CONCERN. REPLACED BOTH FRT BLADES CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

10/19/2001 DEALER:Elite Ford, Inc.

WARRANTY CLAIM NUMBER: 024975

ODOMETER: 004242 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
1F1Z 8B280AA	SENSOR ASY CAUSHAFT	001	12892D		
		000	12890X1		
		000	128904B		
		000	128905B		
		000	12890C3		
		000	M7882B		

COMMENTS:OUT OF ADJUSTMENT NO DTCS PRESENT. COULD NOT VERIFY CONCERN. CONTACTED FSE. T OLD TO BE SURE THAT AT A HOT IDLE IAC IS AT APROX 32%. CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

10/03/2001 DEALER:Elite Ford, Inc.

WARRANTY CLAIM NUMBER: 024251

ODOMETER: 003826 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
14487	WIRE CONNECTOR	000	M714D5		
		000	14200A		

COMMENTS:CODES CHECK NONE BODY GROUNDS 104-106 DIAG AND PINPOINT BODY GROUNDS SECURE A ND REROUTE ROADTESTED OK CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO.

06/13/2001 DEALER:Elite Ford, Inc.

WARRANTY CLAIM NUMBER: 022288

ODOMETER: 002381 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
YLBZ 9D475EA	EGR VALVE ASY	001	12890D		
		000	128904B		
		000	12890C30		
		000	14200A		
		000	12890CK1		

COMMENTS:OPEN EGR CODE STALLING DIAG,PINPOINT AND LOCATE OPEN CIRCUIT-REPLACE EGR SOL ONOID CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

07/31/2001 DEALER:Elite Ford, Inc.

WARRANTY CLAIM NUMBER: 021730

ODOMETER: 001808 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
DIAG	DIAGNOSIS	000	M714D5		

COMMENTS:ENG LITE ON WDS DIAGNOSTIC NO CODES STORED-GO THRU CHARTS EVERYTHING CHECKS OUT OK CONDITION CODE AND DESC = 82 FREIGHT/POSTAGE/MAIN

ENR2-027 0189

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU04191KB74743	Vehicle Line:	L/M1 - ESCAPE (U204) (2001)	Eng Serial No:	913978087
Model Year:	2001	Market Description:	DF - FORD DIVISION DERIVATIVE	Body Style:	*
Vehicle Type:	T	Drive Code:	T/F - 4 WHL L/H FULL TIME DRIVE	Engine:	T/LD - MCR 3.0L DOHC EFI NA V6 G*NAAD
Inv. Dealer:	00495	Body Cab Style:	T/WD - 4 DOOR WAGON	Transmission:	T/D1 - 4 SPD AUTO TRANS NAAO CD4E
		Version/Series:	T/EF - 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: 113041 - *
 Country: USA - #***** Selling Dlr St/Prov: NJ
 Buyer St/Prov: NJ

Arrival Date: 31-MAY-2001 Red Carpet Lease: 1
 Sale Date: 05-JUN-2001 Fleet/Detail/Cn. Lease: R
 Warranty Start Date: 05-JUN-2001 Modified Vehicle: *
 Orig Warranty Date: 05-JUN-2001 Recognized Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 0041M074743103372 V 2 2000420 RD T 2 168 63 563 265 5 803AMF 13R041 1 LD A 1RA 4 3 2 1
 1M075 6 91487 7

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disc:	* - [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:	PNLDB - MEDIUM WEDGEWOOD C/C

Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Assisted:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AQ - ELETR. PREMIUM AM/FM STEREO
Calibration Code:	DM11A30A	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Steering System:	* - [N/A]
Color(Tint):	* - [N/A]	Tire Brand:	* - [N/A]
Delivery Type:	R	Tire Size:	D3JU - P235/70R-16 ORL A-S
Drivetrain Code:	D	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	* - [N/A]
Rear Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF: A3084531901 RF: A3084531901
LR: A3084531901 RR: A3084531901
LH: * RH: *
SPARE: HYTAJRH1601

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	TIC - TIC
ESP Coverage(Miles):	* Emission Cert Type:	S
ESP Coverage(Time):	* Emission Decal Suffix:	HKS
ESP Plus Year:	* Engine Family:	1FMXTU301F6
ESP Signature Date:		

EPC2-027 0188

Dealer Information

FC&D Region Sales Region Sales Zone Market P&A Code Sales Code
 13-NEW YORK 13-NEW YORK K D1 00495 F13041

Dealer Name: ELITE FORD, INC.
 Dealer Main Phone: 973-751-2121 Dealer Service Phone: 973-759-3000

Position	Employee Name
DEALER/PARTNER	DREW PICON
FINANCE & INSUR MANAGER	RONALD GORDON
PARTS MANAGER	WILLIAM P MOORE
PARTS & SERVICE DIRECTOR	JEROLD L FLERSTMAN
SALES MANAGER	MICHAEL J MAMMOLITE
SERVICE MANAGER	RALPH DELPEZZO

Service Hours 7:30 AM - 5:30 PM M-F UPDATED 4/08/08
 Directions
 Trained Y
 Additional Information PARTS (973)759-0000.

ENR2-027 0100



KIMMEL & SILVERMAN

P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

* ALSO MEMBER OF NEW YORK AND NEW JERSEY BARS

** ALSO MEMBER OF NEW YORK BAR

* ALSO MEMBER OF NEW JERSEY BAR

30 EAST BUTLER PIKE
AMBLER, PA 19002

1-800-LEMON LAW
P (215) 540-8888
F (215) 540-8877

www.kjsllaw.com

JACQUELINE C. WERRITT*
ROBERT A. RASKIN
VIVIAN BENZ PERKIN*
AMY D. COX*
LOUIS DOHL, JR.*
SHANNON M. RYAN*
DANA TARQUINI*

GLENN L. GERBER
of Counsel

May 1, 2002

VIA TELEFAX ONLY (1-313-845-5555)

Michelle Hull, Esquire
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: _____
2001 Ford Escape
VIN: 1FN7YU0419KB74743

Dear Ms. Hull:

It was a speaking with you. Please accept this letter as confirmation my client hereby accepts your most gracious offer to settle this matter for the statutory repurchase of her vehicle with a \$397.32 mileage charge. This will also confirm we have settled my bill of fees and costs for a separate payment in the reduced amount of \$1,500.00. I will have David Kelly of my office contact you to coordinate the settlement. Once again, thanks for your prompt intervention which has resulted in another lawsuit avoided and the saving of yet another loyal Ford Customer.

Very truly yours,

Robert M. Silverman

ERR2-027 8170

```

=>
Rpt#: 1HMFG002 NHL Rpt: 08/13/2001 Odom: 2,202 M 1 of 1
Rvwd: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
Vehicle: 2001 ESCAPE 4X4,XLT ,WAGON 1FMYU04191KB74743 Bld: 05/23/2001
Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: A/C: YES
Dealer Id: 00495 ELITE FORD, INC. Ph#: (973) 759-1200
State: New Jersey City: Belleville Orig/Caller: JERRY FUERSTMAN
Symptom: 6 07 6 00 DRVABL,STALL/QUITS,AT CRUISE,OTHER-CODE NA
Addl Sym: INTERMITTENT STALLING CONCE St: CCRG/EPRC: Rvwd: Dt:
Fix: Caus. Comp: -- -- Condition Code:
Hotliner: BHEISNER Phone: 313 317-7060 Regn Cd: 13 New York -13
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: PM
REPAIR TECH STS VEHICLE HAS A CONCERN OF AN ALLEGED STALL AT CRUISE. FIRST
TIME AT 1800 MILES, NEXT TIME AT 2202 MILES. NO CODES. SEEKING KNOWNS.
RECOMM ISM 01-07-038 CK GNDS 104 & 105, SEND EDSR'S
ISM 00-12-026 CK FOR STICKING SHUT OR STUCK OPEN EGR VALVE
REPAIR 10/03/2001 08:59AM BLAINE HEISNER MSG - FCSD - TECH SVC HOTLINE
TECH REPLACED EGR VALVE AND CONCERN RETURNED. TECH SEEKING OTHER
RECOMMENDATIONS. NO CODES OTHER THAN P1000.
F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
10058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPREL30

```


==> 1 of 1
 Rpt#: 1HMFG002 NHL Rpt: 08/13/2001 Odom: 2,202 M
 Rvwd: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 2001 ESCAPE 4X4, XLT, WAGON 1FMYU04191KB74743 Bld: 05/23/2001
 Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: A/C: YES
 Dealer Id: 00495 ELITE FORD, INC. Ph#: (973) 759-1200
 State: New Jersey City: Belleville Orig/Caller: JERRY FUERSTMAN
 Symptom: 6 07 6 00 DRVABL, STALL/QUITS, AT CRUISE, OTHER-CODE NA
 Addl Sym: INTERMITTENT STALLING CONCE St: CCRG/EPRC: Rvwd: Dt:
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: BHEISNER Phone: 313 317-7060 Regn Cd: 13 New York -13
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: PM

RECOMMENDATIONS. NO CODES OTHER THAN P1000.

RECOMM ISM 01-09-016 3.0L DOHC ESCAPES, R&R EEC POWER RELAY
 ISM 01-07-038 CK GNDS 104 & 105, SEND EDSR'S
 ADV TECH LIKELY PROCESSOR LOST POWER. ADV TECH TO REPLACE EEC RELAY &
 CHECK G104 & G105.

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Flidr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0018-BOTTOM OF DATA LPREL30

VEHICLE DETAIL

VIN: 1FMYU04191KB74743	Engine: 1.6L DOHC EFI T14 GAS
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE	Paint Code/Color: MEDIUM WEDGEWOOD C/C
Year: 2001	Calibration: DM11A30A
Pay Load:	Max Towing Weight:
GVWR: 00000	Axle Ratio:
WheelBase: 109	Warranty Start Date: 6/5/2001
GCWR:	Vehicle Build Date: 6/23/2001
PEP Code:	

Selling Dealer Name: ELITE FORD, INC.
 Selling Dealers P & A Code: 00495 Selling Dealers Sales Code: F13041
 Selling Dealers Main Phone: 973-751-2121 Selling Dealers Service Phone: 973-758-3000

Vehicle Order Image
 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 4 1 K B 7 4 7 4 3 1 0 3 3 7 P V 2 2 0 0 0 4 2 0 K D T 2 4 6 9 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 6 3 2 6 5 5 8 S 3 A B N 1 3 K 0 4 1 1 L D A 1 H A 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 9 8 9 1 4 N J F
 1 2 3 4 5 6 7 8 9 160

8882-827 8175

ESP / Recall Information

VIN: 1FMYU04191KB74743

No ESP information for this VIN

No Recall information for this VIN

ENR2-027 0174

MYU04191KB74743

▶ **ESP PART NUMBER INFORMATION**

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for MYU04191KB74743

ENR2-927 0175

Customer Info

Customer:
Address:
Country: USA
Cell Phone:
Preferred Contact method:
Preferred Contact Time:

... Primary Phone: 9
LIVINGSTON
Language: EN
Pager:
Fax:
Email:

Secondary Phone:
NJ 0...

800-827-0176

Hull, Michelle (M.K.)

From: Hull, Michelle (M.K.)
Sent: Monday, April 29, 2002 1:44 PM
To: Mkrtchvan, Lusine (L.)
Subject: Case: 513201092

Hi Lusine,

This customer is represented by an attorney. Have you had any involvement with this customer? I spoke with the P&S director about her and I'm probably going to offer a replacement.

VIN: 1FMYU04191KB74743 Year: 2001 Model: ESCAPE
Owner Status: ORIGINAL WSD: 08/05/01 Mileage: 10421
Name: Hm Ph:
Trmt: VLC Case: 513201092 Day Ph:
Symptom: STALL/QUITS ACCELERATION ALL ENGINE TEMP
Reason: LEGAL - OTHER ATTORNEY DEMAND
Dealer: ELITE FORD, INC.
Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
Issue Status: K ACKNOWLEDG CAN Award: MORSII Contact: N

A/C DATE Origin Description

Michelle K Hull
Litigation Prevention Sr. Analyst
New York Region
Ph: (513) 845-6234
Fax: (513) 845-5555

ER02-827 0177

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CH#	STATUS
15	04/29	15:46	215 540 0017	EC-9	00'32"	002	025	OK

Ford Motor Company

Consumer Affairs

April 29, 2002

Sent via U.S. Mail and Fax

Robert Silverman, Esq.
 Kimmel & Silverman
 30 East Butler Pike
 Ambler, Pa 19002

RE:
 2001 Ford Escape
 VIN: 1FNYU04191KB74743

Dear Mr. Silverman:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value
- ◆ The usage fee is waived.
- ◆ Any missing equipment, abnormal wear or collision damage (including broken glass) evident to the vehicle. Note: the vehicle must be returned in good condition.
- ◆ In cooperation with the dealer for delivery of the fee-free title to Ford with no tax or license obligations, signing the odometer disclosure, release form and power of attorney statements.

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

EAG2-027 0170

05/3201092



KIMMEL & SILVERMAN
PC

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

30 EAST BUTLER PIKE
AMBLER, PA 19002

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

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

www.kimmelandsilverman.com

April 19, 2002

Michelle

0495/10421

SHANNON M. RYAN*
DANA ZARQUIN*

GLENN I. GERBER
of Counsel

VIA TELEFAX ONLY
(313) 845-5555

Danielle Smith
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: Ford
2001 Ford Escape
VIN: 1FMYU04191KB74743
Zip Code: 07039
Selling Dealer: Elite Ford, Belleville NJ

Dear Ms. Smith:

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

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Elite Ford for a chronic stalling concern, defective computer and battery.

ERR2-627 8178

Danielle Smith
April 19, 2002
Page -2-

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

Please be advised that suit will be filed if we have not reached a settlement on or before 5/3/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMS/vlb

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHD#	STATUS
26	04/30	09:58	215 548 8817	EC-S	00'31"	002	031	OK

Ford Motor Company

Consumer Affairs

April 29, 2002

Sent via U.S. Mail and Fax

Robert Silverman, Esq.
Kimmel & Silverman
30 East Butler Pike
Ambler, Pa 19002

RE:)
2001 Ford Escape
VIN: 1FNYU04191KB74743

Dear Mr. Silverman:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value
- ◆ The sales fee is waived.
- ◆ Any missing equipment, abnormal wear or collision damage (including broken glass) evident to the vehicle. Note: the vehicle must be returned in good condition.
- ◆ In cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations, signing the odometer disclosure, release form and power of attorney statements.

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

ER02-027 D181

0605682412 PHILADELPHIA

2002

ER02-827 8182

060 5682412



KIMMEL & SILVERMAN

P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

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

30 EAST BUTLER FOLLS
AMBLER, PA 19002

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JACQUELINE C. HERRITT*
ROBERT A. RAPPIN*
VIVIAN BENZ FELKIN*
AMY B. COX*
LOUIS DOBL, JR.*
SHANNON M. RYAN*
DANA TARQUENT*
MAYTSE HERRIKINS*

August 29, 2002

VIA TELEFAX ONLY
(313) 845-5555

Matt Wycaver
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

GLENN J. GERBER
of Counsel

RE: / Ford
2002 Ford Escape
VIN: 1FMYU04122KA34163
Zip Code: 19403
Selling Dealer: Norristown Ford

Dear M

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

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

Matt Wycaver
August 29, 2002
Page -2-

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

Please be advised that suit will be filed if we have not reached a settlement on or before 9/12/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMSVH

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-SEP-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 COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCL	PREF	BASE	SUFF	VKT	VPG	CCC	CD
1FMYU04122KA34163	MI	TAM	T/F	T/WD	T/F	T/F	AJ	T/DJ	T/LD	28-08-01	15-09-01	116046	USA	2	T05	2B02	F1AZ	9334	A	511	V42	D21	B4
AWS Claim Key:		36773	Doc #:	13527501	Tax Code:	1	Labor Hrs:	1	Labor Cost:	69.47	Material Cost:	10.46	Total Cost:	179.93									
Dir Cd-Sub Cd:		01350*	Name:	NORRISTOWN AUTOMOBILE COMPANY, INC.			Ph:	610-3395400	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	25-OCT-2001	DIST(Mile):934						
Cost Comments:		CK CUTS OUT WHEN DRIVING																					
Tech Comments:		WIRE HEATING UP SENS TEST INSTALL SHIELD FOR CRANK SENSOR AS PER FORD																					
1FMYU04122KA34163	MI	TAM	T/F	T/WD	T/F	T/F	AJ	T/DJ	T/LD	28-08-01	15-09-01	116046	USA	6	T07	2004 *	12A650 *		511	V42	D21	42	
AWS Claim Key:		73794	Doc #:	14136501	Tax Code:	307	Labor Hrs:	5	Labor Cost:	34.73	Material Cost:	0	Total Cost:	34.73									
Dir Cd-Sub Cd:		01350*	Name:	NORRISTOWN AUTOMOBILE COMPANY, INC.			Ph:	610-3395400	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	19-FEB-2002	DIST(Mile):3015						
Cost Comments:		CHECK CUTS OUT WHEN DRIVING																					
Tech Comments:		OUT OF CALIBRATION STAR TEST AND REPROGRAM PCM																					
1FMYU04122KA34163	MI	TAM	T/F	T/WD	T/F	T/F	AJ	T/DJ	T/LD	28-08-01	15-09-01	116046	USA	12	T04	1H03	2F1Z	93460	AA	511	V42	D21	30
AWS Claim Key:		241092	Doc #:	15061101	Tax Code:	307	Labor Hrs:	1.9	Labor Cost:	134.9	Material Cost:	42.59	Total Cost:	177.49									
Dir Cd-Sub Cd:		01350*	Name:	NORRISTOWN AUTOMOBILE COMPANY, INC.			Ph:	610-3395400	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	19-AUG-2002	DIST(Mile):909						
Cost Comments:		CK STALLS WHILE DRIVING																					
Tech Comments:		STALLING NGS TEST MONITOR TEST IAC CHECK MODULE CALIBRATION HAS LATED CALIBRATION CK EVAP TEST REC RELAY REPLACE DPFE SENSOR RESET BASS IDLE R&R THROTTLE BODY AND DRILL BLEED HOLES ROAD TEST																					

Any comments? You can contact

webmaster

EP02-027 0185

Action Detail

VIN: 1FMYL0A122KA34163	Year: 2002	Model: ESCAPE	Case: 605682412
Name: "	Owner Status: Original	WBD:	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone:	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Pt	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: NORRISTOWN AUTOMOBILE CO	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 01350	
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND			
Odometer: 1 MI	Comm Type: FAX		
Action Date: 08/29/2002	Action Time: 18:49:28.647	Action Date: Yes	
Analyst Name: Molly Kelsey (MKELSEY2)	Analyst: MKELSEY2		

COMMENTS: *****ATTORNEY DEMAND***** 08/29/02 ATTORNEY ALLEGES HIS CLIENT'S VEHICLE IS DEFECTIVE. **ATTORNEY DEMANDS FORD REPURCHASE HIS CLIENT'S VEHICLE.**

ER02-027 0188

Action Detail

VIN: 1FMYJ04122KA34163	Year: 2002	Model: ESCAPE	Case: 605682412
Name: . . .	Owner Status: Original	WBD: 2001-09-15	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone:	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Pho:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: NORRISTOWN AUTOMOBILE CO	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 01350	
Action Desc: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND			
Odometer: 1 MI	Comm Type: PHONE		
Action Date: 09/08/2002	Action Time: 10:08:41:843	Action Data: No	
Analyst Name: Valma Sanders (VSANDERS)	Analyst: VSANDERS		

COMMENTS: LPA CONTACTED DEALER NORRISTOWN AUTO..SPOKE TO BOB..DEALER SAYS: UNIT HAS BEEN IN FOR STALLING CONCERNS LAST REPAIR 8/19/02..THE LATEST TSB WAS PERFORMED WITH THE NEW CALIBRATIONS..PARTS REPLACED..ETC..UNIT IS REPAIRED..LPA WILL DENY ASSISTANCE...WILL FAX LETTER TO CUSTOMER ATTORNEY TO ADVISE...

E962-027 0187

Sanders, Valma (V.K.)

From: Sanders, Valma (V.K.)
Sent: Monday, September 09, 2002 10:03 AM
To: Barrera, Robin (R.M.)
Subject: Legal Case

Hi Robin,

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

VIN: 1FMYU04122KA34163	Year: 2002	Model: ESCAPE	Case: 605882412
Name: '	Owner Status: Original	WSD: 2001-09-15	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP			Primary Phone: '
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND			Secondary Phc.....
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: NORRISTOWN	ALITOMOBILE CO
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION			P & A Code: 01350
Odometer: 1 MI	Comm Type: FAX		
Action Date: 08/29/2002	Action Time: 18:49:28:847	Action Date: Yes	
Analyst Name: MOLLY KELSEY	Analyst: MKELSEY2		

Valma K. Sanders

Legal Analyst - Philadelphia Region
Consumer Affairs
Phone: 313 845 5515 Fax: 313 845 5868
E mail: vsanders@ford.com

ERG2-827 0188

Update This Information in Stars

		Dealer Detail				
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code	
16-PHILADELPHIA	16-PHILADELPHIA	B	A1	01350	F16046	
Dealer Name:		NORRISTOWN AUTOMOBILE CO				
Dealer Main Phone:		810-539-5400	Dealer Service Phone:		810-539-5400	
		Position	Employee Name			
		DEALER/PARTNER	WILLIAM MILLIKEN			
		GENERAL MANAGER	ANGELO LAQUITARA			
		PARTS MANAGER	SIDNEY FRETZ			
		SALES MANAGER	ROBERT W DOLIS			
		SERVICE MANAGER	MARTIN P WELLINGTON			

- talked to Bob -
 set to latest calibration
 replaced computer relay - tech hatline
 latest revisions

- customer has not called back

ER82-027 0189

VEHICLE DETAIL

VIN: 1FMYU04122KA34163	Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE	Paint Code/Color: SATIN SILVER C/C
Year: 2002	Calibration: OM11A30A
Pay Load:	Max Towing Weight:
GVWR: 00000	Axis Ratio:
WheelBase: 103	Warranty Start Date: 9/15/2001
GCWR:	Vehicle Build Date: 8/29/2001
PEP Code: 420A	

Selling Dealers Name: NORRISTOWN AUTOMOBILE CO
 Selling Dealers P & A Code: 01350 Selling Dealers Sales Code: F16048
 Selling Dealers Main Phone: 810-539-5400 Selling Dealers Service Phone: 810-539-5400

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U0 4 2 KA 3 4 1 6 3 1 0 3 3 7 8 4 X 0 2 H 8 3 5 0 9 G E M 4 8 8 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 N 8 3 2 8 5 5 4 S 3 A B N 1 6 B 0 4 6 E 3 A T L N 2 3 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 2 S 1 4 2 0 A 8 1 4 P A
 1 2 3 4 5 6 7 8 9 160

ERR2-827 8198

VIN
1FMYUK4122KA34163

Year Model
2002 ESCAPE
Open Issues Exst

Vehicle List

Sales Type
X PLAN RTL

Owner Status
Original Owner

Vehicle Info
Costs
Warranty History

EA02-827 0181

Customer Info

Customer: E	Primary Phone:	Secondary Phone:
Address:	IN	PA 2
Country: USA	Language: EN	
Cell Phone:	Pager:	
Preferred Contact method:	Fax:	
Preferred Contact Time:	Email: S	

2982-827 0182

▶ **ESP PART NUMBER INFORMATION**

There is no Extended Service Plan information associated with this vehicle

End of OASIS report for 1FMYU04122KA34163

OASIS Results:1FMYU04122KA34163

09/09/2002
09:48:30

▶ **VEHICLE INFORMATION**

Vehicle: 2002 ESCAPE Body: 4 DR XLT MPV 4X4 Engine: 3.0L EFI Callb: 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 09/15/2001 BUILD DATE 09/28/2001
START ODOM 00004
Special Message: LESS THAN TWO DEALER APPROVED
AWA REPAIR VISITS PAID TO DATE
MORSII: *THIS VEHICLE HAS AN OPEN
CUDLMORS LEGAL CONTACT

▶ **EXTENDED SERVICE PLAN**

CODE: 707
USA NEW 60/36,000 EXTRACARE W/ROADSIDE ASSISTANCE
STANDARD DEDUCTIBLE: 50 USD
OWNER NAME:
OPTIONS:
EXPIRATION DATE: 09/15/2006 DISTANCE: 36,000
RENTAL: 28 USD UP TO 5 DAYS TOWING: 0 USD
CONTRACT SOLD BY: USA 01350

▶ **WARRANTY HISTORY**

08/19/2002 DEALER:Norristown Automobile Company,
WARRANTY CLAIM NUMBER: 150811 ODOMETER: 005909 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
2F1Z B480A	SENSOR ASSY EGR PR VL	001	MT12830		

COMMENTS:STALLING NGS TEST MONITOR TEST IAC CHECK MODULE CALIBRATION HAS LATED CALIBRATION CK EVAP TEST EEC RELAY REPLACE DPFE SENSOR RESET BASE IDLE R&R THROTTLE BO DY AND DRILL BLEED HOLES ROAD TEST CONDITION CODE AND DESC = 30 CHAFED,EXCESSIVE WEA

02/19/2002 DEALER:Norristown Automobile Company,
WARRANTY CLAIM NUMBER: 141365 ODOMETER: 003015 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
12A850	PROCESSOR ASSY	000	12880J		
		000	12880K1		
		000	12880K4		

COMMENTS:OUT OF CALIBRATION STAR TEST AND REPROGRAM PCM CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

10/25/2001 DEALER:Norristown Automobile Company,
WARRANTY CLAIM NUMBER: 136275 ODOMETER: 000934 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
F1AZ 932A	DIESEL ROSE (BULK)	001	MT14205		

COMMENTS:WIRE HEATING UP SBDS TEST INSTALL SHIELD FOR CRANK SENSOR AS PER FORD CONDITION CODE AND DESC = B4 PINCHED/DAMAGED WIRE

ESP / Recall Information

VIN: 1FMYU34122KA34163

Contract: 1 Of

Status: Active

-----ESP Purchase Details-----

Purchaser:

Expiration Date: 2008-08-15

Expiration Mile: 36,000

Plan Type: USA NEW 60/36,000 EXTRACARE W/ROADSIDE Plan Year: ASSISTANCE

2001

Selling Dealer: NORRISTOWN
AUTOMOBILE CO

Rental: 28

Deductible: 50

Towing
Allowance:

Purchase Type: N

Options:

-----ESP Cancellation Details-----

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

No Recall Information for this VIN

EN82-827 8185

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYUD4122KA34163 Vch Line: T/M1 - ESCAPE (U204) [2001] Eng Serial No: 018E33087
 Model Year: 2002 Market Derivat: U/F - FORD DIVISION DERIVATIVE Body Shell: *
 Vch 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: 01350 Body Csh Style: T/PD - 4 DOOR WAGON Transmission: T/M - 4 SPD AUTO TRANS NAAO CDME
 Version/Series: T/EF - FORD SERIES

BUILD INFORMATION:

Region: NA - #00000000 Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - #00000000 Prod Date: 25-AUG-2001

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 116046-*
 Country: USA - #00000000 Selling St/Prov: PA
 Buyer St/Prov: PA
 Arrival Date: 10-SEP-2001 Red Carpet Lease: *
 Sale Date: 15-SEP-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 15-SEP-2001 Modified Vehicle: *
 Orig Warranty Date: 15-SEP-2001 Retained Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 0042KA3416310357 6 4 X U28E350 90 X 0448 63 263 285 5 4E32AH 1 6004GE 3 A22 #23 4 3 2 11
 F0Y251 620A 914PA E3

INSTALLED OPTION INFORMATION:

Air Conditioning: T/M - 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): A/D - DRIVER POWER MIRROR
 Axle Type: * - [N/A] Mirror(Passr Side): A/D - PASS POWER CONVEX MIRROR

E902-027 0199

Battery Amp Rating:	A	Paint:	*-[N/A]
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antennae:	*-[N/A]
Brake Code(Service):	*-[N/A]	Radio:	AT - ELETR PREM AM/FM STRMCTBCLK
California Code:	0M11A30A	Sound System:	*-[N/A]
Color(Accent):	*-[N/A]	Steep Traction Axle:	*-[N/A]
Color(Trim):	000ZV-	Tire Manufacturer:	AJ-
Delivery Type:	X	Tire Brand:	*-
Drivetrain Code:	D	Tire Size:	D3FJ1 - P235/70R-16 OWL A-3
Front Seat:	*-[N/A]	Traction Control:	*-[N/A]
Fuel Type:	*-[N/A]	Wheel Base:	*-[N/A]

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LF: * RR: *

SPARE: * DOT Plant Manufacturer: *.*

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	F	Emission Code:	T/B - T/B
ESP Coverage(Miles):	036	Emission Cert Type:	3
ESP Coverage(Time):	060	Emission Decal Suffix:	EDM
ESP Plan Year:	2001	Engine Family:	2FMXTD301P6
ESP Signature Date:	15-SEP-2001		

Any comments? You can contact



webmaster

5982-027 0107

Ford Motor Company

Consumer Affairs

Sent via Fax

September 9, 2002

Kimmel & Silverman
30 East Butler Pike
Ambler, PA 19002
Attn: Robert Silverman

RE:

2002 Ford Escape
VIN: 1FMYU04122KA34163
Zip Code: 19403
Selling Dealer: Norristown Ford

Dear Mr. Silverman:

This letter is in response to your letter dated August 29, 2002 regarding the above-mentioned client.

Ford Motor Company has reviewed your client's repair history and based on the available information we cannot honor your request to repurchase your client's vehicle. Therefore, we must deny assistance in this matter.

Thank you for the opportunity to review this concern.

Respectfully yours,



Valma K. Sanders
Legal Analyst - Philadelphia Region
Phone: (313) 845-5515
Fax: (313) 845-5668

ER02-827 0198

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGE	CMDR	STATUS
31	09/09	16:15	215 548 BB17	EC-S	00'19"	001	208	OK

Ford Motor Company,

Consumer Affairs

Sent via Fax

September 9, 2002

Kimmel & Silverman
30 East Butler Pike
Ambler, PA 19002
Attn: Robert Silverman

RE:
2002 Ford Escape
VIN: 1FMYU0412ZKA34163
Zip Code: 19403
Selling Dealer: Norristown Ford

Dear Mr. Silverman:

This letter is in response to your letter dated August 29, 2002 regarding the above-mentioned client.

Ford Motor Company has reviewed your client's repair history and based on the available information we cannot honor your request to repurchase your client's vehicle. Therefore, we must deny assistance in this matter.

Thank you for the opportunity to review this concern.

Respectfully yours,


Vallack K. Sanders
Legal Analyst - Philadelphia Region
Phone: (313) 845-5515
Fax: (313) 845-5668

ER02-027 0199

2002

1617432342 PHILADELPHIA

ERR2-027 0208

Checked in by: KN
Date: 10-25

FORD RAV HEADQUARTERS REPLACEMENT TEAM

FAX TRANSMISSION

FROM: Tiffany Davis
PHONE: 1-800-367-3050 OPTION 3

DATE: October 25, 2002
FAX: (248) 488-3703

PLEASE DELIVER A TOTAL OF 3 PAGES (INCLUDING COVER PAGE)

To: **Kelly Mitre**
Fax: **313-845-5115**

Customer: _____ VIN: 1fmcu04161ke58261

CA Analyst: Catherina Papalia

Original Worksheet

Revised Worksheet*

*Revision Instructions: customer selected a new vehicle

Customer letter needed

Comments:

VEHICLE REPLACEMENT WORKSHEET

State of Pennsylvania

RAVINR15

(This form must be approved by RAV Hq. prior to delivery of New vehicle)

Old VIN# 1FMCU0416 1KE58281 New VIN# 1FMCU9413 3KA72193

Dealership Vehicle Replacement Expense :

New Vehicle Cost : 326,108.04

Memo Invoice N Invoice Total (Dir trade only) Y

Aftermarket items to be transferred from old unit to new unit

*****Receipts for items and work order for labor to transfer required *****

IMPORTANT : Do not transfer any items which will damage the old unit

Total cost to transfer items : 30.00

Equivalent aftermarket items to be added to new unit

*****Receipts for item on both the old and new unit required *****

IMPORTANT : Items must be on old unit when it is picked up

Total cost to add items to new vehicle : 30.00

Other Expenses

Total other expenses : 30.00

New Vehicle Cost : 326,108.04

10/24/2002 04:05 PM

VEHICLE REPLACEMENT WORKSHEET

Page : 2
RAVINR15

State of Pennsylvania

(This form must be approved by RAV Hq. prior to delivery of New vehicle)

Customer Participation:				
Upgrade (circle one):	<input checked="" type="checkbox"/> NEW	<input type="checkbox"/> OLD	NEGOTIATED DOWNGRADE	NEGOTIATED UPGRADE
		New	Old	Total
MSRP new (-) MSRP old		\$25,080.00	\$25,780.00 =	\$2,310.00
Upgrade		\$2,310.00 Less waived	\$0.00 =	\$2,310.00
Mileage charge:		\$0.00 Less waived	\$0.00 =	\$0.00
Aftermarket items to be credited to Customer (not transferred or added to new unit)				
*** Receipts are required***				
IMPORTANT: Items must be on old unit when it is picked up				
		Total of Items Credited:		\$0.00
Customer participation towards Replacement transaction:			\$:	\$2,310.00
IMPORTANT: Customer is also responsible for payoff (net to close) of old Lien (lease), if any.				
Amount due Dealership from FORD Motor Company (Replacement Vehicle cost less Customer Participation)			\$1 Less \$2:	\$22,799.94
RAV Hq. Approval:	Tiffany Davis (REVISED)		Date	10/24/2002
Dealer Concurrence:	<i>[Signature]</i>		Date	

==>

VIN: 1FMCU04161KE58261 Year: 2001 Model: ESCAPE
Owner Status: ORIGINAL WSD: 09/16/00
Name: Hm Ph:
Trmt: Case: 1617432342 Day Ph:
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
Dealer: NORRISTOWN AUTOMOBILE CO
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: OT OTHER Odometer Reading: 35551 MI
Analyst: 8469CP CATHERIN PAPALIA Document Number:
Action Date: 09/27/02 Action Data: N Action Time: 15:12:12 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: FINAL CASE DISPOSITION
Comments: LPA TRANSMITTED RAV UPLOAD FOR REPLACEMENT, CASE NOW TO BE H
ANDLED BY THE DEALERHSIP.

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

Ford Consumer Affairs RAV Replacement Checklist

Case Type: DSB Award DSB Prior Resolve Lit. Prevention Special Liaison
(Check One)

RAV Headquarter Advisor Tiffany Davis Consumer Affairs Analyst Catharina A. Papalia

Date Prepared 9/26/02 E-mail Address cpapalia@ford.com

Date Uploaded Region Philadelphia

Date Sent Compliance Date

VIN Number 1FMCU04161KE58261

Customer Name Robert Kuhn

Special Instructions or Comments:
Cust Case #1617432342

Sales/Lease Agreement of old vehicle (Buyer's order or Purchase agreement)	Included <input checked="" type="checkbox"/>	Not Applicable <u> </u>	TL <u> </u>
AWS Repair History	Included <input checked="" type="checkbox"/>	Not Applicable <u> </u>	TL <u> </u>
Factory Invoice	Included <input checked="" type="checkbox"/>	Not Applicable <u> </u>	TL <u> </u>
After Market Receipts	Included <u> </u>	Not Applicable <input checked="" type="checkbox"/>	TL <u> </u>
Litigation Prevention Offer Letter	Included <input checked="" type="checkbox"/>	Not Applicable <u> </u>	TL <u> </u>
DSB Award Letter & A/R Form	Included <u> </u>	Not Applicable <input checked="" type="checkbox"/>	TL <u> </u>
EAA Fire Inspection Report	Included <u> </u>	Not Applicable <input checked="" type="checkbox"/>	TL <u> </u>
RAV Fax Upload	Included <input checked="" type="checkbox"/>		

****If a document is determined to be "Not Applicable" or if it is not included, it must have Team Leader (TL) initials**

Other Documents Included (Please specify)

Team Leader Signature of approval _____ Date _____

Point Person Signature of approval _____ Date _____

ER02-027 0209

Sep 24 02 09:19a

narristown ford

ER82-827 8288

8105382859

P. 1

NORRISTOWN FORD
 RIDGE PIKE AND TROOPER RD.
 P.O. BOX 708
 NORRISTOWN, PA. 19404
 (610) 838-5400



DEL CHEVROLET, INC.
 1844 LANCASTER AVE.
 PAOLI, PA 19381
 (610) 847-9448

DEL TOYOTA, INC.
 2946 E. LINCOLN HWY.
 THORNDALE, PA 19372
 (610) 383-8800

DATE	BUYER	PRICE
09/16/00	MARLENE G SIRKO	21191
DEALER TELEPHONE		DATE
179-46-9387		09/24/57
DEALER ADDRESS		DATE

PURCHASER'S FULL NAME	FRST	MIDDLE	LAST	ON TITLE	DEALER ADDRESS	DATE
CO-PURCHASER'S FULL NAME	FRST	MIDDLE	LAST	ON TITLE	DEALER ADDRESS	DATE

CITY	STATE	ZIP	COUNTY
	PA	19444	

YEAR	MAKE	MODEL OR BODY	TRUCK TYPE	DRIVE	MPG
2001	FORD TRUCK	ESCAPE	4X4	BLACK C/C	FA-1108X
VIN OR SERIAL NO.			WARRANTY	OWNER LICENSE #	EXCISE TAX
1FMCUD4161KE58261			100		

OPTIONAL EQUIPMENT:	SELLING PRICE	25750.00
PRICE - INCLUDES ALL INCENTIVES.	DEALER INSTALLED EQUIPMENT:	
<i>[Signature]</i>	TOTAL SELLING PRICE	\$
	LESS ALLOWANCE FOR TRADE	3750.00
	BALANCE	22000.00

Post-It Fax Note	7871	09/23/00	3
To: Catherine	From: Lisa	On: Narristown Ford	
Co/Dept:	Phone # 313 845 5445	Phone #	
Fax #	Fax # 610 838-2854		

SERVICE CONTRACT:	
OTHER	
SUB-TOTAL	\$ 22000.00
SALES TAX	\$ 1320.00
TIRE TAX	\$ 5.00
DOCUMENTARY FEES	\$ 55.00
TITLE & LICENSING FEES	\$ 33.00
TOTAL	\$ 2343.50

CASH DEPOSIT SUBMITTED WITH ORDER		
CASH ON DELIVERY	5000.00	
TOTAL CASH	5000.00	5000.00
AMOUNT DUE AFTER CASH PAYMENT		18413.50
PLUS: PAYOFF TO:		

YEAR	MAKE	MODEL	TRUCK	UP. DATE	TRUCK	BALANCE DUE
1993	FORD TRUCK	EXPLORER		06/30/01	46624915002	
	GREEN	1FHDU34X8PUE08002		129156		18413.50
	ERIE					

COMP. COLLISION LIABILITY

Buyer and back of this order complete the entire agreement including the purchase and no other agreement or understanding of any nature concerning same has been made or shall be made hereafter.

I, the undersigned, hereby certify that I am 18 years of age or older and I agree to the terms and conditions of this order as printed above my signature.

DATE: 09/16/00

BUYER: *[Signature]*

CO-BUYER: _____

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 23-AUG-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 COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TTS	ORT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	C
1FMCU04161KE58261	M1	T/M1	T/F	T/W/D	T/E/F	T/F	AJ	T/DJ	T/LD	10-08-00	16-09-00	116046	USA	1	SXX	V80	.	.
AWS Claim Key:	159176	Dec #:	13514401	Trx Code:		00527	Labor Hrs:		2	Labor Cost:		13.44	Material Cost:		0	Total Cost:		13.44					
Dir Cd-Sub Cd:	01350	Name:	NORRISTOWN AUTOMOBILE COMPANY, INC.				Ph:	610-5395400		St: PA	City: USA	Reg Cd:		NA	Rpt Date: 04-OCT-2000		DIST(Mile): 8						
Cost Comments:	00527 CHECK RECALL																						
Tech Comments:	RECALL CHECK INSPECTION.																						
1FMCU04161KE58261	M1	T/M1	T/F	T/W/D	T/E/F	T/F	AJ	T/DJ	T/LD	10-08-00	16-09-00	116046	USA	2	T/D7	2381	.	NPY	.	S11	V44	D50	E
AWS Claim Key:	316041	Dec #:	11635101	Trx Code:		1	Labor Hrs:		5	Labor Cost:		33.6	Material Cost:		0	Total Cost:		33.6					
Dir Cd-Sub Cd:	01350	Name:	NORRISTOWN AUTOMOBILE COMPANY, INC.				Ph:	610-5395400		St: PA	City: USA	Reg Cd:		NA	Rpt Date: 26-OCT-2000		DIST(Mile): 2453						
Cost Comments:	ENGINE STALLED ONCE																						
Tech Comments:	NO PROBLEM FOUND NGS TEST PASS. ROAD TEST OK. CALL ROTLINE CLAIM #YJ2EPOG NO REPORTS OF PROBLEM.																						
1FMCU04161KE58261	M1	T/M1	T/F	T/W/D	T/E/F	T/F	AJ	T/DJ	T/LD	10-08-00	16-09-00	116046	USA	2	Q40	7502	.	14401	.	S08	V05	S39	X
AWS Claim Key:	316040	Dec #:	11635102	Trx Code:		1	Labor Hrs:		1.8	Labor Cost:		120.94	Material Cost:		0	Total Cost:		120.94					
Dir Cd-Sub Cd:	01350	Name:	NORRISTOWN AUTOMOBILE COMPANY, INC.				Ph:	610-5395400		St: PA	City: USA	Reg Cd:		NA	Rpt Date: 26-OCT-2000		DIST(Mile): 2453						
Cost Comments:	AIR BAG LIGHT ON																						
Tech Comments:	FEMALE CONNECTOR AT C2041, PIN #22 AT RCM SPREAD OPEN. INTERMITTENT CONTACT SELF TEST B1877. TRACE WIRING TO POOR CONNECTION. REPAIR CONNECTOR. RETEST PASS.																						
1F4RT04161KE58261	M1	T/M1	T/F	T/W/D	T/E/F	T/F	AJ	T/DJ	T/LD	10-08-00	16-09-00	116046	USA	7	SXX	V00	.	.
AWS Claim Key:	1040853	Dec #:	09562701	Trx Code:		00549	Labor Hrs:		6	Labor Cost:		40.36	Material Cost:		38.22	Total Cost:		78.58					
Dir Cd-Sub Cd:	01236	Name:	MAGARITY FORD INC				Ph:	215-2423300		St: PA	City: USA	Reg Cd:		NA	Rpt Date: 22-MAR-2001		DIST (Mile): 11365						
Cost Comments:	PLEASE PERFORM RECALL 00549 AS PER FORDCO INSTRUCTIONS FOR WIPER ARM ATTACHMENT																						
Tech Comments:	SAFETY RECALL NOTIFICATION WE REPLACED THE WIPER TRANSMISSION MECHANISM AS INSTRUCTED BY FORDCO																						
1F4R04161KE58261	M1	T/M1	T/F	T/W/D	T/E/F	T/F	AJ	T/DJ	T/LD	10-08-00	16-09-00	116046	USA	7	T/D	3A88	.	NPY	.	S11	V49	N12	E
AWS Claim Key:	1040854	Dec #:	09562702	Trx Code:		2	Labor Hrs:		5	Labor Cost:		33.63	Material Cost:		0	Total Cost:		33.63					
Dir Cd-Sub Cd:	01236	Name:	MAGARITY FORD INC				Ph:	215-2423300		St: PA	City: USA	Reg Cd:		NA	Rpt Date: 22-MAR-2001		DIST (Mile): 11365						
Cost Comments:	THE RADIO LIGHT BLINKS ON AND OFF ALSO DOORLOCKS WILL OPEN BY THEMSELVES HAPPENS WHILE DRIVING ALONG MAKES CLICKING																						

ERR2-027 0207

Tech Comments: WE COULD NOT DUPLICATE THIS CONDITION WE ROADTESTED THE VEHICLE TECH AND SHOP FOREMAN DROVE THE VEHICLE WITH NO NOISES HEARD AND NO FOMOCO TECH ARTICLES

1FMCU04161KE58261 MI TMI T/F T/W/D T/E/F T/F AJ T/DJ T/LD 10-08-00 16-09-00 116046 USA 7 Q36 6U03 781146 * S02 V37 R09 4
AWS Claim Key: 1178113 Doc #: 09606501 Trx Code: EB4 Labor Hrs: 1 Labor Cost: 47.26 Material Cost: 32.31 Total Cost: 104.57
Dir Cd-Sub Cd: 01236-* Name: MAGARITY FORD INC P#: 215-2423300 St: PA City: USA Reg Cd: NA Repr Date: 05-APR-2001 DIST (Mile): 12279

Cost Comments: CUSTOMER STATES: PLEASE CHECK THE VEHICLE FOR A WATER LEAK PARTS ARE IN FOR THIS CONCERN NEW WEATHER
Tech Comments: POOR FIT WE REPLACED IT AS NEEDED

1FMCU04161KE58261 MI TMI T/F T/W/D T/E/F T/F AJ T/DJ T/LD 10-08-00 16-09-00 116046 USA 11 Q80 6Y05 * MAINT * SXX V00 A9* 8
AWS Claim Key: 3314803 Doc #: 13100903 Trx Code: 0890S Labor Hrs: 4 Labor Cost: 16.67 Material Cost: 15.48 Total Cost: 32.15
Dir Cd-Sub Cd: 01350-* Name: NORRISTOWN AUTOMOBILE COMPANY, INC. P#: 610-3395400 St: PA City: USA Reg Cd: NA Repr Date: 07-AUG-2001 DIST (Mile): 19061

Cost Comments: FORD OUTFITTER PROGRAM
Tech Comments: FREE OIL AN FILTER

1FMCU04161KE58261 MI TMI T/F T/W/D T/E/F T/F AJ T/DJ T/LD 10-08-00 16-09-00 116046 USA 11 Q65 5V10 YL8Z 2140 AA S10 V21 H19 3
AWS Claim Key: 3045439 Doc #: 13126101 Trx Code: EB4 Labor Hrs: 3 Labor Cost: 55.58 Material Cost: 88.21 Total Cost: 143.79
Dir Cd-Sub Cd: 01350-* Name: NORRISTOWN AUTOMOBILE COMPANY, INC. P#: 610-3395400 St: PA City: USA Reg Cd: NA Repr Date: 10-AUG-2001 DIST (Mile): 19061

Cost Comments: CHECK BRAKE LIGHT ON DASH IS ON S O P HERE
Tech Comments: LEAKING REPLACE MASTER CYL

1FMCU04161KE58261 MI TMI T/F T/W/D T/E/F T/F AJ T/DJ T/LD 10-08-00 16-09-00 116046 USA 14 Q67 2E06 YL8Z 91307 BA S09 V83 G29 4
AWS Claim Key: 5962560 Doc #: 10244301 Trx Code: S07 Labor Hrs: 1.9 Labor Cost: 132.17 Material Cost: 269.26 Total Cost: 401.43
Dir Cd-Sub Cd: 01236-* Name: MAGARITY FORD INC P#: 215-2423300 St: PA City: USA Reg Cd: NA Repr Date: 08-NOV-2001 DIST (Mile): 24452

Cost Comments: CHECK AND REPORT SERVICE ENGINE SOON LITE IS ON AND VEHICLE STALLS AT HIGHWAY SPEED INTERMITTANT WIL
Tech Comments: VERIFIED CHECK ENGINE LITE DIAG ENGINE CONTROLS WITH NGS DO DCL DISPLAY AND PINPOINT TEST BAD DPF2 SENSOR CLEAR CODE AND REPLACED DPF2 SENSOR FUEL PUMP AND FILTER RETEST ROAD TEST OK AT THIS TIME

1FMCU04161KE58261 MI TMI T/F T/W/D T/E/F T/F AJ T/DJ T/LD 10-08-00 16-09-00 116046 USA 17 T07 2G01 UJ72 1ZA650 AXA S11 V42 D21 4
AWS Claim Key: 6810450 Doc #: 10491801 Trx Code: S07 Labor Hrs: 5.8 Labor Cost: 403.4 Material Cost: 324.13 Total Cost: 727.53
Dir Cd-Sub Cd: 01236-* Name: MAGARITY FORD INC P#: 215-2423300 St: PA City: USA Reg Cd: NA Repr Date: 07-FEB-2002 DIST (Mile): 20060

Cost Comments: CHECK FOR STALLING AND CUTTING OFF WDS TEST PASS CODES PID MONITOR IAC 39% CHECK BASE IDLE
Tech Comments: R R BATTERY CHECK GROUND 104 105 CHECK GROUNDS 102 103 REPLACE IAC AND POWER RELAY REMOVE EVAP VENT LINE AND CLEAR WITH SHOP AIR REPLACE PCM AND REPROGRAM AS PER SSM 11589

1FMCU04161KE58261 MI TMI T/F T/W/D T/E/F T/F AJ T/DJ T/LD 10-08-00 16-09-00 116046 USA 22 Q42 7D07 DMAZ 13466 A S09 V77 L26 4
AWS Claim Key: 9346073 Doc #: 14775704 Trx Code: EE3 Labor Hrs: .5 Labor Cost: 35.5 Material Cost: .78 Total Cost: 36.28
Dir Cd-Sub Cd: 01350-* Name: NORRISTOWN AUTOMOBILE COMPANY, INC. P#: 610-3395400 St: PA City: USA Reg Cd: NA Repr Date: 22-JUN-2002 DIST (Mile): 35551

Cost Comments: CK SHIFTER IND NOT LIGHTING UP WITH LIGHTS ON
Tech Comments: BURNT OUT R&R CLUSTER TO REPLACE SHIFTER BULB

EPR02-027 0208

Ford Motor Company

Consumer Affairs

September 23, 2002

Sent via Fax

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

RE:
2001 Ford Escape
VIN: 1FMCU04161KE18261

Dear Mr. Silverman:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at John Kennedy Ford.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value. (Note: If the current vehicle was purchased used your client will be responsible for the difference between the sale price of the used and the A-plan price of the new vehicle).
- ◆ A usage fee calculated at none. The usage fee is calculated below:
\$0.
- ◆ Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- ◆ The vehicle must be returned in good condition.

ER02-027 0200

Ford Motor Company

- ◆ Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- ◆ Signing the odometer disclosure, release form and power of attorney statements.

Consumer Affairs

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

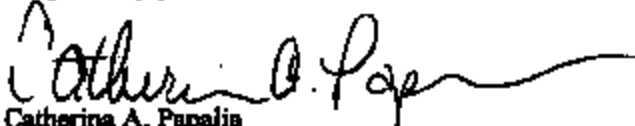
Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.

Ford will provide:

- ◆ Transfer of, or a credit for, any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5555 within ten (10) business days of receipt of this letter. If you have questions regarding this issue, please contact me at (313) 845-5645.

Respectfully yours,



Catherina A. Papalia
Consumer Affairs

DEALER

168 046

VIN: 1FMCU04161KX58261

	QUOTED PRICE	ACTUAL
004 ESCAPE XLT 4X4	20820.00	19456.00
2001 MODEL YEAR		
UA BLACK CLEARCOAT		
ME W PARCHMENT 8/BUCK LTR SUF		
991 3.0L DURATEC V6 ENGINE	1480.00	1332.00
444 4-SPEED AUTOMATIC O/D TRANS	MC	MC
T63 P135/70R16 OWL ALL-SEASON	MC	MC
153 FRONT LICENSE PLATE BRACKET	MC	MC
186 SIDE STEP BARS	275.00	248.00
422 CALIFORNIA EMISSIONS SYSTEM	MC	MC
43M POWER MOONROOF W/SHADE	588.00	527.00
336 TRAILER TOWING, CLASS II	MC	MC
588 AM/FM 6-DISC IN DASH CHANGER	588.00	527.00
630 COMFORT GROUP	870.00	783.00
. LEATHER STEERING WHEEL		
. SPORT BUCKET SEATS W/LTR SV		
. POWER 6-WAY DRIVER SEAT		
648 WELS, 16 IN. 5-SPOKE CAST ALUM	MC	MC
67A SIDE AIR BAGS	345.00	310.00
MA6E AUDIO SYSTEM		
924 PRIVACY GLASS	278.00	248.00
TOTAL VEHICLE & OPTIONS	25235.00	23431.00
DESTINATION & DELIVERY	515.00	515.00
TOTAL FOR VEHICLE	25750.00	

07 U.S. GAL GAS FACTORY PRICED DORA
 BATCH-ID M656002972 D 6S AR
 SCHEDULE-B LEVEL 00000
 PRICE LEVEL 12030004 VIN: 1FMCU04161KX58261
 KEY CODES FE/FA 1108K FB
 SHIPPING WEIGHT 3269 LBS.

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

FORMER ASSESSMENT	INVOICE TOTAL	LESS DISCOUNT FOR DELIVERY	LESS DISCOUNT FOR DELIVERY	LESS DISCOUNT FOR DELIVERY	PLAN
125.00	24,084.65	757.00		23,327.65	22,918.65
757.00	132.00	3975.00	.00	625.00	19156.00

SOLD TO: **Harrisstown Automobile Co** 168046 **PLT RLSH DTE**
 P.O. BOX 708 **PA 19404** 08/15/00
 Harrisstown
 SHIP TO (IF OTHER THAN ABOVE) 16046 **DATE DELIVERED** 09/14/00 **TRUCK NUMBER** 16-0442 **TRUCK TYPE** MH 09

WARRANTY & UNIT IDENTIFICATION NO: **1FMCU04161KX58261** **PRICE ASSEMBLY POINT** KANSAS CITY **FINANCIAL COMPANY AND PLAN** FORD MOTOR CREDIT 000001
1KX58261 1F 004 20000919 000914 M656 D 120 168046 2 **24084.65 KUI**

ER02-827 8211

RAV-FAST Profile Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
09/26/2002

Request:
Transmitted:
Transmit Date:

Replacement
No

REQUESTER

Name:
CDS/PROFS ID:
Supervisor's CDS/PROFS ID:

PAPALIA, CATHERINA
CPAPALIA
KKELLER2

Title:
Supervisor's Title:

LPA
TEAM LEADER

VEHICLE

VIN:
Mileage:
Purchase Date:
Type:
Obtained As:
Ownership:

1FMCU0418 1KE58281
35,555
09/16/2000
Car/Light Truck
New Vehicle
Privately Owned/Leased

Description:
Odometer Replaced:

'01 Escape 4x4, XLT
No

CUSTOMER

Name:
Address:
City, State:
Zip:
Home Phone:

LITTLE HILL, PA
19444

Work Phone:

(215)546-4488

DEALERSHIP

Processing Dealer:
Contact Name:
Phone:
Present Vehicle Location:

JOHN KENNEDY FORD
TIMOTHY GREGOIRE
(610)279-1700
IN CUSTOMERS POSSESSION

Sales Code:
Contact Title:

01363
SERVICE MANAGER

REPAIR HISTORY

Symptom Code
607592

Symptom Description
STALL/QUITS ACCEL HOT ENG

No of Repair Attempts
3

RAV-FAST Profile Information Report

LOYALTY TOOLS

FCSD Technical Hotline:	Yes
FSE Tech Assist:	No
Plant Vehicle Team:	No

UPLOAD REASONS

Primary Reason:	Number of Repair Attempts
Rationale:	Pre-Litigation (Legal Analysts only)
Compliance Date:	
Overnight Delivery:	Yes
Vehicle Disposition:	Auction

EMD-827 8213

RAV-FAST RAV Request Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
09/26/2002

Request:
Transmitted:
Transmit Date:

Replacement
No

PROFILE

Requester Name:
VIN:
Purchase Date:
Vehicle Type:
Customer Name:
Processing Dealer:

PAPALIA, CATHERINA
1FMCU0416 1KE58261
09/16/2000
Car/Light Truck
KUHN, ROBERT
JOHN KENNEDY FORD

Mileage:

35,555

TRANSACTION TYPE

RAV Transaction Type:

Financed Purchase

MILEAGE CHARGE CALCULATION

Mileage Charge Type:
Mileage Charge State:
Lemon Law Formula:
No Accrued Mileage Charge:

No Mileage Per Lemon Law
Pennsylvania
(0 Mi X \$0.10/Mi)
No

Mileage at 1st Repair:
Mileage Charge Amount:
Amount To Charge Customer:
Waived Mileage Charge Amount:

AFTER MARKET ITEM(S)

Item Listing

RAV-FAST RAV Request Information Report

OTHER ITEMS ELIGIBLE FOR RAV PAYMENT

Other Eligible Expenses:
Attorney Fees: \$ 1,500.00
Check Mailed To Attorney: Yes
Attorney Name: KIMMEL & SILVERMAN
Address: 30 EAST BUTLER PIKE
City, State: AMBLER, PA
Zip: 19002

COMMENTS

Additional Comments:
Requires Approval: Yes
Approver CBS/PROFS ID: BBILLUPS

Approver Title:

TEAM LEADER

LID: RAV0010
n Date: 09/26/2002

RAV-FAST Summary Report

Page #1
Run Time: 09:30 AM

	VIN	Processing Dealer	Request	Ready	Transmit	Last Update	Transmit Date
4, ROBERT	1FMCLD416 1KE5R281	JOHN KENNEDY FORD	REP	Yes	No	09/26/2002	

1902-827 8218

==>

DEALER: F16036 JOHN KENNEDY FORD
 Address: P&A Code: 01363
 City: CONSHOHOCKEN Sales Region: 16 PHILADELPH
 State/Prov: PA ZIP/Postal: 19428 Sales Zone: B
 Country: USA Trained: Y FCSD Region: 16 PHILADELPH
 Dir Phone: 610 279 1700 Market: A1
 Svc Phone: 610 279 1700 Market Area:
 Svc Hours: FAX 610 279 4521
 Directions:

A

C POSITION	Employee Name
GENERAL MANAGER	CHOATE, ROSS * PAV CONTACT
PARTS MANAGER	BRANDT, PHILIP
SALES MANAGER	SCHOFIELD, CHARLES H
SERVICE MANAGER	GREGOIRE, TIMOTHY P

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

LPREL73

*Robin Barrera, CSM offered
 replacement to customer.*



RETAIL INSTALLMENT CONTRACT

09/10/00

1. If this box is checked, this is a simple interest contract WITH a "Balloon Payment" as the last scheduled payment. If this box is not checked, this is a simple interest contract WITHOUT a "Balloon Payment" as the last scheduled payment.

2. Buyer (and Co-Buyer) Name and Address (Include County and Zip Code) LAFAYETTE HILL PA	Creditor - Seller Name and Business Address MORRISTOWN AUTO CO INC P O BOX 708 MORRISTOWN PA 19404
---	---

3. WHO IS BOUND: You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing below, you choose to buy the vehicle on credit under the terms on the front and back of this Contract and are individually liable for any amount due. In this Contract, "we", "us", and "our" mean the creditor named above and, after assignment, the creditor's assignee, Chase Merchant Bank USA, N.A., and/or any other assignee.

4. DESCRIPTION OF VEHICLE: You agree to buy and we agree to sell the following vehicle.

New, Used or Demo	Year	Weight (lbs.)	Make and Model	Body Type	Vehicle Identification No.	Key No.	Use for Which Purchased
NEW	2001		ESCAPE FORD TRUCK	WHN 4X4	1FMCU041G1KE58261		<input checked="" type="checkbox"/> personal <input type="checkbox"/> business <input type="checkbox"/> agricultural

If truck - Describe body, gross vehicle weight and major items of equipment sold:

FA-1108X

5. NOTICE TO BUYERS OF USED OR DEMONSTRATION VEHICLES: The information you see on the window form for this vehicle is part of this Contract. Information on the window form overrides any contrary provisions in the contract of sale.

6. FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate. 9.65 %	The dollar amount the credit will cost you. \$ 4963.70	The amount of credit provided to you or on your behalf. \$ 18413.50	The amount you will have paid after you have made all payments as scheduled. \$ 23377.20	The total cost of your purchase on credit, including your downpayment of \$ 32127.20

PAYMENT SCHEDULE: Your payment schedule will be 60 monthly payments of \$ 389.62 each, due on the same day of each month starting on 10/31/00

BALLOON PAYMENT: If this Contract is checked with "Balloon Payment" above, your payment schedule will be monthly payments of \$ N/A each, due on the same day of each month starting on _____, and then your last payment ("Balloon Payment") will be \$ N/A, due on _____

PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.

SECURITY: You are giving us a security interest in the motor vehicle being purchased.

LATE FEE: If a payment is more than 10 days late, you may be charged 2% of the unpaid amount of that payment.

OTHER ITEMS: Please read this Contract, including the reverse side, for additional information on security interests, assignment, default, and our right to require repayment in full before the scheduled maturity date.

7. IF YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS CONTRACT, YOU MAY LOSE YOUR VEHICLE.

8. ITEMIZATION OF THE AMOUNT FINANCED

1. Cash Price:	
A. Cash price of vehicle (including delivery, accessories and installation)	\$ 26750.00
B. Sales tax	\$ 1320.00
C. Service contract charge	\$ N/A
D. Total cash price (A + B + C)	\$ 27070.00
2. Downpayment:	
A. Net agreed value of trade-in	\$ 3750.00
(199) year, FORD TRUCK make, EXPLORER model)	
B. Manufacturer's rebate applied to downpayment	\$ N/A
C. Cash Downpayment	\$ 5010.00
Total Downpayment (A + B + C)	\$ 7250.00

ER02-827 8218

4. Other charges, including amounts paid to others on your behalf:

A. Cost of Optional Credit Life and/or Accident and Health Insurance for the term of this Contract Paid to the Insurance Company of Companies Named Below:

ER02-027 0219

Life \$ N/A Disability, Accident and Health \$ N/A \$ 5.00

B. Official fees paid to government agencies for:

___ Lien Fee \$ 5.00
___ License \$ 5.00
___ Certificate of Title \$ 16.50
___ Registration \$ N/A

I request Gap Coverage
Buyer's and Co-Buyer's Initials

C. Other Charges (Identify who will be paid and purpose):

On Payment To NARRISTOWN AUTO CO INC For Optional Gap Coverage \$ 150.00
To NARRISTOWN AUTO CO INC For SA TIRE TAX DUC \$ 60.00

D. Total other charges and amounts paid to others on your behalf (A + B + C)

\$ 265.00

E. Amount Financed (sum of 3 plus 4D). We may retain, or receive, a portion of these amounts.

\$ 18413.50

8. Additional Disclosures

6. Finance Charge \$ 647.00
7. True Balance ** (Total of Payments) (5 plus 6) \$ 23377.20

Required by State Law

8. Payment Schedule: See Federal Truth-in-Lending Disclosures above.

10. PROMISE TO PAY: You promise to pay us the Amount Financed shown above, plus a Finance Charge applied to the unpaid balance of the Amount Financed each day. The daily rate Finance Charge is equal to 1/360th of the Annual Percentage Rate shown above.

11. PAYMENTS BEFORE OR AFTER DUE DATE: This is a simple interest contract. This means that since we compute your Finance Charge each day on the unpaid balance of the Amount Financed, the amount of the Finance Charge shown above may vary depending upon when your payments are received. Therefore, the earlier you make payments before their due dates, the less Finance Charge you will owe. The later you make payments after they are due, the greater the Finance Charge. If you pay on time, you will not owe a late fee and we will apply your payment first to accrued Finance Charge and then to the unpaid balance of the Amount Financed. If you pay late, you will owe a late fee and we will apply your payment first to accrued Finance Charge, then to the scheduled unpaid balance of the Amount Financed, then to unpaid late fee, and then to the remaining unpaid balance of the Amount Financed. If you make any payments after they are due, including payments due because we allow you to extend the term of this Contract, your final payment will be larger than originally scheduled. We will advise you of any additional amount you owe us after you make your last payment (if it is \$1.00 or more). We will send you a check for any amount owed you (if it is \$1.00 or more).

12. BALLOON PAYMENT: IF THIS CONTRACT IS CHECKED WITH "BALLOON PAYMENT" ABOVE, THIS CONTRACT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. THE LAST SCHEDULED PAYMENT IS SUBSTANTIALLY LARGER THAN EACH OF THE OTHER SCHEDULED PAYMENTS. The due date and amount of this last scheduled payment are shown above. That amount may be less than what we estimate the vehicle will be worth at the time such payment is due. Paragraph 16 on the reverse side entitled "LAST PAYMENT OPTION" applies. The odometer reading referred to in Section (B)(3) of each paragraph is _____ miles, the excess mileage charge referred to in Section (B)(2) of such paragraph is _____ per mile and the disposition fee referred to in Section (B)(1) of such paragraph is N/A.
Buyer's Initials _____ Co-Buyer's Initials _____. By initialing here, you acknowledge that you understand these charges and the provisions of paragraph 16 entitled "Last Payment Option", on the reverse side of this Contract.

13. CREDIT INSURANCE: YOU CANNOT BE DENIED CREDIT SIMPLY BECAUSE YOU CHOOSE NOT TO BUY CREDIT INSURANCE. CREDIT LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL CHARGE. The policies or certificates issued by the insurer will describe the terms and conditions in further detail.

If you want the following insurance, sign below:

Life (Buyer Co-Buyer Both) at a premium of \$ N/A for a term of _____
Credit life insurance will pay your debt on this Contract up to \$ N/A.
 Disability, Accident and Health (Buyer Only) at a premium of \$ N/A for a term of _____
Credit disability, accident and health insurance will pay your debt on this Contract up to \$ N/A.
The name of the insurer is _____ of _____
Name of Home Office Address

Buyer Signature _____ Date 09/16/00 Co-Buyer Signature _____ Date _____

THIS CONTRACT DOES NOT PROVIDE FOR AUTOMOBILE LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

14. PROPERTY INSURANCE: Insurance coverage for loss or damage to the vehicle (collision, fire and theft) is required and you have the option of furnishing the required insurance either through your existing policies or you may purchase equivalent insurance coverage through anyone you wish acceptable to the Seller. If you elect to purchase this coverage through the Seller, it will be furnished by _____ for the initial term of _____ at a premium of N/A, but such charge is not included in this Contract.

IMPORTANT: THE TERMS OF THIS CONTRACT ARE CONTAINED ON BOTH SIDES OF THIS PAGE. READ THE ADDITIONAL TERMS ON THE REVERSE SIDE BEFORE SIGNING BELOW.

NOTICE TO BUYER: Do not sign this contract if blank. You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

Buyer Sign _____ Co-Buyer Sign _____

By signing here, the Creditor/Seller agrees to this Contract and also agrees to the terms of the Seller's Assignments on the reverse side.
Creditor-Seller Sign NARRISTOWN AUTO CO INC By _____ Title _____

Undersigned hereby acknowledges receipt from Seller of a true, correct and complete copy of this Contract at time _____



KIMMEL & SILVERMAN

P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

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

30 EAST BUTLER PIKE
AMSTER, PA 19002

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

www.kimmelsilver.com

JACQUELINE C. HERRITT*
ROBERT A. RAPKIN
VIVIAN BENZ PERKIN*
AMY D. COX*
LOUIS DOBI, JR.*
SHANNON M. RYAN*
DANA TARQUINI*
MAYLEB MURKINS*

OLANNI L. GOSBER
of Counsel

September 23, 2002

VIA TELEFAX ONLY (1-313-845-5555)

Catherina Papalia, Esquire
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: -----
2001 Ford Escape
VIN: 1FMCU04161KB58261

Dear Ms. Papalia:

It was a pleasure speaking with you. This will confirm Ford's most gracious settlement offer of an MSRP to MSRP Swap, with a waived mileage charge. Please accept this letter as confirmation my client hereby accepts your most gracious offer in principle, subject only to finding an acceptable replacement vehicle. This will also confirm we have settled my bill of fees and costs for a separate payment in the reduced amount of \$1,500.00. I will have David Kelly of my office contact you to coordinate the settlement. Once again, thanks for your prompt intervention which has resulted in another lawsuit avoided and the saving of yet another loyal Ford Customer.

Very truly yours,


Robert M. Silverman

ER82-827 8228

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHD#	STATUS
28	09/23	16:41	215 348 8817	EC-S	00'34"	002	105	OK

Ford Motor Company

Consumer Affairs

September 23, 2002

Sent via Fax

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

RE: _____
2001 Ford Escape
VIN: 1FMCU04161KK38261

Dear Mr. Silverman:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at John Kennedy Ford.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value. (Notes: If the current vehicle was purchased used your client will be responsible for the difference between the sale price of the used and the A-plan price of the new vehicle).
- ◆ A usage fee calculated as noted. The usage fee is calculated below:
\$0.
- ◆ Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- ◆ The vehicle must be returned in good condition.

EA02-027 0221

DEALER: F16046 NORRISTOWN AUTOMOBILE CO
 Address: 2609 RIDGE PIKE
 City: NORRISTOWN
 State/Prov: PA ZIP/Postal: 19403
 Country: USA Trained: N
 Dlr Phone: 610 539 5400
 Svc Phone: 610 539 5400
 Svc Hours: 7:30 AM - 6PM (TUES & THURS TIL 8PM) SAT. (8 - 4)
 Directions:

P&A Code: 01350
 Sales Region: 16 PHILADELPH
 Sales Zone: B
 FCSD Region: 16 PHILADELPH
 Market: A1
 Market Area:

A

C POSITION	Employee Name
DEALER/PARTNER	MILLIKEN, WILLIAM
GENERAL MANAGER	LAQUITARA, ANGELO
PARTS MANAGER	FRETZ, SIDNEY
SALES MANAGER	DOLIS, ROBERT W
SERVICE MANAGER	WELLINGTON, MARTIN P

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

LPREL73

9/23 - Lisa will send sales docs.

John Kennedy Ford will process
 replacement.

=>

VIN: 1FMCU04161KE58261 Year: 2001 Model: ESCAPE
 Name: MR ROBERT F KUHN
 Trmt: Case: 1617432342
 Issue Type: 07 LEGAL Issue Status: N CLOSED
 Comm Type: FX FAX Odometer Reading: 35551
 Dealer: 01350 NORRISTOWN AUTOMOBIL Odometer Type: MI
 Symptom Desc: STALL/QUITS ACCELERATION ALL E Document Number:
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Legal Issue Type:
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code:
 Action Desc: INFORMATIONAL CALL/FAX WITH AT CAN Award Code:
 Comments: LPA WAS CONTACTED BY THE ATTORNEY INFORMING THAT THE DEALERH
 SIP AND CSM OFFERED CUSTOMER A REPLACEMENT VEHICLE, DUE TO T
 HIS OFFER LPA DECIDED TO RE-OPEN CASE AND MAKE THE OFFER TO
 THE CUSTOMER THROUGH THE ATTORNEY. LPA INSTRUCTED DEALERSHI
 P AND CSM TO MAKE NO CONTACT WITH THE CUSTOMER UNTIL THE REF
 UND UNTIL THE REFUND IS TO TAKE PLACE. LPA SENT OFFER LETTE
 R TO CUSTOMER'S ATTORNEY.

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

Ford Motor Company

Consumer Affairs

Sent via Fax

September 5, 2002

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

RE:
2001 Ford Escape
VIN: 1FMCU04161KE58261

Dear Mr. Silverman:

This letter is in response to your letter dated August 22, 2002 regarding the above-mentioned client.

Ford Motor Company has reviewed your client's claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,


Catherina A. Papalia
Consumer Affairs

EP02-027 0224



1617432342



KIMMEL & SILVERMAN

P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

30 EAST BUTLER PIER
AMBLER, PA 19002

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www.lemonlaw.com

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

Catherina

61350/3555

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SHANNON M. RYAN*
DANA TARQUINT*
MAYLE MERKINS*

GLANN J. GERBER
of Counsel

August 22, 2002

VIA TELEFAX ONLY
(313) 845-5555

Matt Wycaver
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: ... / Ford
2001 Ford Escape
VIN: 1FMCU04161KE58261
Zip Code: 19444
Selling Dealer: Norristown Ford

Dear Mr. Wycaver:

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

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

EP82-827 8225

Matt Wycaver
August 22, 2002
Page -2-

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

Please be advised that suit will be filed if we have not reached a settlement on or before 9/5/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMS/wh

ER02-027 0226

Any comments? You can contact



webmaster

ERR2-027 0227

-->

VIN: _____ CASE: 1617432342 HOME PHONE: _____
 LAST NAME: _____ ZIP/POSTAL: _____ CTRY: _____

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
	LAFAYETTE HILL	PA		USA	

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

LPREL73

-->

Name:

Address:

Address:

City:

Zip/Postal:

Home Phone: /

Day Phone:

State/Prov: PA

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	-----	-----	-----	-----
	1FMCU04161KE58261 ORIGINAL	2001	ESCAPE	Individual Rtl Y
	1FMDU34X8PUE08002 ORIGINAL	1993	EXPLORER	Individual Rtl

F1-Help

F2-IssueList

F5-AddIssue

F7-Prev

F8-Next

F9-RSP

F10-WarrHistory

F11-Menu

F12-Return

F13-Recall/ONP

F14-SpecialCoverage

NO MORE RECORDS AVAILABLE

LPREL73

==>

VIN: 1FMCU04161KE58261 Year: 2001 Model: ESCAPE
 Owner Status: ORIGINAL WSD: 09/16/00 Mileage: 35551
 Name: Hm Ph: (610)940-4029
 Trmt: Case: 1617432342 Day Ph:
 Symptom: STALL/QUITS ACCELERATION ALL ENGINE TEMP
 Reason: LEGAL - OTHER ATTORNEY DEMAND
 Dealer: NORRISTOWN AUTOMOBILE CO
 Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
 Issue Status: 0 OPEN CAN Award: MORSI Contact: N

A/C DATE Origin Description

 08/22/02 CALGL OPEN LEGAL CONTACT - ATTORNEY DEMAND

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo F12=Return
 F7=Prev F8=Next F9=ViewMORSII F11=Menu LPREL73
 NO MORE RECORDS AVAILABLE

=>

VIN: 1FMCU04161KB58261 Year: 2001 Model: ESCAPE
 Owner Status: ORIGINAL WSD: 09/16/00
 Name: Hm Ph: 9
 Trmt: Case: 1617432342 Day Ph:
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
 Dealer: NORRISTOWN AUTOMOBILE CO
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Comm Type: FX FAX Odometer Reading: 35551 MI
 Analyst: MKELSEY2 MOLLY KELSEY Document Number:
 Action Date: 08/22/02 Action Data: Y Action Time: 17:09:03 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Comments: *****ATTORNEY DEMAND*****
 08/22/02

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE IS DEFECTIVE.

ATTORNEY DEMANDS FORD REPURCHASE HIS CLIENT'S 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

LPREL73

==>

VIN: 1FMCU04161KE58261 Year: 2001 Model: ESCAPE
Contract: 1 of 2 Status: ACTIVE

-----Purchase Details-----

Purchaser:
Expiration Date: 09/16/06
Expiration Miles: 75000
Plan Type: USA NEW 72/75,000 PREMIUMCARE W/ROADSIDE ASSISTANCE
Plan Year: 2002
Selling Dealer: CHARLES CAPPER FORD INC
Rental: 28
Deductible: 200
Towing Allowance:
Purchase Type:
Options: \$200,DED.,RD,HAZARD

-----Cancellation Details-----

Cancel Date: Process Date:
Refund Percent: Dealer Received Date:
Dealer Credited:
F1=Help F9=PrevContract F10=NextContract F11=Menu F12=Return

RECORD FOUND

LPREL73

==>

VIN: 1FMCU04161KE58261

Year: 2001

Model: ESCAPE

WSD: 09/16/00

Build Date: 08/10/00

A	-----Campaign-----				Status	Dealer
C	Number	Type	Description	Status	Date	Code
	00L12	L	TIRE	FORCED COMPLETION	11/21/01	AUTOC
	00S27	S	FUEL LINE	COMPLETE	10/04/00	01350
	00S49	S	WNDSHLD WIPE	COMPLETE	03/22/01	01236

F1=Help F7=Prev F8=Next F11=Menu F12=Return
 MORE RECORDS AVAILABLE

LPREL73

ER82-827 8233

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMCU04161KE58261	Vel. Line:	T/M1 - ESCAPE (L204) (2001)	Eng Serial No:	533652039
Model Year:	2001	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Style:	*
Vel. Type:	T	Driv. Code:	T/F - 4 WHL L/H FULL TIME DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI
Inv. Dealer:	01350	Body Cab Style:	T/WD - 4 DOOR WAGON	Transmission:	T/DJ - 4 SPD AUTO TRANS
		Version/Series:	T/EF - FORD SERIES		

BUILD INFORMATION:

Region: NA - #***** Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - #***** Prod Date: 10-AUG-2000

SALE INFORMATION:

Region: NA - #***** Selling Dealer: 116046 - *
 Country: USA - #***** Selling Div Sd/Tran: PA
 Buyer Sd/Tran: PA
 Arrival Date: 12-SEP-2000 Red Carpet Lease *
 Sale Date: 16-SEP-2000 Fleet/Retail/Ce. Lease R
 Warranty Start Date: 16-SEP-2000 Modified Vehicle *
 Orig Warranty Date: 16-SEP-2000 Recaptured Vehicle * Vehicle Export Flag: N

VOC/EOC:

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

0001KES026110337 6 F 2 2000412 TR 8 20005 63 M63 205 5 15 AZN 168018 2 CA M1361 2 11

ncd 1 0218A F 1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	C	GVW Class Code:	C
Applc Blk:	* - [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:	PNAAA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - BLUFR PREM AM/FM STROCS/CLK
Calibration Code:	0M11A30A	Sound System:	AB - AUDIOPHILS SOUND SYSTEM
Color(Accnt):	* - [N/A]	Susp Tandem Axle:	* - [N/A]
Color(Trim):	* - [N/A]	Tire Manufacturer:	AC -
Delivery Type:	0	Tire Brand:	* -
Driveshaft Code:	D	Tire Size:	US3U1 - P235/70R-16 OWL A-8
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF: * RF: *
 LR: * RR: *
 LI: * RI: *
 SPARE: * DOT Plant Manufacturer * . *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code	T/C - T/C
ESP Coverage(Miles):	* Emission Cert Type:	3
ESP Coverage(Time):	* Emission Decal Serial:	HES
ESP Plat Year:	* Engine Family:	1FMXT0001P6
ESP Signature Data:		

Any comments? You can contact



webmaster

EA82-827 8236

Papalia, Catherina (C.)

From: Papalia, Catherina (C.)
Sent: Tuesday, September 10, 2002 10:14 AM
To: Barrera, Robin (R.M.)
Subject: Legal Contacts

Robin-

Are you aware of the following customer? If so can you inform me of your involvement? If not there is no need to respond to this e-mail. Thanks!

Customer: Justin Marion
Vehicle: 2000 Mercury Cougar 1ZWFT61L2Y5614360
Dealer: Reedman L/M
Concern: Multiple concerns

Customer: ~
Vehicle: 2001 Ford Escape 1FMCU0416IKE58261
Dealer: Norristown Ford
Concern: Stalling concern
Catherina A. Papalia
Legal Analyst - Philadelphia Region
Phone: (313)845-5645
Fax: (313)845-5555
cpapalia@ford.com

ERR2-827 8238

2002

0347483232 PHILADELPHIA



ERR2-027 0237

Ford Motor Company

Consumer Affairs

Sent via Fax

December 6, 2002

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

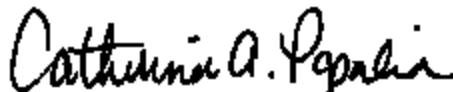
RE:
VIN: 1FMYU03172KB87347

Dear Mr. Silverman:

This letter is in response to your letter dated November 13, 2002 regarding the above-mentioned vehicle. Ford Motor Company has reviewed your claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,



Catherina A. Papalis
Consumer Affairs

==>

VIN: 1FMYU03172KB87347 Year: 2002 Model: ESCAPE
 Name:
 Print:
 Issue Type: 07 LEGAL Case: 347483232
 Issue Status: C ACKNOWLEDG
 Comm Type: FX FAX Odometer Reading: 2000
 Dealer: 07298 PACIFICO MARPLE FORD Odometer Type: MI
 Symptom Desc: STALL/QUITS AT IDLE COLD ENGIN Document Number:
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Legal Issue Type:
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code:
 Action Desc: FINAL CASE DISPOSITION CAN Award Code:
 Comments: LPA REVIEWED CASE AND DUE TO THE REPAIR HISTORY FORD HAS DENIED CUSTOMER'S REQUEST TO HAVE THE VEHICLE BOUGHT BACK. LPA SENT DENIAL LETTER TO CUSTOMER'S ATTORNEY. *****NFA*****

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

STANDARD CLAIMS LIST

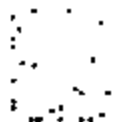
AWS Outline Report

Run Date: 26-NOV-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 COO	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1FMYU0312KB87347	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	12-01-02	03-08-02	116029	USA	2	*	2G05	*	RECAL	*	S11	V42	D21	42
AWS Claim Key:		2547460	Doc #: 00887851		Trx Code:		2	Labor Hrs:		1.4	Labor Cost:		96.32	Material Cost:		0	Total Cost:		96.32				
Dir Cd-Sub Cd:		07298	* Name: PACIFICO MARPLE FORD				Ph:	610-3535500	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:04-SEP-2002		DIST(Mile):1075						
Cust Comments:		TOWED IN BY ROADSIDE CUSTOMER STATES FUEL LIGHT CAME ON AND CAR STALLED																					
Tech Comments:		RECAL EEC (QUICK TEST) DIAGNOSIS																					
1FMYU0312KB87348	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	12-01-02	03-08-02	116029	USA	3	*	2E03	YF1Z	9F715	AA	S11	V43	D02	42
AWS Claim Key:		3284664	Doc #: 01104651		Trx Code:		S07	Labor Hrs:		.5	Labor Cost:		41.28	Material Cost:		238.53	Total Cost:		329.81				
Dir Cd-Sub Cd:		07298	* Name: PACIFICO MARPLE FORD				Ph:	610-3535500	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:29-OCT-2002		DIST(Mile):2000						
Cust Comments:		CUSTOMER STATES HARD TO START SOMETIMES																					
Tech Comments:		ROAD TEST VEHICLE PERFORM TSB 02 11 06 AGAIN. FOUND IAC OUT OF SPEC. REPLACE IAC CHECK AGAIN STILL OUT OF SPEC. REPLACE THROTTLE BODY. REPLACE MAF SENSOR AND DPFE TO AID IN PREVENTION OF QUITTING ON DECELL																					

Any comments? You can contact



webmaster

ENR2-027 0249



KIMMEL & SILVERMAN
PC

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

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

30 EAST BUTLER PIKE
AMELER, PA 19002

1-800-LEMONLAW
P (315) 540-8884
P (315) 540-8817

www.lemontlaw.com November 13, 2002

CASE:
347483232
Region: 16
CATHERINA

AMY D. COX*
LOUIS DOBI, JR.*
SHANNON M. RYAN*
DANA TARQUINI*
MAYLE MERRICK*

GLENN L. GERBER
of Counsel

VIA TELEFAX ONLY
(313) 845-5555

Matt Wycaver
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: _____ v. Ford
2002 Ford Escape
VIN: 1FMYU03172KB87347
Zip Code: 19026
Selling Dealer: Pacifico Ford

Dear Mr. Wycaver:

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


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

Matt Myscaver
November 13, 2002
Page --2-

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

Please be advised that suit will be filed if we have not reached a settlement on or before 12/4/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,


Robert M. Silverman

RMS:vas

ER02-027 0242

==>

VIN: _____ CASE: 0347483232 HOME PHONE: _____
 ST NAME: _____ ZIP/POSTAL: _____ CTRY: _____

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
	DREXEL HILL	PA		USA	

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

F4=UpdCustInfo
 F11=Menu

F5=AddCustIssue
 F12=Return

LPREL73

==>

Name:

Address:

Address:

City: DREXEL HILL

Zip/Postal:

Home Phone:

Day Phone:

State/Prov: PA

Country: USA

A	VIN/ C Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues
	1FMYU03172KB87347 ORIGINAL	2002	ESCAPE	Individual Rtl Y
	1FTYR14U7WTA83848 ORIGINAL	1998	RANGER	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

==>

FCSD REGION: _____ MARKET: _____ ISSUE STATUS: _____
 P&A CODE: _____
 IN: 1FMYU03172KB87347 CASE NUMBER: _____
 SALES REGION: _____ SALES ZONE: _____ ISSUE TYPE: _____

A	LAST HND/	Customer Phone Number/	Reason/	Stat/
C	P&A LAO	Trmt Customer Name	Year Model	Type
-	11/19/02		LEGAL, - OTHER ATTORNEY DEMAND	K
	07298		2002 ESCAPE	07

F1=Help F2=AddAction F5=CustomerList F6=DealerInfo
 F7=Prev F8=Next F10=IssueDetail F11=Menu F12=Return
 NO MORE RECORDS AVAILABLE LPREL73

SFCHADMA

Action Detail

11/26/02 09:51:21

==>
 VIN: 1FMYU03172KB87347 Year: 2002 Model: ESCAPE
 Owner Status: ORIGINAL WSD: 08/03/02
 Name: Hm Ph: (
 Amt: Case: 347483232 Day Ph:
 Symptom Desc: STALL/QUITS AT IDLE COLD ENGINE
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
 Dealer: PACIFICO MARPLE FORD
 Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
 Comm Type: FX FAX Odometer Reading: 2000 MI
 Analyst: CLEICH CHERIE LEICH Document Number:
 Action Date: 11/19/02 Action Data: Y Action Time: 09:39:07 EST
 Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Comments: *****ATTORNEY DEMAND*****
 FAX RECEIVED 11-13-02 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS
 BEEN SERVICED FOR CHRONIC STALLING AND IGNITION CONCERNS.
 ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

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

ERR2-027 0246

-->

DEALER:	F16029 PACIFICO MARPLE FORD	P&A Code:	07298
Address:	3015 WEST CHESTER PIKE	Sales Region:	16 PHILADELPH
City:	BROOMALL	Sales Zone:	A
State/Prov:	PA ZIP/Postal: 19008	FCSD Region:	16 PHILADELPH
Country:	USA Trained: Y	Market:	B1
Dir Phone:	610 353 5500	Market Area:	
Svc Phone:	610 353 5500		
Svc Hours:	FAX 610 356 8997		

Directions:

A

C	POSITION	Employee Name
	DEALER/PARTNER	SIRAVO, DOMENIC A
	PARTS MANAGER	DAMIANI, MICHAEL D
	SALES MANAGER	JUECHTER, BILL
	SERVICE MANAGER	JACKSON, CAROL J

F1-Help F2=IssueList F7-Prev F8-Next F11-Menu F12-Return LPREL73

NO MORE RECORDS AVAILABLE

VIN: 1FMYU03172KB87347 Year: Model:
Contract: of Status:

-----Purchase Details-----

Purchaser:
Expiration Date:
Expiration Miles:
Plan Type:
Plan Year:
Selling Dealer:
Rental:
Deductible:
Towing Allowance:
Purchase Type:
Options:

-----Cancellation Details-----

Cancel Date: Process Date:
Refund Percent: Dealer Received Date:
Dealer Credited:

F1=Help F9=PrevContract F10=NextContract F11=Menu F12=Return
NO ESP DATA FOUND LPREL73

=>

VIN: 1FMYU03172KB87347

Year: 2002

Model: ESCAPE

SD: 08/03/02

Build Date: 01/12/02

A	-----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

ERG2-027 0248

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYL03172KB67347	Vehicle Line:	T/M1 - ESCAPE (U2D4) (2001)	Eng Serial No:	227110086
Model Year:	2002	Market Derived:	T/T - FORD DIVISION DERIVATIVE	Body Shell:	*
Vehicle Type:	T	Drive Code:	T/A - 2 WHL L/H FRONT DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI
Inv. Dealer:	01248	Body Cab Style:	T/WE - 5 DOOR LIGHT TRUCK	Transmission:	T/DJ - 4 SPD AUTO TRANS
Vehicle Status Code:	Y	Version/Series:	T/EF - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 12-JAN-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 116029 - *
 Country: USA - ##### Selling Dtr St/Prov: PA
 Buyer St/Prov: PA

Arrival Date: 22-JAN-2002 Red Carpet Lease: *
 Sale Date: 03-AUG-2002 Fleet/Retail/Cn. Lease: R
 Warranty Start Date: 03-AUG-2002 Modified Vehicle: * Vehicle Count Flag: Y
 Orig Warranty Date: 03-AUG-2002 Recycled Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

0032KH734710337 6 C 2 01M7036 SM E 488 03 5 3 2X5 5 003A0N 10C010L 4 DR 223 4 3 2 11

FMYL0 310A F14M2 03

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Deck:	* - [N/A]	Instrumentation:	* - [N/A]
Axis Ratio:	* - [N/A]	Mirror(Driver Side):	B4 - DRV MANUAL FOLD, POWER ADJUST
Axis Type:	* - [N/A]	Mirror(Passg Side):	B4 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNU/AA - EBONY SOLID/C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code:	2M11A30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Account):	* - [N/A]	Steer Tension Axle:	
Color(Trim):	000ZX -	Tire Manufacturer:	AP -
Delivery Type:	0	Tire Brand:	A30453 -
Driveshaft Code:	D	Tire Size:	D3J11 - P235/70R-16 DWL A-S
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Traction Control:	* - [N/A]
Fuel Type:	AJ - UNLEADED FUEL CAPABILITY	Wheel Base:	

ERR2-027 0250

TIRE DOT INFORMATION:

LF: A3084533202 RF: A3084533202
 LR: A3084533202 RR: A3084533202
 LF: * RR: *

SPARE: HY8A1R84702 DOT Plant Manufacturer: AJ - GENERAL TIRE & RUBBER CO ; MOLINT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	*-*
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Descal Suffix:	JJZ
ESP Plus Year:	* Engine Family:	2PM0XT0301F7
ESP Signature Date:		

Any comments? You can contact



webmaster

ER62-627 8251

Papalia, Catherina (C.)

From: Papalia, Catherina (C.)
Sent: Tuesday, November 28, 2002 11:31 AM
To: Casares, Pacifica (P.)
Subject: Legal Contacts

Pacifico, are you aware of the following customers? Thanks.

2001 Ford Expedition
VIN: 1FMRU16W51LB06632
Dunphy Ford
electrical problems

2002 Ford Escape
VIN: 1FMYU03172KB87347
Pacifico Ford
Stalling and ignition problems

2001 Mercury Cougar
VIN: 1ZWFT61L415601860
Chapman Ford
Engine failure, fuel pumps and fuel filter

2002 Mercury Villager
VIN: 4M2ZV11TX2DJ16660
Murphy Ford
chronic console light malfunctions

2000 Ford Windstar
VIN: 2FMZA5142YBA43425
Dunphy Ford
Ignition problems

Catherina A. Papalia
Legal Analyst - Philadelphia Region
Phone: (313)845-5645
Fax: (313)845-5555

ER02-027 0252

0466982002 PHILADELPHIA

2002

628 728-2883

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	QND	STATUS
16	10/25 16:28	215 548 8817	EC-S	00'19"	001	027	OK

Ford Motor Company

Consumer Affairs

October 25, 2002

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

RE:

2002 Ford Escape

VIN: 1FMCU04142KA79955

Dear Mr. Silverman:

This letter is in response to your letter dated October 15, 2002 regarding the above-mentioned vehicle. Ford Motor Company has reviewed your claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

Catherine A. Papalia

Catherine A. Papalia
Consumer Affairs

ER02-027 0254

Ford Motor Company

Consumer Affairs

October 25, 2002

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

NO 6086 MICHELE J. KAYE/AMLR

RE:
2002 Ford Escape
VIN: 1FMCU04142KA79955

Dear Mr. Silverman:

This letter is in response to your letter dated October 15, 2002 regarding the above-mentioned vehicle. Ford Motor Company has reviewed your claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,



Catherine A. Papalia
Consumer Affairs

E982-827 8255

SFCHNAMA

Add Action

10/24/02 09:40:53

VIN: 1FMCU04142KA79955 Year: 2002 Model: ESCAPE
 Name: *
 Trmt: Case: 468982002
 Issue Type: 07 LEGAL Issue Status: C ACKNOWLEDG
 Comm Type: FK FAX Odometer Reading: 11695
 Dealer: 01373 GARNET FORD INC Odometer Type: MI
 Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE Document Number:
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Legal Issue Type:
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code:
 Action Desc: FINAL CASE DISPOSITION CAN Award Code:
 Comments: LPA REVIEWED CASE AND FOUND THAT DUE TO THE REPAIR HISTORY O
 N THE VEHICLE FORD HAS DENIED CUSTOMER'S REQUEST FOR A BUYBA
 CK. LPA SENT DENIAL LETTER TO CUSTOMER'S ATTORNEY.

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

10/15/2002 18:06 FAX

KIMMEL & SILVERMAN

001/001


KIMMEL & SILVERMAN
 P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

30 EAST BUTLER PIKE
ANCHLER, PA 19001

1-800-LAWSON LAW
P (313) 540-8888
F (313) 540-8817

www.kimmelsilver.com

CASE #
468982002

Region: 16

Catherine

SHANNON M. RYAN*
DANA TARQUINI*
MAYLSE MCKENNA*

October 15, 2002

GLENN L. GERBER
of Counsel

VIA TELEFAX ONLY
(313) 845-5555

Matt Wycaver
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: v. Ford
2002 Ford Escape
VIN: 1FMCU04142KA79955
Zip Code: 19064
Selling Dealer: Garnet Ford

Dear Mr. Wycaver:

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

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

ER02-027 0257

10/15/2002 15:06 FAX

KIMMEL & SILVERMAN

002/002

Matt Myscaver
October 15, 2002
Page -2-

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

Please be advised that suit will be filed if we have not reached a settlement on or before 10/29/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMS:lh

EA82-827 8258

SFCHSCMA

Customer List

10/21/02 13:57:56

==>

VIN: _____ CASE: 0468982002 HOME PHONE: _____
LAST NAME: _____ ZIP/POSTAL: _____ CTRY: _____

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
	SPRINGFIELD	PA	19064 1027	USA	

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

F4=UpdCustInfo
F11=Menu

F5=AddCustIssue
F12=Return

LPREL73

SFCHSVMA

Vehicle List

10/21/02 13:58:08

Name:

Address:

Address:

City: SPRINGFIELD

Zip/Postal: 19064 1027

Home Phone: :

Day Phone: :

State/Prov: PA

Country: USA

A	VIN/ C Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues
-	-----	----	-----	-----
	1FMCU04142KA79955 ORIGINAL	2002	ESCAPE	Individual Rtl 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

LPREL73

SFCHADMA

Action Detail

10/21/02 13:59:05

==>

VIN: 1FMCU04142KA79955 Year: 2002 Model: ESCAPE
 Owner Status: ORIGINAL WSD: 10/20/01
 Name: MS Hm Ph:
 Trmt: Case: 468982002 Day Ph:
 Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
 Dealer: GARNET FORD INC
 Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
 Comm Type: FX FAX Odometer Reading: 11695 MI
 Analyst: CLEICH CHERIE LEICH Document Number:
 Action Date: 10/16/02 Action Data: Y Action Time: 13:50:20 EST
 Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Comments: *****ATTORNEY DEMAND*****

FAX RECEIVED 10-15-02

ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR A
 CHRONIC STALLING CONCERN AND A COOLANT LEAK. ATTORNEY DEMAN
 DS CONTACT FROM FORD REPRESENTATIVE.

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

LPRRL73

SFCHDPMA

Dealer Information

10/21/02 13:59:20

DEALER: F16027 GARNET FORD INC
Address: 1610 WILMINGTON WEST CHESTER P P&A Code: 01373
City: CHADDS FORD Sales Region: 16 PHILADELPH
State/Prov: PA ZIP/Postal: 19317 Sales Zone: A
Country: USA Trained: Y FCSD Region: 16 PHILADELPH
Dir Phone: 610 358 5600 Market: B1
Svc Phone: 610 358 5600 Market Area:
Svc Hours: 7 AM - 9 PM MON-THUR FRI-7A.M.-6P.M. SAT 8A.M.-12
Directions:

A

C POSITION	Employee Name
DEALER/PARTNER	HENDRIXSON, BRADLEY
PARTS MANAGER	MIGNONE, ROBERT
SALES MANAGER	HENDRIXSON, PHILIP R
SERVICE MANAGER	BURGIS, IRA J

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

LPREL73

SFCHEBMA

Esp Information

10/21/02 14:00:40

-->

VIN: 1FMCU04142KA79955 Year: 2002 Model: ESCAPE
Contract: 1 of 1 Status: ACTIVE

-----Purchase Details-----

Purchaser:
Expiration Date: 10/20/07
Expiration Miles: 60000
Plan Type: USA NEW 72/60,000 PREMIUMCARE W/ROADSIDE ASSISTANCE
Plan Year: 2001
Selling Dealer: GARNET FORD INC
Rental: 28
Deductible: 50
Towing Allowance:
Purchase Type:
Options:

-----Cancellation Details-----

Cancel Date: Process Date:
Refund Percent: Dealer Received Date:
Dealer Credited:
F1=Help F9=PrevContract F10=NextContract F11=Menu F12=Return
RECORD FOUND LPREL73

SFCHREMA

Recall/ONP Information

10/21/02 14:00:51

VIN: 1FMCU04142KA79955
WSD: 10/20/01

Year: 2002

Model: ESCAPE
Build Date: 10/08/01

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

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

LPREL73

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMRU1860XLB74642	Val Line:	T/E3 - EXPEDITION (UN93) [97402]	Eng Serial No.:	*
Model Year:	1999	Market Derivat:	* - [N/A]	Body Style:	*
Val Type:	T	Drive Code:	T/E3 - 4 WHL L/H PART TIME DRIVE	Engines:	T/V3 - W-M 4.6L SOHC EFI NA CIV8 GNP
Inv. Dealer:	03000	Body Cab Style:	T/V4 - REGULAR CARGO VAN	Transmission:	T/DU - 4 SPD AUTO TR NAAD A0DEW/AR7DW
Vehicle Status Code:	Y	Version/Series:	T/E7 - FORD SERIES		

BUILD INFORMATION:

Region: NA - #***** Plant: AP - MICHIGAN PLANT BUILD
 Country: USA - #***** Prod Date: 22-APR-1999

SALE INFORMATION:

Region: NA - #***** Selling Dealer: 148049 - *
 Country: USA - #***** Selling Dtr SVPrv: MI
 Buyer SVPrv: MI

Arrival Date: 27-APR-1999 Red Carpet Lease: I
 Sale Date: 05-AUG-1999 Fleet/Retail/Co. Lease: R

Warranty Start Date: 05-AUG-1999 Modified Vehicle: * Vehicle Const Flag: Y
 Orig Warranty Date: 05-AUG-1999 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 01801874642119 V 6 4 2 1901215 DC 8 U19 SM 30K 485 7 AB 48C049 51 EM 512 61
 FMRU92 6858 340M1 X 4

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternative Amp Rating:	CB	GVW Class Code:	R
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EK1HD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	BA - DRIVER POWER/HEATED MIRROR
Axle Type:	EQUAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passr Side):	BA - PASS POWER/HEATED CONVEX MIRR
Battery Amp Rating:	MK	Paint:	PNZJC - SILVER MET C/C #2
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code/Service:	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STRO/CSTKCLK

California Code: 9VNABGHA
 Color(Accent): *- [N/A]
 Color(Trim): 0002V -
 Delivery Type: P
 DriveShaft Code: D
 Front Seat: *- [N/A]
 Fuel Type: *- [N/A]

Sound System: *- [N/A]
 Supta Tandem Axle:
 Tire Manufacturer: CC -
 Tire Brand: *-
 Tire Size: DMKFD - P265/70R 17 A/T OWL
 Traction Control: *- [N/A]
 Wheel Base:

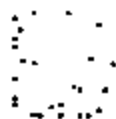
TIRE DOT INFORMATION:

LF: * RF: *
 LR: * RR: *
 LI: * RI: *
 SPARE: * DOT Plant Manufacturer: *- *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: M Emission Code: T/B - T/B
 ESP Coverage(Miles): 046 Emission Cert Type: F
 ESP Coverage(Time): 036 Emission Decal Suffix: FDT
 ESP Plan Year: 2000 Engine Family: XFMXT0466FF
 ESP Signature Date: 05-AUG-1999

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 21-OCT-2002

Note: All Costs are in U.S. Dollars

VIN	AWS VL	WEBS VL	MKT DER	BODY CAB	VBR SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARE DATE	SELLING DEALER	SELL CNT	TIS QRT	WCC	PREF	BASE	BUFF	VRT	VFG	CCC	CD	
1FAIRU1860N1074682B3			T/B3 *	TVA	T/EF	T/E	AP	T/DU	T/V3	22-04-99	05-08-99	148049	USA	0 *	7S02 *		14401 *		S09	V77	L26	42	
AWS Claim Key:	1892743	Doc #:	199164B	Trx Code:			1	Labour Hrs:	1.2	Labour Cost:	77.02	Material Cost:	0	Total Cost:	77.02								
Dir Cd-Sub Cd:	03000-P	Name:	ALAN FORD INC	Ph:	248-3333000	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	27-APR-1999	DIST(Mile):	5								
Cost Comments:	EMERGENCY BRAKE LIGHT INOPERABLE																						
Tech Comments:	S 14401 X2 CK E BRAKE LITE INOP NECC R R INST CLUSTER AND MASK ACCESS REPAIR LOOSE CLUSTER WIRE CONN. RETEST OK																						

1FAIRU1860N1074682B3			T/B3 *	TVA	T/EF	T/E	AP	T/DU	T/V3	22-04-99	05-08-99	148049	USA	5 *	6Y05 *	MAINT *			SXX	V00	A9*	82	
AWS Claim Key:	2586256	Doc #:	256370A	Trx Code:			0714E	Labour Hrs:	.7	Labour Cost:	27.68	Material Cost:	15.46	Total Cost:	43.14								
Dir Cd-Sub Cd:	03000-P	Name:	ALAN FORD INC	Ph:	248-3333000	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	06-DEC-1999	DIST(Mile):	4960								
Cost Comments:	3000 MAINT.																						
Tech Comments:	4960 PERFORM 3000 ESP MAINT																						

1FAIRU1860N1074682B3			T/B3 *	TVA	T/EF	T/E	AP	T/DU	T/V3	22-04-99	05-08-99	148049	USA	7 *	8C06	XL1Z	7862432	AAA	S06	V07	L15	42	
AWS Claim Key:	7600790	Doc #:	209112B	Trx Code:			1	Labour Hrs:	.3	Labour Cost:	13.18	Material Cost:	38.55	Total Cost:	51.73								
Dir Cd-Sub Cd:	03000-P	Name:	ALAN FORD INC	Ph:	248-3333000	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	01-MAR-2000	DIST(Mile):	7481								
Cost Comments:	REAR LATCH NEEDS TO BE PUT ON PARTS ARE HERE																						
Tech Comments:	7481 62432 42 REPLACE RT REAR SEATBACK COVER LATCH WONT LATCH																						

1FAIRU1860N1074682B3			T/B3 *	TVA	T/EF	T/E	AP	T/DU	T/V3	22-04-99	05-08-99	148049	USA	10 *	6Y05 *	MAINT *			SXX	V00	A9*	82	
AWS Claim Key:	9129151	Doc #:	212111A	Trx Code:			0714E	Labour Hrs:	.7	Labour Cost:	27.68	Material Cost:	15.46	Total Cost:	43.14								
Dir Cd-Sub Cd:	03000-P	Name:	ALAN FORD INC	Ph:	248-3333000	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	19-MAY-2000	DIST(Mile):	9954								
Cost Comments:	10,000 MILEWARRANTY MAINT PACKAGE																						
Tech Comments:	9954 10E MAINTENANCE 82.7 CHANGED OIL AND OIL FILTER TOPPED OFF FLUIDS ROTATED TIRES FRONT TO REAR.																						

1FAIRU1860N1074682B3			T/B3 *	TVA	T/EF	T/E	AP	T/DU	T/V3	22-04-99	05-08-99	148049	USA	10 *	7P01 *				SXX	V00	*	*	
AWS Claim Key:	9203738	Doc #:	212111B	Trx Code:			00840	Labour Hrs:	.5	Labour Cost:	31.96	Material Cost:	47.84	Total Cost:	80.8								
Dir Cd-Sub Cd:	03000-P	Name:	ALAN FORD INC	Ph:	248-3333000	St:	MI	City Cd:	USA	Reg Cd:	NA	Repr Date:	19-MAY-2000	DIST(Mile):	9954								

E002-827 0201

Claim Comments: RECALL #00B40 WIPER
Tech Comments: 9954 13K339 42 REPLACED MULTI FUNCTION SWITCH NECESSARY TO BAR COLUMN COVERS TO REPLACE MULTI FUNCTION SWITCH

H MRL18601 B7462 B3 T/B3 * T/A T/E T/E AP T/DU T/V3 22-04-99 05-08-99 148049 USA 10 * * * * SXX V00 * *
AWS Claim Key: 9203739 Doc #: 212113C Trx Code: 00805 Labor Hrs: .7 Labor Cost: 46.14 Material Cost: 32.75 Total Cost: 85.48
Dir Cd-Sub Cd: 03000-0 Name: ALAN FORD INC Pk: 248-3333000 St: MI Cty Cd: USA Reg Cd: NA Repr Date: 19-MAY-2000 DIST (Mile): 9954
Claim Comments: RECALL #00603 HITCH
Tech Comments: PERFORM RECALL 00805 INSTALL TRAILOR HITCH FASTNERKIT

H MRL18601 B7462 B3 T/B3 * T/A T/E T/E AP T/DU T/V3 22-04-99 05-08-99 148049 USA 16 * 6Y05 * MAINT * SXX V00 A9* B2
AWS Claim Key: 1251423 Doc #: 218213A Trx Code: 07148 Labor Hrs: .8 Labor Cost: 32.96 Material Cost: 17.71 Total Cost: 50.68
Dir Cd-Sub Cd: 03000-0 Name: ALAN FORD INC Pk: 248-3333000 St: MI Cty Cd: USA Reg Cd: NA Repr Date: 31-OCT-2000 DIST (Mile): 14891
Claim Comments: 15,000 MAINT.
Tech Comments: 14891 MAINT PERFORMED 15K MAINT

H MRL18601 B7462 B3 T/B3 * T/A T/E T/E AP T/DU T/V3 22-04-99 05-08-99 148049 USA 20 * 6Y05 * MAINT * SXX V00 A9* B2
AWS Claim Key: 15023159 Doc #: 222995A Trx Code: 07148 Labor Hrs: .7 Labor Cost: 28.84 Material Cost: 18.44 Total Cost: 47.28
Dir Cd-Sub Cd: 03000-0 Name: ALAN FORD INC Pk: 248-3333000 St: MI Cty Cd: USA Reg Cd: NA Repr Date: 14-MAR-2001 DIST (Mile): 20258
Claim Comments: 20K MAINT. SERVICE QUALITY CARE.
Tech Comments: PERFORM 20000 MILE MAINT 1

H MRL18601 B7462 B3 T/B3 * T/A T/E T/E AP T/DU T/V3 22-04-99 05-08-99 148049 USA 20 * 7B02 * 14401 * 809 V77 L26 42
AWS Claim Key: 15023154 Doc #: 222995B Trx Code: 8B3 Labor Hrs: .4 Labor Cost: 27.47 Material Cost: 0 Total Cost: 27.47
Dir Cd-Sub Cd: 03000-0 Name: ALAN FORD INC Pk: 248-3333000 St: MI Cty Cd: USA Reg Cd: NA Repr Date: 14-MAR-2001 DIST (Mile): 20258
Claim Comments: THE DRIVER SIDE RUNNING BOARD LIGHTS ARE NOT WORKING, AND THERE IS A WIRE HANGING UNDERNEATH THE RUNNING BOARD, CHECK AND ADVISE.
Tech Comments: VERIFY WIRE HANGING UNDER RUNNING BOARD PERFORM WIRING REPAIR.

H MRL18601 B7462 B3 T/B3 * T/A T/E T/E AP T/DU T/V3 22-04-99 05-08-99 148049 USA 20 * 1A02 XR3Z 6051 BA S10 V25 B68 D8
AWS Claim Key: 15047610 Doc #: 222995C Trx Code: 8B4 Labor Hrs: 6.9 Labor Cost: 473.89 Material Cost: 160.71 Total Cost: 690.6
Dir Cd-Sub Cd: 03000-0 Name: ALAN FORD INC Pk: 248-3333000 St: MI Cty Cd: USA Reg Cd: NA Repr Date: 14-MAR-2001 DIST (Mile): 20258
Claim Comments: THE VEHICLE HAS A BURNING SMELL COMING FROM UNDERNEATH THE HOOD, CHECK AND ADVISE.
Tech Comments: 20258 WARB # PERFORM OIL DIE TEST FOUND OIL LEAK AT RIGHT CY L HEAD GASKET X AND R RIGHT CYL HEAD AND REPLAC ED GASKET FILLED COOLING SYSTEM AND PERFORMED L CF

H MRL18601 B7462 B3 T/B3 * T/A T/E T/E AP T/DU T/V3 22-04-99 05-08-99 148049 USA 20 * 7P02 * 17528 * SXX V99 A99 B2

ENR2-027 0208

AWS Claim Key: 15023155 Dec #: 222995D Trx Code: 0714D Labor Hrs: 2 Labor Cost: 13.74 Material Cost: 18.12 Total Cost: 31.86
Dir Cd-Sub Cd: 03000- Name: ALAN FORD INC Ph: 248-3333000 St: MI Ctry Cd: USA Reg Cd: NA Repr Date:14-MAR-2001 DIST (Mile):20258 (1)
Cost Comments: FRONT WIPER BLADES ARE NOT CLEAN,CHECK AND ADVISE.
Tech Comments: FRN WIPER BLADES DO NOT CLEAN WINDOW REPLACE BLADES

IFMR1500V1072402B3 T/B3 * T/VA T/EF T/E AP T/DU T/V3 22-04-99 05-08-99 148049 USA 25 * 6Y05 * MAINT * EXX V00 A9* E2
AWS Claim Key: 12451024 Dec #: 228240A Trx Code: 0714S Labor Hrs: 7 Labor Cost: 29.83 Material Cost: 16.18 Total Cost: 46.01
Dir Cd-Sub Cd: 03000- Name: ALAN FORD INC Ph: 248-3333000 St: MI Ctry Cd: USA Reg Cd: NA Repr Date:26-JUL-2001 DIST (Mile):25310
Cost Comments: 25,000 QUALITY CARE MNT
Tech Comments: 25310 PERFORM 25000 MILE MAINT TIRE ROTATION

IFMR1500V1072402B3 T/B3 * T/VA T/EF T/E AP T/DU T/V3 22-04-99 05-08-99 148049 USA 28 * 6Y05 * MAINT * EXX V00 A9* E2
AWS Claim Key: 19092870 Dec #: 232312A Trx Code: 0714S Labor Hrs: 1.5 Labor Cost: 63.52 Material Cost: 57.98 Total Cost: 121.91
Dir Cd-Sub Cd: 03000- Name: ALAN FORD INC Ph: 248-3333000 St: MI Ctry Cd: USA Reg Cd: NA Repr Date:12-NOV-2001 DIST (Mile):30517
Cost Comments: 30000 MILES (40000 KMS) MAINT. 1
Tech Comments: 30517 PERFORMED WARR. 30 K MAINT.

IFMR1500V1072402B3 T/B3 * T/VA T/EF T/E AP T/DU T/V3 22-04-99 05-08-99 148049 USA 28 * 5V13 F75Z 2001 AA 910 V21 N27 42
AWS Claim Key: 13224222 Dec #: 232312B Trx Code: B84 Labor Hrs: 1.9 Labor Cost: 134.94 Material Cost: 89.26 Total Cost: 224.2
Dir Cd-Sub Cd: 03000- Name: ALAN FORD INC Ph: 248-3333000 St: MI Ctry Cd: USA Reg Cd: NA Repr Date:13-NOV-2001 DIST (Mile):30517
Cost Comments: BRAKE NOISE UPON APPLICATION
Tech Comments: 30517 2001 QUALITY CARE MAINT. REPLACED FRONT PADS,NOISY,MACHINED BOTH FRONT ROTORS USING ON CAR LATHE..FITTED.

IFMR1500V1072402B3 T/B3 * T/VA T/EF T/E AP T/DU T/V3 22-04-99 05-08-99 148049 USA 32 * 6Y05 * MAINT * EXX V00 A9* E2
AWS Claim Key: 20245123 Dec #: 235645A Trx Code: 0714S Labor Hrs: 7 Labor Cost: 29.83 Material Cost: 16.82 Total Cost: 46.65
Dir Cd-Sub Cd: 03000- Name: ALAN FORD INC Ph: 248-3333000 St: MI Ctry Cd: USA Reg Cd: NA Repr Date:25-FEB-2002 DIST (Mile):34959
Cost Comments: 35,000 MAINT.
Tech Comments: 34959 E2 PERFORMED 35K MAINT PKG, LOF AND ROTATE

IFMR1500V1072402B3 T/B3 * T/VA T/EF T/E AP T/DU T/V3 22-04-99 05-08-99 148049 USA 32 * 7F02 * 1752H * 809 V16 W05 33
AWS Claim Key: 20245824 Dec #: 235645B Trx Code: E83 Labor Hrs: 1 Labor Cost: 14.2 Material Cost: 0 Total Cost: 14.2
Dir Cd-Sub Cd: 03000- Name: ALAN FORD INC Ph: 248-3333000 St: MI Ctry Cd: USA Reg Cd: NA Repr Date:25-FEB-2002 DIST (Mile):34959
Cost Comments: RT WIPER ARM (NOF LOOSE
Tech Comments: 34959 33 TIGHTENED LOOSE WIPER ARM NEED TO RESCHEDULE ASAP TO REPAIR LEAKING HEAD GASKET PER TECHRS

CLAIM NUMBER	20202584	DATE	Dec 8: 2000	TRX CODE	E24	LABOR HRS	9	LABOR COST	639.18	MATERIAL COST	166.31	TOTAL COST	805.49	
DIR CAT	03000	NAME	ALAN FORD INC		PL	248-3333000	ST	MI	CRY C	USA	REG C	NA	REPR DATE	26-FEB-2002
COMMENTS	L65 ENGINE OIL LEAK													
TECH COMMENTS	34960 6051 DIE PERFORMED OIL DIE TEST PINPOINT OIL LEAK R AND R RIGHT CYLINDER HEAD REPACED HEAD GASKET CLEAN ED CARBON FROM PISTONS, AND SPARK PLUGS REASSEMB LED PROBLEM CORRECTED													

Any comments? You can contact

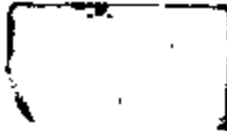


webmaster

0120 120-2000

2002

046342074Z PHILADELPHIA



1120 120-2000
ENR02-021 0271

Smith, Danielle (D.A.)

From: Smith, Danielle (D.A.)
Sent: Friday, May 24, 2002 12:10 PM
To: 'ehansber@minacausa.com'
Cc: Mitra, Kelly (K.L.)
Subject: Ross / 2KA79501

Good Afternoon Eyvette,

The numbers have been accepted for this customer. Please cut the check.

Thanks!

Danielle Smith
Legal Analyst
Philadelphia Region
(313) 845-5645 PH.
(313) 845-5555 Fax

Ford Consumer Affairs RAV Refund Checklist

Case Type: DSB Award DSB Prior Resolve Lit. Prevention Special Liaison
(Check One)

RAV Headquarter Advisor Ken Tebo for Eyvette **Consumer Affairs Analyst** Danielle Smith
Date Prepared 5/14/2002 **E-mail Address** dsmit211@ford.com
Date Uploaded 5/14/2002 **Region** Philly
Date Sent _____ **Compliance Date** _____
VIN Number 1FMCUD4192KA79501 **Financial Institution** FMCC
Customer Name _____ **Account Number** BAA385HDG0
Customer SSN (Last four digits) _____
(only needed if there is a lien)

Special Instructions or Comments:

Sales/Lease Agreement of vehicle <i>(Buyer's order or Purchase agreement)</i>	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
AWS Repair History	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
After Market Receipts	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
Lease Worksheet	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
Finance Contract	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
Factory Invoice	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
Copy of Title (cash/paid-off cases only)	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
DSB Award letter & A/R Form	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
EAA Fm Inspection Report	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
RAV Form Upload	Included <input checked="" type="checkbox"/>		

****If a document is determined to be "Not Applicable" or if it is not included, it must have Team Leader (TL) initials**

Other Documents Included (Please specify)

Team Leader Signature of approval: _____ **Date:** _____

Point Person Signature of approval: _____ **Date:** _____

ER82-827 8274



NORRISTOWN FORD
 RIDGE PIKE AND TROOPER RD.
 P.O. BOX 708
 NORRISTOWN, PA. 19404
 (810) 639-5400

DEL. CHEVROLET, INC.
 1844 LANCASTER AVE.
 PAOLI, PA 19301
 (610) 847-8440

DEL. TOYOTA, INC.
 2845 E. LINCOLN HWY.
 THORNDALE, PA 19372
 (610) 383-8200

OTHER LOCATIONS TO SERVE YOU

DATE 10/30/01	SALESMAN JOSEPH E LUTZ	STOCK # 22471
------------------	---------------------------	------------------

PURCHASER'S FULL NAME		FIRST	MIDDLE	LAST	OR TITLE	SOCIAL SECURITY NO.	DOB
CO-PURCHASER'S FULL NAME		FIRST	MIDDLE	LAST	OR TITLE	SOCIAL SECURITY NO.	DOB

CITY PHOENIXVILLE	STATE PA	ZIP 19460	COUNTY
----------------------	-------------	--------------	--------

VEHICLE MAKE	VEHICLE MODEL	VEHICLE YEAR	VEHICLE TYPE	VEHICLE COLOR	VEHICLE VIN
FORD	TRUCK	2002	WGN 4X4	SATIN SILVER	FA-0225X

OPTIONAL EQUIPMENT	SELLING PRICE	25033.00
INCLUDES ALL INCENTIVES	DEALER INSTALLED EQUIPMENT	100.00
TOTAL SELLING PRICE		\$
LESS ALLOWANCE FOR TRADE		
BALANCE		24933.00
SERVICE CONTRACT:		
OTHER		
SUB-TOTAL		\$ 24633.00
SALES TAX		\$ 1477.98
TIRE TAX		\$ 5.00
DOCUMENTARY FEES		\$ 55.00
TITLE & LICENSING FEES		\$ 73.50
TOTAL		\$ 26244.48

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY
 The information you see on the window sign for this vehicle is part of the contract. Information on the window sign overrides any contrary provisions in the contract of sale.

NO LIABILITY INSURANCE INCLUDED

CASH DEPOSIT SUBMITTED WITH ORDER	
CASH ON DELIVERY	
TOTAL CASH	→
AMOUNT DUE AFTER DOWN PAYMENT	26244.48
PLUS: PAYOFF TO:	

YEAR	MAKE	MODEL	VIN NO.	REGISTRATION	TITLE NO.	BALANCE DUE
COLOR	VEHICLE NO.	REGISTRATION	STATE	BALANCE TO BE FINANCED		26244.48
FIN. CO.	AGENCY	ACCOUNT NO.	EXP. DATE	PHONE #		
NATIONWIDE	M. MELROY	58370741602	05/17/02	(610)296-3331		

619A SWEDSFORD RD HALVERM PA 19355 COMP. COLLISION LIABILITY

The front and back of this Order complete the entire agreement effecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized.
 I have read the matter printed on the back hereof and agree to it as part of this order the same as if it were printed above my signature. I certify that I am 18 years of age or old

No. 8990934

MV-1 (6-00)					I. TAX / FEES		
VEHICLE INFORMATION	MAKE OF VEHICLE FORD TRUCK	VEHICLE IDENTIFICATION NUMBER (VIN) IF TRACING REQUIRED, TAKE CARE TO REVERSE OF THIS COPY 1FMCU04192RA79501	BODY TYPE (SOL, TR, BUS, ETC.) HGN	MODEL YEAR 200	PURCHASE PRICE (See title or invoice)	24633.00	
	GROSS VEHICLE WT. RATING	FUEL <input type="checkbox"/> GASEL <input type="checkbox"/> ELECTRO	DURMECHANICALS	AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)	LESS TRADE-IN	N/A	
	CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR HAS FORMERLY BEEN USED AS A TAXI OR A POLICE VEHICLE (IF APPLICABLE)				LESS TAX CREDIT	24633.00	
APPLICANT INFORMATION	LAST NAME (OR FULL BUSINESS NAME)		FIRST NAME	MIDDLE INITIAL	DATE ACQUIRED OR PURCHASED 10/30/01	REG. (OR SALES TAX) % (SEE TITLE OR INVOICE)	
	STREET		CITY	STATE	ZIP	LESS TAX CREDIT	
	PHOENIXVILLE		PA	19460	COUNTY CODE	SALES TAX DUE	
	NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants with Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> . Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.)		REFER TO COUNTY CODES LISTED ON REVERSE SIDE OF THIS COPY		EXEMPTION NO.	1477.98	1477.98
MILEAGE INFORMATION	<input type="checkbox"/> EXHIBITS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LEATS		<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: COXETER DISCREPANCY		ODOMETER READING	TITLE FEE	
	WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.		TITLE		LIBR. FEE	22.50	5.00
FINANCIAL INFORMATION	1ST LEND DATE	10/30/01	IF NO LEND, CHECK <input type="checkbox"/>	2ND LEND DATE	IF NO LEND, CHECK <input type="checkbox"/>	REGISTRATION OR PROCESSING FEE	
	1ST LENDHOLDER	FORD MOTOR CREDIT CO	2ND LENDHOLDER			SALES TAX	
	STREET	260 INTERSTATE N. PKWY	CITY	ATLANTA	STATE	GA	36.00
VEHICLE INFORMATION	MAKE OF VEHICLE	VIN	MODEL YEAR	CONDITION OF VEHICLE <input type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR			TRANSFER FEE
	BODY TYPE (SOL, TR, ETC.)		CHASSIS NFR.		BODY MAKE		INCREASE FEE
	MOTORCYCLE MOTOR DRIVEN MOTOR		NUMBER OF AXLES		GROSS COMBINATION WT. (INCLUDING LOAD)		REPLACEMENT FEE
	MOTOR HOME		SUM OF AXLES		UNLOADED WT. (EMPTY)		TOTAL PAID (ADD 1 THRU 6) See the Chart in This Annex
MOTOR TRUCK TRACTOR		REG. REGISTERED GROSS COMBINATION WT.		GROSS COMBINATION WT. RATING		1541.48	
APPLICANT FOR REGISTRATION	ORIGINAL PLATE # (Check One)		<input type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE		<input type="checkbox"/> TRANSFER & RENEWAL OF PLATE		
	<input type="checkbox"/> PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED)		<input type="checkbox"/> TRANSFER & REPLACEMENT OF PLATE		<input type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STICKER		
	<input type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY BUREAU		PLATE NO.		REASON FOR REPLACEMENT		
	<input type="checkbox"/> TEMPORARY PLATE ISSUED BY FULL AGENT		EXPIRES		<input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST BY MAIL)		
	E6K5743		SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT)		RELATIONSHIP TO APPLICANT		
INSURANCE INFORMATION	INSURANCE COMPANY NAME	POLICY NO. (OR ATTACH SNEEPS)	POLICY EFFECTIVE DATE	POLICY EXPIRATION DATE			
	NATIONWIDE	5837C/4160Z	11/17/01	05/17/02			
AGENT INFORMATION	I CERTIFY THAT ON MONTH 10 DAY 30 YEAR 01 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		AGENT NAME		AGENT NO.		
	NORRISTOWN AUTO CO INC		85-703NO		(610)539-5400		
SIGNATURE AND OTHER INFORMATION	I FURTHER ACKNOWLEDGE THAT I MAY LOSE MY/OUR OPERATING PRIVILEGES ON VEHICLE REGISTRATIONS FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I FURTHER ACKNOWLEDGE THAT I MAY BE SUBJECT TO A FINE NOT EXCEEDING \$500 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I MAKE ON THIS FORM AND I AM CERTIFY THAT I HAVE EXAMINED AND SIGNED THE FORM AFTER ITS COMPLETION AND THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.		SIGNATURE OF PERSON ADMINISTERING OATH		TELEPHONE NO.		
	NO. 10 DAY 30 YEAR 01		SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER		TELEPHONE NO.		
	SIGNATURE OF PERSON ADMINISTERING OATH		(610)933-3750		MESSENGER NUMBER:		
SIGN IN PRESENCE OF NOTARY		If your registration documents are not					

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 22-APR-2002

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MYC DER	BODY CAD	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	FIS QRT	WCC	PRBF	BASE	SUPPLY	VEG	CCC	CD	
1FMCU04192KA79501	MI	EM1	EF	TWD	TEF	TEF	AJ	F00	TLD	10-10-01	10-10-01	10046	USA	1	Q40	7502 *	14401 *	811	V42	121	X1	
AWS Claim Key:		222302	Doc #:	13616001	Trx Code:		1	Labor Hrs:	2.5	Labor Cost:			173.68	Material Cost:	0	Total Cost:	173.68					
Dir Cd-Sub Cd:		01350-	Name:	NORRISTOWN AUTOMOBILE COMPANY, INC.			Ph:	610-5395400	St:	PA	City:	USA	Reg Cd:	NA	Repe Date:	09-NOV-2001	DIST (Miles):	150				
Cmt Comments:		CUSTOMER STATES THAT ENGINE STALLED WHILE DRIVING NO TROUBLE RESTARTING																				
Tech Comments:		CAUSE UNKNOWN ROAD TEST UNABLE TO DUPLICATE. EIC TEST PASS. INSPECT AND CLEAN G104 AND G105 GROUNDS. ISOLATE CKP CIRCUIT HARNESS.																				
1FMCU04192K79501	MI	EM1	EF	TWD	TEF	TEF	AJ	F00	TLD	10-10-01	10-10-01	10046	USA	4	T07	3504 *	126650 *	811	V42	121	42	
AWS Claim Key:		624022	Doc #:	14015901	Trx Code:		S07	Labor Hrs:	1	Labor Cost:			69.47	Material Cost:	0	Total Cost:	69.47					
Dir Cd-Sub Cd:		01350-	Name:	NORRISTOWN AUTOMOBILE COMPANY, INC.			Ph:	610-5395400	St:	PA	City:	USA	Reg Cd:	NA	Repe Date:	28-JAN-2002	DIST (Miles):	1248				
Cmt Comments:		CUSTOMER STATES TRUCK STALLED OUT WHEN DRIVING																				
Tech Comments:		MISCALIBRATED RGS TEST PASS. CONTACT FORD HOTLINE. ADVISED TO REPROGRAM PCM.																				

Any comments? You can contact

webmaster

EMR-027 0276

PENNSYLVANIA SIMPLE INTEREST VEHICLE RETAIL INSTALMENT CONTRACT

DATE

Buyer (and Co-Buyer) Name and Address (including County and Zip Code) PHOENIXVILLE PA 19460	CREDITOR (Seller Name and Address) NORRISTOWN AUTO CO INC P O BOX 708 NORRISTOWN PA 19404 E882-827 1277
--	---

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

New/Used	Year and Make	Model	GVW if Truck (lbs.)	Vehicle Identification Number	Use For Which Pledged
NEW	2002 FORD TRUCK	ESCAPE		1FMCU04192KA79501	<input checked="" type="checkbox"/> Personal <input type="checkbox"/> Agricultural <input type="checkbox"/> Commercial

Trade-In _____ \$ _____ N/A \$ _____ N/A
 Year and Make _____ Gross Allowance _____ Amount Owng _____

ITEMIZATION OF AMOUNT FINANCED

1. Cash Price	\$ 25033.00 (1)
2. Down Payment	
Third Party Rebate Assigned to Creditor	\$ 400.00
Cash Down Payment	\$ N/A
Trade-In	\$ N/A \$ N/A \$ N/A
Total Down Payment	\$ 400.00 (2)
3. Unpaid Balance of Cash Price (1 minus 2)	\$ 24633.00 (3)
4. Amounts paid on your behalf (Seller may be retaining a portion of these amounts)	
To Insurance Companies for	
Credit Life Insurance (for term of contract)	\$ N/A
Credit Disability Insurance (for term of contract)	\$ N/A
(Term _____ Months (Estimate))	\$ N/A
To Public Officials (I) for license (\$ 15.00) title (\$ 22.50) & registration (\$ 36.00) \$ 73.50	
(II) for filing fees \$ 5.00	
(III) for taxes (not in Cash Price) \$ 1477.98 \$ 1556.48	
To NORRISTOWN AUTO for Messenger Service	\$ 55.00
To _____ for _____	\$ N/A
To _____ for _____	\$ N/A
To _____ for _____	\$ N/A
Total	\$ 1611.48 (4)
5. Amount Financed (3 plus 4)	\$ 26244.48 (5)

INSURANCE
 YOU MAY OBTAIN VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE.

YOU ARE NOT REQUIRED TO OBTAIN CREDIT LIFE, CREDIT DISABILITY AND OTHER OPTIONAL INSURANCE. THIS CONTRACT WILL NOT INCLUDE THEM UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

THIS CONTRACT DOES NOT INCLUDE LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

Credit Life _____ N/A
 Insurer _____
 \$ _____ Premium Insured(s) _____
 Signature _____

Disability _____ N/A
 Insurer _____
 \$ _____ Premium Insured _____
 Signature _____

Type of Insurance _____ Term _____
 Insurer _____ Premium _____
 Signature _____

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

You must insure the vehicle. If a charge is shown below, the Creditor will try to buy the coverages checked for the term shown. Coverages will be based on the cash value of the vehicle at time of loss, but not more than the limits of the policy.

Comprehensive \$ _____ N/A Deductible

FEDERAL TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate 2.90 %	The dollar amount the credit will cost you \$ 1614.72	The amount of credit provided to you or on your behalf \$ 26244.48	The amount you will have paid when you have made all scheduled payments \$ 27859.20	The total cost of your purchase on credit, including your down payment of \$ 400.00 \$ 28259.20

Payment Schedule: _____
 Your payment schedule will be: _____
 Number of Payments: _____
 Amount of Each Payment: \$ 580.40
 When Payments are due: (monthly starting) 12/14/01

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

DEALER 168 046 VIN 1FMCU04192KA79501

	REGISTERED RETAIL PRICE	AMOUNT
UC44 ESCAPE XLT LEATHER 424	24630.00	21828.00
1002 MODEL YEAR		
TL SATIN SILVER CLEARCOAT MPT		
M2 W GRAPHITE S/SUCK LTR SOUP		
ORDER CODE 420A		
991 .3.0L DURATEC V6 ENGINE	MC	MC
444 .4-SPEED AUTOMATIC O/D TRANS	MC	MC
153 FRONT LICENSE PLATE BRACKET	MC	MC
186 STEP BARS	275.00	248.00
589 MACH AM/FM STER W/6-CD IN-DASH	509.00	454.00
67A SIDE AIR BAGS	345.00	310.00
TOTAL VEHICLE & OPTIONS	16755.00	23640.00
DESTINATION & DELIVERY	540.00	540.00
SCHEDULE A (MEMO) .00		
TOTAL FOR VEHICLE	25295.00	
10 U.S. GAL GAS FACTORY PRICED DONE		18.50
BATCH-ID 1K1169475 N EB 2X		
PRICE LEVEL 23030004	VIN: 1FMCU04192KA79501	
SHIPPING WEIGHT 3248 LBS.		

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

FOAFAMDA ASSESSMENT	INVOICE TOTAL	LESS HOLD BACK FOR DEALER ACCOUNT	LESS APPROX FINANCING COST FOR DEALER ACCOUNT	LESS INVOICE LESS HOLD BACK & FIN COST	A PLAN
135.00	24533.50	772.00		23761.50	23459.50
772.00	33.00	1012.00	.00	739.00	22638.00

SOLD TO
 Norristown Automobile Co 168046
 P.O. BOX 708
 Norristown PA 19404
 SHIP TO IF OTHER THAN ABOVE

TA	PI	STATE	DATE INV. PREPARED	ITEM NUMBER	TRM	TRANSIT
2	6	PA	10 11 01	16-A012	M2	09

SHIP THROUGH

ER02-827 8278

FINANCE 201-4084781

INVOICE & UNIT IDENTIFICATION NO. 1FMCU04192KA79501
 FINAL ASSEMBLY POINT KANSAS CITY
 FINAL COMPANY AND/OR BANK Ford Motor Credit
 2KA79501 1F U04 23011011 011011 1K111 N 230 168046
 THIS INVOICE TO BE USED FOR THE SELLING OF VEHICLES ONLY

000001

QUALITY COPY

2533.50 KUI

RAV-FAST Profile Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
05/14/2002

Request
Transmitted:
Transmit Date:

Refund
No

REQUESTER

Name:
CDS/PROFS ID:
Supervisor's CDS/PROFS ID:

SMITH, DANIELLE
DSMIT211
TFRAZIER

Title:
Supervisor's Title:

LEGAL ANALYST
TEAM LEADER

VEHICLE

VIN:
Mileage:
Purchase Date:
Type:
Obtained As:
Ownership:

1FMCU0419 2KA79501
3,248
10/30/2001
Car/Light Truck
New Vehicle
Privately Owned/Leased

Description:
Odometer Replaced:

Vehicle Description Unavailable
No

CUSTOMER

Name:
Address:
City, State:
Zip:
Home Phone:

Work Phone:

(610)431-6758

DEALERSHIP

Processing Dealer:
Contact Name:
Phone:
Present Vehicle Location:

NORRISTOWN FORD
MARTIN WELLINGTON
(610)539-5400
CUSTOMER HAS VEHICLE.

Sales Code:
Contact Title:

16046
SERVICE MANAGER

REPAIR HISTORY

Symptom Code
607581

Symptom Description
STALL/QUITS ACCEL COLD ENG

No of Repair Attempts
3

RAV-FAST Profile Information Report

LOYALTY TOOLS

FCSD Technical Hotline:	No
FSE Tech Assist:	Yes
Plant Vehicle Team:	No

UPLOAD REASONS

Primary Reason:	Number of Repair Attempts
Rationale:	Pre-Litigation (Legal Analysts only)
Compliance Date:	
Overnight Delivery:	Yes
Vehicle Disposition:	Auction

EMER-827 6228

RAV-FAST RAV Request Information Report

GENERAL

Affiliation:	Litigation Prevention	Request:	Refund
Ready for Transmission:	Yes	Transmitted:	No
Last Update:	06/14/2002	Transmit Date:	

PROFILE

Requester Name:	SMITH, DANIELLE	Mileage:	3,248
VIN:	1FMCLU041B 2KA79501		
Purchase Date:	10/30/2001		
Vehicle Type:	Car/Light Truck		
Customer Name:	ROSS, MICHAEL D.		
Processing Dealer:	NORRISTOWN FORD		

TRANSACTION TYPE

RAV Transaction Type:	Financed Purchase	Account Number:	BAA385HDG0
Lender Name:	FORD MOTOR CREDIT		
Phone:	(800)727-7000		

MILEAGE CHARGE CALCULATION

Mileage Charge Type:	Charge Stated Mileage Charge		
Mileage Charge State:	Pennsylvania		
Lemon Law Formula:	(350 Mi X \$0.100/Mi)		
No Accrued Mileage Charge:	No		
Mileage at 1st Repair:		350	
Mileage Charge Amount:		\$ 35	
Amount To Charge Customer:		\$ 35	
Waived Mileage Charge Amount:		\$ 0	

AFTER MARKET ITEM(S)

Item Listing
NONE

RAV-FAST RAV Request Information Report

RAV Form 1000

F0030
5/14/2002

IR ITEMS ELIGIBLE FOR RAV PAYMENT

Other Eligible Expenses: \$ 1,500.00
Attorney Fees: Yes
Check Mailed To Attorney: ROBERT SILVERMAN
Attorney Name: 30 EAST BUTLER PIKE
Address: AMBLER, PA
City, State: 19002
Zip:

ACTIVE EQUITY Negative Equity Type:

No Negative Equity/No Negative Equity Per Mandated Decision

COMMENTS

Additional Comments:
Requires Approval:
Approver CBS/PROFS ID:

Yes
TFRAZIER

Approver Title:

TEAM LEADER

FORM 1000-027 02/02

RAV-FAST Summary Report

010
4/2002

VIN
1FMCU0419 2KA78501

Processing Dealer
NORRISTOWN FORD

Request
REF

Ready
Yes

Transmit
No

Last Update Transmit Date
05/14/2002

L.D.

ENR2-027 0283

** TX STATUS REPORT **

AS OF APR 29 2002 10:17 PAGE 01

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGES	CHG	STATUS
30	04/29	10:16	215 548 8917	EC-S	00'48"	003	251	OK

Ford Motor Company
Executive Offices
16000 Executive Plaza Drive
Mail Drop 3N8-B
Dearborn, MI 48126

Ford Motor Company

Facsimile transmittal

To:	Robert Silverman	From:	Danielle Smith
Fax:	(215) 640-6817	Pages:	3
Phone:	(215) 640-8888	Date:	4/29/02
Re:	Michael Ross	OO:	NA

Urgent For Review Please Comment Please Reply Please Recycle

• Comments



Ford Motor Company
Executive Offices
16000 Executive Plaza Drive
Mail Drop 3NE-B
Dearborn, MI 48120

Ford Motor Company

Facsimile transmittal

To: Robert Silverman

From: Danielle Smith

Fax: (215) 540-8817

Pages: 3

Phone: (215) 540-8888

Date: 4/29/02

Re: Michael Foss

CC: N/A

Urgent For Review Please Comment Please Reply Please Recycle

* Comments



ER02-027 0205

Ford Motor Company

Consumer Affairs

April 29, 2002

Sent via Fax

Mr. Robert Silverman, ESQ
Kimmel & Silverman, P.C.
30 East Butler Pike
Ardler, PA 19002

RE:
2002 Escape
VIN: 1FMCU04192KA79501

Dear Mr. Silverman:

This is to confirm the replacement offer made to your client, our valued Ford customer.

In the interest of customer satisfaction, we are willing to assist with a replacement of the vehicle to take place at Norristown Ford, the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- ◆ Any missing equipment, abnormal wear or collision damage (including broken glass) evident to the vehicle. Note: the vehicle must be returned in good condition.
- ◆ In cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations, signing the odometer disclosure, release form and power of attorney statements.

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

ER62-027 0208



Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.

Ford will provide:

- ◆ Transfer of or a credit for any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc.
- ◆ Ford will waive \$1,000 in upgrade charges on the replacement vehicle.

In the interest of a prompt settlement Ford will pay attorney fees in the amount of \$1,500.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5555 within seven (7) business days of the receipt of this letter or our file will be closed. If you have questions regarding this issue, please contact me at (313) 845-5645.

Respectfully yours,



Danielle Smith
Consumer Affairs

0463420742



KIMMEL & SILVERMAN
PC

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

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

30 EAST BUTLER PIKE
AMSTER, PA 19002

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

www.littonlaw.com

April 19, 2002

JACQUELINE C. HERRITT*
ROBERT A. RAPKIN*
VIVIAN BENZ PEIKIN*
AMY D. COX*
LOUIS DOBI, JR.*
SHANNON M. RYAN*
DANA TARQUINI*

GLENN I. GERBER
of Counsel

VIA TELEFAX ONLY
(313) 845-5555

Danielle Smith
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: v. Ford
2002 Ford Escape
VIN: 1FMCU04192KA79501
Zip Code: 19460
Selling Dealer: Norristown Ford

Dear Ms. Smith:

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

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

Danielle Smith
April 19, 2002
Page -2-

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

Please be advised that suit will be filed if we have not reached a settlement on or before 5/3/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMSulh

SFCHADMA

Action Detail

04/22/02 11:08:24

==>

VIN: 1FMCU04192KA79501 Year: 2002 Model: ESCAPE
 Owner Status: ORIGINAL WSD: 10/30/01
 Name: I Hm Ph: .
 Trmt: Case: 463420742 Day Ph: .
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
 Dealer: NORRISTOWN AUTOMOBILE CO
 Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
 Comm Type: FX FAX Odometer Reading: 3248 MI
 Analyst: MKELSEY2 MOLLY KELSEY Document Number:
 Action Date: 04/19/02 Action Data: Y Action Time: 14:19:03 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Comments: *****ATTORNEY DEMAND LETTER*****

REC'D 04/19/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE SUFFERS FROM A CHRONIC STALLING PROBLEM.

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

LPREL49

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMCU04192KA79501	Vel Line:	TFM - ESCAPE (U204) (2001)	Eng Serial No:	112486007
Model Year:	2002	Market Deriv:	TF - FORD DIVISION DERIVATIVE	Body Shell:	*
Vel Type:	T	Drive Code:	TF - J WHL L/H FULL TIME DRIVE	Engines:	T LD - MOD 3.0L DOHC EFI
Inv. Dealers:	01350	Body Csh Style:	T WD - 4 DOGR WAGON	Transmission:	T DJ - 4 SPD AL TO TRANS
		Version/Serial:	TFE - FORD SERIES		

BUILD INFORMATION:

Region: NA - ~~XXXXXXXXXX~~ Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ~~XXXXXXXXXX~~ Prod Date: 18-OCT-2001

SALE INFORMATION:

Region: NA - ~~XXXXXXXXXX~~ Selling Dealers: 116046 - *
 Country: USA - ~~XXXXXXXXXX~~ Selling Dir Software: PA
 Buyer Software: PA

Arrival Date: 26-OCT-2001 Red Carpet Lease: *
 Sale Date: 30-OCT-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 30-OCT-2001 Modified Vehicle: *
 Orig Warranty Date: 30-OCT-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

 OPERATING WEIGHT: 4 4 5 13200LB AT 9 1009 43 243 205 8 483ACV 160046E 3 TL YES 4 3 0 11
 2002 1124 1124 63

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GYW Code:	* - [N/A]
Alternator Amp Rating:	C	GYW Class Code:	C
Audio Blisk:	* - [N/A]	Instrumentation:	* - [N/A]
Asle Ratio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Asle Type:	* - [N/A]	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	A	Paint:	* - [N/A]
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AT - ELETR PREM AM/FM STRO/CST/CLK
Calibration Code:	2M11A30A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	* - [N/A]
Color(Trim):	0002V -	Tire Manufacturer:	AP - CONTINENTAL
Delivery Type:	D	Tire Brand:	A308453 - CONTITRAC SCV 104T
Drivshaft Code:	D	Tire Size:	D31U - P235/70R-16 OWL A-S
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LY: A3084533801 RE: A3084533801
LR: A3084533801 RR: A3084533801
LI: * RI: *

SPARE: 41Y991R03801 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO : MOUNT VERNON : ILLINOIS : UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T B - T B
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Hours):	* Emission Decal Suffix:	JPD
ESP Plan Year:	* Engine Family:	2FMXCU301F7
ESP Signature Date:		

Any comments? You can contact

webmaster

NAVIS Vehicle Inquiry

04/22/02 11:09:27

NVWF510

VEHICLE ID: 1F2KA79501 (WWYPBBERBB) VIN: 1FMCU04192KA79501 Div: 2 Status: 800
 Vehicle Line: TM1 Convy Deliv: 102601 Orig P-Lvl: 230 Selling Dir: 16B046
 Order Recpt: 091001 ShipTo Stat: Curr P-Lvl: 230 Sale Date: 103001
 Orig Sched: 100801 Rls-To Stat: PA Order Dir/Reg: 16046/16 Demo Dt:
 Inv Prep: 101101 Orig Int St: 103001 Orig Rls Dir: 16046 Deliv Type: 0
 Prod Date: 101801 Curr Int St: 103001 Rls Dir P&A: 01350 Sales Prd: 001103
 Rls Date: 101901 Dir/fin Ext: 112301 Warr Start: 103001 Cancel Sl:
 Memo Conegn: P&C Ext: 112301 WarrS-Ind: Sale Status: G
 Orig Pltbus: 102001 Advert Ext: 112301 -Date- -Dealer- -Region-
 Curr Pltbus: 102001 Slsplan SS#: 200745283 Shipped: 101901 Curr Stock: 102001 16B046 16
 T/Name: State: PA 1st-Prior:
 Addr: N/A-Rcpt: 103101 2nd-Prior:
 City: PHONIXVILLE Warr-Ins-Ind: U 3rd-Prior:
 Zip: 19460 5 6 7 8
 V.O.:1 2 3 4 5 6 7 8
 12345234567890123456789012345678901234567890123456789012345678901234
 U042K10337 6 4 2 13JA012 AJ G M469 63 N63 285 5 4S3A2N 16B046E 3 TL
 8 9 0 1 2 3 4 5 6
 567890123456789012345678901234567890123456789012345678901234567890
 N23 4 3 2 11FMC957 420A 914PA
 F1-Help F3-Exit F4-Primary Menu F5-Financial Screen F9-Screen #3 LPREL49

SFCHSVMA

Vehicle List

04/22/02 11:09:52

-->

Name:

Address:

Address:

City: PHOENIXVILLE

Zip/Postal: 19460 4426

Home Phone:

Day Phone:

State/Prov: PA

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	-----	-----	-----	-----
	1FMCU04192KA79501	2002	ESCAPE	Individual Rt1
	ORIGINAL			Y

F1=Help

F2=IssueList

F5=AddIssue

F7=Prev

F8=Next

F9=BSP

F10=WarrHistory

F11=Menu

F12=Return

F13=Recall/ONP

F14=SpecialCoverage

NO MORE RECORDS AVAILABLE

LPREL49

2I002

CGIS Indicator Summary

04/23/02 11:24

> 1 of
 t#: 1KIAA186 EDSR --or-- Q 445215 Rpt: 11/12/2001 Odom: 350
 wd: File: Folder: Images: 0 Print Smy/Disp Detail (P/D):
 hicle: 2002 ESCAPE 4X4, XLT, WAGON 1FMCU04192KA79501 Bld: 10/18/2000
 gine: 3.0L DUR Calb: Trans: CD4E E Axle: 3800F2.73L A/C: YE
 ealer Id: 01350 Norristown Automobile Company, Ph#: (610) 539-5400
 tate: Pennsylvania City: Norristown Orig/Caller: DAVID ROCUS
 ymptom: 6 07 6 00 DRVABL, STALL/QUITS, AT CRUISE, OTHER-CODE NA
 Addl Sym: St: CCRG/SPRC: S Rvw: R Dt: 01/22/20
 Fix: Caus. Comp: -- Condition Code:

Region Code: 16 Region Name: Philadelphia -16

CONCER THE VEHICLE STALLED WHILE DRIVING.
 TECH/C WE WERE UNABLE TO DUPLICATE THE CONCERN. SELF TEST - PASSED. WE
 CHECKED EEC RELAY AND CLEANED G. 104 AND 105. ENSURED LATEST AIR BYPA
 INSTALLED - GOOD (YF1E-9F715-AB) - GOOD. WE WRAPPED CKP CIRCUIT IN T
 FOIL FROM THE SENSOR TO THE INJECTOR LOOM TAKE OFF. WE ROAD TESTED -
 NO STALL. UNKNOWN IF THE VEHICLE IS FIXED.

AUDIT SRV_DLR_CODE BYE10 CHANGED TO 01350 BY NBAKERS6 PART NBR 14N CHANGED
 F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add F1
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 ID058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPR4

SQI002

CGIS Indicator Summary

04/23/02 11:24:

--> 1 of
 rpt#: 1KIAA186 EDSR --or-- Q 446215 Rpt: 11/12/2001 Odom: 350
 vwd: File: Folder: Images: 0 Print Smy/Disp Detail(W/D):
 Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCU04192KA79501 Bld: 10/18/2001
 Engine: 3.0L DUR Calb: Trans: CD4E E Axle: 3800F2.73L A/C: YES
 Dealer Id: 01350 Norristown Automobile Company, Ph#: (610) 539-5400
 State: Pennsylvania City: Norristown Orig/Caller: DAVID ROCUS
 Symptom: 6 07 6 00 DRVABL,STALL/QUITS,AT CRUISE,OTHER-CODE NA
 Addl Sym: St: CCRG/EPRC: S Rvwd: R Dt: 01/22/2002
 Fix: Caus. Comp: Condition Code:

Region Code: 16 Region Name: Philadelphia -16

AUDIT SRV_DLR_CODE BYE10 CHANGED TO 01350 BY NBAKER6 PART_NBR 14N CHANGED TO
 14N089 BY NBAKER6 SYMPTOM_CODE 607000 CHANGED TO 607600 BY NBAKER6

F1 Help F3 Exit F4: Last Cmts F5 Add Cmts F6 Add Fld
 F7 Bkwd F8 Fwd F9 Ind. Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0018-BOTTOM OF DATA LPREL45

CSQI002

CQIS Indicator Summary

04/23/02 11:24:40

==>

1 of 1

Rpt#: 2A2A7008 NHL Rpt: 01/28/2002 Odom: 3,248 M
 Rvwd: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCU04192KA79501 Bld: 10/18/2001
 Engine: 3.0L DUR Calb: Trans: CD4E E Axle: 3800F2.73L A/C: YES
 Dealer Id: 01350 Norristown Automobile Company, Ph#: (610) 539-5400
 State: Pennsylvania City: Norristown Orig/Caller: DAVID ORCUS
 Symptom: 6 07 4 93 DRVABL,STALL/QUITS,AT IDLE,ALL ENGINE TEMP
 Addl Sym: ALLEGE STALL St: CCRG/EPRC: Rvwd: Dt:
 Fix: Y Caus. Comp: PROCESSOR ASSY -- RPL Condition Code:
 Hotliner: SRIVERAS Phone: 313 317-9354 Regn Cd: 16 Philadelphia -16
 Engineering: Phone: TAR:
 Dir Contact: Phone: Title Cde: T
 REPAIR TECH STATES THE CUSTOMER ALLEGES THE VEHICLE STALLS INTERMITTENTLY.
 NO CODES ARE STORED IN THE PCM. HE HAS ALREADY INSPECTED THE IAC AND
 GROUNDS AND FOUND NOTHING WRONG. SEEKING FOR ANY KNOWN OR ADVICE.
 RECOMM ADVISE TECH TO REFLASH THE PCM TO THE LATEST LEVEL. A SSM WILL BE
 RELEASE SOON TO ADDRESS THIS CONCERN.
 TECH/C 02/27/2002 01:21PM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE
 REPROGRAM PCM
 F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0018-BOTTOM OF DATA LEREL491

CQIS Indicator Summary

04/23/02 11:25:02
1 of 1

21002

t#: 2B2F3009 NHL
 wd: File: Folder: Images: 0 Rpt: 02/28/2002 Odom: 4,152 M
 Print Smy/Disp Detail(P/D):
 Vehicle: 2002 ESCAPE 4X4, XLT, WAGON 1FMCU04192KA79501 Bld: 10/18/2001
 Engine: 3.0L DUR Calb: Trans: CD4E E Axle: 3800F2.73L A/C: YES
 Dealer Id: 01350 Norristown Automobile Company, Ph#: (610) 539-5400
 State: Pennsylvania City: Norristown Orig/Caller: DAVID ROCUS
 Symptom: 6 07 0 00 DRVABL, STALL/QUITS, OTHER-CODE NA, OTHER-CODE NA
 Addl Sym: INTERMITTENT STALL St: CCRG/EPRC: Rvwrd: Dt:
 Fix: Y Caus. Comp: VALVE-AIR BYPASS -- RPL Condition Code:
 Hotliner: TERUGGER Phone: 313 317-4384 Regn Cd: 16 Philadelphia -16
 Engineering: Phone: TAR:
 Dlr Contact: Title Cde: T
 REPAIR

RECOMM TECH STATES THAT THE CUSTOMER IS COMPLAINING THAT THE VEHICLE STALLS
 WHILE DRIVING. TECH CAN NOT DUPLICATE, AND STATES THAT HE HAS
 PERFORMED ALL THE CHECKS LISTED IN SSM. SEEKING ADVICE.
 ISM 02-01-070 INT STALL, PERFORM SSM 15589, CK VMV STICKING, TEST EVAP
 ADVISED TECH TO PERFORM INSPECTIONS LISTED IN ISM. CALL BACK IF
 FURTHER ADVICE IS NEEDED.
 REPAIR 02/28/2002 02:07PM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE
 F1 Help P4 Last Cmts F5 Add Cmts F6 Add Fldr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 10058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPEEL491

CSQI002

CGIS Indicator Summary

04/23/02 11:25:16

==>

1 of 1

Rpt#: 2B2FS009 NHL Rpt: 02/28/2002 Odom: 4,152 M
 Rvw: File: Folder: Images: 0 Print Smy/Disp Detail(F/D):
 Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCU04192KA79501 Bld: 10/18/2001
 Engine: 3.0L DUR Calb: Trans: CD4E E Axle: 3800F2.73L A/C: YES
 Dealer Id: 01350 Norristown Automobile Company, Ph#: (610) 539-5400
 State: Pennsylvania City: Norristown Orig/Caller: DAVID ROCUS
 Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
 Addl Sym: INTERMITTENT STALL St: CCRQ/SPRC: Rvw: Dt:
 Fix: Y Caus. Comp: VALVE-AIR BYPASS -- RPL Condition Code:
 Hotliner: TBRUGGER Phone: 313 317-4384 Regn Cd: 15 Philadelphia -16
 Engineering: Phone: TAR:
 Dir Contact: Phone: Title Cde: T
 REPAIR 02/28/2002 02:07PM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE
 TECH STS THAT HE FLASHED THE PCM AND CHECKED GROUNDS, HIS IAC IS 44% A
 T HOT IDLE, HE STS PREVIOUS HOTLINER TOLD HIM IAC SHOULD BE BELOW 38%,
 SEEKING ADVICE
 RECOMM ADV TECH TO INSPECT IAC & THROTTLE BODY, IF EITHER LOOK CONTAMINATED R
 EPLACE, IF NOT THEN REPLACE IAC AND RETEST, IF DUTY CYCLE IS STILL HIG
 H REPLACE THROTTLE BODY AND RETEST
 F1 Help F2 Exit F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPRRL491

SQI002

CQIS Indicator Summary

04/23/02 11:25:21

=>

1 of 1

pt#: 2B2FS009 NHL Rpt: 02/28/2002 Odom: 4,152 M
 vwd: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCU04192KA79501 Bld: 10/18/2001
 Engine: 3.0L DUR Calb: Trans: CD4E E Axle: 3800F2.73L A/C: YES
 Dealer Id: 01350 Norristown Automobile Company, Ph#: (610) 539-5400
 State: Pennsylvania City: Norristown Orig/Caller: DAVID ROCUS
 Symptom: 6 07 0 00 DEVAEL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
 Addl Sym: INTERMITTENT STALL St: CCRG/EPEC: Rvwd: Dt:
 Fix: Y Caus. Comp: VALVE-AIR BYPASS -- RPL Condition Code:
 Hotliner: TBRUGGER Phone: 313 317-4384 Regn Cd: 16 Philadelphia -16
 Engineering: Phone: TAR:
 Dir Contact: Phone: Title Cde: T

H REPLACE THROTTLE BODY AND RETEST

TECH/C 03/28/2002 11:46AM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE
 REPL AIR BYPASS,THROTTLE BODY & MAP, RETEST IAC = 37%

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Flidr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 10018-BOTTOM OF DATA LPREL491

Smith, Danielle (D.A.)

write \$1,000 upgrade on replacement

From: Barrera, Robin (R.M.)
Sent: Tuesday, April 23, 2002 9:00 AM
To: Smith, Danielle (D.A.)
Subject: RE: Ross / 1FMCU04192KA79501

Danielle,

The dealership and I have had many dealings with this customer. He had the Escape stalling concern that could not be duplicated in the shop, but by the direction of Technical Hotline, the dealership did all of the update repairs that Hotline had. After the third repair, when the vehicle was still stalling, I offered to replace the customer's vehicle into any other Ford product. The service manager mistakenly told him that he could choose another vehicle or a refund, whichever he would like. When I contacted the customer and straightened out the miscommunication, he told me that there was no miscommunication, and that was a tactic to deceive him and to stall the proceedings of him getting out of the vehicle. I told him this was not true, and he called me and the service manager flars on several issues and points. He then told me that he did not believe a single word coming out of either of our mouths.

After much debate, I asked him what he thought would be a fair and equitable solution, and he said to replace him into an Explorer and split the financial difference between the two sticker prices. I agreed, and he said he would go back to the dealership and look at vehicles. The next day, the service manager contacted me and told me that Mr. Ross contacted him, and in the conversation called both the service manager and myself liars again, and some other choice words that made the service manager end the conversation. Mr. Ross then told him that nothing less than a full refund would do, and he didn't care what was fair. He also told Marty (the service manager) that he was going to "make sure" that we both showed up in court so that we "couldn't see to his face" anymore.

Both the service manager and myself have tried to deal with the customer. I have offered him more than I normally would in a first occurrence situation with problems with Ford vehicles. He is completely unreasonable, and he seems to believe that everyone involved with Ford and the dealership is personally trying to harm him. I extended a reasonable offer to him, and then he threw it back in my face. I don't know how you fight cases like this, but I don't believe the customer has any grounds on demanding a refund and nothing else. Hope this helps. Thanks.

Sincerely,

Robin Barrera

Customer Service Manager
Market A1 Philadelphia Region
ph: 858-727-3854
fax: 810-982-0611
rbarrera1@ford.com

-----Original Message-----

From: Smith, Danielle (D.A.)
Sent: Monday, April 22, 2002 12:23 PM
To: Cipriano, Jim (J.)
Cc: Barrera, Robin (R.M.)
Subject: Ross / 1FMCU04192KA79501

Good Afternoon,

The above customer has obtained an atty regarding his vehicle. Any pertinent information you may have would be greatly appreciated.

VIN: 1FMCU04192KA79501 Year: 2002 Model: ESCAPE
Owner Status: ORIGINAL WSD: 10/30/01
MR: Hr

483420742

Day Ph:

382-827 8382

Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
Dealer: NORRISTOWN AUTOMOBILE CO
Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
Comm Type: FX FAX Odometer Reading: 3248 MI
Analyst: MKELSEY2 MOLLY KELSEY Document Number:
Action Date: 04/19/02 Action Data: Y Action Time: 14:19:03 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
Comments: *****ATTORNEY DEMAND LETTER*****

REC'D 04/19/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE SUFFERS FROM A CHRONIC
STALLING PROBLEM.

Thank you.

Danielle Smith

Legal Analyst

Philadelphia Region

(313) 845-5645 PH.

(313) 845-5555 Fax

05/01/2002 10:59 FAX

KIMMEL & SILVERMAN

001/001



KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

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

10 EAST BUTLER PIKE
AMBLER, PA 19002

1-800-LEMON LAW
P (215) 540-4688
F (215) 540-6877

www.kimmelaw.com

JACQUELINE C. HERRITT*
ROBERT A. RAPKIN
VIVIAN BENZ PRINZ*
AMY D. COX*
LOUIS DOBBS, JR*
SHANNON M. RYAN*
DANA TARQUINI*

GLENN J. GERRER
of Counsel

May 1, 2002

VIA TELEFAX ONLY (1-313-845-5555)

Danielle Smith, Esquire
Ford Consumer Affairs
16800 Executive Plaza Drive JNE-301
Dearborn, Michigan 48126

RE:
2002 Ford Escape

Dear Ms. Smith:

It was a speaking with you. Please accept this letter as confirmation my client hereby accepts your most gracious offer to settle this matter for the statutory repurchase of his vehicle, with a \$35.00 mileage charge. This will also confirm we have settled my bill of fees and costs for a separate payment in the reduced amount of \$1,500.00. I will have David Kelly of my office contact you to coordinate the settlement. Once again, thanks for your prompt intervention which has resulted in another lawsuit avoided and the saving of yet another loyal Ford Customer.

Very truly yours,

Robert M. Silverman

SPCHNAMA

Add Action

05/01/02 16:45:51

VIN: 1FMCU04192KA79501 Year: 2002 Model: ESCAPE
 Name: Case: 463420742
 Trmt: Issue Status: C DECISION
 Issue Type: 07 LEGAL Odometer Reading: 3248
 Comm Type: OT OTHER Odometer Type: MI
 Dealer: 01350 NORRISTOWN AUTOMOBIL Document Number:
 Symptom Desc: STALL/QUITS ACCELERATION ALL E Legal Issue Type:
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND CAN Court Code:
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Award Code:
 Action Desc: FINAL CASE DISPOSITION
 Comments: LPA RECEIVED INBOUND CALL FROM ATTY. CUSTOMER NOT INTERESTE
 D IN REPLACEMENT. WANTS REFUND. RECEIVED ACCEPTANCE LETTER
 . AWAITING INFORMATION FROM ATTY IN ORDER TO UPLOAD.

F1=Help F2=ActionList F5=Add F6=DealerInfo F13=DealerList
 F9=PrevComments F10=NextComments F11=Menu F12=Return LPRRL49
 UPDATE SUCCESSFUL

04X: 04X 045 0415

** TX STATUS REPORT **

AS OF MAY 21 2002 08:18 PAGE 21

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGES	CHOK	STATUS
05/21	08:09	215 548 8817	EC-4	00'43"	003	172	OK

Ford Motor Company
Executive Offices
14000 Executive Plaza Drive
Mail Stop 345-B
Dearborn, MI 48120

Ford Motor Company

Facsimile transmittal

To: David Kelly From: Daniela Smith
Fax: (215) 540-8817 Pages: 3
Phone: (215) 540-8888 Date: 5/21/02
Re: Michael Rom CC: NA

Urgent For Review Please Comment Please Reply Please Recycle

• Comments



Ford Motor Company
Executive Offices
16900 Executive Plaza Drive
Mail Drop 3NE-5
Dearborn, MI 48126

Ford Motor Company

Facsimile transmittal

To: David Kelly	From: Danielle Smith
Fax: (215) 540-8817	Pages: 3
Phone: (215) 540-8888	Date: 5/21/02
Re: Michael Ross	CC: N/A

Urgent For Review Please Comment Please Reply Please Recycle

• Comments:



05/17/2002 03:58 PM

REFUND WORKSHEET (With Interest)

Page : 1
RAVINR44

Customer name:

VIN: 1FMCL041B 2KA76501

SECTION 1: Lien/Lease Information		SECTION 2: Over Allowance/Negative Equity Determination	
Lienholder:	EMCC-Baltimore Service Center	Trade-in value as reflected on Buyer's Order:	\$0.00
Address:	7090 Columbia Gateway Dr. Suite 100 Columbia MD 21048	Actual Cash Value of Trade-In:	\$0.00
Phone:	(800)877-0730	Over Allowance/Negative Equity:	\$0.00 (b)
Account Number:	BAA385HDG0	SECTION 3: Aftermarket Items/Misc. Purchase Charges (See Page 2 for details)	
Payment Amount:	\$580.40	Total:	\$0.00 (c)
# of Payments:	x 8	SECTION 4: Misc. Deduction (Late charges, disability etc.) (See Page 2 for details)	
Extra paid by customer:	+ \$0.00	Total:	\$0.00 (e)
Total(\$) of payments made:	\$3,482.40 (a)	SECTION 5: Other Expenses (Sales Tax, License etc.) (See Page 2 for details)	
Lienholder payoff:	\$23,211.90 (d)	Total:	\$0.00 (f)
Good Until:	05/18/02		

SECTION 4: Refund Calculation		
Total(\$) of payments made:		\$3,482.40 (a)
Down Payment (Includes trade-in):	+	\$400.00
Less Rebate:	-	\$400.00
Less Over Allowance/Negative Equity:	-	\$0.00 (b)
Over Allowance/Negative Equity waived:	+	\$0.00
Aftermarket Items/Misc. Purchase Charges:	+	\$0.00 (c)
Less Misc. Deduction:	-	\$0.00 (e)
Less Mileage Charge: (\$50 Mi * 0.10)	-	\$5.00
Mileage Waived: (formula used)	+	\$0.00
DMV Fees owed to State : DMV Fee Amount :	-	\$0.00
Other Expenses :	+	\$0.00 (f)
Refund to Customer:	=	\$3,447.40
Lienholder payoff:	+	\$23,211.90 (d)
Attorney Fees	+	\$1,500.00
Total Payout:	=	\$28,159.30
NOTE: Items appearing on the buyer's order, such as taxes, fees and Ford ESPs (if any) are included in the amount financed and are therefore reflected in the payoff and payments made. These items are inherently refunded proportionately to the customer and the lienholder as their interests appear.		
THIS BREAKDOWN INCLUDES A FORD ESP OF:		\$0.00

IMPORTANT NOTICE TO DEALERS: Upon turn-in of the vehicle, complete the following information and forward to RAV HQ as soon as possible. Your \$400 Administrative Allowance will not be processed until the following documents have been received by RAV HQ at:
 PO Box 370, Dearborn, MI 48121 OR 34115 W 12 Mile Rd, Farmington Hills, MI 48331

- | | |
|---|----------------------------------|
| _____ Inspection/Condition Report | _____ Current Odometer Statement |
| _____ Original Title, signed by customer | _____ Lien release |
| _____ Signed Customer Letter | |
| _____ Signed/Notarized Power of Attorney | |
| _____ Signed/Notarized Release (including legal settlements submitted by DGC) | |

Refund Breakdown Calculated by: SHANBER

Handwritten signature

Print ID:

MAY -20' 02 (MON) 15:15 PHOENIX GROUP-R. A. V.

TEL: 248 488 3703

P. 003

05/17/2002 03:58 PM

REFUND WORKSHEET (With Interest)

Page : 2
RAVINR44

Customer name:

VIN: 1FMCU041B 2KA79301

SECTION 3: Aftermarket Items/Misc. Purchase Charges	
Total:	.20.00
	(61)

SECTION 4: Misc. Deduction (Late charges, disability etc.)	
Total:	.80.00
	(81)

SECTION 5: Other Expenses (Sales Tax, License etc.)	
Total:	.80.00 07

MAY -20 02 (MON) 15:14

PHOENIX GROUP-R. A. V.

TEL: 248 488 3703

P. 001

Checked In by: KM

Date: 5/20

FORD RAV HEADQUARTERS

REFUND TEAM

FAX TRANSMISSION

FROM: EYVETTE HANSBERRY
PHONE: 1-800-367-3050 OPTION 3

DATE: 05/17/2002
FAX: (248) 488-3703

PLEASE DELIVER A TOTAL OF 3 PAGES (INCLUDING COVER PAGE)

To: Kelly Mitre
Fax: 313-845-5115

Customer: ROSS VIN: 2KA79501

CA Analyst: DANILLE SMITH

Original Worksheet

Revised Worksheet*

*Revision Instructions: _____

Customer letter needed

Comments: _____

05/24/2002 11:11 FAX

KINGMEL & SILVERMAN

001



Kingmel & Silverman, P.C.
1000 Lincoln Blvd
New York, NY 10022

1-800-633-6247
<http://www.kingsilver.com>

To: Danielle Smith

From: D. Kelly

Work Number: (212) 540-3337

Business Hours: (212) 540-3333

Date & Time: 5/24/02

Pages (including cover): 3

Re: Pass #'s

Perfect!

The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender listed above, and destroy this copy. Thank you.

For more information about Kingmel & Silverman, please visit us at <http://www.kingsilver.com>

Customer name:

VIN: 1FACU041B 2KA79501

SECTION 1: Lien/Lesse Information		SECTION 2: Over Allowance/Negative Equity Determination	
Lienholder: <u>FMCB-Baltimore Service Center</u>		Trade-in value as reflected on Buyer's Order:	<u>30.00</u>
Address: <u>7080 Columbia Gateway Dr. Suite 100</u>		Actual Cash Value of Trade-in:	<u>30.00</u>
<u>Columbia MD 21048</u>		Over Allowance/Negative Equity:	<u>30.00 (b)</u>
Phone: <u>(800)877-0730</u>		SECTION 3: Aftermarket Items/Misc. Purchase Charges (See Page 2 for details)	
Account Number: <u>8A3385HDG0</u>		Total:	<u>30.00 (c)</u>
Payment Amount: <u>580.00</u>		SECTION 4: Misc. Deduction (Late charges, durability etc.) (See Page 2 for details)	
# of Payments: <u>x 6</u>		Total:	<u>30.00 (e)</u>
Exts paid by customer: <u>+ 30.00</u>		SECTION 5: Other Expenses (Sales Tax, License etc.) (See Page 2 for details)	
Total(\$) of payments made: <u>33,482.40 (a)</u>		Total:	<u>30.00 (f)</u>
Lienholder payoff: <u>32,211.50 (d)</u>			
Good Unit: <u>081502</u> ✓			

SECTION 6: Refund Calculation	
Total(\$) of payments made:	<u>33,482.40 (a)</u> ✓
Down Payment (includes trade-in):	<u>+ 500.00</u> ✓
Less Rebate:	<u>- 500.00</u> ✓
Less Over Allowance/Negative Equity:	<u>- 30.00 (b)</u> ✓
Over Allowance/Negative Equity waived:	<u>+ 30.00</u> ✓
Aftermarket Items/Misc. Purchase Charges:	<u>+ 30.00 (c)</u> ✓
Less Misc. Deduction:	<u>- 30.00 (e)</u> ✓
Late Mileage Charge: (300 MI @ 0.10)	<u>- 30.00</u> ✓
Mileage Waived: (Formula used)	<u>+ 30.00</u> ✓
DMV Fees owed to State: DMV Fee Amount:	<u>- 30.00</u> ✓
Other Expenses:	<u>+ 30.00 (f)</u> ✓
Refund to Customer:	<u>= 51,447.40</u> ✓
Lienholder payoff:	<u>+ 32,211.50 (d)</u> ✓
Attorney Fees:	<u>+ 1,000.00</u> ✓
Total Payout:	<u>= 52,158.90</u> ✓

A
5/24/02

NOTE: Items appearing on the buyer's order, such as taxes, fees and Ford DEPS (if any) are included in the amount financed and are therefore reflected in the payoff and payments made. These items are inherently refunded proportionately to the customer and the lender as their interests appear.

THIS BREAKDOWN INCLUDES A FORD REP OF: 30.00 ✓

IMPORTANT NOTICE TO DEALERS: Upon turn-in of the vehicle, complete the following information and forward to RAV HQ as soon as possible. Your 2000 Administrative Allowance will not be processed until the following documents have been received by RAV HQ at:

- _____ Inspection/Condition Report
- _____ Original Title, signed by customer
- _____ Signed Customer Letter
- _____ Signed/Notarized Power of Attorney
- _____ Signed/Notarized Release (including legal statements submitted by DDC)
- _____ Current Dealer's Statement
- _____ Lien Release

Refund Breakdown Calculated by: SHANBER 10/5/02 10/5/02

Smith, Danielle (D.A.)

From: EHansber@phoenixgroup.com
Sent: Friday, May 24, 2002 2:52 PM
To: Smith, Danielle (D.A.)
Cc: 'ehansber@minacsusa.com'; Mitra, Kelly (K.L.)
Subject: Re: Ross / 2KA79501

Checks requested.

Eyvette N. Hansberry
Refund Administrator
Ford Reacquired Vehicles
Minacs
34115 W. 12 mile road
Farmington Hills, MI 48331
T: (800) 367-3050 ext. 2282
F: (248) 488-3703

"Smith, Danielle
(D.A.)"
"ehansber@minacsusa.com"
<dsmit211@ford.co
m>
<kmitre@ford.com>

To:
<ehansber@minacsusa.com>
cc: "Mitra, Kelly (K.L.)"
Subject: Ross / 2KA79501

05/24/02 12:10 PM

Good Afternoon Eyvette,

The numbers have been accepted for this customer. Please cut the check.

Thanks!

Danielle Smith
Legal Analyst
Philadelphia Region
(313) 845-5645 PH.
(313) 845-5555 Fax

02

0336863032 PITTSBURGH

ER82-927 B314

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHDN	STATUS
31	12/04	15:43	215 540 8817	EC-S	00'27"	002	245	OK



74

Fax Cover Sheet

TO: Robert Silverman
 COMPANY: Kimmel & Silverman
 PHONE: 215-540-8888
 FAX: 215-540-8817

FROM: Ruth Davis
 COMPANY: Ford Motor Company, Consumer Affairs Office
 PHONE: 313-845-5539
 FAX: 313-845-5555

Date: 12/04/2002

Number of Pages: 2
 (including cover)

COMMENTS:

Mail Address:

Ford Consumer Affairs
 16800 Executive Parkway
 P.O. Box 6248
 MD 3NE-B
 Dearborn, MI 48126



rid

Fax Cover Sheet

TO: Robert Silverman
COMPANY: Kimmel & Silverman
PHONE: 215-540-8888
FAX: 215-540-8817

FROM: Ruth Davis
COMPANY: Ford Motor Company, Consumer Affairs Office
PHONE: 313-845-5539
FAX: 313-845-5555

Date: 12/04/2002

Number of Pages: 2
(including cover)

COMMENTS:

Mail Address:

Ford Consumer Affairs
16800 Executive Parkway
P.O. Box 6248
MD 3NE-B
Dearborn, MI 48126

E982-827 8318

Ford Motor Company

Consumer Affairs

Sent via Fax

December 4, 2002

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

RE: ;

2002 Ford Escape
VIN: 1FMYU04122KA35832

Dear Mr. Silverman:

This letter is in response to your letter dated October 24, 2002 regarding the above-mentioned client.

Ford Motor Company has reviewed your client's claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

Ruth Davis

Ruth Davis
Consumer Affairs

ER02-027 8317



SFCHNAMA

Add Action

12/04/02 15:27:20

==>

VIN:	1PMYU04122KA35832	Year: 2002	Model: ESCAPE
Name:	MR		
Trmt:			Case: 336863032
Issue Type:	07 LEGAL		Issue Status: C ACKNOWLEDG
Comm Type:	FX FAX		Odometer Reading: 13703
Dealer:	07350 KENNY ROSS FORD		Odometer Type: MI
Symptom Desc:	STALL/QUITS AT IDLE ALL ENGINE		Document Number: _____
Reason Desc:	LEGAL - OTHER ATTORNEY DEMAND		Legal Issue Type: _____
Origin Desc:	CONSUMER AFFAIRS - LITIGATION		CAN Court Code: _____
Action Desc:	FINAL CASE DISPOSITION		CAN Award Code: _____
Comments:	DENY ASSISTANCE - SEND ATTORNEY LETTER		

F1=Help	F2=ActionList	F5=Add	F6=DealerInfo
F9=PrevComments	F10=NextComments	F11=Menu	F12=Return
UPDATE SUCCESSFUL			F13=DealerList LPREL36

List Report

STANDARD CLAIMS LIST

AWS Online Report

Date: 11-NOV-2002
 All Costs are in US Dollars

VIN	AWS VL	WERS VL	MSLT DEL	BODY CAB	VEE SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	BELLING DWALER	SELL CNT	TIS	QRI	WCC	PREF	BASE	SUFF	VKT	VFG	CCC	CD	
4YV5H122KA35432 MI	363267		T/M1	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	27-08-01	25-09-01	144417	USA	D	601	YW4Z	5421612	DA	S06	V07	L07	41	
AWS Claim Key:		01981		Name: MIDDLETOWN FORD		Trx Code:		Pln:		513-4208700		St: OH		City: USA		Reg Cn:		NA		Repr Date: 19-SEP-2001		Total Cost: 119.83		
Dir Cd-Sub Cd:		POWER DOOR LOCK ON THE DRIVERS SIDE IS INOPERATIVE																						
Cust Comments:		POWER DOOR LOCK ACTUATOR IS BINDING INSTALLED NEW ACTUATOR LATCH ASSEMBLY																						
Tech Comments:																								
1FMYU04122KA35832 MI	258261		T/M1	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	27-08-01	25-09-01	144417	USA	1	6034	YL8Z	7E25324	AA	S08	V74	T90	33	
AWS Claim Key:		07350		Name: KENNY ROSS FORD		Trx Code:		Pln:		724-2718899		St: PA		City: USA		Reg Cn:		NA		Repr Date: 18-OCT-2001		Total Cost: 36.47		
Dir Cd-Sub Cd:		CUSTOMER STATES OTHER INTERIOR TRIM TROUBLES DRIVERS REAR DOOR TRIM INSIDE KEEPS COMING DOWN AT TOP OF DOOR																						
Cust Comments:		VERIFIED CUSTOMER CONCERN. INSIDE LEFT REAR WEATHER STRIP NOT HOLDING. INSTALLED WEATHERSTRIP ADHESIVE FOR TEMP. REPAIR AND ORDERED NEW WEA TRIMSTRIP. REPLACED WEATHERSTRIP FOR LEFT REAR DOOR.																						
Tech Comments:																								
11MYU04122KA35842 MI	258262		T/M1	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	27-08-01	25-09-01	144417	USA	3	7820		19460		S09	V79	C20	42	
AWS Claim Key:		07350		Name: KENNY ROSS FORD		Trx Code:		Pln:		724-2718899		St: PA		City: USA		Reg Cn:		NA		Repr Date: 18-OCT-2001		Total Cost: 12.71		
Dir Cd-Sub Cd:		CUSTOMER STATES INTERIOR ODOR MUSTY SMELL WHEN TURNING A/C ON																						
Cust Comments:		CHECKED FOR WATER LEAKS AROUND WINDSHIELD NO PROBLEM FOUND. REMOVE RIGHT FRONT COWL AND DIS INPECT FRESH AIR FILTER.																						
Tech Comments:																								
1FMYU04122KA35812 MI	401169		T/M1	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	27-08-01	25-09-01	144417	USA	3	6034		7E25943		S06	V07	H48	33	
AWS Claim Key:		07350		Name: KENNY ROSS FORD		Trx Code:		Pln:		724-2718899		St: PA		City: USA		Reg Cn:		NA		Repr Date: 11-DEC-2001		Total Cost: 59.01		
Dir Cd-Sub Cd:		CUSTOMER STATES THERE IS A FRONT HIDE DOOR SQUEAK OR RATTLE RATTLE IN RT FRNT DOOR SOP CLIPS																						
Cust Comments:		CHECKED FOR WATER LEAKS AROUND WINDSHIELD NO PROBLEM FOUND. REMOVE RIGHT FRONT COWL AND DIS INPECT FRESH AIR FILTER.																						
Tech Comments:																								
1FMYU04122KA35812 MI	401170		T/M1	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	27-08-01	25-09-01	144417	USA	3	7005	FOAZ	1401089	A	511	V42	D21	42	
AWS Claim Key:		07350		Name: KENNY ROSS FORD		Trx Code:		Pln:		724-2718899		St: PA		City: USA		Reg Cn:		NA		Repr Date: 11-DEC-2001		Total Cost: 175.53		
Dir Cd-Sub Cd:		CUSTOMER STATES ENGINE STALLS ENGINE SHUT DOWN WHILE DRIVING COUPLE OF TIMES																						
Cust Comments:		ROAD TEST VEHICLE. EEC TEST PASS. RAN ON O.A. SIS. POLIND SERVICE UPDATE 15434. REPLACED EEC POWER RELAY. CHECKED CONNECTOR C1016 OK.																						
Tech Comments:																								

1FMYU04122KA35832 MI	T/M1	T/F	T/WB	TRF	TF	AJ	T/DJ	T/LD	27-08-01	25-09-01	144417	USA	7	*	7F17	*	13508	*	509	V16	W06	33
AWS Claim Key:	562726	Doc #:	581603B	Trs Code:	2	Labour Hrs:	4	Labour Cost:	21.43	Material Cost:	0	Total Cost:	21.43									
Dir Cl-Sub Cl:	07350-*	Name:	KENNY ROSS FORD	Ph:	724-2718899	St PA	City	USA	Reg Cl:	NA	Expr Date:	28-MAR-2002	DRT(48)4666									
Cost Comments:	CUSTOMER STATES REAR WIPER TROUBLES																					
Tech Comments:	FOUND REAR WIPER ARM NOT CONTACTING REAR GLASS DUE TO MOTOR ASSEMBLY LOOSE ON REAR GLASS. REM OVB REAR MOTOR COVER AND TIGHTEN LOOSE MOUNTING BOLTS.																					
1FMYU04122KA35832 MI	T/M1	T/F	T/WB	TRF	TF	AJ	T/DJ	T/LD	27-08-01	25-09-01	144417	USA	14	*	1F03	C9AZ	E287	A	509	V83	G29	D1
AWS Claim Key:	3166121	Doc #:	599513B	Trs Code:	B84	Labour Hrs:	9	Labour Cost:	58.47	Material Cost:	.71	Total Cost:	59.18									
Dir Cl-Sub Cl:	07350-*	Name:	KENNY ROSS FORD	Ph:	724-2718899	St PA	City	USA	Reg Cl:	NA	Expr Date:	23-OCT-2002	DRT (48)13703									
Cost Comments:	CUSTOMER STATES BATTERY LIGHT COMES ON WHEN COLD STARTED THEN GOES OUT AFTER DRIVING A SHORT WHILE																					
Tech Comments:	13703 CUSTOMER THOUGHT LOW COOLANT LIGHT WAS BATTERY COOLANT LOW PRESSURE TEST FOUND LOWER RAD HOSE SEEPING AROUND CLAMP DRAIN COOLANT REPLACE LOWER HOSE AND REPEAT TEST AND RECHECK FOR LEAK OK																					
1FMYU04122KA35832 MI	T/M1	T/F	T/WB	TRF	TF	AJ	T/DJ	T/LD	27-08-01	25-09-01	144417	USA	14	*	6R02	YLEZ	7B611B69	AAB	506	V03	S40	41
AWS Claim Key:	3166122	Doc #:	599513C	Trs Code:	B84	Labour Hrs:	3	Labour Cost:	51.98	Material Cost:	53.48	Total Cost:	105.46									
Dir Cl-Sub Cl:	07350-*	Name:	KENNY ROSS FORD	Ph:	724-2718899	St PA	City	USA	Reg Cl:	NA	Expr Date:	23-OCT-2002	DRT (48)13703									
Cost Comments:	CUSTOMER STATES LFT REAR SEAT BELT LOCKS UP WHILE TRYING TO PUT ON																					
Tech Comments:	13703 DRO AND REPLACE SEATBELT																					
1FMYU04122KA35832 MI	T/M1	T/F	T/WB	TRF	TF	AJ	T/DJ	T/LD	27-08-01	25-09-01	144417	USA	14	*	7189	*	19869	*	509	V79	C10	42
AWS Claim Key:	3206454	Doc #:	599513F	Trs Code:	B83	Labour Hrs:	2	Labour Cost:	12.99	Material Cost:	0	Total Cost:	12.99									
Dir Cl-Sub Cl:	07350-*	Name:	KENNY ROSS FORD	Ph:	724-2718899	St PA	City	USA	Reg Cl:	NA	Expr Date:	23-OCT-2002	DRT (48)13703									
Cost Comments:	CUSTOMER STATES A C HAS MUSTY SMELL AGAIN																					
Tech Comments:	13703 MUSTY SMELL SPRAY DEODORIZER IN VENTS																					

Handwritten notes:
13703

Any comments? You can contact

webmaster

Handwritten notes:
Stella?
At City /
Parker

ENR2-027 0328

Handwritten date: 12/15/02
17/11/02

SFCHSVMA

Vehicle List

11/11/02 11:01:25

-->

Name:

Address:

Address:

City: NATRONA HEIGHTS

Zip/Postal: 15063 2429

Home Phone:

Day Phone:

State/Prov: PA

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
x	1FMYU04122KA35832 ORIGINAL	2002	ESCAPE	Individual Rtl 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

LPREL36

SFCHREMA

Recall/ONP Information

11/11/02 11:01:37

==>

VIN: 1FMYU04122KA35832

Year: 2002

Model: ESCAPE

WSD: 09/25/01

Build Date: 08/27/01

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

F1-Help F7-Prev F8-Next F11-Menu F12-Return
NO DETAIL RECORDS AVAILABLE FOR THIS INQUIRY

LPREL36

FCHADMA

Action Detail

11/11/02 11:14:24

```

=>
VIN: 1FMYU04122KA35832 Year: 2002 Model: ESCAPE
Owner Status: ORIGINAL WSD: 09/25/01
Name: Hm Ph:
Trmt: Case: 336863032 Day Ph:
Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
Dealer: KENNY ROSS FORD
Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
Comm Type: FX FAX Odometer Reading: 13703 MI
Analyst: CLEICH CHERIE LEICH Document Number:
Action Date: 10/30/02 Action Data: Y Action Time: 09:21:25 EST
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
Comments: *****ATTORNEY DEMAND*****

```

FAX RECEIVED 10-24-02

ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR A CHRONIC STALLING CONDITION, DEFECTIVE BATTERY, ODOR FROM A/C, AND A PASSENGER DOOR RATTLE. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

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

LPREL36

Davis, Ruth (R.I.)

To: Smith, Sara (S.E.)
Cc: Nigro, Joe (J.)
Subject: Gray

Hi,

I have received an attorney demand for this vehicle. If you have any information about this vehicle or customer that would assist with a decision, please let me know.

Thanks,

1FMYU04122KA35832 Year: 2002 Model: ESCAPE
ORIGINAL WSD: 08/25/01
MR Hr

Case: 336863032 Day Ph
STALL/QUITS AT IDLE ALL ENGINE TEM-
LEGAL - OTHER ATTORNEY DEMAND
KENNY ROSS FORD

07 LEGAL Issue Status: K ACKNOWLEDG
FX FAX Odometer Reading: 13703 Mi
CLEICH, CHERIE LEICH Document Number:
10/30/02 Action Date: Y Action Time: 08:21:25 EST
CA-LITIGATION PREVENTION-FRONT DESK
OPEN LEGAL CONTACT - ATTORNEY DEMAND
*****ATTORNEY DEMAND*****

FAX RECEIVED 10-24-02

ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR A
CHRONIC STALLING CONDITION, DEFECTIVE BATTERY, ODOR FROM A/C
, AND A PASSENGER DOOR RATTLE. ATTORNEY DEMANDS CONTACT FR
OM FORD REPRESENTATIVE.

Ruth Davis

Litigation Prevention Analyst
Pittsburgh Region
Phone 313-845-5539
Fax 313-845-5555

11/13/2002 17:03 FAX

KIMMEL & SILVERMAN

@001/001



ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

30 EAST BUTLER PIKE
AMBLER, PA 19002

1-800-LEMON LAW
P (215) 546-8888
F (215) 546-8817

www.limonlaw.com

November 13, 2002

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

Ruth
KUMBERT A. RAPEIN
VIVIAN WING PRICLYN*
AMY D. COX*
LOUIS DOBI. JR*
SHANNON M. RYAN*
DANA TARQUINI*
MAYLOR MEEKINS*

GLENN J. GORBAR
of Counsel

VIA TELEFAX ONLY

Matt Wycaver
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE:

VIN: 1FMYU04122KA35832

Dear Mr. Wycaver:

I hope all is well. Please accept this letter as a friendly reminder that I will have no choice but to file suit in this matter unless a bonafide offer is received by telefax by November 26, 2002. I apologize for having to strictly enforce this deadline, but it has been over fourteen (14) days since I asked for your help in this case and I have not received a response. My client's vehicle remains substantially defective and he cannot afford any more delays.

Very truly yours,

Robert M. Silverman

RMSvib

EREZ-827 8325

10/24/2002 15:38 FAX

KIMMEL & SILVERMAN

001/002



KIMMEL & SILVERMAN

PC

ROBERT M. SILVERMAN*
CRAG TEOR KIMMEL**

30 EAST BUTLER AVENUE
AMBLER, PA 19002

JACQUELINE C. HERRITT*
ROBERT A. BARKIN
VIVIAN BENZ PERKIN*
AMY D. COX*
LOUIS DOBL, JR.*
SHANNON M. RYAN*
DANA TARQUINI*
MAYLEK WERKING*

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

1-800-LEMON LAW
P (215) 548-8888
F (215) 548-8817

www.kimmelsilver.com

October 24, 2002

GLENN T. GERBER
of Counsel

VIA TELEFAX ONLY
(313) 845-5555

Matt Wycaver
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

CASE #
336863032

Region: 44

Ruth AI

RE: rd
2002 Ford Escape
VIN: 1FMYU04122KA35832
Zip Code: 15065
Selling Dealer: Kenny Ross Ford

Dear Mr. Wycaver:

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

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Kenny Ross Ford for a chronic stalling condition, defective battery, smell from air conditioner and a passenger door rattle.

ER02-827 8328

Matt Myscaver
October 24, 2002
Page -2-

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

Please be advised that suit will be filed if we have not reached a settlement on or before 11/7/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMS:llh

0527242352 PITTSBURGH

ENR2-827 8328



Yoneda Legal Services, P.L.L.C.

Building New Frontiers Between the Law & Science

Theodore (Ted) K. Yoneda
Attorney at Law &
Registered Professional Civil Engineer

September 16, 2002

**INITIAL DELIVERY SEPTEMBER 13, 2002 VIA FACSIMILE TRANSMISSION
FOLLOW-UP DELIVERY VIA CERTIFIED MAIL - RETURN RECEIPT REQUESTED**

Ford Motor Company - Consumer Affairs
ATTN: Ms. Ruth Davis
16800 Executive Parkway
P.O. Box 6248
MD 3NE-B
Dearborn, MI 48126

Re: 2001 Ford Escape, VIN 1FMYU041X1KF43030

Dear Ms. Davis,

On behalf of _____ would like to accept the Ford Motor Company's
vehicle replacement offer. Please proceed with any and all actions to commence the vehicle
replacement process.

If you have any questions or comments regarding this matter, I can be contacted at (304)
363-8300.

Thank you.

Sincerely,

Theodore K. Yoneda

TKY/

pc:

2002 SEP 20 A 7:55
CUSTOMER SUPPORT
CENTER

8328 128-2002

Ford Consumer Affairs RAV Replacement Checklist

Case Type: DSB Award DSB Prior Resolve LA Prevention Special Liaison

RAV Headquarter Advisor CAROL STUVAL Consumer Affairs Analyst RUTH DAVIS
 Date Prepared 9/18/02 E-mail Address RDAVIS96@FORA.COM
 Date Uploaded 9/18/02 Region PITTSBURGH
 Date Sent 9/18/02 Compliance Date _____
 VIN Number 1FM4U041X1KE43030 Case # 0527242352
 Customer Name _____

Special Instructions or Comments:

Sales/Lease Agreement of old vehicle (Buyer's order or Purchase agreement)	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
AWS Repair History	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
Factory Invoice	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
After Market Receipts	Included _____	Not Applicable _____	TL _____
Litigation Prevention Offer Letter	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
DSB Award Letter & A/R Form	Included _____	Not Applicable _____	TL _____
EAA Fire Inspection Report	Included _____	Not Applicable _____	TL _____
RAV Feet Upload	Included <input checked="" type="checkbox"/>		

****If a document is determined to be "Not Applicable" or if it is not included, it must have Team Leader (TL) initials**

Other Documents Included (Please specify)

Team Leader Signature of approval _____ Date _____

Point Person Signature of approval _____ Date _____

EA02-027 B338

CHENOWETH FORD LINCOLN-MERCUURY
New York, N.Y. 10017
CLARENCE, NEW YORK 10563

DEAL #5313

PURCHASER'S _____ **DATE** 10 / 30 / 00
ADDRESS _____ **CITY** FAIRMONT NY **ZIP CODE** 26554
RESIDENCE PHONE _____ **PHONE** _____ **SALES REPRESENTATIVE** DAVID J LONG

Please enter my order for one NEW USED 2001 **MAKE** FORD **TRUCK** **MODEL** ESCAPE
COLOR BLACK **MPG** _____ **W GRAPH S/** **TRUCK** T2138
VIN 1FMYD041X1KF43030 **ACCES** G **PRICE** 00 / 00 / 00

Description of trade-in: Year 1999 Make TOYOTA
Model CARRY LK VN 4T1W022K1X0403990
Title No. _____ **MSRP** 10482
Balance paid by: _____
Address _____
Account No. _____ **Good til** _____

Purchaser certifies that the official odometer mileage statement has been completed on trade-in.
 Finance charges begin to accrue on _____
 The total of payments shall be equal to _____
 consecutive equal monthly payments of \$ _____ each on the _____ day of _____
 each month commencing _____
 due _____
 if any payment is not made within 10 days, default charges shall be payable in the amount of _____% of the delinquent installment or \$ _____, whichever is less. Such sum shall be a security interest in the property with the total of payments to be paid in full. In the event of default, the method of computing an arrearage payable in 30 days or less will be by the sale of 70% and an amount comparable to more than 30 months the method of computation will be the amount of the _____

AMOUNT	DATE	PAYMENT
N/A	N/A	N/A
N/A	N/A	N/A

Basic price of vehicle	\$ 24533.00	1
Additional Equipment (Options)		2
Balance paid by		3
Account No.		4
Trade-in allowance		5
Trade-in		6
Trade-in		7
Trade-in		8
Trade-in		9
Trade-in		10
Trade-in		11
Trade-in		12
Trade-in		13
Trade-in		14
Trade-in		15
Trade-in		16
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Trade-in		92
Trade-in		93
Trade-in		94
Trade-in		95
Trade-in		96
Trade-in		97
Trade-in		98
Trade-in		99
Trade-in		100

PLEASE PRINT NAME AND ADDRESS OF PURCHASER
 NAME _____
 ADDRESS _____

(CASH DEAL)
 Brother's Name _____
 YOU HAVE THE RIGHT TO REScind AT TWO YEAR AN TERMINATION OF THE ABOVE FINANCING AGREEMENT.
 I WANT AN EXTENSION. I DO NOT WANT AN EXTENSION.
 TO RESCIND, YOU MUST CALL _____

1	N/A	10/30/00
	N/A	

CREDIT INSURANCE
 I AM NOT PURCHASING CREDIT INSURANCE AND NOT REQUESTING TO CANCEL CREDIT INSURANCE AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST.

Health Life	N/A	Term Life Insurance	_____
Overhead	N/A	Term Life Insurance	_____
Disability	N/A	Term Life Insurance	_____

SECURITY: YOU ARE OWING A SECURITY DEBT IN THE EVENT OF PROPERTY DAMAGE PUNISHED
 C _____
 PLEASE PRINT _____
 LATE CHARGE: IF A PAYMENT IS LATE, YOU WILL BE CHARGED _____% OF THE PAYMENT.
 SEE YOUR BUYER'S DOCUMENTS FOR ANY ADDITIONAL INFORMATION ABOUT COMPARTMENT, DEFAULT, ANY ADDITIONAL PAYMENTS OR FULL REPAYMENT THE REPAYMENT DATE, AND IF REPAYMENT REPAYMENT AND PENALTIES.
 0 MEANS AN OFFINITE _____

PURCHASER SIGNATURE _____
 ACCEPTED BY _____

ANNUAL PERCENTAGE RATE	THE COST OF YOUR CREDIT AS A PERCENT RATE	N/A %
FINANCIAL CHARGES	THE TOTAL AMOUNT OF FINANCIAL CHARGES YOU WILL PAY	\$ N/A
MONTHLY PAYMENT	THE AMOUNT OF CREDIT YOU WILL PAY EACH MONTH	\$ N/A
TOTAL OF PAYMENTS	THE AMOUNT YOU WILL PAY FOR THE ENTIRE TERM OF THE CREDIT	\$ N/A
TOTAL PRICE	THE TOTAL PRICE OF THE CREDIT AS A PERCENT RATE	\$ 28866.15

8802-627 6831

DEALER 44C 533 VIN 1FMYU041X1KP43030

	STANDARD MSRP PRICE	ADJUST
004 ESCAPE XLT 424	20820.00	19456.00
2001 MODEL YEAR		
07A BLACK CLEARCOAT		
02 N GRAPHITE 5/BACK LTR SURF		
991 3.0L DURATEC V6 ENGINE	1480.00	1332.00
444 4-SPEED AUTOMATIC O/D TRANS	NC	NC
163 P235/70R16 ONY ALL-SEASON	NC	NC
43N POWER MOONROOF W/SHADE	508.00	527.00
536 TRAILER TOWING, CLASS II	NC	NC
588 AM/FM 6-DISC IN DASH CHANGER	588.00	527.00
630 COMFORT GROUP	870.00	783.00
.LEATHER STEERING WHEEL		
.SPORT BUCKET SEATS W/LETH SU		
.POWER 6-WAY DRIVER SEAT		
648 WHEEL, 16 IN. 5-SPOKE CAST ALUM	NC	NC
MACH AUDIO SYSTEM		
924 PRIVACY GLASS	378.00	248.00
TOTAL VEHICLE & OPTIONS	24615.00	22873.00
DESTINATION & DELIVERY	540.00	540.00
SCHEDULE A (MSRP)	.00	
TOTAL FOR VEHICLE	25155.00	

07 U.S. GAL GAS FACTORY 14.35
 PRICED DONE
 BATCH-ID YK10107821 N 28 32
 PRICE LEVEL 122300004 VIN: 1FMYU041X1KP43030
 SHIPPING WEIGHT 3295 LBS.

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

FOAP/MSDA ASSESSMENT	INVOICE TOTAL	EXCISE TAX	SALES TAX	REGISTRATION FEE	TITLE FEE	A PLAN
105.00	23332.35	739.00	300.00	22493.35	22404.35	
739.00	114.00	3417.00	.00	625.00	19156.00	

SOLD TO: **Chenoweth Ford Inc** 44C533
 P.O. BOX 1640
 Clarksburg WV 26301

EX 1 N TRADE 6 MV EF98

SHIP TO (IF OTHER THAN ABOVE)

DATE OF PURCHASE 10-18-00 TITLE REGISTRATION 44-1010 EX 28

SHIP THROUGH

ER82-027 0332

INVOICE IDENTIFICATION NO. 1FMYU041X1KP43030
 FINAL ASSEMBLY POINT KANSAS CITY
 FINAL COMPANY AND/OR BANK FORD MOTOR CREDIT 000001
 1KP43030 1F 004 20001010 001010 YK101 N 122 44C533 1 2532.35 KUI

THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY DEALER'S COPY

STANDARD CLAIMS LIST

AWS Online Report

Rep Date: 15-SEP-2002
 Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DRH	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DBALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VNG	CCC	CD
1FMYU041X1KF43030	MI	TMM	T/F	T/WD	T/EP	T/F	AJ	T/DJ	T/LD	17-10-00	30-10-00	144533	USA	3	*	*	*	*		SKX	V00	*	*
AWS Claim Key:	567957	Doc #:	10220301	Trx Code:	00849	Labor Hrs:	4	Labor Cost:	20.44	Material Cost:	0	Total Cost:	20.44										
Dir Cd-Sub Cd:	07457-*	Name:	CHENOWETH FORD, INC.	Ph:	304-6234501	St:	WV	City:	USA	Reg Cd:	NA	Repr Date:	18-JAN-2001	DIST(Mile):3237									
Cost Comments:	SAFETY RECALL 08549																						
Tech Comments:	INSPECT 4 WIPER MODULE ASSEMBLY BALL STUD RIVETS AND BALL SOCKETS, INCLUDES TAB ADJUST, IF NEEDED PER SAFETY RECALL. INSPECTED PER RECALL 00849 OK																						
1FMYU041X1KF43030	MI	TMM	T/F	T/WD	T/EP	T/F	AJ	T/DJ	T/LD	17-10-00	30-10-00	144533	USA	3	Q34	6VD1	YLRZ	7803100	AA	S06	V09	CUZ	01
AWS Claim Key:	669247	Doc #:	10310901	Trx Code:	1	Labor Hrs:	2	Labor Cost:	102.2	Material Cost:	210.48	Total Cost:	312.68										
Dir Cd-Sub Cd:	07457-*	Name:	CHENOWETH FORD, INC.	Ph:	304-6234501	St:	WV	City:	USA	Reg Cd:	NA	Repr Date:	18-JAN-2001	DIST(Mile):3237									
Cost Comments:	STRESS CRACK WINDSHIELD G02																						
Tech Comments:	WINDSHIELD CRACKED D1 REPLACE WINDSHIELD																						
1FMYU041X1KF43030	MI	TMM	T/F	T/WD	T/EP	T/F	AJ	T/DJ	T/LD	17-10-00	30-10-00	144533	USA	6	Q62	5001	YLRZ	3A674	AARM	S10	V17	NS8	42
AWS Claim Key:	122227	Doc #:	10541201	Trx Code:	1	Labor Hrs:	1.9	Labor Cost:	97.09	Material Cost:	175.85	Total Cost:	272.94										
Dir Cd-Sub Cd:	07457-*	Name:	CHENOWETH FORD, INC.	Ph:	304-6236501	St:	WV	City:	USA	Reg Cd:	NA	Repr Date:	05-APR-2001	DIST(Mile):6081									
Cost Comments:	HAS NOISE IN FRONT END WHEN TURNING WHEEL NS8																						
Tech Comments:	42 NOISY OPERATION TEST PRESSURE TEST PS PUMP, REMOVE SERPENTINE BELT, FIX MOTOR MOUNT TO ACCESS AND REPLACE PS PUMP, TEST DRIVE OK. MT TIME TO REPLACE POWER STEERING PUMP NO TIME FOUND FOR 3.8																						
1FMYU041X1KF43030	MI	TMM	T/F	T/WD	T/EP	T/F	AJ	T/DJ	T/LD	17-10-00	30-10-00	144533	USA	6	Q62	5001	YLRZ	3504	KBRM	S11	V44	L86	D8
AWS Claim Key:	144133	Doc #:	10751301	Trx Code:	1	Labor Hrs:	6.6	Labor Cost:	337.26	Material Cost:	352	Total Cost:	689.26										
Dir Cd-Sub Cd:	07457-*	Name:	CHENOWETH FORD, INC.	Ph:	304-6236501	St:	WV	City:	USA	Reg Cd:	NA	Repr Date:	24-APR-2001	DIST(Mile):6339									
Cost Comments:	CUST STATES POWERSTEERING LEAKING LHM MT TIME TO CK AND CORRECT TOE WONT TAKE OPS																						
Tech Comments:	SEALS FAILED IN RACK D8 PRESSURE TESTED PS SYS FOR LEAKS HAD REMOVE REAR MOUNT & LOWER FRAME TO ACCESS RACK BOLTS & LINES. REMOVE & REPLACE RACK & PINION STEERING GEAR, REFILL ROAD YES T CHECK AND CORRECT TOE IN MT TIME TO ACCESS & REPLACE RACK BIDDJ. NOTE ON RPR 106612 WE PRESSURE TESTED AND REPLACED POWER STEERING PUMP, THIS RPR WE PRESSURE TESTED AND REPLACE RACK AND PINION																						
1FMYU041X1KF43030	MI	TMM	T/F	T/WD	T/EP	T/F	AJ	T/DJ	T/LD	17-10-00	30-10-00	144533	USA	10	T05	2E03	YF12	9P715	AA	S11	V42	D21	41
AWS Claim Key:	3224247	Doc #:	11274401	Trx Code:	S07	Labor Hrs:	3	Labor Cost:	42.27	Material Cost:	44.55	Total Cost:	86.82										
Dir Cd-Sub Cd:	07457-*	Name:	CHENOWETH FORD, INC.	Ph:	304-6236501	St:	WV	City:	USA	Reg Cd:	NA	Repr Date:	17-AUG-2001	DIST(Mile):5998									

Cost Comments:	CUST STATES ENG DIES WHILE DRIVING VEH WILL RESTART D21																							
Tech Comments:	IAC STICKING 41 TEST AUTO TRANS KOED P1000 KOEC P1000 KOER P 3000 CHECK OASIS NO HELP,MONITOR MUDE 4 DATA & DATA LOGGER, FOUND IAC STICKING REPLACE IAC,ROAD TESTED 4 MILES OK VEH BLINDS OK NOW																							
CLAIM IDENTIFIER:	MI	TMI	TIF	TWD	TWF	TIF	AJ	TDI	TLD	17-10-00	30-10-00	144533	USA	12	Q62	S01	YL82	1A674	AARM	S11	V44	D50	33	
AWS Claim Key:	465977	Doc #:	11532004	Trs Code:	1	Labour Hrs:	2.7	Labour Cost:	142.67	Material Cost:	199.02	Total Cost:	341.7											
Dir Cd-Sub Cd:	07457-A	Name:	CHENOWETH FORD, INC.	Ph:	304-6236501	St:	WV	City:	USA	Reg Cd:	NA	Repr Date:	12-OCT-2001											
Cost Comments:	CUST STATES RATTLE TYPE NOISE IN ENG AREA D50																							
Tech Comments:	33 NUT CAME LOOSE ON PS PUMP CAUSED EXCESSIVE WEAR ON PULLEY AND SHAFT,HOOK UP CHASSIS EARS,ROAD TEST TO FIND NOISE,FOUND NOISE IN PS PUMP,CK PUMP FOUND NUT LOOSE ON PUMP ALLOWED ENG ESSIVE WEAR ON PUMP & SHAFT MT TIME TO HOOK UP CHASSIS EARS ROAD TEST, REMOVE RT SIDE ENGINE MOUNT TO ACCESS BOLTS,RECHECK OK																							
CLAIM IDENTIFIER:	MI	TMI	TIF	TWD	TWF	TIF	AJ	TDI	TLD	17-10-00	30-10-00	144533	USA	12	T05	1F06	1LEZ	8A080	BB	S09	V83	Q29	42	
AWS Claim Key:	4626775	Doc #:	11532002	Trs Code:	1	Labour Hrs:	1	Labour Cost:	52.84	Material Cost:	45.88	Total Cost:	98.72											
Dir Cd-Sub Cd:	07457-A	Name:	CHENOWETH FORD, INC.	Ph:	304-6236501	St:	WV	City:	USA	Reg Cd:	NA	Repr Date:	12-OCT-2001											
Cost Comments:	CUST STATES COOLANT LIGHT KEEPS COMMING ON Q29																							
Tech Comments:	42 DOES NOT OPERATE PROPERLY TECH 344 PRESS TEST COOLING SSY OK MONITOR COOLANT SSY WITH WDS CK SE SENSORS,CK OASIS FOUND SSM 01 13 81 TO REPLACE COOLANT RECOVER Y TANK WITH REVISED FLOAT & SENDER,RECHECK OK																							
CLAIM IDENTIFIER:	MI	TMI	TIF	TWD	TWF	TIF	AJ	TDI	TLD	17-10-00	30-10-00	144533	USA	16	Q41	7C05	FGAZ	142089	A	S11	V42	D21	42	
AWS Claim Key:	679477b	Doc #:	11988501	Trs Code:	S07	Labour Hrs:	1	Labour Cost:	52.84	Material Cost:	3.89	Total Cost:	56.73											
Dir Cd-Sub Cd:	07457-A	Name:	CHENOWETH FORD, INC.	Ph:	304-6236501	St:	WV	City:	USA	Reg Cd:	NA	Repr Date:	06-FEB-2002											
Cost Comments:	CUST STATES ENG STILL STALLING AT TIMES D21																							
Tech Comments:	42 DOES NOT OPERATE PROPERLY TEST EEC SYSTEM KOBD PASS KOEC PASS KOER PASS MONITOR PIDS AND ALL IN SPEC,RAN OASIS DID SSM 15589 REPROGRAMMED PCM AND REPLACED EEC POWER RELAY REBLN KOEC P1000 KOED P1000 KOER P1000 DDCR3 NOTE ON RPR 112744 WE TESTED EEC AND REPLACED IAC SOLENOID,THIS RPR WE TESTED AND REPROGRAMMED PCM,REPLACED PCM RELAY																							
CLAIM IDENTIFIER:	MI	TMI	TIF	TWD	TWF	TIF	AJ	TDI	TLD	17-10-00	30-10-00	144533	USA	18	Q20	6402 *	782624 *			S08	V74	T55	33	
AWS Claim Key:	7816488	Doc #:	12213901	Trs Code:	E84	Labour Hrs:	2	Labour Cost:	80.57	Material Cost:	2.21	Total Cost:	12.78											
Dir Cd-Sub Cd:	07457-A	Name:	CHENOWETH FORD, INC.	Ph:	304-6236501	St:	WV	City:	USA	Reg Cd:	NA	Repr Date:	04-APR-2002											
Cost Comments:	CUST STATES RIGHT REAR DOOR SCUFF PLATE MISSING A SCREW T55																							
Tech Comments:	33 SCUFF PLATE LOOSE REPLACED RIVET 999A CLAIMED TO REPLACE MISSING RIVET IN SCUFF PLATE																							
CLAIM IDENTIFIER:	MI	TMI	TIF	TWD	TWF	TIF	AJ	TDI	TLD	17-10-00	30-10-00	144533	USA	22	T05	2E03	2LEZ	9E926	A8	S11	V42	D21	42	
AWS Claim Key:	10728503	Doc #:	12750981	Trs Code:	S07	Labour Hrs:	1.9	Labour Cost:	102.6	Material Cost:	182.77	Total Cost:	285.37											
Dir Cd-Sub Cd:	07457-A	Name:	CHENOWETH FORD, INC.	Ph:	304-6236501	St:	WV	City:	USA	Reg Cd:	NA	Repr Date:	14-AUG-2002											
Cost Comments:	D21 CUST STATES ENG STILL STALLING WHILE DRIVING																							
Tech Comments:	42 DOES NOT OPERATE PROPERLY,VERIFY CONCERN,TEST EEC KOEC PA 55 KOBO PASS KOER PASS,RAN OASIS,FOUND T58 02 11 06,MONITOR EVALPVM PID & RPM,IAC,ALL OUT OF SPEC,IAC READS 42% DUTY CYCL 8 RPM AT 700 BELOW THE 750 PER T58,EVM READS 2.2 VOLTS,SHOULD BE 2.6 VLT,REPLACE IAC,EVM,THROTTLE BODY,EVAPVM,EEC PWR RELAY,AND REPROGRAM PCM PER HOTLINE,ROAD TEST OK,DDDR1 RPR 119845 TEST,REPROG PCM,REPLACE RELAY RPR																							

Any comments? You can contact

ENR2-027 033A

webmaster

EM02-027 0330

Ford Motor Company

Consumer Affairs

September 11, 2002

Sent via Fax & Mail

Mr. Theodore Yoneda
717 Fairmont Avenue
Fairmont, WV 26554-5135

RE:
2001 Ford Escape
VIN: 1FMYU041X1KF43030

Dear Mr. Yoneda:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at Chenoweth Ford, the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- ◆ The mileage fee will be waived.
- ◆ Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- ◆ The vehicle must be returned in good condition.
- ◆ Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- ◆ Signing the odometer disclosure, release form and power of attorney statements.

ER02-027 0338

Page 2

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.

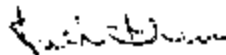
Ford will provide:

- ◆ Transfer of, or a credit for, any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc.

As we discussed, your client has the option of paying the upgrade amount and doing a substitution of collateral with the finance company, or they can refinance the new vehicle. If a new loan is preferable, it will be for the amount of the payoff on the current vehicle plus the upgrade amount.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5555 within ten (10) business days of receipt of this letter. If you have questions regarding this issue, please contact me at (313) 845-5539.

Respectfully yours,



Ruth Davis
Consumer Affairs

RAV-FAST Profile Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
09/18/2002

Request
Transmitted:
Transmit Date:

Replacement
No

REQUESTER

Name:
CDS/PROFS ID:
Supervisor's CDS/PROFS ID:

DAVIS, RUTH
RDAVIS08
RKELLER2

Title:
Supervisor's Title:

LITIGATION PREVENTION ANALYST
TEAM LEADER

VEHICLE

VIN:
Mileage:
Purchase Date:
Type:
Obtained As:
Ownership:

1FMYU041X 1KF43030
20,000
10/30/2000
Car/Light Truck
New Vehicle
Privately Owned/Leased

Description:
Odometer Replaced:

'01 Escape 4x4, XLT
No

CUSTOMER

Name:
Address:
City, State:
Zip:
Home Phone:

Work Phone:

DEALERSHIP

Processing Dealer:
Contact Name:
Phone:
Present Vehicle Location:

CHENOWETH FORD
RICHARD FLOYD
(304)823-8501
DEALERSHIP

Sales Code:
Contact Title:

44533
SALES MANAGER

REPAIR HISTORY

Symptom Code
807593
303400

Symptom Description
STALL/QUITS ACCEL ALL ENG TEMP
STRG/HANDLING NOISE

No of Repair Attempts
3
3

RAV-FAST Profile Information Report

LOYALTY TOOLS

FCSD Technical Hotline:	Yes
FSE Tech Assist:	No
Plant Vehicle Team:	No

UPLOAD REASONS

Primary Reason:	Number of Repair Attempts
Rationale:	Pre-Litigation (Legal Analysts only)
Compliance Date:	
Overnight Delivery:	Yes
Vehicle Disposition:	Auction

EM02-027 0339

RAV-FAST RAV Request Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
09/18/2002

Request
Transmitted:
Transmit Date:

Replacement
No

PROFILE

Requester Name:
VIN:
Purchase Date:
Vehicle Type:
Customer Name:
Processing Dealer:

DAVIS, RUTH
1FMYU041X 1KF43030
10/30/2000
Car/Light Truck
STERN, LISA J
CHENOWETH FORD

Mileage:

20,000

TRANSACTION TYPE

RAV Transaction Type:

Cash Purchase

MILEAGE CHARGE CALCULATION

Mileage Charge Type:
Mileage Charge State:
Lemon Law Formula:
No Accrued Mileage Charge:

No Mileage Per Lemon Law
West Virginia
(Does not have a mileage charge formula)
No

Mileage Charge Amount:
Amount To Charge Customer:
Waived Mileage Charge Amount:

AFTER MARKET ITEM(S)

Item Listing

RAV-FAST RAV Request Information Report

OTHER ITEMS ELIGIBLE FOR RAV PAYMENT

Other Eligible Expenses:
Attorney Fees:

COMMENTS

Additional Comments:
Requires Approval:
Approver CBS/PROFS ID:

Yes
BBILLUPS

Approver Title:

TEAM LEADER

RAV-FAST Summary Report

VIN	Processing Dealer	Request REP	Ready Yes	Transmit No	Last Update	Transmit Date
1FMYUD41X 1KF43030	CHEMOWETH FORD				09/18/2002	

ERR2-827 8942

SFCHSVMA

Vehicle List

09/06/02 13:03:00

==>

Name:
Address:
Address:
City: FAIRMONT
Zip/Postal: 26554 8838

Home Phone: :
Day Phone:
State/Prov: WV
Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	-----	-----	-----	-----
x	LFMYU041X1KF43030 ORIGINAL	2001	ESCAPE	Individual Rtl 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 LPREL36

SFCHDPMA

Dealer Information

09/06/02 13:06:16

DEALER: F44533 CHENOWETH FORD INC
 Address: ROUTE 50 P&A Code: 07457
 City: CLARKSBURG Sales Region: 44 PITTSBURGH
 State/Prov: WV ZIP/Postal: 26301 Sales Zone: C
 Country: USA Trained: Y FCSO Region: 44 PITTSBURGH
 Dlr Phone: 304 623 6501 Market: A3
 Svc Phone: 800 344 1108 Market Area:
 Svc Hours: 8:00 AM TO 7:00 PM SATURDAY 8:00 AM TO 5:00 PM
 Directions: PO BOX 1640, CLARKSBURG WV 26302-1640

A

C POSITION	Employee Name
DEALER/PARTNER	CHENOWETH, CLAIR
GENERAL MANAGER	CHENOWETH, ALLEN
PARTS MANAGER	REED, MARK A
SALES MANAGER	FLOYD, RICHARD B - <i>Rick</i>
SERVIC MANAGER	MAGILL, JAMES P

Rick
Att w/FAX

F1-Help F2=IssueList F7-Prev F8-Next F11-Menu F12-Return
 NO MORE RECORDS AVAILABLE LPREL36

SPCHNAMA

Add Action

09/18/02 10:47:14

=>

VIN:	1FMYU041X1KF43030	Year:	2001	Model:	ESCAPE
Name:	MRS			Case:	527242352
Trmt:				Issue Status:	C DECISION
Issue Type:	07	LEGAL		Odometer Reading:	15666
Comm Type:	ML	MAIL		Odometer Type:	MI
Dealer:	07457	CHENOWETH FORD INC		Document Number:	
Symptom Desc:	STALL/QUITS ACCELERATION ALL E			Legal Issue Type:	
Reason Desc:	LEGAL - OTHER ATTORNEY DEMAND			CAN Court Code:	
Origin Desc:	CONSUMER AFFAIRS - LITIGATION			CAN Award Code:	
Action Desc:	FINAL CASE DISPOSITION				
Comments:	RECEIVED ACCEPTANCE LETTER FROM ATTORNEY - ORDERED REPLACEME NT VEHICLE FROM RAV				

F1-Help	F2-ActionList	F5-Add	F6-DealerInfo
F9-PrevComments	F10-NextComments	F11-Menu	F12-Return
UPDATE SUCCESSFUL			F13-DealerList
			LPREL36



Yoneda Legal Services, P.L.L.C.
Yoneda Consulting Services, L.L.C.

717 Fairmont Avenue
Fairmont, WV 26554
Telephone: (304) 363-8300 Fax (304) 363-4446

Building New Frontiers Between the Law & Science

Facsimile Transmission

To: RUTH DAVIS
Company: FORD MOTOR COMPANY - CONSUMER AFFAIRS
Telephone No.: (313) 845-5539
Fax No.: (313) 845-5555

From: TED YONEDA

Of: Yoneda Legal Services, P.L.L.C. Yoneda Consulting Services, L.L.C.

Telephone No.: (304) 363-8300

Date: 16 SEPTEMBER 2002

Handling instructions:

• This document is confidential and is covered by the attorney-client privilege; it is not to be disclosed to any third-party: Yes No

• This document contains high priority material: Yes No

Total number of pages being sent including this cover memorandum: 2

Original to follow by mail: Yes No

If every sheet was not properly transmitted, or if a sheet is difficult to read, please call (304) 363-8300.

Comments:



Yoneda Legal Services, PLLC

Building New Frontiers Between the Law & Doctors

Theodore (Ted) K. Yoneda
Attorney at Law &
Registered Professional Civil Engineer

September 16, 2002

**INITIAL DELIVERY SEPTEMBER 13, 2002 VIA FACSIMILE TRANSMISSION
FOLLOW-UP DELIVERY VIA CERTIFIED MAIL - RETURN RECEIPT REQUESTED**

Ford Motor Company - Consumer Affairs
ATTN: Ms. Ruth Davis
16800 Executive Parkway
P.O. Box 6248
MD 3NE-B
Dearborn, MI 48126

Re:

2001 Ford Escape, VIN 1FMYU041X1KP43030

Dear Ms. Davis,

On behalf of _____ would like to accept the Ford Motor Company's
vehicle replacement offer. Please proceed with any and all actions to commence the vehicle
replacement process.

If you have any questions or comments regarding this matter, I can be contacted at (304)
363-8300.

Thank you.

Sincerely,

Theodore K. Yoneda

TKY/

pc: Mr. and Mrs. Stern

Clarksburg, WV 26302

FAX COVER SHEET

Date: 9-12-02
 Number of pages including cover sheet: _____

To: Lisa

 Phone: _____
 Fax phone: _____
 CC: _____

From: Perry Harrison

 Phone: (304) 623-6501 (800) 344-1108
 Fax phone: (304) 623-6522

REMARKS: Urgent For your review Reply ASAP Please comment

Copy of Buyers order.
NO CONTRACT, paid CASH

Clarksburg, WV 26302

FAX COVER SHEET

Date: 9-12-02
 Number of pages including cover sheet: _____

To: Lisa

 Phone: _____
 Fax phone: _____
 CC: _____

From: Patty Harrison

 Phone: (304) 623-6301 (800) 344-1108
 Fax phone: (304) 623-6522

REMARKS: Urgent For your review Reply ASAP Please comment

Copy of Buyers order.
NO CONTRACT, paid CASH

STANDARD CLAIMS LIST

AWS Online Report

Isidore ASB
3 P.S.
W/Log-Safety

Run Date: 06-SEP-2002
 Note: All Costs are in US Dollars

VIN	AWS VL	WHS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARK DATE	SELLING DEALER	SHLL CNT	TIS	QRT	WCC	PREP	BASE	SUFF	VRT	VFG	CCC	CD
1FMYU041X1KF4300	M1	TMD	TIF	TWD	TIF	TIF	AJ	TDM	TLD	17-10-00	30-10-00	144533	USA	3	SXC	V00	.	.
AWS Claim Key:	507252	Doc #:	10329301	Trx Code:	00849	Labour Hrs:	4	Labour Cost:	20.44	Material Cost:	0	Total Cost:	20.44										
Dir Cd-Sub Cd:	07457-*	Name:	CHENOWETH FORD, INC.	Plc:	304-6236501	St:	WV	City Cd:	USA	Reg Cd:	NA	Repr Date:	18-JAN-2001	DIST(Mile):3237									
Cost Comments:	SAFETY RECALL 00849																						
Tech Comments:	INSPECT 4 WIPER MODULE ASSEMBLY BALL STUD RIVETS AND BALL SOCKETS, INCLUDES TAB ADJUST, IF NEEDED PER SAFETY RECALL INSPECTED PER RECALL 00849 OK																						
1FMYU041X1KF43030	M1	TMD	TIF	TWD	TIF	TIF	AJ	TDM	TLD	17-10-00	30-10-00	144533	USA	3	Q34	6V01	YL8Z	780S100	AA	506	V09	Q02	01
AWS Claim Key:	680242	Doc #:	10330901	Trx Code:	1	Labour Hrs:	2	Labour Cost:	102.2	Material Cost:	210.44	Total Cost:	312.64										
Dir Cd-Sub Cd:	07457-*	Name:	CHENOWETH FORD, INC.	Plc:	304-6236501	St:	WV	City Cd:	USA	Reg Cd:	NA	Repr Date:	18-JAN-2001	DIST(Mile):3237									
Cost Comments:	STRESS CRACK WINDSHIELD (30)																						
Tech Comments:	WINDSHIELD CRACKED-01 REPLACE WINDSHIELD																						
1FMYU041X1KF43020	M1	TMD	TIF	TWD	TIF	TIF	AJ	TDM	TLD	17-10-00	30-10-00	144533	USA	6	Q60	5001	YL8Z	34874	AARM	S10	V87	NS8	42
AWS Claim Key:	1222027	Doc #:	10661201	Trx Code:	1	Labour Hrs:	1.9	Labour Cost:	97.09	Material Cost:	175.85	Total Cost:	272.94										
Dir Cd-Sub Cd:	07457-*	Name:	CHENOWETH FORD, INC.	Plc:	304-6236501	St:	WV	City Cd:	USA	Reg Cd:	NA	Repr Date:	03-APR-2001	DIST(Mile):6081									
Cost Comments:	HAS NOISE IN FRONT END WHEN TURNING WHEEL NS8																						
Tech Comments:	42 NOISY OPERATION TEST PRESSURE TEST PS PUMP, REMOVE SERPENTINE BELT, PKT MOTOR MOUNT TO ACCESS AND REPLACE PS PUMP, TEST DRIVE OK MT TIME TO REPLACE POWER STEERING PUMP NO TIME FOUND FOR 3.0																						
1FMYU041X1KF43030	M1	TMD	TIF	TWD	TIF	TIF	AJ	TDM	TLD	17-10-00	30-10-00	144533	USA	6	Q60	5001	YL8Z	3504	KREM	S11	V44	L86	08
AWS Claim Key:	1441133	Doc #:	10751301	Trx Code:	1	Labour Hrs:	6.6	Labour Cost:	337.26	Material Cost:	352	Total Cost:	689.26										
Dir Cd-Sub Cd:	07457-*	Name:	CHENOWETH FORD, INC.	Plc:	304-6236501	St:	WV	City Cd:	USA	Reg Cd:	NA	Repr Date:	24-APR-2001	DIST(Mile):4339									
Cost Comments:	CUST STATES POWER STEERING LEAKING L84 MT TIME TO CK AND CORRECT FOR WORST TAKE OPS																						
Tech Comments:	SEALS FAILED IN RACK IN PRESSURE TESTED PS SYS FOR LEAKS HAD REMOVE REAR MOUNT & LOWER FRAME TO ACCESS RACK BOLTS & LINES REMOVE & REPLACE RACK & PIGNON STEERING GEAR, REILL ROAD YES T CHECK AND CORRECT TOB IN MT TIME TO ACCESS & REPLACE RACK BODYS NOTE ON RPK 106612 WS PRESSURE TESTED AND REPLACED POWER STEERING PUMP, THIS RPR WS PRESSURE TESTED AND REPLACE RACK AND PIGNON																						
1FMYU041X1KF43030	M1	TMD	TIF	TWD	TIF	TIF	AJ	TDM	TLD	17-10-00	30-10-00	144533	USA	10	T05	2803	YPLZ	9F715	AA	S11	V42	D21	41
AWS Claim Key:	3224287	Doc #:	11274401	Trx Code:	507	Labour Hrs:	4	Labour Cost:	42.27	Material Cost:	44.55	Total Cost:	86.82										
Dir Cd-Sub Cd:	07457-*	Name:	CHENOWETH FORD, INC.	Plc:	304-6236501	St:	WV	City Cd:	USA	Reg Cd:	NA	Repr Date:	17-AUG-2001	DIST(Mile):8996									

EAWZ-027 0306

Cust Comments: CUST STATES ENG DIES WHILE DRIVING VEH WILL RESTART D21
Tech Comments: IAC STUCKING 41 TEST AUTO TRANS KOEO P1008 KOEC P1000 KOER P 1000 CHECK OASIS NO HELP, MONITOR MODE 6 DATA & DATA LOGGER, FOUND IAC STUCKING REPLACE IAC, ROAD TESTED 6 MILES OK. VEH RUNS OK NOW CUST

1FMYU041X1KF43030 M1 TMI TF TWD TWF TF AJ TDI TLD 17-10-00 30-10-00 144533 USA 12 Q62 SE01 YL8Z 3A674 AARM S11 V44 D50 33
AWS Claim Key: 4658677 Doc #: 11532001 Trx Code: 1 Labor Hrs: 2.7 Labor Cost: 142.67 Material Cost: 199.03 Total Cost: 341.7
Dir Cd-Sub Cd: 07457-0 Name: CHENOWETH FORD, INC. Pk: 304-6236501 St: WV City: USA Reg Cd: NA Rptg Date: 12-OCT-2001 DIST(Mile): 11534
Cust Comments: CUST STATES RATTLE TYPE NOISE IN ENG AREA D00
Tech Comments: IS NUT CAME LOOSE ON PS PUMP CAUSED EXCESSIVE WEAR ON PULLEY AND SHAFT, HOOK UP CHASSIS EARS, ROAD TEST TO FIND NOISE, FOUND NOISE IN PS PUMP, CK PUMP FOUND NUT LOOSE ON PUMP ALLOWED ENG EXSSIVE WEAR ON PUMP & SHAFT RT TIME TO HOOK UP CHASSIS EARS ROAD TEST, REMOVE RT SIDE ENGINE MOUNT TO ACCESS BOLTS, RECHECK OK CUST

1FMYU041X1KF43030 M1 TMI TF TWD TWF TF AJ TDI TLD 17-10-00 30-10-00 144533 USA 12 T03 1F06 1L8E 8A080 BB 909 V83 G29 42
AWS Claim Key: 4626775 Doc #: 11532002 Trx Code: 1 Labor Hrs: 1 Labor Cost: 52.84 Material Cost: 45.88 Total Cost: 98.72
Dir Cd-Sub Cd: 07457-0 Name: CHENOWETH FORD, INC. Pk: 304-6236501 St: WV City: USA Reg Cd: NA Rptg Date: 12-OCT-2001 DIST(Mile): 11538
Cust Comments: CUST STATES COOLANT LIGHT KEEPS COMING ON G29
Tech Comments: 42 DOES NOT OPERATE PROPERLY, TECH 144 PRESS TEST COOLING SYS OK, MONITOR COOLANT SYS WITH WDS CK SE RSOR, CK OASIS FOUND SSM 01 13 01 TO REPLACE COOLANT RECOVER Y TANK WITH REVISED FLOAT & SENSOR, RECHECK OK Sump

1FMYU041X1KF43030 M1 TMI TF TWD TWF TF AJ TDI TLD 17-10-00 30-10-00 144533 USA 16 Q41 7C05 P0AZ 14N08 A 811 V42 D21 42
AWS Claim Key: 6794726 Doc #: 11988501 Trx Code: 507 Labor Hrs: 1 Labor Cost: 52.84 Material Cost: 3.89 Total Cost: 56.73
Dir Cd-Sub Cd: 07457-0 Name: CHENOWETH FORD, INC. Pk: 304-6236501 St: WV City: USA Reg Cd: NA Rptg Date: 06-FEB-2002 DIST(Mile): 14881
Cust Comments: CUST STATES ENG STILL STALLING AT TIMES D21
Tech Comments: 42 DOES NOT OPERATE PROPERLY TEST EEC SYSTEM KOEO PASS KOEC PASS KOER PASS MONITOR PDS AND ALL IN SPEC, RAN OASIS DID SSM 15389 REPROGRAMMED PCM AND REPLACED EEC POWER RELAY REKLN KOEC P1008 KOEO P1000 KOER P1000 DDD83 NOTE ON EPR 12744 WB TESTED EEC AND REPLACED IAC SOLENOID, THIS RPR WE TESTED AND REPROGRAMMED PCM, REPLACED PCM RELAY CUST

1FMYU041X1KF43030 M1 TMI TF TWD TWF TF AJ TDI TLD 17-10-00 30-10-00 144533 USA 18 Q20 6M0Z * 784264 * 508 V74 T35 33
AWS Claim Key: 7816488 Doc #: 13213901 Trx Code: E84 Labor Hrs: 3 Labor Cost: 10.37 Material Cost: 2.21 Total Cost: 12.78
Dir Cd-Sub Cd: 07457-0 Name: CHENOWETH FORD, INC. Pk: 304-6236501 St: WV City: USA Reg Cd: NA Rptg Date: 04-APR-2002 DIST(Mile): 15666
Cust Comments: CUST STATES RIGHT REAR DOOR SCUFF PLATE MISSING A SCREW T55
Tech Comments: 33 SCUFF PLATE LOCKH REPLACED RIVET 999A CLAIMED TO REPLACE MISSING RIVET IN SCUFF PLATE

Any comments? You can contact

webmaster

*State Concern
 9/14/02 - Chris Pitt
 Reminded Customer
 Mike Brumby's decision for Peter
 waiting for update
 Peter per item*

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	QMD	STATUS
09/11	12:05	13843534146	G3-S	01:40	003	049	OK



71d

Fax Cover Sheet

TO: Ted Yoneda
 COMPANY: Attorney at Law
 PHONE: 304-363-8300
 FAX: 304-363-4146

FROM: Ruth Davis
 COMPANY: Ford Motor Company, Consumer Affairs Office
 PHONE: 313-845-5539
 FAX: 313-845-5555

Date: 09/11/2002

Number of Pages: 3
 (including cover)

COMMENTS: 1 - replacement offer - call if you have any questions. When your clients accept the offer, I will call the dealership and let them know, it will be about a 2 week process after acceptance.

Mail Address:

Ford Consumer Affairs
 16800 Executive Parkway
 P.O. Box 6248
 MD 3NE-B
 Dearborn, MI 48126

ER02-021 0352



Yoneda Legal Services, P.L.L.C.

Building New Frontiers Between the Law & Science

Theodore (Tod) K. Yoneda
Attorney at Law &
Registered Professional Civil Engineer

rec'd 8/21
0527242352

A3

August 16, 2002

CERTIFIED MAIL - RETURN RECEIPT REQUESTED

The Ford Motor Company
The American Road
Dearborn, MI 48121

Re: Michael and Lisa Stern
2001 Ford Escape, VIN 1FMYU041X1KF48930

OFFICE OF THE SECRETARY
JOHN M. RICHARDSON
GM PRACTICE GROUP
02 AUG 20 P 3:03
02 AUG 21 P 3:10
OFFICE OF THE
GENERAL COUNSEL

To Whom It May Concern:

I represent My clients retained me with respect to problems they have had with their 2001 Ford Escape, which they purchased on October 30, 2000 from Chenoweth Ford, Inc. of Clarksburg, West Virginia. Since taking delivery of the vehicle, the Sterns have experienced a variety of defects; the most significant one is that their vehicle repeatedly stalls during normal operation.

During the early months of 2001, the stalling problem was first noted and reported to Chenoweth Ford. On or about August 17, 2001, following another stall, an Idle Air Control Valve was replaced. This repair did not solve the problem, and the Stern's vehicle continued to stall throughout the remainder of 2001 and into this year. Repeated attempts to repair the vehicle have failed, and personnel at Chenoweth Ford have informed me that this type of defect has been reported by other Ford Escape owners and that solving this stalling problem is now beyond their capability.

I am deeply concerned that my clients are operating a vehicle that repeatedly stalls. As you know, this type of defect is likely to cause death or serious bodily injury, a situation my clients nearly experienced when another driver almost rear-ended their stalled vehicle. Most important is that my clients are the parents of a five month-old infant, who is frequently a passenger in the vehicle. Significantly, Mr. and [redacted] live in an area with steep hills, which tend to become covered with ice and snow during the winter months. Furthermore, they are often annoyed and inconvenienced when they have to drive twenty miles to Chenoweth Ford every time the vehicle stalls.

The defects my clients are experiencing are comprehensive enough, extensive enough, and severe enough that they now substantially impair the use or market value of their vehicle. Accordingly, under the statutory law of the State of West Virginia, you have a non-discretionary obligation to replace their new vehicle with a comparable new vehicle that conforms to your warranties. I have enclosed a copy of the applicable provisions of the West Virginia Code for

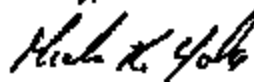
717 Fairmont Avenue, Fairmont, West Virginia 26554-5135
Telephone: 304-363-8300 Facsimile: 304-363-4146 E-mail: tkyoneda@aol.com

4500 428-2800

your reference. If you fail to replace my client's new vehicle with a comparable new vehicle that conforms to your warranties, then at my client's direction, I will proceed to initiate a lawsuit against you in the Circuit Courts of this state, with the Office of the Attorney General of the State of West Virginia, and exercise any and all of my client's other legal remedies necessary to protect their interests.

If you have any questions or comments regarding this matter, I can be contacted at (304) 363-8300.

Sincerely,



Theodore K. Yoneda

TKY/

Enclosure

pc: Mr. and Mrs. Stern
Mr. David Long, Chenoweth Ford

ERM2-027 0323

§46A-6A-3. Manufacturer's duty to repair or replace new motor vehicles.

(a) If a new motor vehicle purchased in this state on or after the first day of January, one thousand nine hundred eighty-four, does not conform to all applicable express warranties and the consumer reports the nonconformity to the manufacturer, its agent or its authorized dealer during the term of the express warranties or during the period of one year following the date of original delivery of the new motor vehicle to a consumer, whichever is the later date, the manufacturer, its agent or its authorized dealer shall make the repairs necessary to conform the vehicle to the express warranties, notwithstanding the fact that the repairs are made after the expiration of the warranty term.

(b) If the manufacturer, its agents or its authorized dealer are unable to conform the new motor vehicle to any applicable express warranty by repairing or correcting any defect or condition which substantially impairs the use or market value of the motor vehicle to the consumer after a reasonable number of attempts, the manufacturer shall, replace the new motor vehicle with a comparable new motor vehicle which does conform to the warranties.

§46A-6A-5. Presumption of reasonable number of attempts; extension of warranty term when repair services unavailable.

(a) It is presumed that a reasonable number of attempts have been undertaken to conform a new motor vehicle to the applicable express warranties, if the same nonconformity has been subject to repair three or more times by the manufacturer, its agents or its authorized dealers within the express warranty term or during the period of one year following the date of original delivery of the motor vehicle to the consumer, whichever is the earlier date, and the nonconformity continues to exist, or the vehicle is out of service by reason of repair for a cumulative total of thirty or more calendar days during the term or during the one-year period, whichever is the earlier date.

(b) If the nonconformity results in a condition which is likely to cause death or serious bodily injury if the vehicle is driven, it is presumed that a reasonable number of attempts have been undertaken to conform the vehicle to the applicable express warranties if the nonconformity has been subject to repair at least once by the manufacturer within the express warranty term or during the period of one year following the date of original delivery of the motor vehicle to a consumer, whichever is the earlier date, and the nonconformity continues to exist.

(c) The presumption that a reasonable number of attempts have been undertaken to conform a new motor vehicle to the applicable express warranties applies against a manufacturer only if the manufacturer has received prior written notification from or on behalf of the consumer and has had at least one opportunity to cure the defect alleged.

(d) The term of an express warranty, the one-year period and the thirty-day period shall be extended by any period of time during which repair services are not available to the consumer because of a war, invasion, strike or fire, flood or other natural disaster.

SFCHREMA

Recall/ONP Information

09/06/02 13:03:07

-->

VIN: 1FMYU041X1KP43030 Year: 2001 Model: ESCAPE
WSD: 10/30/00 Build Date: 10/17/00

A	----- Campaign -----			Status	Dealer
C	Number	Type	Description	Status	Code
-	-	-	-	-	-
	00L12	L	TIRE	FORCED COMPLETION	11/21/01 AUTO
	00S49	S	WNSHLD WIPE	COMPLETE	01/18/01 07457

F1-Help F7-Prev F8-Next F11-Menu F12-Return
MORE RECORDS AVAILABLE

LPREL36

SFCHADMA

Action Detail

09/06/02 13:04:41

==>

VIN: 1FMYU041X1KF43030 Year: 2001 Model: ESCAPE
Owner Status: ORIGINAL WSD: 10/30/00
Name: MRS Hm Ph:
Trmt: Case: 527242352 Day Ph:
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
Dealer: CHENOWETH FORD INC
Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
Comm Type: ML MAIL Odometer Reading: 15666 MI
Analyst: MKELSEY2 MOLLY KELSEY Document Number:
Action Date: 08/23/02 Action Data: Y Action Time: 14:38:44 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
Comments: *****ATTORNEY DEMAND*****
08/23/02

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE IS DEFECTIVE.

**ATTORNEY DEMANDS A FORD REPRESENTATIVE CONTACT HIM TO

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

LDREL36

Davis, Ruth (R.I.)

To: Bullard, Dawn (D.)
Cc: Corlew, Randall (R.L.)
Subject: Stern

Hi,

I have received an attorney demand for lemon law on this vehicle. If you have any information about this vehicle or customer, that would assist me with a decision, please let me know.

Thank you,

Have a great weekend.

1FMYU041X1KF43030 Year: 2001 Model: ESCAPE
ORIGINAL WSD: 10/30/00

Case: 527242352 Day Ph:
STALL/QUITS ACCELERATION ALL ENGINE TEMP
LEGAL - OTHER ATTORNEY DEMAND
CHENOWETH FORD INC
07 LEGAL Issue Status: K ACKNOWLEDG
ML MAIL Odometer Reading: 15668 MI
MKELSEY2 MOLLY KELSEY Document Number:
08/23/02 Action Data: Y Action Time: 14:38:44 EST
CONSUMER AFFAIRS - LITIGATION PREVENTION
OPEN LEGAL CONTACT - ATTORNEY DEMAND
*****ATTORNEY DEMAND*****
08/23/02

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE IS DEFECTIVE.

**ATTORNEY DEMANDS A FORD REPRESENTATIVE CONTACT HIM TO

Ruth Davis

Litigation Prevention Analyst
Pittsburgh Region
Phone 313-845-5539
Fax 313-845-5555

ER02-027 0309

2002

0434622532 PHILADELPHIA

EMERGENCY 911

All Action Details for Issue

Print

VIN: 1FMYU03142KA52184 Year: 2002 Model: ESCAPE Case: 434622532
 Name: Owner Status: Original WSD: 2001-10-16
 Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP Primary Phone:
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phor:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Dealer: 01350 NORRISTOWN AUTOMOBILE CO Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 11000 MI Comm Type: MAIL
 Analyst Name: CHERIE LEICH Analyst: CLEICH
 Action Date: 08/20/2002 Action Time: 09.33.28.554 Action Date: Yes

Comments *****ATTORNEY DEMAND***** 08-20-02 ATTORNEY ALLEGES CLIENT'S VEHICLE IS DEFECTIVE. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	KIMMEL & SILVERMAN P.C.
ATTORNEY NAME	ROBERT M. SILVERMAN
ATTORNEY PHONE NUMBER	2155408888

Action: MAKE OUTBOUND CALL TO ATTORNEY
 Dealer: 01350 NORRISTOWN AUTOMOBILE CO Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 11000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS Analyst: VSANDERS
 Action Date: 08/20/2002 Action Time: 15.53.18.723 Action Date: Yes

Comments LPA CONTACTED CUSTOMER ATTORNEY ADVISED WILL RESEARCH CASE

Data Element Name	Data Value
CONTACT PERSON	KIMMEL & SILVERMAN

Action: MANAGEMENT APPROVAL OF OFFER
 Dealer: 01350 NORRISTOWN AUTOMOBILE CO Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 11000 MI Comm Type: OTHER
 Analyst Name: BILL BILLUPS Analyst: BBILLUPS
 Action Date: 10/08/2002 Action Time: 15.37.00.994 Action Date: No

Comments TEAM LEADER APPROVAL TO OFFER A VEHICLE REPLACEMENT/REFUND BASED ON FIVE REPAIRS FOR A STALLING ISSUE.

Action: OFFER
 Dealer: 01350 NORRISTOWN AUTOMOBILE CO Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 11000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS Analyst: VSANDERS
 Action Date: 10/09/2002 Action Time: 16.08.41.316 Action Date: Yes

Comments LPA REVIEWED REPAIR HISTORY WITH SM MARTIN WELLINGTON..LPA WILL OFFER CUSTOMER A GOODWILL REPLACEMENT..WILL FAX LETTER TO CUSTOMER ATTORNEY TO ADVISE..

<u>Data Element Name</u>	<u>Data Value</u>
PROJECTED \$ AMOUNT	*
<hr/>	
Action: FINAL CASE DISPOSITION	
Dealer: 01350 NORRISTOWN AUTOMOBILE CO	Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 11000 MI	Comnt Type: FAX
Analyst Name: VALMA SANDERS	Analyst: VSANDERS
Action Date: 11/05/2002	Action Time: 11.31.44.804
	Action Date: No
<hr/>	
Comments OFFER ACCEPTED..PROCESSED RAV UPLOAD FOR REPLACEMENT....	
<hr/>	

✓ 434622532

COPY

Ford Consumer Affairs RAV Replacement Checklist

Case Type: DSB Award DSB Prior Resolve Lit. Prevention Special Liaison

RAV Headquarter Advisor JUSTIN PADIERNOS Consumer Affairs Analyst VALMA SANDERS
Date Prepared 11/5/02 E-mail Address VSANDERS@FORD.COM
Date Uploaded _____ Region PHILADELPHIA (16)
Date Sent _____ Compliance Date _____
VIN Number 1FMYU03142KA52164
Customer Name _____

Special Instructions or Comments:

Sales/Lease Agreements of old vehicle (Buyer's order or Purchase agreement)	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
AWS Repair History	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
Factory Invoice	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
After Market Receipts	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
Litigation Prevention Offer Letter	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
DSB Award Letter & A/R Form	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
EAA Fire Inspection Report	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
RAV Fax Upload	Included <input checked="" type="checkbox"/>		

**If a document is determined to be "Not Applicable" or if it is not included, it must have Team Leader (TL) initials

Other Documents Included (Please specify)

Team Leader Signature of approval _____ Date _____
Point Person Signature of approval _____ Date _____

ER82-827 8383

22'304

65E26CQ819

08:01 2002 50 NON

PENNSYLVANIA SIMPLE INTEREST VEHICLE RETAIL INSTALMENT CONTRACT

DATE **10/16/01**

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

CREDITOR (Seller Name and Address)

W CONSHOHOCKEN PA 19428

**HORRISTOWN AUTO CD INC
P. O. BOX 708
HORRISTOWN PA 19404**

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

Year and Make	Model	GVW If Truck (lbs.)	Vehicle Identification Number	Use For Which Purchased
NEW 2002 FORD TRUCK	ESCAPE	4380	1FHYU03142KA52164	<input type="checkbox"/> Personal <input type="checkbox"/> Agricultural <input checked="" type="checkbox"/> Commercial

Trade-in _____ \$ N/A Gross Allowance N/A Amount Owed _____

YOU MAY OBTAIN VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE.

YOU ARE NOT REQUIRED TO OBTAIN CREDIT LIFE, CREDIT DISABILITY AND OTHER OPTIONAL INSURANCE. THIS CONTRACT WILL NOT INCLUDE THEM UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

THIS CONTRACT DOES NOT INCLUDE LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

1. Cash Price \$ 22763.96(1)

2. Down Payment

Third Party Rebate Assigned To Creditor \$ N/A

Cash Down Payment \$ 4000.00

Trade-in \$ N/A Gross Allowance N/A Amount Owed N/A

Total Down Payment \$ 4000.00(2)

3. Unpaid Balance of Cash Price (1 minus 2) \$ 18763.96(3)

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

To Insurance Companies for

Credit Life Insurance (for term of contract) \$ N/A

Credit Disability Insurance (for term of contract) \$ N/A

..... [Term _____ Months (Estimate)] \$ N/A

To Public Officials (I) for license (\$ 15.00) title (\$ 22.50)

registration (\$ 38.00) \$ 73.50

(II) for filing fees \$ 5.00

(III) for taxes (not in Cash Price) \$ 1407.64 \$ 1407.64

To **HORRISTOWN AUTO CD** Passenger Service \$ 55.00

To **FORD ESP EXTRABARE 60 MOS/60000 MI** \$ 595.00

To _____ for _____ \$ N/A

To _____ for _____ \$ N/A

Total \$ 2236.04(4)

5. Amount Financed (3 plus 4) \$ 21000.00(5)

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you	The amount of credit provided to you or on your behalf	The amount you will have paid when you have made all scheduled payments	The total cost of your purchase on credit, including your down payment
0.00 %	0.00	21000.00	21000.00	28000.00

Credit Life N/A Insurer _____

\$ N/A Premium Insured(s) _____

Signature(s) _____

Disability N/A Insurer _____

\$ N/A Premium Insured _____

Signature _____

Type of insurance _____ Term _____

Insurer _____ \$ _____ Premium _____

Payment Schedule	Number of payments	Amount of Each payment	When Payments are due
Your payment schedule will be:	<input type="checkbox"/> 36	\$ 583.33	(monthly starting 11/30/01)
	<input type="checkbox"/> 1 final	\$ 583.48	

Signature _____

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

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

- Comprehensive \$ _____ Deductible Collision
- Fire-Theft-Combined Additional Coverage
- Towing and Labor
- Term _____ Months (Estimate)
Premium \$ _____

Prepayment: If you pay off your debt early, you will not have to pay a penalty.
Late Payment: You must pay a late charge on the portion of each payment received more than 10 days late. The charge is 2 percent of the late amount or \$50.00 whichever is less.
Security Interest: You are giving a security interest in the vehicle being purchased.
Contract: Please see this contract for additional information on security interest, nonpayment, default, the right to require repayment of your debt in full before the scheduled date, and prepayment penalty.

COMMERCIAL VEHICLES: The charge shown in the above box for late payments applies where the vehicle purchased has a gross vehicular weight of less than 15,000 pounds. If the vehicle you purchased has a gross vehicular weight of 15,000 pounds or more, you must pay a late charge on the portion of each payment received more than 10 days late. The charge is 4 percent of the late amount or \$80, whichever is less.

If you do not meet your contract obligations, you may lose the vehicle that you are financing under this contract, as well as both parts and goods put on the vehicle and money or goods received for the vehicle.

NON-MODIFICATION DISCLOSURE

Any change in this contract must be in writing and signed by you and the Creditor.

BUYER: _____ CO-BUYER: _____

NOTICE TO BUYER

Do not sign this contract in blank.
 You are entitled to an exact copy of the contract you sign.
 Keep it to protect your legal rights.

BUYER NONE (OR) BUYER SIGN

QUESTIONS?



PLEASE CALL US AT 1-800-727-7000
 84-641

Buyer acknowledges receipt of a true and completely filled in copy of this contract at the time of signing.

By signing below, the Seller accepts this contract. If no other Assignee is named in a separate assignment attached to this contract, the Seller assigns it to Ford Motor Credit Company.

Signed By _____ Title _____

SELLER'S COPY (NON-TRANSFERABLE)

PC 17827-01 On 01/01/01 MorrisTown Auto Co, Inc. SEE BACK FOR ADDITIONAL AGREEMENTS

Ford Motor Credit Company Preferred Payment Plan Enrollment Authorization



ford.com

- Step 1:** Please print your name and address. Make sure the identification number is shown on your Ford Credit account statement.
- Step 2:** Record bank/credit union name, address, account number, and routing number.
- Step 3:** Sign and date the authorization form.
- Complete steps 4 and 5 only if the bank/credit union account is maintained at a place other than your home.

- Step 4:** Please print the bank/credit union account owner's name on the line labeled "Bank/Credit Union Account Owner's Name" and supply that account owner's State Security Number.
- Step 5:** The bank/credit union account owner must sign and date the authorization form.
- Step 6:** Return the completed Ford Credit copy of this form with one voided check or savings deposit slip. Keep the other copy of the form for your records. Information supplied on this check or savings deposit slip is used by Ford Credit and your bank/credit union to properly complete the enrollment process.

This form is void if not submitted to Ford Motor Credit Company ("Ford Credit") in the address below from the bank/credit union account named below or stored between Ford Credit and the bank/credit union named below. This authorization expires the schedule of payments or other security due as described in the contract. This authorization may be canceled at any time by Ford Credit. We may request this authorization by contacting Ford Credit orally or in writing and said authorization shall be effective five (5) business days after receipt of request.

Customer Name _____
 Ford Credit Account Number _____
 Bank/Credit Union Name _____
 Bank/Credit Union Address _____
 Bank/Credit Union Account Number _____
 Bank/Credit Union Routing Number _____
 Customer Signature _____
 Date _____

Complete if the bank/credit union account is in a name other than yours.
 Bank/Credit Union Account Owner's Name _____
 Bank/Credit Union Account Owner's Social Security Number _____
 Bank/Credit Union Account Owner's Signature _____
 Date _____

Mail to: Ford Credit, P.O. Box 42004
 Omaha, NE 68144-0004

Your Ford Credit branch representative will be happy to answer any questions you may have.
 PC-18028 400 On 01/01/01 Call us at 1-800-727-7000

Nov 05 02 10:35a norristown ford

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EA82-027 8368



NORRISTOWN FORD
RIDGE PIKE AND TROOPER RD.
P.O. BOX 708
NORRISTOWN, PA. 19404
(810) 539-5400

DEL. CHEVROLET, INC.
1844 LANCASTER AVE.
FAULK, PA 19301
(810) 647-8440

DEL. TOYOTA, INC.
2848 E. LINCOLN HWY
THORNDALE, PA 19379
(810) 383-4200

DATE	NAME	SSN
10/16/01	MICHAEL C COATES	22373
SOCIAL SECURITY NO.		DOB
		01/02/48
SOCIAL SECURITY NO.		DOB

PURCHASER'S FULL NAME		NAME	LAST	FIRST	MIDDLE	DATE
CO-PURCHASER'S FULL NAME		NAME	LAST	FIRST	MIDDLE	DATE

STREET	CITY	STATE	ZIP	COUNTY
	W CONSHOHOCKEN	PA	19428	

YEAR	MAKE	MODEL OR SERIES	BODY TYPE	COLOR	MPG
2002	FORD TRUCK	ESCAPE	HEV 4X2	BLACK CLEARCOAT	FA-0431X
VIN		YEAR	WEIGHT	EQUIPMENT	
1FMYU03142KA52164		15			

OPTIONAL EQUIPMENT:	SELLING PRICE:	22763.96
DEALER INSTALLED EQUIPMENT:	TOTAL SELLING PRICE	22763.96
LESS ALLOWANCE FOR TRADE	SERVICE CONTRACT:	695.00
OTHER	OTHER	
SUB-TOTAL		23458.96
SALES TAX		1407.54
TIRE TAX		5.00
DOCUMENTARY FEES		56.00
TITLE & LICENSING FEES		73.50
TOTAL		25000.00

Post-Net Fax No	7871	Date	11/4	Page	2
To	Velma	From	LISA		
Co./Dept.		Co.			
Phone #	3139455515	Phone #			
Fax #		Fax #			

NO LIABILITY INSURANCE INCLUDED		
CASH DEPOSIT SUBMITTED WITH ORDER	4000.00	
CASH ON DELIVERY		
TOTAL CASH	4000.00	4000.00
AMOUNT DUE AFTER DOWN PAYMENT		21000.00
PLUS PAYOFF TO:		

YEAR	MAKE	MODEL	VIN NO.	EXP. DATE	THIS DATE	FINANCE	21000.00
COLOR	MAKE, INC.	MODEL	YEAR	FINANCE	DATE	AMOUNT	
FINANCE	FINANCE	FINANCE	FINANCE	FINANCE	FINANCE	FINANCE	FINANCE
FINANCE	FINANCE	FINANCE	FINANCE	FINANCE	FINANCE	FINANCE	FINANCE

COMP. COLLISION LIABILITY

The front and back of this Order comprise the entire agreement and no other agreement or understanding of any nature concerning terms and conditions of purchase shall be recognized. I have read the terms printed on the back hereof and agree to all of them. I hereby certify that I am 18 years of age or older and hereby acknowledge receipt of a copy of this order.

DATE 10/16/01
 APPROVED
 APPROVED
 THIS ORDER IS VALID ONLY IF RECEIVED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 05/NOV/2002

Note: All amounts 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	VFG	CCC	CD	
1FMYU03142KA52164	MI	T/M	T/F	T/WB	T/EF	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	2 *	3B01 *	7A030 *		S11	V48	P51	D1	
AWS Claim Key:	327101	Doc #:	19713901	Trx Code:			2	Labour Hrs:	7	Labour Cost:		48.03	Material Cost:	19.86	Total Cost:			67.89				
Dir Cd-Sub Cd:	01237-A	Name:	KINDLE FORD MERCURY-LINCOLN, INC.	Plc:			609-4619000	St: NJ	City Cd:	USA	Reg Cd:	NA	Repr Date:	20-NOV-2001	DIST(Mile):	1170						
Cost Comments:	WILL NOT MOVE IN GEAR																					
Tech Comments:	REPAIR BROKEN TRANS COOLER LINE																					
1FMYU03142KA52164	MI	T/M	T/F	T/WB	T/EF	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	2 *	7B88 *	NPF *		S09	V19	C27	E2	
AWS Claim Key:	135154	Doc #:	19726101	Trx Code:			2	Labour Hrs:	4	Labour Cost:		27.45	Material Cost:	0	Total Cost:			27.45				
Dir Cd-Sub Cd:	01237-A	Name:	KINDLE FORD MERCURY-LINCOLN, INC.	Plc:			609-4619000	St: NJ	City Cd:	USA	Reg Cd:	NA	Repr Date:	23-NOV-2001	DIST(Mile):	1189						
Cost Comments:	A TIMES WILL NOT CRANK TO START WITHOUT WIGGLING SHIFTER																					
Tech Comments:	CHK STARTER CIRCUITS AND BATTERY CABLES AND LINKAGE NOTHING NOTED																					
1FMYU03142KA52164	MI	T/M	T/F	T/WB	T/EF	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	2 *	3A11	YL8Z	7000	BARM	S31	V48	P66	30
AWS Claim Key:	819211	Doc #:	13496801	Trx Code:			1	Labour Hrs:	7.5	Labour Cost:		521.02	Material Cost:	1253.78	Total Cost:			2024.8				
Dir Cd-Sub Cd:	01350-A	Name:	NOBBYSTOWN AUTOMOBILE COMPANY, INC.	Plc:			610-5395408	St: PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	16-NOV-2001	DIST(Mile):	1385						
Cost Comments:	VEHICLE CUTTING OUT AND NOT SHIFTING PROPERLY AND NO CRANK AT TIMES																					
Tech Comments:	INTERNAL FAILURE PERFORM ELECTRONIC TRANSMISSION DIAGNOSIS. REPLACE TRANSMISSION ASSEMBLY. ROAD TEST.																					
1FMYU03142KA52164	MI	T/M	T/F	T/WB	T/EF	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	5 *	2B85	YF1Z	9F7L5	AA	S11	V42	D21	42
AWS Claim Key:	855224	Doc #:	19125202	Trx Code:			S07	Labour Hrs:	5	Labour Cost:		34.73	Material Cost:	44.55	Total Cost:			163.28				
Dir Cd-Sub Cd:	01363-A	Name:	JOHN KENNEDY FORD	Plc:			610-2791708	St: PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	07-MAR-2002	DIST(Mile):	4154						
Cost Comments:	CUSTOMER STATES VEHICLE STALLED WHILE DRIVING, COASTED TO THE SIDE AND RESTARTED OK, DUE TO PREVIOUS TRANS FAILURE																					
Tech Comments:	PERFORMED DIAGNOSIS REPLACED IDLE AIR CONTROL VALVE AND REPROGRAMMED PROCESSOR																					
1FMYU03142KA52164	MI	T/M	T/F	T/WB	T/EF	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	8 *	6U03	YL8Z	7850ZA90	AA	S02	V37	R09	D1
AWS Claim Key:	1408092	Doc #:	19634901	Trx Code:			2	Labour Hrs:	0	Labour Cost:		63	Material Cost:	38.26	Total Cost:			103.26				
Dir Cd-Sub Cd:	01363-A	Name:	JOHN KENNEDY FORD	Plc:			610-2791708	St: PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	21-MAY-2002	DIST(Mile):	6999						
Cost Comments:	CUSTOMER STATES VEHICLE LEAKS WATER AROUND SUNROOF, INSTALL S O WEATHERSTRIP																					
Tech Comments:	1. DIAGNOSE AND REPLACE SUNROOF WEATHERSTRIP																					
1FMYU03142KA52164	MI	T/M	T/F	T/WB	T/EF	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	8 *	5Y01 *	112b *		S10	V21	N17	14	
AWS Claim Key:	1541303	Doc #:	20962801	Trx Code:			2	Labour Hrs:	1	Labour Cost:		57.8	Material Cost:	0	Total Cost:			57.8				

ENR2-027 0387

Dir Cl-Sub Ctl:	01237-*	Name:	KINDLE FORD MERCURY-LINCOLN, INC.	Plc:	609-4655900	St:	NI	City Ctr:	USA	Reg Ctl:	NA	Repr Date:	06-JUN-2002	DIST (Mile):	1530	
Cost Comments:	WHEN HOT BRAKES MAKE NOISE FROM REAR															
Tech Comments:	INSPECT AND MACHINE REAR DRUMS															
AWIS Claim Key:	1541364	Doc #:	20962802	Trx Code:	2	Labor Hrs:	.6	Labor Cost:	43.2	Material Cost:	7.14	Total Cost:	50.34			
Dir Cl-Sub Ctl:	01237-*	Name:	KINDLE FORD MERCURY-LINCOLN, INC.	Plc:	609-4655900	St:	NI	City Ctr:	USA	Reg Ctl:	NA	Repr Date:	06-JUN-2002	DIST (Mile):	1530	
Cost Comments:	AC DOESNT SEEM COOL ENOUGH															
Tech Comments:	CHK PRESSURE ADD FREON															
AWIS Claim Key:	2127994	Doc #:	14927401	Trx Code:	507	Labor Hrs:	1.5	Labor Cost:	106.5	Material Cost:	123.3	Total Cost:	236.04			
Dir Cl-Sub Ctl:	01330-*	Name:	MORRISTOWN AUTOMOBILE COMPANY, INC.	Plc:	610-5385400	St:	PA	City Ctr:	USA	Reg Ctl:	NA	Repr Date:	22-JUL-2002	DIST (Mile):	10445	
Cost Comments:	CUSTOMER STATES ENGINE STALLED WHILE DRIVING															
Tech Comments:	UNKNOWN PERFORM #2 11 06 TBL SELF TEST PASS. CHECK FOR LATEST PCM CALIBRATION CURRENT. REPLACE THROTTLE BODY ASSY AND															
AWIS Claim Key:	2072375	Doc #:	14927401	Trx Code:	1	Labor Hrs:	.5	Labor Cost:	35.5	Material Cost:	0	Total Cost:	35.5			
Dir Cl-Sub Ctl:	01330-*	Name:	MORRISTOWN AUTOMOBILE COMPANY, INC.	Plc:	610-5385400	St:	PA	City Ctr:	USA	Reg Ctl:	NA	Repr Date:	22-JUL-2002	DIST (Mile):	10445	
Cost Comments:	CUSTOMER STATES TRANS WILL NOT SHIFT FROM PARK AT TIMES															
Tech Comments:	NO PROBLEM FOUND UNABLE TO VERIFY CUSTOMERS CONCERN. CHECK BRAKE LIGHT SWITCH AND SHIFTER LOCK NORMAL. POSSIBLY DUE TO VEHICLE BEING															
AWIS Claim Key:	2122199	Doc #:	14927403	Trx Code:	PH	Labor Hrs:	0	Labor Cost:	0	Material Cost:	0	Total Cost:	28			
Dir Cl-Sub Ctl:	01330-*	Name:	MORRISTOWN AUTOMOBILE COMPANY, INC.	Plc:	610-5385400	St:	PA	City Ctr:	USA	Reg Ctl:	NA	Repr Date:	22-JUL-2002	DIST (Mile):	10445	
Cost Comments:	RENTAL PER SERVICE MANAGER															
Tech Comments:	REFUND FOR RENTAL															
AWIS Claim Key:	2583422	Doc #:	21486601	Trx Code:	507	Labor Hrs:	1.1	Labor Cost:	79.2	Material Cost:	0	Total Cost:	79.2			
Dir Cl-Sub Ctl:	01237-*	Name:	KINDLE FORD MERCURY-LINCOLN, INC.	Plc:	609-4655900	St:	NI	City Ctr:	USA	Reg Ctl:	NA	Repr Date:	09-SEP-2002	DIST (Mile):	11000	
Cost Comments:	QUIT WHILE DRIVING WITH NO RESTART															
Tech Comments:	PERFORM NOS TEST REPROGRAM PCM WITH UPDATED															
AWIS Claim Key:	2626899	Doc #:	21706201	Trx Code:	507	Labor Hrs:	2.1	Labor Cost:	151.2	Material Cost:	59.79	Total Cost:	210.99			
Dir Cl-Sub Ctl:	01237-*	Name:	KINDLE FORD MERCURY-LINCOLN, INC.	Plc:	609-4655900	St:	NI	City Ctr:	USA	Reg Ctl:	NA	Repr Date:	12-SEP-2002	DIST (Mile):	11000	
Cost Comments:	STALLING ON DEACCELERATION															
Tech Comments:	PERFORM NGS TEST PROCEDURE PER EMAIL FROM DSE REPLACE ISC															

Any comments? You can contact

FR03-027 0304

webmaster

EM02-027 0300

DEALER 168 046 1FKYU03142KA52164

	NUMBERED RETAIL PRICE	AMOUNT
000C ESCAPE KIT LEATHER 4X2	23000.00	22345.00
2002 MODEL YEAR		
UA BLACK CLEARCOAT		
WE W PARCHMENT S/ROCK LITE SURF		
ORDER CODE 320A		
991 .3.0L DURATEC V6 ENGINE	NC	NC
444 .4-SPEED AUTOMATIC O/D TRANS	NC	NC
133 FRONT LICENSE PLATE BRACKET	NC	NC
188 STEP BARS	276.00	248.00
588 MACH AM/PM STER W/6-CD IN-DASH	505.00	484.00
M SPORT BUCKET SEATS W/LTHR-LOW	NC	NC
TOTAL VEHICLE & OPTIONS	23780.00	23047.00
DESTINATION & DELIVERY	540.00	540.00
SCHEDULE A (KEMO)	.00	
TOTAL FOR VEHICLE	24320.00	

10 U.S. GAL GAS FACTORY 18.50
 PRICED DORA
 BATCH-ID 1J12201192 M RE 2X
 PRICE LEVEL 22530003
 SHIPPING WEIGHT 3098 LBS.
 VIN: 1FKYU03142KA52164

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

FDA/FLESA ASSESSMENT	INVOICE TOTAL	LESS HOLDBACK FOR DEALER ADJUST	LESS FINANCIAL PROMOTION COST FOR DEALER ADJUST	LESS SERVICE LEAS HOLDBACK & FEE CHGS	A PLAN
135.00	22740.50	713.00		22027.50	21725.50
713.00	23.00	702.00	.00	690.00	21155.00

SOLD TO
 Norristown Automobile Co 168046
 P.O. BOX 708
 Norristown PA 19404

SHIP TO IF OTHER THAN ABOVE

TO	IN	STATE	
2	6	PA	RFSR

DATE PREPARED	DOC NUMBER	TRM	TRMST
05/12/01	16-6374	NR	05

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO. 1FKYU03142KA52164
 FINAL ASSEMBLY POINT KANSAS CITY
 FINAL COMPANY AND/OR BANK Ford Motor Credit 000001
 2KA52164 1F U03 20010912 010912-15122 N 225 168046
 THIS INVOICE IS TO BE USED FOR THE BILLING OF VEHICLES ONLY
 DEALER'S COPY 2 2740.50 KUI

Ford Motor Company

Consumer Affairs

October 10, 2002

Sent via Fax

Kimnel & Silverman
30 East Butler Pike
Ambler, PA 19002
Attn: Robert Silverman

RE: .
2002 Ford Escape
VIN: 1FMYU03142KA52164

Dear Mr. Silverman:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at Norristown Automobile Company, the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- The vehicle must be returned in good condition.
- Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- Signing the odometer disclosure, release form and power of attorney statements.

PO Box 6245, MD 3NE-B, Dearborn, Michigan 48126 USA

ER02-027 0371

Page 2

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.

Ford will provide:

- Transfer of, or a credit for, any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5668 within ten (10) business days of receipt of this letter. If you have questions regarding this issue, please contact me at (313) 845-5515.

Respectfully yours,



**Valere K. Sanders
Legal Analyst - Philadelphia Region
Consumer Affairs**

RAV-FAST Profile Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
11/05/2002

Request
Transmitted:
Transmit Date:

Replacement
No

REQUESTER

Name:
CDS/PROFS ID:
Supervisor's CDS/PROFS ID:

SANDERS, VALMA
VSANDERS
MRATAJAC

Title:
Supervisor's Title:

LEGAL ANALYST
DEPARTMENT MANAGER

VEHICLE

VIN:
Mileage:
Purchase Date:
Type:
Obtained As:
Ownership:

1FMYU0314 2KA52164
11,000
10/16/2001
Car/Light Truck
New Vehicle
Privately Owned/Leased

Description:
Odometer Replaced:

'02 Escape XLT, 4x2
No

CUSTOMER

Name:
Address:
City, State:
Zip:
Home Phone:

1 PA

Work Phone:

(610)625-6123

DEALERSHIP

Processing Dealer:
Contact Name:
Phone:
Present Vehicle Location:

NORRISTOWN AUTOMOBILE
PETER SLACK
(610)539-5400
CUSTOMER IS IN POSSESSION OF UNIT

Sales Code:
Contact Title:

18046
RAV REP

REPAIR HISTORY

Symptom Code
007883

Symptom Description
STALL/QUITS CRUISES ALL ENG TEMP

No of Repair Attempts
5

RAV-FAST Profile Information Report

LOYALTY TOOLS

FCSD Technical Hotline:	Yes
FSE Tech Assist:	No
Plant Vehicle Team:	No

UPLOAD REASONS

Primary Reason:	Number of Repair Attempts
Rationale:	Pre-Litigation (Legal Analysts only)
Compliance Date:	
Overnight Delivery:	Yes
Vehicle Disposition:	Auction

RAV-FAST RAV Request Information Report

GENERAL

Affiliation:	Litigation Prevention	Request	Replacement
Ready for Transmission:	Yes	Transmitted:	No
Last Update:	11/05/2002	Transmit Date:	

PROFILE

Requester Name:	SANDERS, VALMA	Mileage:	11,000
VIN:	1FMYU0314 2KA52184		
Purchase Date:	10/16/2001		
Vehicle Type:	Car/Light Truck		
Customer Name:	WALTMAN, JOSEPH		
Processing Dealer:	NORRISTOWN AUTOMOBILE		

TRANSACTION TYPE

RAV Transaction Type:	Financed Purchase
-----------------------	-------------------

MILEAGE CHARGE CALCULATION

Mileage Charge Type:	No Mileage Per Lemon Law
Mileage Charge State:	Pennsylvania
Lemon Law Formula:	(0 MI X \$0.10/MI)
No Accrued Mileage Charge:	No

Mileage at 1st Repair:
Mileage Charge Amount:
Amount To Charge Customer:
Waived Mileage Charge Amount:

AFTER MARKET ITEM(S)

Item Listing

RAV-FAST RAV Request Information Report

OTHER ITEMS ELIGIBLE FOR RAV PAYMENT

Other Eligible Expenses:	\$ 0.00
Attorney Fees:	\$ 1,500.00
Check Mailed To Attorney:	Yes
Attorney Name:	KIMMEL & SILVERMAN
Address:	30 EAST BUTLER PIKE
City, State:	AMBLER, PA
Zip:	19002

Description:

COMMENTS

Additional Comments:

CODE 2...WITH INTEREST PER KIMMEL & SILVERMAN CASE.....CUSTOMER SIGNATURE NOT LEGIBLE ON THE CONT CT

Requires Approval:

Yes

Approver CBS/PROFS ID:

BBILLUPS

Approver Title:

TEAM LEADER

RAV-FAST Summary Report

NAME
TMAN, JOSEPH

VIN
1FMYU0314 2KA52164

Processing Dealer
MORRISTOWN AUTOMOBILE

Request	Ready	Transmit	Last Update	Transmit Date
REP	Yes	No	11/05/2002	

ENR2-027 0377

PENNSYLVANIA SIMPLE INTEREST VEHICLE RETAIL INSTALLMENT CONTRACT

DATE

Buyer (and Co-Buyer) Name and Address (including County and Zip Code) N CONSHOHOCKEN PA 19428	CREDITOR (Seller Name and Address) MORRISTOWN AUTO CO. INC P.O. BOX 708 MORRISTOWN, PA 19404
---	--

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

Year and Make 2002 FORD TRUCK	Model ESCAPE	Color 4300	Vehicle Identification Number 1FNU03142KMS2164	Other Vehicle Features <input type="checkbox"/> Other <input type="checkbox"/> Agree <input type="checkbox"/> Commercial
---	------------------------	----------------------	--	---

Trade-In Year and Make: **N/A** Gross Amount: **N/A** Net Amount: **N/A**

1. Cash Price	\$ 22753.99(1)
2. Down Payment	
Third Party Rebate Assigned To Creditor	\$ N/A
Cash Down Payment	\$ 4000.00
Trade-In	\$ N/A
Total Down Payment	\$ 4000.00(2)
3. Unpaid Balance of Cash Price (1 minus 2)	\$ 18753.99(3)
4. Amounts paid on your behalf (Seller may be receiving a portion of these amounts)	
To Public Officials (i) for license registration (ii) for filing fees (iii) for taxes (not in Cash Price)	\$ 15,000.00 (\$ 22.50) \$ 30.00 \$ 5.00
To MORRISTOWN AUTO CO. (passenger license)	\$ 55.00
To FORD ESP EXTRA CARE 60 MOS/60000 MI	\$ 695.00
Total	\$ 2235.00(4)
5. Amount Financed (3, plus 4)	\$ 21000.00(5)

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate 0.00	The dollar amount the credit will cost you 0.00	The amount of credit provided to you or on your behalf 21000.00	The amount you will have paid when you have made all scheduled payments 21000.00	The full cost of your purchase on credit including your down payment 25000.00

Buyer Signature: _____ Date: _____
 Creditor Signature: _____ Date: _____
 Your present address: _____
 \$ 150.00

YOU MAY OBTAIN VEHICLE INSUR FROM A PERSON OF YOUR CHOICE

YOU ARE NOT REQUIRED TO OBTAIN CREDIT LIFE, CREDIT DISABILITY OR OTHER OPTIONAL INSURANCE. CONTRACT WILL NOT INCLUDE UNLESS YOU SIGN AND AGREE TO THE PREMIUM.

THIS CONTRACT DOES NOT INCLUDE LIABILITY INSURANCE COVERAGE BODILY INJURY AND PROP DAMAGE CAUSED TO OTHERS.

Credit Life Insurance: **N/A**
 Credit Disability Insurance: **N/A**
 Premium: **N/A**

Signature: _____
 Type of Insurance: _____
 Premium: _____

Credit Life and Credit Disability Insurance for the term of the contract. The amount covered is shown in a notice or agreement given to you today.
 You must insure the vehicle. If a claim shows below, the Creditor will try to be covered for the term of the contract. The amount covered will be based on the cash value of the vehicle at time of loss, but not more than the limits of the policy.

Late Payments: You must pay a late charge on the portion of each payment received more than 10 days late. The charge is 2 percent of the late amount or \$30.00 whichever is less.
Security Interest: You are giving a security interest in the vehicle being purchased.
Contract: Please see this contract for additional information on security interest, repayment, default, the right to require repayment of your debt in full before the scheduled date, and prepayment penalty.

- Pre-Third-Party-Continued Additional Cover
- Towing and Labor
- Term 72 Months (Estimate)
- Premium \$ N/A

COMMERCIAL VEHICLES: The charge shown in the above box for late payments applies when the vehicle purchased has a gross vehicle weight of less than 10,000 pounds. If the vehicle you purchased has a gross vehicle weight of 10,000 pounds or more, you may pay a late charge on the portion of each payment received more than 10 days late. The charge is 2 percent of the late amount or \$30, whichever is less.

If you do not meet your contract obligations, you may lose the vehicle that you are financing under this contract, as well as both parts and goods put on the vehicle and personal goods located in the vehicle.

NON-MODIFICATION DISCLOSURE

Any change to this contract must be in writing and obtained by you and the Creditor.

BUYER:

BUYER:

Do not sign this contract in blank.
You are entitled to an exact copy of the contract you sign.
Keep it to protect your legal rights.

 (CO) BUYER SIGN



PLEASE CALL US AT 1-800-727-9901

Buyer acknowledges

completely read in copy of this contract at the time of signing

By signing below, the Seller assigns this contract. If no other Assignee is mentioned a contract assignment agreement is not required. The Seller assigned to Ford Motor Credit Company.

By [Signature] The [Signature]

BUYER

11/05/2002 16:52 FAX

KIMMEL & SILVERMAN

001/004



KIMMEL & SILVERMAN
P.C.



Kimmel & Silverman, P.C.
30 E. Butler Pike
Ambler, PA 19002

1-800-LEMON LAW
<http://www.lemonlaw.com>

To: Palma, Sanders
 Fax Number: 215-845-5668

From: O. Kelly
 Fax Number: (215)340-8817
 Business Phone: (215)340-8888

Date & Time: 11/5/02
 Pages (including cover): _____
 Re: Welford - sales invoice

The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender listed above, and destroy this copy. Thank you.

For more information about Kimmel & Silverman, please visit us at <http://www.lemonlaw.com/>



KIMMEL & SILVERMAN
P.C.

CASE # 9120
434622532
Region: 16
CATERINA

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

30 EAST BUTLER PIER
AMBLER, PA 19002

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

www.kimmelaw.com

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

VIVIAN BENZ PERKIN*
AMY D. COX*
LOUIS DOBI, III*
SHANNON M. RYAN*
DANA TRUQUEN*
MAYLEE MEEKING*

OLENY I. GIEBER
of Counsel

September 17, 2002

VIA TELEFAX ONLY
(313) 845-5555

Matt Wycaver
Ford Consumer Affairs
16800 Executive Plaza Drive JNE-301
Dearborn, Michigan 48126

RE: Ford
2002 Ford Escape
VIN: 1FMYU03142KA52164
Zip Code: 19428
Selling Dealer: Norristown Ford

Dear Mr. Wycaver:

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

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Norristown Ford for a defective moon roof, transmission and a stalling condition.

Matt Wycaver
September 17, 2002
Page -2-

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

Please be advised that suit will be filed if we have not reached a settlement on or before 10/1/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,


Robert M. Silverman

RMS/ih

STANDARD CLAIMS LIST

AWS Online Report

2 stalls
2 NO Start
5 stalls
PA

Run Date: 02-OCT-2002

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VHR SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PRGD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS CRT	WCC PREP	BASE	SUFF	VRT	VFG	CCC CD	
1FMYU03142KA52164	M1		TM1	T/F	T/W/E	T/E/F	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	2	T10 3B01 *	7A030 *	S11	V48	P51 01	
AWS Claim Key:		327101	Doc #:	19713901	Trx Code:	2	Labr Hrs:	7	Labr Cost:	48.03	Material Cost:	19.86	Total Cost:	67.89							
Dir Cd-Sub Cd:		01237 *	Name:	KINDLE FORD MERCURY-LINCOLN, INC.	Plc:	609-4655000	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	20-NOV-2001	DIST(MBdy):1170						
Cust Comments:		WILL NOT MOVE IN GEAR																			
Tech Comments:		REPAIR BROKEN TRANS COOLER LINE																			
1FMYU03142KA52164	M1		TM1	T/F	T/W/E	T/E/F	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	2	Q46 7888 *	NFF *	S09	V19	C17 02	
AWS Claim Key:		335154	Doc #:	19726101	Trx Code:	2	Labr Hrs:	4	Labr Cost:	27.43	Material Cost:	0	Total Cost:	27.43							
Dir Cd-Sub Cd:		01237 *	Name:	KINDLE FORD MERCURY-LINCOLN, INC.	Plc:	609-4655000	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:	23-NOV-2001	DIST(MBdy):1189						
Cust Comments:		A TIMES WILL NOT CRANK TO START WITHOUT WIGGLING SHIFTER																			
Tech Comments:		CHK STARTER CIRCUITS AND BATTERY CABLES AND LINKAGE NOTING NOTED																			
1FMYU03142KA52164	M1		TM1	T/F	T/W/E	T/E/F	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	2	T10 3A11 YL&Z	7000	EARM	S11	V48	P66 30
AWS Claim Key:		819211	Doc #:	13884901	Trx Code:	1	Labr Hrs:	7.5	Labr Cost:	521.02	Material Cost:	1253.76	Total Cost:	2024.8							
Dir Cd-Sub Cd:		01350 *	Name:	NORRISTOWN AUTOMOBILE COMPANY, INC.	Plc:	610-5385400	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	26-NOV-2001	DIST(MBdy):1345						
Cust Comments:		VEHICLE CUTTING OUT AND NOT SHIFTING PROPERLY AND NO CRANK AT TIMES																			
Tech Comments:		INTERNAL FAILURE PERFORM ELECTRONIC TRANSMISSION DIAGNOSIS. REPLACE TRANSMISSION ASSEMBLY. ROAD TEST.																			
1FMYU03142KA52164	M1		TM1	T/F	T/W/E	T/E/F	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	5	T05 2E08 YF1Z	5P715	AA	S11	V42	D21 42
AWS Claim Key:		865224	Doc #:	19125282	Trx Code:	507	Labr Hrs:	5	Labr Cost:	34.73	Material Cost:	44.55	Total Cost:	163.28							
Dir Cd-Sub Cd:		01363 *	Name:	JOHN KENNEDY FORD	Plc:	610-2791700	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	07-MAR-2002	DIST(MBdy):4154						
Cust Comments:		CUSTOMER STATES VEHICLE STALLED WHILE DRIVING, COASTED TO THE SIDE AND RESTARTED OK, DUE TO PREVIOUS TRANS FAILURE																			
Tech Comments:		PERFORMED DIAGNOSIS REPLACED IDLE AIR CONTROL VALVE AND REPROGRAMMED PROCESSOR																			
1FMYU03142KA52164	M1		TM1	T/F	T/W/E	T/E/F	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	8	Q36 6UX3 YL&Z	78502A90	AA	S02	V37	R09 D1
AWS Claim Key:		1468093	Doc #:	19854901	Trx Code:	2	Labr Hrs:	0	Labr Cost:	65	Material Cost:	38.26	Total Cost:	103.26							
Dir Cd-Sub Cd:		01363 *	Name:	JOHN KENNEDY FORD	Plc:	610-2791700	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	21-MAY-2002	DIST(MBdy):6959						
Cust Comments:		CUSTOMER STATES VEHICLE LEAKS WATER AROUND SUNROOF. INSTALL 8 O WEATHERSTRIP																			
Tech Comments:		1 DIAGNOSE AND REPLACE SUNROOF WEATHERSTRIP																			
1FMYU03142KA52164	M1		TM1	T/F	T/W/E	T/E/F	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	8	Q65 5Y01 *	1126 *	S10	V21	N17 14	
AWS Claim Key:		1541363	Doc #:	20962801	Trx Code:	2	Labr Hrs:	3	Labr Cost:	37.6	Material Cost:	0	Total Cost:	37.6							

1

2

NFF

TSB for stall

fluid all over

ENR2-0271 0394

Dir Cl-Sub Cl:	01237-*	Name:	KINDLE FORD MERCURY-LINCOLN, INC.	Plc:	609-4659000	St:	NJ	City:	USA	Reg Cl:	NA	Repr Date:	06-JUN-2002	DIST (Mile):	8530						
Cost Comments:	WHEN HOT BRAKES MAKE NOISE FROM REAR																				
Tech Comments:	INSPECT AND MACHINE REAR DRUMS																				
1FMYU03142KA52164	M1	T/M1	T/F	T/W/E	T/E/F	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	8	Q47 7H01 *	19703 *	509	V79	C02	42	
AWS Claim Key:	1241364	Doc #:	20962802	Trx Code:	2	Labour Hrs:	.6	Labour Cost:	43.2	Material Cost:	7.14	Total Cost:	50.34								
Dir Cl-Sub Cl:	01237-*	Name:	KINDLE FORD MERCURY-LINCOLN, INC.	Plc:	609-4659000	St:	NJ	City:	USA	Reg Cl:	NA	Repr Date:	06-JUN-2002	DIST (Mile):	8530						
Cost Comments:	AC DOESNT SEEM COOL ENOUGH																				
Tech Comments:	CHK PRESSURE ADD FRBOW																				
1FMYU03142KA52164	M1	T/M1	T/F	T/W/E	T/E/F	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	10	T05 2E03 YL4Z	98926	DA	511	V42	D21	46
AWS Claim Key:	2127005	Doc #:	14927601	Trx Code:	507	Labour Hrs:	1.5	Labour Cost:	96.5	Material Cost:	123.3	Total Cost:	236.04								
Dir Cl-Sub Cl:	01350-*	Name:	NORRISTOWN AUTOMOBILE COMPANY, INC.	Plc:	610-3395400	St:	PA	City:	USA	Reg Cl:	NA	Repr Date:	22-JUL-2002	DIST (Mile):	10445						
Cost Comments:	CUSTOMER STATES ENGINE STALLED WHILE DRIVING																				
Tech Comments:	UNKNOWN PERFORM 02 11 06 TSB. SELF TEST PASS. CHECK FOR LATEST PCM CALIBRATION CURRENT. REPLACE THEROTLE BODY ASSY AND																				
1FMYU03142KA52164	M1	T/M1	T/F	T/W/E	T/E/F	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	10	T10 3A88 *	N07 *	S11	V48	P66	82	
AWS Claim Key:	2117372	Doc #:	14927602	Trx Code:	1	Labour Hrs:	.5	Labour Cost:	35.5	Material Cost:	0	Total Cost:	35.5								
Dir Cl-Sub Cl:	01350-*	Name:	NORRISTOWN AUTOMOBILE COMPANY, INC.	Plc:	610-3395400	St:	PA	City:	USA	Reg Cl:	NA	Repr Date:	22-JUL-2002	DIST (Mile):	10445						
Cost Comments:	CUSTOMER STATES TRANS WILL NOT SHIFT FROM PARK AT TIMES																				
Tech Comments:	NO PROBLEM FOUND UNABLE TO VERIFY CUSTOMERS CONCERN. CHECK BRAKE LIGHT SWITCH AND SHIFTER LOCK NORMAL. POSSIBLY DUE TO VEHICLE BEING																				
1FMYU03142KA52164	M1	T/M1	T/F	T/W/E	T/E/F	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	10	Q90 6Y20 *	MISC *	SXX	V00	A9*	82	
AWS Claim Key:	2143409	Doc #:	14927603	Trx Code:	P01	Labour Hrs:	0	Labour Cost:	0	Material Cost:	0	Total Cost:	28								
Dir Cl-Sub Cl:	01350-*	Name:	NORRISTOWN AUTOMOBILE COMPANY, INC.	Plc:	610-3395400	St:	PA	City:	USA	Reg Cl:	NA	Repr Date:	22-JUL-2002	DIST (Mile):	10445						
Cost Comments:	RENTAL PER SERVICE MANAGER																				
Tech Comments:	REFUND FOR RENTAL																				
1FMYU03142KA52164	M1	T/M1	T/F	T/W/E	T/E/F	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	11	T07 20D4 *	12A650 *	S11	V42	D21	42	
AWS Claim Key:	2393422	Doc #:	21686601	Trx Code:	507	Labour Hrs:	1.1	Labour Cost:	79.2	Material Cost:	0	Total Cost:	79.2								
Dir Cl-Sub Cl:	01237-*	Name:	KINDLE FORD MERCURY-LINCOLN, INC.	Plc:	609-4659000	St:	NJ	City:	USA	Reg Cl:	NA	Repr Date:	09-SEP-2002	DIST (Mile):	11000						
Cost Comments:	QUIT WHILE DRIVING WITH NO RESTART																				
Tech Comments:	PERFORM NGS TEST REPROGRAM PCM WITH UPDATED																				
1FMYU03142KA52164	M1	T/M1	T/F	T/W/E	T/E/F	T/A	AJ	T/DJ	T/LD	24-09-01	16-10-01	116046	USA	12	T05 2E03 YF1Z	9F715	AA	511	V42	D21	42
AWS Claim Key:	2626892	Doc #:	21706301	Trx Code:	507	Labour Hrs:	2.1	Labour Cost:	151.2	Material Cost:	59.79	Total Cost:	210.99								
Dir Cl-Sub Cl:	01237-*	Name:	KINDLE FORD MERCURY-LINCOLN, INC.	Plc:	609-4659000	St:	NJ	City:	USA	Reg Cl:	NA	Repr Date:	12-SEP-2002	DIST (Mile):	11000						
Cost Comments:	STALLING ON DEACCELERATION																				
Tech Comments:	PERFORM NGS TEST PROCEDURE PER EMAIL FROM DSE REPLACE ISC																				

new TSB out now

Any comments? You can contact

ES012-027 0306



webmaster

EM02-027 0308



KIMMEL & SILVERMAN
PC

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

30 EAST BUTLER PIKE
AMBLER, PA 19002

1-800-358-0000
F (215) 540-8888
F (215) 540-8817

www.kimmelsilverman.com

JACQUELINE C. HERRITT*
ROBERT A. RAPIKIN
VIVIAN BENZ FRIED*
AMY D. COX*
LOUIS DOBI, JR.*
SHANNON M. RYAN*
DANA TARQUINI*
MAYLEE MEEKINS*

CLAREN I. GERBER
of Counsel

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

October 17, 2002

VIA TELEFAX ONLY (1-313-845-5668)

Valma Sanders, Esquire
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE:
2002 Ford Escape
VIN: 1FMYU03142KA52164

Dear Ms. Sanders:

Thanks for your October 10, 2002 telefax and settlement offer. Please accept this letter as confirmation my client hereby accepts your most gracious offer in principle, subject only to finding an acceptable replacement vehicle. This will also confirm we have settled my bill of fees and costs for a separate payment in the reduced amount of \$1,500.00. I will have David Kelly of my office contact you to coordinate the settlement. Once again, thanks for your prompt intervention which has resulted in another lawsuit avoided and the saving of yet another loyal Ford Customer.

Very truly yours,


Robert M. Silverman

ERS2-027 1387

11/01/2002 16:26 FAX

KIMMEL & SILVERMAN

001/001



KIMMEL & SILVERMAN
P.C.



Kimmel & Silverman, P.C.
30 E. Butler Pike
Ambler, PA 19002

1-800-LEMON LAW
<http://www.lemonlaw.com>

To: Valma Sanders
Fax Number: _____

From: D. Kelly
Fax Number: (215) 540-8817
Business Phone: (215) 540-3888

Date & Time: 11/1/02
Pages (including cover): 1
Re: _____

Joseph Nathan

Ford Motor Credit

Replacement

BAA 385 6BT0

I am getting the sales invoice.

DK

The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-advise this communication to the sender listed above, and destroy this copy. Thank you.

For more information about Kimmel & Silverman, please visit us at <http://www.lemonlaw.com/>

Update This Information In Stars

		Dealer Detail		P&A Code	Star Code
FCSD Region	Sales Region	Sales Zone	Market	01350	F16046
16-PHILADELPHIA	16-PHILADELPHIA	B	A1		
Dealer Name:	NORRISTOWN AUTOMOBILE CO				
Dealer Address:	2609 RIDGE PIKE NORRISTOWN PA 19103				
Dealer Main Phone:	810-538-5400		Dealer Service Phone:	810-538-5400	
	Position	Employee Name			
	DEALER/PARTNER	WILLIAM MILLIKEN			
	GENERAL MANAGER	ANGELO LAQUITARA			
	PARTS MANAGER	SIDNEY FRETZ			
	SALES MANAGER	ROBERT W DOLIS			
	SERVICE MANAGER	MARTIN P WELLINGTON			

Just

*Stalling
problem
+ other things*

Pete Slack

*RAV
REP*

ENR2-877 8388

VEHICLE DETAIL

VIN: 1FMYU03142KA52164	Engine: MOD 3.0L DOHC EFI NA V6 G'NAAO
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE	Paint Code/Color: EBONY SOLID C/C
Year: 2002	Calibration: OM11A30A
Pay Load:	Max Towing Weight:
GVWR: 00000	Axis Ratio:
WheelBase: 103	Warranty Start Date: 10/16/2001
GCWR:	Vehicle Build Date: 9/24/2001
PEP Code: 320A	

Selling Dealers Name: NORRISTOWN AUTOMOBILE CO
 Selling Dealers P & A Code: 01360 Selling Dealers Sales Code: F16046
 Selling Dealers Main Phone: 610-539-5400 Selling Dealers Service Phone: 610-539-5400

Vehicle Order Image
 12345678910 12345678920 12345678930 12345678940 12345678950
 U032KA5216 410337 B C 2 23H8374 8H E M496 03
 12345678960 12345678970 12345678980 12345678990 123456789100
 N 3 285 5 4S3ABN 1 8BD48E 3 UA NH3 4 3 2 11
 123456789110 123456789120 123456789130 123456789140 123456789150
 FMY4M4 320A 9 14PA
 123456789160

EM2-027 0300

Customer Info

Customer:
Address:
Country: USA
Cell Phone:
Preferred Contact method:
Preferred Contact Time:

Primary Phone:
ST CONSHOHOCKEN PA 19380-2964
Language: EN
Pager:
Fax:
Email:

ENR2-827 8981

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU03142KA52164	Year Line: T/M1 - ESCAPE (U204) [2001]	Eng Serial No: 087098086
Model Year: 2002	Market Derivat: T/F - FORD DIVISION DERIVATIVE	Body Style: *
Vehicle Type: T	Drive Code: T/A - 2 WHL L/H FRONT DRIVE	Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G7NAA
Inv. Dealer: D1358	Body Cab Style: T/W6 - 3 DOOR LIGHT TRUCK	Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CDM8
Vehicle Status Code: 800	Variant/Series: T/EP - FORD SERIES	

BUILD INFORMATION:

Region: NA - #00000000 Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - #00000000 Prod Date: 24-SEP-2001

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 116046 - *
 Country: USA - #00000000 Selling Div: SE/Prov: PA
 Buyer St/Prov: PA

Arrival Date: 03-OCT-2001 Red Carpet Lease: *
 Sale Date: 16-OCT-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 16-OCT-2001 Modified Vehicle: * Vehicle Coast Flag: Y
 Orig Warranty Date: 16-OCT-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

00320A0218410327 6 0 2 2385274 ER 2 H88 63 9 3 285 5 4828W 160042 3 BA W0 4 2 2 11

007464 320A 3147A 63

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code: * - [N/A]
Alternator Amp Rating: C	GVW Class Code: Y
Audio Deck: * - [N/A]	Instruments: * - [N/A]
Auto Brake: * - [N/A]	Mirror(Driver Side): BS - DRV MANUAL FOLD, POWER ADJUST
Auto Type: * - [N/A]	Mirror(Passg Side): BS - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating: A	Paint: PNUAA - EBONY SOLID C/C
Brake Code: FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna: AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service): * - [N/A]	Radio: MJ - AM/FM STEREO CD CHANGER/CLK
Calibration Code: 0461LA30A	Sound System: AE - AUDIOPHILE SOUND SYSTEM
Color(Accent): * - [N/A]	Steep Terrain Axle: * - [N/A]
Color(Trim): 000ER -	Tire Manufacturer: AP -
Delivery Type: 0	Tire Brand: A30451 -
Derivative Code: D	Tire Size: D3J1J - P235/70R-16 OWL A-8
Front Seat: T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Traction Control: * - [N/A]
Fuel Type: AF - UNLEADED FUEL CAPABILITY	Wheel Size: * - [N/A]

TIRE DOT INFORMATION:

LF: A3084533501 RP: A3084533501
LR: A3084533501 RR: A3084533501
LI: * RI: *

SPARE: A3084533501 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO : MOUNT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	* * *
ESP Coverage(Miles):	• Emission Cert Type:	5
ESP Coverage(Time):	• Emission Decal Suffix:	JHP
ESP Plus Year:	• Engine Family:	2FMCT0301P6
ESP Signature Date:		

Any comments? You can contact



webmaster

VIN
1FMYU03142KA52164

Year Model
2002 ESCAPE
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Original Owner

Vehicle Info
Oasis
Warranty History

EM82-027 0394

Ford Motor Company

Consumer Affairs

October 10, 2002

Sent via Fax

Kimmel & Silverman
30 East Butler Pike
Ambler, PA 19002
Attn: Robert Silverman

RE:
2002 Ford Escape
VIN: 1FMYU03142KA52164

Dear Mr. Silverman:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at Norristown Automobile Company, the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- ◆ Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- ◆ The vehicle must be returned in good condition.
- ◆ Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- ◆ Signing the odometer disclosure, release form and power of attorney statements.

EA82-827 8385

Page 2

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.

Ford will provide:

- Transfer of, or a credit for, any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5668 within ten (10) business days of receipt of this letter. If you have questions regarding this issue, please contact me at (313) 845-5515.

Respectfully yours,


Valma K. Sanders
Legal Analyst - Philadelphia Region
Consumer Affairs

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGE	CHG#	STATUS
21	10/10	17:15	215 548 8817	EC-S	00'32"	002	858	OK

Ford Motor Company

Consumer Affairs

October 10, 2002

Sent via Fax

Kimball & Silverman
30 East Butler Pike
Ambler, PA 19002
Attn: Robert Silverman

RE:
2002 Ford Escape
VIN: 1FMYU03142KA32164

Dear Mr. Silverman:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at Norrisstown Automobile Company, the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- The vehicle must be returned in good condition.
- Cooperation with the dealer for delivery of the Non-free title to Ford with no tax or license obligations.
- Signing the odometer disclosure, release form and power of attorney statements.

3

WASSEL
0388820951 PHILADELPHIA

2002

EMR2-0271 0390

All Action Details for Issue

Print

VIN: 1FMCLD171KF13476 Year: 2001 Model: ESCAPE Case: 388520951
 Name: ME Owner Status: Original WSD: 2000-12-23
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP Primary Phone:
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Dealer: 01330 JOHN KENNEDY FORD LINC-MERC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 32958 MI Comm Type: FAX
 Analyst Name: MOLLY KELSEY Analyst: NKELSEY2
 Action Date: 08/29/2002 Action Time: 16.57.14.230 Action Data: Yes

Comments *****ATTORNEY DEMAND***** 08/29/02 ATTORNEY ALLEGES HIS CLIENT'S VEHICLE IS DEFECTIVE. **ATTORNEY DEMANDS FORD REPURCHASE HIS CLIENT'S VEHICLE.**

Data Element Name	Data Value
NAME OF LAW FIRM	KIMMEL & SILVERMAN
ATTORNEY NAME	ROBERT SILVERMAN
ATTORNEY PHONE NUMBER	2155408888VERMANAN

Action: MAKE OUTBOUND CALL TO ATTORNEY

Dealer: 01330 JOHN KENNEDY FORD LINC-MERC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 32958 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS Analyst: VSANDERS
 Action Date: 08/30/2002 Action Time: 10.54.00.537 Action Data: Yes

Comments LPA CONTACTED CUSTOMER ATTORNEY ADVISED WILL RESEARCH CASE

Data Element Name	Data Value
CONTACT PERSON	KIMMEL & SILVERMAN

Action: MANAGEMENT APPROVAL OF OFFER

Dealer: 01330 JOHN KENNEDY FORD LINC-MERC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 32958 MI Comm Type: PHONE
 Analyst Name: TAMMY WHITE Analyst: TWHITE11
 Action Date: 09/12/2002 Action Time: 13.55.23.636 Action Data: No

Comments **APPROVAL TO OFFER REPLACEMENT VEHICLE**

Action: OFFER

Dealer: 01330 JOHN KENNEDY FORD LINC-MERC

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 32958 MI

Comm Type: PHONE

Analyst Name: VALMA
SANDERS

Analyst: VSANDERS

Action Date: 09/12/2002

Action Time:
14.35.46.231

Action Data: Yes

Comments LPA CONTACTED SMS AT JOHN KENNEDY FORD..THOMAS HYNDMAN ADVISED LAST VISIT TO DEALER FOR STALLING CONCERN ON 7/17/02..FSE AND CSM REVIEWED CUSTOMERS STALLING CONCERN AND WANT TO REPLACE CUSTOMER UNIT BUT CUSTOMER ADVISED HAD AN ATTORNEY AND CASE COULD NOT BE RESOLVED AT THE DEALER LEVEL..LPA CONTACTED FSE JIM C. AND CSM ROBIN B....LPA WILL REPLACE UNIT..LPA WILL FAX LETTER TO CUSTOMER ATTORNEY TO ADVISE..

Data Element NameData Value

PROJECTED \$ AMOUNT

*

Action: OFFER

Dealer: 01330 JOHN KENNEDY FORD LINC-MERC

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 32958 MI

Comm Type: PHONE

Analyst Name: VALMA

Analyst: VSANDERS

SANDERS

Action Date: 09/12/2002

Action Time:
14.45.57.352

Action Data: Yes

Comments LPA CONTACTED SMS AT NORTHEAST LINC-MERC AND REEDMAN LINC-MERC..REVIEWED CUSTOMER REPAIR HISTORY..LPA WILL OFFER REPLACEMENT OF UNIT..WILL FAX LETTER TO CUSTOMER ATTORNEY TO ADVISE..

Data Element NameData Value

PROJECTED \$ AMOUNT

*

Action: FINAL CASE DISPOSITION

Dealer: 01330 JOHN KENNEDY FORD LINC-MERC

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 32958 MI

Comm Type: OTHER

Analyst Name: VALMA

Analyst: VSANDERS

SANDERS

Action Date: 09/30/2002

Action Time:
09.21.11.247

Action Data: No

Comments CUSTOMER ACCEPTS REFUND OFFER..

09/13/2002 12:03 FAX

KIMMEL & SILVERMAN

001/001



KIMMEL & SILVERMAN

P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

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

30 EAST BUTLER PIKE
AMBLEY, PA 19004

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

www.kimlaw.com

Previously Opened
8-29-02
CASE # 3888 20951
Region: 16
CATHERINA

VIVIAN BENG FELKER*
AMY D. COLE*
LOUIS DOBI, JR*
SHANNON M. RYAN*
DANA TARQUINI*
MAYLEE MERKIN*

OLENN L. GEDDER
of Counsel

September 13, 2002

VIA TELEFAX ONLY (1-313-845-5668)

Valma Sanders, Esquire
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE:
2001 Ford Escape
VIN: 1FMCU04171KF13476

Dear Ms. Sanders:

Thanks for your September 12, 2002 telefax and settlement offer. Please accept this letter as confirmation my client hereby accepts your most gracious offer in principle, subject only to finding an acceptable replacement vehicle. This will also confirm we have settled my bill of fees and costs for a separate payment in the reduced amount of \$1,500.00. I will have David Kally of my office contact you to coordinate the settlement. Once again, thanks for your prompt intervention which has resulted in another lawsuit avoided and the saving of yet another loyal Ford Customer.

Very truly yours,

Robert M. Silverman

ER82-827 8481

0385820151

Ford Consumer Affairs RAV Replacement Checklist

COPY

Case Type: DSB Award DSB Prior Resolve Li. Prevention Special Litig

RAV Headquarter Advisor Justino Pedraza Consumer Affairs Analyst _____
Date Prepared 10/22/02 E-mail Address vanders@ford.com
Date Uploaded _____ Region 16 Philadelphia
Date Sent _____ Compliance Date _____
VIN Number 1FMCUR04171KF13476
Customer Name _____

Special Instructions or Comments:

Sales/Lease Agreement of old vehicle (Buyer's order or Purchase agreement)	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
AWS Repair History	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
Factory Invoice	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
After Market Receipts	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
Litigation Prevention Offer Letter	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
DSB Award Letter & A/R Form	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
EAA Fire Inspection Report	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
RAV Past Upload	Included <input checked="" type="checkbox"/>		

**If a document is determined to be "Not Applicable" or if it is not included, it must have Team Leader (TL) initials

Other Documents Included (Please specify)

Team Leader Signature of approval _____ Date _____
Point Person Signature of approval _____ Date _____

Policy No. 037-2104-3-000-00	Rate of Interest 7.5 %	Account No. 6017
Cert. No. BT572092	Loan No. 9870	Joint Insured's Name N/A
Loan Disclosure Date 12-19-2000		

TRUTH IN LENDING DISCLOSURE

Annual Percentage Rate (APR)		Finance Charge	
Interest Rate		Total Finance Charge	
Total Finance Charge		Total Amount Financed	
Total Amount Financed		Total Amount Repaid	
Total Amount Repaid		Total Interest Paid	
Total Interest Paid		Average Annual Percentage Rate (APR)	

ITEMIZATION OF THE AMOUNT FINANCED

FINANCING CHARGE	17,000.00	SECURITY OWEN TO YOU EXCEPTLY	17,000.00	AMOUNT PAID ON YOUR ACCOUNT	NONE	PREPAID FINANCING CHARGE	NONE
INITIAL FEE							
UPFRONT FEE							
PAID TO							
FOR							
YOUR BEHALF							

NOTE (CONTINUED ON REVERSE SIDE)

Finance to Pay: You promise to pay \$ 17,000.00 to the credit union plus interest on the unpaid balance at 7.5 % per year until what you owe has been repaid.

Collection Costs: You promise to pay all costs of collecting the amount you owe under this agreement, including court costs and reasonable attorney fees. \$25.00

Security Offered	MODEL	YEAR	I.D. NUMBER	TYPE	VALUE
	2001 FORD ESCAPE ELT		1FHCD04171KY13476		22,185.00

Other (Describe): You Pledge Shares \$ 440.65 Acct# 6017 \$ Acct#

I, you agree to make and be bound by the terms of this Note and Security Agreement sign below. If you are not a borrower but an owner of the collateral for this loan, sign below and check the box for "Owner of Collateral". By doing so you agree only to the terms of the Security Agreement (CAUTION: IT IS IMPORTANT THAT YOU THOROUGHLY READ THIS CONTRACT BEFORE YOU SIGN IT).

<input checked="" type="checkbox"/> Borrower	<input type="checkbox"/> Owner of Collateral (other than a borrower)	Date	Witness	Date
			X	
<input type="checkbox"/> Borrower	<input type="checkbox"/> Owner of Collateral (other than a borrower)	Date	Witness	Date
			X	

CONSUMER CREDIT DISCLOSURE FORM, PROMISSORY NOTE AND SECURITY AGREEMENT

In this agreement the words "you" and "your" means each person who signs this agreement. The "credit union" means the credit union whose name appears below and anyone to whom the credit union transfers its rights under this agreement. The terms on the reverse side are part of this agreement. These checked below apply to this agreement.

CREDIT INSURANCE SUMMARY

MAXIMUM MONTHLY DISABILITY BENEFIT	MAXIMUM AMOUNT OF LOAN INSURABLE		MAXIMUM AGE FOR INSURANCE	
	Life	Disability	Life	Disability
400.00	N/A	NONE	N/A	65

If the insured is totally disabled for more than 30 days, then the Disability Benefit will begin with the 1ST day of disability.

YOUR APPLICATION FOR CREDIT INSURANCE

"You" or "Your" means the member and the joint insured (if applicable). Credit insurance is voluntary and not required in order to obtain this loan. You may select any insurer of your choice. You are applying to the Society for credit insurance on your loan. You agree to pay the premium charge shown below. **DO NOT SIGN THIS APPLICATION IF IT CONTAINS ANY BLANK SPACES.** This application is void and will not be used in contract if all blank spaces have not been completed, if the member has not signed and dated the Application, and if the Application has not been witnessed. The following statements made by you are representations and are true to the best of your knowledge and belief:

CREDIT LIFE INSURANCE

Are you under age 65? Yes No
 N/A

Signature of Member _____ Date _____

Signature of Joint Insured (if applicable) (only required if joint credit life coverage is selected) _____ Date _____

Address _____ Date _____

Secondary Beneficiary (if you desire to name one) _____

CREDIT DISABILITY INSURANCE

On this date, are you presently actively at work and regularly performing all of the usual duties of a gainful occupation a minimum of 25 hours a week? Yes No If no, why not? _____

Signature of Member _____ Date 12-19-00

Signature of Joint Insured _____ Date 12-19-00

Address _____ Date _____

Secondary Beneficiary (if you desire to name one) _____

COVERAGE SELECTED

Single Credit Life Yes No
NOT AVAILABLE

Joint Credit Life Yes No
NOT AVAILABLE

COVERAGE SELECTED

Single Credit Disability Yes No
XX

Initial Amount of Loan	Insurance Charge	Monthly Payment/Benefit	Term of Certificate in Months	Effective Date of Certificate	Date of Birth Mo. Day Yr.
CD \$ <u>17,000.00</u>	CD \$ <u>NONE</u>	\$ <u>NONE</u>	CD <u>60</u>	<u>12-19-2000</u>	<u>04-15-1960</u>
CL \$ <u>N/A</u>	CL \$ <u>N/A</u>		CL <u>N/A</u>		<u>N/A</u>

GENERAL INFORMATION

Credit Union Name and Address MONTGOMERY COUNTY EMPL CU COURT HOUSE NORRISTOWN, PA 19404	Member Name and Address TERESA KEWITT WASSYL 2693 BEDRICK RD PO BOX 57 CEDARS PA 19423
--	---

JOHN KENNEDY FORD LINC MERC, INC.
 3109 W. RIDGE PIKE
 POTTSTOWN PA 19464
 (610)493-7100
 WWW.KENNEDYAUTO.COM

Deal 22023 Cust 44844 Date 12/23/00
 Address PR 19423 S.S.#
 Agree to purchase from JOHN KENNEDY FORD LINC MERC, INC. the vehicle described below. New Used Demo
 Year 2001 Make FORD TRUCK Model ESCAPE Cylinder 6 Ext Color RED Int. Int.
 Stock No. 17517 Serial No. 1FMCU84171KF13475

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY)
 THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE
 IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM
 OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT SALE.

AS IS THE MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY
 EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE
 ENTIRE EXPENSE OF REPAIRS OR CORRECTING ANY DEFECTS THAT
 PRESENTLY EXIST OR THAT MAY OCCUR IN THE VEHICLE.

NAME OF TRADE-IN	MILEAGE	NONE	PRICE OF VEHICLE	22185.00
YEAR	MODEL		ACCESSORIES	NONE
SERIAL NO.			ADDITIONAL EQUIP	900.00
BALANCE OWED TO			ALARM	NONE
ADDRESS			SERVICE CONTRACT	NONE
PHONE			PAINT SEALANT	NONE
ACCT #			UNDERCOAT	NONE
PAYOFF GOOD TILL			FABRIC PROTECTION	NONE
PAYOFF GIVEN BY			SWAP PROTECTION	NONE
NAME OF TRADE-IN	MILEAGE	NONE	TOTAL PRICE	23085.00
YEAR	MODEL		LESS MANUFACTURERS REBATE	NONE
SERIAL NO.			LESS TRADE IN VALUE	NONE
BALANCE OWED TO			TOTAL TAXABLE AMOUNT	23085.00
ADDRESS			SALES TAX	1365.18
PHONE			DOCUMENT FEES	55.00
ACCT #			ON LINE REGISTRATION FEES	12.75
PAYOFF GOOD TILL			LICENSE AND TITLE FEES	37.50
PAYOFF GIVEN BY			PENNA TIRE TAX	5.00
AGENT			LUXURY TAX	NONE
ADDRESS			TRADE PAYOFF AMOUNT	NONE
CITY & STATE			TOTAL AMOUNT DUE	24500.33
PHONE			LESS CASH DUE	7500.33
INSURANCE/MERIDIAN INS			AMOUNT DUE OR FINANCED	17000.00
POLICY NO. AP 717352				
INSURANCE VERIFIED				
EFFECTIVE DATES FROM 09/07/00 TO 09/07/01				

THERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, MADE BY THE SELLER HEREIN, OR THE MANUFACTURER, ON THE VEHICLE OR CHASSIS DESCRIBED ON THE PRICE HEREOF EXCEPT IN THE CASE OF A NEW VEHICLE ON CHASSIS. THE PRINTED NEW VEHICLE WARRANTY DOES NOT APPLY TO THIS PURCHASE WITH SUCH A VEHICLE OR CHASSIS AND HEREBY MADE PART BY HEREOF AS THOUGH FULLY SET FORTH HEREIN IS THE ONLY WARRANTY APPLICABLE TO SUCH A NEW VEHICLE OR CHASSIS AND IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN THE CASE OF A USED VEHICLE OR CHASSIS, THE APPLICABILITY OF AN EXISTING MANUFACTURERS WARRANTY THEREON, IF ANY, SHALL BE DETERMINED SOLELY BY THE TERMS OF SUCH A WARRANTY. ASK SALES PERSON FOR A COPY OF COMPLETE WARRANTY.

THIS CONTRACT IS NOT BINDING UPON EITHER THE DEALER OR THE PURCHASER UNTIL SIGNED BY AN AUTHORIZED REPRESENTATIVE. YOU, THE BUYER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THE CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER. WE CANNOT INCREASE THE CONTRACT PRICE OF A MOTOR VEHICLE AFTER THE CONTRACT HAS BEEN ACCEPTED BY THE COMMONWEALTH WHICH REQUIRES THE ADDITION OF NEW EQUIPMENT TO CERTAIN VEHICLES; OR IN THE CASE OF FOREIGN MADE VEHICLES, IS DUE TO REVALUATION OF THE UNITED STATES DOLLAR VERSUS THE CURRENCY OF THE COUNTRY OF MANUFACTURE; HOWEVER WE HAVE THE RIGHT TO REAPPRAISE THE VALUE OF A TRADE IN VEHICLE IF THE DEALER CAN ESTABLISH THAT THE VEHICLE HAS SUFFERED DAMAGE OF SERIOUS MECHANICAL DETERIORATION SINCE THE DATE OF THE VALUATION BUT PRIOR TO ITS DELIVERY TO THE DEALER, OR UNLESS PARTS OR ACCESSORIES, OR BOTH, INCLUDING TIRES, HAVE BEEN REMOVED OR REPLACED WITH PARTS OR ACCESSORIES OF SUPERIOR QUALITY.

I HEREBY THAT I AM 18 YEARS OF AGE OR OLDER AND HEREBY ACKNOWLEDGE A COPY OF THIS ORDER.

DEALER AUTHORIZED SIGNATURE [Signature] DATE 12/23/00 CUSTOMER SIGNATURE [Signature] DATE 12/23/00
 JOHN H MACHEN CL-SAYERS SIGNATURE _____ DATE _____
 EBR2-027 0460

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 22-OCT-2002

Note: All Costs are in U.S. 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	VEG	CCC	CD	
1FMCU04171KF13476	M1	T7M1	T7F	T7WD	T7EF	T7F	AJ	T7D1	T7LD	17-10-00	23-12-00	116421	USA	0	*	6N09	YLEZ	7853100	AAA	S07	V75	B66	12	
AWS Claim Key:	309073	Doc #:	15765902	Trx Code:		1	Labour Hrs:	6	Labour Cost:	0	Material Cost:	75.6	Total Cost:	75.6										
Dir Cd-Sub Cd:	01363-A	Name:	JOHN KENNEDY FORD	Ph:	610-2791700	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	11-NOV-2000	DIST(Mile):										
Cost Comments:	HARDWARE MISSING IN BOX FOR ROOF RACK																							
Tech Comments:	REPLACE ROOF RACK PARTS, HARDWARE WAS MISSING FROM BOX																							
1FMCU04171KF13476	M1	T7M1	T7F	T7WD	T7EF	T7F	AJ	T7D1	T7LD	17-10-00	23-12-00	116421	USA	0	*	*	*	*		SXX	V00	*	*	
AWS Claim Key:	266467	Doc #:	15844101	Trx Code:	00849	Labour Hrs:	4	Labour Cost:	26.87	Material Cost:	0	Total Cost:	26.87											
Dir Cd-Sub Cd:	01363-A	Name:	JOHN KENNEDY FORD	Ph:	610-2791700	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	07-DEC-2000	DIST(Mile):										
Cost Comments:																								
Tech Comments:																								
1FMCU04171KF13476	M1	T7M1	T7F	T7WD	T7EF	T7F	AJ	T7D1	T7LD	17-10-00	23-12-00	116421	USA	2	*	7P01	*	17526	*	S09	V16	W03	33	
AWS Claim Key:	902243	Doc #:	12974001	Trx Code:	2	Labour Hrs:	2	Labour Cost:	11.82	Material Cost:	0	Total Cost:	11.82											
Dir Cd-Sub Cd:	01330-A	Name:	JOHN KENNEDY FORD LINC-MERC	Ph:	610-4957172	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	08-FEB-2001	DIST(Mile):	3021									
Cost Comments:	CK WIPERS INOP																							
Tech Comments:	1 CHECK WIPER OPERATION CHECK WIPER ARM MOUNTING, TIGHTEN DOWN WIPER ARMS AND RECHECK OK																							
1FMCU04171KF13476	M1	T7M1	T7F	T7WD	T7EF	T7F	AJ	T7D1	T7LD	17-10-00	23-12-00	116421	USA	10	*	2E00	YF1Z	97715	AA	S11	V41	D36	42	
AWS Claim Key:	5482225	Doc #:	13184601	Trx Code:	807	Labour Hrs:	1.2	Labour Cost:	73.4	Material Cost:	44.55	Total Cost:	120.15											
Dir Cd-Sub Cd:	01330-A	Name:	JOHN KENNEDY FORD LINC-MERC	Ph:	610-4957172	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	17-OCT-2001	DIST(Mile):	20608									
Cost Comments:	REBUBBON ON ACCELERATION WHEN DRIVING AND WHEN PULLING OUT FROM A STOP HET																							
Tech Comments:	ROAD TEST VEHICLE, PERFORM ELECTRONIC ENGINE CONTROL DIAGNOSIS WITH WDS NGR, DCL AND FID DISPLAYS, PINPOINT TEST ROAD TEST CHECK ENG PERFORMANCE STAR TEST EBC SYSTEM NO CODES, CHECK FOR STALLING, IAC NOT WORKING PROPERLY ORDERED																							
1FMCU04171KF13476	M1	T7M1	T7F	T7WD	T7EF	T7F	AJ	T7D1	T7LD	17-10-00	23-12-00	116421	USA	10	*	1F06	1LEZ	EA080	BB	S09	VK3	C29	42	
AWS Claim Key:	5482969	Doc #:	13184603	Trx Code:	EB4	Labour Hrs:	3	Labour Cost:	50.4	Material Cost:	45.88	Total Cost:	96.28											
Dir Cd-Sub Cd:	01330-A	Name:	JOHN KENNEDY FORD LINC-MERC	Ph:	610-4957172	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	17-OCT-2001	DIST(Mile):	20608									
Cost Comments:	CK COOLANT LIGHT ALSO ON																							
Tech Comments:	1 CHECK FOR COOLANT LIGHT ON, PRESSURE TESTED COOLING SYSTEM OK ORDERED UPDATED STYLE COOLANT TANK RESERVOIR																							
1FMCU04171KF13476	M1	T7M1	T7F	T7WD	T7EF	T7F	AJ	T7D1	T7LD	17-10-00	23-12-00	116421	USA	12	*	6L06	YLEZ	7804024	AA8	S08	V71	N31	42	
AWS Claim Key:	3977799	Doc #:	13421001	Trx Code:	EB4	Labour Hrs:	.1	Labour Cost:	6.3	Material Cost:	50.23	Total Cost:	56.53											
Dir Cd-Sub Cd:	01330-A	Name:	JOHN KENNEDY FORD LINC-MERC	Ph:	610-4957172	St:	PA	City:	USA	Reg Cd:	NA	Repr Date:	15-DEC-2001	DIST(Mile):	22575									

E002-027 9490

Cost Comments: ARMREST SQUEAK SOP ARMREST LID
Tech Comments: I REMOVE AND REPLACES ARM REST LID REQ M TIME NO LABOR OP

1FMCU04171KF13476 MI TMI TF TWD TEF TF AJ TDI TLD 17-10-00 23-12-00 116421 USA 15 * 7C05 POAZ 14N089 A S11 V42 D21 42
AWS Claim Key: 1997490 Doc #: 1377782 Trx Code: 807 Labor Hrs: 5 Labor Cost: 31.5 Material Cost: 3.29 Total Cost: 35.39
Dir Ct-Sub Ct: 01330-* Name: JOHN KENNEDY FORD LINC-MERC P#: 610-4957172 St: PA City: USA Reg Ct: NA Repr Date: 14-MAR-2002 D8ST (Mile):26845
Cost Comments: CUSTOMER STATES VEHICLE IS TURNING OFF STALLS WHILE DRIVING AND DASHBOARD LIGHTS WERE ALL
Tech Comments: EEC POWER RELAY IS FAULTY BOALT TEST CK FOR STALLING VERIFIED COMPLAINT EEC TEST NO CODES. FOUND NEW MESSAGE 15599 TO REPLACE EEC RELAY,REPROG

1FMCU04171KF13476 MI TMI TF TWD TEF TF AJ TDI TLD 17-10-00 23-12-00 116421 USA 17 * 6L06 YLEZ 78M024 AAB S08 V74 T90 33
AWS Claim Key: 9235229 Doc #: 14089101 Trx Code: 884 Labor Hrs: 2 Labor Cost: 12.6 Material Cost: 51.52 Total Cost: 64.12
Dir Ct-Sub Ct: 01330-* Name: JOHN KENNEDY FORD LINC-MERC P#: 610-4957172 St: PA City: USA Reg Ct: NA Repr Date: 16-MAY-2002 D8ST (Mile):29798
Cost Comments:
Tech Comments:

1FMCU04171KF13476 MI TMI TF TWD TEF TF AJ TDI TLD 17-10-00 23-12-00 116421 USA 20 * 1808 2F1Z 9J460 AA S11 V42 D21 42
AWS Claim Key: 10026464 Doc #: 14308384 Trx Code: 807 Labor Hrs: 1.3 Labor Cost: 83.72 Material Cost: 165.3 Total Cost: 249.02
Dir Ct-Sub Ct: 01330-* Name: JOHN KENNEDY FORD LINC-MERC P#: 610-4957172 St: PA City: USA Reg Ct: NA Repr Date: 17-JUL-2002 D8ST (Mile):32416
Cost Comments: CUST STATES STALLS WHEN SLOWING DOWN CK FOR BBM
Tech Comments: PERFORM EEC TEST CK PER TBS 23 11 6 REPLACE PFE SEANOR, REFLACE MAP SENSOR ROAD TEST, OK

1FMCU04171KF13476 MI TMI TF TWD TEF TF AJ TDI TLD 17-10-00 23-12-00 116421 USA 20 * 2604 YLEZ 9C915 AA S11 V44 E29 42
AWS Claim Key: 10066465 Doc #: 14366401 Trx Code: 891 Labor Hrs: 1 Labor Cost: 64.4 Material Cost: 29.64 Total Cost: 94.04
Dir Ct-Sub Ct: 01330-* Name: JOHN KENNEDY FORD LINC-MERC P#: 610-4957172 St: PA City: USA Reg Ct: NA Repr Date: 30-JUL-2002 D8ST (Mile):32854
Cost Comments: CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON
Tech Comments: I SPW REF RO 143085 CHECK FOR ENG LIGHT ON STAR TEST EEC SYSTEM PERFORMED STAR TEST EEC SYSTEM CODE P0443 EVAP PURGE VALVE MALFUNCTION

1FMCU04171KF13476 MI TMI TF TWD TEF TF AJ TDI TLD 17-10-00 23-12-00 116421 USA 21 * 5004 YLEZ 9K483 AA S10 V89 CS0 33
AWS Claim Key: 10924212 Doc #: 14506701 Trx Code: 884 Labor Hrs: 4 Labor Cost: 25.76 Material Cost: 29.29 Total Cost: 55.05
Dir Ct-Sub Ct: 01330-* Name: JOHN KENNEDY FORD LINC-MERC P#: 610-4957172 St: PA City: USA Reg Ct: NA Repr Date: 29-AUG-2002 D8ST (Mile):33290
Cost Comments: CUST STATES HAD TO ANOTHER FACILITY FOR INSPECTION AND WAS TOLD NEEDS SWAY BARS ???
Tech Comments: CHECK FRNT SUSPENSION CHECK FOR NOISE REMOVE AND REPLACE SWAY BAR LINKS

1FMCU04171KF13476 MI TMI TF TWD TEF TF AJ TDI TLD 17-10-00 23-12-00 116421 USA 21 * 5V01 YLEZ 1125 BA S10 V21 H15 13
AWS Claim Key: 10924212 Doc #: 14506702 Trx Code: 884 Labor Hrs: 7 Labor Cost: 45.08 Material Cost: 144.59 Total Cost: 189.67
Dir Ct-Sub Ct: 01330-* Name: JOHN KENNEDY FORD LINC-MERC P#: 610-4957172 St: PA City: USA Reg Ct: NA Repr Date: 29-AUG-2002 D8ST (Mile):33290
Cost Comments: CUST STATES BRAKE PEDAL GOES TO FLOOR
Tech Comments: CHECK BRAKE PEDAL OPERATION, TEST DROVE DID NOT DUPLICATE THE CONCERN, DID VERIFY AN EXTENDED STOPPING DISTANCE

Any comments? You can contact

ER62-827 8487

webmaster

EM02-027 0408

DEALER 168 036 | VIN: 1FMCU04171KPF13476

	SUGGESTED RETAIL PRICE	AMOUNT
U04 ESCAPE EXT 4X4	20620'00	19436'00
2001 MODEL YEAR		
B4 BRIGHT RED CLEARCOAT MET		
12 X GRAPE FRAME CLYS SPT HUCK		
991 3.0L DURATEC V6 ENGINE	1480'00	1332'00
444 4-SPEED AUTOMATIC O/D TRANS	NC	NC
T63 P235/70R16 OWL ALL-SEASON	NC	NC
153 FRONT LICENSE PLATE BRACKET	NC	NC
422 CALIFORNIA EMISSIONS SYSTEM	NC	NC
536 TRAILER TOWING, CLASS II	NC	NC
648 WELS, 16 IN. 5-SPOKE CAST ALUM	NC	NC
67A SIDE AIR BAGS	345'00	110'00
TOTAL VEHICLE & OPTIONS	22645'00	21098'00
DESTINATION & DELIVERY	340'00	340'00
SCHEDULE & (MMS)	.00	
TOTAL FOR VEHICLE	23185'00	

07 U.S. GAL GAS FACTORY 14.35
 BATCH-ID YK10104588 W NB 2X
 PRICE LEVEL 12300004 VIN: 1FMCU04171KPF13476
 SHIPPING WEIGHT 3169 LBS.

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

FOA/FICA ADJUSTMENT	INVOICE TOTAL	SALES TAX	REGISTRATION	SALES TAX	A PLAN
125.00	21777.35	679.00	300.00	20798.35	20689.35
679.00	54.00	1642.00	.00	625.00	19156.00

SENT TO: Canshohocken Ford Inc 168036
 1403 Ridge Pike
 Canshohocken PA 19428

YS 2 N 6 PA RF5R
 DATE INVOICED 10 16 00
 NEW MODEL YEAR 16-03 12 09

SHIP TO (IF OTHER THAN ABOVE)

SHIP THROUGH

ERR2-027 0409

INVOICE & UNIT IDENTIFICATION NO: 1FMCU04171KPF13476
 FINAL ASSEMBLY POINT: KANSAS CITY
 FINAL COMPANY AND/OR LEASE: FORD MOTOR CREDIT 000001
 1KPF13476 1F U04 20001010 001010 YK101 W 123 168036

2 2777.35 KUI

Ford Motor Company

Consumer Affairs

September 12, 2002

Sent via Fax

Kimmel & Silverman
30 East Butler Pike
Ambler, PA 19002
Attn: Robert Silverman

RE:

2001 Ford Escape
Zip Code: 19423
VIN: 1FMCU04171KF13476

Dear Mr. Silverman:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at Reedman Lincoln Mercury, the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- ◆ A usage fee calculated at N/A. The usage fee is calculated below:
N/A:
- ◆ Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- ◆ The vehicle must be returned in good condition.
- ◆ Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- ◆ Signing the odometer disclosure, release form and power of attorney statements.

ER02-027 0410



Page 2

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.

Ford will provide:

- ◆ Transfer of, or a credit for, any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5668 within ten (10) business days of receipt of this letter. If you have questions regarding this issue, please contact me at (313) 845-5515.

Respectfully yours,



Valma K. Sanders
Legal Analyst - Philadelphia Region
Consumer Affairs

ER82-027 0411

RAV-FAST Profile Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
10/22/2002

Request:
Transmitted:
Transmit Date:

Replacement
No

REQUESTER

Name:
CDS/PROFS ID:
Supervisor's CDS/PROFS ID:

SANDERS, VALMA
VSANDERS
MRATAJAC

Title:
Supervisor's Title:

LEGAL ANALYST
DEPARTMENT MANAGER

VEHICLE

VIN:
Mileage:
Purchase Date:
Type:
Obtained As:
Ownership:

1FMCU0417 1KF13476
35,000
12/23/2000
Car/Light Truck
New Vehicle
Privately Owned/Leased

Description:
Odometer Replaced:

'01 Escape 4x4, XLT
No

CUSTOMER

Name:
Address:
City, State:
Zip:
Home Phone:

Work Phone:

(810)584-0370

DEALERSHIP

Processing Dealer:
Contact Name:
Phone:
Present Vehicle Location:

JOHN KENNEDY FORD LINCOLN-MERC
RICK SWENSON
(610)485-7172
IN CUSTOMER'S POSSESSION

Sales Code:
Contact Title:

16421
RAV REP

REPAIR HISTORY

Symptom Code
607793

Symptom Description
STALL/OUTS DECEL ALL ENG TEMP

No of Repair Attempts
3

RAV-FAST Profile Information Report

LOYALTY TOOLS

FCSD Technical Hotline:	Yes
FSE Tech Assist:	Yes
Plant Vehicle Team:	No

UPLOAD REASONS

Primary Reason:	Number of Repair Attempts
Rationale:	Pre-Litigation (Legal Analysts only)
Compliance Data:	
Overnight Delivery:	Yes
Vehicle Disposition:	Auction

RAV-FAST RAV Request Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
10/22/2002

Request
Transmitted:
Transmit Date:

Replacement
No

PROFILE

Requester Name:
VIN:
Purchase Date:
Vehicle Type:
Customer Name:
Processing Dealer:

SANDERS, VALMA
1FMCU0417 1KF13478
12/23/2000
Car/Light Truck
KEWITT WASSEL, TERESA
JOHN KENNEDY FORD LINCOLN-MERC

Mileage:

35,000

TRANSACTION TYPE

RAV Transaction Type:

Financed Purchase

MILEAGE CHARGE CALCULATION

Mileage Charge Type:
Mileage Charge State:
Lemon Law Formula:
No Accrued Mileage Charge:

No Mileage Per Lemon Law
Pennsylvania
(0 MI X \$0.10/MI)
No

Mileage at 1st Repair:
Mileage Charge Amount:
Amount To Charge Customer:
Waived Mileage Charge Amount:

AFTER MARKET ITEM(S)

Item Listing

RAV-FAST RAV Request Information Report

OTHER ITEMS ELIGIBLE FOR RAV PAYMENT

Other Eligible Expenses: \$ 1,600.00
Attorney Fees: Yes
Check Mailed To Attorney: KIMMEL & SILVERMAN
Attorney Name: 30 EAST BUTLER PIKE
Address: AMBLER, PA
City, State: 19002
Zip:

COMMENTS

Additional Comments: PAID WITH INTEREST DUE TO KIMMEL & SILVERMAN CASE.....CODE 2

Requires Approval: Yes
Approver CBS/PROFS ID: BBILLUPS

Approver Title: TEAM LEADER

RAV-FAST Summary Report.

<u>VIN</u>	<u>Processing Dealer</u>	<u>Request</u>	<u>Ready</u>	<u>Transmit</u>	<u>Last Update</u>	<u>Transmit Date</u>
1FMCU0417 1KF13476	JOHN KENNEDY FORD LINCOLN-MERC	REP	Yes	No	10/22/2002	

ENC-027 0418

Sanders, Valma (V.K.)

From: Sanders, Valma (V.K.)
Sent: Thursday, September 06, 2002 12:11 PM
To: Barrera, Robin (R.M.)
Subject: Legal Case

Hi Robin,

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

VIN: 1FMCU04171KF13476	Year: 2001	Model: ESCAPE	Case: 38820951
Name: MS TERESA C KEWITT	Owner Status: Original	W8D: 2000-12-23	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP			Primary Phone: 810-584-0370
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND			Secondary Phone:
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: JOHN KENNEDY	FORD LIN-MERC
Origin Desc: CONSUMER AFFAIRS	LITIGATION PREVENTION		P & A Code: 01330
Odometer: 32956 MI	Comm Type: FAX		
Action Date: 08/29/2002	Action Time: 16:57:14:230	Action Date: Yes	
Analyst Name: MOLLY KELSEY	Analyst: MKELSEY2		

Valma K. Sanders
Legal Analyst - Philadelphia Region
Consumer Affairs
Phone: 313 845 5516 Fax: 313 845 5668
E mail: vsanders@ford.com

Ford Motor Company

Consumer Affairs

September 12, 2002

Sent via Fax

Kimmel & Silverman
30 East Butler Pike
Ambler, PA 19002
Attn: Robert Silverman

RE:

2001 Ford Escape
Zip Code: 19423
VIN: 1FMCU04171KP13476

Dear Mr. Silverman:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at Readman Lincoln Mercury, the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- ◆ A usage fee calculated at N/A. The usage fee is calculated below:
N/A:
- ◆ Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- ◆ The vehicle must be returned in good condition.
- ◆ Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- ◆ Signing the odometer disclosure, release form and power of attorney statements.

EN02-027 0418



Page 2

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.

Ford will provide:

- ◆ Transfer of, or a credit for, any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5668 within ten (10) business days of receipt of this letter. If you have questions regarding this issue, please contact me at (313) 845-5515.

Respectfully yours,



Valma K. Sanders
Legal Analyst - Philadelphia Region
Consumer Affairs

10/22/2002 10:42 FAX

KIMMEL & SILVERMAN

001



KIMMEL & SILVERMAN
P.C.



Kimmel & Silverman, P.C.
30 E. Butler Pike
Ambler, PA 19002

1-800-LEMON LAW
<http://www.lemontlaw.com>

To: Valma Sanders
Fax Number: 312.545-5169
From: D. Kelly
Fax Number: (215)540-8817
Business Phone: (215)340-8888
Date & Time: 10/21/02
Pages (including cover): 4
Re: Sorry for the delay

The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender listed above, and destroy this copy. Thank you.

For more information about Kimmel & Silverman, please visit us at <http://www.lemontlaw.com/>

EP02-827 0428

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-SEP-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 COD	FROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASH	SUFF	VRT	VFO	CCC	CD		
1FMCU04171KF13476	M3		T/M1	T/F	T/WD	T/EF	T/F	AJ	T/D1	T/LD	17-10-00	23-12-00	116421	USA	0	Q11	6N09	YLKZ	7855100	AAA	S07	V75	B66	12	
AWS Claim Key:	309073		Doc #:	15765902		Trx Code:	1		Labr Hrs:	0		Labr Cost:	0		Material Cost:	75.6		Total Cost:	75.6						
Dir Cd-Sub Cd:	01363-*		Name:	JOHN KENNEDY FORD		Ph:	610-2791700		St PA:	City	USA		Reg Cd:	NA		Repr Date:	11-NOV-2000		DEPT(MB):	5					
Cost Comments:	HARDWARE MISSING IN BOX FOR ROOF RACK.																								
Tech Comments:	REPLACE ROOF RACK PARTS, HARDWARE WAS MISSING FROM BOX																								
1FMCU04171KF13476	M1		T/M1	T/F	T/WD	T/EF	T/F	AJ	T/D1	T/LD	17-10-00	23-12-00	116421	USA	0	*	*	*	*		S0X	V00	*	*	
AWS Claim Key:	304067		Doc #:	15944101		Trx Code:	00549		Labr Hrs:	4		Labr Cost:	28.87		Material Cost:	0		Total Cost:	33.59						
Dir Cd-Sub Cd:	01363-*		Name:	JOHN KENNEDY FORD		Ph:	610-2791700		St PA:	City	USA		Reg Cd:	NA		Repr Date:	07-DEC-2000		DEPT(MB):	8					
Cost Comments:	CK WIPERS INOP																								
Tech Comments:	1 CHECK WIPER OPERATION CHECK WIPER ARM MOUNTING, TIGHTEN DOWN WIPER ARMS AND RECHECK OK																								
1FMCU04171KF13476	M1		T/M1	T/F	T/WD	T/EF	T/F	AJ	T/D1	T/LD	17-10-00	23-12-00	116421	USA	2	Q44	7F01	*	17526	*	S09	V16	W05	33	
AWS Claim Key:	305243		Doc #:	12078001		Trx Code:	2		Labr Hrs:	2		Labr Cost:	11.82		Material Cost:	0		Total Cost:	11.82						
Dir Cd-Sub Cd:	01330-*		Name:	JOHN KENNEDY FORD LINCOLN-MERC		Ph:	610-4957172		St PA:	City	USA		Reg Cd:	NA		Repr Date:	04-FEB-2001		DEPT(MB):	3021					
Cost Comments:	CK WIPERS INOP																								
Tech Comments:	1 CHECK WIPER OPERATION CHECK WIPER ARM MOUNTING, TIGHTEN DOWN WIPER ARMS AND RECHECK OK																								
1FMCU04171KF13476	M1		T/M1	T/F	T/WD	T/EF	T/F	AJ	T/D1	T/LD	17-10-00	23-12-00	116421	USA	10	T05	2E03	YF1Z	9F715	AA	S11	V41	D36	42	
AWS Claim Key:	3487270		Doc #:	13184601		Trx Code:	807		Labr Hrs:	1.3		Labr Cost:	75.6		Material Cost:	44.55		Total Cost:	120.15						
Dir Cd-Sub Cd:	01330-*		Name:	JOHN KENNEDY FORD LINCOLN-MERC		Ph:	610-4957172		St PA:	City	USA		Reg Cd:	NA		Repr Date:	17-OCT-2001		DEPT(MB):	20608					
Cost Comments:	VIBRATION ON ACCELERATION WHEN DRIVING AND WHEN PULLING OUT FROM A STOP HOT																								
Tech Comments:	ROAD TEST VEHICLE, PERFORM ELECTRONIC ENGINE CONTROL DIAGNOSIS WITH WDS NGE, DCL AND PID DISPLAYS, PINPOINT TEST ROAD TEST CHECK ENG PERFORMANCE STAR TEST EEC SYSTEM NO CODES, CHECK FOR STALLING, IAC NOT WORKING PROPERLY ORDERED																								
1FMCU04171KF13476	M1		T/M1	T/F	T/WD	T/EF	T/F	AJ	T/D1	T/LD	17-10-00	23-12-00	116421	USA	10	T05	1F06	LL6Z	8A080	BD	S09	V83	C09	42	
AWS Claim Key:	3487266		Doc #:	13184603		Trx Code:	884		Labr Hrs:	1		Labr Cost:	50.4		Material Cost:	45.88		Total Cost:	96.28						
Dir Cd-Sub Cd:	01330-*		Name:	JOHN KENNEDY FORD LINCOLN-MERC		Ph:	610-4957172		St PA:	City	USA		Reg Cd:	NA		Repr Date:	17-OCT-2001		DEPT(MB):	20608					
Cost Comments:	CK COOLANT LIGHT ALSO ON																								
Tech Comments:	1 CHECK FOR COOLANT LIGHT ON, PRESSURE TESTED COOLING SYSTEM OK ORDERED UPDATED STYLE COOLANT TANK RESEVOR																								
1FMCU04171KF13476	M1		T/M1	T/F	T/WD	T/EF	T/F	AJ	T/D1	T/LD	17-10-00	23-12-00	116421	USA	12	Q22	6L06	YLKZ	7806024	AAB	S08	V71	N31	42	
AWS Claim Key:	3977746		Doc #:	13421001		Trx Code:	884		Labr Hrs:	.1		Labr Cost:	6.3		Material Cost:	50.23		Total Cost:	56.53						
Dir Cd-Sub Cd:	01330-*		Name:	JOHN KENNEDY FORD LINCOLN-MERC		Ph:	610-4957172		St PA:	City	USA		Reg Cd:	NA		Repr Date:	15-DEC-2001		DEPT(MB):	22575					

ENR2-877 0421

Customer Info

Customer:
Address:
Country: USA
Call Phone:
Preferred Contact method:
Preferred Contact Time:

EDARS
Language: EN
Pager:
Fax:
Email:

PA 19423-0057

VEHICLE DETAIL

VIN: 1FMCU04171KF13478	Engine: MOD 3.0L DOHC EFI NA V6 G'NAAO
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE	Paint Code/Color: VERMION SOLID CIC #2
Year: 2001	Calibration: OM11A30A
Pay Load:	Max Towing Weight:
GVWR: 00000	Axis Ratio:
WheelBase: 103	Warranty Start Date: 12/23/2000
GCWR:	Vehicle Build Date: 10/17/2000
PEP Code:	

Selling Dealers Name: JOHN KENNEDY FORD LINC-MERC

Selling Dealers P & A Code: 01330

Selling Dealers Sales Code: F16421

Selling Dealers Main Phone: 610-485-7172 Selling Dealers Service Phone: 610-485-7172

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U041KF1347 610337P F 2 02K034A TH 1 2 489 63
 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 6 6 3 2 6 5 5 8 8 3 A 2 N 1 8 8 0 9 8 3 E 4 A 1 2 A N 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 FMC7 4 14 PA F
 1 2 3 4 5 6 7 8 9 160

09/26/2002 15:48 FAX

KIMMEL & SILVERMAN

0388820951



KIMMEL & SILVERMAN

P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

30 EAST BUTLER PIKE
ADELPHI, PA 19002

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

1-800-LEMON LAW
P (215) 540-8800
F (215) 540-8877

www.kimmel.com

August 27, 2002

Catherine
01330/32958

SHANNON M. RYAN*
DANA TARQUINI*
MAYLEE MCKINIS*

GLENN J. GERBER
of Counsel

VIA TELEFAX ONLY
(313) 845-5555

Matt Wycaver
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE:
2001 2000 Ford Escape
VIN: 1FMCU04171KF13476
Zip Code: 19423
Selling Dealer: John Kennedy Ford

Dear Mr. Wycaver:

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

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

ERG2-827 8425

Matt Wycaver
August 27, 2002
Page -2-

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

Please be advised that suit will be filed if we have not reached a settlement on or before 9/10/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMSVlh

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMCU04171KF13476 Vch Lines T/M1 - ESCAPE (U204) (2001) Eng Serial No: 636316067
 Model Year: 2001 Market Derived: T/F - FORD DIVISION DERIVATIVE Body Shell: *
 Vch Type: T Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE Englar: T/LD - MOD 3.0L DOHC EFI NA V6 0*NAA
 Inv. Dealer: 01363 Body Cab Style: T/WO - 4 DOOR WAGON Transmission: T/EJ - 4 SPD AUTO TRANS NAAO CD&E
 Version/Serial: T/EF - FORD SERIES

BUILD INFORMATION:

Region: NA - #00000000 Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - #00000000 Prod Date: 17-OCT-2000

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 116431 - *
 Country: USA - #00000000 Selling Div: BOP/W1 PA
 Buyer BOP/W1: PA
 Arrival Date: 10-OCT-2000 Res Carpet Lease: *
 Sale Date: 23-DEC-2000 Fleet/Retail/Ch. Lease R:
 Warranty Start Date: 23-DEC-2000 Modified Vehicle: *
 Orig Warranty Date: 23-DEC-2000 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

0041KF13476103179 F 2 02K034A TR I 2 480 63 563 263 5 88302N 162036 3 24 A 12A M3 2 11
 INCT 4 148A 7 1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/F - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	C	GVW Class Code:	C
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	* - [N/A]	Mirror(Pass Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	A	Paint:	PNBCC - VERMILION SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AQ - ELETR PREMIUM AM/FM STEREO
Calibration Code:	DM(I)A30A	Sound System:	* - [N/A]
Color(Amount):	* - [N/A]	Suspension Axle:	* - [N/A]
Color(Tint):	00ZV -	Tire Manufacturer:	AC -
Delivery Type:	D	Tire Brand:	* -
Delivery Code:	D	Tire Size:	D3/UJ - P235/70R-16 OWL A-3
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Rear Type:	* - [N/A]	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF: * RF: *
 LR: * RR: *
 LE: * RE: *
 SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	T/C - T/C
ESP Coverage(Miles):	• Emission Cert Type:	3
ESP Coverage(Years):	• Emission Decal Suffix:	HKS
ESP Plan Year:	• Engine Family:	1P9QCT0301F6
ESP Signature Date:		

Any comments? You can contact



webmaster

OASIS Results:1FMCU04171KF1347608/01/2002
12:03:58▶ **VEHICLE INFORMATION**

Vehicle: 2001 ESCAPE Body: 4 DR XLT MPV 4X4 Engine: 3.0L EFI Calif: 0M11A3QA
DOHC

Trans: CD4E AUTO Axle: AXLE CD: 69
TRANSAXLE

▶ **OPEN CAMPAIGNS AND SPECIAL SERVICE INSTRUCTIONS**

There are no recalls associated with this vehicle

▶ **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 12/23/2000 BUILD DATE 10/17/2000

START ODOM Special Message: LESS THAN TWO DEALER APPROVED
AWA REPAIR VISITS PAID TO DATE
VERIFY STATE REGISTRATION, VIN
MAY BE ELIGIBLE FOR CALIFORNIA
EMISSIONS WTY

MORBI: *THIS VEHICLE HAS AN OPEN
CUDLWORS LEGAL CONTACT

▶ **EXTENDED SERVICE PLAN**

There is no Extended Service Plan information associated with this vehicle

▶ **WARRANTY HISTORY**

07/30/2002 DEALER:John Kennedy Ford Linc-Merc

WARRANTY CLAIM NUMBER: 143664

ODOMETER: 032958 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
YL3Z BC918AA	PURGE REGULATION VLV	001	128500		
		000	128500X1		
		000	128500Z2		
		000	128500Z8		

COMMENTS:1 SPW REF RO 143086 CHECK FOR ENG LIGHT ON STAR TEST EEC SYSTEM
PERFORMED STAR TEST EEC SYSTEM CODE P0443 EVAP PURGE VALVE MALFUNCTION
CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

07/17/2002 DEALER:John Kennedy Ford Linc-Merc

WARRANTY CLAIM NUMBER: 143085

ODOMETER: 032416 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
2F1Z B480AA	SENSOR ABY EGR PR VL	001	128500		
YL3Z BC918AA	PURGE REGULATION VLV	001	128500		
1L3Z 12B679AARM	SENSOR EEC MASS AIR	001	128500Z8		
		000	128500Z5		
		000	128500Z6		
		000	128500Z2		

COMMENTS:PERFORM EEC TEST CK PER TSB 22-11-8 REPLACE PFE SEANOR, REPLACE
MAF SENSOR RDA D TEST, OK CONDITION CODE AND DESC = 42 DOES NOT OPERATE
PRO

08/16/2002 DEALER:John Kennedy Ford Linc-Merc

WARRANTY CLAIM NUMBER: 140391

ODOMETER: 028768 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
YL3Z YB0024AAS	DOOR ABY-GLOVE BOX	001	MT7608024		

COMMENTS:CONDITION CODE AND DESC = 33 LOOSE

03/14/2002 DEALER:John Kennedy Ford Linc-Merc

WARRANTY CLAIM NUMBER: 137777

ODOMETER: 026845 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
FOAZ 14K05A	RELAY ASSY	001	12860D7		
		000	12860D84		
		000	12860D		

COMMENTS:EEC POWER RELAY IS FAULTY ROAD TEST CK FOR STALLING VERIFIED COMPLAINT EEC TEST NO CODES. FOUND NEW MESSAGE 15688 TO REPLACE EEC RELAY,REPRDGR CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

12/15/2001 DEALER:John Kennedy Ford Linc-Merc

WARRANTY CLAIM NUMBER: 134210

ODOMETER: 022675 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
YL3Z 78002AA8	DOOR ASY-GLOVE BOX	001	MT08034		

COMMENTS:1 REMOVE AND REPLACE ARM REST LID REQ M TIME NO LABOR OF CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

10/17/2001 DEALER:John Kennedy Ford Linc-Merc

WARRANTY CLAIM NUMBER: 131848

ODOMETER: 020608 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
YF1Z 8F7180A	VALVE-AIR BYPASS	001	12860D		
		000	12860D46		
		000	12860D61		
		000	12860C3		
		000	12860D61		

COMMENTS:ROAD TEST VEHICLE, PERFORM ELECTRONIC ENGINE CONTROL DIAGNOSIS WITH WDS-NGS, D CL AND PID DISPLAYS. PINPOINT TEST ROAD TEST CHECK ENG PERFORMANCE STAR TEST EE C SYSTEM NO CODES. CHECK FOR STALLING, IAC NOT WORKING PROPERLY ORDERED CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

10/17/2001 DEALER:John Kennedy Ford Linc-Merc

WARRANTY CLAIM NUMBER: 131848

ODOMETER: 020608 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
YL3Z 8A080B	COOLANT O/FLO BOTTLE	001	80880		
		000	8088A		

COMMENTS:1 CHECK FOR COOLANT LIGHT ON, PRESSURE TESTED COOLING SYSTEM OK—ORDERED UP DATED STYLE COOLANT TANK RESEVOIR CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

► ESP PART NUMBER INFORMATION

There is no Extended Service Plan Information associated with this vehicle

End of OASIS report for 1FMCU04171KF13476

ESP / Recall Information

VIN: 1FMCLD4171KF13478

No ESP information for this VIN

Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
00L12	L	TIRE		FORGED COMPLETION	2001-11-21	AUTOC
00S48	S	WINDSHLD WIPE		COMPLETE	2000-12-07	01363

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	F&A Code	Sales Code
16-PHILADELPHIA	16-PHILADELPHIA	B	A1	01330	F16421
Dealer Name:		JOHN KENNEDY FORD LINC-MERC			
Dealer Main Phone:		810-496-7172	Dealer Service Phone:		610-495-7172

Position	Employee Name
CUST RELATIONS MGR	CECILIA L WALTERS
GENERAL MANAGER	RICHARD W SWENSON
PARTS MANAGER	TIMOTHY S O'MALLEY
SALES MANAGER	THOMAS ARMSTRONG
SERVICE MANAGER	THOMAS HYNDMAN

SM

*SM - Robin B. → → → wanted to replace
 → still his problem
 FSE - done everything
 TSB → Jul 17th
 did →
 Jan C. FSE
 Burt Pick Swenson*

VIN	Year	Model	Vehicle List	Owner Status	Vehicle Info
1FNCU04171KF13476	2001	ESCAPE	Sales Type INDIVIDUAL RTL	Original Owner	Oasis Warranty History
	Open Issues Exist				

[Illegible header text]

[Illegible text]

7

All Action Details for Issue

Print

VIN: 1FMYU04132K801885 Year: 2002 Model: ESCAPE Case: 446183012
 Name: M Owner Status: Original WBO: 2001-12-17
 Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP Primary Phone:
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Dealer: 08295 MATTHEWS PAOLI FORD Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 15000 MI Comm Type: MAIL
 Analyst Name: CHERIE LEICH Analyst: CLEICH
 Action Date: 11/07/2002 Action Time: 09.42.15.847 Action Date: Yes

Comments *****ATTORNEY DEMAND***** DATE STAMPED 11-8-02 ATTORNEY ALLEGES CLIENT'S VEHICLE IS DEFECTIVE. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	POWER & ASSOCIATES, P.C.
ATTORNEY NAME	MICHAEL POWER
ATTORNEY PHONE NUMBER	8105698220

Action: MAKE OUTBOUND CALL TO ATTORNEY
 Dealer: 08295 MATTHEWS PAOLI FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 15000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS Analyst: VSANDERS
 Action Date: 11/08/2002 Action Time: 09.28.34.881 Action Date: Yes

Comments LPA CONTACTED CUSTOMER ATTORNEY ADVISED WILL RESEARCH CASE

Data Element Name	Data Value
CONTACT PERSON	POWER & ASSOCIATES

Action: MANAGEMENT APPROVAL OF OFFER
 Dealer: 08295 MATTHEWS PAOLI FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 15000 MI Comm Type: OTHER
 Analyst Name: BILL BILLUPS Analyst: BBILLUPS
 Action Date: 12/08/2002 Action Time: 13.42.30.819 Action Date: No

Comments TEAM LEADER APPROVAL TO OFFER A GOODWILL REPLACEMENT DUE TO THREE REPAIRS FOR A STALLING ISSUE.

Action: OFFER
 Dealer: 08295 MATTHEWS PAOLI FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 15000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS Analyst: VSANDERS
 Action Date: 12/08/2002 Action Time: 14.34.39.887 Action Date: Yes

ER82-027 8435

Comments LPA REVIEWED CASE WITH SM, JAMES TAY. LPA WILL OFFER CUSTOMER REPLACEMENT OF UNIT...WILL FAX LETTER TO CUSTOMER ATTORNEY TO ADVISE

<u>Data Element Name</u>	<u>Data Value</u>
PROJECTED \$ AMOUNT	.
Action: CREATE CLOSED INFO CONTACT	
Dealer: 08296 MATTHEWS PAOLI FORD	Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 16000 MI	Comm Type: OTHER
Analyst Name: VALMA SANDERS	Analyst: VSANDERS
Action Date: 01/10/2003	Action Time: 15.48.04.183
	Action Date: No
Comments **OFFER ACCEPTED WILL PROCESS RAV UPLOAD**	

ER62-627 0438

Ford Motor Company

Consumer Affairs

December 6, 2002

Sent via Fax

Power & Associates
Attorneys at Law
The Speakman House
117 Wilmington Pike, Ste 200
Glen Mills, PA 19342
Attn: Michael Power

RE:

2002 Ford Escape
VIN: 1FMYU04132KB01885

Dear Mr. Power:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at Murphy Ford, the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- ◆ A usage fee calculated at N/A. The usage fee is calculated below:
N/A:
- ◆ Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- ◆ The vehicle must be returned in good condition.
- ◆ Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- ◆ Signing the odometer disclosure, release form and power of attorney statements.

EM02-027 0437



Page 2

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.

Ford will provide:

- ◆ Transfer of, or a credit for, any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5668 within ten (10) business days of receipt of this letter. If you have questions regarding this issue, please contact me at (313) 845-5515.

Respectfully yours,



Valma K. Sanders
Consumer Affairs

VEHICLE DETAIL

VIN: 1FMYU04132KB01885	Engine: MOD 3.0L DOHC EFI NA V8 G7NAAO
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE	Paint Code/Color: SATIN SILVER C/C
Year: 2002	Calibration: 2M11A30A
Pay Load:	Max Towing Weight:
GVWR: 00000	Axle Ratio:
WheelBase: 103	Warranty Start Date: 12/17/2001
GCWR:	Vehicle Build Date: 10/26/2001
PEP Code: 42DA	

Selling Dealers Name: MURPHY FORD CO
 Selling Dealers P & A Code: 01230 Selling Dealers Sales Code: F16025
 Selling Dealers Main Phone: 810-494-8000 Selling Dealers Service Phone: FAX-494-8814

Vehicle Order Image
 1 2 3 4 5 6 7 8 9 10 12 3 4 5 6 7 8 9 20 12 3 4 5 6 7 8 9 30 12 3 4 5 6 7 8 9 40 12 3 4 5 6 7 8 9 50
 UD 4 2 KB 0 1 8 8 5 1 0 3 7 6 4 2 2 7 J 6 5 1 5 O J G M 4 8 9 6 3
 1 2 3 4 5 6 7 8 9 8 0 1 2 3 4 5 6 7 8 9 7 0 1 2 3 4 5 6 7 8 9 8 0 1 2 3 4 5 6 7 8 9 9 0 1 2 3 4 5 6 7 8 9 1 0 0
 N 6 3 2 8 5 5 4 8 3 A B N 1 6 A 0 2 5 E 3 T L N H 3 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 1 1 0 1 2 3 4 5 6 7 8 8 1 2 0 1 2 3 4 5 6 7 8 8 1 3 0 1 2 3 4 5 6 7 8 9 1 4 0 1 2 3 4 5 6 7 8 9 1 5 0
 F M Y 3 S 8 4 2 0 A 9 1 4 P A
 1 2 3 4 5 6 7 8 9 1 6 0

George DIENNO

EM02-027 8438

446183012

Ford Consumer Affairs RAV Replacement Checklist

Case Type: DSB Award DSB Prior Resolve Lit. Prevention Special Liaison

RAV Headquarter Advisor TIFFANY DAVIS Consumer Affairs Analyst VALMA SANDERS
Date Prepared 1/10/03 E-mail Address VSANDERS@FORD.COM
Date Uploaded _____ Region PHILADELPHIA(16)
Date Sent _____ Compliance Date _____
VIN Number 1FMYU04132KB01885
Customer Name _____

Special Instructions or Comments: _____

Sales/Lease Agreement of old vehicle (Buyer's order or Purchase agreement)	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
AWS Repair History	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
Factory Invoice	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
After Market Receipts	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
Litigation Prevention Offer Letter	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
DSB Award Letter & A/R Form	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
EAA Pre Inspection Report	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
RAV Fast Upload	Included <input checked="" type="checkbox"/>		

**If a document is determined to be "Not Applicable" or if it is not included, it must have Team Leader (TL) initials

Other Documents Included (Please specify)

Team Leader Signature of approval _____ Date _____
Point Person Signature of approval _____ Date _____

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 10-JAN-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WEAR VL	MKT DER	BODY CAB	YR SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PRBF	BASE	SUFF	VRT	VPG	CCC	CD
1FMYU04132KB01885	MI	T0M1	T/F	T/W/E	T/B/F	T/F	AJ	T/DJ	T/LD	26-10-01	17-12-01	116025	USA	7	*	2005	*	RECAL	*	S11	V42	D21	42
AWS Claim Key:		121322	Doc #:	18M15601	Trx Code:		2	Labor Hrs:		5	Labor Cost:		35.07	Material Cost:		0	Total Cost:		35.07				
Dir Cd-Sub Cd:		08295	Name:	MATTHEWS PAOLI FORD	P#: 610-6444700		St:	PA	City Cd:		USA	Reg Cd:		NA	Repr Date:		26-JUN-2002	DNST (Mile):8925					
Cmt Comments:		DIAGNOSE VEHICLE SHUTS OFF INTERMITTENTLY WHILE DRIVING, HAPPENS MOST OFTEN WHEN AT A CRUISE. RESTARTS NORMALLY.																					
Tech Comments:		1 ROAD TESTED, PERFORMED EEC TEST, PASS CODES, PERFORMED DCL DISPLAY TEST, AND REPROGRAMMED PCM TO LATEST																					
1FMYU04132KB01885	MI	T0M1	T/F	T/W/E	T/B/F	T/F	AJ	T/DJ	T/LD	26-10-01	17-12-01	116025	USA	8	*	1H03	2F1Z	9M40	AA	S11	V42	D21	42
AWS Claim Key:		2195012	Doc #:	18M7101	Trx Code:		800	Labor Hrs:		3	Labor Cost:		56.11	Material Cost:		42.59	Total Cost:		98.7				
Dir Cd-Sub Cd:		08295	Name:	MATTHEWS PAOLI FORD	P#: 610-6444700		St:	PA	City Cd:		USA	Reg Cd:		NA	Repr Date:		07-AUG-2002	DNST (Mile):11230					
Cmt Comments:		DIAGNOSE VEHICLE SHUTS OFF INTERMITTENTLY WHILE DRIVING AND RESTARTS RIGHT AWAY.																					
Tech Comments:		1 ROAD TESTED, PERFORMED EEC TEST, PASS CODES, MONITORED PIDS ON ROAD TEST WITH NGR, AND REPLACED DPFE SENSOR AS PER TSB																					
1FMYU04132KB01885	MI	T0M1	T/F	T/W/E	T/B/F	T/F	AJ	T/DJ	T/LD	26-10-01	17-12-01	116025	USA	9	*	1H03	2F1Z	9M40	AA	S11	V44	E29	42
AWS Claim Key:		2439250	Doc #:	18M40301	Trx Code:		E91	Labor Hrs:		3	Labor Cost:		56.1	Material Cost:		42.59	Total Cost:		98.69				
Dir Cd-Sub Cd:		08295	Name:	MATTHEWS PAOLI FORD	P#: 610-6444700		St:	PA	City Cd:		USA	Reg Cd:		NA	Repr Date:		22-AUG-2002	DNST (Mile):12133					
Cmt Comments:		DIAGNOSE CHECK ENGINE LIGHT COMING ON WHILE DRIVING.																					
Tech Comments:		ROAD TESTED, PERFORMED EEC TEST, CODES P0401 AND P0402, PINPOINT TESTED, AND PERFORMED DCL DISPLAY TEST. REPLACED DPFE SENSOR, CLEARED CODES, ROAD TESTED, AND RETESTED EEC.																					
1FMYU04132KB01885	MI	T0M1	T/F	T/W/E	T/B/F	T/F	AJ	T/DJ	T/LD	26-10-01	17-12-01	116025	USA	10	*	2B03	*	9F715	*	S11	V42	D21	49
AWS Claim Key:		2336227	Doc #:	18212101	Trx Code:		807	Labor Hrs:		1	Labor Cost:		70.14	Material Cost:		44.55	Total Cost:		114.69				
Dir Cd-Sub Cd:		08295	Name:	MATTHEWS PAOLI FORD	P#: 610-6444700		St:	PA	City Cd:		USA	Reg Cd:		NA	Repr Date:		08-OCT-2002	DNST (Mile):14181					
Cmt Comments:		DIAGNOSE VEHICLE STALLS INTERMITTENTLY WHILE DRIVING.																					
Tech Comments:		1 ROAD TEST, PERFORMED EEC TEST, PASS CODES, AND MONITORED PIDS ON ROAD TEST WITH NGR. REPLACED STICKING IAC VALVE.																					

Any comments? You can contact

webmaster

ENR2-877 0442

DEALER 16A 025 VIN 1FMYD04132KB01685

	SUGGESTED RETAIL PRICE	AMOUNT
0944 ESCAPE XLT LEATHER 4X4	24630.00	22828.00
2802 MODEL YEAR		
TL SATIN SILVER CLEARCOAT MET		
WB M FINCHMENT 2/BUCK LTR SURF		
ORDER CODE 430A		
991 3.0L DURATEC V6 ENGINE	MC	MC
444 4-SPEED AUTOMATIC O/D TRANS	MC	MC
126 STEP BARS	275.00	248.00
588 KACH AM/FM STER W/6-CD IN-DASH	508.00	458.00
TOTAL VEHICLE & OPTIONS	25410.00	23530.80
DESTINATION & DELIVERY	540.00	540.00
SCHEDULE A (MSRP)	.00	
TOTAL FOR VEHICLE	23950.00	
10 U.S. GAL GAS FACTORY PRICED DORA		18.50
BATCH-ID 1X18186120 W 88 1X		
PRICE LEVEL 238300004		
SHIPPING WEIGHT 3248 LBS.		
VIN: 1FMYD04132KB01688		

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

PREPARED ASSESSMENT	INVOICE TOTAL	MSRP LESS INFLATION FOR DEALER ACCOUNT	LESS FORD FINANCING COST FOR DEALER ACCOUNT	MSRP LESS FORD FINANCING & PREP COST	A PLAN
135.00	24223.50	762.00		23461.50	22159.50
762.00	23.00	702.00	.00	739.00	22638.00

355670
SOLD TO
Murphy Ford Co 16A025
3310 Township Line Rd
Chester PA 19013

TO	FR	STATE	DATE INC. PREPARED	FIN. DESIGN	TRK	POWER
2	6	PA	10/18/01	16-6515	MM	09

SHIP THROUGH

ERR2-827 8443

SALES & LEASE IDENTIFICATION NO. 1FMYD04132KB01685
 FINAL ASSEMBLY POINT KANSAS CITY
 FINAL COMPANY AND CREDIT BUREAU WORLD CREDIT FINANCI 630550
 2KB01685 1F 004 20011018 011018 1X181 W 230 16A025
 THIS INVOICE TO BE USED FOR THE SALE OF VEHICLES ONLY
 DEALER'S COPY 2 2223.50 KUI

Ford Motor Company

Consumer Affairs

December 6, 2002

Sent via Fax

Power & Associates
Attorneys at Law
The Speakman House
117 Wilmington Pike, Ste 200
Glen Mills, PA 19342
Attn: Michael Power

RE:
2002 Ford Escape
VIN: 1FMYU04132KB01885

Dear Mr. Power:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at Murphy Ford, the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- A usage fee calculated at N/A. The usage fee is calculated below:
N/A:
- Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- The vehicle must be returned in good condition.
- Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- Signing the odometer disclosure, release form and power of attorney statements.



Page 2

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.

Ford will provide:

- Transfer of, or a credit for, any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5668 within ten (10) business days of receipt of this letter. If you have questions regarding this issue, please contact me at (313) 845-5515.

Respectfully yours,



Valma K. Sanders
Consumer Affairs

ERR2-827 8449

RAV-FAST Profile Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
01/10/2003

Request:
Transmitted:
Transmit Date:

Replacement
No

REQUESTER

Name:
CDS/PROFS ID:
Supervisor's CDS/PROFS ID:

SANDERS, VALMA
VSANDERS
MRATALIANO

Title:
Supervisor's Title:

LEGAL ANALYST
DEPARTMENT MANAGER

VEHICLE

VIN:
Mileage:
Purchase Date:
Type:
Obtained As:
Ownership:

1FMYU0413 2KB01885
15,000
12/17/2001
Car/Light Truck
New Vehicle
Privately Owned/Lessed

Description:
Odometer Replaced:

'02 Escape XLT, 4x4
No

CUSTOMER

Name:
Address:
City, State:
Zip:
Home Phone:

Work Phone:

(610)298-0526

DEALERSHIP

Processing Dealer:
Contact Name:
Phone:
Present Vehicle Location:

MURPHY FORD
GEORGE DIENNO
(610)484-8800
UNIT IN CUSTOMER'S POSSESSION

Sales Code:
Contact Title:

18025
SALES MANAGER

REPAIR HISTORY

Symptom Code
007693

Symptom Description
STALL/QUITS CRUISE ALL ENG TEMP

No of Repair Attempts
3

RAV-FAST Profile Information Report

LOYALTY TOOLS

PCSD Technical Hotline: No
FSE Tech Assist: No
Plant Vehicle Team: No

UPLOAD REASONS

Primary Reason: Number of Repair Attempts
Rationale: Pre-Litigation (Legal Analysts only)
Compliance Date:
Overnight Delivery: Yes
Vehicle Disposition: Auction

ES02-027 0447

RAV-FAST RAV Request Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
01/10/2003

Request
Transmitted:
Transmit Date:

Replacement
No

PROFILE

Requester Name:
VIN:
Purchase Date:
Vehicle Type:
Customer Name:
Processing Dealer:

SANDERS, VALMA
1FMYU0413 2KB01885
12/17/2001
Car/Light Truck
BATES, ROBERT G.
MURPHY FORD

Mileage:

16,000

TRANSACTION TYPE

RAV Transaction Type:

Financed Purchase

MILEAGE CHARGE CALCULATION

Mileage Charge Type:
Mileage Charge State:
Lemon Law Formula:
No Accrued Mileage Charge:

No Mileage Per Lemon Law
Pennsylvania
(0 Mi X \$0.10/Mi)
No

Mileage at 1st Repair:
Mileage Charge Amount:
Amount To Charge Customer:
Waived Mileage Charge Amount:

AFTER MARKET ITEM(S)

Item Listing

RAV-FAST RAV Request Information Report

OTHER ITEMS ELIGIBLE FOR RAV PAYMENT

Other Eligible Expenses:	\$ 0.00
Attorney Fees:	\$ 1,500.00
Check Mailed To Attorney:	Yes
Attorney Name:	POWER & ASSOCIATES
Address:	THE SPEARMAN HOUSE STE 200 117 WILMINGTON PIKE GLEN MILLS, PA 19342
City, State:	
Zip:	

Description:

COMMENTS

Additional Comments:	
Requires Approval:	Yes
Approver CBS/PROFS ID:	BBILLUPS

Approver Title:

TEAM LEADER

RAV-FAST Summary Report

<u>NAME</u>	<u>VIN</u>	<u>Processing Dealer</u>	<u>Request</u>	<u>Ready</u>	<u>Transmit</u>	<u>Last Update</u>	<u>Transmit Date</u>
ATES, ROBERT G.	1FMYU0413 2KBD1885	MURPHY FORD	REP	Yes	No	01/10/2003	

0002-027 0450

COMMONWEALTH OF PENNSYLVANIA

CERTIFICATE OF TITLE FOR A VEHICLE

100-00440081001

588-00440081001

2002 - 2000

5705778200, P.A.

REG. TAG: SALES TAX: REG. FEE: SALES TAX:
 DATE OF SALE: 1/27/02 DATE OF SALE: 1/27/02 DATE OF SALE: DATE OF SALE:
 TITLE BRAND: TITLE BRAND: TITLE BRAND: TITLE BRAND:



1355

- VEHICLE CLASSIFICATION**
- A - APPROX VEHICLE
 - B - CLASSIFIED VEHICLE
 - C - POLICE VEHICLE
 - D - BUS OR TRUCK
 - E - SPECIALTY VEHICLE
 - F - SPECIALTY VEHICLE
 - G - SPECIALTY VEHICLE
 - H - SPECIALTY VEHICLE
 - I - SPECIALTY VEHICLE
 - J - SPECIALTY VEHICLE
 - K - SPECIALTY VEHICLE
 - L - SPECIALTY VEHICLE
 - M - SPECIALTY VEHICLE
 - N - SPECIALTY VEHICLE
 - O - SPECIALTY VEHICLE
 - P - SPECIALTY VEHICLE
 - Q - SPECIALTY VEHICLE
 - R - SPECIALTY VEHICLE
 - S - SPECIALTY VEHICLE
 - T - SPECIALTY VEHICLE
 - U - SPECIALTY VEHICLE
 - V - SPECIALTY VEHICLE
 - W - SPECIALTY VEHICLE
 - X - SPECIALTY VEHICLE
 - Y - SPECIALTY VEHICLE
 - Z - SPECIALTY VEHICLE

BY _____ APPLICANT REPRESENTATIVE
 BY _____ APPLICANT REPRESENTATIVE
 BY _____ APPLICANT REPRESENTATIVE

BRADLEY L. HALLORY
Secretary of Transportation

D. APPLICATION FOR TITLE AND LHM INFORMATION

<p>APPLICANT AND OWNER</p> <p>NAME: _____</p> <p>ADDRESS: _____</p> <p>CITY: _____ STATE: _____ ZIP: _____</p> <p>PHYSICAL DESCRIPTION NUMBER: _____</p>	<p>VEHICLE INFORMATION</p> <p>YEAR: _____</p> <p>MAKE: _____</p> <p>MODEL: _____</p> <p>TYPE: _____</p> <p>VEHICLE IDENTIFICATION NUMBER: _____</p> <p>REGISTRATION NUMBER: _____</p>
<p>APPLICANT INFORMATION</p> <p>NAME: _____</p> <p>ADDRESS: _____</p> <p>CITY: _____ STATE: _____ ZIP: _____</p> <p>PHYSICAL DESCRIPTION NUMBER: _____</p>	<p>VEHICLE INFORMATION</p> <p>YEAR: _____</p> <p>MAKE: _____</p> <p>MODEL: _____</p> <p>TYPE: _____</p> <p>VEHICLE IDENTIFICATION NUMBER: _____</p> <p>REGISTRATION NUMBER: _____</p>

14835646

ED82-027 0451

POWER & ASSOCIATES, P.C

Attorneys at Law
117 Wilmington Pike
Suite 200
Glen Mills, PA 19342

(610)558-6220
Fax (610)558-7861

Michael Power*
Thomas Klorinski*
*also member of N.J. Bar

FAXSIMILE TRANSMISSION SHEET

TO: Valma K. Sanders

12/12/02

FR: Michael Power

RE: v. Ford

RECIPIENT'S FAX NO: 313-845-5668

PAGES (including cover sheet): 1

MESSAGE: Ms. Sanders.

This be advised that my client has accepted your offer of contained in your letter of 12/6/02. It is further agreed that Ford will pay the firm of Power & Associates, P.C. the sum of \$1,500.00 for attorneys' fees and costs as a part of the settlement.

My client has voiced a desire to do the trade transaction at Fred Beans Ford in West Chester, PA. I advised him that I would make the request to you but I couldn't guarantee that it would be possible. Please advise me whether it can take place at Fred beans. Either way, if you could provide me with the name of a contact person at the dealership for the client to speak to it would be appreciated.

Thank you for your cooperation in this matter. If you have any questions or comments please feel free to contact me.

MICHAEL POWER

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGES	OPDN	STATUS
31	12/09	11:35	618 558 7861	EC-S	00'31"	002	043	OK

Ford Motor Company

Consumer Affairs

December 8, 2002

Sent via Fax

Power & Associates
Attorneys at Law
The Spaulman House
117 Wilmington Pike, Ste 200
Glen Mills, PA 19342
Attn: Michael Power

RE: Robert & Linda Bates
2002 Ford Escape
VIN: 1FMYU04132KB01885

Dear Mr. Power:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at Murphy Ford, the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- ◆ A usage fee calculated at N/A. The usage fee is calculated below:
N/A:
- ◆ Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- ◆ The vehicle must be returned in good condition.
- ◆ Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- ◆ Signing the odometer disclosure, release form and power of attorney statements.

EA02-027 0453

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	PBA Code	Sales Code
16-PHILADELPHIA	16-PHILADELPHIA	B	A1	01345	F16054
Dealer Name:		BILL MARSH FORD INC			
Dealer Address:		10 N SYCAMORE ST NEWTOWN PA 18940			
Dealer Main Phone:		215-988-3808	Dealer Service Phone:		215-988-3808

Position	Employee Name
DEALER/PARTNER	JOSEPH MERJESKI
PARTS MANAGER	EDWARD M SHERWOOD
SALES MANAGER	LOUIS LEVINE
SERVICE MANAGER	LANCE E ELIAS

Service Hours

7:30AM-8:00PM MON,TU,TH,FR. WED&SAT 7:30AM-5:00PM

Directions

Trained

Y

Additional Information

BODY SHOP MGR.-TIM KENDERDINE. DEALERSHIP FAX:215-504-5804

EMR2-827 8494

STANDARD CLAIMS LIST

AWS Online Report

PA

Run Date: 26-NOV-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 COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VEG	CCC	CD
1FMYU04132KB01885	M1	TMD	T/F	T/W	T/F	T/F	AJ	TDD	TLD	26-10-01	17-12-01	116025	USA	7	*	2005	*	RBCAL	*	S11	V42	D21	43
AWS Claim Key:		1712252	Doc #:	18815001	Trx Code:	2	Labr Hrs:	5	Labr Cost:	35.07	Material Cost:	0	Total Cost:	35.07									
Dir Cl-Sub Cd:		08295	Name:	MATTHEWS PAOLI FORD	Ph:	610-6444700	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	26-JUN-2002	DIST (Mile): 8925								
Cust Comments:		DIAGNOSE VEHICLE SHUTS OFF INTERMITTENTLY WHILE DRIVING, HAPPENS MOST OFTEN WHEN AT A CRUISE RESTARTS NORMALLY.																					
Tech Comments:		1 ROAD TESTED, PERFORMED EEC TEST, PASS CODES, PERFORMED DCL DISPLAY TEST, AND REPROGRAMMED PCM TO LATEST																					
1FMYU04132KB01885	M1	TMD	T/F	T/W	T/F	T/F	AJ	TDD	TLD	26-10-01	17-12-01	116025	USA	8	*	1903	2F1Z	9M60	AA	S11	V42	D21	42
AWS Claim Key:		2196619	Doc #:	18987101	Trx Code:	507	Labr Hrs:	8	Labr Cost:	56.11	Material Cost:	42.59	Total Cost:	98.7									
Dir Cl-Sub Cd:		08295	Name:	MATTHEWS PAOLI FORD	Ph:	610-6444700	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	07-AUG-2002	DIST (Mile): 11230								
Cust Comments:		DIAGNOSE VEHICLE SHUTS OFF INTERMITTENTLY WHILE DRIVING AND RESTARTS RIGHT AWAY.																					
Tech Comments:		1 ROAD TESTED, PERFORMED EEC TEST, PASS CODES, MONITORED PIDS ON ROAD TEST WITH NOS, AND REPLACED DPF SENSOR AS PER ISB																					
1FMYU04132KB01885	M1	TMD	T/F	T/W	T/F	T/F	AJ	TDD	TLD	26-10-01	17-12-01	116025	USA	9	*	1903	2F1Z	9M60	AA	S11	V44	E29	42
AWS Claim Key:		2438258	Doc #:	19040301	Trx Code:	E91	Labr Hrs:	8	Labr Cost:	56.1	Material Cost:	42.59	Total Cost:	98.69									
Dir Cl-Sub Cd:		08295	Name:	MATTHEWS PAOLI FORD	Ph:	610-6444700	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	22-AUG-2002	DIST (Mile): 12153								
Cust Comments:		DIAGNOSE CHECK ENGINE LIGHT COMING ON WHILE DRIVING.																					
Tech Comments:		ROAD TESTED, PERFORMED EEC TEST, CODES P0401 AND P0402, PIN-POINT TESTED, AND PERFORMED DCL DISPLAY TEST. REPLACED DPF SENSOR, CLEARED CODES, ROAD TESTED, AND RETESTED EEC.																					
1FMYU04132KB01885	M1	TMD	T/F	T/W	T/F	T/F	AJ	TDD	TLD	26-10-01	17-12-01	116025	USA	10	*	2803	*	97715	*	S11	V42	D21	69
AWS Claim Key:		2830321	Doc #:	19212101	Trx Code:	507	Labr Hrs:	1	Labr Cost:	70.14	Material Cost:	44.55	Total Cost:	114.69									
Dir Cl-Sub Cd:		08295	Name:	MATTHEWS PAOLI FORD	Ph:	610-6444700	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	08-OCT-2002	DIST (Mile): 14181								
Cust Comments:		DIAGNOSE VEHICLE STALLS INTERMITTENTLY WHILE DRIVING.																					
Tech Comments:		1 ROAD TEST, PERFORMED EEC TEST, PASS CODES, AND MONITORED PIDS ON ROAD TEST WITH NOS. REPLACED STICKING IAC VALVE.																					

Any comments? You can contact

webmaster

EN02-877 9435

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU04132K901085 Vch Line: TM1 - ESCAPE (ED04) [2001] Eng Serial No: 137071087
 Model Year: 2002 Market Derived: LF - FORD DIVISION DERIVATIVE Body Shell: *
 Vch Type: T Drive Code: LF - 4 WHE. L/H FULL TIME DRIVE Engine: TILD - MOD 3.0L DOHC EFI NA V6 07NAAO
 Inv. Dealer: 01230 Body Csh Style: T/WZ - 5 DOOR LIGHT TRUCK Transmission: EDU - 4 SPD AUTO TRANS NAAO CME
 Vehicle Status: Y Version/Series: TSEF - FORD SERIES
 Code:

BUILD INFORMATION:

Region: NA - 000000000 Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - 000000000 Prod Date: 25-OCT-2001

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 115023 - *
 Country: USA - 000000000 Selling Dir: St/Prov: PA
 Buyer St/Prov: PA
 Arrival Date: 05-NOV-2001 Red Carpet Lease: *
 Sale Date: 17-DEC-2001 Fleet/Lease/CCA: Lease: X
 Warranty Start Date: 17-DEC-2001 Modified Vehicle: * Vehicle Court Flag: Y
 Orig Warranty Date: 17-DEC-2001 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

0042E01100103 7 6 4 2 2726513 03 6 H469 63 263 245 5 453004 16A230 3 TL MW3 4 3 2 11
 2WY389 42DA 3147A 63

EMR-027 0496

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instructional:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	BS - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Passg Side):	BS - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	* - [N/A]
Brake Code:	FBAAB - 4 WHL ANTI-LOCK BRAKES	Power Mirrors:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	MD - AM/FM STEREO/CD CHANGER/CLK
Calibration Code:	ZM11A30A	Sound System:	AE - ALDERSHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Scrap Tankless Axle:	
Color(Trim):	000H1 -	Tire Manufacturer:	AP -
Delivery Type:	0	Tire Brand:	AJ00453 -
Drivetrain Code:	D	Tire Size:	235/70R-16 OWL A-5
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Traction Control:	* - [N/A]
Fuel Type:	AF - UNLEADED FUEL CAPABILITY	Wheel Size:	

TIRE DOT INFORMATION:

LF: A3084532001 BF: A3084533901
 LR: A3084533901 RH: A3084533901
 LL: * RH: *

SPARE: HY1A1R03901 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO; MOUNT VERNON; ILLINOIS; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	• Emission Code:	• • •
ESP Coverage(Miles):	• Emission Cert Type:	3
ESP Coverage(Times):	• Emission Decal Suffix:	JPD
ESP Plan Year:	• Engine Family:	2FMKT0301P7
ESP Signature Date:		

Any comments? You can contact

webmaster

EM2-027 0457


Dealer Information

FCSD Region: 16-PHILADELPHIA
Sales Region: 16-PHILADELPHIA
Sales Zone: A
Market: B1
P&A Code: 06295
Sales Code: F16032
Dealer Name: MATTHEWS PAOLI FORD
Dealer Address: 100 WEST LANCASTER AVENUE
 PAOLI PA 19301
Dealer Main Phone: 610-844-4700
Dealer Service Phone: 610-844-4700

Position	Employee Name
DEALER/PARTNER	george stahmetz
PARTS MANAGER	STANLEY A ZMERZYNA
SALES MANAGER	JOSEPH C ZUG
SERVICE MANAGER	JAMES R TAY

Service Hours: 7:30-5:30(M-F), 8:00-12:00(SAT)
Directions:
Trained: Y
Additional Information: LSG ENROLLED RENTAL DEPT AT DEALERSHIP.

ENR-027 8/03

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FMYU04132KB01885	2002	ESCAPE	INDIVIDUAL RTL	Original Owner	Ceas Warranty History
 1FMDU34X5MUD20858	1991	EXPLORER	INDIVIDUAL RTL	Original Owner	No Ceas No Warranty History

EM02-827 04/99

Customer info

Customer:
Address:
Country: USA
Cell Phone:
Preferred Contact method:
Preferred Contact Time:

---LVERN
Language: EN
Pager:
Fax:
Email:

Primary Phone:
PA 18355-2834

EMR2-827 0400

POWER & ASSOCIATES, P.C.

Attorneys at Law

THE SPEAKMAN HOUSE
117 WILMINGTON PIKE, SUITE 200
GLEN MILLS, PA 19142

MICHAEL D. POWER
THOMAS R. KLOSINSKI

(610) 598-6120
FAX (610) 358-7861

ONE ORIENTREE CENTRE
SUITE 201
MARLTON, NJ 08053
(856) 616-0086

October 30, 2002

CASE # 118
446183012
Region: 16 ✓
CATHERINA

Ford Consumer Affairs Section
Owner Relations Operations
16800 Executive Plaza
MD #3 NE-B
Dearborn, MI 48126-42070

2 MW → 10/30/02
CONSUMER AFFAIRS
SECTION

Re: Notice Of Representation
Client:
Vehicle: 2002 Ford Escape
Vin # :1FMYU04132KB01885
Date of Purchase: 12/17/01
Present Mileage: 15,000 (+ or -)
Selling Dealer: Murphy Ford Lincoln Mercury

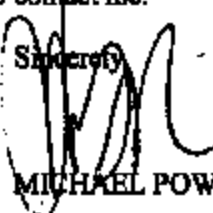
Dear Sir or Madam:

Please be advised that this office represents the above-captioned individual in his claim against The Ford Motor Company. This claim is being made pursuant to the Magnuson-Moss Warranty Act, the Pennsylvania Uniform Commercial Code and the Pennsylvania Unfair Trade Practices And Consumer Protection Law.

Kindly cease all communications and or contacts with the claimant and, instead, direct all communications to this office.

I would be happy to discuss with you any and all reasonable offers of settlement in an effort to resolve this matter without the need for additional, more formal, action. I have enclosed copies of relevant documents that my client had in his/her possession. In addition, I ask that you provide me with a warranty claim printout to help me review this case.

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

Sincerely

MICHAEL POWER, ESQ.

Case #2800
encls:

ENCL-027 8461

PENNSYLVANIA AUTOMOBILE LEMON LAW RIGHTS

If the new motor vehicle you have purchased does not conform to the manufacturer's express warranty, the Pennsylvania Automobile Lemon Law provides that the manufacturer may have to replace it or pay you a refund, at your option.

If you discover a defect that substantially impairs the use, value or safety of the vehicle, contact the manufacturer or its authorized service and repair facility immediately.

Your Lemon Law rights only cover defects which occur within one year after delivery, 12,000 miles of use, or the term of the express warranty, whichever comes first.

In accordance with Pennsylvania law, you must seek resolution of your warranty problem through the Dispute Settlement Board prior to pursuing any replacement/refund remedies provided by Pennsylvania Statute P.L. 150, No. 28, Sec. 8.

To open a case with the Dispute Settlement Board, you must fill out an application. An explanatory brochure/application form is available at your dealership or by writing to:

The law states that it is reasonable for the dealer, manufacturer or its agent to make up to three separate attempts to correct the same defect.

After three unsuccessful repair attempts, or after a total of thirty days in which the vehicle is out of service for repair, you may be entitled to a comparable replacement vehicle or a refund of the purchase price less an allowance for your actual use.

The manufacturer or dealer must provide you with an itemized statement of all repair work performed when your vehicle is returned from service. Keep these records for future reference.

For more information, contact the Office of Attorney General, Bureau of Consumer Protection, Strawberry Square, 14th Floor, Harrisburg, Pennsylvania 17120.

Ford Customer Service Division
Regional Offices:

Pittsburgh Region
Foster Plaza B
750 Holiday Dr.
Pittsburgh, PA 15220

Philadelphia Region
6000 Dearborn Circle
Mt. Laurel, NJ 08054

Ford Customer Assistance Center:
1-800-392-9473 (FORD)

Dispute Settlement Board
P.O. Box 5120
Southfield, MI 48088-5120

LEMON LAW RIGHTS ACKNOWLEDGEMENT

VEHICLE MODEL: FORD TRUCK ESCAPE YEAR: 2002

IDENTIFICATION NUMBER:

I	F	K	Y	U	0	4	1	3	2	K	B	8	1	B	8	5
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

I ACKNOWLEDGE RECEIPT OF THE EXPLANATION OF MY RIGHTS UNDER THE LAWS AND REGULATIONS (COMMONLY REFERRED TO AS "LEMON LAW") OF THE STATE OF PENNSYLVANIA.

Purchaser or Lessee: _____ Date: 12/17/01



Ford Customer Service Division

WHITE COPY - DEALER

YELLOW COPY - CUSTOMER

U. PA. 12-00-01

EP02-027 0452



Your satisfaction is our #1 goal. If you have questions or concerns with your vehicle, we suggest you follow these steps:

1. Contact your Sales Representative or Service Advisor at your selling/servicing dealership.
2. If the inquiry or concern remains unresolved, contact the Sales Manager or Service Manager at the dealership.
3. If the inquiry or concern cannot be resolved at the dealership level, please contact the Ford Customer Relationship Center.

In the United States:

**Ford Motor Company
Customer Relationship Center
16900 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121
1-800-382-3673 (FORD)
TDD for hearing impaired:
1-800-382-3962**

In Canada:

**Ford Motor Company
Customer Relationship Centre
of Canada, Limited
P.O. Box 3000
Oakville, Ontario L6J 5E4
1-800-665-3673 (FORD)**

**In Caribbean, Central America, Israel and
Sub-Saharan Africa:**

**Ford Motor Company
Worldwide Direct Market Operations
Attention: Owner Relations
1666 Fairlane Drive
Fairlane Business Park #3
Allen Park, MI 48101
Telephone: (313) 694-4857
Fax: (313) 990-0804
E-mail: wdmocac@ford.com**

In Puerto Rico and Virgin Islands:

**Ford Motor Company
Caribbean Inc.
P.O. Box 11957
Caparra Heights Station
San Juan, PR 00922-1957
Telephone: (787) 782-6959
Fax: (787) 781-6975
E-mail: precac@ford.com**

In Middle East & North Africa:

**Ford Middle East & North Africa
Customer Relationship Center
API World Tower 17th Floor
Shaikh Zayed Road
Dubai, United Arab Emirates
Telephone: 971-4-3324064
Fax: 971-4-3327299
E-Mail: menacac@ford.com**

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100 W. Lancaster Avenue • Paoli, PA 19381-1722
 Phone 610-664-4700 • Service Fax 610-664-9631
 E-mail fordmat@paoli.com • www.matthewsford.com



000028	TIMOTHY E MYERS	9614	4151	06/26/02	FTCS198156
	75.00	EWA9700	8923	SILVER/	
	02/FORD TRUCK/ESCAPE/ESCAPE XLT 4WD			12/17/01	
	F.M.V.I. 04 03 K 0 0 0 5				10/26/01
				06/26/02	
	FM 3.0L DOHC/CD4E				

JOB# 1 CHARGES

LABOR
 J# 1 07FTZ01 DRIVEABILITY CONCERN HOURS: 0.50 TECH(S):2669
 DIAGNOSE VEHICLE SHUTS OFF INTERMITTENTLY WHILE DRIVING,
 HAPPENS MOST OFTEN WHEN AT A CRUISE. RESTARTS NORMALLY.
 ROAD TESTED, PERFORMED EEC TEST, PASS CODES, PERFORMED
 DCL DISPLAY TEST, AND REPROGRAMMED PCM TO LATEST
 CALIBRATION.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FTCS JOB# 1 TOTAL 00

JOB# 2 CHARGES

LABOR
 J# 2 16FTZ09K 9000 MILE SERVICE HOURS: TECH(S):2669
 9000 MILE SERVICE, CHANGE OIL AND FILTER
 MULTI-POINT INSPECTION.
 PERFORMED 9000 MILE SERVICE AS PER MENU.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	FL-020-B	FILTER ASY	5.00
	1	X0-5W20-08P	ENGINE OIL SAE	2.61
	1	X0-5W20-50SP	ENGINE OIL SAE	12.10
TOTAL - PARTS				19.71

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FTCS JOB# 2 TOTAL 00

TOTALS

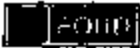
MATTHEWS PAOLI FORD
 ...On The Point...
 New Ownership.....Same Great Service.....and we want
 your service experience to continue to be the very best.
 That is why we are Blue Oval Certified!!!
 The Right People.
 The Right Parts.
 Always The Right Prices.

TOTAL LABOR....	00
TOTAL PARTS....	19.71
TOTAL SUBLET....	00
TOTAL G.O.B....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DTSC....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	19.71

RD Closed date.....
 Payment Cash..... Check no..... Acct. no.....
 AMEX M/CARD **VISA** DISCOVER DINERS

CUSTOMER SIGNATURE

EA82-827 8485



Matthews Ford

On The Point

100 W. Lancaster Avenue - Paoli, PA 19381-1782
 Phone 610-644-4700 - Service Fax 610-644-0001
 E-mail: ford@matthf.com - www.matthfordsales.com



23978	DOUGLAS C. SOUDERS 259	5638	08/08/02	FTCS18987
	75.00 EWA9700	11230	SILVER/	
	02/FORD TRUCK/ESCAPE/ESCAPE XLT 4WD		12/17/01	
				10/26/02

JOHN 1 CHARGES

LABOR

JN 1 07FT201 DRIVEABILITY CONCERN HOURS: 0.90 TECH(S):2669
 VEHICLE WILL CUT OFF WHILE DRIVING AT 40-50 MPH, RESTARTS
 RIGHT AWAY.
 SEE HISTORY. SEE TIM FOR TSB.
 ROAD TEST. COULD NOT VERIFY CONCERN. PERFORMED TSB 02-11-06.
 REPLACED OPTC SENSOR WITH UPDATED. VEHICLE DRIVEN BY SHOP
 FOREMAN TO VERIFY REPAIR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	2F1Z-9J460-AA	SENSOR ASY-EGR	
				TOTAL - PARTS

JOHN 1 TOTALS

JOHN 1 JOURNAL PREFIX FTCS JOHN 1 TOTAL

COMMENTS

CALL HOME # OR CELL 299-7295.

TOTALS

MATTHEWS PAOLI FORD	TOTAL LABOR....	0.0
...On The Point...	TOTAL PARTS....	0.0
Thank you for choosing Matthews Paoli Ford as your servicing	TOTAL SUBLET....	0.0
dealer, where you can expect the best...the right people...	TOTAL G.D.G....	0.0
the right parts...always the right prices. Your advisor is	TOTAL MISC CHG....	0.0
graded by a survey from Ford you will receive, where only a	TOTAL MISC DISC....	0.0
"completely satisfied" is acceptable. Call us if you can't	TOTAL TAX.....	0.0
give your advisor an "A+". Thanks again for your patronage.	TOTAL INVOICE \$	0.0

RO Closed date.....

Payment Cash..... Check no..... Acct. no.....

AMCX M/CARD VISA DISCOVER DINERS

CUSTOMER SIGNATURE

EM62-627 0466

MATTHEWS SALES COMPANY PAOLI, PA 19381 Tel 610-644-4700



100 W. Lancaster Avenue • PAUL, PA 15081-1727
 Phone 610-644-4700 • Service Plan 610-644-6421
 Email: paul@matthewsford.com • www.matthewsford.com



93978	DOUGLAS C. SOUDERS 259	6093	08/22/02
	75.00	EWA9700	12133
			SILVER/
	02/FORD TRUCK/ESCAPE/ESCAPE XLT 4WD		12/17/01
	1 4 3 3 0 8 3		10/26/01
			08/22/02
	E# 3.0L 80HC/CD4E		

JOB# 1 CHARGES

LABOR

J# 1 07FTZ03 CK ENGINE LIGHT HOURS: 0.50 TECH(S)12669
 CHECK ENGINE LIGHT ON. CHECK AND REPORT.
 ROAD TEST, VERIFIED CONCERN. TEST EEC SYSTEM AND PINPOINT
 CODE P0407. REPLACED DPFE SENSOR. CLEARED CODES AND ROAD
 TEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	2F1Z-9J460-AA	SENSOR ASY-EBR	
				TOTAL - PARTS

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FTCS JOB# 1 TOTAL

JOB# 2 CHARGES

LABOR

J# 2 09FTZ01 STATE INSPECTION HOURS: TECH(S):2669
 PENNSYLVANIA STATE INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FTCS JOB# 2 TOTAL

JOB# 3 CHARGES

LABOR

J# 3 09FTZ03 EMISSION INSPECTION HOURS: TECH(S)12669
 PENNSYLVANIA EMISSION INSPECTION.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FTCS JOB# 3 TOTAL

COMMENTS
 CALL HOME

ER02-027 0487

MATTHEWS SALES COMPANY PAUL, PA 15081
 TEL 610-644-4700



100 W. Lancaster Avenue • Paoli, PA 19301-1222
 Phone: 610-644-4780 • Service Fax: 610-644-4571
 E-mail: ford@matthewsford.com • www.matthewsford.com



93978	DOUGLAS C. Souders 259	6093	08/22/02	FTCS1904C
ROBERT BATES	75.00 EWA9700	12133	SILVER/	
8 PICKWICK LANE	02/FORD TRUCK/ESCAPE/ESCAPE XLT 4WD		12/17/01	
MALVERN, PA 19355	1 F M Y U 0 4 1 3 2 K B 0 3 8 8 5 4		08/22/02	
610-296-0526	610-522-0088	EM 3.0L DOHC/CD4E		

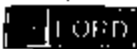
<p>TOTALS</p> <p>MATTHEWS PAOLI FORD ...On The Point... Thank you for choosing Matthews Paoli Ford as your servicing dealer, where you can expect the best...the right people...the right parts...always the right prices. Your advisor is graded by a survey from Ford you will receive, where only a "completely satisfied" is acceptable. Call us if you can't give your advisor an "A+". Thanks again for your patronage.</p>		<p>TOTAL LABOR.... 71.0</p> <p>TOTAL PARTS.... 0.0</p> <p>TOTAL SUBLET.... 0.0</p> <p>TOTAL G.D.G.... 0.0</p> <p>TOTAL MISC CHG.... 0.0</p> <p>TOTAL MISC DISC.... 0.0</p> <p>TOTAL TAX..... 4.0</p> <p>TOTAL INVOICE \$ 75.0</p>
--	--	---

RO Closed date.....
 Payment Cash..... Check no..... Acct. no.....
 AMEX M/CARD VISA DISCOVER DINERS

CUSTOMER SIGNATURE

EQ02-827 8486

610-644-4780
 PAOLI, PA 19301
 MATTHEWS SALES COMPANY



MATTHEWS PAOLI



100 W. Lancaster Avenue - Paoli, Pa. 19381-1788
Phone 610-244-1788 - Service Fax 610-235-8831
E-mail: fordmat@paoli.com

www.PaoliFord.com



93998	THOMAS TOMARNICKI	4413	7595	10/08/02	FC1C819212
	78.00	EWA9700	14181	SILVER/	
	02/FORD TRUCK/ESCAPE/ESCAPE XLT 4WD			12/17/01	
	1 F M W U 0 4 2 1 3 2 K 0 0 5 9			REGISTRATION DATE	10/25/02
	ATLANTA			RO Date	10/08/02
	EN 3.0L DOHC/CD4E				

[STATE INSP DUE] JUNE

JOB# 1 CHARGES

LABOR

JN 1 07FTZ01 DRIVEABILITY CONCERN HOURS: 1.00 TECH(S)12669
 VEHICLE STILL CUTTING OUT AT HIGHWAY SPEEDS. SEE HISTORY.
 TAKE FOOT OFF GAS & ENGINE STALLS.
 EEC TEST, PID MONITOR TEST, REPROGRAM PCM WITH LATEST
 CALIBRATION. REPLACE IDLE AIR CONTROL VALVE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	CX-1733	VALVE AST-THRD	
				TOTAL - PARTS

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FTCS JOB# 1 TOTAL

TOTALS

MATTHEWS PAOLI FORD
...On The Point...

Thank you for choosing Matthews Paoli Ford as your servicing
 dealer, where you can expect the best...the right people...
 the right parts...always the right prices. Your advisor is
 graded by a survey from Ford you will receive, where only a
 "completely satisfied" is acceptable. Call us if you can't
 give your advisor an "A+". Thanks again for your patronage.

TOTAL LABOR....
 TOTAL PARTS....
 TOTAL SURCH....
 TOTAL G.D.G....
 TOTAL MISC CHG....
 TOTAL MISC DISC....
 TOTAL TAX.....
 TOTAL INVOICE \$

RO Closed date.....

Payment Cash..... Check no..... Acct. no.....

AMEX M/CARD VISA DISCOVER DINERS

CUSTOMER SIGNATURE

ERR2-827 8488

07/19/2002
15:29:32

SUMMARY HISTORY DISPLAY

3100
PAGE 1

CUSTOMER NAME SERIAL NO. LFN084128081885
TOTAL R/O'S 4 TOTAL SERV. DAYS 4 MAKE FT FORD TRUCK

LHM NO. NO.	SOL DATE.	MILES.	SRV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1 192121	10/08/2002	14181	A		4413		
			T	2669	1 W	07FT201	DRIVEABILITY CON
2 190403	06/22/2002	12133	A		259		
			T	2669	1 W	07FT203	CH ENGINE LIGHT
			T	2669	2 C	09FT201	STATE INSPECTION
			T	2669	3 C	09FT202	EMISSION INSPECT
3 195071	06/07/2002	11230	A		259		
			T	2669	1 W	07FT201	DRIVEABILITY CON
4 188136	06/26/2002	0925	A		3614		
			T	2669	1 W	07FT201	DRIVEABILITY CON
			T	2669	2 C	16FT2001K	9000 MILE SERVIC

ENG2-027 0470

EM82-027 0471

1S21871792 SDR

102

Ford Motor Company

Consumer Affairs

August 12, 2002

Sent via U.S. Mail and Fax

Mr. David A. Millage
Cosma Gallagher & Goebel
Attorneys and Counselors at Law
4301 East 53rd Street, Suite 300
Davenport, IA 52807

RE: Mr.
2001 Ford Escape
VIN: 1FMYU04141KF93521

Dear Mr. Millage :

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at River City Ford, the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- ◆ For use of the vehicle being returned calculated at \$913. The usage fee is calculated below:
(\$22,770 (4,812/120,000):
- ◆ Any missing equipment, abnormal wear or collision damage (including broken glass) evident to the vehicle. Note: the vehicle must be returned in good condition.

ER62-627 6472



Page 2

- ◆ In cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations, signing the odometer disclosure, release form and power of attorney statements.

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.

Ford will provide:

- ◆ Transfer of or a credit for any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5669 within seven (7) business days of the receipt of this letter or our file will be closed. If you have questions regarding this issue, please contact me at (313) 845-5458.

Respectfully yours,

COPY

Tisha Mosley
Consumer Affairs

Mosley, Tisha (T.S.)

From: Mosley, Tisha (T.S.)
Sent: Wednesday, September 18, 2002 3:50 PM
To: Mitre, Kelly (K.L.)
Subject: RE: Upload for Melchart: Rep

Good Afternoon Kelly,
I have now transmitted.
Thanks and have a Wonderful Wednesday!
Tish

-----Original Message-----

From: Mitre, Kelly (K.L.)
Sent: Wednesday, September 18, 2002 3:46 PM
To: Mosley, Tisha (T.S.)
Subject: Upload for Melchart: Rep

Hello,

The checklist has been approved. Please transmit and reply with confirmation.

Thanks,

Kelly Mitre

Corporate Liaison

Minacs

16800 Executive Plaza

Dearborn, MI 48126

T. 313 337 6486

F. 313 645 5115

email: kmitre@ford.com

email: kmitre@minacsusa.com

website: www.minacs.com

EQ02-027 0474

RAV-FAST Summary Report

Name	VIN	Processing Dealer	Request	Ready	Transmit	Lease Update	Transmit Date
	1FMYU0414 1KFP3521	RIVER CITY FORD TRUCK SALES	REP	Yes	Yes	09/18/2002	09/18/2002

0982-027 8475

SEP-16-2002 15:04

COCHR & GALLAGHER

3153820402 P. 03/03

TITLE NO. 82-0692033
CERTIFICATE OF TITLE TO A VEHICLE
SCOTT VALID/YR. 82-P01936 01
ISSUE DATE 02-13-01 **PLATE NO./YR.** 218JBY
TYPE A **YR.** 2001 **MAKE** FORD **MODEL** ESSEX **WT.** 03300 **HA.** 12
CYL. 06 **COLOR** RED **REL. G.** EQ.FT. **WT.** 03300 **HA.** 12
LP. 022300 **GVWR** **CODE** **SR.** 02-03 **TITLE FBN.**
ODOMETER 15 **ACTUAL** **CUMULATIVE DAMAGE** \$0.00

OWNER 1 A
OWNER 2
ADDRESS
CITY, ST. BATTENDORF IA 52722

FEES 217.00 **OTHER FEES OR FBN.** .00 **TOTAL** 217.00
NEXT FEE 236.00 **NEXT YR.** 02 **USE TAX** 1138.50
PREV. OWNER RIVER CITY FORD
ADDRESS 3921 W RIVER DR
CITY, ST. DAVENPORT IA 52802 **PREV. TITLE** NBO **YR.**

1ST SECURITY INTEREST
DATE 02-13-01 **NO.** 00329026
HELD BY FIRSTAR BANK IOWA, NA
ADDRESS 201 W 2ND, DAVENPORT IA 52802
CO. TREAS. BILL FENNELLE **DEPUTY**

CANCELLATION OF 1ST SECURITY INTEREST
DATE 5/22/01 **NO.**
HOLDER FIRSTAR BANK **CO. TREAS.**
BY [Signature] **BY**

2ND SECURITY INTEREST
DATE **NO.**
HELD BY
ADDRESS
CO. TREAS. **DEPUTY**

CANCELLATION OF 2ND SECURITY INTEREST
DATE **NO.** **DATE**
HOLDER **CO. TREAS.**
BY

WITNESS BY NAME AND OFFICIAL SEAL
02 00808 00809 **DOCUMENT FEE** \$15.00
BILL FENNELLE **BY** [Signature] **POSTAGE** \$ 2.50
County Treasurer **Deputy**

Signature Of Owner - Spell Name As Title Issued

RECORDED

9871443

Form AT110 (FORM 2000) TITLE VOID IF APPLICATION IS REMOVED

Plate or Type (Vehicle Is A Motor Vehicle and Subject to Tax From 01/01/00 On)

Model of Vehicle **Year** **Make** **Model** **Year** **Make** **Model** **Year** **Make**

1st Security No. **2nd Security No.**

Address of Buyer (If P.A.L.)

Name of Previous Owner **Address of Previous Owner**

To Whom Shall the Title Be Issued as follows (If none, state last)

NAME	ADDRESS
1st	
2nd	
3rd	
4th	
5th	

SALE PRICE **NETTED** (Applying for a new title returned to purchaser by a party other than the seller)

USE TAX **Signature of Applicant #1**

DOUBLE-TAX FEE **Signature of Applicant #2**

Applicant has no interest in the land title of the title and this application for certificate of title should show to the County Treasurer of the county of your residence with a check for the fee. County Treasurer retains the primary title of the vehicle to license.

EN02-027 04-76

SEP-16-2002 15:04

GOSMA & GALLAGHER

3193889240 P.02/03

1
11721 WEST RIVER DRIVE
DANFORTH, IA 52802

***** TICKET REPRINT *****

Reprint of 16 JEP 02 0941404 From part# 12

INVOICE NUMBER: 194912
Page 1 of 1

Date Entered	Your Order No.	Date Shipped	Invoice Date
13 NOV 01		13 NOV 01	13 NOV 01

ACCOUNT NO. 55

----- SOLD TO ----- SHIP TO -----

ANN MELCHERT

Ship Via	Salesman	B/L Number	Terms	F.O.B. Point
MILL CALL	KSH		PREP. CHS	DANFORTH, IA 12:11

Ord.	Ship	Eng#	PART NUMBER & DESC.	List	Net	Gala
1	1	KSH	11.824837424 KIT	328.24	318.24	318.24

Total Parts.....	318.24
Freight.....	
Expn.....	
Sales Tax.....	22.28
TOTAL INVOICE.....	340.52

GOSMA GALLAGHER & GOEBEL

A Professional Limited Liability Company

ATTORNEYS AND COUNSELORS AT LAW

ROBERT H. GALLAGHER
 JOHN S. GOSMA
 GEORGE A. GOEBEL*
 JAMES G. NOYE
 MARIE R. ROLLINO-TARDON*
 DAVID A. MULLAGE
 ROBERT S. GALLAGHER**
 MATTHEW A. LEIDEN

401 EAST 93RD STREET, SUITE 300
 DAVENPORT, IA 52807

TELEPHONE (563) 388-8417
 FAX (563) 328-9240

E-mail:
 law@sm@gosma-gallagher.com

ROBERT D. WELLS (1904-1990)

CLAY LAGRAND
 ERYMORE M. RABEN
 of Counsel

* ALSO LICENSED IN ILLINOIS
 ** ALSO LICENSED IN WISCONSIN

F A C S I M I L E

PERSONAL & CONFIDENTIAL

Unless otherwise indicated or obvious from the nature of the transmission, the information contained in this facsimile message is attorney-privileged and confidential information intended for the use of the individual or entity named herein. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error or are not sure whether it is privileged, please immediately notify us by telephone, and return the original message to us at the above address via the U.S. Postal Service at our expense. Thank you.

To: Tisha Masley
 On: Ford Motor Co
 Fax: 313-845-5669
 From: David A. Mullage
 Re: Melchert
 Date: 9-16-02
 No. of Pages: 3
 Messages: see the attached documents you requested

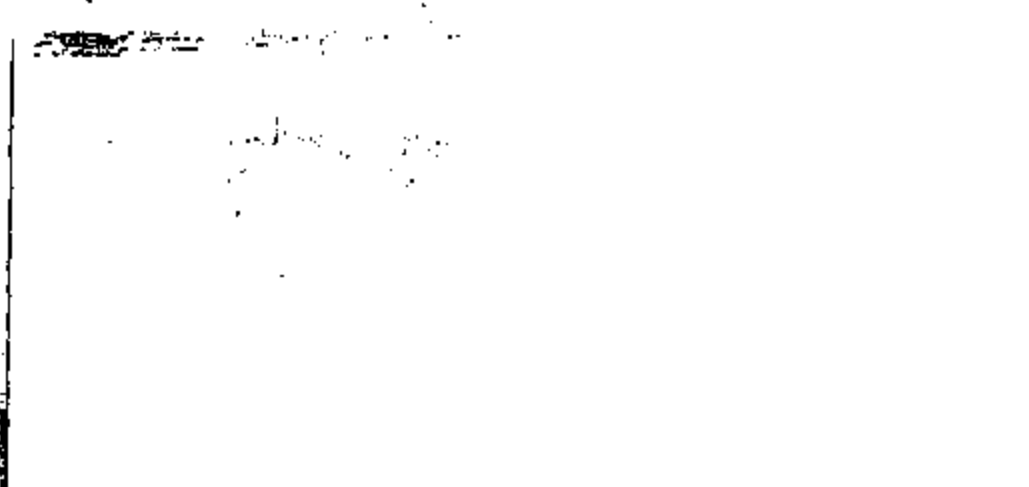
OTHER ITEMS ELIGIBLE FOR RAV PAYMENT

Other Eligible Expenses: \$ 700.00
Attorney Fees: Yes
Check Mailed To Attorney: DAVID A MILLAGE
Attorney Name: 4301 EAST 53RD STREET
Address: SUITE 300
City, State: DAVENPORT, IA
Zip: 52807

COMMENTS

Additional Comments: WE HAVE OFFERED THE CUSTOMER A VEHICLE REPLACEMENT DUE TO THE VEHICLE STALLING OUT. WE HAVE ALSO OFFERED \$700 FOR ATTORNEY FEES. PLEASE MAIL THE CHECK DIRECTLY TO THE ATTORNEY. IN ADDITION, THE CUSTOMER FINANCED THE VEHICLE THROUGH FIRST STAR BANK, WHICH IS NOW US BANK. US BANK CAN BE REACHED AT (563) 328-3100. PLEASE NOTE THE AFTERMARKET RECEIPT, THE INSTALLATION WAS COMPLETED AT THE DEALERSHIP. THE RECEIPT HAS BEEN APPROVED BY TEAM LEADER T.WHITE.

Requires Approval: Yes
Approver CBS/PROFS ID: TWHITE11
Approver Title: TEAM LEADER



- Invoice / Bill
- Check / Receipt
- Statement
- Contract
- Receipt
- Other
- Other
- Other
- Other
- Other
- Other
- Other

DO NOT USE FOR REORDERING

11-13-2001

River City Ford
 Three hundred & forty

500	52
340	70
50	
100	
OTHER	

Cheliqua (copy)

NOT NEGOTIABLE

Ford Consumer Affairs RAV Replacement Checklist

Case Type: DSB Award DSB Prior Resolve Lit. Prevention Special Litisan
Check One

RAV Headquarter Advisor AUDREY MCDONALD **Consumer Affairs Analyst** TISHA MOSLEY
Date Prepared SEPTEMBER 17, 2002 **E-mail Address** TMOSLEY@FORD.COM
Date Uploaded _____ **Region** CHICAGO
Date Sent _____ **Compliance Date** _____
VIN Number 1FMYU04141KP93521
Customer Name _____

Special Instructions or Comments:
THE CASE# IS 1521871792

Sales/Lease Agreement of old vehicle (Buyer's order or Purchase agreement)	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
AWS Repair History	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
Factory Invoices	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
After Market Receipts	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
Litigation Prevention Offer Letter	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
DSB Award Letter & A/R Form	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
EAA Five Inspection Report	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
RAV Fact Upload	Included <input checked="" type="checkbox"/>		

****If a document is determined to be "Not Applicable" or if it is not included, it must have Team Leader (TL) initials**

Other Documents Included (Please specify)

Team Leader Signature of approval _____ **Date** _____

Point Person Signature of approval _____ **Date** _____

MOTOR VEHICLE PURCHASE AGREEMENT

NO. 4370

DATE 02/01/01

River City Ford Truck Sales, Inc.
 5921 W. River Dr. - (318) 328-6011
 Devonport Iowa 52802

BUYER
 CO-BUYER
 ADDRESS

CITY BETTENDORF
 STATE IA ZIP 52722

BUYER'S RESIDENTIAL STREET NUMBER N/A COUNTY SCOTT

ALLIGERSON PETER J. ARNT PETER RES. PHONE

NEW

DESCRIPTION OF PURCH. USED VEHICLE: NEW USED DEMO CAR TRUCK PROGRAM RENTAL VAN

STYLING NO. 1941H TO BE DELIVERED ON OR ABOUT 02/01/01

YEAR 2001 MAKE FORD MODEL ESCAPE BODY TYPE 4DR

VIN # 1F20704A141K 93521 COLOR RED TRIM

PRICE OF VEHICLE	1	22770.00	TRADE-IN ALLOWANCE AND OTHER CREDITS	YEAR	19
ADDITIONALS			TRADE-IN MAKE	MODEL	YEAR TYPE
			PLATE NO.	PLATE	
			BALANCE DUE TO		
			INTEREST		
			TRADE-IN ALLOWANCE	1	N/A
			LESS BALANCE DUE		N/A
			NET ALLOWANCE ON TRADE-IN	1	N/A
			BUYER'S OR CREDIT BALANCE		N/A
			MANUFACTURER'S RELEASE OF APV		N/A
			TOTAL DOWN PAYMENT (INCLUDES TO GO/CLOSING)	1	N/A

BUYER'S TRADE-IN CERTIFICATION

If you are trading in a vehicle, you certify the following:

1. That there is no salvage or repair history on the vehicle title that would affect the value of the vehicle. If there is salvage or repair history on the title, you agree that the dealer may cancel this sale.
2. That to the best of your knowledge, the vehicle was never on a salvage, rebuilt or flood title in this or any other state.
3. That while you have owned the trade-in, its odometer has not been repaired, replaced, tampered with or altered in any way. That the odometer statement, damage disclosure statement and prior vehicle history which you provided as for your trade-in is true and correct.
4. That the original emission control system (including the catalytic converter) is intact. That the engine and transmission have not been changed from the manufacturer's original specifications. That the trade-in does not have a recalled or defective head, block, power-train or frame.

1	WARRANTY	PRICE	2	N/A
2	22770.00			
3	N/A	LESS TRADE-IN ALLOWANCE		
4	N/A	LESS BUYER'S TRADE-IN		
5	22770.00	TOTAL DUE AT		
6	1188.50	DELIVERY FEES	217.00	1370.50
7	FEES OR POSTAGE			2.50
8	ADMIN. FE.			25.50
9	LESS FINANCING FEE (only if in loan)			5.50
10	TOTAL CASH DUE AT			2417.50
11	LESS TOTAL DOWN PAYMENT (IN MONTHS)			N/A
12	UNPAID CASH BALANCE			2417.50

DISCLAIMER OF WARRANTY

IF THERE IS A MANUFACTURER'S WARRANTY ON THE VEHICLE YOU ARE BUYING, THE DEALER IS NOT A PARTY TO IT AND IT IS NOT A PART OF THIS CONTRACT. IF WE ARE AUTHORIZED BY THE MANUFACTURER TO PERFORM WARRANTY WORK ON YOUR VEHICLE, WE HOPE THAT YOU ARE UP TO PERFORM THE WORK. HOWEVER, THE MANUFACTURER'S WARRANTY IS BETWEEN YOU AND THE MANUFACTURER, AS FAR AS THE DEALER IS CONCERNED, YOU UNDERSTAND THAT THE VEHICLE IS SOLD "AS IS" WITH ALL FAULTS AND THAT WE MAKE NO WARRANTY OF MERCHANTABILITY AND NO WARRANTY THAT THE VEHICLE IS FIT FOR ANY PARTICULAR PURPOSE. (There is additional information in CO on the back of this contract.)

Robert A. McArthur

You understand that this agreement (including the terms on the back) is an offer to purchase the vehicle described which will become a binding contract once the dealer has signed it. This document represents the complete agreement between you and the dealer regardless of any other oral, written or prior agreements or representations. However, if you are buying a used vehicle, the information you see on the window form for this vehicle is part of the contract and the information on the window form overrides any contrary provision in this contract.

Iowa law requires us to give you the following notice: You understand that liability insurance coverage which would protect you under the Iowa Motor Vehicle and Safety Responsibility Act IS NOT INCLUDED in your purchase of this motor vehicle.

By signing this contract, you are certifying that you are at least 18 years old (if there are two buyers, that at least one of you is 18 years old), that you have read it in contract, front and back, and agree to its terms, and that you have received a copy of it.

Accepted by *[Signature]* 12/08/00
 Date of Sale
 47571882
 River City Ford Sales, Inc. 5921 W. River Dr. Devonport, Iowa 52802
 Co-Signer Signature _____
 Date of Sale _____
 Dealer Signature _____
 Date of Sale _____

E882-027 0482

STANDARD CLAIMS LIST

AWN Online Report

2 Hrs / 24000
3 R.A.

Run Date: 10/11/2002

Note: All Costs are in US Dollars

Start

HMVU04141K93521	M1	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/D1	T/LD	23-01-01	01-02-01	141901	USA	8	Q67	2E86	YLEZ	9H307	BA	S11	V43	D03	42	
AWN Claim Key:	3924251	Doc #:	037914A	Trx Code:	S07	Labr Hrs:	8	Labr Cost:	45.92	Material Cost:	218.4	Total Cost:	264.32											
Dir Cd-Sub Cd:	20116*	Name:	RIVER CITY FORD TRK SLS INC	Ph:	563-3264011	St:	IA	City Cd:	USA	Reg Cd:	NA	Repr Date:	22-SEP-2001	DIST(Mile):	4601									
Cost Comments:	DIAGNOSE & REPAIR HARD TO START AFTER SITTING FOR SOME TIME CRANKS OK WONT FIRE UP RIGHT AWAY																							
Tech Comments:	4601 485 BROUGHT TRUCK IN SHOP TRUCK STARTED RIGHT UP CHECKED FUEL PRESSURE FUEL PRESSURE IS GOOD 4298RDNG IN TANK IS FULL DRAIN DOWN 3 GAL REMOVE SEAT AND CARPET AND FUEL PUMP COVER PLAT E REMOVE FUEL PUMP AND REPLACED IT REASS SEAT AND CARPET ROAD TEST ALL OK																							

2nd

HMVU04141K93521	M1	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/D1	T/LD	23-01-01	01-02-01	141901	USA	9	T07	2F01*	DRIVE*	S11	V43	D36	42			
AWN Claim Key:	4665967	Doc #:	038011A	Trx Code:	I	Labr Hrs:	3.3	Labr Cost:	189.39	Material Cost:	23.45	Total Cost:	217.16											
Dir Cd-Sub Cd:	20116*	Name:	RIVER CITY FORD TRK SLS INC	Ph:	563-3264011	St:	IA	City Cd:	USA	Reg Cd:	NA	Repr Date:	02-OCT-2001	DIST(Mile):	4812									
Cost Comments:	SITS OVERNIGHT AFTER DRIVING 1 TO 2 BLOCKS STARTS BUCKING & JERKING ON ACCELERATION																							
Tech Comments:	4812 302 PERFORMED DIAGNOSIS WITH FIELD ENGINEER, DAN MYER. HAD TO RE OPOST WDS TO GET TO WORK. HOOKED UP WDS. CHECKED FOR CODES, ALL PASSED. PERFORMED DATA LOGGER. TRIED TO GET UNIT TO ACT UP, COULD NOT DUPLICATE FAULT. DAN SAID TO RECALIBRATE PCM, REPLACE EEC POWER RELAY, RESET IAC WHEN WARM. PERFORMED ALL THE ABOVE. RETEST DROVE, ALL OK. NEED TO LET SIT AND RETRY. 302																							

3rd

HMVU04141K93521	M1	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/D1	T/LD	23-01-01	01-02-01	141901	USA	15	T07	2F01*	DRIVE*	S11	V44	D50	42			
AWN Claim Key:	9209243	Doc #:	040955A	Trx Code:	EB4	Labr Hrs:	5.4	Labr Cost:	309.92	Material Cost:	0	Total Cost:	309.92											
Dir Cd-Sub Cd:	20116*	Name:	RIVER CITY FORD TRK SLS INC	Ph:	563-3264011	St:	IA	City Cd:	USA	Reg Cd:	NA	Repr Date:	19-APR-2002	DIST(Mile):	7905									
Cost Comments:	WHILE DRIVING, ENGINE TRIES TO DIE, USUALLY WHEN UNDER HEAVY ACCEL. WHEN COLD IT DOES IT MAKING A S																							
Tech Comments:	7905 317 CHECK OUT RUN OASIS AND HOOK UP WDS AND CHECK FOR CODES REPROGRAMM PCM PER SSM 13589 AND CHECK RELAY EEC AND BLOW THREW EVAP VENT 317 PERFORM TSB 02 8 6 AND REPOSITION ECC RELAY GROUND TO UNDER BODY GROUND																							

4th

HMVU04141K93521	M1	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/D1	T/LD	23-01-01	01-02-01	141901	USA	15	Q32	6F46	YLEZ	7M2084	AA	S02	V37	R03	D8	
AWN Claim Key:	9179611	Doc #:	040955B	Trx Code:	EB4	Labr Hrs:	4.5	Labr Cost:	258.26	Material Cost:	59.84	Total Cost:	318.1											
Dir Cd-Sub Cd:	20116*	Name:	RIVER CITY FORD TRK SLS INC	Ph:	563-3264011	St:	IA	City Cd:	USA	Reg Cd:	NA	Repr Date:	19-APR-2002	DIST(Mile):	7901									
Cost Comments:	REAR WINDOW LEAKS WATER AND AIR AROUND MOUNTING SCREWS																							
Tech Comments:	7905 317 CHECK OUT COULD SEE TRAILS BUT NO AIR GAPS RUN WATER CHECK FOR LEAKS AND RUN OASIS AND CAL. MOTLINE AND CONCERN UNKNOWN TO THEM DID SEE WATER INSIDE IF WINDOW OPEN AND CLOSED WHILE WET 317 REMOVED INNER DOOR PANEL AND RUN HOSE FOUND WATER COMING IN AT BOTTOM OF SEAL ON INSIDE OF SEAL TO DOOR NOT SEAL TO GLASS ORDER SEAL 317 R R REAR DOOR GLASS SEAL AND GLUED IN WITH SILECON																							

HMVU04141K93521	M1	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/D1	T/LD	23-01-01	01-02-01	141901	USA	15	Q65	7T03*	ASKJD*	S10	V21	N17	42
-----------------	----	------	-----	------	------	-----	----	------	------	----------	----------	--------	-----	----	-----	-------	--------	-----	-----	-----	----

2/25

AWS Claim Key: 9179612 Doc #: 040955C Trx Code: E83 Labor Hrs: .5 Labor Cost: 28.7 Material Cost: 0 Total Cost: 28.7
 Mr Cd-Sub Cd: 20116- Name: RIVER CITY FORD TRK SLS INC Ph: 563-3264011 St: IA City Cd: USA Reg Cd: NA Repr Date: 19-APR-2002 DIST(Mile): 7905
 Cust Comments: BRAKES MAKE A GRINDING FEELING AT TIMES WHEN STOPING BUT THEY DO NOT SQUEEL.
 Tech Comments: CHECK OUT BRAKES AND ADJUSTED

2/27

1FMYU04141KF93521 MI TMI T/F TWD T/F T/F AJ TDI TLD 23-01-01 01-02-01 141901 USA 15 Q10 6B02 * BED * S01 V31 B19 07
 AWS Claim Key: 9179613 Doc #: 040955D Trx Code: E84 Labor Hrs: .7 Labor Cost: 40.17 Material Cost: 0 Total Cost: 40.17
 Mr Cd-Sub Cd: 20116- Name: RIVER CITY FORD TRK SLS INC Ph: 563-3264011 St: IA City Cd: USA Reg Cd: NA Repr Date: 19-APR-2002 DIST(Mile): 7905
 Cust Comments: RATTLE IN REAR DOOR WHILE DRIVING
 Tech Comments: 7905 317 CHECK OUT RATTLE ROAD TEST FOUND IN TAIL GATE REPAIRD LOOSE LATCH HANDLE

2/27

1FMYU04141KF93521 MI TMI T/F TWD T/F T/F AJ TDI TLD 23-01-01 01-02-01 141901 USA 15 Q23 6D03 YL1Z 7862901 EAB S08 V71 B91 42
 AWS Claim Key: 9238235 Doc #: 040955E Trx Code: E84 Labor Hrs: .7 Labor Cost: 40.17 Material Cost: 74.96 Total Cost: 115.13
 Mr Cd-Sub Cd: 20116- Name: RIVER CITY FORD TRK SLS INC Ph: 563-3264011 St: IA City Cd: USA Reg Cd: NA Repr Date: 19-APR-2002 DIST(Mile): 7905
 Cust Comments: DRIVER SEAT BOTTOM COVER COMING APART
 Tech Comments: 7905 317 REMOVE SEAT AND R R SEAT CUSHION COVER AND REINSTALL

2/27

1FMYU04141KF93521 MI TMI T/F TWD T/F T/F AJ TDI TLD 23-01-01 01-02-01 141901 USA 17 X00 7Y01 YL1Z 14290 NA S11 V44 D50 42
 AWS Claim Key: 9245036 Doc #: 041892A Trx Code: S87 Labor Hrs: 11.7 Labor Cost: 686.21 Material Cost: 482.43 Total Cost: 1168.64
 Mr Cd-Sub Cd: 20116- Name: RIVER CITY FORD TRK SLS INC Ph: 563-3264011 St: IA City Cd: USA Reg Cd: NA Repr Date: 20-JUN-2002 DIST(Mile): 9122
 Cust Comments: 9 2 PUTS OUT WHEN TRYING TO PASS VEHICLES, CHECK HISTORY, CUSTOMER SERVICE CASE NUMBER 1521871792 TECH
 Tech Comments: 9122 302 HOOKED UP VDR TO VEHICLE, HAD TO UPDATE VDR BEFORE HOOKING UP. CALL HOT LINE TRIED TO DOWN LOAD TO ENGINEER SAT. NOT WORKING CHECK FOR FUEL PRESSURE DROP OR TALK TO CUSTOMER AND CHECK FOR LOOSE WIRES FOUND CONNECTION ON ECC RELAY LOOSE ON TERMINAL REMOVED BUB AND WIRES AND TIGHTEN UP CONNECTION ON ALL RELAYS CALLED HOTLINE HAD ME REPLACE PFE AND CHECK OTHER

Any comments? You can contact

webmaster

ES02-027 0404

Aug 08 02 02:56p

River City Ford

583326391E

P.2

U04 ESCAPE XLT 4X4	21025.00	19642.00
2001 MODEL YEAR		
E4 BRIGHT RED CLEARCOAT MET		
12 M GRAPH PREM CLTH SPT BUCK		
991 3.0L DURATEC V6 ENGINE	1480.00	1332.00
444 4-SPEED AUTOMATIC O/D TRANS	NC	NC
T63 P235/70R16 OML ALL-SEASON	NC	NC
153 FRONT LICENSE PLATE BRACKET	NC	NC
186 SIDE STEP BARS	275.00	248.00
TRAILER TOWING, CLASS II		
646 WHLs, 16 IN. 5-SPOKE CAST ALUM	NC	NC
924 PRIVACY GLASS	275.00	248.00
TOTAL VEHICLE & OPTIONS	23055.00	21470.00
DESTINATION & DELIVERY	340.00	340.00
SCHEDULE A (MEMO)	.00	
TOTAL FOR VEHICLE	23595.00	

07 U.S. GAL GAS FACTORY

14.35

PRICED DORA
 BATCH-ID 1A12106520 N RB 2X
 PRICE LEVEL 130300004
 SHIPPING WEIGHT 3269 LBS.

VIN: 1FMYU04141KF93521

Stock No. 1941N
 Date Rec'd _____
 Key No's _____

FORWARD PAYMENT	INVOICE TOTAL	SALES TAX	SALES TAX CREDIT	SALES TAX PAID	A PLAN
105.00	22129.35	691.00	300.00	21158.35	21056.35

691.00 60.00 1828.00 .00 631.00 19342.00

SOLD TO

River City Ford Trk Sls Inc 41F901
 3921 W River Dr
 Davenport IA 52802

SHIP TO IF OTHER THAN ABOVE

2	6	IA	CA15
011201	41-0066	12	03

SHIP THROUGH

OFFICE & REGISTRATION NO

FINANCIAL INSTITUTION

FINANCE COMPANY AND/OR EMP

COMMERCIAL BANK

SALES CITY

Ford Motor Credit

000001

1
3721 WEST RIVER DRIVE
DOWNSPORT, IA 52802

***** TICKET REPRINT *****

Reprint at 16 SEP 02 09:14AM from part# 12

INVOICE NUMBER: 194912
Page 1 of 1

Date Entered	Your Order No.	Date Shipped	Invoice Date
13 NOV 01		13 NOV 01	13 NOV 01

ACCOUNT NO. 55

----- SOLD TO ----- ----- SHIP TO -----

ARMY DELIVERY

Ship Via	Salesman	B/L Number	Terms	F.O.B. Point
HILL CALL	KSP			PREF. CDS DOWNSPORT, IA 1211

Ord.	Ship	Exp	PART NUMBER	DESC.	List	Net	Sale
1	1	KSP	1L2648307*HF*	KIT	318.24	318.24	318.24

Total Parts..... 318.24
 Freight.....
 Core.....
 Sales Tax..... 22.28
 TOTAL INVOICE..... 340.52

ERG2-827 8486

Ford Motor Company

Consumer Affairs

August 12, 2002

Sent via U.S. Mail and Fax

Mr. David A. Millage
Gosma Gallagher & Goebel
Attorneys and Counselors at Law
4301 East 53rd Street, Suite 300
Davenport, IA 52807

RE: M:
2001 Ford Escape
VIN: 1FMYU04141KP93521

Dear Mr. Millage :

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at River City Ford, the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- ◆ For use of the vehicle being returned calculated at \$913. The usage fee is calculated below: (\$22,770 (4,812/120,000):
- ◆ Any missing equipment, abnormal wear or collision damage (including broken glass) evident to the vehicle. Note: the vehicle must be returned in good condition.

END-027 0467

Page 2

- In cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations, signing the odometer disclosure, release form and power of attorney statements.

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.

Ford will provide:

- Transfer of or a credit for any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5669 within seven (7) business days of the receipt of this letter or our file will be closed. If you have questions regarding this issue, please contact me at (313) 845-5458.

Respectfully yours,

COPY

**Tisha Mosley
Consumer Affairs**

RAV-FAST Profile Information Report

GENERAL

Affiliation:	Litigation Prevention	Request Transmitted:	Replacement
Ready for Transmission:	Yes	Transmit Date:	No
Last Update:	09/17/2002		

REQUESTER

Name:	MOSLEY, TISHA	Title:	LITIGATION PREVENTION ANALYST
CDS/PROFS ID:	TMOSLEY	Supervisor's Title:	TEAM LEADER
Supervisor's CDS/PROFS ID:	TWHITE11		

VEHICLE

VIN:	1FMYU0414 1KF83521	Description:	'01 Escape 4x4, XLT
Mileage:	9,580	Odometer Replaced:	No
Purchase Date:	02/01/2001		
Type:	Car/Light Truck		
Obtained As:	New Vehicle		
Ownership:	Privately Owned/Leased		

CUSTOMER

Name:		Work Phone:	
Address:			
City, State:			
Zip:			
Home Phone:			

DEALERSHIP

Processing Dealer:	RIVER CITY FORD TRUCK SALES	Sales Code:	41901
Contact Name:	BUD FOWLER	Contact Title:	SALES MANAGER
Phone:	(563)328-4011		
Present Vehicle Location:	THE CUSTOMER PRESENTLY HAS POSSESSION OF THE VEHICLE		

REPAIR HISTORY

Symptom Code	Symptom Description	No. of Repair Attempts
807583	STALL/QUITS ACCEL ALL ENG TEMP	3

RAV-FAST Profile Information Report

LOYALTY TOOLS

FCSD Technical Hotline:	No
FSE Tech Assalt:	No
Plant Vehicle Team:	No

UPLOAD REASONS

Primary Reason:	Number of Repair Attempts
Rationale:	Pre-Litigation (Legal Analysts only)
Compliance Date:	
Overnight Delivery:	Yes
Vehicle Disposition:	Auction

ENG2-427 8408

RAV-FAST RAV Request Information Report

GENERAL

Affiliation:	Litigation Prevention	Request:	Replacement
Ready for Transmission:	Yes	Transmitted:	No
Last Update:	09/17/2002	Transmit Date:	

PROFILE

Requester Name:	MOSLEY, TISHA	Mileage:	8,580
VIN:	1FM1YU0414 1KF93521		
Purchase Date:	02/01/2001		
Vehicle Type:	Car/Light Truck		
Customer Name:	MELCHERT, ROBERT		
Processing Dealer:	RIVER CITY FORD TRUCK SALES		

TRANSACTION TYPE

RAV Transaction Type: Financed Purchase

MILEAGE CHARGE CALCULATION

Mileage Charge Type:	Charge Stated Mileage Charge
Mileage Charge State:	Iowa
Lemon Law Formula:	$(\$22,770 * (4,812 \text{ Mi} / 120,000 \text{ Mi}))$
No Accrued Mileage Charge:	No

Mileage at 3rd Repair or 20th Cumulative Business Day Out of Service:	4,812
Purchase Price:	\$ 22,770
Mileage Charge Amount:	\$ 913
Amount To Charge Customer:	\$ 913
Waived Mileage Charge Amount:	\$ 0

AFTER MARKET ITEM(S)

Item Listing
INSTALL G.GUARD 340.62

RAV-FAST RAV Request Information Report

OTHER ITEMS ELIGIBLE FOR RAV PAYMENT

Other Eligible Expenses: \$ 700.00
Attorney Fees: Yes
Check Mailed To Attorney: DAVID A MILLAGE
Attorney Name: 4301 EAST 53RD STREET
Address: SUITE 300
City, State: DAVENPORT, IA
Zip: 52807

COMMENTS

Additional Comments: WE HAVE OFFERED THE CUSTOMER A VEHICLE REPLACEMENT DUE TO THE VEHICLE STALLING OUT. WE HAVE A
O OFFERED \$700 FOR ATTORNEY FEES. PLEASE MAIL THE CHECK DIRECTLY TO THE ATTORNEY. IN ADDITION, TH
CUSTOMER FINANCED THE VEHICLE THROUGH FIRST STAR BANK, WHICH IS NOW US BANK. US BANK CAN BE RE
HED AT (563) 328-3100.

Requires Approval: Yes
Approver CBS/PROFS ID: TWHITE11
Approver Title: TEAM LEADER

2002-027 0402

opt EX: RAVF0010
Run Date: 09/17/2002

RAV-FAST Summary Report

Page #1
Run Time: 02:15 PM

me

VIN	Processing Dealer	Request	Ready	Transmit	Last Update	Transmit Date
1FMYU0414 1KP9521	RIVER CITY FORD TRUCK SALES	REP	Yes	No	09/17/2002	

822-827 8420

GOSMA GALLAGHER & GOEBEL

A Professional Limited Liability Company

ATTORNEYS AND COUNSELORS AT LAW

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FAX (563) 388-9240

E-mail: law@gsma-gallagher.com

ROBERT D. WELLS (1904-1990)

CLAY LORAND
SEYMORE M. RABIN
of Counsel

ADMITTED TO PRACTICE IN ILLINOIS
** ALSO LICENSED IN WISCONSIN

August 14, 2002

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

Via Fax: 313-845-5669

Attn: Tisha Mosley, Consumer Affairs

Re:

2001 Ford Escape, Vin: 1FMYU04141KF93521

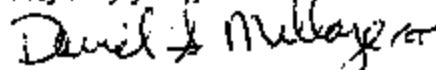
Dear Ms. Mosley:

Thank you for your letter of August 12, 2002, regarding the above matter. I note that your offer requires formal acceptance in writing within seven (7) business days of the receipt of this letter. Please be advised that my clients, Mr. & Mrs Melchert, are currently on vacation and are not due to arrive back until August 19, 2002. At that time, I will visit with them regarding your offer and contact you with a formal response.

However, I would request that you keep your offer open until August 26, 2002, so that I might have time to discuss your offer with them. Please provide written verification that your offer will remain open until August 26, 2002, in order for us to make a formal response.

Thank you for your cooperation.

Very truly yours,



David A. Millage

E-mail: dmlilage@gsma-gallagher.com

DM:ct

EA\FDOC\SM - PM\Melchert\Amal\Law\Consumer\Law\Ford\2.3.spd

ER02-027 0494

GOSMA GALLAGHER & GOEBEL

A Professional Limited Liability Company

ATTORNEYS AND COUNSELORS AT LAW

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FAX (563) 388-9340

E-mail:
hw@lms@gosma-gallagher.com

ROBERT D. WELLS (1994-1999)

CLAY LORAND
SEYMORE M. RABEN
of Counsel

* ALSO LICENSED IN ILLINOIS
** ALSO LICENSED IN WISCONSIN

August 29, 2002

Ford Motor Company
P.O. Box 6248
D 3NB-B
Dearborn, MI 48126

TX 313-845-5669

Attn: Tisha Mosley, Consumer A

Re:

*NO
Zuber's Receipt.
340.00 installation*

93521

Dear Ms. Mosley:

*\$ 2,000 upgrade fee
Cust. has title*

Pursuant to your phone message, this facsimile the sticker price for the bars and the privacy glass which were copy of the check paid to River City Ford grill guard and for the rust proofing.

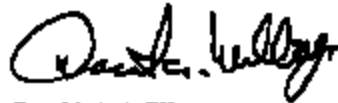
ending you with
or the side-step
attach a photo
installation of

This letter will also confirm the telephone message that I left for you on August 29, 2002, wherein I indicated to you that the Melcherts will not drive the vehicle to River City Ford because of the inherent danger in driving this vehicle. The last time the vehicle was driven, it once again, simply ceased operating when they were driving the same. Since the trip between their home and River City Ford is all urban traffic, they do not feel safe in taking the vehicle to River City Ford. The vehicle can either be towed from their home or someone from River City Ford can pick up the vehicle at their home.

Tisha Mosley
Page 2
August 29, 2002

Please contact me so that we can expeditiously conclude the replacement of the Melchert's vehicle.

Very truly yours,



David A. Millage

E-mail: dmillage@gosma-gallagher.com

DM:ct

cc: Robert & Ann Melchert

ENVRD0094-1000MelchertAnn&RobertMelchert.pdf

GOSMA GALLAGHER & GOEBEL

A Professional Limited Liability Company

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of Counsel

* ALSO LICENSED IN ILLINOIS
** ALSO LICENSED IN WISCONSIN

F A C S I M I L E

PERSONAL & CONFIDENTIAL

Unless otherwise indicated or obvious from the nature of the transmittal, the information contained in this facsimile message is attorney-privileged and confidential information intended only for the individual or entity named below. If the reader of this message is not the intended recipient, dissemination, distribution or copying of this communication is strictly prohibited. If you are not sure whether it is privileged, please immediately notify the sender by return facsimile to the above address via the U.S. Postal Service at our office. *Current Mileage*

To: Tisha Masley

Of: Ford Motor Co

Fax: 313-845-5161 *After market*

From: David A Miller *items*

Re: Receipts

Date: 8-23-02

No. of Pages: 3 including cover

Message: _____

GOSMA GALLAGHER & GOEBEL

A Professional Limited Liability Company

ATTORNEYS AND COUNSELORS AT LAW

ROBERT H. GALLAGHER
KERN S. GOSMA
GEORGE A. GOEBEL**
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4501 EAST 35TH STREET, SUITE 300
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FAX (563) 388-8288

E-mail:
jgallag@gosma-gallagher.com

ROBERT D. WELLS (1904-1990)

CLAY LASHLAND
SEYMOUR M. RABEN
of Counsel

* ALSO LICENSED IN ILLINOIS
** ALSO LICENSED IN WISCONSIN

August 22, 2002

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

Via Fax: 313-845-6669

Attn: Tisha Mosley, Consumer Affairs

Re:

2001 Ford Escape, Vin: 1FMYU04141KF93521

Dear Ms. Mosley:

This letter is in response to the offer contained in your letter to me of August 12, 2002, concerning the above purchaser and motor vehicle. Please be advised that we accept your offer.

Mr. Melchert will turn in his 2001 Ford Escape to the Dealer that you designate. However, he would prefer that because of problems that he has had with the vehicle that Ford Motor Company make arrangements for the vehicle to be picked up at his residence. He will deliver you the title lien free with no tax or licence obligation and will sign the odometer disclosure release form and Power of Attorney statements.

He will pay the difference between the manufacturer's suggested retail price of the current vehicle and the manufacture's suggested retail price, which will be of equal or greater value. There will be a usage fee of \$913.00 calculated in accordance with your letter of August 12, 2002. There will be no missing

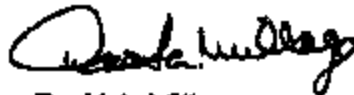
Ford Motor Co.
Page 2
August 22, 2002

equipment and the vehicle will be returned in good condition.

Please be advised that the vehicle being turned in had factory installed privacy glass and factory installed side step bars, both of which options cost Mr. Melchert at the time of purchase \$275.00 or a total of \$550.00. The vehicle was also rust proofed at a cost of \$225.00 and there was a grill guard put on the vehicle which costs \$340.52 and an installation charge of \$50.00. Those costs will be credited to the amount that Mr. Melchert will owe pursuant to the above agreement.

Please contact me so that we can expeditiously conclude this matter.

Very truly yours,



David A. Millage
E-mail: dmillage@gosma-gallagher.com

DM:cz
cc: Robert & Ann Melchert

E:\97\DCS\4- Ford\Melchert\apc\DM\Email\Letter2.txt

AUG-29-2002 16:42

BOSMA & GAL

3193889240 P.06/06

BETTENDORF, IA 52722-2808

DATE 8-19-2001

PAY TO THE ORDER OF Peter Clark \$ 225 ⁰⁰/₁₀₀
Two hundred & twenty-five ⁰⁰/₁₀₀ DOLLARS

FIRSTAR BANK, N.A.
Member FDIC
www.firstar.com
MEMBER FULL SERVICE

⑆073000545⑆ 636243674⑆ 01923 ⑈0000022500⑈

WELLS FARGO JOHNSONVILLE, IA 50895

NO. OF (MM) 025001
ISSUE 100
1221-6147-6
2057294253

23034379

Peter Clark
30400000
DEPOSIT IN MISSOURI VALLEY BANK
WELLS FARGO BANK

DE6048281

BETTENDORF, IA 52722-2808

DATE 11-19-2001

2027

PAY TO THE ORDER OF Appearance Specialist \$ 50 ⁰⁰/₁₀₀
50 ⁰⁰/₁₀₀ DOLLARS

FIRSTAR BANK, N.A.
Member FDIC
www.firstar.com
MEMBER FULL SERVICE

⑆073000545⑆ 636243674⑆ 02027 ⑈0000005000⑈

NO. OF (MM) 11/19
ISSUE 100
1221-6147-6
7575204014

8882-827 8361

VOID ON APPEARANCE
SPECIAL 1575
0074 90625

GOSMA GALLAGHER & GOEBEL

A Professional Limited Liability Company

ATTORNEYS AND COUNSELORS AT LAW

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OF COUNSEL

* ALSO LICENSED IN ILLINOIS
** ALSO LICENSED IN WISCONSIN

F A C S I M I L E

PERSONAL & CONFIDENTIAL

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To: Tisha Mosley

On: Ford Motor Co.

Fax: 313-845-5169

From: _____

Re: Melcher t

Date: 8-29-02

No. of Pages: 6

Message: See attached letter & attachments



FORD CUSTOMER SERVICE DIVISION

FAX TRANSMITTAL

DATE: September 11, 2002

TOTAL PAGES: 2 (including cover sheet)

TO: Mr. David A. Millage

LOCATION: Geema Gallagher & Goebel—Attorneys at Law

FAX: (563) 388-8240

PHONE: (563) 388-8417

SUBJECT: Mr. Robert Melchert
2001 Ford Escape
VIN: 1FMYU04141KF93521

Tisha Mosley
Ford Motor Company
16800 Executive Plaza Drive
MD # 3NE-B, Suite 343
Dearborn, MI 48126-4207

Phone (313) 845-5458 Fax (313) 845-5669

ER02-027 8983



RIVER CITY TRUCK

3921 W. River Drive ■ Davenport, Iowa 52502
PHONE 563-326-4011 FAX 563-326-3912

Fax Communication

TO:

COMPANY:

PHONE:

ADDRESS:

CITY:

NUMBER OF PAGES ATTACHED TO MESSAGE:

FAVORABLE:

MESSAGE:

Tisk

Bud Fowler

Here is the Bill for
Bill guard Ann Melchert
purchased on her escape
Miles on Vehicle is
9000 Miles

[Signature]

Any Questions please Call
563-326-4011

GOSMA GALLAGHER & GOEBEL

A Professional Limited Liability Company

ATTORNEYS AND COUNSELORS AT LAW

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ROBERT S. GALLAGHER**
MATTHEW A. LEDDIN

4301 EAST 53RD STREET, SUITE 300
DAVENPORT, IA 52807

TELEPHONE (563) 388-8417
FAX (563) 388-9240

E-mail:

lawfirm@gosma-gallagher.com

ROBERT D. WELLS (1904-1990)

CLAY LeGRAND
SEYMOUR M. RABEN
of Counsel

* ALSO LICENSED IN ILLINOIS
** ALSO LICENSED IN WISCONSIN

August 29, 2002

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

Via Fax: 313-845-5669

Attn: Tisha Mosley, Consumer Affairs

Re:

t

2001 Ford Escape, Vin: 1FMYU04141KF93521

Dear Ms. Mosley:

Pursuant to your phone message, Tuesday, August 27, 2002, I am hereby sending you with this facsimile the sticker price for the subject vehicle, verifying the \$275.00 charge for the side-step bars and the privacy glass which were factory installed on the subject vehicle. We also attach a photo copy of the check paid to River City Ford for the grill guard, copies of checks for the installation of grill guard and for the rust proofing.

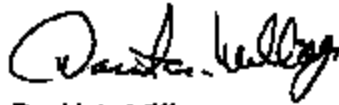
This letter will also confirm the telephone message that I left for you on August 29, 2002, wherein I indicated to you that the Melcherts will not drive the vehicle to River City Ford because of the inherent danger in driving this vehicle. The last time the vehicle was driven, it once again, simply ceased operating when they were driving the same. Since the trip between their home and River City Ford is all urban traffic, they do not feel safe in taking the vehicle to River City Ford. The vehicle can either be towed from their home or someone from River City Ford can pick up the vehicle at their home.

ER02-027 0505

Tisha Mosley
Page 2
August 29, 2002

Please contact me so that we can expeditiously conclude the replacement of the Melchert's vehicle.

Very truly yours,



David A. Millage
E-mail: dmillage@goema-gallagher.com

DM:ct
cc: Robert & Ann Melchert

E:\WFDOCFM - F&AMelchert\Ann\LicenseLaw\Ford\F&A.rpd

- Knowledge / Skill
- Size / Weight
- Experience
- Training
- Physical
- Cleaning
- Organization
- Computer
- Team
- Leadership
- Problem Solving
- Creativity
- Communication
- Customer Service
- Other

DO NOT USE FOR REORDERING 2025

11-13-2001

River City Ford
 Three hundred & forty

SALE PRICE	52
TAX	340.70
SALES TAX	52
OTHER	100
TOTAL DUE	524

Chilliqua (escape)

NOT NEGOTIABLE



www.fordvehicles.com

VEHICLE DESCRIPTION

ESCAPE

LOW EMISSION VEHICLE

VIN 1FMYU04141K

F93521

2001 5 DOOR XLT 4X4
103" WHEELBASE
3.0L DURATEC V6 ENGINE
4-SPEED AUTOMATIC O/D TRANS

EXTERIOR
BRIGHT RED CLEARCOAT MET
INTERIOR
M GRAPH PREM CLTH SPT BUCK

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

EXTERIOR

- P225/70R15 OWL A/S TIRES
- 15" CAST ALUMINUM WHEELS
- BODY SIDE CLADDING
- FRONT FOG LAMPS
- SOLAR TINT GLASS
- PWR WINDOWS, LOCKS, MIRRORS
- LTLN ENTRY & ACC. DELAY
- LIFT-O-LEAD LAMP
- LIFT GATE W/ LIFT-UP GLASS
- ROOF RACK W/ 2 CROSSBARS
- RR DEFROST & 2 SPEED WIPER

INTERIOR

- CLOTH BUCKET FRONT SEATS
- CLOTH 20/40 REAR SEAT
- TILT FOLD FLAT REAR SEAT
- SPEED CONTROL TILT WHEEL
- WHITE FACED INSTRUMENTS
- AM/FM STEREO W/ DUAL MEDIA
- CENTER DOME LIGHT W/ MAP

- REAR AREA CARGO LIGHT
- CNTR CONSOLE W/2 CLIP HLDRS
- AIR CONDITIONING
- REAR CARGO COVER
- FUNCTIONAL**
- 2.0L DURATEC V6 ENGINE
- 4-SPEED AUTOMATIC O/D TRANSMISSION
- 2-SPD MAN O/D TRANSMISSION
- CONTROLS TRAC & 4WD SYSTEM
- W/ 30/50 DRIVER LOCK UP
- REAR AUX POWERPOINT
- BATTERY SAVER
- REMOTE KEYLESS W/2 FOBs
- SAFETY AND SECURITY
- 4-WHEEL ANTILOCK BRAKE SYS
- 2ND GEN DUAL FRONT AIRBAGS
- SIDE IMPULSION DOOR BEAMS
- SECURLOCK/IMMOBILIZER
- WARRANTY**
- 3-YR BUMPER TO BUMPER
- 24 HR ROADSIDE ASSISTANCE

PRICE INFORMATION

STANDARD VEHICLE PRICE

Manufacturer's Suggested Retail Price

\$21,025.00

OPTIONAL EQUIPMENT

3.0L DURATEC V6 ENGINE	1,680.00
4-SPEED AUTOMATIC O/D TRANS	NO CHARGE
P225/70R15 OH ALL-SEASON	NO CHARGE
FRONT LICENSE PLATE BRACKET	NO CHARGE
5-STEP STAIRS	275.00
TRAILER TOWING CLASS II	NO CHARGE
HUBS 16" 2X 3-SPOKE CAST ALUM	NO CHARGE
PRIVACY GLASS	275.00

TOTAL VEHICLE & OPTIONS 23,055.00
DESTINATION & DELIVERY 540.00

Compare this vehicle to others with a FREE FUEL ECONOMY GUIDE. See EPA's website.

CITY MPG

18

Actual mileage will vary with options, driving conditions, driving habits and vehicle's condition. Results reported in EPA indicate that the majority of vehicles with these estimates will achieve between

15 and 21 mpg in the city and between

20 and 28 mpg on the highway.

Fuel Economy Information



HIGHWAY MPG

24

2001 ESCAPE 4WD
3.0L DURATEC ENGINE
(FUEL FEEDBACK SYSTEM)
& CYLINDER FUEL INJECTION
CATALYST, 4-SPEED AUTOMATIC

Estimated Annual Fuel Cost: \$ 900

For Comparison Shopping
of vehicles classified as
SPECIAL PURPOSE

See how tested mileage ratings
range from 12 to 25 mpg city
and 15 to 31 mpg highway.

EMR2-0271 05/03



Ford Extended Service Plan is the ONLY service contract backed by Ford Motor Company and honored by over 5,100 Ford and Lincoln Mercury Dealers. Ask your dealer for prices and additional details or see our website at www.fordESP.com.

TOTAL MSRP

\$23,595.00

1FMYU04141K F93521



SOLD TO

SHIP TO (if other than dealer)

SHIP THROUGH

ITEM#: 47-0066 O/T 2

SETTENDORF, IA 52722-2908

FD-447
750
53842814

1723

DATE 9-1-2001

PAY TO THE ORDER OF Peter Clark \$ 225 ⁰⁰/₁₀₀
Two hundred & twenty-five ⁰⁰/₁₀₀ DOLLARS



www.firstar.com

INTERNET PLUS CHECKING

MEMO 2001-ESCAPE

⑆073000545⑆ 836243814⑆ 01723 ⑆000022500⑆

WEST S. FARGO 5810083105500
MINNESOTA 55895

7575204253

2057294253

23024979

Vertical stamp: DEPOSIT IN MINNESOTA VALLEY CUL...
Handwritten: Peter Clark
304000000
#220

DEBOUR 2019

SETTENDORF, IA 52722-2908

FD-447
750
53842814

2027

DATE 11-19-2001

PAY TO THE ORDER OF Appearance Specialists \$ 50 ⁰⁰/₁₀₀
50 ⁰⁰/₁₀₀ DOLLARS



www.firstar.com

INTERNET PLUS CHECKING

MEMO escape - still going

⑆073000545⑆ 836243814⑆ 02027 ⑆0000005000⑆

NOV 21 01

7575204014

0074 98625

Vertical stamp: DAVID CH/MPT/...
Handwritten: SPECIALISTS

8002-927 8888

Ford Motor Company

Consumer Affairs

*Sent Via Fax

September 11, 2002

Mr. David A. Millage
Gosma Gallagher & Goebel
Attorneys and Counselors at Law
4301 East 53rd Street, Suite 300
Davenport, IA 52807

RE:

2001 Ford Escape
VIN: 1FMYU04141KF93521

Dear Mr. Millage:

This letter is regarding correspondence dated August 29, 2002.

According to the documents you provided, we understand you purchased additional aftermarket items. However, in order to process your request to reimburse your client for these items, it is necessary that you provide all aftermarket receipts. In addition, if you are seeking attorney fees please contact me at (313) 845-5458.

If we do not hear from you within (3) business days, we will process the replacement as outlined in our offer letter dated August 12, 2002. Please fax requested documents to (313) 845-5669.

Respectfully yours,


Tisha Moaley
Consumer Affairs

EP02-827 0510

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CH#	STATUS
09	09/11 15:41	3193889240	EC-S	00'39"	002	019	OK



FORD CUSTOMER SERVICE DIVISION

FAX TRANSMITTAL

DATE: September 11, 2002 TOTAL PAGES: 3 (including cover sheet)

TO: Mr. David A. M...

LOCATION: Gosme Gallagher

FAX: (883) 388-9240

PHONE: (863) 388-8417

SUBJECT: Mr. Robert Melchert
2001 Ford Escape
VIN: 1FMYU94141KPJ821

settling
\$700.
city fees
- mileage

Tisha Mooki
Ford Motor Co
16800 Executive Pl
MD # 3NE-8, St
Dearborn, MI 48

- Vehicle has not been zebraed

Phone (313) 845-5459

- but has been rust proof to bus. no layers on bus.



RIVER CITY TRUCK

3921 W. River Drive • Davenport, Iowa 52802
PHONE 563-326-4911 FAX 563-326-3812

Fax Communication

DATE

CONTACT

PHONE

SUBJECT

FROM

NUMBER OF PAGES 3

EXHIBITS

MESSAGE

Tish

Bud Fowler

Tish Customer obtained their own finance so do not have contract. They finance through Firststar Bank

Milage At time of delivery was 15 miles

1521871792

GOSMA GALLAGHER & GOEBEL

A Professional Limited Liability Company

ATTORNEYS AND COUNSELORS AT LAW

RC
JO
G
L
P

4812

4301 EAST 13TH STREET, SUITE 300
DAVENPORT, IA 52807

ROBERT D. WELLS (1904 - 1990)

(563) 388-8417
(313) 388-9240
CONSUMER AFFAIRS
SECTION

CLAY LeGRAND
SEYMORE M. RABEN
of Counsel

E-mail:
gsm-gallagher.com
July 10, 2002

*ALSO LICENSED IN ILLINOIS
**ALSO LICENSED IN WISCONSIN

(22,776 (4812/120,000))

\$913
Melchert

The current
lease
inform us
still
NE

Tisha

Dear Ms. Roberts:

Please be advised that if a new vehicle referenced above Melchert February 2001. Mr. Melchert had the problems that he has had with the same is being operated. Since its purchase this vehicle has been out of service for over six and one half weeks and there is only 9,000 miles that have been driven on the car.

2011/9/22
ing down without warning while the

You had previously been contacted by Mr. & Mrs. Melchert by certified letter received on June 27, 2002. You corresponded back on July 30, 2001 (sic) indicating that you would be in contact within seven days of the date of that letter. I assume that your July 30, 2001 date was meant to be June 30, 2002.

In any event, nothing has been done to rectify this problem and, in accordance with Iowa Code Chapter 322G the Melcherts are now demanding a replacement vehicle as their remedy. I would ask that you contact the undersigned to discuss replacement so that we can dispose of this matter in a quick consumer-friendly fashion. I look forward to your prompt response.

Very truly yours,

David A. Millage

David A. Millage
E-mail: dmillage@gosma-gallagher.com

DM:fwss

cc: Robert Melchert

EWVDOC3M-PJM\Melchert\Amm\Melchert.Let\Fordlt.wpl

ER82-827 8513

** TX STATUS REPORT **

AS OF AUG 12 2002 14:03 PAGE.01

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGES	CYCLE	STATUS
03	08/12	14:03 3193899248	EC-B	00'45"	003	099	OK



FORD CUSTOMER SERVICE DIVISION

FAX TRANSMITTAL

DATE: August 12, 2002 **TOTAL PAGES:** 3 (including cover sheet)

TO: Mr. David A. Millage

LOCATION: Attorney at Law

FAX: (563) 388-8240

PHONE: (563) 388-8417

SUBJECT: Mr. Robert Melchert
2001 Ford Escape
VIN: 1FMYU04141KP83621

***In addition, Mr. Millage we would like to request the lending institution, which your client selected to finance the vehicle. Please provide the name, account number, contact person and telephone number to contact them to acquire the necessary information to complete the replacement offer made to your client.

Tisha Mesley
Ford Motor Company
16000 Executive Plaza Drive
MD # 3NE-B, Suite 343
Dearborn, MI 48126-4187

Phone (313) 845-5458 Fax (313) 845-5669

ER02-027 0514



FORD CUSTOMER SERVICE DIVISION

FAX TRANSMITTAL

DATE: August 12, 2002 **TOTAL PAGES:** 3 (including cover sheet)

TO: Mr. David A. Millage

LOCATION: Attorney at Law

FAX: (563) 388-9240

PHONE: (563) 388-8417

SUBJECT: Mr. Robert Melchert
2001 Ford Escape
VIN: 1FMYU04141KF93521

***In addition, Mr. Millage we would like to request the lending institution, which your client selected to finance the vehicle. Please provide the name, account number, contact person and telephone number to contact them to acquire the necessary information to complete the replacement offer made to your client.

Tisha Mosley
Ford Motor Company
16809 Executive Plaza Drive
MD # 3NE-B, Suite 343
Dearborn, MI 48126-4207

Phone (313) 845-5458 Fax (313) 845-5669

Ford Motor Company

Consumer Affairs

*Sent Via Fax

August 8, 2002

Mr. David A. Millage
Gosma Gallagher & Goebel
Attorneys & Counselors at Law
4301 East 53rd Street, Suite 300
Davenport, IA 52807

RE: 1
2001 Ford Escape
VIN: 1FMYU04141KP93521

Dear Mr. Millage:

This letter is pursuant to our conversation August 7, 2002 regarding the above mentioned client.

In order to further process Mr. Melchert's replacement request, it is necessary that you provide the current mileage on the vehicle. If this information is not received in a timely manner, Ford will not be responsible for any delays of this transaction. Please forward this information at your earliest convenience.

Respectfully yours,


Tisha Mosley
Consumer Affairs

ERR2-827 8518

** TX STATUS REPORT **

AS OF AUG 08 2002 15:13 PAGE 01

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHDR	STATUS
06	08/08	15:12	319388248	EC-S	00'29"	002	012	OK



FORD CUSTOMER SERVICE DIVISION

FAX TRANSMITTAL

DATE: August 8, 2002

TOTAL PAGES: 2 (including cover sheet)

TO: Mr. David A. Hillage

LOCATION: Attorney at Law

FAX: (563) 388-9240

PHONE: (563) 388-8417

SUBJECT: Mr. Robert Melchart
2001 Ford Escape
VIN: 1FMYU04141KF99521

Tisha Mosley
Ford Motor Company
16800 Executive Plaza Drive
MD # 3NE-B, Suite 343
Dearborn, MI 48126-4207

Phone (313) 845-5458 Fax (313) 845-5669

EP02-027 0517



FORD CUSTOMER SERVICE DIVISION

FAX TRANSMITTAL

DATE: August 8, 2002 **TOTAL PAGES:** 2 (including cover sheet)

TO: Mr. David A. Millage

LOCATION: Attorney at Law

FAX: (583) 388-9240

PHONE: (583) 388-8417

SUBJECT: Mr. Robert Melchert
2001 Ford Escape
VIN: 1FMYU04141KF93521

Tisha Mosley
Ford Motor Company
16800 Executive Plaza Drive
MD # 3NE-B, Suite 343
Dearborn, MI 48126-4207

Phone (313) 845-5458 Fax (313) 845-5669

Ford Motor Company

Consumer Affairs

*Sent Via Fax

August 8, 2002

Mr. David A. Millage
Gosma Gallagher & Goebel
Attorneys & Counselors at Law
4301 East 53rd Street, Suite 300
Davenport, IA 52807

RE:

2001 Ford Escape
VIN: 1FMYUD4141KP93521

Dear Mr. Millage:

This letter is pursuant to our conversation August 7, 2002 regarding the above mentioned client.

In order to further process your replacement request, it is necessary that you provide the current mileage on the vehicle. If this information is not received in a timely manner, Ford will not be responsible for any delays of this transaction. Please forward this information at your earliest convenience.

Respectfully yours,


Tisha Mosley
Consumer Affairs

EA02-027 0520



GOSMA GALLAGHER & GOEBEL

A Professional Limited Liability Company

ATTORNEYS AND COUNSELORS AT LAW

ROBERT H. GALLAGHER
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 JAMES C. NOTE
 MARIE R. ROLLINO-TARBOX*
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 DAVENPORT, IA 52807

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 FAX (563) 388-9240

E-mail:
 lawfirm@gosma-gallagher.com

ROBERT D. WELLS (1904-1990)

CLAY LeGRAND
 SEYMOUR M. RABEN
 of Counsel

* ALSO LICENSED IN ILLINOIS
 ** ALSO LICENSED IN WISCONSIN

F A C S I M I L E

PERSONAL & CONFIDENTIAL

Unless otherwise indicated or obvious from the nature of the material, the information contained in this facsimile message is attorney-privileged and confidential information intended for the use of the individual or entity named below. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error or are not sure whether it is privileged, please immediately notify us by telephone, and return the original message to us at the above address via the U.S. Postal Service at 9AM MDT/EST. Thank you.

To: Tisha Mosley
 On: Ford Motor Co.
 Fax: 313-845-5669
 From: David A. Millage
 Re: cert
 Date: 8-9-02
 No. of Pages: 3 including cover page
 Message: See attached letter

DEALER: F41901 RIVER CITY FORD TRK SLS INC
 Address: 3921 WEST RIVER DR
 City: DAVENPORT
 State/Prov: IA ZIP/Postal: 52802
 Country: USA Trained: Y
 Dlr Phone: 319 326 4011 (523)
 Svc Phone: 319 326 4011
 Svc Hours: 6:00 AM TO 2:00 AM WEEKDAYS, SAT. 7:00 - 3:00 PM
 Directions:

P&A Code: 20116
 Sales Region: 41 CHICAGO
 Sales Zone: F
 PCSD Region: 10 SDR
 Market: J1
 Market Area: H

POSITION	Employee Name
GENERAL MANAGER	SCHRICKER, STEVE
PARTS MANAGER	SMALL, RONNIE L
SALES MANAGER	FOWLER, BUD V
SERVICE MANAGER	ROCHHOLZ, WENDELL F

CRM - Asakulid

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return
 NO MORE RECORDS AVAILABLE LPRRL85

Spoke w/SM-wendell 7/16

Last Visit: 6/20/02

- Power relay was loose - terminals were loose.*
- Saw Tech mgr - Re. some concern*
- Flight recorder was put on it for a couple days but no good recording*
- Requested Src. records*
- Contacted Hotline*

Spoke w/
~~*Tom*~~ *Tom 9/5 he*
will back w/ add'l
info re: after market items

Sales person is out & he will
get back w/ lpt
Monday 9/16

SFCHADMA

Action Detail

07/16/02 11:29:16

-->

VIN: 1FMYU04141KP93521 Year: 2001 Model: ESCAPE
 Owner Status: ORIGINAL WSD: 02/01/01
 Name: M Hm Ph:
 Trmt: Case: 1521871792 Day Ph:
 Symptom Desc: HES/STUMBLE ACCELERATION ALL ENGINE TEMP
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
 Dealer: RIVER CITY FORD TRK SLS INC
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Comm Type: ML MAIL Odometer Reading: 9122 MI
 Analyst: MKELSEY2 MOLLY KELSEY Document Number:
 Action Date: 07/15/02 Action Data: Y Action Time: 13:53:27 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Comments: *****ATTORNEY DEMAND LETTER*****

REC'D 07/15/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTORNEY ALLEGES HIS CLIENT'S VEHICLE HAS MULTIPLE DEFECTS.

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

LPRBL85

SFCHADMA

Action Detail

07/16/02 11:29:20

==>

VIN: 1FMYU04141KP93521 Year: 2001 Model: ESCAPE
Owner Status: ORIGINAL WSD: 02/01/01
Name: Hm Ph:
Trmt: Case: 1521871792 Day Ph:
Symptom Desc: HES/STUMBLE ACCELERATION ALL ENGINE TEMP
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
Dealer: RIVER CITY FORD TRK SLS INC
Issue Type: 07 LEGAL Issue Status: 0 OPEN
Comm Type: ML MAIL Odometer Reading: 9122 MI
Analyst: MKELSEY2 MOLLY KELSEY Document Number:
Action Date: 07/15/02 Action Data: Y Action Time: 13:53:27 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
Comments:

ATTORNEY DEMANDS FORD REPLACE HIS CLIENT'S 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

LPREL85

SFCHWAMA

Warranty Repair History

07/16/02 11:29:42

==>

VIN: 1FWYU04141KF93521 Year: 2001 Model: ESCAPE
 Repair Date: 06/20/02 WSD: 02/01/01
 Repair Order: 041892 Odometer: 9122 MI
 Causal Code: 42 DOES NOT OPERATE PRO
 Rpr Dealer: F41901 RIVER CITY FORD TRK SLS INC

A

C	Part Number	Part Description	Part Qty	Labor Operation
	YL8Z- 14290-NA	WIRING ASY	1.0	MT15650E1
	2F1Z- 9J460-AA	SENSOR ASY	1.0	15650E2

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

LPREL85

SFCHIFMA

Add Issue

07/16/02 11:29:32

==>

VIN: 1FMYU04141KF93521 Year: 2001 Model: ESCAPE
 Sale Type: Individual Rtl Trmt: WSD: 02/01/01
 Name: _____
 Address: _____ Home Phone: _____
 Address: _____ Day Phone: _____
 City: BETTENDORF State/Province: IA
 Zip/Postal: 52722 2906 Country: USA
 Prev Owner: _____ Owner Status: ORIGINAL
 Issue Type: _____ Odometer Reading: _____ MI
 Comm Type: _____ Legal Issue Type: _____
 Document Nbr: _____ CAN Court Code: _____
 Symptom Desc: _____ CAN Award Code: _____
 Reason Desc: _____ Last Handled Date: 07/15/02
 Action Desc: _____
 Dealer: _____

----- Caller Information -----

Last Name: _____ First Name: _____ MI: _____
 Day Phone: _____ Relationship: _____
 F1=Help F2=CustomerList F4=UpdCustInfo F5=AddComments F6=IssueList
 F9=SympList F10=ReasonList F11=Menu F12=Return F13=DealerList
 F14=ESP F15=WarrHistory F16=Recall/ONP F17=SpecCoverage F18=ActionList
 RECORD FOUND LPREL05

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU04141KP93521	Vehicle Line: T/M1 - ESCAPE (J204) (2001)	Eng Serial No: 758209087
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: Y/LD - MOD 3.0L DOHC EFI NA V6 G'NAAO
Inv. Dealer: 20116	Body Cab Style: T/WD - 4 DOOR WAGON	Transmission: T/WJ - 4 SPD AUTO TRANS NAAO CD4E
	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: 141901 - *
 Country: USA - ##### Selling Dir SVPProv: IA
 Buyer S/Prov: IA

Arrival Date: 25-JAN-2001 Red Carpet Lease: *
 Sale Date: 01-FEB-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 01-FEB-2001 Modified Vehicle: *
 Orig Warranty Date: 01-FEB-2001 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

0041KP9352110337PE V 2 02L0066 2M 2 449 62 563 265 5 053AMW 42F001 4 B4 A 12A 6 3 2 11

MY04 4 1 9141A F Y 58

ER02-027 0520

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(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	A	Paint:	PNEG3 - VERMILION SOLID C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Windows:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AQ - ELET6 PREMIUM AM/FM STEREO/CD
Calibration Code:	OM11A30A	Sound System:	* - [N/A]
Color(Account):	* - [N/A]	Susp Tandem Axle:	* - [N/A]
Color(Trim):	000ZV -	Tire Manufacturer:	AB -
Delivery Type:	D	Tire Brand:	* -
Drivetrain Code:	D	Tire Size:	D3FUJ - P235/70R-16 OWL A-S
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LI: * RI: *

SPARE: * DOT Plant Manufacturer: * *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Boxal Suffix:	HKS
ESP Plan Year:	* Engine Family:	1FMXU0301F6
ESP Signature Date:		

Any comments? You can contact



webmaster

EM02-027 0031

OASIS RESULTS

1FMYU04141K8

VEHICLE INFORMATION

VEHICLE DESCRIPTION 2001 ESCAPE	BODY STYLE 4 DR XLT MPV 4X4	ENGINE 3.0L EFI DOHC	ENGINE CALIBRATION 0M11A3DA
TRANSMISSION C04E AUTO TRANSAXLE	AXLE CODE 89		

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 02/01/2001	BUILD DATE 01/23/2001	SALE MILEAGE 00015
--	---------------------------------	------------------------------

WARNING MESSAGE

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAS AN OPEN CUDLWORKS LEGAL CONTACT

FIELD SERVICE

RECALL INFORMATION

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

04/20/2002 DEALER: River City Ford Trk Sls Inc
 WARRANTY CLAIM NUMBER: 041892 ODOMETER: 009122M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YL8Z 14290NA	WIRE-DASH/HDLITE JUN	001	MT15860E1	42	DOES NOT OPERATE PRO
2F1Z 8J460AA	SENSOR ASY EGR PR VL	001	15860E2		
		000	14200A		
		000	MT14290		
		000	MT1586		

9122 302 - HOOKED UP VDR TO VEHICLE. HAD TO UPDATE VDR BEFORE HOOKING UP. CAL L HOT LINE TRIED TO DOWN LOAD TO ENGINEER SAT. NOT WORKING CHECK FOR FUEL PRE SSURE DROP OK TALK TO CUSTOMER AND CHECK FOR LOOSE WIRES FOUND CONNECTION ON ECC RELAY LOOSE ON TERMINAL REMOVED BJB AND WIRES AND TIGHTEN UP CONNECTION O N ALL RELAYS CALLED HOTLINE HAD ME REPLACE PFE AND CHECK OTHER

04/18/2002 DEALER: River City Ford Trk Sls Inc
 WARRANTY CLAIM NUMBER: 040955 ODOMETER: 007605M

E082-027 0532

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
DRIVE	ENGINE ADJ	000	MT15850	42	DOES NOT OPERATE PRO
		000	0350B		
		000	10654C		
		000	14200A		
		000	MT1585		

7905 317 CHECK OUT RUN OASIS AND HOOK UP WDS AND CHECK FOR CODES REPROGRAMM P CM PER SSM 15589 AND CHECK RELAY EEC AND BLOW THREW EVAP VENT 317 PERFORM TS B 02-8-8 AND REPOSITION ECC RELAY GROUND TO UNDER BODY GROUND

04/19/2002 DEALER: River City Ford Trk Sls Inc
WARRANTY CLAIM NUMBER: 040956 ODOMETER: 007905M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
W705921S300		002	MT15850	08	FAILED GASKET/SEAL
F7AZ 19564EA	SELENIUM UNIVERSAL	001			
YL8Z 7842084AA	WEATHERSTRIP BACK WD	001			
F7AZ 19564EA	SELENIUM UNIVERSAL	001			

7905 317 CHECK OUT COULD SEE TRAILS BUT NO AIR GAPS RUN WATER CHECK FOR LEAKS AND RUN OASIS AND CAL HOTLINE AND CONCERN UNKNOWN TO THEM DID SEE WATER INS IDE IF WINDOW OPEN AND CLOSED WHILE WET 317 REMOVED INNER DOOR PANEL AND RUN HOSE FOUND WATER COMING IN AT BOTTUM OF SEAL ON INSIDE OF SEAL TO DOOR NOT S EAL TO GLASS ORDER SEAL 317 R-R REAR DOOR GLASS SEAL AND GLUED IN WITH SILECON

04/19/2002 DEALER: River City Ford Trk Sls Inc
WARRANTY CLAIM NUMBER: 040955 ODOMETER: 007905M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
ASKID	ANTI LOCK BRK DIAG	000	MTBRAKE	42	DOES NOT OPERATE PRO

CHECK OUT BRAKES AND ADJUSTED

04/19/2002 DEALER: River City Ford Trk Sls Inc
WARRANTY CLAIM NUMBER: 040956 ODOMETER: 007905M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
8ED	TRUCK BEHIND CAB	000	MTTAIL	07	IMPROPERLY ADJUSTED/

7905 317 CHECK OUT RATTLE ROAD TEST FOUND IN TAIL - GATE REPAIRD LOOSE LATCH HANDLE

04/19/2002 DEALER: River City Ford Trk Sls Inc
WARRANTY CLAIM NUMBER: 040955 ODOMETER: 007905M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YLBZ 7862801EAB	COVER FRT_ST CUSH	001	MT60136	42	DOES NOT OPERATE PRO
YLBZ 7863048AA		001			

7906 317 REMOVE SEAT AND R-R SEAT CUSHION COVER AND REINSTALL

10/02/2001 DEALER: River City Ford Trk Sls Inc
 WARRANTY CLAIM NUMBER: 038081 ODOMETER: 004812M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
FOAZ 14N089A	RELAY ASSY	001	12405AR	42	DOES NOT OPERATE PRO
AZFS 32FE		004	MT12850		
DRIVE	ENGINE ADJ	000	MT14089		
		000	MT15850		

4812 302 - PERFORMED DIAGNOSIS WITH FIELD ENGINEER, DAN MYER. HAD TO RE-GHOST WDS TO GET TO WORK. HOOKED UP WDS. CHECKED FOR CODES, ALL PASSED. PERFORMED DATA LOGGER. TRIED TO GET UNIT TO ACT UP, COULD NOT DUPLICATE FAULT. DAN SAID TO RECALIBRATE PCM, REPLACE EEC POWER RELAY, RESET IAC WHEN WARM. PERFORMED ALL THE ABOVE. RETEST DROVE, ALL OK. NEED TO LET SIT AND RETRY. 302 -

09/22/2001 DEALER: River City Ford Trk Sls Inc
 WARRANTY CLAIM NUMBER: 037914 ODOMETER: 004601M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YLBZ 9H307BA	SENDER-ELEC PUMP	001	9350B	42	DOES NOT OPERATE PRO
		000	9360E		

4801 485 BROUGHT TRUCK IN SHOP TRUCK STARTED RIGHT UP CHECKED FUEL PRESSURE FUEL PRESSURE IS GOOD 420BRING IN TANK IS FULL DRAIN DOWN 3 GAL REMOVE SEAT AND CARPET AND FUEL PUMP COVER PLATE REMOVE FUEL PUMP AND REPLACED IT REASS SEAT AND CARPET ROAD TEST ALL OK

END OF OASIS REPORT FOR 1FMYU04141KF93521

ER02-027 9534

NVNP510

NAVIS Vehicle Inquiry

07/16/02 11:31:02

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==>
VEHICLE ID: 1F1KP93521 (NWYP88888) Vin: 1FMYU04141KP93521 Div: 2 Status: 800
Vehicle Line: TM1 Convy Deliv: 012501 Orig P-Lvl: 130 Selling Dlr: 41F901
Order Recpt: 080200 ShipTo Stat: Curr P-Lvl: 130 Sale Date: 020101
Orig Sched: 011501 Rls-To Stat: IA Order Dlr/Reg: 41901/41 Demo Dt:
Inv Prep: 011201 Orig Int St: 012901 Orig Rls Dlr: 41901 Deliv Type: 0
Prod Date: 012301 Curr Int St: 012901 Els Dlr P&A: 20116 Sales Prd: 001021
Rls Date: 012301 Dlrfin Ext: 022201 Warr Start: 020101 Cancel Sl:
Memo Consgn: P&C Ext: 022201 WarrS-Ind: Sale Status: G
Orig Pltbus: 012301 Advert Ext: 022201 -Date- -Dealer- -Region-
Curr Pltbus: 012301 Slespn SS#: 479748558 Shipped: 012501
T/Name: Curr Stock: 012301 41F901 41
Addr: State: IA 1st-Prior:
City: BETTENDORF N/A-Recpt: 020601 2nd-Prior:
Zip: 52722 Warr-Ins-Ind: U 3rd-Prior:
V.O.: 1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
U041K10337P6 V 2 02L0066 2H E 469 63 563 265 5 883ABN 41F901 4 E4
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
A 12A 4 3 2 11FMY4 4 1 914IA P Y
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

```

LPREL85

Mosley, Tisha (T.S.)

From: Mosley, Tisha (T.S.)
Sent: Tuesday, July 16, 2002 11:48 AM
To: Sakulida, Angela (A.L.)
Cc: Taylor, Beverly (B.N.)
Subject: RE: Ms. Anne Melchert 2001 Escape VIN:1FMYU04141KF93521 - CASE#1521871792

Hello Angela,
I have received an Attorney demand regarding the customer stated above. The servicing dealership is River City (20118). The customer is alleging the vehicle has been out of service for over 8 weeks due to the vehicle shutting down while being operated. I am collecting information at this time. If you have any questions or concerns, please let me know.
Thanks and have a Terrific Tuesday!

Tisha Mosley
Legal Analyst—Chicago Region
Consumer Affairs/Litigation Prevention
(312) 845-6458 Telephone
(312) 845-6689 Fax
tmosley@ford.com

41892



INVOICE

RIVER CITY FORD TRUCK SALES

DUPLICATE 1
PAGE 1

3921 West River Drive • JAVENPORT, IOWA 52602
Service (563) 328-4011 • Parts (563) 328-6334
Sales (563) 328-4011 • Fax (563) 328-3912
Toll Free 1-800-397-1888
www.river-citytruck.com

SERVICE ADVISOR: 466 TIM BRIS

COACH	YEAR	MAKE/MODEL	VIN	LICENSE	M: MAKE IN/OUT	UNIT #	
RED	01	FORD ESCAPE	1FMYD04141KF93521	21BJHY	9:22/9:22	545DF	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24JAN2001	23JAN01		23:00 20JUN02			CASH	16JUL2002
R.O. OPENED	DATE COST. NOTIFED	OPTIONS: STK:194LN ENG:3.0L-EFI-DOHC TRN:CD4E-AUTO-TRANSAXL AXL:69 1)CALIBRATION #					
20JUN02	03JUL02	OM11A30A					

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

A CITY'S OUT WHEN TRYING TO PASS VEHICLES, CHECK HISTORY
CAUSE: 9122 302 - HOOKED UP VDR TO VEHICLE. HAD TO UPDATE VDR BEFORE
HOOKING UP. CALL HOT LINE TRIED TO DOWN LOAD TO ENGINEER SAT.
NOT WORKING CH

1565081 REC SELF-TEST - TEST - L
302 W
317 W

1	Y182	14290*NA	WIR ASY-D/PNL HD/LP JCT		523.62	439.84	439.84
1	2P1E	9J460*AA	SENSOR ASY-BGR PRESSURE VLV		67.50	42.59	42.59
1565082			PIN POINT TEST (SELS) - TEST - L				
			302 W			17.60	17.60
14200A			WIRING ASSEMBLY - REPAIR				
			302 W			23.46	23.46
MT14290			INSTALL WIRING HARNESS				
			302 W			93.84	93.84
MT1565			DIAG TIME WORKING WITH HOTLINE				
			302 W			539.58	539.58

PC: D50 42
PART#: Y182*14290*NA
COUNT:
CIRCUIT TYPE:
AUTH CODE:
9025

9122 FAND COPY OF TECH STORY TO DENNIS HIGGINS 302 - HOOKED UP VDR TO
VEHICLE. HAD TO UPDATE VDR BEFORE HOOKING UP. CALL HOT LINE TRIED TO
DOWN LOAD TO ENGINEER SAT. NOT WORKING CHECK FOR FUEL PRESSURE DROP OK
TALK TO CUSTOMER AND CHECK FOR LOOSE WIRES FOUND CONNECTION ON ECC
RELAY LOOSE ON TERMINAL REMOVED BJB AND WIRES AND TIGHTEN UP CONNECTION
ON ALL RELAYS CALLED HOTLINE HAD ME REPLACE PPS AND CHECK OTHER
CONNECTIONS

THANK YOU		NOTICE TO CONSUMER		DETAILS	
<p>FOR BRINGING YOUR VEHICLE TO US FOR SERVICE</p> <p>IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE</p>		I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF ANY ADDITIONAL CUSTOMER OR WARRANTY WORK PERFORMED AND/OR INCREASE IN THE ORIGINAL ESTIMATE PRICE. I ALSO ACKNOWLEDGE AND APPROVE ALL REPAIRS AS ITEMIZED AND/OR RECEIPT OF VEHICLE.		LABOR AMOUNT	0.00
		ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE	PARTS AMOUNT	0.00
				OIL, OIL LUBE	0.00
				SUBLET AMOUNT	0.00
				ENVIR. / DISPOSAL FES	0.00
				TOTAL CHARGES	0.00
				LESS INV. ADJ.	0.00
				SALES TAX	0.00
				PLEASE PAY THIS AMOUNT	0.00
				CUSTOMER SIGNATURE	

NOTICE TO CUSTOMER PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY

3171

40955



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PAGE 1

SERVICE ADVISOR: 466 TIM BRTN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE/IN OUY, UNIT #, IN SVC. DATE, PRDD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a 2001 Ford Escape.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Header row for work order items.

A WHILE DRIVING, ENGINE TRIES TO DIE, USUALLY WHEN UNDER HEAVY ACCEL. WHEN COLD IT DOES IT MAKING A SLOW TURN FROM A STOP. SEE TIM CAUSE: 7905 317 CHECK OUT RUN OASIS AND HOOK UP WDS AND CHECK FOR COUERS REPROGRAMM PCM PER SSM 15589 AND CHECK RELAY EEC AND BLOW THREW EVAP VENT

Table listing work order items with descriptions, hours, and costs. Items include: 15650B1 EEC SELF-TEST - TEST - L, 9350B FUEL PUMP PRESSURE TEST ON VEHICLE - DIAGNOSIS, 10654C BATTERY - TEST, CHARGE, AND RE-TEST, 14200A WIRING ASSEMBLY - REPAIR, MT1565 ADDITIONAL TIME FOR WORKERS WITH HOT LINE.

FC: D50 42
PART#: DRIVE
COUNT:
CLAIM TYPE:
AUTH CODE:
4771

7905 317 CHECK OUT RUN OASIS AND HOOK UP WDS AND CHECK FOR COUERS REPROGRAMM PCM PER SSM 15589 AND CHECK RELAY EEC AND BLOW THREW EVAP VENT 317 PERFORM TSB 02-8-6 AND REPOSITION EEC RELAY GROUND TO UNDER BODY GROUND

B REAR WINDOW LEAKS WATER AND AIR AROUND MOUNTING SCREWS CAUSE: 7905 317 CHECK OUT COULD SEE TRAILS BUT NO AIR GAPS RUN WATER CHECK FOR LEAKS AND RUN OASIS AND CAL HOTLINE AND CONCERN UNKNOWN TO THEM DI

Table with columns: OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Item: MT15650 WATER TEST AND RESEAL WINDOW 317 W 263.93 263.93

THANK YOU

FOR BRINGING YOUR VEHICLE TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

NOTICE TO CONSUMER I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF ANY ADDITIONAL CUSTOMER OR WARRANTY WORK PERFORMED AND/OR INCREASE IN THE ORIGINAL ESTIMATE PRICE. I ALSO ACKNOWLEDGE AND APPROVE ALL REPAIRS AS ITEMIZED AND/OR RECEIPT OF VEHICLE. ORIGINAL ESTIMATE AUTHORIZED REVISED ESTIMATE CUSTOMER SIGNATURE

Table with columns: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, ENVIR. / DISPOSAL FEE, TOTAL CHARGES, LESS INS. ADJ., SALES TAX, PLEASE PAY THIS AMOUNT

40955

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PAGE 2

SERVICE ADVISOR: 466 TIM BRUS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MAKE/AGE IN/CCT, UNIT #, IN SVC. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a 2001 Ford Escape.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists repair items like 'W705921*8300 EMGR 6.0X12.5 CYL.HD.PUSHIN'.

FC: R03 DB
PART#: YL8Z*7842084*AA

COUNT:
CLAIM TYPE:
AUTH CODE:
4771

7905 317 CHECK OUT COULD SEE TRAILS BUT NO AIR GAPS RUN WATER CHECK FOR LEAKS AND RUN CASIS AND CAL HOTLINE AND CONCERN UNKNOWN TO THEM DID SEE WATER INSIDE IF WINDOW OPEN AND CLOSED WITTE WET 317 REMOVED INNER DOOR PANEL AND RUN HOSE FOUND WATER COMING IN AT BOTTOM OF SEAL ON INSIDE OF SEAL TO DOOR NOT SEAL TO GLASS ORDER SEAL 317 R/R REAR DOOR GLASS SEAL AND GLUED IN WITH SILECON 317 TESTED WINDOW FOR LEAKS REMOVED INNER PANEL AND WET WITH HOSE NO LEAKS

C BRAKES MAKE A GRINDING FEELING AT TIMES WHEN STOPING BUT THEY DO NOT SQUEEL.

CAUSE: CHECK OUT BRAKES AND ADJUSTED
W/BRAKE CHECK BRAKES AND ADJUST
317 W

FC: N17 42
PART#: ASKTD
COUNT:
CLAIM TYPE:
AUTH CODE:
4771

7905 317 NO PROBLEM FOUND OR HEARD

D** RATTLE IN REAR DOOR WHILE DRIVING

CAUSE: 7905 317 CHECK OUT RATTLE ROAD TEST FOUND IN TAIL - GATE REPAIRD
LOOSE LATCH HANDLE

THANK YOU
FOR BRINGING YOUR VEHICLE
TO US FOR SERVICE
IF YOU ARE HAPPY LET YOUR
NEIGHBOR KNOW. IF YOU ARE
UNHAPPY CALL YOUR SERVICE
ADVISOR AT ONCE.

NOTICE TO CONSUMER
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF ANY ADDITIONAL CUSTOMER OR WARRANTY WORK PERFORMED AND/OR INCREASE IN THE ORIGINAL ESTIMATE PRICE. I ALSO ACKNOWLEDGE AND APPROVE ALL REPAIRS AS ITEMIZED AND/OR RECEIPT OF VEHICLE.
ORIGINAL ESTIMATE AUTHORIZED REVISED ESTIMATE

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, OIL, CL, LUBE, SUBLET AMOUNT, ENVIR. / DISPOSAL FEE, TOTAL CHARGES, LESS INS./ADJ., SALES TAX, PLEASE PAY THIS AMOUNT.

93171

40955



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PAGE 3

SERVICE ADVISOR: 466 TIM BRUS

Table with columns: COGR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/CUT, UNIT #, IN SVC. DATE, PRIOR. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a Ford Escape and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes line 19 APR02 and 14 JUN02 for M/TAIL ADJUST AND LUBE TAIL GATE.

FC: B19 07 PART#: BBD COUNT:
CLAIM TYPE:
AUTH CODE:
4771

7905 217 CHECK OUT RATTLE ROAD TEST FOUND IN TAIL - GATE REPAIRED LOOSE LATCH HANDLE

*** DRIVER SEAT BOTTOM COVER COMING APART
CAUSE: 7905 317 REMOVE SEAT AND R-R SEAT CUSHION COVER AND REINSTALL
60136ALB TRIM COVER OR PAD-FRONT SEAT BACK -
REPLACE (60136) - L

Table with columns: PART#, DESCRIPTION, LIST, NET, TOTAL. Includes parts 1 YL82*7862901*EAB COVER ASY-FSC, LH and 1 YL82*7863048*AA RET PKC ST CSHN TR.

FC: B91 42
PART#: YL82*7862901*EAB
COUNT:
CLAIM TYPE:
AUTH CODE:
4771

7905 317 REMOVE SEAT AND R/R SEAT CUSHION COVER AND REINSTALL

THANK YOU
FOR BRINGING YOUR VEHICLE
TO US FOR SERVICE
IF YOU ARE HAPPY LET YOUR
NEIGHBOR KNOW. IF YOU ARE
UNHAPPY CALL YOUR SERVICE
ADVSR AT ONCE.

NOTICE TO CONSUMER
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF
ANY ADDITIONAL CUSTOMER OR WARRANTY WORK
PERFORMED AND/OR INCREASE IN THE ORIGINAL
ESTIMATE PRICE. I ALSO ACKNOWLEDGE AND
APPROVE ALL REPAIRS AS ITEMIZED AND/OR RECEIPT
OF VEHICLE.
ORIGINAL ESTIMATE AUTHORIZED REVISED ESTIMATE
CUSTOMER SIGNATURE

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, ENVIR. / DISPOSAL FEE, TOTAL CHARGES, LESS INS./ADJ., SALES TAX, PLEASE PAY THIS AMOUNT.

393171

38081



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PAGE 1

S:

SERVICE ADVISOR: 489 KEVIN KELLY

Table with columns: YEAR, MAKE/MODEL, VIN, LICENSE, MR. MAKE RV OUT, UNIT #, IN SVC. DATE, PROD DATE, WARR EXP, PROMISED, PO NO., DATE, PAYMET, SV. DATE. Includes vehicle details for a Ford Escape.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes work items like 'A BITS OVERNIGHT - AFTER DRIVING 1 TO 2 BLOCKS STARTS BUCKING & JERKING ON ACCELERATION'.

CAUSE: 4812 302 - PERFORMED DIAGNOSIS WITH FIELD ENGINEER, DAN MYER. HAD TO RE-GHOST WDS TO GET TO WORK. HOOKED UP WDS. CHECKED FOR CODES, ALL P
15650E1 EEC SELF-TEST - TEST - L
1 F0AZ*14N089*A BRKT ASY-RLY MING
4 AZFS*12F*E SPARK PLUG ASY-F/W AZFS 32FE
4 BRKRDIFV AZFS32FE
15650E4 PCM REPROGRAMMING - TEST - L
12405AR SPARK PLUGS - REPLACE (12405) L
MT12650 DIAG
MT14089 BRKT ASY - RELY MING
PART#: DRIVE
COUNT:
CLAIM TYPE:
AUTH CODE:
9025

4812 302 - PERFORMED DIAGNOSIS WITH FIELD ENGINEER, DAN MYER. HAD TO RE-GHOST WDS TO GET TO WORK. HOOKED UP WDS. CHECKED FOR CODES, ALL PASSED. PERFORMED DATA LOGGER. TRIED TO GET UNIT TO ACT UP, COULD NOT DUPLICATE FAULT. DAN SAID TO RECALIBRATE PCM, REPLACE EEC POWER RELAY, RESET LAC WHEN WARM. PERFORMED ALL THE ABOVE. RETEST DROVE, ALL OK. NEED TO LET SIT AND RETRY. 302 - HOOKED UP WDS AGAIN. RUN DATA LOGGER. TEST DROVE. DID NOT GET TO ACT UP.

Table with columns: NOTICE TO CONSUMER, DESCRIPTION, TOTAL. Includes 'THANK YOU FOR BRINGING YOUR VEHICLE TO US FOR SERVICE' and a summary of charges (LABOR AMOUNT, PARTS AMOUNT, etc.) totaling 0.00.

71

37914



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PAGE 1

SERVICE ADVISOR: 470 SCOTT ST ZGERARD

Table with columns: IN SVCS DATE, PROD DATE, WARR EXP, FROM SER, PO NO, DATE, PAYMENT, REV DATE. Includes vehicle info: 01 FORD ESCAPE, VIN: 4FMYD0414KF91521, 218.37V, 4.51/460, 24JAN2001, 23JAN01, 23:00, 22SEP01, CASH, 16JUL2002.

Table with columns: LINE, QTY, CODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes diagnosis and repair details for crankshaft and fuel pump.

PC: D03 42
PART#: 3L82*9H307*BA
COUNT:
CLAIM TYPE:
AUTO CODE:
5757



4601 485 BROUGHT TRUCK IN SHOP TRUCK STARTED RIGHT UP CHECKED FUEL PRESSURE FUEL PRESSURE IS GOOD 429BRING IN TANK IS FULL DRAIN DOWN 3 GAL. REMOVE SEAT AND CARPET AND FUEL PUMP COVER FLAT & REMOVE FUEL PUMP AND REPLACED IT REASS SEAT AND CARPET ROAD TEST ALL OK

Table with columns: THANK YOU, NOTICE TO CONSUMER, ORIGINAL ESTIMATE, AUTHORIZED REVISED ESTIMATE, DESCRIPTION, TOTALS. Includes a 'PLEASE PAY THIS AMOUNT' section.

07/16/2002 13:39

=== COVER PAGE ===

TO: _____

FROM: RIVERVIEW FORD

FAX: 6308973366

TEL: 6308978900

COMMENT: CONFIDENTIAL

JUL 16 2002 15:05

6308973366

PAGE. 01

CSQI002

CQIS Indicator Summary

08/01/02 15:36:50

==> 1 of 1
 Rpt#: 1JDE3002 CQD Rpt: 10/04/2001 Odom: 4,601 M
 Rvwd: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 2001 ESCAPE 4X4, XLT, WAGON 1FMYU04141KF93521 Bld: 01/23/2001
 Engine: 3.0L DUR Calb: OML1A30A Trans: CD4E E Axle: A/C: YES
 Dealer Id: 20116 RIVER CITY FORD TRK SLS INC Ph#: --
 State: Iowa City: Davenport Orig/Caller:
 Symptom: 6 11 5 91 DRVABL, HES/STUMBLE, ACCELERATION, COLD ENGINE
 Addl Sym: St: CCRG/EPRC: Rvwd: Dt:
 Fix: Caus. Comp: -- Condition Code:

Region Code: 41 Region Name: Chicago - 41

CONCER VEHICLE HESITATES AFTER DRIVING 2 BLOCKS FROM THE STOP SIGN.
 REPAIR UNABLE TO VERIFY CONCERN. RESEARCHED CQIS TO FIND MANY OTHERS WITH
 SAME ISSUE. CONTACTED ROBERT KING AT PVT TO DISCUSS FIX. DOWNLOADED
 R12 CALIBRATION BUT ADVISED THAT IT DOES NOT FIX ALL VEHICLES. CKD IAC
 COUNTS, 30-32%. NO CODES IN SYSTEM. TRIED TO RECORD EVENT BUT NOT ABLE
 TO REPRODUCE AFTER VEHICLE SAT OVER NIGHT.
 INFORMED CUSTOMER THAT CALIBRATION WAS BEING DEVELOPED TO RESOLVE THIS
 F1 Help F2 Rvwd F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 10058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPREL851

CSQI002

CQIS Indicator Summary

08/01/02 15:37:00

==>

1 of 1

Rpt#: LJDE3002 CQD Rpt: 10/04/2001 Odom: 4,601 M
 Rvwd: File: Folder: Images: 0 Print Smy/Disp Detail (P/D):
 Vehicle: 2001 ESCAPE 4X4, XLT, WAGON 1FMYU04141KF93521 Bld: 01/23/2001
 Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: A/C: YES
 Dealer Id: 20116 RIVER CITY FORD TRK SLS INC Ph#: Orig/Caller:
 State: Iowa City: Davenport
 Symptom: 6 11 5 91 DRVABL, HES/STUMBLE, ACCELERATION, COLD ENGINE
 Addl Sym: St: CCRG/EPRC: Rvwd: Dt:
 Fix: Caus. Comp: -- Condition Code:

Region Code: 41 Region Name: Chicago - 41

INFORMED CUSTOMER THAT CALIBRATION WAS BEING DEVELOPED TO RESOLVE THIS
 ISSUE BUT IT MAY BE 1-2 MONTHS AWAY.
 DAN MYERS FQE - IOWA 563-289-9991

F1 Help F2 Rvwd F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0018-BOTTOM OF DATA LPRRL851

CSQI002

COIS Indicator Summary

08/01/02 15:37:10

==>

1 of 1

Rpt#: 2ARC8021 NHL Rpt: 01/18/2002 Odom: 4,500 M
Rvwd: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):

Vehicle: 2001 ESCAPE 4X4, XLT, WAGON 1FMYU04141KF93521 Bld: 01/23/2001

Engine: 3.0L DUR Calb: OM11A30A Trans: CD4E E Axle: A/C: YES

Dealer Id: 20116 RIVER CITY FORD TRK SLS INC Ph#:

State: Iowa City: Davenport Orig/Caller:

Symptom: 6 07 5 93 DRVABL, STALL/QUITS, ACCELERATION, ALL ENGINE TEMP

Addl Sym: INT STALL St: CCRG/EPRC: Rvwd: Dt:

Fix: Caus. Comp: -- Condition Code:

Hotliner: Regn Cd: 41 Chicago - 41

Engineering: Phone: TAR:

Dlr Contact: NEW AREA CODE Phone: 563 326-4011 Title Cde: SM

REPAIR SM STATES THEY REPLACED THE FUEL PUMP A FEW MONTHS AGO. THE CUSTOMERS CONCERN IS STALL AROUND CORNERS. SM STATES HE IS SEEKING THE LATEST INFORMATION BECAUSE HE HEARD ABOUT A POSSIBLE SSM.

RECOMM ADVISE SM TO HAVE TECH INSPECT THE PCM TAG. ADVISE SM IF THE MPC ON THE PCM STICKER IS 160, REPLACE THE PCM WITH 1U7Z-12A650-AXA. ADVISE SM IF THEY REPLACE THE PCM, VERIFY IT IS PROGRAMMED TO 1U7A-AXB.

ADVISE SM IF THE MPC NUMBER IS 161, ONLY REFLASH THE PCM TO 1U7A-AXB.

F1 Help F2 Rvwd F3 Exit F4 Last Cmts F5 Add Cmts F6 AddFldr

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

10058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPREL851

CSQI002

CQIS Indicator Summary

08/01/02 15:37:16

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1 of 1

Rpt#: 2ARC8021 NHL Rpt: 01/18/2002 Odom: 4,500 M
 Rvw: File: Folder: Images: 0 Print Smy/Disp Detail (P/D):
 Vehicle: 2001 ESCAPE 4X4, XLT, WAGON 1FMYU04141KF93521 Bld: 01/23/2001
 Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: A/C: YES
 Dealer Id: 20116 RIVER CITY FORD TRK SLS INC Ph#: R/C: YES
 State: Iowa City: Davenport Orig/Caller:
 Symptom: 6 07 5 93 DRVABL, STALL, QUILTS, ACCELERATION, ALL ENGINE TEMP
 Addl Sym: INT STALL St: CCRG/EPRC: Rvw: Dt:
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: Regn Cd: 41 Chicago - 41
 Engineering: Phone: TAR:
 Dlr Contact: NEW AREA CODE Phone: 563 326-4011 Title Cde: SM

ADVISE SM IF THE MPC NUMBER IS 161, ONLY REFLASH THE PCM TO 1U7A-AXB.

REPAIR 04/23/2002 02:34PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE
 TECH IS CALLING BACK AND STATES THAT THAT THE VEHICLE HAS STALLED ON
 THE CUSTOMER AGAIN. HAS GONE THROUGH THE SSM 15589 EXCEPT FOR BLOWING
 OUT THE EVAP CHECK VALVE. SEEKING KNOWNS OR ADVICE.

RECOMM SSM 15589 REFLASH (PCM) W WDS VERSION B17.1 OR LATER
 TSB 02-08-06 3.0L DURATEC ONLY, PERFORM NORM DIAG, REFER TO CHECKLIST
 F1 Help F2 Rvw F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPRHL851

CSQI002

CQIS Indicator Summary

08/01/02 15:37:20

==>

1 of 1

Rpt#: 2ARC8021 NHL Rpt: 01/18/2002 Odom: 4,500 M
 Rvwd: File: Folder: Images: 0 Print Smg/Disp Detail(P/D):
 Vehicle: 2001 ESCAPE 4X4, XLT, WAGON 1FMYU04141KP93521 Bld: 01/23/2001
 Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E R Axle: A/C: YES
 Dealer Id: 20116 RIVER CITY FORD TRK SLS INC Ph#:
 State: Iowa City: Davenport Orig/Caller:
 Symptom: 6 07 5 93 DRVABL, STALL/QUITS, ACCELERATION, ALL ENGINE TEMP
 Addl Sym: INT STALL St: CCRG/EPRC: Rvwd: Dt:
 Fix: Caus. Comp: -- -- Condition Code:
 Hotliner: Regn Cd: 41 Chicago - 41
 Engineering: Phone: TAR:
 Dlr Contact: NEW AREA CODE Phone: 563 326-4011 Title Cde: SM
 TSB 02-08-06 3.0L DURATEC ONLY, PERFORM NORM DIAG, REFER TO CHECKLIST
 ADVISED THE TECH TO MAKE SURE THE EVAP VALVE IS CLEAR AND THEN TO
 PERFORM THE ABOVE TSB.
 REPAIR 06/04/2002 12:22PM BLAINE HEISNER MSS - FCSD - TECH SVC HOTLINE
 TECH CALLING BACK DUE TO INCOMPLETE INSTRUCTIONS IN STEP 4 OF TSB.
 SEEKING SPECIFICS.
 RECOMM AFTER CONSULTING MARTI PRICE, TSB WANTS TECH TO SIT AT IDLE AND WAIT
 F1 Help F2 Rvwd F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Flidr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 10058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPREL851

CSQI002

CGIS Indicator Summary

08/01/02 15:37:24

==>

1 of 1

Rpt#: 2ARC8021 NHL Rpt: 01/18/2002 Odom: 4,500 M
Rvwd: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):

Vehicle: 2001 ESCAPE 4X4,XLT ,WAGON 1FMYU04141KF93521 Bld: 01/23/2001

Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: A/C: YBS

Dealer Id: 20116 RIVER CITY FORD TRK SLS INC Ph#:

State: Iowa City: Davenport Orig/Caller:

Symptom: 6 07 5 93 DRVABL,STALL/QUITS,ACCELERATION,ALL ENGINE TEMP

Addl Sym: INT STALL St: CCEG/EPRC: Rvwd: Dt:

Fix: Caus. Comp: -- Condition Code:

Hotliner: Regn Cd: 41 Chicago - 41

Engineering: Phone: TAR:

Dlr Contact: NEW AREA CODE Phone: 563 326-4011 Title Cde: SM

RECOMM AFTER CONSULTING MARTI PRICE, TSB WANTS TECH TO SIT AT IDLE AND WAIT FOR EVAP SYSTEM TO COMMAND A CANISTER PURGE. ADV TECH TO COMMAND EVAP VMV ON TO VERIFY NO EXCESSIVE VOLTAGE DROP AT FTP.

REPAIR 06/27/2002 02:19PM RYAN MORRISON MSS - FCSD - VSP C/P SVC ENG TECH STATES THAT THE CUST IS COMPLAINING OF INT STALL, OR CUTTING OUT ON ACCEL AT CRUISE. THEY CAN NOT VERIFY THE CONCERN. THE RELAY, BASE I DLE, EVAP SYS, AND GROUNDS ARE ALL GOOD. CALLING FOR FURTHER SUGGESTIO

F1 Help F2 Rvwd F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
10058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPREL851

CSQI002

CGIS Indicator Summary

08/01/02 15:37:28

==>

1 of 1

Rpt#: 2ARC8021 NHL Rpt: 01/18/2002 Odom: 4,500 M
Rvwd: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):

Vehicle: 2001 ESCAPE 4X4,XLT ,WAGON 1PMYU04141KF93521 Bld: 01/23/2001

Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: A/C: YES

Dealer Id: 20116 RIVER CITY FORD TRK SLS INC Ph#:

State: Iowa City: Davenport Orig/Caller:

Symptom: 6 07 5 93 DRVABL, STALL/QUITS, ACCELERATION, ALL ENGINE TEMP

Addl Sym: INT STALL St: CCRG/EPRC: Rvwd: Dt:

Fix: Caus. Comp: -- Condition Code:

Hotliner: Regn Cd: 41 Chicago - 41

Engineering: Phone: TAR:

Dlr Contact: NEW AREA CODE Phone: 563 326-4011 Title Cde: SM

DLE, EVAP SYS, AND GROUNDS ARE ALL GOOD. CALLING FOR FURTHER SUGGESTIONS.

RECOMM ADVISED THE TECH THAT MORE DETAILED INFORMATION FROM THE CUST AND VERIFYING THE CONCERN WILL MOST LIKELY HAVE TO BE DONE BEFORE FURTHER DIAG WILL BE USEFULL. LOOK FOR STICKING EVAP OR EGR, INT HARNESS CONCERN, OR BAD MAP.

REPAIR 06/28/2002 05:54PM JOSE CRUZ MSS - FCSD - TECH SVC HOTLINE
F1 Help F2 Rvwd F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Pwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
I0058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPREL051

CSQI002

CQIS Indicator Summary

08/01/02 15:37:31

==>

1 of 1

Rpt#: 2ARC8021 NHL Rpt: 01/18/2002 Odom: 4,500 M
Rvwd: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):

Vehicle: 2001 ESCAPE 4X4, XLT, WAGON 1FMYU04141KP93521 Bld: 01/23/2001

Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: A/C: YES

Dealer Id: 20116 RIVER CITY FORD TRK SLS INC Ph#:

State: Iowa City: Davenport Orig/Caller: :

Symptom: 6 07 5 93 DRVABL, STALL/QUITS, ACCELERATION, ALL ENGINE TEMP

Add Sym: INT STALL St: CCRG/EPRC: Rvwd: Dt:

Fix: Caus. Comp: -- Condition Code:

H- Regn Cd: 41 Chicago - 41

Engineering: Phone: TAR:

Dlr Contact: NEW AREA CODE Phone: 563 326-4011 Title Cde: SM

REPAIR 06/28/2002 05:54PM JOSE CRUZ MSS - FCSD - TECH SVC HOTLINE

TECH CALLING BACK. STATES HE THINKS F1.21 IS CAUSING CONCERN, BECAUSE

CUSTOMER REPORTED THAT THE TACH JUMPS THEN GOES BACK DOWN TO NORMAL

, TECH DISCOVERED THAT REMOVING THAT FUSE THE TACH JUMPS. STATES

HE CANNONT FIND FUSE DETAILS. TECH HAS NOT BEEN ABLE TO DUPLICATE

STALLING. CALLING FOR KNOWNS.

RECOMM ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS

F1 Help F2 Rvwd F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr

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

10058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPRXL851

CSQI002

CQIS Indicator Summary

08/01/02 15:37:34

==>

1 of 1

Rpt#: 2ARC8021 NHL Rpt: 01/18/2002 Odom: 4,500 M
Rvwd: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):

Vehicle: 2001 ESCAPE 4X4, XLT, WAGON IFMYU04141KP93521 Bld: 01/23/2001

Engine: 3.0L DUR Calb: OM11A30A Trans: CD4E E Axle: A/C: YES

Dealer Id: 20116 RIVER CITY FORD TRK SLS INC Ph#:

State: Iowa City: Davenport Orig/Caller:

Symptom: 6 07 5 93 DRVABL, STALL/QUITS, ACCELERATION, ALL ENGINE TEMP

Add Sym: INT STALL St: CCRG/EPRC: Rvwd: Dt:

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

Hotliner: Regn Cd: 41 Chicago - 41

Engineering: Phone: TAR:

Dlr Contact: NEW AREA CODE Phone: 563 326-4011 Title Cde: SM

RECOMM ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS
ADV. TECH OF ISM INFO. ADV. THAT F1.21 WOULD ALSO GIVE HIM OTHER
CONCERNS, SO JUST CHECK CONNECTIONS AT ICM. ADV. TO ALSO CHECK
CONNECTORS AND GROUNDS PER ISM. ADV. OTHERWISE HE WILL NEED TO
DUPLICATE TO AID IN DIAGNOSIS.

F1 Help F2 Rvwd F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
1001B-BOTTOM OF DATA LPREL851

Mosley, Tisha (T.S.)

From: Sakulidis, Angela (A.L.)
Sent: Wednesday, July 24, 2002 3:38 PM
To: Mosley, Tisha (T.S.)
Subject: RE: RE: Ms. Anne Melchert 2001 Escape VIN:1FMYU04141KF93521 - CASE# 1521871792

Tisha,

Brian Murray from River City Ford has contacted me indicating that the customer is contacting them (even as recent as yesterday) stating that her attorney has been unable to reach you. I do not know how much truth there is in that - but could you contact her attorney to determine what he/she is looking for at this time? (Perhaps he can also request that his client, Ms. Melchert, refrain from contacting the dealership).

Thank you!

Angela Sakulidis

Customer Service/Retail Marketing Manager
Select Dealer Region, Market J1
Phone: (313)317-1838 Fax: (313)845-8899
E-mail: asakulid@ford.com

---Original Message---

From: Mosley, Tisha (T.S.)
Sent: Tuesday, July 16, 2002 11:48 AM
To: Sakulidis, Angela (A.L.)
Cc: Taylor, Beverly (B.N.)
Subject: RE: Ms. Anne Melchert 2001 Escape VIN:1FMYU04141KF93521 - CASE#1521871792

Hello Angela,
I have received an Attorney demand regarding the customer stated above. The servicing dealership is River City (20118). The customer is alleging the vehicle has been out of service for over 6 weeks due to the vehicle shutting down while being operated. I am collecting information at this time. If you have any questions or concerns, please let me know.

Thanks and have a Terrific Tuesday!

Tisha Mosley
Legal Analyst—Chicago Region
Consumer Affairs/Litigation Prevention
(313) 845-5468 Telephone
(313) 845-5680 Fax
tmosley@ford.com

GOSMA GALLAGHER & GOEBEL

A Professional Limited Liability Company

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* ALSO LICENSED IN ILLINOIS
** ALSO LICENSED IN WISCONSIN

August 14, 2002

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

Via Fax: 313-845-5669

Attn: Tisha Mosley, Consumer Affairs

Re: Mr. Robert Melchert
2001 Ford Escape, Vin: 1FMYU04141KF93521

Dear Ms. Mosley:

Thank you for your letter of August 12, 2002, regarding the above matter. I note that your offer requires formal acceptance in writing within seven (7) business days of the receipt of this letter. Please be advised that my clients, Mr. & Mrs. Melchert, are currently on vacation and are not due to arrive back until August 19, 2002. At that time, I will visit with them regarding your offer and contact you with a formal response.

However, I would request that you keep your offer open until August 26, 2002, so that I might have time to discuss your offer with them. Please provide written verification that your offer will remain open until August 26, 2002, in order for us to make a formal response.

Thank you for your cooperation.

Very truly yours,

David A. Millage
E-mail: dmillage@gosma-gallagher.com

DM:ct

EWFDCCFM-P04814141KF93521-01-us-ec-100-ViaFax1.rpt

EA02-027 0554

GOSMA GALLAGHER & GOEBEL

A Professional Limited Liability Company

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 DAVENPORT, LA 32807

TELEPHONE (563) 388-8417
 FAX (563) 388-9240

E-mail:
 lawfirm@gosma-gallagher.com

ROBERT D. WELLS (1964-1990)

CLAY LOGRAND
 SEYMORE M. RABEN
 of Counsel

* ALSO LICENSED IN ILLINOIS
 ** ALSO LICENSED IN WISCONSIN

F A C S I M I L E

PERSONAL & CONFIDENTIAL

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To: Tisha Masley

Of: Ford Motor Co.

Fax: 313-845-5769

From: David A Mullage

Re: Melchert

Date: 8-14-02

No. of Pages: 2

Message: See attached letter, will also send original by mail.

1676050702 PHILADELPHIA

2002

ER82-827 8935



KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

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

30 EAST BUTLER POKE
AMBLER, PA 19002

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

www.kimnelaw.com

CASE #:
167'0450702
Region: 16 st
Catherina

HERRITT*
.. RAPKIN
IZ PICKIN*
Y D. COX*
DOBZ, JR*
M. RYAN*
ARQUIN*
MEEKINS*

QUINN I. GELBER
of Counsel

October 7, 2002

VIA TELEFAX ONLY
(313) 845-5555

Matt Wycaver
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: U v. Ford
2002 Ford Escape
VIN: 1FMYU04102KA06121
Zip Code: 19115
Selling Dealer: Hopkins Ford

Dear Mr. Wycaver:

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

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Hopkins Ford for a defective steering column, relay switch, vacuum hose, chronic stalling and shaking concerns.

EA02-027 0937

Matt Wycaver
October 7, 2002
Page -2-

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

Please be advised that suit will be filed if we have not reached a settlement on or before 10/21/02. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMS/ih

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 23-OCT-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 COD	PROD DATE	WARE DATE	SELLING DEALER	SELL CNT	TIS CRT	WCC PREP	BASE	SUFF VRT	VFG CCC	CD		
1FMYU04102KA06121	MI	T/M1	T/P	T/W	T/E	T/F	AJ	T/DJ	T/LD	01-08-01	03-10-01	116017	USA	2 *	2G04 *	DIAG *	S11	V41	D36	42	
<p>AWS Claim Key: 285090 Dec #: 13149201 Trx Code: S07 Labor Hrs: 9 Labor Cost: 65.98 Material Cost: 0 Total Cost: 65.98</p> <p>Dir Cd-Sub Cd: 01306-9 Name: HOPKINS FORD INC Pk: 215-2244550 St: PA City Cd: USA Reg Cd: NA Repr Date: 05-NOV-2001 DIST(Mile): 1076</p> <p>Cost Comments: CUST STATES VEHICLE STALLED AT STOP IX ON THIS PAST FRIDAY</p> <p>Tech Comments: DIAG NFF CK FOR CODE AND RELAY UNABLE TO REDUPLICATE IX STALL MTRelay EC TESTING AND RELAY TESTING</p>																					
1FMYU04102KA06121	MI	T/M1	T/P	T/W	T/E	T/F	AJ	T/DJ	T/LD	01-08-03	03-10-01	116017	USA	2 *	5001 VL4Z	3504	JBRM	S10	V87	H50	D1
<p>AWS Claim Key: 285099 Dec #: 13149202 Trx Code: I Labor Hrs: 3.1 Labor Cost: 227.29 Material Cost: 359.83 Total Cost: 787.12</p> <p>Dir Cd-Sub Cd: 01306-9 Name: HOPKINS FORD INC Pk: 215-2244550 St: PA City Cd: USA Reg Cd: NA Repr Date: 05-NOV-2001 DIST(Mile): 1076</p> <p>Cost Comments: POWER STEERING FLUID IS LEAKING</p> <p>Tech Comments: LEAKING RACK MITALIGNMENT RESET TOE IN REPLACE RACK ASSY RE SET TOE</p>																					
1FMYU04102KA06121	MI	T/M1	T/P	T/W	T/E	T/F	AJ	T/DJ	T/LD	01-08-01	03-10-01	116017	USA	6 *	7C05 FOAZ	14N0B9	A	S11	V41	D36	42
<p>AWS Claim Key: 837306 Dec #: 13931502 Trx Code: S07 Labor Hrs: 9 Labor Cost: 65.98 Material Cost: 3.89 Total Cost: 69.87</p> <p>Dir Cd-Sub Cd: 01306-9 Name: HOPKINS FORD INC Pk: 215-2244550 St: PA City Cd: USA Reg Cd: NA Repr Date: 11-MAR-2002 DIST(Mile): 4967</p> <p>Cost Comments: 7 CUSTOMER STATES: THE TRUCK IS STALL OUT WHEN DRIVING. SEE I</p> <p>Tech Comments: FOLLOW SSM #15589 REPROGRAM PROCESSOR REPL RELAY NECESSARY TO PERFORM TECH BULLETIN 15589. REPROGRAMED THE PCM AND REPLACED THE ELECTRONIC ENGINE CONTROL RELAY</p>																					
1FMYU04102KA06121	MI	T/M1	T/P	T/W	T/E	T/F	AJ	T/DJ	T/LD	01-08-01	03-10-01	116017	USA	7 *	1F03 YF1Z	9160	AC	S11	V44	E29	42
<p>AWS Claim Key: 1074702 Dec #: 14114601 Trx Code: S07 Labor Hrs: 7 Labor Cost: 51.32 Material Cost: 42.59 Total Cost: 93.91</p> <p>Dir Cd-Sub Cd: 01306-9 Name: HOPKINS FORD INC Pk: 215-2244550 St: PA City Cd: USA Reg Cd: NA Repr Date: 15-APR-2002 DIST(Mile): 5908</p> <p>Cost Comments: LIGHT CAME ON THURSDAY NIGHT AND IT HAS BEEN ON SINCE NO RUNNING PROBS 211 JUST WORKED ON FOR STALLING</p> <p>Tech Comments: DPFE WAS OUT OF RANGE REC TESTING REPL DPFE</p>																					
1FMYU04102KA06121	MI	T/M1	T/P	T/W	T/E	T/F	AJ	T/DJ	T/LD	01-08-01	03-10-01	116017	USA	13 *	2G04 *	12A650 *	S11	V41	D36	55	
<p>AWS Claim Key: 2892322 Dec #: 15081601 Trx Code: S07 Labor Hrs: 3.5 Labor Cost: 262.26 Material Cost: 0 Total Cost: 262.26</p> <p>Dir Cd-Sub Cd: 01306-9 Name: HOPKINS FORD INC Pk: 215-2244550 St: PA City Cd: USA Reg Cd: NA Repr Date: 04-OCT-2002 DIST(Mile): 13493</p> <p>Cost Comments: CUSTOMER STATES THIS PAST FRIDAY WHILE DECELERATING DOWN HILL THE ENGINE STALLED. THE ENGINE STARTED RIGHT BACK UP</p> <p>Tech Comments: FOLLOW TSB 02 11 06 REC TESTING CHECK ALL ELECTRICAL GROUND CONNECTIONS AND CIRCUIT IF EVERY THING IS TIGHT PERP TSB REPRM PCM AND CHECK GROUNDS ALL OK NEVER DUPLICATE</p>																					

Any comments? You can contact

est, spec

ENR2-027 0039

VEHICLE REPLACEMENT WORKSHEET
State of Pennsylvania

(This form must be approved by RAV Hq. prior to delivery of New vehicle)

Customer Participation :				
Upgrade (circle one):	<input checked="" type="checkbox"/> NEW	OLD	NEGOTIATED DOWNGRADE	NEGOTIATED UPGRADE
		New	Old	Total
MSRP new (-) MSRP old		\$24,525.00 ✓	\$23,835.00 ✓	\$690.00
Upgrade		\$590.00 Lease waived	\$0.00 =	\$590.00
Mileage charge:		\$0.00 Lease waived	\$0.00 =	\$0.00 ✓
Aftermarket items to be credited to Customer (not transferred or added to new unit)				
*** Receipts are required ***				
IMPORTANT: Items must be on old unit when it is picked up				
Total of Items Credited:				\$0.00
Customer participation towards Replacement transaction:				\$2: \$690.00
IMPORTANT: Customer is also responsible for payoff (not to close) of old Lien (lease), if any.				
Amount due Dealership from FORD Motor Company (Replacement Vehicle cost less Customer Participation)			01 Less 02:	\$21,544.84
RAV Hq. Approval:	Tiffany Davis <i>[Signature]</i>		Date:	01/07/2003
Dealer Concurrence:			Date:	

EA82-827 0841

VEHICLE REPLACEMENT WORKSHEET
State of Pennsylvania

(This form must be approved by RAV Hq. prior to delivery of New vehicle)

Old VIN#	1FMYU0410 ZKA08121 ✓	New VIN#	1FMYU8312 3KB67825 ✓
Dealership Vehicle Replacement Expense :			
New Vehicle Cost :			<u>\$22,134.84</u> ✓
	Memo Invoice <input checked="" type="checkbox"/> / Invoice Total (Dir trade only) <input type="checkbox"/> N		
Aftermarket Items to be transferred from old unit to new unit *****Receipts for item and work order for labor to transfer required ***** IMPORTANT : Do not transfer any items which will damage the old unit			
	Total cost to transfer items :		<u>\$0.00</u>
Equivalent aftermarket items to be added to new unit *****Receipts for item on both the old and new unit required ***** IMPORTANT : Items must be on old unit when it is picked up			
	Total cost to add items to new vehicle :		<u>\$0.00</u>
Other Expenses			
	Total other expense :		<u>\$0.00</u>
New Vehicle Cost :		\$1:	<u>\$22,134.84</u>

1676050702

Ford Consumer Affairs RAV Replacement Checklist

Case Type: DSB Award DSB Prior Resolve Lit. Prevention Special Liaison

RAV Headquarter Advisor TIFFANY DAVIS Consumer Affairs Analyst VALMA SANDERS

Date Prepared 12/12/01 E-mail Address VSANDERS@FORD.COM

Date Uploaded _____ Region PHILADELPHIA (16)

Date Sent _____ Compliance Date _____

VIN Number 1PMYU04102KA06121

Customer Name _____

Special Instructions or Comments:

Sales/Lease Agreement of old vehicle (Buyer's order or Purchase agreement)	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
AWS Repair History	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
Factory Invoice	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
After Market Receipts	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
Litigation Prevention Offer Letter	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
DSB Award Letter & A/R Form	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
EAA Fire Inspection Report	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
RAV Fast Upload	Included <input checked="" type="checkbox"/>		

**If a document is determined to be "Not Applicable" or if it is not included, it must have Team Leader (TL) initials

Other Documents Included (Please specify)

Team Leader Signature of approval _____ Date _____

Point Person Signature of approval _____ Date _____



E982-827 0844

No. 1913

2244330

AWAY JENKINTOWN, PA. 19046
www.hopkinsfordpa.com

PL

PHONE 673-0793 DATE 10/3/01

AG

Phila

COUNTY Phila STATE Pa 19115

SALESMAN:

 NEW USED CAR TRUCK DEMO FACTORY RENTAL REPURCHASE STOCK# 021139

YEAR	02	MAKE	Ford	MODEL	escape	CASH PRICE OF VEHICLE	
BODY	SUV	COLOR	red	MILEAGE			
MOTOR SERIAL NO.	1EM4404102KADG121						
TRADE DESCRIPTION	N/T						
NAME OF TRADE-IN							
YEAR		MODEL		BODY			
MOTOR SERIAL NO.							
TITLE NO OR TRADE-IN							
TAX #							
BALANCE OWED TO							
ADDRESS						CASH SALE PRICE OF VEHICLE	22800 -
CITY						ALLOWANCE FOR TRADE-IN	
TITLE INS	YES				NO	TAXABLE BALANCE	22800 -
EXPLAIN						SALES TAX	7% 1596.00
CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY)						DOCUMENTARY FEE	55 -
THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.						LICENSE, TITLE, REGISTRATION, ENCUMBRANCE FEE	89.50
<input type="checkbox"/> "AS IS" - THE MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESS OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS THAT PRESENTLY EXIST OR THAT MAY OCCUR IN THE VEHICLE.						TOTAL PURCHASE PRICE	24,540.50
CUSTOMER'S SIGNATURE						PAYOFF DUE ON TRADE	
USED CAR WARRANTY						TOTAL DUE	24,540.50
30 DAYS - 50/50 BASIS						PARTIAL PAYMENT	
MOTOR - REAR - TRANSMISSION - ONLY						CASH DUE	
WORK - MUST BE DONE IN HOPKINS SHOP						TOTAL CASH DOWN	8,000.00
HOPKINS - DUE TO FOREIGN MANUFACTURE,						BALANCE DUE ON VEHICLE	16,540.50
CANNOT GUARANTEE MODEL - YEAR OF ANY FOREIGN VEHICLE.						EXTENDED SERVICE PLAN	
NO WARRANTY ON VEHICLES SOLD UNDER \$2000.00						SECURITY SYSTEM	
REMARKS						UNDERCOAT	
						FABRIC PROTECTION	
						TIRE TAX	5.00
						ADJ'L. SALES TAX	
						ADJUSTED BALANCE	

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, MADE BY THE SELLER HEREON, OR THE MANUFACTURER, ON THE VEHICLE OR CHASSIS DESCRIBED ON THIS PAGE HEREOF EXCEPT IN THE CASE OF A NEW VEHICLE OR CHASSIS THE PRINTED NEW VEHICLE WARRANTY DELIVERED TO PURCHASER WITH SUCH VEHICLE OR CHASSIS AND HEREBY MADE A PART HEREOF AS THOUGH FULLY SET FORTH HEREIN IS THE ONLY WARRANTY APPLICABLE TO SUCH NEW VEHICLE OR CHASSIS AND IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN THE CASE OF A USED VEHICLE OR CHASSIS, THE APPLICABILITY OF AN ORIGINAL MANUFACTURER'S WARRANTY THEREON, IF ANY, SHALL BE DETERMINED SOLELY BY THE TERMS OF SUCH WARRANTY. ASK SALES PERSON FOR COPY OF COMPLETE WARRANTY.

THIS CONTRACT IS NOT BINDING UPON EITHER THE DEALER OR PURCHASER UNTIL SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE AND UNTIL PURCHASER'S CREDIT HAS BEEN APPROVED. YOU, THE BUYER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANYTIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER. WE CANNOT INCREASE THE CONTRACT PRICE OF MOTOR VEHICLE AFTER THE CONTRACT HAS BEEN ACCEPTED BY THE DEALER OR THE AUTHORIZED DEALER REPRESENTATIVE UNLESS THE INCREASE IS DUE TO THE PASSAGE OF A LAW OR REGULATION OF THE UNITED STATES OR THE COMMONWEALTH WHICH REQUIRES THE ADDITION OF NEW EQUIPMENT TO CERTAIN VEHICLES OR IN THE CASE OF FOREIGN MADE VEHICLES, IS DUE TO A REEVALUATION OF THE UNITED STATES DOLLARS VERSUS THE CURRENCY OF THE COUNTRY OF MANUFACTURE. HOWEVER, WE HAVE THE RIGHT TO REAPPRAISE THE VALUE OF A TRADE-IN VEHICLE IF THE DEALER CAN ESTABLISH THAT THE VEHICLE HAS SUFFERED DAMAGE OR SERIOUS MECHANICAL DETERIORATION SINCE THE DATE OF THE VALUATION BUT PRIOR TO ITS DELIVERY TO THE DEALER, OR UNLESS PARTS OR ACCESSORIES, OR BOTH, INCLUDING TIRES, HAVE BEEN REMOVED OR REPLACED WITH PARTS OR ACCESSORIES OF INFERIOR QUALITY.

We Certify That The Above Information Is True And Correct To The Best Of Our Knowledge. Applicant Authorizes You To Check My/Our Credit and Employment History And To Provide Any/Our Name Information About Credit Experiences With Me/Us.

I CERTIFY THAT I AM 18 YEARS OF AGE OR OLDER, AND HEREBY ACKNOWLEDGE A COPY OF THIS ORDER.

SALESMAN'S SIGNATURE

DATE 10/3/01

CUSTOMER'S SIGNATURE

DATE 10/3/01

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 12-DEC-2002

Note: All Costs are in US Dollars

VIN	AWS VL	WKS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	YIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CUC	CD
1FMYU04102KA06121	MI		T/M1	T/F	T/W/E	T/F	AJ	T/DJ	T/LD	01-08-01	03-10-01	116017	USA	2	*	2G04	*	DIAG	*	\$11	V41	D36	42
AWS Claim Key:		285060	Doc #:	13149221	Trs Code:		S07	Labor Hrs:		.9	Labor Cost:		65.98	Material Cost:		0	Total Cost:		65.98				
Dir Cd-Sub Cd:		01306	Name:		HOPKINS FORD INC			Ph:		215-2244550	St: PA		City Cd: USA		Reg Cd:		NA	Rpt Date:		05-NOV-2001	DIST(Mile):		1076
Cust Comments:		CUST STATES VEHICLE STALLED AT STOP 1X ON THIS PAST FRIDAY																					
Tech Comments:		DIAG KPP CK FOR CODE AND RELAY UNABLE TO REDUPLICATE 1X STALL MTRelay EC TESTING AND RELAY TESTING																					
1FMYU04102KA06121	MI		T/M1	T/F	T/W/E	T/F	AJ	T/DJ	T/LD	01-08-01	03-10-01	116017	USA	2	*	S001	YL8Z	3504	JBRM	S10	V87	H50	D1
AWS Claim Key:		285060	Doc #:	13149202	Trs Code:		1	Labor Hrs:		3.1	Labor Cost:		227.29	Material Cost:		159.83	Total Cost:		787.12				
Dir Cd-Sub Cd:		01306	Name:		HOPKINS FORD INC			Ph:		215-2244550	St: PA		City Cd: USA		Reg Cd:		NA	Rpt Date:		05-NOV-2001	DIST(Mile):		1076
Cust Comments:		POWER STEERING FLUID IS LEAKING																					
Tech Comments:		LEAKING RACK MALIGNMENT RESET TOE IN REPLACE RACK ASSY RE SET TOE																					
1FMYU04102KA06121	MI		T/M1	T/F	T/W/E	T/F	AJ	T/DJ	T/LD	01-08-01	03-10-01	116017	USA	6	*	7C05	FOAZ	14N889	A	\$11	V41	D36	42
AWS Claim Key:		437306	Doc #:	13931502	Trs Code:		S07	Labor Hrs:		.9	Labor Cost:		65.98	Material Cost:		3.89	Total Cost:		69.87				
Dir Cd-Sub Cd:		01306	Name:		HOPKINS FORD INC			Ph:		215-2244550	St: PA		City Cd: USA		Reg Cd:		NA	Rpt Date:		11-MAR-2002	DIST(Mile):		4967
Cust Comments:		7 CUSTOMER STATES THE TRUCK IS STALL OUT WHEN DRIVING. SEE 1																					
Tech Comments:		FOLLOW SSM #15589 REPROGRAM PROCESSOR REPL RELAY NECESSARY TO PERFORM TECH BULLETIN 15589. REPROGRAMMED THE PCM AND REPLACED THE ELECTRONIC ENGINE CONTROL RELAY																					
1FMYU04102KA06121	MI		T/M1	T/F	T/W/E	T/F	AJ	T/DJ	T/LD	01-08-01	03-10-01	116017	USA	2	*	1H03	YF1Z	9H60	AC	\$11	V44	E29	42
AWS Claim Key:		1074702	Doc #:	14114601	Trs Code:		S07	Labor Hrs:		.7	Labor Cost:		51.32	Material Cost:		42.59	Total Cost:		93.91				
Dir Cd-Sub Cd:		01306	Name:		HOPKINS FORD INC			Ph:		215-2244550	St: PA		City Cd: USA		Reg Cd:		NA	Rpt Date:		15-APR-2002	DIST(Mile):		5908
Cust Comments:		LIGHT CAME ON THURSDAY NIGHT AND IT HAS BEEN ON SINCE NO RUNNING PROBS 231 JUST WORKED ON FOR STALLING																					
Tech Comments:		DPFE WAS OUT OF RANGE EEC TESTING REPL DPFE																					
1FMYU04102KA06121	MI		T/M1	T/F	T/W/E	T/F	AJ	T/DJ	T/LD	01-08-01	03-10-01	116017	USA	13	*	2004	*	12A650	*	\$11	V41	D16	55
AWS Claim Key:		2892139	Doc #:	15041601	Trs Code:		S07	Labor Hrs:		1.1	Labor Cost:		262.26	Material Cost:		0	Total Cost:		262.26				
Dir Cd-Sub Cd:		01306	Name:		HOPKINS FORD INC			Ph:		215-2244550	St: PA		City Cd: USA		Reg Cd:		NA	Rpt Date:		04-OCT-2002	DIST(Mile):		13493
Cust Comments:		CUSTOMER STATES THIS PAST FRIDAY WHILE DECELERATING DOWN HILL THE ENGINE STALLED THE ENGINE STARTED RIGHT BACK UP																					
Tech Comments:		FOLLOW TSB 02 11 04 EEC TESTING CHECK ALL ELECTRICAL GROUND CONNECTIONS AND CIRCUIT IF EVERY THING IS TIGHT PERF TSB REPRGM PCM AND CHECK GROUNDS ALL OK NEVER DUPLICATE																					

Any comments? You can contact

ER82-827 0945



webmaster

ERR2-BZ7 8846

DEALER 16B 017 1FMYU04102KA06121

	REGISTERED RETAIL PRICE	AMOUNT
ELT44Z4	23395.00	21514.00
2002 MODEL YEAR		
84 BRIGHT RED CLEARCOAT MET		
22 K GRAPH PREM CLTH SPT SUCK		
ORDER CODE 400A		
991 .3.5L DURATEC V6 ENGINE	NC	NC
444 .4-SPEED AUTOMATIC O/D TRANS	NC	NC
422 CALIFORNIA EMISSIONS SYSTEM	NC	NC
TOTAL VEHICLE & OPTIONS	13395.00	21514.00
DESTINATION & DELIVERY	540.00	540.00
SCHEDULE A (MEMO)	.00	
TOTAL FOR VEHICLE	23935.00	
10 U.S. GAL GAS FACTORY		20.50
BATCH-ID 1G26110994 N 28 2X		
PRICE LEVEL 215300004		
SHIPPING WEIGHT 3248 LBS.		
VIN: 1FMYU04102KA06121		

***** REINVOICED PRIOR TO PLANT RELEASE *****

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

FDAP/LEDA ASSESSMENT	INVOICE TOTAL	LESA HOLDBACK FOR LESA ACCOUNT	LEASE ADJUST. FINANCING COST FOR DEALER ACCOUNT	INVOICE LESS HOLDBACK & FIN. COST	A PLAN
125.00	22499.50	702.00		21797.50	21395.50
702.00	.00	.00	.00	702.00	21514.00

SOLD TO
 Hopkins Ford Inc 16B017
 P.O. BOX 2009
 Jenkintown PA 19046

LD	TS	STATE	
2	6	PA	XP5R
DATE PREPARED	ITEM NUMBER	FROM	THRU
07/26/01	16-P101	22	09

SHIP TO (IF OTHER THAN ABOVE)
 SHIP THROUGH

ER82-827 8947

INVOICE & UNIT IDENTIFICATION NO.	FINAL ASSEMBLY POINT	FINAL COMPANY AND/OR BANK	
1FMYU04102KA06121	KANSAS CITY	Ford Motor Credit	000001
2KA06121 1F U04 20010726 010726 1G261 N 215 16B017			2

2499.50 KUI

FINANCIAL SERVICES - 002 - 2004

THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY

DEALER'S COPY

DEALER 168 017 VIN 1FMYU04102KA06121

	MOONSHINE RETAIL PRICE	AMOUNT
U044 ESCAPE XLT 4E4	22395.00	21814.00
2002 MODEL YEAR		
E4 BRIGHT RED CLEARCOAT MET		
Z2 X GRAPE PREEN CLTH SPT HDCK		
ORDER CODE 400A		
991 .3.0L DURATEC V6 ENGINE	NC	NC
444 .4-SPEED AUTOMATIC O/D TRANS	NC	NC
422 CALIFORNIA EMISSIONS SYSTEM	NC	NC
TOTAL VEHICLE & OPTIONS	22395.00	21814.00
DESTINATION & DELIVERY	540.00	540.00
TOTAL FOR VEHICLE	22935.00	
10 U.S. GAL GAS FACTORY		20.50
BATCH ID M845000218 B SB XS		
SCHEDULE-B LEVEL 0000		
PRICE LEVEL 215300004		
KEY CODES PB/PA 0501X PB	VIN: 1FMYU04102KA06121	
SHIPPING WEIGHT 3348 LBS.		

A NEW INVOICE AND WINDOW LABEL IS BEING ISSUED FOR THIS

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

FORD/MSDA ASSESSMENT	INVOICE TOTAL	LESS HOLDBACK FOR DEALER ALLOCMT	LESS APPROX. FUTURE/MSDA COST FOR DEALER ACCOUNT	NET VEHICLE LESS HOLDBACK & P.M. COST	A PLAN
125.00	22,499.50	702.00		21,797.50	21,395.50
702.00	.00	.00	.00	702.00	21514.00

SOLD TO Hopkins Ford Inc 168017 PA 19046 PLT ELBN DTX
 P.O. BOX 2009 08/11/01
 Jankintown PA 19046 RF5R
 SHIP TO (IF OTHER THAN ABOVE) 16017 DATE BY PREPARED 07/26/01 ITEM NUMBER 16-P101 TRM 21 TRN 09
 SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO. 1FMYU04102KA06121 FINAL ASSEMBLY POINT KANSAS CITY Ford Motor Credit 000001
 2KA06121 1F U04 20010816 010726 M845 D 215 168017 22499.50 KUI
 THE INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY DEALER'S COPY

8082-027 0948

Ford Motor Company

Consumer Affairs

October 31, 2002

Sent via Fax

Kimnel & Silverman
30 East Butler Pike
Ambler, PA 19002
Attn: Robert Silverman

RE:
2002 Ford Escape
VIN: 1FMYU04102KAD6121
Zip Code: 19115

Dear Mr. Silverman:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at Hopkins Ford, the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- A usage fee calculated at N/A. The usage fee is calculated below:
N/A:
- Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- The vehicle must be returned in good condition.
- Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- Signing the odometer disclosure, release form and power of attorney statements.



Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.

Ford will provide:

- ◆ Transfer of, or a credit for, any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5668 within ten (10) business days of receipt of this letter. If you have questions regarding this issue, please contact me at (313) 845-5515.

Respectfully yours,



Valma K. Sanders
Legal Analyst - Philadelphia Region
Consumer Affairs

RAV-FAST Profile Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
12/12/2002

Request:
Transmitted:
Transmit Date:

Replacement
No

REQUESTER

Name:
CDS/PROFS ID:
Supervisor's CDS/PROFS ID:

SANDERS, VALMA
VSANDERS
MRATAJAC

Title:
Supervisor's Title:

LEGAL ANALYST
DEPARTMENT MANAGER

VEHICLE

VIN:
Mileage:
Purchase Date:
Type:
Obtained As:
Ownership:

1
1FMYU041D 2KA08121
14,000
10/03/2001
Car/Light Truck
New Vehicle
Privately Owned/Leased

Description:
Odometer Replaced:

02 Escape XLT, 4x4
No

CUSTOMER

Name:
Address:
City, State:
Zip:
Home Phone:

Work Phone:

(215)671-7815

DEALERSHIP

Processing Dealer:
Contact Name:
Phone:
Present Vehicle Location:

HOPKINS FORD
STEVE GENNETTE
(215)886-5900
UNIT IS IN CUSTOMER'S POSSESSION

Sales Code:
Contact Title:

16017
RAV REP

REPAIR HISTORY

Symptom Code
607793

Symptom Description
STALL/QUITS DECEL ALL ENG TEMP

No of Repair Attempts
3

RAV-FAST Profile Information Report

LOYALTY TOOLS

FCSD Technical Hotline:	Yes
FSE Tech Assist:	No
Plant Vehicle Team:	No

UPLOAD REASONS

Primary Reason:	Number of Repair Attempts
Rationale:	Pre-Litigation (Legal Analysts only)
Compliance Date:	
Overnight Delivery:	Yes
Vehicle Disposition:	Auction

RAV-FAST RAV Request Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
12/12/2002

Request:
Transmitted:
Transmit Date:

Replacement
No

PROFILE

Requester Name:
VIN:
Purchase Date:
Vehicle Type:
Customer Name:
Processing Dealer:

SANDERS, VALMA
1FMYLU0410 2KA06121
10/03/2001
Carl's Inht Truck
HOPKINS FORD

Mileage:

14,000

TRANSACTION TYPE

RAV Transaction Type:

Financed Purchase

MILEAGE CHARGE CALCULATION

Mileage Charge Type:
Mileage Charge State:
Lemon Law Formula:
No Accrued Mileage Charge:

No Mileage Per Lemon Law
Pennsylvania
(0 Mi X \$0.10/Mi)
No

Mileage at 1st Repair:
Mileage Charge Amount:
Amount To Charge Customer:
Waived Mileage Charge Amount:

AFTER MARKET ITEM(S)

Item Listing

RAV-FAST RAV Request Information Report

OTHER ITEMS ELIGIBLE FOR RAV PAYMENT

Other Eligible Expenses:	\$ 0.00	Description:
Attorney Fees:	\$ 1,500.00	
Check Mailed To Attorney:	Yes	
Attorney Name:	KIMMEL & SILVERMAN	
Address:	30 EAST BUTLER PIKE	
City, State:	AMBLER, PA	
Zip:	19002	

COMMENTS

Additional Comments:
Requires Approval:

No

pt ID: RAVF0010
in Date: 12/12/2002

RAV-FAST Summary Report

Page #1
Run Time: 02:11 PM

VIN	Processing Dealer	Request	Ready	Transmit	Last Update	Transmit Date
1FMYU0410 2KA05121	HOPKINS FORD	REP	Yes	No	12/12/2002	

EM02-027 0905

Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. The "Cash Price" shown below is the cash price of the vehicle. The "Total Sale Price" shown below is the credit price. By signing this contract, you agree to buy on credit under the agreement on the first day of the contract.

DEALER (and Co-Dealer, if any) may buy the vehicle described below for cash or on credit. The "Cash Price" shown below is the cash price of the vehicle. The "Total Sale Price" shown below is the credit price. By signing this contract, you agree to buy on credit under the agreement on the first day of the contract.

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. The "Cash Price" shown below is the cash price of the vehicle. The "Total Sale Price" shown below is the credit price. By signing this contract, you agree to buy on credit under the agreement on the first day of the contract.

Model	Year and Make	Model	YEAR (TO USE ONLY)	Vehicle Identification Number	Use for Which Purchased
NEW	1982 FORD TRUCK	ESCAPE		1FHTUBA180H88121	<input type="checkbox"/> Personal <input type="checkbox"/> Agricultural <input type="checkbox"/> Commercial

1. Cash Price \$ 2888.00 (1)

2. Down Payment
 Third Party Vehicle Assigned To Creditor \$ 0.00
 Cash Down Payment \$ 288.00
 Trade-In \$ 0.00
 Total Down Payment \$ 288.00 (2)

3. Unpaid Balance of Cash Price (1 minus 2) \$ 2600.00 (3)

4. Amounts paid on your behalf (either they be retaining a portion of these amounts):

To Insurance Companies for:
 Credit Life Insurance (for term of contract) \$ 0.00
 Credit Disability Insurance (for term of contract) \$ 0.00
 (Term Months (Rate/Year)) \$ 0.00

To Public Officials (1) for license (2) \$ 12.00 (4)
 registration (5) \$ 35.00 (5)
 (6) for title (not in Cash Price) \$ 15.00 (6)
 To MCKINIE FORD Dealer Messenger Service \$ 25.00

Total \$ 127.00 (7)

5. Amount Financed (3 minus 4) \$ 2473.00 (8)

YOU MAY OBTAIN VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE.

YOU ARE NOT REQUIRED TO OBTAIN CREDIT LIFE, CREDIT DISABILITY AND OTHER OPTIONAL INSURANCE. THIS CONTRACT WILL NOT INCLUDE THEM UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

THIS CONTRACT DOES NOT INCLUDE LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

Credit Life Insurance \$ 0.00
 Credit Disability Insurance \$ 0.00
 Premium Insured(s)

Disability Insurance \$ 0.00
 Premium Insured(s)

Type of Insurance Term
 Premium \$ 0.00

Credit Life and Credit Disability Insurance are for the term of the contract. The amount and coverage are shown in a notice of agreement given to you today.

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

Comprehensive \$ 19.00 Deductible Collision
 Fire-Theft-Comprehensive Additional Coverage
 Towing and Lease
 Term Months (Example) 24
 Premium \$ 0.00

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
8.99%	\$ 0.00	\$ 2473.00	\$ 2473.00	\$ 2473.00

Monthly Payment \$ 103.04 (9)
 Total of Payments \$ 2473.00 (10)
 Total Sale Price \$ 2473.00 (11)

Prepayments: If you pay off your debt early, you will not have to pay a penalty.
 Late Payment: You must pay a late charge on the portion of each payment received after the 15 day late. The charge is 2 percent of the late amount or \$60.00 whichever is less.
 Security Interest: You are giving a security interest in the vehicle being purchased.
 Contract: Please see the contract for additional information on security interest, non-payment, default, the right to require repayment of your debt in full before the scheduled date, and prepayment penalty.

COMMERCIAL VEHICLES: The charge shown in the above table for this contract is based on the vehicle purchased has a gross vehicle weight of less than 15,000 pounds. If the vehicle you purchased has a gross vehicle weight of 15,000 pounds or more, you must pay a late charge on the portion of each payment received more than 15 days late. The charge is a penalty of the late amount or 2%, whichever is less.

If you do not have your correct responses, you may lose the vehicle that you are financing under the contract, as well as both your and your co-buyer's down payment and money or goods received for the vehicle.

NON-MODIFICATION DISCLOSURE

Any change in the contract must be in writing and signed by you and the Creditor.

BUYER: *[Signature]* CO-BUYER: _____

Do not sign this contract in blank.
 You are entitled to an exact copy of the contract you sign.
 Keep it for a record of your legal rights.

(CO) BUYER WORDS

QUESTIONS?



PLEASE CALL US AT 1-888-727-7800

EAB2-827 885B

11/15/2002 10:29 FAX

KIMBLE & SILVERMAN

PENNSYLVANIA SIMPLE INTEREST VEHICLE RETAIL INSTALMENT CONTRACT

UP-11 @003

Buyer (and Co-Buyer, if any) Name and Address (including County and Zip Code) PHILADELPHIA PHILADELPHIA PA 19118	CREDITOR (Seller Name and Address) HOPKINS FORD INC 1659 THE FAIRWAY JENKINTOWN PA 19046
---	---

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

Model	Year and Make	Model	GVW ? Truck (lbs.)	Vehicle Identification Number	Use For Which Purchased
NEW	2002 FORD TRUCK	FORD		1FMYU04102H06121	<input checked="" type="checkbox"/> Personal <input type="checkbox"/> Agricultural <input type="checkbox"/> Commercial

Trade-In	Year and Make	Gross Amount	Amount Owed
		N/A	N/A

1. Cash Price \$ 22800.00 (1)

2. Down Payment

Third Party Rebate Assigned To Creditor \$ N/A

Cash Down Payment \$ 1000.00

Trade-In \$ N/A \$ N/A \$ N/A

Total Down Payment \$ 1000.00 (2)

3. Unpaid Balance of Cash Price (1 minus 2) \$ 21800.00 (3)

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

To Insurance Companies for

Credit Life Insurance (for term of contract) \$ N/A

Credit Disability Insurance (for term of contract) \$ N/A

Term Months (Estimate) N/A

To Public Officials (i) for license (\$ 31.00) title (\$ 22.50) & registration (\$ 25.00) fees \$ 78.50

(ii) for filing fees \$ N/A

(iii) for taxes (not in Cash Price) \$ 1000.00 \$ 1000.00

To HOPKINS FORD INC for Messenger Service \$ 95.00

To _____ for _____ \$ N/A

To _____ for _____ \$ N/A

To _____ for _____ \$ N/A

Total \$ 1148.50 (4)

5. Amount Financed (3 plus 4) \$ 22948.50 (5)

YOU MAY OBTAIN VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE.

YOU ARE NOT REQUIRED TO OBTAIN CREDIT LIFE, CREDIT DISABILITY AND OTHER OPTIONAL INSURANCE. THIS CONTRACT WILL NOT INCLUDE THEM UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

THIS CONTRACT DOES NOT INCLUDE LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

Credit Life Insurance Insurer _____

Premium Insured(s) _____

Signature(s) _____

Disability Insurer _____

Premium Insured _____

Signature _____

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you	The amount of credit provided to you or on your behalf	The amount you will have paid when you have made all scheduled payments	The total cost of your purchase on credit, including your downpayment
8.99%	\$ 3.00	\$ 22948.50	\$ 24548.50	\$ 24548.50

Payment Schedule

Your payment schedule will be: Number of payments: 36 Amount of Each Payment: \$ 498.45 When Payments are due: Monthly

Type of Insurance Term

Signature _____

Credit Life and Credit Disability Insurance are for the term of the contract. The amount and coverage are shown in a notice or agreement given to you today.

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

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

Late Payment: You must pay a late charge on the portion of each payment received more than 10 days late. The charge is 2 percent of the late amount or \$50.00 whichever is less.

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

Comprehensive \$ N/A Bodily Injury & Collision

Fire-Theft-Combined Additional Coverage

Towing and Labor

Term _____ Months (Estimate)

11/15/2002 10:30 FAX

KIMMEL & SILVERMAN

ERG2-827 8886

004

To _____ for _____
 To _____ for _____ \$ _____
 Total \$ _____ (3 plus 4)
 \$ Amount Financed (3 plus 4) \$ _____ (5)

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you	The amount of credit provided for you or on your behalf	The amount you will have paid when you have made all scheduled payments	The total cost of your purchase on credit, including your downpayment
8.99%	\$ 1548.07	\$ 1548.07	\$ 1548.07	\$ 1548.07

Payment Schedule	Number of Payments	Amount of Each Payment	When Payments are due
Our payment schedule	36	\$ 45.45	(Monthly starting)
Total		\$ 1636.20	

Prepayments: If you pay off your debt early, you will not have to pay a penalty.
Late Payment: You must pay a late charge on the portion of each payment received more than 10 days late. The charge is 2 percent of the late amount or \$50.00 whichever is less.
Security Interest: You are giving a security interest in the vehicle being purchased.
Contract: Please see this contract for additional information on security interest, nonpayment default, the right to require repayment of your debt in full before the scheduled date, and prepayment penalty.

COMMERCIAL VEHICLES: The charge shown in the above box for late payments applies when the vehicle purchased has a gross vehicle weight of less than 15,000 pounds. If the vehicle you purchased has a gross vehicle weight of 15,000 pounds or more, you must pay a late charge on the portion of each payment received more than 10 days late. The charge is 4 percent of the late amount or \$50, whichever is less.

If you do not meet your contract obligations, you may lose the vehicle that you are financing under the contract, as well as both parts and goods put on the vehicle and money or goods received for the vehicle.

NON-MODIFICATION DISCLOSURE

Any change in this contract must be in writing and signed by you and the Creditor.

BUYER: _____ CO-BUYER: _____

Do not sign this contract in blank.
You are entitled to an exact copy of the contract you sign.
Keep it to protect your legal rights.

(CO-BUYER SIGN)

Buyer acknowledges receipt of a true and completely filled in copy of this contract at the time of signing.

By signing below, the Seller accepts this contract. If the other Addressee is named in a separate agreement attached to this contract, the Seller as _____
 By _____

SEE BACK FOR ADDITIONAL AGREEMENTS

BUYER'S COPY

Disability Insurance Premium _____ Insured _____
 Signature _____

Type of Insurance _____ Term _____
 Premium _____

Signature _____

Credit Life and Credit Disability Insurance are for the term of the contract. The amount and coverage are shown in a notice of agreement given to you today.

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

Comprehensive Deductible Collision
 Fire-Theft-Combined Additional Coverage
 Towing and Labor
 Term _____ Months (Estimate)
 Premium \$ _____

QUESTIONS?



PLEASE CALL US AT 1-800-727-7090
 24-HR

Ford Motor Credit Company Preferred Payment Plan Enrollment Authorization



Step 4: Please print the cardholder's name and account number on the one-sided "SmartCard" label. Account Owner's Name and supply

We hereby request and authorize Ford Motor Credit Company ("Ford Credit") to release information from its database (or transfer from the database) (when approved) to Ford Credit. This information may be used to verify the schedule, may allow the determination by contacting Ford Credit only or in writing and will not be used for any other purpose.

Complete if the cardholder's name appears in the name column in 1998.

VEHICLE DETAIL

VIN: 1FMYU04102KA08121	Engine: MOD 3.0L DOHC EFI NA V8 G*NAAO
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE	Paint Code/Color: VERMILION SOLID C/C #2
Year: 2002	Calibration: 0M11A30A
Pay Load:	Max Towing Weight:
GVWR: 00000	Axle Ratio:
WheelBase: 103	Warranty Start Date: 10/3/2001
GCWR:	Vehicle Build Date: 8/1/2001
PEP Code: 400A	

Selling Dealers Name: HOPKINS FORD INC
 Selling Dealers P & A Code: 01306 Selling Dealers Sales Code: F18017
 Selling Dealers Main Phone: 215-886-5900 Selling Dealers Service Phone: 215-886-5952

Vehicle Order Image
 1 2 3 4 5 6 7 8 9 10 12 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U042KA0812 1103 7 4 2 15FP101 CF E 2 48B 83
 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 6 3 2 X 5 6 8 S 3 A B N 1 6 B 0 1 7 E 2 E 4 2 2 3 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 FMY004 400A 7 14PA
 1 2 3 4 5 6 7 8 9 160

~~000000~~
 Steve Gennette - RAV REP
 (SAUL) →
 Rich →

Customer Info

G
Country: USA
Cell Phone:
Preferred Contact method:
Preferred Contact Time:

PHILADELPHIA
Language: EN
Pager:
Fax:
Email:

PA 19115 -1310

Dealer Information

FCSD Region Sales Region Sales Zone Market P&A Code Sales Code
16-PHILADELPHIA 16-PHILADELPHIA B A1 01308 F19017

Dealer Name: HOPKINS FORD INC
Dealer Address: 1680 THE FAIRWAY
 JENKINTOWN PA 19046

Dealer Main Phone: 215-886-5900 Dealer Service Phone: 215-886-5952

Position	Employee Name
DEALER/PARTNER	JOHN MAC KENZIE
GENERAL MANAGER	JOHN H MCKEON JR
PARTS MANAGER	GENE V MYERS
SALES MANAGER	SAUL GOLDSTEIN
SERVICE MANAGER	STEVEN R JENET

Service Hours FAX 215 885 3734

Directions

Trained Y

Additional Information LSG ENROLLED TOWING: 215-846-6776 ABINGTON TOWING DEALER H

*FSC
2/2/01
John MacKenzie
John H McKeon Jr
Gene V Myers
Saul Goldstein
Steven R Jenet*

OASIS Results:1FMYU04102KA06121

10/28/2002
09:53:16

VEHICLE INFORMATION

Vehicle: 2002 ESCAPE Body: 4 DR XLT MPV 4X4 Engine: 3.0L EFI Callb: 0M11A30A
 Trans: CD4E AUTO Axle: AXLE CD: 60
 DOHC
 TRANSAXLE

OPEN CAMPAIGNS AND SPECIAL SERVICE INSTRUCTIONS

There are no recalls associated with this vehicle

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 10/03/2001 BUILD DATE 08/01/2001
 START ODOM 00020 Special Message: LESS THAN TWO DEALER APPROVED
 AWA REPAIR VISITS PAID TO DATE
 VERIFY STATE REGISTRATION, VIN
 MAY BE ELIGIBLE FOR CALIFORNIA
 EMISSIONS WTY
 MORIS: *THIS VEHICLE HAS AN OPEN
 CUDLMORS LEGAL CONTACT

EXTENDED SERVICE PLAN

There is no Extended Service Plan information associated with this vehicle

WARRANTY HISTORY

10/04/2002 DEALER:Hopkins Ford Inc

WARRANTY CLAIM NUMBER: 150816 ODOMETER: 013493 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
12A88C	PROCESSOR ASSY	000	M1788		

COMMENTS:FOLLOW TSB 02-11-06— EEC TESTING CHECK ALL ELECTRICAL GROUND CONNECTIONS AND CIRCUIT IF EVERY THING IS TIGHT PERF TSB REPROGRAM PCM AND CHECK GROUNDS ALL O K NEVER DUPLICATE CONDITION CODE AND DESC = 55 PLUGGED/RESTRICTED

04/16/2002 DEALER:Hopkins Ford Inc

WARRANTY CLAIM NUMBER: 141148 ODOMETER: 005908 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
YF12 5J485AC	SENSOR ASY EGR PR VL	001	12850D		
		000	12850D43		
		000	12850D9		
		000	12850DX1		

COMMENTS:DPFE WAS OUT OF RANGE. EEC TESTING
 REPL DPFE CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

03/11/2002 DEALER:Hopkins Ford Inc

WARRANTY CLAIM NUMBER: 139315 ODOMETER: 004967 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
FOAZ 14N050A	RELAY ASSY	001	12850D		
		000	12850D81		
		000	12850D84		

COMMENTS:FOLLOW SSM #15589— REPROGRAM PROCESSOR-REPL RELAY NECESSARY TO PERFORM TECH BULLETIN 15589. REPROGRAMMED THE PCM AND REPLACED THE ELECTRONIC ENGINE CONTROL RELAY CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

11/08/2001 DEALER:Hopkins Ford Inc

WARRANTY CLAIM NUMBER: 131492

ODOMETER: 001076 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
000	DIAGNOSIS	000	12880B		
		000	12880D81		
		000	MTRelay		

COMMENTS:DIAG _____ NPF CK FOR CODE AND RELAY UNA BLE
 TO REDUPLICATE 1X STALL MTRelay—EC TESTING AND RELAY TESTING
 CONDITION CODE AND DESC = 42 DOES NOT OPERATE PRO

11/08/2001 DEALER:Hopkins Ford Inc

WARRANTY CLAIM NUMBER: 131492

ODOMETER: 001076 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
YL1Z 3804J8RN	GEAR ASY-STEERING	001	3874D		
F7AZ 3F823AA		003	3804A		
		000	MTALIGN		

COMMENTS:CONDITION CODE AND DESC = D1 POROSITY

▶ ESP PART NUMBER INFORMATION

There is no Extended Service Plan Information associated with this vehicle

End of OASIS report for 1FMYU04102KA06121

ESP / Recall information

VIN: 1FMYU04102KA06121

No ESP Information for this VIN

No Recall Information for this VIN

ER02-027 0004

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FMYUD4102KA06121	2002	ESCAPE	INDIVIDUAL RTL	Original Owner	Dasis
	Open Issues Exist				Warranty History



KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

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

30 EAST BUTLER PIKE
AMBLER, PA 19002

1-800-LEMON LAW
P (215) 540-8888
F (215) 340-8817

www.kimmelsilver.com

JACQUELINE C. HERRITT*
ROBERT A. RAPPIN*
VIVIAN BENE PERKIN*
AMY D. COX*
LOUIS DOBI, JR.*
SHANNON M. RYAN*
DANA TARQUINI*
MAYLEE MEEKING*

GLENN T. GERBER
of Counsel

November 5, 2002

VIA TELEFAX ONLY (1-313-845-5668)

Valma Sanders, Esquire
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: .
2002 Ford Escape
VIN: 1FMYU04102KA06121

Dear Ms. Sanders:

Thanks for your October 31, 2002 telefax and settlement offer. Please accept this letter as confirmation my client hereby accepts your most gracious offer in principle, subject only to finding an acceptable replacement vehicle. This will also confirm we have settled my bill of fees and costs for a separate payment in the reduced amount of \$1,500.00. I will have David Kelly of my office contact you to coordinate the settlement. Once again, thanks for your prompt intervention which has resulted in another lawsuit avoided and the saving of yet another loyal Ford Customer.

Very truly yours,



Robert M. Silverman

EA82-027 0000

11/15/2002 10:28 FAX



KINNEL & SILVERMAN



ER02-827 8867

002



150 FAIRWAY JENKINTOWN, PA 19046

www.hopkinsford.com

PURCHASER

PHONE _____ DATE 11/15/02

ADDRESS

CITY Phila COUNTY Phila STATE Pa ZIP 19114

SALESMAN

NEW USED CAR TRUCK DEMO FACTORY RENTAL REPURCHASE STOCK# 031137

YEAR	02	MAKE	Ford	MODEL	ESCAPE
BODY	SUV	COLOR	red	USAGE	
VIN OR SERIAL NO. 1FMY404122KADG121					
TRADE DESCRIPTION					
MAKE OF TRADE-IN	N/A		MILEAGE		
YEAR	MODEL		BODY		
VIN OR SERIAL NO.					
TITLE NO. OR TRADE-IN					
TAG # EXP. DATE					
BALANCE OWED TO					
ADDRESS					
CITY STATE					
TITLE REG. YES NO					
EXPLAIN					
CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY)					
THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.					
<input type="checkbox"/> "AS IS" THE MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESS OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS THAT PRESENTLY EXIST OR THAT MAY OCCUR IN THE VEHICLE.					
CUSTOMER'S SIGNATURE					
USED CAR WARRANTY					
30 DAYS - 5000 MILES					
MOTOR - REAR - TRANSMISSION - ONLY					
WORK - MUST BE DONE IN HOPKINS SHOP					
HOPKINS - DUE TO FOREIGN MANUFACTURE, CANNOT GUARANTEE MODEL - YEAR OF ANY FOREIGN VEHICLE.					
NO WARRANTY ON VEHICLES SOLD UNDER \$2000.00					

CASH PRICE OF VEHICLE	
CASH SALE PRICE OF VEHICLE	22900
ALLOWANCE FOR TRADE-IN	
TAXABLE BALANCE	22900
SALES TAX	1591.25
DOCUMENTARY FEE	55
LICENSE, TITLE, REGISTRATION, INSURANCE FEE	295
TOTAL PURCHASE PRICE	24846.25
PAYOFF DUE ON TRADE	
TOTAL DUE	24846.25
PARTIAL PAYMENT	
CASH DUE	
TOTAL CASH DOWN	3000.00
BALANCE DUE ON VEHICLE	11,846.25
EXTENDED SERVICE PLAN	
SECURITY SYSTEM	
UNDERCOAT	
PAINT PROTECTION	
TIRE TAX	5.00
ADD'L SALES TAX	
ADJUSTED BALANCE	

REMARKS:

THESE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, MADE BY THE SELLER HEREON OR THE MANUFACTURER ON THE VEHICLE OR CHASSIS DESCRIBED ON THE PAGE HEREOF EXCEPT IN THE CASE OF A NEW VEHICLE OR CHASSIS. THE PRINTED NEW VEHICLE WARRANTY DELIVERED TO PURCHASER WITH SUCH VEHICLE OR CHASSIS AND HEREBY MADE A PART HEREOF AS THOUGH FULLY SET FORTH HEREIN IS THE ONLY WARRANTY APPLICABLE TO SUCH NEW VEHICLE OR CHASSIS AND IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE. IN THE CASE OF A USED VEHICLE OR CHASSIS, THE APPLICABILITY OF AN EXISTING MANUFACTURER'S WARRANTY THEREON, IF ANY, SHALL BE DETERMINED SOLELY BY THE TERMS OF SUCH WARRANTY. ASK SALES PERSON FOR COPY OF COMPLETE WARRANTY.

THIS CONTRACT IS NOT BINDING UNLESS SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE AND UNTIL SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE AND UNTIL PURCHASER'S CREDIT HAS BEEN APPROVED. YOU, THE BUYER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANYTIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER. WE CANNOT INCREASE THE CONTRACT PRICE OF MOTOR VEHICLE AFTER THE CONTRACT HAS BEEN ACCEPTED BY THE DEALER OF THE AUTHORIZED DEALER REPRESENTATIVE UNLESS THE INCREASE IS DUE TO THE PASSAGE OF A LAW OR REGULATION OF THE UNITED STATES OR THE COMMONWEALTH WHICH REQUIRES THE ADDITION OF NEW EQUIPMENT TO CERTAIN VEHICLES OR, IN THE CASE OF FOREIGN MADE VEHICLES, IS DUE TO A REVALUATION OF THE UNITED STATES DOLLAR VERSUS THE CURRENCY OF THE COUNTRY OF MANUFACTURE. HOWEVER, WE HAVE THE RIGHT TO REAPPRAISE THE VALUE OF A TRADE-IN VEHICLE IF THE DEALER CAN ESTABLISH THAT THE VEHICLE HAS SUFFERED DAMAGE OR SERIOUS MECHANICAL DETERIORATION SINCE THE DATE OF THE VALUATION BUT PRIOR TO ITS DELIVERY TO THE DEALER, OR UNLESS PARTS OR ACCESSORIES, OR BOTH, INCLUDING TIRES, HAVE BEEN REPAIRED OR REPLACED WITH PARTS OF ACCESSORIES OF SUPERIOR QUALITY.

We Certify That The Above Information Is True And Complete To The Best Of My/Our Knowledge. Applicant/ Seller You To Check My/Our, Dept. and Employment History And To Provide Any/Our Own Information About Credit Expenses With Me/Us.

I CERTIFY THAT I AM 18 YEARS OF AGE OR OLDER, AND HEREBY ACKNOWLEDGE A COPY OF THIS ORDER.

DEALER AUTHORIZED SIGNATURE: *[Signature]* DATE: 10-3-01 CUSTOMER SIGNATURE: *[Signature]* DATE: 11/15/02



KIMMEL & SILVERMAN
P.C.



Kimmel & Silverman, P.C.
30 E. Butler Pike
Aahler, PA 19002

1-800-LEMON LAW
<http://www.lemmonlaw.com>

To: Valma Sanders
Fax Number: 313-945-5669

From: D. Kelly
Fax Number: (215) 40-8817
Business Phone: (215) 40-8888

Date & Time: 11/15/02
Pages (including cover): 4
Re: Magnis - Sales Docs

~~##~~ # 198-62-7958
Ford Motor Credit

The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender listed above, and destroy this copy. Thank you.

For more information about Kimmel & Silverman, please visit us at <http://www.lemmonlaw.com/>

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	QMDH	STATUS
01	10/31	17:08	215 548 8817	EC-S	00'33"	002	184	OK

Ford Motor Company

Consumer Affairs

October 31, 2002

Sent via Fax

Kimmel & Silverman
30 East Butler Pike
Ambler, PA 19002
Attn: Robert Silverman

RE:

2002 Ford Escape
VIN: 1FMYU04102KA06121
Zip Code: 19115

Dear Mr. Silverman:

This is to confirm the replacement offer made to your client, our valued Ford customer.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at Hopkins Ford, the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- ◆ A usage fee calculated at N/A. The usage fee is calculated below:
N/A:
- ◆ Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- ◆ The vehicle must be returned in good condition.
- ◆ Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- ◆ Signing the odometer disclosure, release form and power of attorney statements.

ER82-827 0088

Ford Motor Company

Consumer Affairs

October 31, 2002

Sent via Fax

Kimmel & Silverman
30 East Butler Pike
Ambler, PA 19002
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- ◆ Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- ◆ Signing the odometer disclosure, release form and power of attorney statements.



Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.

Ford will provide:

- Transfer of, or a credit for, any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5668 within ten (10) business days of receipt of this letter. If you have questions regarding this issue, please contact me at (313) 845-5515.

Respectfully yours,



Valma K. Sanders
Legal Analyst - Philadelphia Region
Consumer Affairs