

D - CONTINUATION

1367130732 PITTSBURGH

2002

EM2-427 8972



KIMMEL & SILVERMAN
P.C.



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

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

To: _____

Fax Number: _____

From: A. Kelly

Fax Number: (215)540-8877

Business Phone: (215)540-8888

Date & Time: 7/9/02

Pages (including cover): 2

Rc: BB #'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/>

Customer name: JOHN H./SHARON L. NALEPA

VIN: 1FMYU0412 1KB28137

SECTION 1: Lien/Lease Information		SECTION 2: Over Allowance/Negative Equity Determination	
Lienholder:	_____	Trade-in value as reflected on Buyer's Order	\$10,360.00
Address:	_____	Actual Cash Value of Trade-in:	\$10,350.00
Phone:	_____	Over Allowance/Negative Equity	\$0.00 (a)
Account Number:	_____	SECTION 3: Aftermarket Items/Misc. Purchase Charges (See Page 2 for details)	
Lienholder Payoff:	\$0.00 (b)	Total:	\$293.05 (c)
Good Until:	_____	(Note: These items are not reflected in the purchase price above.)	
		SECTION 4: Other Expenses (Sales Tax, License etc.) (See Page 2 for details)	
		Total:	\$1,085.45 (d)

SECTION 4: Refund Calculation		
Purchase Price as Reflected on Buyer's Order:		\$24,592.20
Less Rebate:	-	\$0.00
Less Over Allowance/Negative Equity:	-	\$0.00 (a)
Over Allowance/Negative Equity waived:	+	\$0.00
Other Expenses:	+	\$1,085.45 (d)
Aftermarket items not reflected in purchase price:	+	\$293.05 (c)
Less Mileage Charge: (6,430 Mi * \$0.70 / MP)	-	\$4,501.00
GC: (Mileage used)		
Mileage Waived:	+	\$583.00
DMV Fees owed to state: DMV Fees amount:	-	\$0.00
Attorney Fees:	+	\$1,500.00
Total Payout:	=	\$27,471.30 (b)
Lienholder Payoff:	-	\$0.00
Refund to Customer: (Attorney Fees Not Included)	=	\$28,971.30

NOTE: Down Payment and monthly payments are not specifically refunded. Down payments and monthly payments paid by the customer result in a lower payoff to the Lender, thus a greater refund to the customer.

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 (including legal settlements submitted by OGC)

Current Odometer Statement
 Lien release

Refund Breakdown Calculated by: LMCC008L *KM 7/9/02* Print ID: _____

MILEAGE WAIVED IN THE AMOUNT OF \$583 BY K KELLER, LPA TEAM LEAD

(Handwritten signature and date 7/9/02)

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	POS	CHG#	STATUS
31	07/09	10:49	215 540 8817	EC-S	00' 45"	003	238	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: 06/19/2002
 719102

Number of Pages: 2
 (including cover)

COMMENTS: Refund figures for
 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: 06/19/2002
7/9/02

Number of Pages: 2
(including cover)

COMMENTS: Refund figures for Nalepa

Mail Address:

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

Customer name:

VIN: 1FMYU0412 1KB28137

SECTION 1: Lien/Lease Information		SECTION 2: Over Allowance/Negative Equity Determination	
Lienholder:	_____	Trade-in value as reflected on Buyer's Order:	\$10,350.00
Address:	_____	Actual Cash Value of Trade-in:	- \$10,350.00
Phone:	_____	Over Allowance/Negative Equity	= \$0.00(a)
Account Number:	_____	SECTION 3: Aftermarket Items/Misc. Purchase Charges (See Page 2 for details)	
Lienholder Payoff:	_____ \$0.00 (b)	Total:	\$293.85 (c)
Good Until:	_____	(Note: These items are not reflected in the purchase price, below.)	
		SECTION 4: Other Expenses (Sales Tax, License etc.) (See Page 2 for details)	
		Total:	\$1,085.45 (d)

SECTION 4: Refund Calculation

Purchase Price as Reflected on Buyer's Order:		<u>\$24,592.20</u>	
Less Rebate:	-	\$0.00	MILEAGE WAIVED IN THE AMOUNT OF 5582 BY K KELLER, LPA TEAM LEAD
Less Over Allowance/Negative Equity:	-	\$0.00 (a)	
Over Allowance/Negative Equity waived:	+	\$0.00	
Other Expenses:	+	\$1,085.45 (d)	
Aftermarket Items not reflected in purchase price:	+	\$293.85 (c)	
Less Mileage Charge: (5,830 Mi) * \$0.10 / Mi	-	\$583.00	
Gc:	(formula used)		
Mileage Waived:	+	\$583.00	
DMV Fees owed to state : DMV Fees amount :	-	\$0.00	
Attorney Fees	+	\$1,500.00	
Total Payout:	=	\$27,471.30 (b)	
Lienholder Payoff:	-	\$0.00	
Refund to Customer: (Attorney Fees Not Included)	=	\$25,971.30	

NOTE: Down Payment and monthly payments are not specifically refunded. Down payments and monthly payments paid by the customer result in a lower payoff to the lender, thus a greater refund to the customer.

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

Li:	_____ Inspection/Condition Report	_____ Current Odometer Statement
Or:	_____ Original Title, signed by customer	_____ Lien release
Mi:	_____ Signed Customer Letter	
De:	_____ Signed/Notarized Power of Attorney	
Al:	_____ Signed/Notarized Release (Excluding legal settlements submitted by GGC)	

Refund Breakdown Calculated by: LMCCOGL *KM 6/19/02* Profs ID: _____

Customer name:

VIN: 1FMYU0412 1KB2B137

SECTION 3: Aftermarket Items/Misc. Purchase Charges	
1) WINDOW SHADE	\$83.80
1) MUD FLAPS	\$148.80
1) BUG REFLECTOR	\$60.25
Total: \$293.85 (c)	

SECTION 4: Other Expenses (Sales Tax, License etc.)	
1) SALES TAX	\$1,001.96
1) LICREG FEE	\$28.60
1) DOC FEE	\$56.00
Total: \$1,086.46 (d)	

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHN	STATUS
06/19	14:33	215 540 8817	EC-S	00:47	003	117	OK



rid

Fax Cover Sheet

TO: Robert Silverman
COMPANY: Kimmel & Silverman
PHONE: 215-540-8888
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FROM: Ruth Davis
COMPANY: Ford Motor Company, Consumer Affairs Office
PHONE: 313-845-5539
FAX: 313-845-5555

Date: 06/19/2002

Number of Pages: 2
(including cover)

COMMENTS: Refund figures for
Mail Address:

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

PAGE 01
Date: km 6/19

FORD RAV HEADQUARTERS REFUND TEAM

FAX TRANSMISSION

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

DATE: 6-19-02
FAX: (248) 488-3703

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

To: Kelly Mitre
Fax: 313-845-5115

Customer: _____ VIN: 1KB28137

CA Analyst: Ruth Davis

Original Worksheet

Revised Worksheet*

*Revision Instructions: _____

Customer letter needed

Comments:

SPCHNAMA

Add Action

06/13/02 14:15:16

==>

VIN: 1FMYU04121KB28137 Year: 2001 Model: ESCAPE
 Name:
 Trmt: Case: 1367130732
 Issue Type: 07 LEGAL Issue Status: C CLOSED
 Comm Type: OT OTHER Odometer Reading: 7610
 Dealer: 07480 BABE CHARAPP FORD 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: CAN Award Code:
 Comments: LPA WAS UNABLE TO ORDER REFUND WITHOUT TITLE AND HOME
 EQUITY INFORMATION. ASKED ATTORNEY SEVERAL TIMES FOR
 INFORMATION. RECEIVED TITLE 6/12/02 - WITH FAX STATING
 NOT TO INCLUDE ANY INTEREST. ORDERED REFUND FROM RAV

F1=Help F2=ActionList F5=Add F6=DealerInfo
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
 ACTION REQUIRED - USE F2 TO SELECT AN ACTION LPREL36

Ford Consumer Affairs RAV Refund Checklist

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

RAV Headquarter Advisor LAKETA McCOCKLE Consumer Affairs Analyst RUTH DAVIS

Date Prepared 4/13/02 E-mail Address R.DAVIS.96@FORD.COM

Date Uploaded 4/13/02 Region PITTSBURGH

Date Sent 4/13/02 Compliance Date _____

VIN Number 1FMYU44121KA28137 Financial Institution _____

Customer Name _____ Serial Number _____

Customer SSN (Last four digits) _____
(only needed if there is a loan)

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 <u>3</u>	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
Lease Worksheet	Included _____	Not Applicable _____	TL _____
Finance Contract	Included _____	Not Applicable _____	TL _____
Factory Invoice	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
Copy of Title (cash/paid-off cars only)	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 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 _____

DEALER 44A 014 VIN: 1FMYU04121KB28137

	MANUFACTURED MODEL PRICE	AMOUNT
0040 ESCAPE FLT 4X4	21210 00	19810 00
2001 MODEL YEAR		
LD MEDIUM WEDGWOOD BLUE CC MET		
12 X GRAPE PINK ULTR SPT BUCK		
991 3.0L DURATEC V6 ENGINE	1480 00	1332 00
444 4-SPEED AUTOMATIC O/D TRANS	NC	NC
T63 P235/70X16 OWL ALL-SEASON	NC	NC
153 FRONT LICENSE PLATE BRACKET	NC	NC
42M POWER MOONROOF W/SHADE	583 00	527 00
TRAILER TOWING, CLASS II		
58X MACH AM/PM/CASS/SINGLE CD/CLK	505 00	454 00
54S WHEEL, 16 IN. 5-SPOKE CAST ALUM	NC	NC
MACH AUDIO SYSTEM		
924 PRIVACY GLASS	275 00	248 00
TOTAL VEHICLE & OPTIONS	24035 00	22371 00
DESTINATION & DELIVERY	540 00	540 00
SCHEDULE A (NEMO)	.00	
TOTAL FOR VEHICLE	24595 00	

10 U.S. GAL GAS FACTORY 19 00
 PRICED DORA
 BATCH-ID 1D02106846 W RB 2X
 PRYCN LEVEL 140300004 VIN: 1FMYU04121KB28137
 SHIPPING WEIGHT 3259 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.

FORD/MSRP AGREEMENT	INVOICE TOTAL	LESS: INVOICE FOR DEALER ACCOUNT	LESS: ADJUST. TRADE-IN FOR DEALER ACCOUNT	LESS: REBATE/INCENTIVE/ALLOWANCE & FC COST	A PLAN
160.00	23090.00	721.00	300.00	22069.00	21932.00

721.00 85.00 2561.00 .00 636.00 19510.00

SOLD TO: Baba Charapp Ford 44A014
 637 Edan Park Blvd
 McKeasport PA 15132

TO: 78 STATE
 6 PA RF98

SHIP TO (IF OTHER THAN ABOVE)

DATE: 04 02 01 ITEM NUMBER: 44-2105 TRUCK TAGS: 12 06

SHIP THROUGH

EP82-027 8983

INVOICE & UNIT IDENTIFICATION: 1FMYU04121KB28137
 FINAL ASSEMBLY POINT: KANSAS CITY
 FINAL COMPANY/ORDER BANK: NATIONAL CITY BANK 600383
 1KB28137 1F 004 20010402 010402 1D021 W 140 44A014 2 2090.00 KUI

THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY

DEALER'S COPY

BAE CHARAPP FORD

637 Eden Park Boulevard
 Telephone (412) 751-2130
 McKeesport, PA 15132



"When Someone Is A Man Not Just A Word"

I hereby order from you, subject to all terms, conditions and agreements contained herein, and the ADDITIONAL CONDITIONS printed on the reverse side hereof, the following

NEW USED VEHICLE

MAKE	FORD	MODEL	ESCAPE
TYPE	MEDIUM WGT	YEAR	1996
VEHICLE IDENTIFICATION NO.	1F7Y064121K029137		
DATE OF ORDER	05/25/96		
TO BE DELIVERED ON OR ABOUT	DEAL 33510		
DEAL INCLUDES ALL DISCOUNTS, REDUCTIONS AND APPLICABLE REBATE	24092.00		
X			
DOCUMENTARY FEE	37203		35.00
DEALER PREPARATION			
SALES TAX	1001.00		
LIC FEE	25.00		
TITLE FEE	25.00		
REG. FEE	25.00		
TOTAL CASH PRICE DELIVERED	25577.00		
CASH DEPOSIT SUBMITTED WITH ORDER	200.00		
TRADE-IN ALLOWANCE AS APPRAISED	10300.00		
SALE TAX	10300.00		
CASH DUE ON DELIVERY	15127.00		
YEAR	1996	MAKE	SUBARU
MODEL	LEGACY SE	SERIAL NO	4B2005571797
COLOR			
TITLE NO			

DATE OF ORDER	05/25/96	VEHICLE BUYER'S ORDER
BUYER		
ADDRESS		
CITY	ELIZABETH	COUNTY
STATE AND ZIP CODE	PA	
1. Cash Price	\$	
2. Downpayment Consisting of -		
A. Cash Downpayment	\$	
B. Trade-in		
C. Total Downpayment (2A + B)		
3. Unpaid Balance of Cash Price (1-2C)	\$	
4. Other Charges Consisting of -		
A. Physical Damage Insurance	\$	
B. Credit Life Insurance		
C. Official Fees		
D.		
E.		
F. Total Other Charges (4A, B, C, D + E)		
5. Unpaid Balance (Amount Financed) (3-4F)	\$	
6. FINANCE CHARGE		
7. Deferred Payment Price (1+4F+6)	\$	
8. Total of Payments (5+6)	\$	
9. ANNUAL PERCENTAGE RATE		%
10. Finance charges begin to accrue on		
11. The Total of Payments shall be repaid to		
consecutive equal monthly installments of \$		
each on the		
day of		
each month commencing		
plus one final installment of \$		
due		
if final monthly installment is more than twice amount		
of an otherwise regularly scheduled equal payment, balloon payment in		
amount of \$		
Balloon payment shall		
be paid when due and may not be refinanced.		
12. If any installment is in default more than 10 days, default charges shall be		
payable in the amount of % of the delinquent installment or \$		
whichever is less.		
13. Seller shall have a security interest in the property until the Total of Pay-		
ments is paid in full.		
14. If this contract is prepaid, a refund credit computed in accordance with		
the rule of 79a will be made to Buyer. In computing such refund credit, an		
acquisition charge in the amount of \$		
will be made.		
NOT A BINDING CONTRACT		
*4A. PHYSICAL DAMAGE INSURANCE against accidental damage to the Property for a term of months as checked: <input type="checkbox"/> Comprehensive Coverage <input type="checkbox"/> Fire-Theft and Additional Coverage <input type="checkbox"/> Deductible Collision, Towing and Labor (if included cost of \$ is included in premium. Insurance settlement will be based upon actual cash value of Property at time of loss, not exceeding limits of liability set forth in policy, and payable to Buyer, Seller or Assignee of Seller, as interests may appear. BUYER MAY CHOOSE THE PERSON THROUGH WHICH THE INSURANCE IS TO BE OBTAINED.		
*4B. CREDIT LIFE INSURANCE according to terms and conditions set forth in policy or certificate of insurance issued by		
NAME INSURER		
HOME OFFICE ADDRESS		
IF CHARGE FOR CREDIT LIFE INSURANCE IS TO BE INCLUDED IN ORDER, INSERT CHARGE IN LINE 4B AND HAVE BUYER AND CO-BUYER SIGN THIS STATEMENT BEFORE SIGNING ORDER BELOW.		
BUYER IS NOT REQUIRED TO OBTAIN CREDIT LIFE INSURANCE COVERAGE.		
The undersigned hereby affirms that the charge for credit life insurance shown in item 4B of this Disclosure Statement has been disclosed in writing to the undersigned prior to execution by the undersigned of this statement and that after such disclosure the undersigned specifically affirms that the undersigned desired to obtain the insurance for which such charge is made.		
BUYER'S SIGNATURE	X	DATE
CO-BUYER'S SIGNATURE	X	DATE
SIGNATURE	X	DATE

APPROVED BY: BILAL CHUK
 THIS ORDER IS NOT VALID UNLESS SIGNED AS ACCEPTED HERE.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED.

THIS ORDER IS NOT A BINDING CONTRACT. Purchaser by his execution of this Order certifies that he is of legal age or older and acknowledges that he has read its terms and conditions and has received a true copy of this Order.

BUYER'S SIGNATURE

DATE

05/25/96 ACCEPTED BY

DEALER OR HIS AUTHORIZED REPRESENTATIVE

DATE

05/25/96

COLLISION COVERAGE

The Buyer hereby certifies that he has read this Order and understands its terms and conditions. He agrees to pay for the vehicle and to accept responsibility for the vehicle. He agrees to pay for the vehicle and to accept responsibility for the vehicle. He agrees to pay for the vehicle and to accept responsibility for the vehicle.



887 EDEN PARK BLVD.
 MOORESPORT, PA 15128
 (412) 781-8130
 (412) 482-7684

RECEIPT NO.
37280

7-5-01

RECEIVED OF

J

\$ 149.80
 DOLLARS

Mud Plans See Bank

AMOUNT	DATE	DESCRIPTION	TYPE	MEMO
AMOUNT DUE			CASH	
AMOUNT PAID	<i>149.80</i>		CHECK <input checked="" type="checkbox"/>	
BALANCE DUE			CASH	
			CHEQUE	
			DRAFT	
			OTHER	

BY: *Julia*
 THANK YOU



Charper



R. D. #3, Route 51 South
 Belle Vernon, PA 15012
 Telephone: 724-929-2900
 Pittsburgh 412-464-1616

DIRECT PARTS LINE 724-929-7422
 www.charperford.com

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
 NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.
 NO RETURNS AFTER 30 DAYS. 20% RE-STOCK CHARGE ON ALL RETURNED PARTS.

DATE ENTERED 05 JUL 01	YOUR ORDER NO.	DATE SHIPPED 05 JUL 01	INVOICE DATE 05 JUL 01	INVOICE NUMBER 18675
---------------------------	----------------	---------------------------	---------------------------	-------------------------


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ACCOUNT NO.
 MASTERCARD/VISA

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P
T
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MASTERCARD **SAME**

PAGE 1

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT											
	4949		CHARGE	BELLE V											
QTY	UNIT	PART NUMBER	DESCRIPTION	UNIT PRICE	NET AMOUNT	TAXES									
1	1	0	LBZ*14C900*AA	KIT- DEELE	75.71	75.71	75.7								
															
					<table border="1"> <tr> <td>PARTS</td> <td>75.7</td> </tr> <tr> <td>SUBLET</td> <td></td> </tr> <tr> <td>FREIGHT</td> <td>0.0</td> </tr> <tr> <td>SALES TAX</td> <td>4.5</td> </tr> <tr> <td>TOTAL</td> <td>\$80.2</td> </tr> </table>	PARTS	75.7	SUBLET		FREIGHT	0.0	SALES TAX	4.5	TOTAL	\$80.2
PARTS	75.7														
SUBLET															
FREIGHT	0.0														
SALES TAX	4.5														
TOTAL	\$80.2														
CUSTOMER'S SIGNATURE															

"THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HERE EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS."

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 09-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	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1FMYU04121KB28137	MI	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	10-04-01	26-06-01	144014	USA	6	Q41	7C05	FOAZ	14N089	A	S11	V42	D21	42
AWS Claim Key:		5471501	Doc #: 114339A		Trx Code:		S07	Labor Hrs:		1.1	Labor Cost:		65.65	Material Cost:		3.89	Total Cost:		69.54				
Dir Cd-Sub Cd:		07480-*	Name: BABE CHARAPP FORD				Ph:		412-7512130	St: PA		City: USA		Reg Cd:		NA	Repr Date: 03-DEC-2001		DIST(Mile): 5830				
Cmt Comments:		GOES AROUND THE BEND STALLED																					
Tech Comments:		ROAD TEST. WDS TEST. NO CODES. CHECK OASIS MESSAGE 15434. REPLACE POWER RELAY EEC. CHECK IAC S OLENOID, OK. ROAD TEST. RETEST.																					
1FMYU04121KB28137	MI	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	10-04-01	26-06-01	144014	USA	6	T05	2E03 *	9F715 *		S11	V42	D21	42	
AWS Claim Key:		5583129	Doc #: 114481A		Trx Code:		S07	Labor Hrs:		1.8	Labor Cost:		107.43	Material Cost:		0	Total Cost:		107.43				
Dir Cd-Sub Cd:		07480-*	Name: BABE CHARAPP FORD				Ph:		412-7512130	St: PA		City: USA		Reg Cd:		NA	Repr Date: 06-DEC-2001		DIST(Mile): 5952				
Cmt Comments:		SHUTTING DOWN NO WARNING JUST DOES IT WAS JUST IN CR 12 3 AND WE REPLACED THE POWER RELAY																					
Tech Comments:		WDS TEST. NO CODES. CHECK OASIS. MESSAGE 15434. CHECK GROUND 104, 105, 101, OK. CHECK CONNECTOR 270 A B C D, OK. CALLED HOTLINE. TOM SAID TO CHECK GROUNDS 104, 105, 101, OK. SET BASE IDLE USE NOS. IAC AND TP PIDS. SET AT 92 PERCENT IAC. ROAD TEST, OK.																					
1FMYU04121KB28137	MI	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	10-04-01	26-06-01	144014	USA	8	T07	2D04 *	12A650 *		S11	V42	D21	42	
AWS Claim Key:		666525	Doc #: 116083A		Trx Code:		S07	Labor Hrs:		5	Labor Cost:		47.75	Material Cost:		0	Total Cost:		47.75				
Dir Cd-Sub Cd:		07480-*	Name: BABE CHARAPP FORD				Ph:		412-7512130	St: PA		City: USA		Reg Cd:		NA	Repr Date: 30-JAN-2002		DIST(Mile): 7610				
Cmt Comments:		CAR IS STALLING SHUTTING DOWN WHILE DRIVING																					
Tech Comments:		ROAD TEST. NOS TEST. NO CODES. CHECK IAC PERCENT. CHECK OASIS. REPROGRAM PCM.																					
1FMYU04121KB28137	MI	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	10-04-01	26-06-01	144014	USA	9	T07	2C02	XF22	12B579	ABRM	S11	V44	D50	42
AWS Claim Key:		7423894	Doc #: 02133401		Trx Code:		S07	Labor Hrs:		.5	Labor Cost:		24.9	Material Cost:		86.52	Total Cost:		117.6				
Dir Cd-Sub Cd:		07551-*	Name: MONONGAHELA FORD CO INC				Ph:		724-2588800	St: PA		City: USA		Reg Cd:		NA	Repr Date: 11-MAR-2002		DIST(Mile): 8908				
Cmt Comments:		VEHICLE CUTS OUT WHILE DRIVING AND MAKING RH TURNS.																					
Tech Comments:		WDS TEST. NO CODES. MONITOR PIDS. FOUND MAF SENSOR OUT OF RANGE. REPLACE AND ROADTEST, OK. VISITING OWNER. PICKED UP SENSOR AT SOUTH HILLS LINCOLN MERC ON INV #2555.																					

Any comments? You can contact

ENG2-827 8987



webmaster

ERR2-027 0900

COMMONWEALTH OF PENNSYLVANIA

INVESTIGATIVE REPORT

COMMONWEALTH OF PENNSYLVANIA
SECRETARY OF REVENUE

STATE OF PENNSYLVANIA
 DEPARTMENT OF REVENUE
 HARRISBURG, PA 17122-0001
 TEL: 717-781-3000 FAX: 717-781-3001

NOTICE OF TAXPAYER'S RIGHTS

YOU HAVE THE RIGHT TO:

- 1. Receive a copy of this notice.
- 2. Be treated fairly and with respect.
- 3. Be heard before any action is taken against you.
- 4. Represent yourself or hire a representative.
- 5. Present your case to an impartial hearing officer.
- 6. Appeal the hearing officer's decision to the Tax Court of the Commonwealth.
- 7. Receive a written explanation of the reasons for any action taken against you.
- 8. Receive a copy of this notice in large print or Braille.
- 9. Receive a copy of this notice in your preferred language.

FOR MORE INFORMATION, CONTACT:

Office of the Taxpayer Advocate
 100 North Second Street, Suite 1000
 Harrisburg, PA 17102
 TEL: 717-781-3000 FAX: 717-781-3001

IF YOU ARE HAVING TROUBLE CONTACTING THE TAXPAYER ADVOCATE, CONTACT:

Office of the Taxpayer Advocate
 100 North Second Street, Suite 1000
 Harrisburg, PA 17102
 TEL: 717-781-3000 FAX: 717-781-3001

09167284

COMMONWEALTH OF PENNSYLVANIA
CERTIFICATE OF RECEIPT

NO. 001-002-00233-002

DATE: 06/12/2002

AMOUNT: \$100.00

FOR: [Illegible]

BY: [Illegible]

RECEIVED BY: [Illegible]

DATE RECEIVED: [Illegible]

DESCRIPTION: [Illegible]

ISSUED BY: [Illegible]

OFFICE: [Illegible]

STATE: [Illegible]

CITY: [Illegible]

COUNTY: [Illegible]

ZIP: [Illegible]

TELEPHONE: [Illegible]

FAX: [Illegible]

EMAIL: [Illegible]

ADDRESS: [Illegible]

REMARKS: [Illegible]

RECEIVED BY: [Illegible]

DATE RECEIVED: [Illegible]

DESCRIPTION: [Illegible]

ISSUED BY: [Illegible]

OFFICE: [Illegible]

STATE: [Illegible]

CITY: [Illegible]

COUNTY: [Illegible]

ZIP: [Illegible]

TELEPHONE: [Illegible]

FAX: [Illegible]

EMAIL: [Illegible]

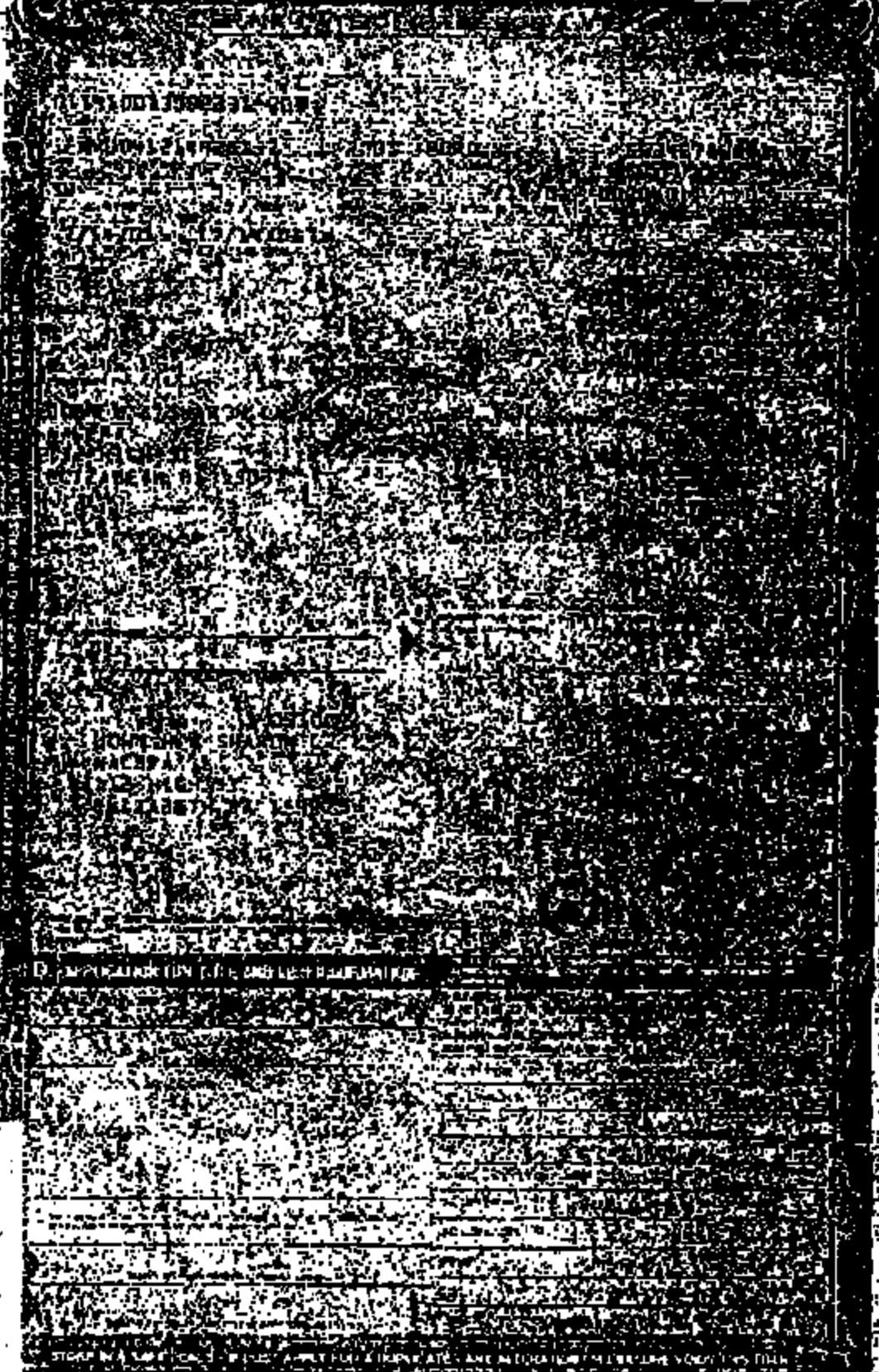
ADDRESS: [Illegible]

REMARKS: [Illegible]

09167284

ER02-027 0982

COMMONWEALTH OF PENNSYLVANIA



09167284

ER82-827 8993

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:	RDAVIS86	Supervisor's Title:	TEAM LEADER
Supervisor's CDS/PROFS ID:	KKELLER2		

VEHICLE

VIN:	1FMYU0412 1KB28137	Description:	'01 Escape 4x4, XLT
Mileage:	12,000	Odometer Replaced:	No
Purchase Date:	12/10/2000		
Type:	Car/Light Truck		
Obtained As:	New Vehicle		
Ownership:	Privately Owned/Leased		

CUSTOMER

Name:		Work Phone:	
Address:			
City, State:	ELIZABETH, PA		
Zip:			
Home Phone:			

DEALERSHIP

Processing Dealer:	BABE CHARAPP FORD	Sales Code:	44014
Contact Name:	JOSEPH LUCCHETTI JR	Contact Title:	GENERAL MANAGER
Phone:	(412)751-2130		
Present Vehicle Location:	DEALERSHIP		

REPAIR HISTORY

<u>Symptom Code</u>	<u>Symptom Description</u>	<u>No of Repair Attempts</u>
807593	STALL/QUITS ACCEL ALL ENG TEMP	3

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

RAY-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:	DAVIS, RUTH	Mileage:	12,000
VIN:	1FMYU0412 1KB28137		
Purchase Date:	12/19/2000		
Vehicle Type:	Car/Light Truck		
Customer Name:			
Processing Dealer:	BABE CHARAPP FORD		

TRANSACTION TYPE

RAV Transaction Type: Cash Purchase

MILEAGE CHARGE CALCULATION

Mileage Charge Type:	Waive all Mileage Charge
Mileage Charge State:	Pennsylvania
Lemon Law Formula:	(5,830 MI X \$0.10/MI)
No Accrued Mileage Charge:	No

Mileage at 1st Repair:	5,830
Mileage Charge Amount:	\$ 583
Amount To Charge Customer:	\$ 0
Waived Mileage Charge Amount:	\$ 583

AFTER MARKET ITEM(S)

Item Listing:
WINDOW SHADE 63.60
MUD FLAPS 149.80
BUG DEFLECTOR 80.25

OTHER ITEMS ELIGIBLE FOR RAV PAYMENT

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

COMMENTS

Additional Comments: THIS IS AN ESCAPE WITH A STALLING CONCERN — CAN THIS BE PROPERLY REPAIRED FOR AUCTION?????

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

RAV-FAST Summary Report

Name	VIN	Processing Dealer	Request	Ready	Transmit	Last Update	Transmit Date
	1FMYU0412 1KB28137	BABE CHARAPP FORD	REF	Yes	No	08/14/2002	

EA02-027 0898

SFCHSVMA

Vehicle List

03/15/02 13:37:21

==>

Name:

Address:

Address:

City: ELIZABETH

Zip/Postal:

Home Phone:

Day Phone:

State/Prov: PA

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues

x	1FMYU04121KB28137	2001	ESCAPE	Individual Rtl
	ORIGINAL			Y

F1=Help

F2=IssueList

F5=AddIssue

F7=Prev

F8=Next

F9=ESP

F10=WarrHistory

F11=Menu

F12=Return

F13=Recall/ONP

F14=SpecialCoverage

NO MORE RECORDS AVAILABLE

LPREL36

SFCHDPMA

Dealer Information

03/20/02 10:41:00

==>

DEALER: F44014 BABE CHARAPP FORD
Address: 637 EDEN PARK BLVD
City: MCKEESPORT
State/Prov: PA ZIP/Postal: 15132
Country: USA Trained: Y
Dlr Phone: 412 751 2130
Svc Phone: 412 751 2130
Svc Hours: M W F 8:30 - 5:00 TUES & THU 8:30 - 8:00
Directions:

P&A Code:
Sales Region: 44 PITTSBURGH
Sales Zone: A
FCSD Region: 44 PITTSBURGH
Market: A1
Market Area:

A	POSITION	Employee Name
C	DEALER/PARTNER	CHARAPP, RONALD J
	GENERAL MANAGER	LUCCHETTI JR, JOSEPH
	PARTS MANAGER	SLONCESKI, RAYMOND
	SALES MANAGER	IRWIN, RANDALL K
	SERVICE MANAGER	REYNOLDS, ROLAND E

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL36



Kimmel & Silverman P.C.
1000 Market Street
Philadelphia, PA 19102

1-800-424-1234
http://www.kimmelsilver.com

To: Ruth Davis

Fax Number: _____

From: D. Kelly

Fax Number: (215) 540-3307

Business Hours: (215) 540-3333

Date & Time: 6/12/02

Pages (including cover): 1

Re: Title -

~~Send~~ Forget the interest!

Send me calculations.

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-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.kimmelsilver.com>

1367130732



KIMMEL & SILVERMAN

PC

ROBERT M. SILVERMAN*
CRAIG THOM KIMMEL**

30 EAST BUTLER PIKE
AMBLER, PA 19002

JACQUELINE C. HERRITT*
ROBERT A. RAPKIN
VIVIAN BENZ PERKIN*
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

I-800-LEMON LAW
P (215) 540-6888
P (215) 540-8817

www.kimmelsilver.com

March 13, 2002

OT. PAV I. CERBER
of Counsel

VIA TELEFAX ONLY

Kelly T. Shack, Esquire
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

AI Ruth

07480/7610

RE: 2001 Ford Escape v. Ford
VIN: 1FMYU04121KB28137
Zip Code: 15037
Selling Dealer: Babe Charapp

Dear Mr. Shack:

Please take notice that I represent the captioned individuals in a 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 clients, 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 Babe Charapp for a chronic stalling concern.

Ford Consumer Affairs RAV Refund Checklist

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

RAV Headquarter Advisor _____ Consumer Affairs Analyst _____

Date Prepared _____ E-mail Address _____

Date Uploaded _____ Region _____

Date Sent _____ Compliance Date _____

VIN Number _____ Financial Institution _____

Customer Name _____ Account Number _____

Customer SSN (Last four digits) _____
(only needed if there is a lien)

Special Instructions or Comments:

Sales/Lease Agreement of vehicle (Buyer's order or Purchase agreement)	Included _____	Not Applicable _____	TL _____
AWS Repair History	Included _____	Not Applicable _____	TL _____
After Market Receipts	Included _____	Not Applicable _____	TL _____
Lease Worksheet	Included _____	Not Applicable _____	TL _____
Finance Contract	Included _____	Not Applicable _____	TL _____
Factory Invoice	Included _____	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 Fast Upload	Included _____		

**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 _____

SFCHNAMA

Add Action

05/09/02 12:00:21

VIN: 1FMYU04121KB28137 Year: 2001 Model: ESCAPE
 Name:
 Trmt:
 Issue Type: 07 LEGAL Case: 1367130732
 Issue Status: C DECISION
 Comm Type: OT OTHER Odometer Reading: 7610
 Dealer: 07480 BABE CHARAPP FORD 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: ORDERED REFUND FROM RAV

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

Elizabeth, PA

April 18, 2002

Mr. David William Kelly
KIMMEL & SILVERMAN
30 East Butler Pike
Ambler, PA 19002

Dear David:

Enclosed is the signed authorization for Ford Motor Company. Also enclosed is the first statement we received from National City (Home Equity Loan), which is where we financed the balance owed, after our trade-in, of \$15,127.65. Please note on the statement that the previous total balance was \$15,647.44. Since we paid for the vehicle through our Home Equity Loan, we do possess the title.

I have also enclosed receipts for after-market items added to our vehicle, which include mud flaps, front bug deflector and side vent guards for a total of \$293.65.

Also, the vehicle shut off again last night, April 17, 2002, on my way home from work. Please, if there is any possible way, help us get this resolved as quickly as possible. I can't tell you how afraid we are to drive the vehicle; afraid of us or another innocent person getting killed or seriously injured in an accident because of the defect. Please help!

Thank you so much for all you've done so far.

Sincerely,

Enc

01/03 K

COUNTRY FORD T. SPA
237-10-043 BELT
7-3700 8101458
050711000

DO NOT WRITE ABOVE THIS LINE				
CITY CLASS	DESCRIPTION	PRICE	AMOUNT	
CB911150114			SUB TOTAL	
			TAX	
CUSTOMER SIGNATURE <i>X</i>			TOTAL	80125

US
 CAN
 OTHER

Check for warranty receipt of goods and/or services in the amount of the total gross invoice and agree to perform the obligations set forth in the Contributor's agreement with the lessee.

CUSTOMER COPY

SALES SLIP IMPORTANT: RETAIN THIS COPY FOR YOUR RECORDS

No. 8245362

ER02-027 1007

MV-1 (9-00)

TAX/FEE

VEHICLE IDENTIFICATION
 MAKE OF VEHICLE: **FORD**
 VEHICLE IDENTIFICATION NUMBER: **1FMBU41K137**
 STATE: **IL**
 YEAR: **2001**

TAX/FEE
 18330.00
 14942.00
 996.95

VEHICLE INFORMATION
 STREET: _____ CITY: _____ STATE: _____
 MAKE OF VEHICLE: _____ MODEL: _____ YEAR: _____
 COLOR: _____

TAX/FEE
 996.95

VEHICLE INFORMATION
 SALES TAX
 SALES TAX

TAX/FEE
 99.00

VEHICLE INFORMATION
 FINANCIAL INSTITUTION NUMBER: _____
 FINANCIAL INSTITUTION NUMBER: **1006**

TAX/FEE
 99.00

VEHICLE INFORMATION
 MAKE OF VEHICLE: **SM**
 MODEL: _____ YEAR: _____

TAX/FEE
 99.00

VEHICLE INFORMATION
 MAKE OF VEHICLE: _____ MODEL: _____ YEAR: _____
 COLOR: _____

TAX/FEE
 99.00

VEHICLE INFORMATION
 MAKE OF VEHICLE: _____ MODEL: _____ YEAR: _____
 COLOR: _____

TAX/FEE
 99.00

VEHICLE INFORMATION
 MAKE OF VEHICLE: _____ MODEL: _____ YEAR: _____
 COLOR: _____

TAX/FEE
 99.00

VEHICLE INFORMATION
 MAKE OF VEHICLE: _____ MODEL: _____ YEAR: _____
 COLOR: _____

TAX/FEE
 99.00

VEHICLE INFORMATION
 MAKE OF VEHICLE: _____ MODEL: _____ YEAR: _____
 COLOR: _____

TAX/FEE
 99.00

VEHICLE INFORMATION
 MAKE OF VEHICLE: _____ MODEL: _____ YEAR: _____
 COLOR: _____

TAX/FEE
 99.00

VEHICLE INFORMATION
 MAKE OF VEHICLE: _____ MODEL: _____ YEAR: _____
 COLOR: _____

TAX/FEE
 99.00

VEHICLE INFORMATION
 MAKE OF VEHICLE: _____ MODEL: _____ YEAR: _____
 COLOR: _____

TAX/FEE
 99.00

IF your registration documents are not received within 90 days, please contact PennDot: _____

Ford Motor Company

Consumer Affairs

Sent Via Fax

April 15, 2002

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

RE:
2001 Ford Escape
VIN: 1FMYU04121KB28137

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).
- 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 Rescquired Vehicle Department (RAV). In order to accelerate this process, please have the authorization below.

I authorize Northwest City Home Equity Loan to release the payment history and loan balance for my 2001 Ford Escape to Ford Motor Company in order to process said refund transaction".

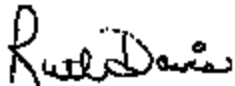
(X) _____ Acct# _____

Lending Institution's Phone# 1-800-352-0186

Page 2

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

Respectfully yours,

A handwritten signature in cursive script that reads "Ruth Davis".

Ruth Davis
Consumer Affairs

EA02-027 1000

** TOTAL PAGE. 05 **

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMR#	STATUS
21	04/15	11:25	215 540 8817	EC-S	00:57	005	109	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: 04/15/2002

Number of Pages: 5
(including cover)

COMMENTS: Stanish & efund offers

Please have Tara Bonds contact George Cavell at State College
Gonzalez can contact Kathleen Wagler or Jim Fredericks at Crivelli

Mail Address:

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



rid

Fax Cover Sheet

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**Please have Tara Bonds contact George Cavell at State College
Gonzalez can contact Kathleen Wagler or Jim Fredericks at Crivelli**

Mail Address:

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

ER02-827 1011

Ford Motor Company

Consumer Affairs

Sent Via Fax

April 15, 2002

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

RE:

2001 Ford Escape
VIN: 1FMYU04121KB28137

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).
- 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 Recquired Vehicle Department (RAV). In order to accelerate this process, please have Mr. Nalepa sign the authorization below.

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

(X) _____ Acct# _____

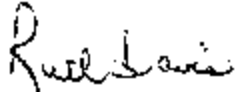
Lending Institution's Phone# _____



Page 2

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

Respectfully yours,

A handwritten signature in cursive script that reads "Ruth Davis".

Ruth Davis
Consumer Affairs



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) 540-8158
P (215) 540-8117

www.lemonlaw.com

JACQUELINE C. HERNITT*
ROBERT A. RAPKIN
VIVIAN BENZ PEIKIN*
AMY D. COX*
LOUIS DOBI, JR*
SHANNON M. RYAN*
DANA TARQUENT*

GLENN I. GERBER
of Counsel

April 15, 2002

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

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

RE
2001 Ford Escape

Dear Ms. Davis:

Thank you for your April 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 \$583.00 mileage charge (See attached first RO). 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

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CID#	STATUS
15	04/05 15:14	215 540 8817	EC-S	01'05"	005	025	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: 04/05/2002

Number of Pages: 5
(including cover)

COMMENTS: Melanie Stanish &

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
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Date: 04/05/2002

Number of Pages: 5
(including cover)

COMMENTS: Melanie Stanish &

Mail Address:

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

Ford Motor Company

Consumer Affairs

April 5, 2002

Sent via Fax

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

RE: 7
2001 Ford Escape
VIN: 1FMYU04121KB28137

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 C. Harper 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.
- ◆ 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.



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.

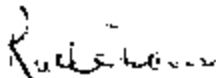
Ford will provide:

- ◆ 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: 15-MAR-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	
1FMYU04121KB28137	M1		T/M1	T/F	T/WD	T/BF	T/P	AJ	T/DJ	T/LD	10-04-01	26-06-01	144014	USA	6	Q41	7C05	FOAZ	14N089	A	S11	V42	D21	42
AWS Claim Key: 5471501		Doc #: 114339A	Trx Code: 907		Labor Hrs: 0		Labor Cost: 0		Mater Cost: 0		Total Cost: 0		Reg Cd: NA Repr Date: 03-DEC-2001 DIST(Mile): 3830											
Dir Cd-Sub Cd: 07480*		Name: BABE CHARAPP FORD		Tech Comments: GOES AROUND THE BEND STALLED ROAD TEST. WDS TEST. NO CODES. CHECK OASIS MESSAGE 15434. REPLACE POWER RELAY BCC. CHECK IAC SOLENOID, OK. ROAD TEST RETEST. (1)																				
1FMYU04121KB28137	M1		T/M1	T/F	T/WD	T/BF	T/P	AJ	T/DJ	T/LD	10-04-01	26-06-01	144014	USA	6	T05	2E03	*	9F715	*	S11	V42	D21	42
AWS Claim Key: 5581179		Doc #: 114481A	Trx Code: 907		Labor Hrs: 1.8		Labor Cost: 107.43		Mater Cost: 0		Total Cost: 107.43		Reg Cd: NA Repr Date: 06-DEC-2001 DIST(Mile): 5952											
Dir Cd-Sub Cd: 07480*		Name: BABE CHARAPP FORD		Tech Comments: SHUTTING DOWN NO WARNING JUST DOES IT WAS JUST IN ON 12.5 AND WE REPLACED THE POWER RELAY WDS TEST. NO CODES. CHECK OASIS. MESSAGE 15434. CHECK GROUND 104, 105, 101, OK. CHECK CONNECTOR 270 A, B, C, D, OK. CALLED HOTLINE/TOM SAID TO CHECK GROUNDS 104, 105, 101, OK. SET BASE IDLE. USB NGS. IAC AND TP PIDS. SET AT 32 PERCENT IAC. ROAD TEST, OK. (2)																				
1FMYU04121KB28137	M1		T/M1	T/F	T/WD	T/BF	T/P	AJ	T/DJ	T/LD	10-04-01	26-06-01	144014	USA	8	T07	2G04	*	12A650	*	S11	V42	D21	42
AWS Claim Key: 6669325		Doc #: 116083A	Trx Code: 907		Labor Hrs: .8		Labor Cost: 47.75		Mater Cost: 0		Total Cost: 47.75		Reg Cd: NA Repr Date: 30-JAN-2002 DIST(Mile): 7610											
Dir Cd-Sub Cd: 07480*		Name: BABE CHARAPP FORD		Tech Comments: CAR IS STALLING SHUTTING DOWN WHILE DRIVING. CHECK IAC PERCENT. CHECK OASIS. REPROGRAM PCM. (3)																				

3/15/02

SM - doesn't think it is repaired / customer does not want that too.

Any comments? You can contact



webmaster

FAX COVER SHEET

BABE CHARAPP FORD
637 EDEN PARK BLVD
MCKEESPORT, PA. 15132

4127512100 PHONE
4127510100 FAX

SEND TO Company name	From BABE CHARAPP FORD
Attention	Date
Office location	Office location
Fax number	Phone number

- Urgent
 Reply ASAP
 Please comment
 Please review
 For your information

Total pages, including cover: 11

COMMENTS

BABE CHARAPP FORD



837 EOEN PARK BLVD.
McKEESPORT, PA 15122
(412) 781-2130
(412) 482-7455

ELI... PA

SERVICE ADVISOR RACHEL PAGLEY

DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CLMT. NO	TAG NO.	P.C. NO.	SALES	INVOICE NO.
03DEC01	628137	1FMYD04131KB28137	33510	T475		03DEC01	114339
YEAR	MAKE & MODEL	TELEPHONE NO	CYCLE PAY	DRIVING	REPAIR	IN	
01	FORD ESCAPE		VAR	26JUN01	91	129	
MILEAGE OUT	LICENSE AN						
435							

113 AROUND THE BEND STALLED
 1135 ROAD TEST. WDS TEST. NO CODES. CHECK
 OASIS MESS AGE 15434. REPLACE POWER
 RELAY EEC. CHECK IAC & OLENOID, OK. ROAD
 TEST. RETEST.
 26500 EEC - (QUICK TEST) - DIAGNOSIS - L
 174 DENNIS POHODICH LIC#: 174
 W99
 114N089 REPLACE POWER RELAY
 174 DENNIS POHODICH LIC#: 174
 W99
 1 FOAZ*14N089*A BRKT
 ABS-RLY MING
 D21 42
 114: FOAZ*14N089*A
 114T:
 114M TYPE:
 114I CODES:
 114S
 114ST. WDS TEST. NO CODES. CHECK OASIS
 114S 15434. REPLACE POWER RELAY EEC. CHECK
 OLENOID, OK. ROAD TEST. RETEST.
 IF YOU LIKE A WALK-AROUND WHILE YOUR
 VEHICLE IS HERE FOR

(N/C)
(N/C)
(N/C)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I hereby authorize the repair work to be done on the vehicle along with the necessary labor and parts and I am responsible for the loss of damage to the vehicle in case of fire, theft, or any other cause beyond the control of the dealer, including any delay in parts shipment or any other cause. I hereby agree you order your equipment and parts for the vehicle be installed on the vehicle. I understand for the purpose of having your mechanic's fee to include labor and parts. I agree the amount of repair charges.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

X



ELIZABETH, PA

SERVICE ADVISOR RACHEL PAGLEY

637 EDEN PARK BLVD.
McKEESPORT, PA 15132

(412) 781-3100
(412) 482-7814

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CURT NO.	TAX NO.	P.O. NO.	DATE	INVOICE NO.
03DEC01	628137	1FMYU04121KB28137	33510	T475		03DEC01	114839
MAKE	YEAR	MAKE & MODEL	TELEPHONE NO.	TYPE OF LABOR BAY	BOOKING DATE	WORKSHEET NO.	BY
		01 FORD ESCAPE		VAR	26JUN01	91	129
MESSAGE IN	MESSAGE OUT	LICENSE NO.					
9930	5815						

SERVICE YES NO
 WOULD YOU LIKE A WALK-AROUND WHILE
 YOUR VEHICLE IS HERE FOR
 SERVICE YES NO
 174 DENNIS FORDICH LIC# 174
 CP 0.00 0.00

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS OIL LUBE	
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

I hereby acknowledge receipt of a copy of this invoice and the contents thereof and the amount of charges thereon. I understand that the vehicle is being repaired and I agree to pay for the purpose of repairs. I understand that the amount of repair charges is \$0.00.

ASK ABOUT OUR SERVICE MENU
 WE ARE A BLUE OVAL CERTIFIED FORD DEALER
 THE ONLY WARRANTIES APPLYING TO THIS PART(S)
 ARE THOSE WHICH MAYBE OFFERED BY THE MANUFACTURER.
 THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES OTHER THAN THOSE OF THE MANUFACTURER.

EXTRA PAGE. 003

TURER. THE SELLING DEALER HEREBY EXPRESSLY DIS-
CLAIMS ALL WARRANTIES EITHER EXPRESSED OR
IMPLIED, INCLUDING MERCHANTABILITY OR FITNESS.

SERVICE FILE COPY

MAR 28 2002 10:34

412

PAGE 01

ER02-027 1025

EMP 17

(W)



ELIZABETH, PA

SERVICE ADVISOR RACHEL PAGLEY

637 EDEN PARK BLVD.
McKEESPORT, PA 15132

(412) 781-2130
(412) 684-7600

INVENTORY NO.	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUSTOMER NO.	FAO NO.	P.O. NO.	INVOICE NO.
1	03DEC01	528137	1FMYTJ04121KH2H137	33510	T478		
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DEPT. FOR LABOR BAY	DEPT. NO.	NO.
		01	FORD ESCAPE		VAR	26JUN01	91 129
INBOUND IN	INBOUND OUT	LICENSE NO.					
5835	5835						

OIL AND FILTER CHANGE. CHECK ALL FLUIDS AND TOP OFF WIPER WASHER FLUID

O/F OIL AND FILTER CHANGE. CHECK ALL FLUIDS AND TOP OFF WIPER WASHER FLUID

209 GAMBLE, JOSEPH LIC# 209

CP

9.75

9.75

6.89 4.65

1.75 1.71

8.75

TRUCK BIELAK

CHECK AIR FILTER

CP

209 GAMBLE, JOSEPH LIC# 209

CP

0.00 0.00

FILTER IS OK

WOULD YOU LIKE A WALK-AROUND WHILE YOUR VEHICLE IS HERE FOR SERVICE

YES NO

WOULD YOU LIKE A WALK-AROUND WHILE YOUR VEHICLE IS HERE FOR SERVICE

YES NO

209 GAMBLE, JOSEPH LIC# 209

CP

0.00 0.00

TIRE ROTATION

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS OIL WAX	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGE	
LESS BALANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I hereby authorize the repair work herein and agree with all reasonable limitations and conditions hereon for use of the vehicle or any part thereof. I understand that I am responsible for the payment of any bills for the repair of my vehicle and for the payment of any taxes and fees which may be assessed against me. I understand that the amount of repair charges is the amount of repair charges.

I HEREBY AGREE TO THE TERMS OF A G.P. ORDER

X

Mc Bate Josi



ELIZABETH, PA

RACHEL PAGLEY

837 EDEN PARK BLVD.
McKEESPORT, PA 15132

(412) 781-3130
(412) 482-7655

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CITY NO.	TRK NO.	P.O. NO.	INVOICE NO.	INVOICE NO.
03DEC01	628137	1FMYU04121KB26137	33510	T478		03DEC01	114352
TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	TIME FOR LABOR	REPAIR DATE	FINANCE PT.	BY
		01 FORD ESCAPE		VAR	26JUN01	91	129
INVOICE NO.	INVOICE OUT	LICENSE NO.					
5835	5835						

IF TYPE ROTATION
209 CABLE, POWER LOCK: J04
CP 11.95
11.95
1.25
OTHER PAY, SHOP MATERIALS FOR REPAIR ORDER

INVOICE FROM

DESCRIPTION	TOTALS
LABOR AMOUNT	21.70
PARTS AMOUNT	13.20
GAS, OIL, FLUIDS	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.25
TOTAL CHARGES	36.15
LESS INSURANCE	0.00
SALES TAX	2.53
PLEASE PAY THE AMOUNT	38.68

I hereby authorize the dealer to repair my car using the replacement parts and labor as specified on this invoice. I understand that I will be responsible for any damage to my car or any other loss or expense incurred as a result of the repair. I understand that I will be responsible for any damage to my car or any other loss or expense incurred as a result of the repair. I understand that I will be responsible for any damage to my car or any other loss or expense incurred as a result of the repair.

ASK ABOUT OUR SERVICE MENU
WE ARE A BLUE OVAL CERTIFIED FORD DEALER
THE ONLY WARRANTIES APPLYING TO THIS PART(S)
ARE THOSE WHICH MAYBE OFFERED BY THE MANUFACTURER.
THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING MERCHANTABILITY OR FITNESS.

SERVICE FILE COPY

882-827 1827



ELIZABETH, PA

RACHEL PAGLEY

637 EDEN PARK BLVD.
MCKEESPORT, PA 15137

(412) 751-2111
(412) 412-7111

DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	DATE	WORKSHEET
07DEC01	07DEC01	628137	1FMYU04121KB28137	33510	T639		07DEC01	114481
YEAR	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	REPAIR RATE	REPAIR DATE	REPAIR NO.	OR
		01	FORD ESCAPE		VAR	26JUN01	91	129
WORKSHEET	RELEASE OUT	LICENSE NO.						
5962	5961							

SHUTTING DOWN NO WARNING JUST DOES IT WAS JUST IN ON 12/3 AND WE REPLACED THE POWER RELAY

WDE TEST, NO CODES. CHECK OASIS. MESSAGE 15434. CHECK GROUND 104, 105, 101 OK. CHECK CONNECTOR 270 A B C D; OK. CALLED HOTLINE. TOM SAID 2650D EPC + (QUICK TEST) - DIAGNOSIS - L 174 DENNIS PORODICH LIC# 174 W99

1200A WIRING ASSEMBLY - REPAIR - L 174 DENNIS PORODICH LIC# 174 W99

129F15 ADDITIONAL TIME FOR DIAGNOSING STALL COND. REPLACE VALVE. 174 DENNIS PORODICH LIC# 174 W99

DI 42
PART# 92715
ACCNT
CLAIM TYPE:
WORTH CODE:
7063

REPAIR. NO CODES. CHECK OASIS. MESSAGE

(N/C)
(N/C)
(N/C)

DESCRIPTION	TOTALS
LARGE AMOUNT	
PARTS AMOUNT	
GAS, OIL, TUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS EXCHANGE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I hereby authorize the repair of my vehicle with the understanding that I am responsible for any damage which is done to the vehicle or for any delay in parts replacement. I hereby give you notice that I will not return my vehicle until I am notified by telephone for the purpose of making arrangements for the repair of my vehicle. I understand the amount of repair charges.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY OF THIS ORDER AND I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THIS ORDER.
X



ELIZABETH, PA

RACHEL PAGLEY

637 EDEN PARK BLVD.
McKEESPORT, PA 15132

(412) 761-3150
(412) 488-7000

DATE	DAY	STOCK NO.	VEHICLE IDENTIFICATION	QTY. NO.	TAG NO.	P.D. NO.	PRICE	FINANCE
07DEC01		628137	1FMYU04121KB28137	33510	T639		07DEC01	114481
TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CITY	STATE	ZIP	VAR	DATE
	01	FORD ESCAPE			VAR	26JUN01	91	129
PLATE	RELEASED OUT	LICENSE NO.						
912	5961							

CHECK GROUND 104, 105, 101, OK. CHECK
 INSPECTOR 270 A B C D, OK. CALLED HOTLINE. TOM
 TO CHECK GROUNDS 104, 105, 101, OK. SET
 IDLS. U BE RGS. IAC AND TP PIDS. SET AT
 PERCENT IAC. ROAD TEST, OK.
 WOULD YOU LIKE A WALK-AROUND WHILE YOUR
 VEHICLE IS HERE FOR
 SERVICE YES NO
 WOULD YOU LIKE A WALK-AROUND WHILE
 YOUR VEHICLE IS HERE FOR
 SERVICE YES NO
 74 DENNIS FOMODICH LIC# 174
 CP 0.00 0.00

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, FLUE	0.00
SUBLET AMOUNT	0.00
MSC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

I hereby authorize the...
 please call the...
 I hereby acknowledge receipt of a...

ASK ABOUT OUR SERVICE MENU
 WE ARE A BLUE OVAL CERTIFIED FORD DEALER
 THE ONLY WARRANTIES APPLYING TO THIS PART(S)
 ARE THOSE WHICH MAYBE OFFERED BY THE MANUFACTURER.
 THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS
 ALL WARRANTIES EITHER EXPRESSED OR IMPLIED,
 INCLUDING MERCHANTABILITY OR FITNESS.

8082-827 1828

EXTRA PAGE. 002

IMPLIED, INCLUDING MERCHANTABILITY OR FITNESS

SERVICE FILE COPY

MAR 28 2002 10:37

412

PAGE. 84

ER82-827 1030

VOIDED INVOICE PAGE 1



637 EDEN PARK BLVD. (412) 781-8100
MCKEESPORT, PA 15122 (412) 483-7800

CUSTOMER NAME		ADDRESS		CITY		STATE		ZIP	
JOAN GROVE		ROAD GROVE		MCKEESPORT		PA		15122	
DATE	TIME	STOCK NO	VEHICLE IDENTIFICATION	CART. NO	TAG NO	P.O. NO	SALES	INVOICE NO	
		628137	1FMYT04121KR28137	33510	T771		07MAR02	117165	
TIME READY	YEAR	MAKE & MODEL		TELEPHONE NO	CURT. BY	DATE	SALES		
		01 FORD ESCAPE			VAR	26JUN01			48
PLATE NO	REG. NO	LICENSE NO							

*** VOID INVOICE ***

WHILE DRIVING HAS BEEN 5 WEEKS SINCE
 LAST TIME IT HAPPENED
 STALLS WHILE DRIVING HAS BEEN 5 WEEKS
 SINCE LAST TIME IT HAPPENED
 VEHICLE. CONTACT FORD HOTLINE, TALKED TO
 SUGGEST CHECKING CONNECTORS, IAC, MASS-
 FLOW, EVAP TEST, KEY WIGGLE TEST.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, FLUIDS	0.00
SUBLET AMOUNT	0.00
WBC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

I hereby authorize the repair of my vehicle at the above address for the amount of \$0.00. I understand that I will be responsible for the balance of the bill if I do not pay the amount shown on this invoice by the date indicated. I agree to pay the amount shown on this invoice by the date indicated. I understand that I will be responsible for the balance of the bill if I do not pay the amount shown on this invoice by the date indicated. I agree to pay the amount shown on this invoice by the date indicated.

I HEREBY ACKNOWLEDGE RECEIPT OF

SERVICE FILE COPY

ERR2-027 1031

PAGE 1



ELIZABETH, PA

RACHEL BAGLEY

637 EDEN PARK BLVD McKEESPORT, PA 15132 (412) 781-2150 (412) 482-7850

DATE	TIME READY	STOCK NO.	VEHICLE IDENTIFICATION	CLERK NO.	TAX NO.	P.O. NO.	DATE	INVOICE NO.
01 FEB 02		628137	1PMY00M121K104137	43510	TR51		01 FEB 02	116083
YEAR	MARK & MODEL	TELEPHONE NO.	VEHICLE TYPE	DATE	PRICE	TAX		
01	FORD ESCAPE		VAR	26 JUN 01	01	129		
SALES OUT	LICENSE NO.							
7614								

IS STALLING SHUTTING DOWN WHILE DRIVING
 ROAD TEST. NGS TEST. NO OBDII. CHECK
 IAC PERCENT. CHECK OADIS. REPROGRAM
 PCM.

65500 SEC - (QUICK TEST) - DIAGNOSIS - L
 174 DENNIS POHOODICH LIC# 174
 W99 (N/C)

655045 PIN POINT TEST - DIAGNOSIS - L
 174 DENNIS POHOODICH LIC# 174
 W99 (N/C)

6550X1 SEC - (QUICK TEST) - DIAGNOSIS -
 L EXTRA TIME TO REPEAT FINAL QUICK
 TEST
 174 DENNIS POHOODICH LIC# 174
 W99 (N/C)

655084 PCM REPROGRAMMING - TEST - L
 174 DENNIS POHOODICH LIC# 174
 W99 (N/C)

D21 42
 M1 - 1 BAGED
 M TYPE
 M CODE

DESCRIPTION	TOTALS
LARGE AMOUNT	
PARTS AMOUNT	
GAS OIL TIRE	
WASLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS PAYMENT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I hereby authorize the sale of this vehicle with all accessories and equipment for cash or credit in full or on account as per terms of sale to party named herein and I agree to pay the balance of the purchase price for the vehicle herein described for the purpose of the motorist's bill of sale when the vehicle is sold.

I HEREBY APPROVE THIS SALE

X

SERVICE FILE COPY

ER82-027 1832

PAGE 2

BABE CHARAPP FORD



837 EDEN PARK BLVD.
McKEESPORT, PA 15132

(412) 751-3130
(412) 482-7994

PA
SACHEL PAGLEY

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CLERK NO.	TAG NO.	P.O. NO.	INVOICE NO.
01 FEB 82	628137	1FMYD04121KB28137	33510	T851		01 FEB 82 116083
TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CITY	STATE	ZIP
		01 FORD ESCAPE		VAR	26 JUN 01	91 129
INVOICE UNIT	LICENSE NO.					

TEST. NOS TEST. NO CODES. CHECK IAC
CHECK OASIS. REPROGRAM PCM.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS OIL LUBE	0.00
SUMLEY AMOUNT	0.00
MISC CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

I hereby acknowledge that I have been advised of the terms and conditions of the warranty which is being offered on this vehicle. I understand that the dealer is not responsible for the condition of the vehicle after it has been sold. I have read and understand the contents of the warranty and I agree to accept the vehicle as is. I have read and understand the contents of the warranty and I agree to accept the vehicle as is.

I HEREBY ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE WARRANTY WHICH IS BEING OFFERED ON THIS VEHICLE.

ASK ABOUT OUR SERVICE MENU
 WE ARE A BLUE OVAL CERTIFIED FORD DEALER
 THE ONLY WARRANTIES APPLYING TO THIS SALE
 ARE THOSE WHICH MAYBE OFFERED BY THE MANUFACTURER.
 THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED INCLUDING MERCHANTABILITY OR FITNESS FOR USE.

SFCHREMA

Recall/ONP Information

03/20/02 10:28:59

VIN: 1FAPP44491F134665
WSD: 12/19/00

Year: 2001

Model: MUSTANG
Build Date: 12/04/00

A	-----Campaign-----			Status	Dealer	
C	Number	Type	Description	Status	Date	Code
	00L12	L	TIRE	FORCED COMPLETION	11/21/01	AUTOC

F1=Help F7=Prev F8=Next F11=Menu F12=Return
MORE RECORDS AVAILABLE

LPREL331

SFCHREMA

Recall/ONP Information

03/20/02 10:35:55

VIN: 1FMYU04121KB28137 Year: 2001 Model: ESCAPE
WSD: 06/26/01 Build Date: 04/10/01

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

CSQI002

CQIS Indicator Summary

03/25/02 13:38:57

-->

1 of 1

Rpt#: 1LFHP012 NHL Rpt: 12/06/2001 Odom: 5,952 M
 Rvwd: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 2001 ESCAPE 4X4,XLT ,WAGON 1FMYU04121KB28137 Bld: 04/10/2001
 Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: A/C: YES
 Dealer Id: 07480 BABE CHARAPP FORD Ph#: (412) 751-2130
 State: Pennsylvania City: Mckeessport Orig/Caller: DENNIS POHODICH
 Symptom: 6 07 0 00 DRVABL,STALL/QUITS,OTHER-CODE NA,OTHER-CODE NA
 Addl Sym: STALL ON DECEL St: CCRG/EPRC: Rvwd: Dt:
 Fix: Y Caus. Comp: -- Condition Code:
 Hotliner: TBRUGGER Phone: 313 317-4384 Regn Cd: 44 Pittsburgh - 44
 Engineering: Phone: TAR:
 Dir Contact: Phone: Title Cde: T

ON ISM BELOW.

ISM 02-01-070 INT STALL,PERFORM SSM 15589,CK VMV STICKING,TEST EVAP

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				

10018-BOTTOM OF DATA LPREL361

CSQI002

CQIS Indicator Summary

03/25/02 13:38:25

==> 1 of 1
Rpt#: 1LFHP012 NHL Rpt: 12/06/2001 Odom: 5,952 M
Rvwd: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
Vehicle: 2001 ESCAPE 4X4, XLT, WAGON 1FMYU04121KB28137 Bld: 04/10/2001
Engine: 3.0L DUR Calb: OM11A30A Trans: CD4E E Axle: A/C: YES
Dealer Id: 07480 BABE CHARAPP FORD Ph#: (412) 751-2130
State: Pennsylvania City: McKeesport Orig/Caller: DENNIS POHODICH
Symptom: 6 07 0 00 DRVABL, STALL/QUITS, OTHER-CODE NA, OTHER-CODE NA
Addl Sym: STALL ON DECEL St: CCRG/EPRC: Rvwd: Dt:
Fix: Y Caus. Comp: -- Condition Code:
Hotliner: TBRUGGER Phone: 313 317-4384 Regn Cd: 44 Pittsburgh - 44
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: T
REPAIR TECH STATES CUSTOMER COMPLAINING THAT VEHICLE STALLS WHILE DRIVING,
MOSTLY ON RIGHT HAND TURNS. TECH CAN NOT DUPLICATE. TECH STATES HE
FOLLOWED THE SSM TO NO AVAIL. SEEKING ADVICE.
RECOMM SSM 15434 R&R EEC PWD RELAY W/ P0AZ-14N089-A, CK CONN PINS ALSO
ADVISED TECH TO SET BASE IDLE SO IAC READS 32% ON WARM IDLE, VERIFY
TP AT CLOSED THROTTLE, CLEAR KEEP ALIVE MEMORY AND RETEST.
TECH/C 01/08/2002 09:56AM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE
F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
10058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPREL361

CSQI002

CQIS Indicator Summary

03/25/02 13:38:49

==>

1 of 1

Rpt#: 1LFHF012 NHL Rpt: 12/06/2001 Odom: 5,952 M
 Rvwd: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 2001 ESCAPE 4X4, XLT, WAGON 1FMYU04121XB28137 Bld: 04/10/2001
 Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: A/C: YES
 Dealer Id: 07480 BABE CHARAPP FORD Ph#: (412) 751-2130
 State: Pennsylvania City: McKeesport Orig/Caller: DENNIS POHODICH
 Symptom: 6 07 0 00 DRVABL, STALL/QUITS, OTHER-CODE NA, OTHER-CODE NA
 Addl Sym: STALL ON DECEL St: CCRG/EPRC: Rvwd: Dt:

Fix: Y Caus. Comp: Condition Code:

Hotliner: TBRUGGER Phone: 313 317-4384 Regn Cd: 44 Pittsburgh - 44

Engineering: Phone: TAR:

Dlr Contact: Phone: Title Cde: T

TECH/C 01/08/2002 09:56AM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE

SET IAC AT 32% AT HOT IDLE

REPAIR 03/07/2002 08:11AM BENJAMIN UFIMZEFF MSS - FCSD - TECH SVC HOTLINE

TECH STATES THE VEHICLE HAS A STALL ON DECEL. HAS REPROGRAMMED THE PCM

AND REPLACE THE IAC AS PER SSM. HAS NOT CHECKED THE PCM POWER RELAY.

RECOMM ADVISED TECH TO REPLACE THE PCM POWER RELAY AS PER SSM, INFORMED TECH

ON ISM BELOW.

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

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

I0058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPREL361

2002

1392473301 PHILADELPHIA

ER02-027 1639

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHG#	STATUS
27	10/23	11:46	215 548 8817	EC-S	00'17"	001	108	OK

Ford Motor Company

Consumer Affairs

October 23, 2002

Mr. Michael Power
Power & Associates
117 Wilmington Pike, Suite 200
Glen Mills, PA 19342

RE:
2002 Ford Escape
VIN: 1FMCU041X2HA39251

Dear Mr. Silverman:

This letter is in response to your letter dated October 1, 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

Ford Motor Company

Consumer Affairs

October 23, 2002

Mr. Michael Power
Power & Associates
117 Wilmington Pike, Suite 200
Glen Mills, PA 19342

RE:
2002 Ford Escape
VIN: 1FMCU041X2KA39251

Dear Mr. Silverman:

This letter is in response to your letter dated October 1, 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. Papalia
Consumer Affairs

SFCHNAMA

Add Action

10/17/02 15:45:32

==>

VIN: 1FMCU041X2KA39251 Year: 2002 Model: ESCAPE
 Name:
 Trmt: Case: 1392473301
 Issue Type: 07 LEGAL Issue Status: C ACKNOWLEDG
 Comm Type: FX FAX Odometer Reading: 10000
 Dealer: 01373 GARNET FORD INC Odometer Type: MI
 Symptom Desc: STALL/QUITS AT CRUISE ALL ENGI 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 THE CSM OFFERED CUSTOMER A
 PREMIUMCARE BSP AND ONE MONTH REFUND FOR A CAR PAYMENT DUE T
 O THE ONE TIME THE VEHICLE WAS IN THE SHOP FOR A STALLING CO
 NCERN. LPA HAS DENIED CUSTOMER'S REQUEST FOR A BUYBACK WE S
 UPPORT THE OFFER THE CSM MADE TO THE CUSTOMER....*****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 Online Report

Run Date: 09-OCT-2002

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DOR	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PRSF	BASE	SUFF	VRT	VFG	CCC	CD	
1FMCU041X2KA39251	MI	T/M	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	14-09-01	22-10-01	116027	USA	1	*	2B03	VF12	9F715	AA	S11	V42	D21	42	
AWS Claim Key:	317035	Doc #:	08815351	Trx Code:			S07	Labor Hrs:	1.4	Labor Cost:			102.85	Material Cost:	48.44	Total Cost:	151.29							
Dir Cd-Sub Cd:	01373-	Name:	GARNET FORD INC	Ph:	610-3585600	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	12-NOV-2001	DIST(Mile):	682									
Cost Comments:	CUSTOMER STATES THAT THE WHILE DRIVING 40MPH THE VEHICLE STALLED CHECK ALL TSSBS																							
Tech Comments:	INOP EEC (QUICK TEST) DIAGNOSIS																							
1FMCU041X2KA39251	MI	T/M	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	14-09-01	22-10-01	116027	USA	1	*	2G04	*	1ZA650	*	S11	V42	D21	42	
AWS Claim Key:	425443	Doc #:	08834651	Trx Code:			S07	Labor Hrs:	6.6	Labor Cost:			484.84	Material Cost:	0	Total Cost:	484.84							
Dir Cd-Sub Cd:	01373-	Name:	GARNET FORD INC	Ph:	610-3585600	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	12-NOV-2001	DIST(Mile):	682									
Cost Comments:	CUSTOMER STATES THAT THE ESCAPE STALLS WHEN DRIVING RE CHECK TECH 115																							
Tech Comments:	INOP M TIME TO PERFORM EXTENSIVE ROAD TESTS AND CK IAC AND BATTERY																							
1FMCU041X2KA39251	MI	T/M	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	14-09-01	22-10-01	116027	USA	1	*	6Y20	*	MISC	*	SXX	V00	D2*	82	
AWS Claim Key:	430809	Doc #:	08834652	Trx Code:			P01	Labor Hrs:	0	Labor Cost:			0	Material Cost:	0	Total Cost:	668							
Dir Cd-Sub Cd:	01373-	Name:	GARNET FORD INC	Ph:	610-3585600	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	12-NOV-2001	DIST(Mile):	682									
Cost Comments:	REIMBURSEMENT FOR 1 MONTHS PAYMENT WHILE CAR WAS BEING REPAIRED APPROVED BY CSM RITA MURPHY																							
Tech Comments:	REFUND REFUND REQUEST FOR MONTHLY CAR PAYMENT																							
1FMCU041X2KA39251	MI	T/M	T/F	T/WB	T/EF	T/F	AJ	T/DJ	T/LD	14-09-01	22-10-01	116027	USA	1	*	6Y20	*	MISC	*	SXX	V00	D2*	82	
AWS Claim Key:	430810	Doc #:	08834653	Trx Code:			P01	Labor Hrs:	0	Labor Cost:			0	Material Cost:	0	Total Cost:	810.9							
Dir Cd-Sub Cd:	01373-	Name:	GARNET FORD INC	Ph:	610-3585600	St:	PA	City Cd:	USA	Reg Cd:	NA	Repr Date:	12-NOV-2001	DIST(Mile):	682									
Cost Comments:	REIMBURSEMENT FOR FORD WARRANTY 5 YEAR 75000 MILE PREMIUM CARE																							
Tech Comments:	REFUND REFUND																							

Any comments? You can contact

ERR2-EZ7 10/03

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGE	COND#	STATUS
17	10/02	15:00	916105508220	S	00'02"	000	092	BUSY

Ford Motor Company

Consumer Affairs

*Sent Via Fax

October 8, 2002

Mr. Michael Power
Power & Associates, P.C.
117 Wilmington Pike, Suite 200
Glen Mills, PA 19342

RE:
2002 Ford Escape
VIN: 1FMCU041X2KA39251

Dear Mr. Power:

I am in receipt of your letter dated October 1, 2002. A review of your client's claim has been initiated and I will update you with the findings from our investigation as soon as possible.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 845-5645 or by fax at (313) 845-5645.

Respectfully yours,

Catherine A. Papalia
Consumer Affairs

EP02-027 1044

Ford Motor Company

Consumer Affairs

*Sent Via Fax

October 8, 2002

Mr. Michael Power
Power & Associates, P.C.
117 Wilmington Pike, Suite 200
Glen Mills, PA 19342

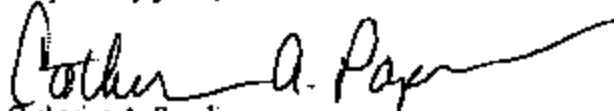
RE:
2002 Ford Escape
VIN: 1FMCU041X2KA19251

Dear Mr. Power:

I am in receipt of your letter dated October 1, 2002. A review of your client's claim has been initiated and I will update you with the findings from our investigation as soon as possible.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 845-5645 or by fax at (313) 845-5645.

Respectfully yours,


Catherine A. Papalia
Consumer Affairs

EA02-027 1045



Action Detail

VIN: 1FMCU041X2KA39251	Year: 2002	Model: ESCAPE	Case: 1392473301
Name:	Owner Status: Original	WSD: 2001-10-22	
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: GARNET FORD INC	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 01373	
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND			
Odometer: 10000 MI	Comm Type: MAIL		
Action Date: 10/07/2002	Action Time: 15:53:25:177	Action Date: Yes	
Analyst Name: Leich, Cherie	Analyst: CLEICH		

COMMENTS: *****ATTORNEY DEMAND***** DATE STAMPED 10-07-02 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS STALLING CONCERNS. ATTORNEY DEMANDS CONTACT WITH FORD REPRESENTATIVE.

E982-827 1846

Customer Info

Customer:	Primary Phone	Secondary Phone:
Address:		DE 19707 -2316
Country: USA	Language: EN	
Cell Phone:	Pager:	
Preferred Contact method:	Fax:	
Preferred Contact Time:	Email:	

EA02-827 1847

VIN	Year	Model	Vehicle List	Owner Status	Vehicle Info
			Sales Type		Costs
1FMCU041X2KA39251	2002	ESCAPE	X PLAN RTL	Original Owner	Warranty History
		Open Issues Exist			

ERR2-027 1048

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
16-PHILADELPHIA	16-PHILADELPHIA	A	81	01373	F16027
Dealer Name:		GARNET FORD INC			
Dealer Address:		1610 WILMINGTON WEST CHESTER P CHADDS FORD PA 19317			
Dealer Main Phone:		610-358-5800	Dealer Service Phone:		610-358-5600
Position			Employee Name		
DEALER/PARTNER			BRADLEY HENDRIXSON		
PARTS MANAGER			ROBERT MIGNONE		
SALES MANAGER			PHILIP R HENDRIXSON		
SERVICE MANAGER			IRA J BURGIS		

Service Hours 7 AM - 9 PM MON-THUR FRI-7A.M.-6P.M SAT 8A.M.-12

Directions

Trained Y

Additional Information

EP02-027 1848

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMCU041X2KA39251	Vehicle Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	063875087
Model Year:	2002	Market Derived:	T/P - FORD DIVISION DERIVATIVE	Body Sheet:	*
Vehicle Type:	T	Drive Code:	T/P - 4 WHL L/H FULL TIME DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI
Inv. Dealer:	01373	Body Cab Style:	T/W8 - 5 DOOR LIGHT TRUCK	Transmission:	T/DJ - 4 SPD AUTO TRANS
Vehicle Status Code:	Y	Version/Serial:	T/SF - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 14-SEP-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 116027 - *
 Country: USA - ##### Selling Div St/Prov: PA
 Buyer St/Prov: DE

Arrival Date: 24-SEP-2001 Red Carpet Lease: *
 Sale Date: 22-OCT-2001 Fleet/Batch/Ca. Lease: R
 Warranty Start Date: 22-OCT-2001 Modified Vehicle: * Vehicle Count Flag: Y
 Orig Warranty Date: 22-OCT-2001 Reacquired Vehicle: * Vehicle Export Flag: N

YOC/EOC:

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

00420039251101 7 6 4 2 0982019 98 882 469 63 N63 2X5 5 450A2M 16A027E 3 TL N23 4 3 2 11

FNCKQ2 400A 914PA 63

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	C
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	BB - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Passr Side):	BB - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	* - [N/A]
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code:	DM11A3GA	Sound System:	AA - L695 UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Single Tandem Axle:	
Color(Trim):	000ZX -	Tire Manufacturer:	AP -
Delivery Type:	X	Tire Brand:	A308453 -
Driveshaft 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 Base:	

ER02-027 1050

TIRE DOT INFORMATION:

LF: A3084533301 RF: A3084533301
LR: A3084533301 RR: A3084533301
LI: * RI: *

SPARE: HY8A1R83301 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	*.*
ESP Coverage(Miles):	075	Emission Cert Type:	S
ESP Coverage(Time):	060	Emission Decal Suffix:	JDM
ESP Plan Year:	2001	Engine Family:	2FMXT030LF6
ESP Signature Date:	17-DEC-2001		

Any comments? You can contact



webmaster

ER02-027 1051

CASE#
139 24733 01

POWER & ASSOCIATES, P.C.

Attorneys at Law

THE SPEAKMAN HOUSE
117 WILMINGTON PIKE, SUITE 200
OLEN MILLS, PA 19343

(610) 558-6220
FAX (610) 558-7861

MICHAEL D. POWER
THOMAS F. KLOSINSKI

Region 11
Catherine
SECTION

ONE ORBENTREE CENTRE
SUITE 201
MARLTON, NJ 08053
(856) 616-0086

2 MY-7
October 1, 2002 9:28

Ford Consumer Affairs Section
Owner Relations Operations
16800 Executive Plaza
MD #3 NE-B
Dearborn, MI 48126-42070

Re: Notice Of Representation
Client:
Vehicle: 2002 Ford Escape
Vin #: 1FMCU041X2KA39251
Date of Purchase: 10/22/01
Present Mileage: 10,000 (+ or -)
Selling Dealer: Garnet Ford, Inc.

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 #2760
encs:

GARNET FORD INC.
 Routes 1 & 202, P.O. Box 648
 Chadds Ford, PA 19317
 (810) 358-8800



IN NO. 1715704122EA39251 KEY NO. FA 93X FB N

PURCHASER'S NAME ROCKESSIN DATE 10/22/01
 ADDRESS _____ DE _____ ZIP CODE _____
 RESIDENCE PHONE _____ BUSINESS PHONE _____ SALESPERSON LEONARD WHITE

ENTER MY ORDER FOR FOR 02 ESCAPE 4DR SP 6 TL X _____ 24015
 MAKE YA. MODEL BODY CYL. COLOR NEW USED STOCK No.

<input type="checkbox"/> BE DELIVERED ON OR ABOUT	<u>10/22/01</u>
Price of Unit	<u>23,330.80</u>
Transportation	
Additional Equipment (options)	
Price of Vehicle	<u>23,330.80</u>
Factory Rebate	<u>N/A</u>
Trade-in Value	<u>N/A</u>
Difference	<u>23,330.80</u>
Lease Contract	
Protection Plan	<u>N/A</u>
TOTAL TAXABLE AMOUNT	<u>23,400.00</u>
Sales Tax	<u>643.00</u>
LIENSE, TITLE AND REGISTRATION FEES <small>NEW OR TRANSFER</small>	<u>10.00</u>
DOCUMENTATION FEE	<u>59.74</u>
FINANCED PAY-OFF ON TRADE-IN	<u>N/A</u>
CASH PAYOFF ON TRADE-IN	
TOTAL DUE	<u>\$ 24,023.54</u>
Order with Order	<u>N/A</u>
One Day Drive	<u>N/A</u>

NEW VEHICLE
 TERMS & CONDITIONS
 WARRANTY: "THE PRINTED NEW VEHICLE WARRANTY OF THE MANUFACTURER DELIVERED TO THE BUYER WITH THE SALE OF THIS VEHICLE, AND WHICH THE BUYER ACKNOWLEDGES, IS THE ONLY WARRANTY APPLICABLE TO THE SALE OF THIS VEHICLE. ADDITIONAL COPIES OF THE MANUFACTURER'S WARRANTY MAY BE OBTAINED FROM THE MANUFACTURER OR THE DEALER BY REQUESTING COPIES OF THE SAME."
 DISCLAIMER: THERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE MADE BY THE SELLER HEREIN EXCEPT THE WARRANTIES OF THE MANUFACTURER. THE MANUFACTURER'S WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED; AND ANY DISPUTE ARISING UNDER THE TERMS OF SAID WARRANTY SHALL BE DETERMINED SOLELY BY THE BUYER AND THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLING DEALER SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. Some states do not allow the exclusions or limitation of incidental or consequential damages, so the preceding limitation or exclusion may not apply to you.

USED VEHICLE
 AS IS
 THIS MOTOR VEHICLE IS SOLD AS IS WITHOUT ANY WARRANTY EITHER EXPRESSED 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.
 OR
 THE ONLY DEALER WARRANTY ON THIS VEHICLE IS THE LIMITED WARRANTY WHICH IS ISSUED WITH AND MADE A PART OF THIS CONTRACT.

Tag # 0049011 Expiration Date _____
 TRADE-IN DESCRIPTION AND ALLOWANCE
 Year _____ Make _____ Model _____
 Gen'l No. _____ Mileage _____
 Title No. _____ Stock No. _____
 Payoff To: _____

Insurance Co **NATIONWIDE GENERAL INSURANCE**
 Policy # _____
 Agent J KOZIOL (302) 234-5430
FORKLIN RD ROCKESSIN DE 1970
 Address _____
 Effective Dates - From _____ To 01/02/02
 Ded. Coll. _____ Ded. Comp. _____ Talked To _____

PROTECTION GROUP	
EXTENDED SERVICE PLAN	<u>N/A</u>
Months _____ Mileage _____	
Rust Proof	<u>N/A</u>
Paint Protection	
Special Floor & Panel Pkg.	
Fabric Protection	<u>N/A</u>

Factory Rebate	N/A	Tag #	0049011	Expiration Date	
Less Trade-in Value	N/A	TRADE-IN DESCRIPTION AND ALLOWANCE			
Net Difference	23,330.80	Year	Make	Model	
Service Contract		Serial No.	Mileage		
Protection Plan	N/A	Title No.	Block No.		
		Payoff To:			
	N/A	Insurance Co.	NATIONWIDE GENERAL INSURANCE		
TOTAL TAXABLE AMOUNT	23,400.00	Policy #			
Sales Tax	648.00	Agent	J KOZIOŁ	(302) 234-5430	
		Address	YORKLYN RD	MULLESTON	DE 1970
LICENSE, TITLE AND REGISTRATION FEES <small>NEW OR TRANSFER</small>	10.00	Effective Dates - From	To 01/02/02		
DOCUMENTATION FEE	39.72	Del. Coll.	Del. Comp.	Talked To	
	N/A	PROTECTION GROUP			
ESTIMATED PAY-OFF ON TRADE-IN	N/A	EXTENDED SERVICE PLAN	N/A		
ACTUAL PAYOFF ON TRADE-IN		Months	Mileage	N/A	
		Rust Proof	N/A		
		Paint Protection	N/A		
TOTAL DUE	\$ 24,023.52	Special Plur & Paint Pkg.	N/A		
Deposit with Order	\$ N/A	Fabric Protection	N/A		
Balance Due Date	\$ N/A		N/A		
Total Down Payment	\$	TOTAL	N/A		
AMOUNT FINANCED	24,023.52	LIQUIDATED DAMAGES. IN THE EVENT OF CANCELLATION OR BREACH OF THIS AGREEMENT BY THE BUYER, THE DEALER SHALL BE ENTITLED TO RETAIN AS LIQUIDATED DAMAGES THE SUM OF \$ _____ BUYER HEREBY ACKNOWLEDGES THE ABOVE PROVISION.			
		Buyer's Signature			

Purchaser agrees that this Order on the face and reverse side hereof and any attachments hereto includes all of the terms and conditions, that this Order cancels and supersedes any prior agreements and as the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this Order. I also certify that I am eighteen years of age or over.

ACCEPTED BY *[Signature]* DATE 10/22/01 N
DEALER OR HIS AUTHORIZED REPRESENTATIVE DATE N PURCHASER'S SIGNATURE
N CO-PURCHASER'S SIGNATURE

PENNSYLVANIA SIMPLE INTEREST VEHICLE RETAIL INSTALLMENT CONTRACT

DATE

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

CREDITOR (Seller Name and Address)

NEW CASTLE DE

GARNET FORD INC
ROUTE 1 AND 202, P.O. BOX 648
CHADDS FORD PA 19317

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/Used	Year and Make	Model	GVW if Truck (lbs.)	Vehicle Identification Number	Use For Which Purchased
NEW	2002 FORD	ESCAPE		1FMCU041X2KA39251	<input type="checkbox"/> Personal <input type="checkbox"/> Agricultural <input type="checkbox"/> Commercial

Trade-in	Year and Make	Gross Allowance	Amount Owing
		N/A	N/A

ITEMIZATION OF AMOUNT FINANCED

1. Cash Price	\$ 23330.80 (1)
2. Down Payment	
Third Party Rebate Assigned to Creditor	\$ N/A
Cash Down Payment	\$ N/A
Trade-In	\$ N/A
Total Down Payment	\$ N/A (2)
3. Unpaid Balance of Cash Price (1 minus 2)	\$ 23330.80 (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
To Public Officials (i) for license (\$ 10.00), title (\$ N/A), & registration (\$ N/A) fees \$ 10.00;	
(ii) for filing fees \$ N/A;	
(iii) for taxes (not in Cash Price) \$ 643.00	\$ 643.00
To _____ for Messenger Service	\$ N/A
To _____ for _____	\$ N/A
To GARNET FORD INC for DOC. FEE	\$ 39.72
To _____ for _____	\$ N/A
Total	\$ 692.72 (4)
5. Amount Financed (3 plus 4)	\$ 24023.52 (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 downpayment
0.00%	\$ N/A	\$ 24023.52	\$ 24023.52	\$ 24023.52

Payment Schedule	Number of Payments	Amount of Each Payment	When Payments are Due
Your payment schedule will be:	1 first	\$ 667.32	DEC 6TH 2001

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

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.

Family Life
 Fidelity Credit Life Insurer
 Premium \$ N/A Insured(s) _____
 Signature _____

Credit
 Disability Insurer
 Premium \$ _____ Insured _____
 Signature _____

Type of Insurance _____ Term _____
 Insured _____ 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 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 specified 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 Collision
- Fire-Theft-Combined Additional Coverage
- Towing and Labor
- Term _____ Months (Estimate)
Premium \$ _____

THE COST OF YOUR credit as a yearly rate	cost you	you or on your behalf	paid when you have made all scheduled payments	credit, including your downpayment
0.00%	N/A	\$ 24023.52	\$ 24023.52	\$ 24023.52

Payment Schedule

Your payment schedule will be:

Number of Payments	Amount of Each Payment	First Payment Due
35	\$ 667.32	DEC 6TH 2001
1 final	\$ 667.32	

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 made in writing and signed by you and the Creditor.

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 financial interests.

(CO) BUYER SIGNS

Buyer acknowledges receipt of a completely filled in copy of this contract at the time of signing.

Buyer Signs: _____ (CO) Buyer Signs: _____

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.

Seller: GARNET FORD INC By _____ Title _____

BUYER'S COPY

FC 17837-SI Oct 00 (Previous editions may NOT be used) SEE BACK FOR ADDITIONAL AGREEMENTS

Type of Insurance	Term
Insurance	Premium

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 \$ N/A Deductible Collision

Fire-Theft-Combined Additional Coverage

Towing and Labor

Term _____ Months (Estimate)

Premium \$ N/A

QUESTIONS?



PLEASE CALL US AT 1-800-727-7000
 55-001



Motor Vehicle Registration Card

Good Only When Signed On Back And Officially Validated
VEHICLES MAY BE INSPECTED AND REGISTRATION REVIEWED ANYTIME WITHIN 90 DAYS BEFORE EXPIRATION
AND LATE FEE IS CHARGED FOR LATE REGISTRATION SUBMITTALS

SPECIAL TAG, IF ANY	ODOMETER MILEAGE 18	WINDOW DECALS	
PLATE AND REGISTRATION NO.	MANUFACTURER AND YEAR FORD 2002	MODEL SPE	DRIVE SHAFT 4W
TITLE DATE 11/01/2001	VEHICLE IDENTIFICATION NO. 1FMCU041X2KA39251	CLASSIFICATION	WEIGHT
EXPIRATION 10/31/2006	SALES TAX 20.00	REGISTRATION	FEE NFW

ACTUAL VEHICLE

CURRENT VALIDITY DATES

065311010132067007 18.00011-021129
 065311010132067007 041.00011-021129
 065311010132067007 15.00011-021129
 065411010132067007 188.00011-021129
 EXPIRATION DATES 10/31/2006
 VALID : 11/01/2001 ON

HOCKESSIN DE

FORD & MERCURY CARS
& LIGHT TRUCKS

2002 – Model Warranty Guide





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
16600 Executive Plaza Drive
P.O. Box 4248
Dearborn, MI 48121
1-800-392-3673 (FORD)
TDD for hearing impaired:
1-800-232-6952**

In Canada:

**Ford Motor Company
Customer Relationship Centre
of Canada, Limited
P.O. Box 2046
Oakville, Ontario L6J 5E4
1-800-565-3673 (FORD)**

**In Caribbean, Central America, Israel and
Sub-Saharan Africa:**

**Ford Motor Company
Worldwide Direct Market Operations
Attention: Owner Relations
1555 Fairlane Drive
Fairlane Business Park #3
Allen Park, MI 48101
Telephone: (313) 694-4957
Fax: (313) 390-0604
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) 782-5859
Fax: (787) 781-6975
E-mail: prcac@ford.com**

In Middle East & North Africa:

**Ford Middle East & North Africa
Customer Relationship Center
API World Tower 17th Floor
Sheikh Zayed Road
Dubai, United Arab Emirates
Telephone: 871-4-3924084
Fax: 871-4-3937289
E-Mail: meacac@ford.com**

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Printed on behalf of:

Garnet Ford Inc
P.O. BOX 648
Chadds Ford, PA 19317

December 19, 2001

01373

Hockessin, DE

2001353001718



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

YOUR ESP COVERAGE

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

Plan Type:	PremiumCARE
Date/Distance Expiration:	10-22-2006 or 75,000 miles
Deductible Per Eligible Repair Visit:	\$50
Vehicle Identification Number:	1FMCU041X2KA39251-01

WHEN YOU NEED A REPAIR

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

IF YOU NEED ASSISTANCE

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

Lincoln owners may call (800) 521-4140.

FOR ADDITIONAL INFORMATION

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

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

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

Ford Extended Service Plan Headquarters



Congratulations, Barbara S. Nyland, on the purchase of the 2001 ESP PremiumCARE plan for your vehicle, 1FMCU041X2KA39251-01. Your plan will expire 10-22-2006 or at 75,000 miles, whichever occurs first.

01373

Hockessin, DE

2001353001718



Extended Service Plan (ESP) Provisions

This is an ESP PremiumCARE service contract between Barbara S. Nyland and Ford Motor Service Company and is insured by The American Road Insurance Company. Under this plan, Ford Motor Service Company agrees to repair or replace any covered parts that fail due to defective material or workmanship or wear and tear resulting from defective material or workmanship, within the time and mileage term selected, except for the deductible stated below, for the plan period.

- 1. CONTRACT PERIOD.** This contract begins when the contract is sold to you and provides coverage up to the earlier of 60 months or 75,000 miles from the original warranty start date and zero miles, whichever occurs first. Therefore, this contract expires 10-22-2006 or at 75,000 miles, whichever occurs first, regardless of the date or mileage at the time of agreement purchase.
- 2. CONTRACT CHANGES.** This contract coverage may be changed by you within 3 years or 36,000 miles (4 years/50,000 miles for Lincoln vehicles) of the original in-service date, whichever occurs first OR within 90 days of the contract signature date, whichever time period is greater. A surcharge will apply to any coverage changes made after 12 months or 12,000 miles of the original in-service date, whichever occurs first. Please contact your selling dealer for additional information.
- 3. WHERE TO GO FOR REPAIRS.** As the seller of the contract, your dealership is interested in your satisfaction. It is recommended, therefore, that you return to your selling dealership for repair of a covered component. However, covered repairs may be performed at any Ford or Lincoln Mercury dealership in the 50 States and Canada. If you require assistance in receiving covered repairs or locating the nearest Ford or Lincoln Mercury dealership, Ford/Mercury owners may contact the Ford Customer Assistance Center at 800-392-FORD (Lincoln owners 800-521-4140). Covered repairs on a Ford or Lincoln Mercury vehicle are not to be performed by other than a Ford or Lincoln Mercury dealership, except in an emergency (if your covered vehicle is inoperable and all local Ford and Lincoln Mercury dealership service departments are closed).
- 4. COVERED PARTS.** Parts covered by this contract are shown on the reverse side. During the Contract Period, the Provider agrees that authorized dealerships will repair or replace covered parts found to be defective in factory-supplied materials or workmanship or which fail due to normal wear and tear. For each eligible repair visit, You will be charged a \$50 deductible by the dealership which You must pay.
- 5. REPAIRS.** All repairs of covered parts **MUST** be made with service parts or remanufactured parts authorized by Ford Motor Company. In some cases, the use of Ford Authorized Remanufactured products is required following expiration of the original factory limited warranty.
- 6. CARE OF VEHICLE.** Your vehicle must be properly operated and maintained in accordance with the maintenance schedule in the Service Guide of the Owner's Manual for the vehicle. Proof of maintenance may be required before vehicle is eligible for repairs of covered parts.

7. TRANSPORTATION REIMBURSEMENT. Transportation reimbursement applies only after it is determined by the repairing dealer that 1) the repair is covered under this ESP contract; or 2) the repair is covered under an original factory limited warranty; and 3) the vehicle must be kept overnight by the repairing dealer. Reimbursement will be made for rental charges incurred up to the plan limits of up to \$28/day (up to \$35/day for Lincoln vehicles) for up to five days while the repair is being completed. The rental vehicle must be rented from a Ford or Lincoln Mercury dealership or other commercial agency to be eligible for reimbursement.

8. TRANSFERABILITY.

To transfer the remaining coverage, send a waiver signed by the previous owner, statement of present mileage, new owner's name and address, and a check for \$50 to the address shown below:

Extended Service Plan Headquarters
P.O. Box 6045
Dearborn, MI 48121

Important Information:

- Coverage on repossessed vehicles is not eligible for transfer.
- Transferred contracts are not eligible for cancellation.

9. CANCELLATION.

- All cancellation requests must be submitted in writing by the purchaser to the selling dealership. If the selling dealership is no longer in business, the purchaser must submit a written request to ESP Headquarters, P.O. Box 6045, Dearborn, Michigan, 48121.
- The Application for Contract, Provision Certificate, and odometer reading must be included with the request.
- The customer's refund will be based upon the purchase price paid.
- Refunds will be made to the lienholder or purchaser by the selling dealership. If the selling dealership is no longer in business, refunds will be made to the lienholder or purchaser by ESP Headquarters.
- If this contract is expired by time or mileage or has been transferred, it is not eligible for a refund.
- Options purchased with the plan cannot be cancelled separately from the ESP contract.

If the request is received within sixty (60) days from contract signature date, the selling dealership will terminate the agreement and refund the full purchase price, less a fifty dollar (\$50) processing fee, provided no claims have been filed under this contract.

If a claim has been filed under this contract within the first sixty (60) days or if the request is received after sixty (60) days from signature date, the refund will be Equally Pro-rated from the signature date and starting miles, based on months used or miles used, whichever is greater, and less a fifty dollar (\$50) processing fee.

In the event repair or replacement of a defective part covered under this contract has not been completed within sixty (60) days of the filing of a proof of loss with the selling dealership, the purchaser may make direct claim against The American Road Insurance Company, P.O. Box 6045, Dearborn, Michigan, 48121.

Parts Coverage Under the Ford ESP Premium CARE Plan

What Is Covered

All components are covered EXCEPT for the following: **Mechanical** - Service adjustments and cleaning, battery and cables, belts and hoses, brakes (front hub, drums, shoes, linings, disc motors, pads), coolant, exhaust system (including catalytic converter), filters, fluids, lubricants, lights (bulbs, sealed beam, lenses), manual clutch disc, shock absorbers, spark plugs/wires, squeaks and rattles, tires, tune-ups, wheel balancing, wheel alignment, wiper blades, wheel studs and compressed natural gas/liquid propane fuel system components. **Exterior** - Service adjustments (glass and body parts) bright metal bumpers, door handles, glass, molding, outside ornamentation, paint, rust, sheet metal, side-view mirrors (glass and housing), water leaks, wind noise, weatherstrips, wheel covers, ornaments, convertible top, fabric, liners, zippers and fasteners. **Interior** - Buttons, carpets, dash pad, door and window handles, knobs, rearview mirror (glass and housing), trim, upholstery.

NOTE: IF AIR CONDITIONING SYSTEM HAS R-12 REFRIGERANT, R-12 WILL BE USED FOR REPLACEMENT, WHILE SUPPLIES LAST. IF R-12 IS NOT AVAILABLE, THE SYSTEM WILL BE CONVERTED TO USE R-134A REFRIGERANT TO MEET ENVIRONMENTAL STANDARDS. IF REPLACEMENT IS DUE TO A COVERED COMPONENT, ESP WILL COVER IT. IF DUE TO A NON-COVERED COMPONENT, CUSTOMER IS RESPONSIBLE.

What Is NOT Covered

NOTE: ESP Headquarters reserves the right to inspect your vehicle.

- Repairs covered by any warranty or manufacturer recalls.
 - Service adjustments and cleaning except in conjunction with a covered repair.
 - REPAIRS NEEDED TO ANY ENGINE, TRANSMISSION AND FINAL DRIVE COMPONENTS CAUSED BY AN AFTERMARKET-INSTALLED TURBOCHARGER/SUPERCHARGER.
 - Repairs due to negligence caused by sludge build-up, lubricant blockage, or contamination of oil, fluids or fuel.
 - Repairs caused by loss of lubricant or fluids.
 - Repairs caused by damage or unreasonable use (damage from road hazards, accident, fire or other casualty, misuse, negligence, racing or failures caused by modifications or parts not authorized by or supplied by Ford).
 - Damage from the environment (airborne fallout, acts of war, flood, chemicals, tree sap, salt, hail, windstorms, lightning, road hazards, etc.).
 - Repairs resulting from the lack of required/recommended maintenance (failures caused by the owner neglecting to perform the required maintenance services noted in the owner's manual or other documents supplied by the vehicle manufacturer). Proof of maintenance may be required. Maintenance records consist of documents that include mileage, date, VIN and what maintenance was performed. If the owner performs his/her own maintenance, receipts of purchases of maintenance items must be kept, and may be required for RELATED REPAIR claims.
 - MANUFACTURER'S RECOMMENDED SCHEDULED MAINTENANCE SERVICE (unless the Quality Care Maintenance Protection Plan was purchased).
 - Repairs needed to a covered part caused by the failure of a non-covered part (except Florida).
 - Repairs to the vehicle if the odometer is altered, broken or repaired/replaced so that the actual mileage cannot be determined.
- To the extent allowed by law, loss of use of vehicle, loss of time, inconvenience, commercial loss, consequential damages, and personal expenses such as meals, food, gas and mileage.
 - Rental reimbursement does not cover mileage charges, drop-off fees, insurance, gasoline, and state/local taxes.
 - Vehicles manufactured for sale outside the 50 States and Canada.
 - Repairs to the vehicle performed outside of the 50 States and Canada and repairs required because of normal operation outside the 50 States and Canada.
 - Repairs to a covered vehicle, under a Used vehicle plan, that are required due to a condition that existed prior to sale and would have been obvious during the pre-sale inspection (except AZ).
 - Repairs covered by plans are limited up to the present N.A.D.A. trade-in value of the vehicle per repair visit.
 - Shop supplies and environmental waste disposal.
 - New and Used vehicle service contracts are void if the original factory limited warranty is voided, in whole or in part, the vehicle is branded, totaled or salvaged or the VIN cannot be established.
 - The following vehicles are not eligible for coverage: Taxi, ferry/shuttle/commuter, emergency or tow vehicles, Mustang Cobra R, Saleen modified vehicles, branded, repossessed, or electric vehicles, and vehicles equipped with snowplows except as follows:
 - New Ford/Lincoln/Mercury vehicles purchased with Snow Plow Prep Packages 53C, 56M or 627 (7708 Payload Group-V8) are eligible for ESP PowertrainCARE, BaseCARE, ExtraCARE and PremiumCARE service contract plans with Plan Distance of less than 100,000 miles and with or without Maintenance & Wear.
 - The following vehicles are ONLY eligible for ESP New Vehicle PowertrainCARE and BaseCARE plans with \$50 deductible: Incomplete vehicles with the first three VIN positions of: 1FC, 1FD (Except body type E14, E14 or S24), 1FC, 1FD, 3FC, 3FD and 3FE. Incomplete Non-Ford vehicles are not eligible for coverage.

**ODOMETER DISCLOSURE STATEMENT
GARNET FORD INC.**

Routes 1 & 202 P.O. Box 648 (610) 358-5600
CHADDS FORD, PA-19317

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, GARNET FORD INC state that the odometer now
(TRANSFEROR'S NAME - PRINT)

reads 18 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is NOT the actual mileage.
- WARNING — ODOMETER DISCREPANCY.**

NAME FORD

MODEL ESCAPE BODY TYPE 4DR SPTUTY

VEHICLE IDENTIFICATION NUMBER 1FMCU041X2KA39251

YEAR 02

TRANSFEROR'S NAME GARNET FORD INC
(PRINTED NAME)

TRANSFEROR'S ADDRESS (STREET) ROUTE 1 AND 202, P.O. BOX 648

CHADDS FORD PA 19317
(ZIP CODE)

TRANSFEROR'S NAME X SIGNATURE

DATE OF STATEMENT OCTOBER 24, 2001

TRANSFEE'S NAME

TRANSFEE'S ADDRESS (STREET)

HOCKESSIN DE
(CITY) (STATE) (ZIP CODE)

TRANSFEE'S NAME X SIGNATURE

(PRINTED NAME)

FORM 98-56-30P 3 PART
FORM 98-56-30P 3 PART

Dealership Repair History Summary

Model: **ESCAPE** Customer: **BARBARA NYLAND** VIN: **1FMCU041X2KA39251**

WARRANTY: 3/36 Bumper to Bumper 4/50 Bumper to Bumper 5/100 PowerStroke Diesel Engine Warranty (\$100 Deductible)

FORD ESP PremiumCare ExtraCare BaseCare PowertrainCare RentalCare MaintenanceCare

Expiration: Date 10-22-01 Miles 75000 PLEASE INDICATE TYPE Goodwill ESP Retail ESP

NON-FORD ESP

RO Number	Date In	Date Completed	Total Days	Mileage	Customer's Concern	Action Taken	How Paid? Warranty AMA+ESP/ Retail/ Dealer Internal
88153	11-12-01	11-12-01	1	682	Stalls At 40	Unable to Reproduce concern perform update on EEC Rekey	Warranty AMA+ESP/ Retail/ Dealer Internal
88346	11-15-01 12-5-01	11-30-01 12-10-01	20	790	Stalls Driving	Unable to Reproduce concern	Warranty
96888	4-17-01	4-17-01	1	5247	Stalls Driving	Unable to Reproduce concern Set Base Idle	Warranty

Please duplicate, as necessary and attach additional sheets.

Revised: 7/01

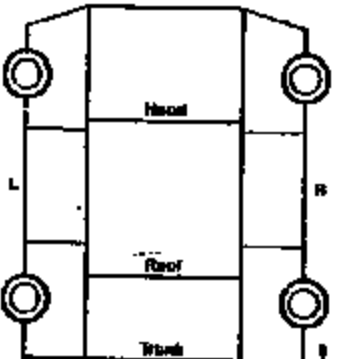
Action Detail

VIN: 1FMCJ041X2KA38251 Year: 2002 Owner Status: Original Model: ESCAPE Case: 1382473301 WSD: Primary Phone: Secondary Phone: Dealer: GARNET FORD INC P & A Code: 01373	Reason Desc: DEALER GENERATED INFORMATION ISSUE Issue Type: 02 INFORMATION Issue Status: CLOSED Action Desc: AWAITING ASSISTANCE - FIELD SERVICE ENGINEER Odometer: 700 MI Comm Type: VISIT Action Date: 12/10/2001 Action Time: 14:48:09:527 Analyst Name: ts burgie Analyst: I-BURGIS	Action Date: No
---	--	-----------------

COMMENTS: F&E LOOKED AT AND ROADTESTED VEHICLE WITH OUR TECHNICIAN ALSO INSPECTED ALL PH CONNECTORS PRE SSM 15434. DELEAR CHECKED VENT TUBE FOR BLOCKAGE PER LETTER ACTION # 2 DELAER MADE HARD STOP ADJ WAS AT 37% INITIAL DEALER RAISED TO 52% HARD STOP ADJ DUTY OF 47% HAD TO TURN STOP ADJ 2 FULL TURNS. PER F&E SUGESTION DEALER WILL REFUND 1 MONTHS PAYMENT ON VEHICLE AND PROVIDE A ESP PLAN FOR CUSTOMER GOODWILL. SERVICE MANAGER WILL DRIVE ROUTE THAT THE CUSTOMER TRAVELS AND THAN RELEASE VEHICLE IF THE CONCERN IS NOT REPRODUCED

ERR2-027 1068

27



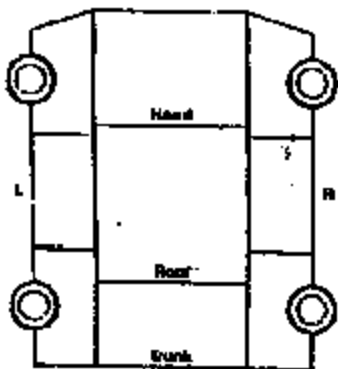
Place X on Damaged Area
 Glass () Bumpers () Trim ()
 Inside

NOTES
 95715
 141089

BMP #	MECHANIC'S NAME & NUMBER	CONDITION CODE #	OFF
15	CAUSAL PART #		ON NOV 12 13.4
	CORRECTION	not stall lead out JEL not - no codes called Mattie - talked to William Told to 300 EEL Relay Rear battery tray & suspect grounds G-100-6101 + G-104 + G-105 - OK Rear inc motor, suspect # on motor Replace IAC motor Road test after repair is OK	OFF ON NOV 12 16.0
	MECHANIC'S NAME & NUMBER		OFF
	CONDITION CODE #		ON
	CAUSAL PART #	FRANCHISE PRICE PLAN RATE PRICE E.O. # 8153 TIME NOV 12 15.9	OFF
	CORRECTION	W 14 1/5 Nyland TIME NOV 12 13.4	ON OFF ON

INQUIRY PERFORMED FOR RESERVATION
 CUSTOMER NAME: RBV# 211

 1FNDJ041X2KA39251
 2008 ESCAPE
 3.0L EFI DOHC
 5M1A38A C04E AUTO TRANSMXLE
 AXLE CD1-69
 *WARRANTY START DATE 10/22/2001 BUILD DATE 09/14/2001 START DDM
 NO CAMPAIGN MESSAGE(S) FOUND
 LESS THAN TWO DEALER-APPROVED REPAIR VISITS PAID TO DATE
 *EXTENDED COVERAGE
 VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS MIT
 NO ESP INFORMATION AVAILABLE
 NO REPAIR HISTORY ON VEHICLE



Place X on Damaged Area
 Glass () Bumpers () Trim ()
 Interiors

NOTES

~~Santa~~
 Santa

C270 - B, L, D, E

IAC - 32-36% - 40% in Drive

G104 + 105

G100 - 101

VDR

PARTS RETURN

ENG-927 1878

MECHANIC'S NAME & NUMBER	CONDITION CODE #	CAUSAL PART #	CORRECTION	TIME	DATE	STATUS	
115	408414977		stalls - into - 40 mph call Hot line, Talled to Santa dealer told - problem is very hard to duplicate Hot line was unable to duplicate was told to RTR REL relay - already done RTR IAC - already done - Grounds 104 + 105, 100 + 100 - Connector C270 - Pins B, C, D, E - IAC % - should be 32% - 40% in Drive				OFF NOV 15 8.6 ON NOV 15 10.6 OFF NOV 30 12.4 ON NOV 30 14.5 OFF DEC 5 12.5 ON DEC 10 10.6 OFF DEC 14 11.4
	2nd Battery, Rear Battery Tray	clean + tighten Grounds - 100, 101, 104, 105	Rear L2 Bumper Panel, RTR Fuse box - Connector C270 - B, C, D, E - OK - IAC % - 32.5% in Drive - OK			OFF ON OFF ON	
			latest update PCM installed			OFF ON OFF ON	
				20	12/15/1988	OFF 15.7 ON 12.5	
				2.1	11/15/1988	OFF NOV 15 10.6 ON NOV 15 8.5	
				10	11/30/1988	OFF NOV 30 14.9 ON NOV 30 12.4	
			IL8U-12A650-AC				



Managed Arm
 Burpers () Trim ()

NOTES

PARTS RETURN

EM-# MECHANIC'S NAME & NUMBER

CONDITION CODE #

CAUSAL CODE #

✓ stalls, etc
 - RO50 - NO CODES
 - Adjust base, etc
 - ~~RO50~~ program KAM
 - Root KAM

Root root VEHICLE

TRUCK REG. NO.	PLAT NO.	PLAT STATE	PLAT NUMBER	R.O. NO.	TIME	OFF
OK	10	VT	17	96888		ON
				NYLAND		ON

MECHANIC'S NAME & NUMBER

CONDITION CODE #

CAUSAL CODE #

EXPLANATION

FLAG

FLAG

EM-2-827 1871

88

WORKS REQUESTED BY CUSTOMER ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED	ESTIMATE # _____ APPROVED BY _____ SPECIALTY _____ ADDRESS _____ CITY _____ STATE _____ ZIP _____	SERVICE RETAILER PARTS DATE ESTIMATED _____ APPROVED BY _____ APPROVAL CODE OR NO. _____ DEPARTMENT CODE _____	COMMENTS REPAIR # _____ REMARK # _____
	DISCLAIMER OF WARRANTY Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither solicits nor warrants any other person to assume any liability in connection with the sale of said product.		

LINE	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
1	CHANGE OIL & FILTER			
2	REFRESH WHEEL BEARINGS			
3	SHOULDER TRIMMING SERVICE			
4	ROTATE TIRES			
5	BALANCE WHEELS			
6	FRONT END ALIGNMENT			
7	4 WHEEL ALIGNMENT			
8	A/C PERFORMANCE CHECK			
9	SERVICE COOLING SYSTEM			
10	CHECK BRAKES			
11	STRUT INSPECTION			
12	EMISSION INSPECTION			
13	CHECK BELTS & HOSES			
14	WASHER FLUID			
15	WAX/SEAL SERVICE			
16	SHOULDER TRIMMING SERVICE			
17	SHOULDER TRIMMING SERVICE			
18	TRUCK & WHEEL SERVICE			
19	5 YEAR/50,000 MILE WARRANTY			
20	20 YEAR/200,000 MILE WARRANTY			
21	20 YEAR/200,000 MILE WARRANTY			
22	20 YEAR/200,000 MILE WARRANTY			
23	20 YEAR/200,000 MILE WARRANTY			

TERMS: CASH, UNLESS OTHERWISE SPECIFIED

1 Year, 100,000 Miles or 100,000 Miles, whichever comes first. This is not a warranty, but a statement of fact. It is not a guarantee of performance or a promise of any kind. It is a statement of fact that the vehicle is in good condition at the time of sale. It is not a warranty of merchantability or fitness for a particular purpose. It is a statement of fact that the vehicle is in good condition at the time of sale. It is not a warranty of merchantability or fitness for a particular purpose.

CUSTOMER'S SIGNATURE _____

P A CODE: 01373

REPAIRS ON WORK TO BE DONE

51* PAY TYPE: U

CUSTOMER STATES THAT THE WHILE DRIVING @ 40MPH THE VEHICLE BEGAN CHECK ALL TSH'S *Replace IAC motor*

TECH #	OPERATION	TIME	CONDITION
TECH 1			
TECH 2			
TECH 3			
TECH 4			
TECH 5			
TECH 6			
TECH 7			
TECH 8			
TECH 9			
TECH 10			
TECH 11			
TECH 12			
TECH 13			
TECH 14			
TECH 15			
TECH 16			
TECH 17			
TECH 18			
TECH 19			
TECH 20			
TECH 21			
TECH 22			
TECH 23			

RD BR153 *TAG 0426* LIC: PA 0049011 SVC ADV: 211 BRIAN IDVINU

MRS 02 **VIN: 1FMCU041X 2KA392514*

FORD ESCAPE CLC CH7 1L
 XLT 4WD 4DR SPORTY TRIM: N2
 LICENSE: SILVER TRUCK

MFG CODE: 16A027 SVC DLN: 380137 SLM: 51
 STOCK NUMBER: 0024015
 IN-SVC: 102301 SOLD: 102201 PRDN: 091401
 ODOMETER: CURRENT:
 AVG PER DAY: PER MONTH: **682**

HOME: JIRKI

MAIL: Y LOCATION: FRONT DIST CODE: 1FY

Customer waiting

MODEL: U04

11/12/01 14:27:30

255 NOTE: FIRST VISIT

PROMISED DATE: 11/12/01 TIME: 2300

0002-027 1072

DATE TO BE COMPLETED BY	DATE	DATE	DATE
DATE	DATE	DATE	DATE
DATE	DATE	DATE	DATE

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
CHANGE OIL & FILTER	WASH WHEEL BEARING	ALIGN TIRAS. SERVICE	INSURE TIRAS	BALANCE WHEELS	PROMPTED AIR NUMBER	H WHEEL ALIGNMENT	LAP PERFORMANCE CHECK	SERVICE COOLING SYSTEM	CHEEK DRIVERS	SPARK INSPECTION	EMISSION INSPECTION	CHEEK BELTS & WEARS	WASHER TIME UP	STEADY FILTER SERVICE	BATTERY & CHARGE SERVICE	TAPPER & WAGNER SERVICE	5-AND-WHILE MAINTENANCE	15-MINUTE MAINTENANCE	30-MINUTE MAINTENANCE	REDUCIBLE APPLIES		

DISCLAIMER OF WARRANTY
 Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor disclaims any other warranty to be made by a law dealer or otherwise with the sale of this product.

TERMS CASH: UNLESS ARRANGEMENTS MADE
 I hereby authorize the dealer to accept my cash or my check with the following conditions and agree that you are authorized to sell or dispose of this car in whole or in part, fully or any other person beyond your control or for any other person by endorsement or sale or lease or other disposition of the vehicle herein described. I hereby grant you another year's exclusive permission to operate the vehicle herein described on credit, finance or otherwise for the purpose of "SALES PROMOTION, AN EXPANDED WARRANTY" and a similar advertisement on sales vehicles to be used by the dealer in future sales.

F & A CODE: 01373

CUSTOMER'S SIGNATURE: _____

INSTRUCTIONS ON WORK TO BE DONE

51# PAY TYPE: W

CUSTOMER STATES THAT THE ESCAPE BIALLS WHEN DRIVING RE CHECK TECH 115

We at Garnet Ford are committed to exceeding your quality expectations.

You will soon be receiving a survey from Ford inquiring as to your satisfaction with us. If you are "completely satisfied" with your service, please indicate exactly that on the survey and return it to Ford.

If the quality of service we have provided will not permit you to respond "completely satisfied", please contact us before sending in the survey so we can resolve your concerns.

Please feel free to call Irv Surgh, Concerned Resolution Manager / Service Coordinator at 810-368-3800.

Thank You!

TECH #	OPERATION	TIME	CONDITION
TECH NO. LAST 4 - SOC. SEC.			
TECH #			
CUSTOMER CODE			
TECH NO. LAST 4 - SOC. SEC.			
TECH #			
CUSTOMER CODE			
TECH NO. LAST 4 - SOC. SEC.			
TECH #			
CUSTOMER CODE			
TECH NO. LAST 4 - SOC. SEC.			

RU BB346 *YAW 0426* LIC: PA 0049011 SUC A00: 211 BRIAN IRVING
 MRS 02 **VIN: 1FMCU041X 2KA39251*
 FORD: ESCAPE COL CD: 1L
 XLT 4WD 4DR SPTUTY TRIM: N2
 LICENSE: SILVER TRUCK
 MFG CODE: 16A027 SUC GLR: B01973 SLM: 57
 STUCK NUMBER: 00024015
 IN-SVC: 102301 SOLD: 102201 PROD: 09140
 ODOMETER: LAST: 682 CURRENT: 790
 AVG PER DAY: 25 PER MONTH: 750

HOME: _____
 WORK: _____
 MAIL: Y
 LOCATION: FRONT
 DIST CODE: 151
 MODEL# U04

2002-027 1873

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m



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/19/2002
 Call Date - Actual: 02/04/2002 - 09/09/2002
 Purchase Date - Actual: 12/26/2001 - 07/31/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP **
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/19/2002
 Requested: 02/02/2002 - 09/09/2002
 Requested: 08/21/2001 - 07/31/2002

CC CODE: D21

2002 ESCAPE

Total Customers Surveyed
 - Within date range: 3,487
 - Cumulative NYTD: 5,574

VIN: 1FMCU03162KD8925

Build Date:	09/12/2002	30 DMS/60 DMS**	SQVA
Purchase Date:	07/09/2002	Mileage - 30 D (360 DMS)**	108LNA
Dealer Name:	Holl-Sandler FLM, Inc.	Veh. Product Classif. Sel * 30 DMS/60 DMS**	8VA
Dealer Phone:	(423) 870-2500	Invoice RAT in 9 or 10 DMS/60 DMS**	NANA
		Gender:	Female

Cust. Contact Date: 08/09/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: jmoach

Concern Comment: The customer had a concern with the engine stalling while driving on the highway. This concern occurred on July 19th, 2002 and has only occurred once. The customer was travelling at approximately 45 miles per hour and had just started to let off of the gas pedal in order to decelerate when this concern occurred. The oil pressure, battery, and check engine warning indicators also came on when this concern occurred. The steering wheel and gas pedal locked up and the vehicle slowed to a stop. The vehicle still has the factory oil and the customer uses 87 octane for fuel. There were no noises associated with this concern. The customer tried immediately restarting the vehicle a couple of times, and although the key would turn in the ignition, the engine would stall again when the vehicle was put into drive. Eventually, the customer was able to restart the vehicle. This vehicle is driven on a daily basis. The temperature gauge read right in the middle when this concern occurred. The customer checked the battery and the eye color was green. The customer has already addressed this concern with Holl-Sandler Ford who reprogrammed the computer module and fixed the vehicle to the customer's satisfaction.

SIF **: 1 (Low) Champion: N/A

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** ICCD occurs at 30 DMS, ICCD+ occurs at 16-25 DMS and CVP occurs at 30-58 DMS. Prior to 10/28/02, 30 DMS occurs at 16/30 days in service and 60 DMS occurs at 45/60 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.

User ID: CDUNN

ENR2-027 0007



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/19/2002
 Call Date - Actual: 02/04/2002 - 09/09/2002
 Purchase Date - Actual: 12/26/2001 - 07/31/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP **
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/19/2002
 Requested: 02/02/2002 - 09/09/2002
 Requested: 08/21/2001 - 07/31/2002

CC CODE: D21

Total Customers Surveyed
 - Within date range: 3,487
 - Cumulative MYTD: 5,574

2002 ESCAPE

CC CODE: D21 (1) - 00000000

VIN:	1FMCU63153CB73288	Build Date:	12/17/2001	30 DIS60 DIS**:	30NA
Cust. Name:		Purchase Date:	01/15/2002	Mileage - 30 DIS60 DIS**:	800NA
Cust. Phone:		Dealer Name:	Valley Isle Motors Ltd	Veh. Product Quality Rat * 30 DIS60 DIS**:	10NA
Cust. Address:		Dealer Phone:	(808) 877-3873	Increase RAT in 5 or 10 DIS60 DIS**:	NA/NA
Cust. City:	KIHEI, HI			Gender:	Female

Cust. Contact Date: 02/14/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: beinger

Concern Comment: On the third day of purchase, the customer had a concern with the engine stalling. The customer said that she was driving on the highway and the engine just died, the customer had to coast to a stop. There were no warning lights or noises when the concern occurred. The customer could restart the vehicle immediately when the concern occurred. The key would turn in the ignition. The engine temperature was warm when the concern occurred. The customer did not check the battery to see the color of the eye. The customer uses the recommended fuel and oil in the vehicle. The intermittent concern only occurred one time. The customer was on the way to the purchasing dealer when the concern occurred. She took it in to the dealership and they found that the air intake valve was jammed. The dealership replaced the air intake valve and the customer is very satisfied with the repairs made to the vehicle.

SIF **:

0 (None)	Champion	MCNF
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VIN:	1FMCU03172KC80843	Build Date:	03/06/2002	30 DIS60 DIS**:	30NA
Cust. Name:		Purchase Date:	04/14/2002	Mileage - 30 DIS60 DIS**:	800NA
Cust. Phone:		Dealer Name:	Valley Isle Motors Ltd	Veh. Product Quality Rat * 30 DIS60 DIS**:	1NA
Cust. Address:		Dealer Phone:	(808) 877-3873	Increase RAT in 5 or 10 DIS60 DIS**:	NNA
Cust. City:	KAHULUI, HI			Gender:	Female

Cust. Contact Date: 05/14/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: prehana

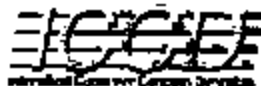
Concern Comment: The customer says that the vehicle just died one day when driving about 60 mph. This concern occurred about three weeks after vehicle delivery. She hasn't changed the oil in the vehicle as of yet, and uses 88 octane fuel in the vehicle. This concern occurred when traveling downhill and no noises were associated. The vehicle had not sat for about 2-3 hrs since last driven when this concern occurred and she was able to restart the vehicle right away. The check engine light was illuminated. At the time this concern was exhibited the engine temperature was warm. The customer did not check the battery. This concern only occurred this one-time only. She plans on taking the vehicle to her dealership, Valley Isle Motors sometime today to have this concern addressed.

SIF **:

3 (High)	Champion	MCNF
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* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 15-24 DIS and CVP occurs at 30-60 DIS. Prior to 10/26/02, 30 DIS occurs at 1500 days in service and 60 DIS occurs at 4500 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=none, 1=Low, 2=medium, 3=High.

EM2-027 0008



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/18/2002
 Call Date - Actual: 02/04/2002 - 08/09/2002
 Purchase Date - Actual: 12/28/2001 - 07/21/2002
 Containment Status: Both Contained and Not Contained
 Plant/s: KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP **
 Code Type: Ford Default Concern Codes

Requested: 07/12/2001 - 07/19/2002
 Requested: 02/02/2002 - 08/09/2002
 Requested: 08/21/2001 - 07/19/2002

CC CODE: D21

Total Customers Surveyed
 - Within date range: 3,497
 - Cumulative MYTD: 6,674

2002 ESCAPE

VIN: 1FMCU03172CC91278
 Cust. Name: _____
 Cust. Phone: _____
 Cust. Address: _____
 Cust. City: SUMTER, SC

Build Date: 09/21/2002
 Purchase Date: 06/07/2002
 Dealer Name: Fullam Motor Co
 Dealer Phone: (803) 254-4000

30 DIS/50 DIS** : 37/NA
 Mileage - 30 DIS/50 DIS** : 1700/NA
 Veh. Perceived Quality Rat * 30 DIS/50 DIS** : 6/NA
 Increase RAT in 9 or 10 30/50 DIS** : N/NA
 Gender: Male

Cust. Contact Date: 05/15/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: prehana
 Concern Comment: The customer says that the engine stalled a couple of times while driving. This concern first occurred about three weeks after vehicle delivery. He hasn't changed the oil in the vehicle as of yet and uses 92 octane fuel in the vehicle. There are no noises associated with this concern, and it didn't occur when on an uphill or downhill incline. He was able to restart the vehicle immediately at which time the key turned fine in the ignition. The times this concern occurred, the vehicle hadn't sat a while before being driven. No interior or exterior lights were on at time this concern occurred and the engine was warm. He hasn't checked the battery. This is an intermittent concern which has occurred twice so far. He will be addressing this with his dealership, Fullam Motors at his convenience.

SIF ***: 1 (Low) Champion: MINIF

VIN: 1FMCU04142KD84226
 Cust. Name: _____
 Cust. Phone: _____
 Cust. Address: _____
 Cust. City: BROOMFIELD, CO

Build Date: 08/11/2002
 Purchase Date: 08/24/2002
 Dealer Name: Lakewood Fordland Inc
 Dealer Phone: (303) 232-2200

30 DIS/50 DIS** : 35/NA
 Mileage - 30 DIS/50 DIS** : 1300/NA
 Veh. Perceived Quality Rat * 30 DIS/50 DIS** : 10/NA
 Increase RAT in 9 or 10 30/50 DIS** : N/NA
 Gender: Male

Date	Repair Order	Repair Comments
07/12/2002	077127	EEC (QUICK TEST) - DIAGNO BIR

Cust. Contact Date: 07/28/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: prehana
 Concern Comment: The customer says that the engine has stalled a few times. This first occurred about two weeks after vehicle delivery. He hasn't changed the oil as of yet and uses 92 octane fuel in the vehicle. There were no noises associated with this concern and he had to turn off the vehicle and wait about a minute before restarting in order for the engine to turn over. When trying to restart the vehicle, the key turned fine. This concern occurs usually in the morning after initial start-up and no interior or exterior lights are necessary on when it occurs. The engine temperature is usually warm and this is an intermittent concern. The battery was also checked and was fine. The customer did already address this concern with Lakewood Fordland who applied a repair to the vehicle. The concern has occurred since and the customer plans on addressing it again. He will do so at his convenience.

SIF ***: 3 (High) Champion: MINIF

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 15-25 DIS and CVP occurs at 20-25 DIS. Prior to 10/25/02, 30 DIS occurs at 1500 days in service and 50 DIS occurs at 45/50 days in service.
 *** Satisfaction Impact Factor (SIF) scale by: 0=none, 1=low, 2=medium, 3=high.

User ID: CDUNN

EM02-Q27 0303



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/19/2002
Call Date - Actual: 02/04/2002 - 06/06/2002
Purchase Date - Actual: 12/29/2001 - 07/31/2002
Containment Status: Both Contained and Not Contained
Plant: KANSAS CITY
Survey Source: ICCO, ICCO+, CVP **
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/19/2002
Requested: 02/02/2002 - 06/06/2002
Requested: 06/21/2001 - 07/31/2002

CC CODE: 021

Total Customers Surveyed
- Within date range: 3,497
- Cumulative MYTD: 6,574

2602 ESCAPE

1FMCJ0M41E2K0667

VIN: 1FMCJ0M41E2K0667
Cust. Name:
Cust. Phone:
Cust. Address:
Cust. City: POTOMAC, MD

Build Date: 03/16/2002
Purchase Date: 03/28/2002
Dealer Name: Shashy Ford of Gaithersburg LC
Dealer Phone: (301) 295-1016

30 DIS/60 DIS**
Mileage - 30 DIS/60 DIS**
Veh. Related Credit for 30 DIS/60 DIS**
Increase RAT in 9 or 10 DIS/60 DIS**
Gender: Male

Date	Rec'd Order	Rec'd Comments
04/17/2002	217166	COULD NOT DUPLICATE PROBLEM BUT TOOK PRECAUTIONARY STEPS SEE BELOW. ROAD TESTED FOR STALLING AND RAN WDS DIAG (NO CODES) PERFORMED SSM 13590. CHECK FOR LATEST PCM UPDATE (OK)

Cust. Contact Date: 04/24/2002 Survey Source: ICCO Containment Status: Not Contained

Agent ID: booclu

Concern Comment: Last Thursday, the customer was driving and the engine stalled. The customer was driving 40 mph down a hill when the concern occurred. The customer said the check engine light was illuminated when the concern occurred. The engine started immediately after. The customer uses regular unleaded fuel and had had the oil changed yet. The customer took the concern to the purchasing dealer to have the concern repaired and didn't hear what he wanted to hear. The purchasing dealer said they weren't sure what caused the concern but they changed everything that could have caused it. The customer wasn't happy about what they said so they ask the dealer to buy back the vehicle. The dealership said they would buy back the vehicle for \$7000 less than what they paid for it, but the customer isn't happy with that. The customer is now thinking of getting an attorney and taking legal action. The customer would like someone to follow up with him or his wife.

SIF **: 3 (High) Cholesterol: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
- ICCO occurs at 30 DIS, ICCO+ occurs at 15-28 DIS and CVP occurs at 30-60 DIS. Prior to 1022802, 30 DIS occurs at 1550 days in service and 60 DIS occurs at 4800 days in service.
- Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

User ID: CDUNN

EM82-827 8818



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/19/2002
 Call Date - Actual: 02/04/2002 - 09/09/2002
 Purchase Date - Actual: 12/26/2001 - 07/31/2002
 Containment Status: Both Contained and Not Contained
 Plant/cr: KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP **
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/19/2002
 Requested: 02/04/2002 - 09/09/2002
 Requested: 06/21/2001 - 07/31/2002

CC CODE: D21

Total Customers Surveyed
 - Within date range: 3,497
 - Cumulative MYTD: 5,574

2002 ESCAPE

VIN: 1FMCU04162KD61818

Cust. Name:
 Cust. Phone:
 Cust. Address:
 Cust. City: ARLINGTON, VA

Build Date: 06/19/2002
 Purchase Date: 05/23/2002
 Dealer Name: Arthart Motors Inc
 Dealer Phone: (904) 846-7761

30 DIS60 DIS** 22MA
 Mileage - 30 DIS60 DIS** 14000MA
 Veh. Protect Circuitry Rel * 30 DIS60 DIS** SNA
 Increase P&T in 4 or 10 30DIS DIS** YNA
 Gender: Female

Date	Repair Order	Repair Comments
05/13/2002	121947	1116 ROAD TEST DIDNT STAL L RUN OARIS HAS TSB REGUAR DIND SYMTON TSB 02-11-6 MONITOR IAC,ECT,EVAPVM, AND FTP EVAPVM AND FTP IN SPEC.WATCH IAC 45% ID LE 735-756 RPMs REPLACE IAC 5.0 L IDLE BETTER INSPECT EEC RELAY OK REPR OGRAM PCM RELEASE VEH. CLE

Cust. Contact Date: 06/24/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: vbrtst
 Concern Comment: The customer was having a problem with the engine just shutting off while the customer was travelling five miles per hour. The concern was intermittent and just happened the one time to the customer. The concern first happened about two weeks ago. The engine light, the oil light and the battery light all came on when the concern happened. The customer re-started the vehicle and the performance seemed to not change at all. The dealership reset the PCM and replaced the idle control valve.

SEF **: 3 (High) Champion NCAF

EM02-027 0011

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 15-35 DIS and CVP occurs at 30-65 DIS. Prior to 10/29/02, 30 DIS occurs at 15/30 days in service and 60 DIS occurs at 45/90 days in service.
 ** Satisfaction Impact Factor (SEF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/19/2002
Call Date - Actual: 02/04/2002 - 02/08/2002
Purchase Date - Actual: 12/28/2001 - 07/31/2002
Complaint Status: Both Contained and Not Contained
Placid(s): KANSAS CITY
Service Source: ICCD, ICCD+, CVP **
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/19/2002
Requested: 02/02/2002 - 02/08/2002
Requested: 09/21/2001 - 07/31/2002

CC CODE: D21

Total Customers Surveyed
- Within date range: 3,497
- Cumulative MYTD: 5,574

2002 ESCAPE

YDI: 1FMCU04172K594191
Cust. Name: _____
Cust. Phone: _____
Cust. Address: _____
Cust. City: COLUSA, CA

Build Date: 12/12/2001
Purchase Date: 12/31/2001
Dealer Name: Hobbs Motors
Dealer Phone: (530) 458-2181

30 DIS/60 DIS**
Miles - 30 DIS/60 DIS**
Veh. Product Credit Ref + 30 DIS/60 DIS**
Increase RAT by 3 or 15 Miles DIS**
Gender: Male

Date	Repair Order	Recall/Comments
01/02/2002	081228	NO PROBLEM FOUND - INTERMITTANT SEC - (QUICK TEST) - DIAGNOSIS
01/12/2002	081532	SEC CODE P1451, CLEAR CO DES, ROAD TEST, NPF. DID EVAP TESTS, PASSED. CALL ED HOT LINE. PERFORMED TESTS FROM SSN16434.

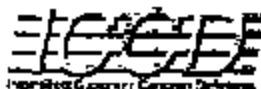
Cust. Contact Date: 02/08/2002 Survey Source: ICCD Complaint Status: Not Contained Agent ID: beinger

Concern Comment: Twelve days after purchase, the customer noticed a intermittent concern with the engine stalling. The customer stated that the concern occurred two times. The first time the customer was pulling out of the driveway, and the engine just died, the check engine light was illuminating at the time. The customer tried to restart the vehicle, and he said that it felt as if the ignition was "stuck", it wouldn't turn at all. The customer didn't check the battery, he immediately called the purchasing dealer and they came and towed the vehicle in for repairs (unsure of exact repairs). The second time the concern occurred (a few days later), the customer was driving on the highway, going the speed limit and the engine died again, the customer pulled off to the side of the road, the same light was illuminating, the customer again tried to restart the engine, and it was "stuck" again. The customer called the purchasing dealer and they came and towed the vehicle to the shop. The customer said that the dealership replaced the security chip in the key and checked all the wiring around the concern. This engine temperature was warm in both cases, the customer always warms up the vehicle before going anywhere. So far the concern has been repaired to the customer's satisfaction.

SF **: 2 (Medium) Champion: NONE

E9002-027 0812

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendations on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
** ICCD occurs at 30 DIS, ICCD+ occurs at 16-25 DIS and CVP occurs at 30-65 DIS. Prior to 10/25/02, 30 DIS occurs at 1528 days in service and 60 DIS occurs at 4560 days in service.
*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/19/2002
 Call Date - Actual: 02/04/2002 - 09/09/2002
 Purchase Date - Actual: 12/28/2001 - 07/31/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP **
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/18/2002
 Requested: 02/02/2002 - 09/09/2002
 Requested: 08/21/2001 - 07/31/2002

CC CODE: 021

Total Customers Surveyed
 - Within date range: 3,497
 - Cumulative MYTD: 6,574

3001 ESCAPE

CONCERN NUMBER: 1171100001

VIN: 1FMCU041X2K386154
 Cust. Name: _____
 Cust. Phone: _____
 Cust. Address: _____
 Cust. City: ROYERSFORD, PA

Build Date: 02/28/2002
 Purchase Date: 03/26/2002
 Dealer Name: Kayser & Miller Ford Inc
 Dealer Phone: (610) 488-0388

30 DIS/30 DIS**:
 Mileage - 30 DIS/30 DIS**:
 Veh. Product Quality Ref * 30 DIS/30 DIS**:
 Increase RAT in 9 or 10 Month Int**:
 Gender: Male

Date	Repair Order	Repair Comments
03/26/2002	034206	COMPUTER DIAG SYSTEM REPLACE RIGHT SIDE CRASH SENSOR ASSY

Cust. Contact Date: 05/03/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: umuign
 Concern Comment: Approximately two weeks ago the customer first experienced the concern with the vehicle stalling. The vehicle has only stalled twice. However, both times the air conditioning was on. The grade of coolant that the customer uses ranges from 80 to 90. The vehicle has usually sat overnight when the concern occurs, and the engine temperature is warm when the vehicle stalls. The customer has contacted his selling dealership and they are working with him to resolve the concern.

SIF **: 1 (Low) Chemploc: NCMF

VIN: 1FMCU041X2K386154
 Cust. Name: _____
 Cust. Phone: _____
 Cust. Address: _____
 Cust. City: WILMINGTON, DE

Build Date: 01/11/2002
 Purchase Date: 01/25/2002
 Dealer Name: Fulliner Ford, Inc.
 Dealer Phone: (303) 999-8998

30 DIS/30 DIS**:
 Mileage - 30 DIS/30 DIS**:
 Veh. Product Quality Ref * 30 DIS/30 DIS**:
 Increase RAT in 9 or 10 Month Int**:
 Gender: Female

Cust. Contact Date: 09/05/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: bockru
 Concern Comment: A couple of weeks ago, the customer was driving and the engine stalled. The customer said she was driving 40 mph when the concern occurred. The customer couldn't start the vehicle right away, she had to wait about ten minutes and then she could start the vehicle. The customer said the service light came on when the concern occurred. No noises were associated with the concern. The customer hasn't checked the battery or the fluid levels and hasn't noticed any leakage. The temperature control unit was not on when the concern occurred. The customer uses regular unleaded fuel in the vehicle and hasn't had the oil changed yet. The customer plans to take this concern to the purchasing dealer to be serviced when it is convenient.

SIF **: 2 (Medium) Chemploc: MCMF

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 18-25 DIS and CVP occurs at 30-65 DIS. Prior to 1/8/02, 30 DIS occurs at 1800 days in service and 30 DIS occurs at 48/63 days in service.
 *** Satisfaction/Repair Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

E882-027 0813



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/18/2002
Call Date - Actual: 02/04/2002 - 08/09/2002
Purchase Date - Actual: 12/28/2001 - 07/31/2002
Containment Status: Both Contained and Not Contained
Plant/ls: KANSAS CITY
Survey Source: ICCD, ICCD+, CVP **
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/18/2002
Requested: 02/02/2002 - 08/08/2002
Requested: 08/21/2001 - 07/31/2002

CC CODE: D21

Total Customers Reviewed
- Within date range: 3,497
- Cumulative MYTD: 3,574

2002 ESCAPE

VIN: 1FMYU01112KC49804
Cust. Name:
Cust. Phone:
Cust. Address:
Cust. City: RICHMOND, VA

Build Date: 09/21/2002
Purchase Date: 04/04/2002
Dealer Name: Dick Stearns Ford, Inc.
Dealer Phone: (804) 794-0500

30 D18/60 D18** 42/NA
Mileage - 30 D18/60 D18** 2475/NA
Veh. Preferred Quality Rat * 30 D18/60 D18** 6/NA
Increase RAT in 9 or 10 D18/60 D18** NA
Gender: Female

Cust. Contact Date: 05/16/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: jmoach
Concern Comment: The customer has a concern with the engine stalling while in overdrive at initial start. This concern was first noticed approximately three weeks ago. The vehicle still has the factory oil and the customer uses 87 octane for fuel. Generally, this concern occurs at initial start while in park, but sometimes it occurs travelling uphill in overdrive. There are no noises associated with this concern. The customer is able to restart the vehicle immediately after it stalls. When trying to start the vehicle, the key will turn in the ignition. This vehicle was last driven today, approximately 15 minutes ago. There are no interior or exterior lights illuminated during this concern. The customer has not checked the battery. Generally, this concern occurs on a cold engine. This is an intermittent concern but the customer is not sure how many times this concern has occurred. The customer will address this concern with Sheehy Ford at her 3000 miles oil change.

SF **: 2 (Medium) Champion: NONE

VIN: 1FMYU01132KC61755
Cust. Name:
Cust. Phone:
Cust. Address:
Cust. City: CAPE MAY COURT HOUSE, NJ

Build Date: 03/01/2002
Purchase Date: 05/18/2002
Dealer Name: South Shore Ford Inc
Dealer Phone: (609) 390-8000

30 D15/60 D18** 31/NA
Mileage - 30 D15/60 D18** 3800/NA
Veh. Preferred Quality Rat * 30 D15/60 D18** 6/NA
Increase RAT in 9 or 10 D15/60 D18** Y/NA
Gender: Female

Cust. Contact Date: 04/16/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: beinger
Concern Comment: On the day of purchase, the customer noticed a concern with the engine stalling. The customer said that the concern occurs about 3 times per day. The customer is driving at speeds of 25-30 mph when the concern usually occurs. There are no noises associated with this concern. Today she had her foot on the brakes when the engine stalled. The customer uses the recommended fuel and oil in the vehicle. When the concern occurs, the customer puts the vehicle in neutral and the engine starts back up. All of the warning lights on the dashboard illuminate after the engine stalls. The concern occurs when the engine temperature is warm and cold. The customer took the vehicle in to the purchasing dealer and they ordered a new I/C Switch, the dealership hasn't put the new part in the vehicle yet, she has an appointment Thursday, April 18, 2002 for the repairs to be made to the vehicle.

SF **: 1 (Low) Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
** ICCD occurs at 30 D18, ICCD+ occurs at 15-33 D18 and CVP occurs at 30-65 D18. Prior to 10/28/02, 30 D18 occurs at 1530 days in service and 60 D18 occurs at 45/60 days in service.
*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

2002-827 0819



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/16/2002
 Call Date - Actual: 02/04/2002 - 06/09/2002
 Purchase Date - Actual: 12/26/2001 - 07/21/2002
 Containment Status: Both Contained and Not Contained
 Plant/c: KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP **
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/19/2002
 Requested: 02/02/2002 - 06/09/2002
 Requested: 09/21/2001 - 07/31/2002

CC CODE: D21

Total Customers Surveyed
 - Within date range: 3,497
 - Cumulative MYTD: 8,574

2002 ESCAPE

1FMYU01182KC84870

VIN: 1FMYU01182KC84870
 Cust. Name:
 Cust. Phone:
 Cust. Address:
 Cust. City: KENSINGTON, MD

Build Date: 03/19/2002
 Purchase Date: 04/20/2002
 Dealer Name: Ourlinam Ford Company Inc
 Dealer Phone: (301) 459-8800

30 DIS/60 DIS** 41NA
 Mileage - 30 DIS/60 DIS** 1700NA
 Veh. Product Quality Sat** 30 DIS/60 DIS** 5NA
 Increase SAT by 4 or 10 DIS/60 DIS** NNA
 Gender: Male

Cust. Contact Date: 05/31/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: pphons
 Concern Comment: The customer says that the engine stalled while driving. This occurred a month after vehicle delivery. He hasn't changed the oil as of yet and uses 87 octane fuel in the vehicle. No noises were associated with this concern. He was able to restart the vehicle immediately. No exterior or interior lights were on when this concern occurred and the engine was warm. He hasn't checked the battery and this concern only occurred once. He will address this concern with Ourlinam Ford at his convenience.

SFI ** 3 (High) Champion None

VIN: 1FMYU81B42KD13188
 Cust. Name:
 Cust. Phone:
 Cust. Address:
 Cust. City: ALPHARETTA, GA

Build Date: 04/10/2002
 Purchase Date: 04/20/2002
 Dealer Name: Northpoint Ford
 Dealer Phone: (770) 894-3673

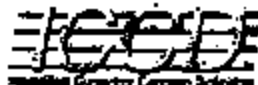
30 DIS/60 DIS** 30NA
 Mileage - 30 DIS/60 DIS** 1200NA
 Veh. Product Quality Sat** 30 DIS/60 DIS** 10NA
 Increase SAT by 4 or 10 DIS/60 DIS** NA/NA
 Gender: Female

Cust. Contact Date: 05/20/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: jnoesch
 Concern Comment: The customer has a concern with the engine stalling. This stalling occurs on warm engine when the customer is trying to restart the vehicle after it has just been used. To resolve this concern the customer has to take the key out of the ignition, wait a few seconds, and then turn the key in the ignition again to restart the vehicle. This concern was first noticed by the customer approximately two weeks after delivery. The vehicle still has the factory oil and the customer uses 87 octane for fuel. This concern occurs when parked. This vehicle is used by the customer on a daily basis and the last time driven was this morning. There are no exterior or interior lights on during this concern. The customer has not checked the battery. This is an intermittent concern which has occurred twice so far. The customer will mention this concern to Team Ford at North Point if it occurs again.

SFI ** 0 (None) Champion None

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 15-30 DIS and CVP occurs at 20-40 DIS. Prior to 10/29/02, 30 DIS occurs at 15/30 days in service and 60 DIS occurs at 45/60 days in service.
 *** Satisfaction Impact Factor (SFI) scale is: 0-none, 1-low, 2-medium, 3-high.

EN02-027 0015



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/18/2002
 Call Date - Actual: 02/04/2002 - 09/09/2002
 Purchase Date - Actual: 12/28/2001 - 07/31/2002
 Containment Status: Both Contained and Not Contained
 Plant/Kit: KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP **
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/18/2002
 Requested: 02/02/2002 - 09/09/2002
 Requested: 08/21/2001 - 07/31/2002

CC CODE: D21

Total Customers Surveyed
 - Within date range: 3,487
 - Cumulative MYTC: 3,574

2002 ESCAPE

1FMYU02122KDR2273

VIN: 1FMYU02122KDR2273
 Cust. Name:
 Cust. Phone:
 Cust. Address:
 Cust. City: GILBERTSVILLE, PA

Build Date: 05/19/2002
 Purchase Date: 07/02/2002
 Dealer Name: John Kennedy Ford Lincoln-Merc
 Dealer Phone: (610) 496-7172

30 DIS/60 DIS**
 Mileage - 30 DIS/60 DIS**
 Veh. Preferred Quality Rat * 30 DIS/60 DIS**
 Increase SAT by 0 or 10 DIS/60 DIS**
 Gender: Female

Date	Repair Order	Repair Comments
07/09/2002	142710	CHECK FOR LEAKS, PRESSURE TEST AND TOP OFF COOLANT NO LEAKS FOUND ROAD TEST OK FAN OPERATION-OK ROAD TEST, OVERHEATED WHILE DRIVING, TEST THERMOSTAT, REPLACE FAULTY THERMOSTAT, ROAD TEST, OK

Cust. Contact Date: 08/01/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: pphans
 Concern Comment: The customer says that one day when driving the engine stalled. This concern occurred within the first week after vehicle delivery. She hasn't changed the oil as of yet and uses 87 octane fuel in the vehicle. There were no noises associated with this concern. At first she was able to restart the vehicle but then she drove to next traffic light and the engine stalled again. At that time the battery was found to be dead and she wasn't able to restart it again. There were no exterior or interior lights on when this concern occurred and the engine was warm. She had the vehicle towed to John Kennedy Ford by Ford Roadside Assistance and it was required to her satisfaction.

SIF **: 3 (High) Chapter: NONF

VIN: 1FMYU03100KB88768
 Cust. Name:
 Cust. Phone:
 Cust. Address:
 Cust. City: ALPHARETTA, GA

Build Date: 12/19/2001
 Purchase Date: 01/05/2002
 Dealer Name: Gwinnett Place Ford
 Dealer Phone: (770) 476-2000

30 DIS/60 DIS**
 Mileage - 30 DIS/60 DIS**
 Veh. Preferred Quality Rat * 30 DIS/60 DIS**
 Increase SAT by 0 or 10 DIS/60 DIS**
 Gender: Female

Cust. Contact Date: 02/04/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: hcockru
 Concern Comment: Last weekend, the customer was waiting at a stop light and when she started to go the engine stalled. The customer restarted the vehicle right away and everything was fine. All warning lights were illuminated when the concern occurred. This concern has only occurred once. The concern didn't affect the performance of the vehicle since then. The customer uses regular unleaded fuel and hasn't had the oil changed yet. The customer hasn't checked the battery. The customer said she isn't going to take this concern to the purchasing dealer unless it occurs again.

SIF **: 1 (Low) Chapter: NONF

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied. Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 16-24 DIS and CVP occurs at 30-60 DIS. Prior to 10/25/02, 30 DIS occurs at 1650 days in service and 60 DIS occurs at 4500 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.

EP02-027 0016



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/18/2002
 Call Date - Actual: 02/04/2002 - 08/08/2002
 Purchase Date - Actual: 12/25/2001 - 07/31/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP **
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/19/2002
 Requested: 02/02/2002 - 08/09/2002
 Requested: 08/21/2001 - 07/31/2002

CC CODE: D31

Total Customers Surveyed
 - Within date range: 3,487
 - Cumulative MYTD: 8,574

2002 ESCAPE

CC CODE: D31 - 01/01/01 - 01/01/01

VIN: 1FMYU03112KD8892
 Cust. Name: Build Date: 05/12/2002 30 DIS/60 DIS** 36NA
 Cust. Phone: Purchase Date: 07/11/2002 Mileage - 30 DIS/60 DIS** 3000NA
 Cust. Address: Dealer Name: Fountain City Ford Inc. Veh. Product Quality Rat * 30 DIS/60 DIS** 10NA
 Cust. City: ALMA, WI Dealer Phone: (906) 887-1181 Increase RAT to 9 or 10 30/60 DIS** NA/NA
 Gender: Female

Cust. Contact Date: 08/16/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: jmosch
 Concern Comment: The customer had a concern with the engine stalling while driving. This concern occurred a week after delivery and has only occurred once. The customer was travelling at approximately 35 miles per hour when this concern occurred. The engine stalled just as the customer turned the A/C onto its first setting. The customer had the oil changed by Fountain City Ford today but is not sure of the kind of oil used. The customer uses 87 octane for fuel. The customer was not travelling uphill or downhill when this concern occurred. There were no noises associated with this concern. The key turned in the ignition and the customer was able to immediately restart the vehicle. This vehicle is driven on a daily basis. The customer did not notice any warning lights illuminated when this concern occurred. The customer is not sure of what the temperature gauge read, but this concern occurred within five minutes of starting the vehicle. The customer has not checked the battery. The customer has already mentioned this concern to Fountain City Ford and they advised her to bring the vehicle in if it occurs again.

SIF ***: 0 (None) Champion: NONE

VIN: 1FMYU03122KD83428
 Cust. Name: Build Date: 09/28/2002 30 DIS/60 DIS** 32NA
 Cust. Phone: Purchase Date: 05/25/2002 Mileage - 30 DIS/60 DIS** 917NA
 Cust. Address: Dealer Name: Bradley Ford Lincoln-Mercury Veh. Product Quality Rat * 30 DIS/60 DIS** 10NA
 Cust. City: LAKE HAVASU CITY, AZ Dealer Phone: (902) 858-1181 Increase RAT to 9 or 10 30/60 DIS** NA/NA
 Gender: Female

Cust. Contact Date: 05/28/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: pshans
 Concern Comment: The customer says that the would stall while driving. This concern first occurred about a week after vehicle delivery. She hasn't changed the oil as of yet and uses 82 octane fuel in the vehicle. There were no noises associated with this concern. She was able to restart the vehicle immediately and when trying to do so the key turned in the ignition easily. The check engine and check oil lights were illuminated in the dashboard. The engine temperature was cold at the time this concern occurred. She didn't check the battery and this concern only occurred twice. She already addressed this concern with her dealership, Bradley Ford who fixed the vehicle to her satisfaction.

SIF ***: 0 (None) Champion: NONE

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 15-30 DIS and CVP occurs at 30-65 DIS. Prior to 10/28/02, 30 DIS occurs at 1500 days in service and 60 DIS occurs at 4500 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

ENG2-827 0917



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/19/2002
Call Date - Actual: 02/04/2002 - 09/09/2002
Purchase Date - Actual: 12/29/2001 - 07/31/2002
Containment Status: Both Contained and Not Contained
Plant/c: KANSAS CITY
Survey Source: ICCD, ICCD+, CVP **
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/19/2002
Revised: 02/02/2002 - 09/09/2002
Respect: 08/21/2001 - 07/31/2002

CC CODE: 021

Total Customers Surveyed
- Within date range: 3,487
- Cumulative MYTU: 8,574

2002 ESCAPE



VIN:	1FMYU03152KD10288	Build Date:	04/09/2002	30 DIS/60 DIS**:	42NA
Cust. Name:		Purchase Date:	04/26/2002	Mileage - 30 DIS/60 DIS**:	876NA
Cust. Phone:		Dealer Name:	Alma Ford Corp	Web Product Quality Ref # 30 DIS/60 DIS**:	9NA
Cust. Address:		Dealer Phone:	(770) 867-8138	Increase SAT to 1 or 10 DAYS DIS**:	NANA
Cust. City:	OXFORD, GA			Gender:	Female

Cust. Contact Date: 09/09/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: jmcach

Concern Comment: The customer has a concern with the engine stalling while driving. Generally, this concern occurs after letting off of the accelerator. The customer first noticed this concern last week. The vehicle still has the factory oil and the customer uses 87 octane for fuel. This concern does not occur when parked or when traveling uphill/downhill. There are no noises associated with this concern. The customer is able to restart the vehicle immediately afterwards, and has no concerns with turning the key in the ignition. At the most, this vehicle will sit for one to two days without being driven. There are no exterior or interior lights on when this concern occurs. The engine temperature gauge reads right in the middle when the concern occurs. The customer has not yet checked the battery. This concern occurs at approximate speeds of 30 to 35 miles per hour. This is an intermittent concern which has occurred twice. The customer has addressed this concern with Courtyard Ford who currently have the vehicle at their dealership for repairs. The customer will pick up her vehicle tonight.

SIF **:

SIF **:	2 (Medium)	Champion:	NONE		
VIN:	1FMYU03152KD10288	Build Date:	09/01/2002	30 DIS/60 DIS**:	33NA
Cust. Name:		Purchase Date:	05/12/2002	Mileage - 30 DIS/60 DIS**:	475NA
Cust. Phone:		Dealer Name:	Dimension Ford West, Inc.	Web Product Quality Ref # 30 DIS/60 DIS**:	10NA
Cust. Address:		Dealer Phone:	(219) 438-3675	Increase SAT to 1 or 10 DAYS DIS**:	NANA
Cust. City:	FORT WAYNE, IN			Gender:	Female

Cust. Contact Date: 07/03/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: phansa

Concern Comment: The customer says that when driving one day and slowing down, the vehicle died completely. This concern occurred about a month after vehicle delivery. She hasn't changed the oil in the vehicle as of yet and uses 87 octane fuel in the vehicle. No noises were associated with this concern and she was able to restart the vehicle immediately. When trying to restart the vehicle, the key turned fine. At the time this concern occurred the vehicle had sat about 12 hrs since last being driven. The head lamps on the vehicle were on at this time and the engine temperature was warm. She hasn't checked the battery as of yet and this concern has only occurred once. She will address this concern with Dimension Ford at her convenience.

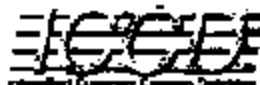
SIF **:

SIF **:	1 (Low)	Champion:	NONE
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* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 15-25 DIS and CVP occurs at 30-60 DIS. Prior to 10/29/02, 30 DIS occurs at 15/30 days in service and 60 DIS occurs at 45/90 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 3-medium, 5-high.

User ID: COUNN

E802-627 0016



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/19/2002
 Call Date - Actual: 02/04/2002 - 09/09/2002
 Purchase Date - Actual: 12/29/2001 - 07/31/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP ***
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/19/2002
 Requested: 02/02/2002 - 09/09/2002
 Requested: 08/21/2001 - 07/31/2002

CC CODE: D21

Total Customers Surveyed
 - Within data range: 3,497
 - Cumulative WYTD: 5,574

2002 ESCAPE



VIN: 1FMYU03162K099184

Cust. Name: _____ Cust. Phone: _____ Cust. Address: _____ Cust. City: CARLSBAD, CA	Build Date: 01/14/2002 Purchase Date: 01/30/2002 Dealer Name: Encinitas Ford Dealer Phone: (619) 763-6285	30 DIS/60 DIS**: Mileage - 30 DIS/60 DIS**: Veh. Product Quality Ind. * 30 DIS/60 DIS**: Increase SAT by 8 or 10 NVRD DIS**: Gender:	90/NA 140/NA 8/NA Y/NA Male
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Date	Repair Order	Repair Comments
02/07/2002	062519	REPROGRAM PCM EEC - (QUICK TEST) - DIAGNOSIS

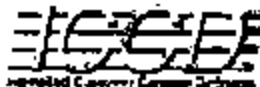
Cust. Contact Date: 08/01/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: beinger

Concern Comment: Two weeks after purchase, the customer noticed a concern with the engine stalling. The customer was driving 40 mph on the highway when the concern occurred. All of the warning lights illuminated when the vehicle stalled. The customer had to coast to a stop on the side of the highway. The customer uses regular unleaded fuel and has not yet had the oil changed. There were no noises associated with this concern. The customer restarted the vehicle immediately after the concern occurred. The engine temperature was warm when the concern occurred. The customer didn't check the battery to see what color the eye was. This intermittent concern has only happened one time. The customer took the vehicle in to the purchasing dealer for repair and the dealership told Mr. Bensons that the Escape were having some trouble on this concern was not happy to hear that considering that his vehicle stalled on a busy highway, during traffic and almost got rear ended. The dealership has reprogrammed the computer in the engine, and the customer has been happy with the repairs made to the vehicle.

SIF ***: 3 (High) Champion: NCWF

EM02-027 08/19

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied. Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 15-60 O/B and CVP occurs at 30-60 O/B. Prior to 10/29/02, 90 DIS occurs at 18/30 days in service and 60 DIS occurs at 48/60 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=none, 1=low, 2=medium, 3=high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/19/2002
 Call Date - Actual: 02/04/2002 - 09/09/2002
 Purchase Date - Actual: 12/29/2001 - 07/19/2002
 Containment Status: Both Contained and Not Contained
 Plant/Kit: KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP **
 Code Type: Ford Default Concern Codes

Requested: 07/11/2001 - 07/19/2002
 Requested: 02/02/2002 - 09/09/2002
 Requested: 08/21/2001 - 07/19/2002

CC CODE: D21

Total Customers Surveyed

2002 ESCAPE

- Within date range: 3,617

- Cumulative MYTD: 6,074

CC CODE: D21

VIN: 1FMYU03162KB55752

Cust. Name: _____
 Cust. Phone: _____
 Cust. Address: _____
 Cust. City: ACWORTH, GA

Build Date: 01/15/2002
 Purchase Date: 01/25/2002
 Dealer Name: Cherokee Ford
 Dealer Phone: (770) 682-0380

30 DIS/60 DIS** 31/NA
 Mileage - 30 DIS/60 DIS** 1100/NA
 Veh. Product Quality Sat ** 30 DIS/60 DIS** 7/NA
 Increase SAT to 9 or 10 30/60 DIS** Y/NA
 Gender: Female

Date	Repair Order	Repair Comments
02/01/2002	155327	REPROGRAM PCM 68M 15598 CC-42 BASIC-12A850 1147 ROAD TEST VEHICLE SEVERAL MILES AND VEHICLE RAN NORMAL RUN WDS DIAG.CHECK FOR CODES ALL PASS CODES EVERY MODULE

Cust. Contact Date: 02/26/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: beinger
 Concern Comment: At 100 miles, the customer had a concern with the engine stalling. The customer said that she was driving on a four lane road at the speed of 55 mph when the concern occurred. The customer uses regular unleaded fuel and has not yet had the oil changed. The customer said that the check engine light and the oil light came on when the concern occurred. The customer could immediately restart the vehicle, however she had the vehicle towed to the purchasing dealer and did not drive the vehicle again until the dealership repaired the concern. The engine temperature was warm when the concern occurred. The customer did not check the eye of the battery at the time the concern occurred. The intermittent concern only occurred one time. The dealership repaired the concern to the customer's satisfaction.

SIF ***: 3 (High) Champion: NONE

VIN: 1FMYU03162KD98171

Cust. Name: _____
 Cust. Phone: _____
 Cust. Address: _____
 Cust. City: SPRINGFIELD, MO

Build Date: 06/18/2002
 Purchase Date: 07/11/2002
 Dealer Name: Republic Ford Inc
 Dealer Phone: (417) 732-2626

30 DIS/60 DIS** 33/NA
 Mileage - 30 DIS/60 DIS** 400/NA
 Veh. Product Quality Sat ** 30 DIS/60 DIS** 10/NA
 Increase SAT to 9 or 10 30/60 DIS** N/NA
 Gender: Female

Cust. Contact Date: 08/13/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: jmoach
 Concern Comment: The customer had a concern with the engine stalling while driving. This concern occurred just as the customer pressed on the gas pedal while starting up a hill. The vehicle was travelling at approximately 40 miles per hour. This concern occurred a week ago. The vehicle still has the factory oil and the customer uses 57 octane for fuel. There were no noises associated with this concern. The customer was able to turn the key in the ignition and immediately restart the vehicle. The customer drives this vehicle at least every other day of the week. There were no warning lights illuminated when this concern occurred. The engine was warm. The customer has not checked the battery. This is an intermittent concern that has only occurred once. The customer will mention this concern to Republic Ford sometime this week.

SIF ***: 0 (None) Champion: NONE

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 45-55 DIS and CVP occurs at 50-65 DIS. Prior to 10/26/02, 30 DIS occurs at 1500 days in service and 60 DIS occurs at 4500 days in service.
 *** Satisfaction (Impact Factor) scale is: 0=None, 1=Low, 2=Medium, 3=High.

User ID: CDUNN

ENR2-027 0020



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/19/2002
 Call Date - Actual: 02/04/2002 - 09/09/2002
 Purchase Date - Actual: 12/28/2001 - 07/31/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP **
 Code Type: Ford Default Contain Codes

Requested: 07/31/2001 - 07/19/2002
 Requested: 02/02/2002 - 09/09/2002
 Requested: 08/21/2001 - 07/31/2002

CC CODE: D21

Total Customers Surveyed
 - Within date range: 3,497
 - Cumulative MYTD: 5,574

2002 ESCAPE



VIN: 1FBYU08172KD33651

Cust. Name:	Build Date:	04/22/2002	30 DIS/60 DIS**:	42NA
Cust. Phone:	Purchase Date:	05/07/2002	Mileage - 30 DIS/60 DIS**:	1100NA
Cust. Address:	Dealer Name:	John Bleasley Ford Inc	Veh. Product Quality Ret * 30 DIS/60 DIS**:	5NA
Cust. City: LITHIA SPRINGS, GA	Dealer Phone:	(770) 941-8000	Increase R&T in 5 or 10 WORK DRS**:	YNA
			Gender:	Female

Date	Repair Order	Repair Comments
05/10/2002	065883	JERRY BLAY TO BUFF ACID RAIN BUFF ALL OVER
06/07/2002	068877	DIAG REPLACE IAC EEC (QUICK TEST) - DIAGNO SIS

Cust. Contact Date: 05/18/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: pphans
 Concern Comment: The customer says that the vehicle stalled while driving one day. This concern occurred about three weeks after vehicle delivery. She hasn't changed her oil as of yet and uses 88 octane fuel in the vehicle. There are no noises associated with this concern. She let the vehicle sit for about 5 minutes and then she attempted to restart it and was successful. When this concern occurred the vehicle had sat about 8 hours since last driven. No exterior or interior lights were on when this concern occurred and the engine temperature was warm. She did not check her battery. This concern only happened once. She already addressed this concern with her dealership, John Bleasley Ford who fixed it to her satisfaction.

SIF **: 3 (High) Champion: NONE

VIN: 1FBYU04112KD34121

Cust. Name:	Build Date:	04/22/2002	30 DIS/60 DIS**:	30NA
Cust. Phone:	Purchase Date:	05/05/2002	Mileage - 30 DIS/60 DIS**:	2550NA
Cust. Address:	Dealer Name:	Jim Tidwell Ford Inc	Veh. Product Quality Ret * 30 DIS/60 DIS**:	6NA
Cust. City: TALLAHASSEE, FL	Dealer Phone:	(770) 427-5531	Increase R&T in 5 or 10 WORK DRS**:	YNA
			Gender:	Male

Cust. Contact Date: 05/04/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: adntal
 Concern Comment: The customer was having a problem with the engine stalling. The concern was intermittent and happened the one time to the customer. The customer was travelling 30 miles per hour when the engine shut off. The concern happened to the customer yesterday. The oil in the vehicle is still the same that came from the dealership. The customer uses 87 regular unleaded octane in the vehicle. The customer did not hear any noises when the engine stalled. The customer lost all power in vehicle and the engine and oil light were illuminated. The dealership determined it was a defective computer power relay. The vehicle would restart after it stalled. The engine temperature was warm when the concern happened. The battery was determined by the service department to be okay. The vehicle does work properly now and does not stall.

SIF **: 2 (Medium) Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 15-25 DIS and CVP occurs at 30-35 DIS. Prior to 10/28/02, 30 DIS occurs at 15/30 days in service and 60 DIS occurs at 45/90 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EN02-027 0921



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/19/2002
 Call Date - Actual: 02/04/2002 - 08/08/2002
 Purchase Date - Actual: 12/28/2001 - 07/31/2002
 Containment Status: Both Contained and Not Contained
 Plant: KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP **
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/19/2002
 Requested: 02/02/2002 - 09/09/2002
 Requested: 08/21/2001 - 07/31/2002

CC CODE: 021

Total Customers Survived
 - Within date range: 3,497
 - Cumulative MYTD: 5,574

2002 ESCAPE

YIN: 1FMYU04122KB67263

Cust. Name:	Build Date:	01/02/2002	30 DIS/60 DIS**:	40NA
Cust. Phone:	Purchase Date:	01/26/2002	Mileage - 30 DIS/60 DIS**:	3100NA
Cust. Address:	Dealer Name:	Hilltop Ford Lincoln Mercury L.	Veh. Product Quality Rat * 30 DIS/60 DIS**:	BNA
Cust. City:	Dealer Phone:	(608) 684-3585	Increase RAT to 9 or 10 30/60 DIS**:	YNA
			Gender:	Female

Cust. Contact Date: 03/07/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: boocru

Concern Comment: Two days after purchase, the customer was driving down a hill and the vehicle stalled. The intermittent concern has occurred 4 times, each time within five days, and always happens on the same hill. The vehicle will start immediately. The concern heard occurred for about two weeks now. The customer said all warning lights were illuminated each time the concern occurred. The customer uses regular unleaded fuel in the vehicle and uses the recommended oil. The customer had the oil changed for the first time yesterday (she didn't say where she went to have the oil changed) and they checked the battery and all the fluid levels and everything was normal. The customer said the engine temperature was warm every time the concern occurred. The concern hasn't affected the performance of the vehicle. The customer will be taking this concern to the purchasing dealer when it is converted.

SIF **: 0 (None) Chapter: NONE

YIN: 1FMYU04122KB98886

Cust. Name:	Build Date:	01/14/2002	30 DIS/60 DIS**:	30NA
Cust. Phone:	Purchase Date:	01/23/2002	Mileage - 30 DIS/60 DIS**:	1000NA
Cust. Address:	Dealer Name:	Shawnee Meeson Ford, Inc.	Veh. Product Quality Rat * 30 DIS/60 DIS**:	10NA
Cust. City:	Dealer Phone:	(813) 831-0000	Increase RAT to 9 or 10 30/60 DIS**:	NA/NA
			Gender:	Female

Cust. Contact Date: 02/21/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: boocru

Concern Comment: Last Friday, the customer was driving on the highway and the engine stalled. The customer said she had to coast over to the side of the highway and start the vehicle again. The customer didn't have any problems starting it right away. The concern is intermittent and has only occurred once time. There were no noises associated with the concern. The check engine light illuminated right after the vehicle stalled. The customer hasn't checked the fluid levels or the battery. The customer uses regular unleaded fuel and hasn't had the oil changed yet. The concern hasn't affected the performance of the vehicle. The customer said she isn't planning to take the concern to the purchasing dealer unless it happens again.

SIF **: 0 (None) Chapter: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendations on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 15-25 DIS and CVP occurs at 30-50 DIS. Prior to 10/28/02, 30 DIS occurs at 15/30 days in service and 60 DIS occurs at 45/90 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ENG2-827 08/02



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/16/2002
 Call Date - Actual: 02/04/2002 - 09/09/2002
 Purchase Date - Actual: 12/25/2001 - 07/31/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP **
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/19/2002
 Requested: 02/02/2002 - 09/09/2002
 Requested: 09/21/2001 - 07/31/2002

CC CODE: D21

Total Customers Surveyed
 - Within date range: 3,487
 - Cumulative MYTD: 3,574

2002 ESCAPE



VIN:	1FMYU04132KD98288	Build Date:	09/26/2002	30 DIS60 DIS**:	30NA
Cust. Name:		Purchase Date:	07/09/2002	Mileage - 30 DIS60 DIS**:	12002NA
Cust. Phone:		Dealer Name:	Zimmerman Ford Inc.	Wch. Product-Quality-Ret ** 30 DIS60 DIS**:	30NA
Cust. Address:		Dealer Phone:	(830) 584-1800	Increase S&T in 0 or 10 30 DIS60 DIS**:	YNA
Cust. City:	YORKVILLE, IL			Gender:	Female

Cust. Contact Date: 08/07/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: preham

Concern Comment: The customer says that the engine dies while driving. The first time this concern occurred was about three weeks after vehicle delivery. She hasn't changed the oil as of yet and uses 67 octane fuel in the vehicle. There were no noises associated with this concern. When this concern occurred she pulled over and let the vehicle sit for about 30 seconds. She then was able to restart the vehicle with no problems. When ever this concern occurs the vehicle has sat at least 8 hours since last driven. She hasn't checked the battery in the vehicle and no lights (exterior or interior) were on when this occurred. The A/C was on whenever this happened. This concern has occurred twice so far and the second time she contacted Roadside Assistance and had the vehicle towed into Zimmerman Ford who could not duplicate this concern. If it occurs again, she will take the vehicle right back in to her dealership.

SIF **: 2 (Medium) Complete: NONE

EM2-027 00123

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 18-25 DIS and CVP occurs at 30-60 DIS. Prior to 10/25/02, 30 DIS occurs at 1530 days in service and 60 DIS occurs at 4530 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

User ID: CDUNN



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/18/2002
 Call Date - Actual: 02/04/2002 - 09/09/2002
 Purchase Date - Actual: 12/29/2001 - 07/31/2002
 Containment Status: Both Contained and Not Contained
 Plant/ln: KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP **
 Code Type: Ford Dealer Concern Codes

Requested: 07/31/2001 - 07/16/2002
 Requested: 09/09/2002 - 09/09/2002
 Requested: 09/21/2001 - 07/31/2002

CC CODE: D21

Total Customers Surveyed

2002 ESCAPE

- Within date range: 3,497
 - Cumulative MYTD: 5,674

VIN: 1FMYU041E2KB06900
 Cust. Name: _____
 Cust. Phone: _____
 Cust. Address: _____
 Cust. City: GRESHAM

Build Date: 01/16/2002
 Purchase Date: 02/01/2002
 Dealer Name: Denby Ford Inc
 Dealer Phone: (803) 268-2087

30 DIS60 DIS** 31/NA
 Mileage - 30 DIS60 DIS** 1300NA
 Veh. Product Quality Ref * 30 DIS60 DIS** S/NA
 Inverse SAT to 9 or 10 30DIS DIS** N/NA
 Gender: Female

Date	Repair Order	Repair Comments
02/11/2002	127225	WDS START UP, CODE P113 + P1151, P0138, P0156, P0171, P0174, P0401, P0457, DCL DISPLAY FOUND SHORT AND LONG FUEL TRIM HIGH, INSTALLED SMOKE MACHINE FOUND VAC LINE LOOSE FROM BANK 1 OF INTAKE MANIFOLD, RECON NECT AND CLEAR COD ES, TEST DRIVE OK, RE TEST PASS

Cust. Contact Date: 09/04/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: jmlc:10
 Concern Comment: A week ago, the customer noticed her vehicle stalled when traveling 40 mph. The customer uses the prescribed oil and colans for her vehicle. The concern occurred when the customer was going downhill. The customer did not notice a noise associated with this concern. Mrs. Stanil put her vehicle in neutral and restarted the vehicle immediately. The customer's vehicle sat for eight hours since it was last driven. The customer did not have any lights on in the interior or exterior. The customer said the engine temperature was warm. The customer did not check the battery. The concern is intermittent and occurred the one time. * the audio system and temperature control will running when the vehicle stalled. Mrs. Stanil will take her vehicle to the purchasing dealer if the concern occurs again.

SIF **: 1 (Low) Champion: NONE

VIN: 1FMYU041E2KC84377
 Cust. Name: _____
 Cust. Phone: _____
 Cust. Address: _____
 Cust. City: ALTAMONTE

Build Date: 03/26/2002
 Purchase Date: 04/13/2002
 Dealer Name: Backhouse Motors Inc
 Dealer Phone: (804) 793-1112

30 DIS60 DIS** 30NA
 Mileage - 30 DIS60 DIS** 1700NA
 Veh. Product Quality Ref * 30 DIS60 DIS** 10NA
 Inverse SAT to 9 or 10 30DIS DIS** N/NA
 Gender: Female

Cust. Contact Date: 08/13/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: stanil
 Concern Comment: The customer had a problem with the engine stalling while the customer was driving about 28 miles per hour. The vehicle just shut off on the customer. The concern was first noticed about two weeks ago. The oil is the same that was put in originally. The customer uses 87 regular unleaded colans. There were no noises associated with the concern. The vehicle did restart right away. The check engine light did come on, however once the vehicle was restarted the light did not come back on. The engine temperature was cold when the concern happened. The concern was intermittent and only happened the one time. The key will turn in the ignition when the vehicle is being started. The dealership advised the customer that if the concern happens again to bring it in.

SIF **: 0 (None) Champion: NONE

* Measurements: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 15-25 DIS and CVP occurs at 30-65 DIS. Prior to 10/2002, 30 DIS occurs at 1820 days in service and 60 DIS occurs at 4900 days in service.
 *** Satisfaction Impact Factor (SIF) scale: 0=None, 1=Low, 2=Medium, 3=High.

User ID: COLNN

ENC2-027 0024



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/18/2002
Call Date - Actual: 02/04/2002 - 06/08/2002
Purchase Date - Actual: 12/25/2001 - 07/31/2002
Containment Status: Both Contained and Not Contained
Plant(s): KANSAS CITY
Survey Source: ICCD, ICCD+, CVP **
Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/19/2002
Requested: 02/02/2002 - 09/09/2002
Requested: 08/21/2001 - 07/31/2002

CC CODE: D21

Total Customers Surveyed
- Within date range: 3,497
- Cumulative MYTC: 5,574

2002 ESCAPE

VIN: 1FMYU04182KB97480

Build Date:	01/16/2002	30 DIS/60 DIS**:	32NA
Purchase Date:	01/24/2002	Mileage - 30 DIS/60 DIS**:	1900NA
Dealer Name:	Morrison Ford, Inc.	Veh. Product Excludes Part * 30 DIS/60 DIS**:	10NA
Dealer Phone:	(426) 686-8820	Includes R&T to 0 or 10 DIS/60 DIS**:	NA/NA
		Gender:	Male

Cust. Contact Date: 02/25/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: bockro

Concern Comment: Three days after purchase, the customer said the engine stalled while she was driving. The customer said all lights were illuminated when the concern occurred. The vehicle started right away after the concern occurred. The customer said the intermittent concern has only occurred once. The concern hasn't affected the performance of the vehicle. There were no noises associated with the concern. The customer uses regular unleaded fuel and hasn't had the oil changed yet. The customer took the concern to the purchasing dealer to be serviced right after the concern occurred. The dealership couldn't find anything that would've caused the concern. They said to bring the vehicle back if the concern occurred again.

SF ***: 0 (None) Champion: NCNF

VIN: 1FMYU04182KD51854

Build Date:	05/16/2002	30 DIS/60 DIS**:	30NA
Purchase Date:	07/17/2002	Mileage - 30 DIS/60 DIS**:	1100NA
Dealer Name:	Heritage Ford	Veh. Product Excludes Part * 30 DIS/60 DIS**:	4NA
Dealer Phone:	(802) 845-8100	Includes R&T to 0 or 10 DIS/60 DIS**:	NA/NA
		Gender:	Female

Cust. Contact Date: 08/16/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: prehara

Concern Comment: The customer says that the engine stalled one day while driving down a hill. This was about a month after vehicle delivery. She hasn't changed the oil as of yet and uses 87 octane fuel in the vehicle. There were no noises associated with this concern. She was not able to restart the vehicle right away, instead she let it sit for about 1/2 an hour and then it started. She was driving the vehicle after it had sat overnight and no interior or exterior lights were on at this time. Also when this concern occurred the engine was already warmed up. She didn't check the battery but she took the vehicle immediately into Heritage Ford. They have ordered her a new part to fix this concern and it should arrive on Monday. She will be making an appointment with Heritage Ford based on the arrival of the needed part.

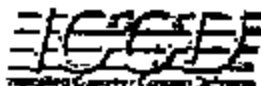
SF ***: 1 (Low) Champion: NCNF

* Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendations on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.

** ICCD occurs at 30 DIS, ICCD+ occurs at 16-25 DIS and CVP occurs at 30-85 DIS. Prior to 10/25/02, 30 DIS occurs at 16250 days in service and 60 DIS occurs at 45800 days in service.

*** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

ENR2-027 08/25



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/19/2002
 Call Date - Actual: 02/04/2002 - 06/09/2002
 Purchase Date - Actual: 12/28/2001 - 07/31/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP**
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/19/2002
 Requested: 02/02/2002 - 06/09/2002
 Requested: 08/21/2001 - 07/31/2002

CC CODE: D21

Total Customers Surveyed
 - Within data range: 3,497
 - Cumulative MYTD: 8,874

2002 ESCAPE

VIN: 1FMYU04172KC47285
 Cust. Name:
 Cust. Phone:
 Cust. Address:
 Cust. City: LIVERPOOL, NY

Build Date: 02/25/2002
 Purchase Date: 03/14/2002
 Dealer Name: Sam Deil Ford
 Dealer Phone: (315) 822-0688

30 DIS/60 DIS**:
 Mileage - 30 DIS/60 DIS**:
 Veh. Product Quality Rat ** 30 DIS/60 DIS**:
 Inverse RAT to R or 10 DIS/60 DIS**:
 Gender:
 41/NA
 160/NA
 B/NA
 N/NA
 Male

Date	Repair Order	Repair Comments
04/13/2002	200288	12A660-CC-42-CCD-021 EEC,INPOINT,MO NITOR TESTS, NISCC TO REPRO GRAM PCM

Cust. Contact Date: 04/24/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: bccckru
 Concern Comment: Two weeks after purchase, the engine stalled while driving. The concern has occurred twice. The concern occurred when the customer was driving downhill at 25 mph both times. The customer did not notice any noises associated with this concern. The vehicle did restart immediately after. The engine oil light was illuminated at the time of the concern. The engine temperature was warm when the concern occurred. The customer did not check the battery. The customer uses a regular unleaded fuel and hasn't had the oil changed yet. The customer took his vehicle to the participating dealer (ensure of exact date) to be serviced. The service department repaired the vehicle (ensure of exact repairs made to the vehicle) to the customer's satisfaction.

SIF **: 1 (Low) Champion: MNF

VIN: 1FMYU04183CC01277
 Cust. Name:
 Cust. Phone:
 Cust. Address:
 Cust. City: AXTON, VA

Build Date: 03/26/2002
 Purchase Date: 04/16/2002
 Dealer Name: Tri-City Ford Inc
 Dealer Phone: (336) 823-2185

30 DIS/60 DIS**:
 Mileage - 30 DIS/60 DIS**:
 Veh. Product Quality Rat ** 30 DIS/60 DIS**:
 Inverse RAT to R or 10 DIS/60 DIS**:
 Gender:
 30/NA
 260/NA
 B/NA
 N/NA
 Female

Cust. Contact Date: 05/15/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: wmluign
 Concern Comment: Two weeks after purchasing the vehicle the customer experienced a concern with the vehicle stalling. The customer said when she starts her Escape and is about to put it in reverse, it will shut off and need to be restarted again. This concern has occurred two or three times, and it usually happens when the engine temperature is cold. There are no lights illuminated when this concern occurs and the customer is able to restart the vehicle immediately after. She has not mentioned this concern to her selling dealership because it has only occurred a few times so far. Once the engine is warmed up this concern does not continue occur. The customer will mention it to her dealership when she brings the vehicle in for her 3000 mile oil change.

SIF **: 1 (Low) Champion: MNF

* Measurement: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 16-25 DIS and CVP occurs at 30-35 DIS. Prior to 10/28/02, 30 DIS occurs at 1600 days in service and 60 DIS occurs at 4600 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

EM02-027 0025



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/18/2002
 Call Date - Actual: 02/04/2002 - 09/09/2002
 Purchase Date - Actual: 12/26/2001 - 07/31/2002
 Containment Status: Both Contained and Not Contained
 Plant/lot: KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP**
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/18/2002
 Requested: 08/02/2002 - 09/09/2002
 Requested: 08/21/2001 - 07/31/2002

CC CODE: 021

Total Customers Surveyed
 - Within date range: 3,487
 - Cumulative MYTD: 5,574

2802 ESCAPE

VIN:	1FMYU04182K067886	Build Date:	05/28/2002	30 DIS/60 DIS**	35NA
Cust. Name:		Purchase Date:	08/03/2002	Mileage - 30 DIS/60 DIS**	3000NA
Cust. Phone:		Dealer Name:	Louisburg Ford Sales Inc	Veh. Product Quality Ref # 30 DIS/60 DIS**	10NA
Cust. Address:		Dealer Phone:	(913) 637-4311	Increase SAT in 6 or 12 30/60 DIS**	NA/NA
Cust. City:	GILLETTE, WY			Gender:	Female

Cust. Contact Date: 07/09/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: prehana
 Concern Comment: The customer says that the engine stalled one day when driving. This occurred about a month after vehicle delivery. She hasn't changed the oil as of yet and uses 87 octane fuel in the vehicle. There were no noises associated with this concern and she was able to restart the vehicle right away. When trying to restart the vehicle, the key turned fine. This concern occurred when driving the vehicle after it had sat overnight. The oil light, battery light and check engine light were all illuminated at this time. The engine was warm. This concern has only occurred once and she plans on addressing this concern with Thunder Basin Ford at her convenience.

SIF**:	2 (Median)	Champion:	NRNF
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VIN:	1FMYU04182KD68803	Build Date:	06/05/2002	30 DIS/60 DIS**	35NA
Cust. Name:		Purchase Date:	08/26/2002	Mileage - 30 DIS/60 DIS**	400NA
Cust. Phone:		Dealer Name:	Northside Ford	Veh. Product Quality Ref # 30 DIS/60 DIS**	6NA
Cust. Address:		Dealer Phone:	(214) 825-9800	Increase SAT in 6 or 12 30/60 DIS**	NA/NA
Cust. City:	SAN ANTONIO, TX			Gender:	Female

Cust. Contact Date: 07/31/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: prehana
 Concern Comment: The customer says that the engine would stall. This concern first occurred on the day of vehicle delivery. She hasn't changed the oil as of yet and uses 87 octane fuel in the vehicle. There were no noises associated with this concern and she was able to restart the vehicle right away. When trying to restart the vehicle the key turned fine in the vehicle. This concern would occur regardless of how long the vehicle had sat since last driven. The check engine light was exhibited at the time this concern was exhibited but no exterior lights were on. It would occur whether the engine was warm or cold and she didn't check the battery. This was a constant concern which she already addressed with Northside Ford. This concern was fixed to her satisfaction.

SIF**:	2 (Median)	Champion:	NRNF
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* Manufacturer's Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 45-65 DIS and CVP occurs at 30-55 DIS. Prior to 10/28/02, 30 DIS occurs at 1500 days in service and 60 DIS occurs at 4500 days in service.
 *** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.

EM02-027 0027



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/19/2002
 Call Date - Actual: 02/04/2002 - 04/09/2002
 Purchase Date - Actual: 12/28/2001 - 07/31/2002
 Containment Status: Both Contained and Not Contained
 Plant(s): KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP **
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/19/2002
 Requested: 02/02/2002 - 09/09/2002
 Requested: 08/21/2001 - 07/31/2002

CC CODE: D21

2002 ESCAPE

Total Customers Surveyed
 - Within date range: 3,497
 - Cumulative MYTD: 5,674

VIN: 1FMYU04182KB77993
 Cust. Name: _____
 Cust. Phone: _____
 Cust. Address: _____
 Cust. City: CARY, NC

Build Date: 01/11/2002
 Purchase Date: 02/09/2002
 Dealer Name: Crossroads Ford, Inc.
 Dealer Phone: (919) 467-1861

30 DIS/60 DIS** : 31NA
 Mileage - 30 DIS/60 DIS** : 1100/NA
 Veh. Product Quality Ref * 30 DIS/60 DIS** : 10NA
 Increase FAT by 0 or 10 NURS DIS** : NANA
 Gender: Male

Cust. Contact Date: 03/12/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: jmtc10
 Concern Comment: Two days after purchase, the customer's vehicle stalled when accelerating from a stop light. The vehicle restarted immediately after. The customer did not notice any warning lights when the concern occurred. The customer uses the prescribed oil and fuel for his vehicle. The customer did not notice any noises associated with the concern. He did not have any interior or exterior lights on when the concern occurred. The engine temperature was warm when the concern occurred. The customer did not check his battery or fluid levels. The concern is intermittent and only occurred the one time. He stated the concern has not affected the performance of his vehicle, but if the concern occurs again he will take his vehicle to the purchasing dealer to be serviced.

SIF ***: 2 (Med/Low) Champion NCDF

VIN: 1FMYU041X2KB87589
 Cust. Name: _____
 Cust. Phone: _____
 Cust. Address: _____
 Cust. City: ROCKVILLE, MD

Build Date: 12/16/2001
 Purchase Date: 01/12/2002
 Dealer Name: Century Ford Inc
 Dealer Phone: (301) 424-6000

30 DIS/60 DIS** : 31NA
 Mileage - 30 DIS/60 DIS** : 600NA
 Veh. Product Quality Ref * 30 DIS/60 DIS** : 9NA
 Increase FAT by 0 or 10 NURS DIS** : NANA
 Gender: Female

Cust. Contact Date: 02/12/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: beingar
 Concern Comment: Three weeks after purchase, the customer was driving down a side street, and the vehicle stalled. The concern only happened that one time, and she could restart the vehicle immediately after the concern occurred. The engine temperature was warm when the concern occurred. The customer uses regular unleaded fuel, and has not yet had the oil changed. The customer didn't check the battery to see what color the eye was. The head lamps were on when the concern occurred. The customer called the purchasing dealer and they stated that there probably was a glitch in the vehicle and to bring the vehicle in to be looked at if it occurs again.

SIF ***: 1 (Low) Champion NCDF

EPR2-027 0828

** Measurements: Satisfaction on a 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10=Definitely Would.
 *** ICCD occurs at 30 DIS, ICCD+ occurs at 45-65 DIS and CVP occurs at 30-35 DIS. Prior to 10/29/02, 30 DIS occurs at 1530 days in service and 60 DIS occurs at 4560 days in service.
 **** Satisfaction Impact Factor (SIF) scale is: 0-none, 1-low, 2-medium, 3-high.



CONCERNS BY CATEGORIES

Ford Motor Company

Build Date - Actual: 12/04/2001 - 07/19/2002
 Call Date - Actual: 02/04/2002 - 06/09/2002
 Purchase Date - Actual: 12/29/2001 - 07/31/2002
 Containment Status: Both Contained and Not Contained
 Plant#: KANSAS CITY
 Survey Source: ICCD, ICCD+, CVP **
 Code Type: Ford Default Concern Codes

Requested: 07/31/2001 - 07/19/2002
 Requested: 02/02/2002 - 06/09/2002
 Requested: 06/21/2001 - 07/31/2002

CC CODE: D21

Total Customers Surveyed
 - Within date range: 3,487
 - Cumulative MYTD: 8,574

2002 ESCAPE



VIN: 1FMYU041X2KD40679
 Cust Name: _____
 Cust Phone: _____
 Cust Address: _____
 Cust City: BLOOMINGTON, IN :

Build Date: 05/07/2002
 Purchase Date: 05/12/2002
 Dealer Name: Bloomington Ford Inc
 Dealer Phone: (812) 351-2200

30 DIS/60 DIS**:
 Mileage - 30 DIS/60 DIS**:
 Veh. Product Quality Ret* 30 DIS/60 DIS**:
 Inverse SAT in 9 or 10 years ago**:
 Gender:
 30/NA
 1800/NA
 8/NA
 Y/NA
 Male

Cust. Contact Date: 07/12/2002 Survey Source: ICCD Containment Status: Not Contained Agent ID: prehan
 Concern Comment: The customer says that the engine has stalled while driving. The first time this concern occurred was about a week after vehicle delivery. He hasn't changed the oil as of yet and uses 87 octane fuel in the vehicle. There are no noises associated with this concern and he was able to restart the vehicle right away. When trying to restart the vehicle the key turned free. The customer is not sure how long the vehicle had sat since last driven when this concern has occurred. There has been no interior or exterior lights on when this concern has occurred and the engine is usually warm. This concern has occurred twice so far and he plans on addressing this with Bloomington Ford at his convenience.

SIF **: 2 (Medium) Champion: NONF

ENR2-827 0829

* Measurement: Satisfaction on 1-10 scale with 1=Completely Dissatisfied and 10=Completely Satisfied; Recommendation on a 1-10 scale with 1=Definitely Would Not and 10= Definitely Would.
 ** ICCD occurs at 30 DIS, ICCD+ occurs at 15-25 DIS and CVP occurs at 30-65 DIS. Prior to 10/29/02, 30 DIS occurs at 15/90 days in service and 60 DIS occurs at 45/90 days in service.
 *** Satisfaction Incentive Factor (SIF) scale is: 0=None, 1=Low, 2=Medium, 3=High.

User ID: GDUNN

CQIS Report Number: YKCD5014 Program Type: REL Orig Rpt #:
 Report Source: NSS - FCSD - TECH SVC HOTLINE Report Date: 11/03/2000

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1FMCU04191KD97939
 Engine: 3.0L DURATEC V6 Odometer: 2,252 MILES
 Operating Environ: WCC:
 Vehicle Use: Rep. Act:

Symp: 5 07 6 00 DRIVEABILITY STALL/QUIT/RESTARTS
 AT CRUISE OTHER (CODE NOT AVAILABLE)

Add Symptom: INTERMITTENT STALL/HES
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	CUSTOMER STS VEH HAS INTERMITTENT STALL CONCERN AT 20MPH AND INTERMITTENT HES/STUMBLE ON ACCEL TECH UNABLE TO DUPLICATE OR VERIFY SEEKING KNOWN NO DTC'S FUEL TRIMS NORMAL
RECOMM	ADV TECH OF NO KNOWN AND TO ADV CUSTOMER TO CHANGE FUEL BRANDS POSSIBLE CAUSE

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

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

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

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 07/27/2000 Warranty Start Date: 09/14/2000
 Date of Sale: 09/14/2000 Selling Dlr (Mkt, Dlr, Sub): 08736
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 754 AA
 Bld Dt: Serial #: 500800039 Plt:

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

Trans: Part #:
 Bld Dt: Serial #: YL8PFB
 Model: Plt: Shft:

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

Tire: Brand:
 Radio: ELFTZ PREM STRO/CSTE/DISC/CLK A/C: MANUAL AIR CONDITIONER
 Paint: RED EXTERIOR PAINT FAMILY ----- VERMILION SOLID C/C

CQIS Report Number: YKCD6014 Program Type: NML Orig Rpt #:
 Report Source: NBS - FCSD - TECH SVC HOTLINE Report Date: 11/03/2000

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller: ERIC LUDWIG Title: TECHNICIAN
 Phone: - - - - -

Repair Dlr: 08736 - Harris Ford, Inc. Ph#: (206) 774-4141
 City: Lynnwood State : Washington
 Country: United States Region : Northwest - 74

Specialist's
 Name: STEVEN SOBETSKI

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Desc.	Dealer ID
05/31/2001	1E5AA842	CACVOC	BODY				08736
06/21/2001	1FUAD941	CACVOC	BODY				08736
06/27/2001	1FLAD171	CACVOC	BODY				08736
07/18/2001	1GRAC156	CACVOC	BODY				08736
10/18/2001	1JRAA311	CACVOC	BODY				08736
12/21/2001	1LUA844	CACVOC	DRVABL				08736

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS NOT BEEN SENT

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

Repair Dealer Id	Repair Date	Order	Odometer (Miles)	Rpr Nbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
00847	02/07/2002	318141	22858	1	28	FOAE	148089 A		12650D
00847	02/07/2002	318141	22858	1	28				12650D80
00847	02/07/2002	318141	22858	1	28				12650D81
00847	02/07/2002	318141	22858	1	28				12650D55
00847	02/07/2002	318141	22858	1	28				14200A
00847	02/07/2002	318141	22858	2	82		MAINT		MB20
00847	02/07/2002	318141	22858	2	82	FLAE	6731 ED		
00847	02/07/2002	318141	22858	2	82	XC	5W20 SQSP		
00847	07/17/2002	329271	30941	1	82		MAINT		MB30
00847	07/17/2002	329271	30941	1	82	FLAE	6731 ED		
00847	07/17/2002	329271	30941	1	82	XC	5W30 QSP		
00847	07/17/2002	329271	30941	1	82	H7DZ	9155 A		
00847	07/17/2002	329271	30941	1	82	YL8Z	9601 AA		
00847	07/17/2002	329271	30941	2	49		ODOR		NTODOR
00847	07/17/2002	329271	30941	2	49	PCAE	19Q210 AA		
00847	07/17/2002	329271	30941	3	42	YF1E	9F715 AA		12650D
00847	07/17/2002	329271	30941	3	42	YL8Z	9E926 DA		12650D45
00847	07/17/2002	329271	30941	3	42	1U7E	12A650 AXA		12650D6
00847	07/17/2002	329271	30941	3	42		OSP		15607C
00847	07/17/2002	329271	30941	3	42				12650D80
00847	07/17/2002	329271	30941	3	42				9926A
00847	07/17/2002	329271	30941	3	42				12650D3
03239	12/10/2002	242551	34790	1	V3		9E455		12222A

CSQISD5

CGIS Vin Reports

01/22/03 15:40:44

VIN: 1FMCU04161KB13716 2001 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

Rel	Date	CGIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
-	11/19/2001	1KSCC006	NHL	DRVABL		01082

F1 Help
I0018-BOTTOM OF DATA

F3 Exit

F7 Bkwd

F8 Fwd

F12 Return
CGDBA67

CQIS Report Number: 1KSCC006 Program Type: MEL Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 11/19/2001

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1FMCUC4161KB13716
 Engine: 3.0L DURATEC V6 Odometer: 5,921 MILES
 Operating Environ: WCC:
 Vehicle Use: Resp. Act:

Symp: 6 07 6 00 DRIVEABILITY STALL/QUIT/RESTARTS
 AT CRUISE OTHER (CODE NOT AVAILABLE)

Add Symptom: STALLS WHILE DRIVING.
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	VEHICLE WAS BROUGHT IN FOR A STALLING CONCERN WHILE DRIVING. TECH HAS NOT VERIFIED CONCERN TODAY. ABOUT A MONTH AGO DID FIND LOOSE BATTERY GROUND. SEEKING ANY OTHER KNOWNS.
RECOMM	SUGGESTED TO CHECK ALL THE GROUNDS UNDERNEATH THE BATTERY TRAY. CLEAN AND REATTACH. CHECK REC RELAY FOR LOOSE CONNECTIONS AND OVERALL CONNECTIONS AT BJR.
ADD-ON	11/28/2001 05:39PM LARRY KROUGH(FSE) MBS - FCSD - REG - ATLANTA SERVICE MANAGER, RON SULLIVAN, CALLED ME TODAY. THE CUSTOMER HAS COME BACK WITH THE SAME INTERMITTENT STALLING PROBLEM. THEY HAD FOUND A LOOSE GROUND UNDER THE BATTERY ON THE LAST VISIT, AND THOUGHT THEY HAD RESOLVED THE CONCERN. I AM UNCLEAR IF THEY WRE GIVEN DIRECTION TO DO ALL OF THE STEPS IN SSM15434.
REPAIR	11/29/2001 01:25PM ANDREW BARNES MBS - FCSD - TECH SVC HOTLINE FSE LARRY KROUGH IS CALLING ON THE VEHICLE. SEEKING KNOWNS ON THE SSM 15434.
RECOMM	ADVISED THE FSE TO PERFORM ALL OF THE STEPS LISTED IN THE SSM. REPLACE THE REC RELAY WITH THE UPDATED PART # IN THE SSM AND IAC IF THE PART # IS THE WRONG ONE.

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

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

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

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

NO SERVICE ACTION AVAILABLE

CQIS Report Number: 1KSC005 Program Type: MHL Orig Rpt #:
 Report Source: MSB - FCSD - TECH SVC HOTLINE Report Date: 11/19/2001

----- V E H I C L E D E T A I L S -----
 Vehicle Build Date: 03/28/2001 Warranty Start Date: 04/21/2001
 Date of Sale: 04/21/2001 Selling Dlr (Mkt, Dlr, Sub): 00932
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

----- E N G I N E -----
 Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 0M11A30 A Serial #: 648494087 Plt:

----- T R A N S M I S S I O N -----
 Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: YL8PFBH110851
 Model: Plt: Shft:

----- A D D I T I O N A L -----
 Tire: Brand:
 Radio: ELSTR PREM AM/FM STRO/CSTR/CLK A/C: MANUAL AIR CONDITIONER
 Paint: GREEN-YELLOW KXT PAINT FAMILY ----- EBONY SOLID C/C

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
 Orig/Caller: JOHN AVERRA Title: TECHNICIAN
 Phone: - - - - -

Repair Dlr: 01082 - Morris Ford Ph#: (864) 878-6364
 City: Pickens State : South Carolina
 Country: United States Region : Atlanta - 21
 Claim #/Date: 15386

Specialist's
 Name: ROLF STEGEMANN

----- C Q I S V I E W H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer ID
09/12/2001	1YLAC207	CACVOC	DRVABL		01082
02/25/2002	2BYAB128	CACVOC	ENGINE		01082

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Mbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
01082	03/26/2002	018190	10059	1	33	YL8E	7820530	BA	20530A
01082	03/26/2002	018190	10059	1	33				MT69000
01082	12/02/2002	024323	23637	1	41	1L8E	8A080	EB	8080A
01160	01/21/2002	D37195	7456	1	D1	YL8E	13008	FB	13007CL

=>

VIN: 1FMYU041X1KE98042 2001 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

Sl	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
-	10/26/2001	1JZG2003	NHL	DRVABL		00240
-	11/20/2001	1KTHG001	NHL	DRVLIN		00240

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Skwd

F8 Fwd

F12 Return
OGDBA67

CQIS Report Number: 1J3G2003 Program Type: MEL Orig Rpt #:
 Report Source: MSB - FCSD - TECH SVC HOTLINE Report Date: 10/26/2001

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1FMYU041X1KE98042
 Engine: 3.0L DURATEC V6 Odometer: 7,901 MILES
 Operating Environ: MCC:
 Vehicle Use: Resp. Act:

Symp: 6 07 7 93 DRIVEABILITY STALL/QUIT/RESTARTS
 DECELERATION ALL ENGINE TEMPERATURES

Addl Symptom: ALLEGED STALL CONCERN.

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

Causal Component:

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

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

Type	Comments
REPAIR	TECH STATES THE CUSTOMER ALLEGES THE VEHICLE STALLED TWO CONSECUTIVE MORNINGS ON THE SAME HILL. HE STATES THE HILL IS ABOUT 35 MILES AWAY, SO THEY HAVE NOT DUPLICATED THE CONCERN. HE STATES THE FUEL LEVEL WAS ABOVE 1/2 TANK BOTH TIMES. HE ALSO STATES THERE ARE NO COOLS PRESENT. HE IS SEEKING ANY KNOWING.
RECOMM	IRM 01-10-031 TAP TEST REC PWR RELAY, REPLACE IF NECESSARY ADVISED TECH TO TAP TEST REC POWER RELAY. ALSO CHECK GROUNDS 104/105 AND GROUNDS ON BULKHEAD AND TRANS. CHECK IAC PART NUMBER.
REPAIR	07/18/2002 03:01PM ADAM DRALLETTE MSB - FCSD - TECH SVC HOTLINE TECH STATES HE HAS A VERY INTER STALL, WHICH HAS HAPPENED ONLY THREE TIMES FROM THE DATE OF PURCHASE. HE CAN'T VERIFY AND HAS DONE ALL THE REQUIREMENTS LISTED EARLIER.
RECOMM	TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM) ADVISED TECH TO PERFORM THE REST OF THE TSB. ALSO TOLD HIM TO CHECK THE IAC TO MAKE SURE IT'S BETWEEN 32-38°.
AUDIT	SYMPTOM 6 07 0 03 CHANGED TO 6 07 7 93 BY ADRALETTE

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: E1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCS KOBO: KOEC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 09/25/2000 Warranty Start Date: 08/18/2001
 Date of Sale: 08/18/2001 Selling Dlr (Mkt, Dlr, Sub): 00478
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

==>

VIN: 1FMCU04101KA64304 2001 ESCAPE 4X4, LIMITED, MPV

Ind Type: T

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
07/23/2002	2GWFK009	NHL	DRVABL		02815

F1 Help F3 Exit
I0016-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDEA67

CQIS Report Number: 2GWFK009 Program Type: MEL Orig Rpt #:
 Report Source: MSB - FCSD - TECH SVC HOTLINE Report Date: 07/23/2002

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1FMCU04101KA64304
 Engine: 3.0L DURATEC V6 Odometer: 24,211 MILES
 Operating Environ: WCC:
 Vehicle Use: Rep. Act:

Symp: 6 07 7 00 DRIVEABILITY STALL/QUIT/RESTARTS
 DECELERATION OTHER (CODE NOT AVAILABLE)
 Addl Symptom: INTERMITTENT STALL DECELERATIO
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	TECH STATES VEHICLE HAS THE STALL ON DECELERATION COMPLAINT. TECH STATES HE IS PERFORMING THE TSB 02-11-06 AND ON STEP 4 IT HAS THE TECH MONITOR VMV OPERATION, TECH STATES AT IDLE HE HAS NOT SEEN ANY VMV OPERATION.
RECOMM	TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM) ADVISED TECH PCM MAY OR MAY NOT PURGE AT IDLE, ROAD TEST AND VERIFY THAT THE VMV WILL AT SOME POINT ATTEMPT TO PURGE, COMPLETE THE TSB LIKE NORMAL, VERIFY NO WATER IN THE CENTRAL JUNCTION BOX.
REPAIR	08/20/2002 08:47AM CALIB FERRITON MSB - FCSD - TECH SVC HOTLINE TECH STATES THAT HE HAS PERFORMED TSB, BUT CUSTOMER STILL COMPLAINS OF AN INTERMIT. STALL ON DECEL.
RECOMM	ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS ADVISED TECH AS PER ISM, ADVISED TECH THAT IS CONCERN IS UNDER INVESTIGATION AND A CALIBRATION SHOULD BE COMING IN THE FUTURE.
REPAIR	08/20/2002 09:05AM JOSE CRUZ MSB - FCSD - TECH SVC HOTLINE TECH CALLING BACK. STATES THAT MAP PART # GIVEN IS A DIFFERENT MAP THAN WHAT IS ON THE VEHICLE. TECH WONDERING IF HE SHOULD REPLACE IT.
RECOMM	ADV. TECH NOT TO REPLACE IT, UNLESS THE STALLING IS DUE TO STALLING FROM RFI DUE TO RADIO TOWER/TWO-WAY RADIO. ADV. HE NEEDS TO PERFORM THE CHECKS PER ISM INFO. CHECK CONNECTORS, GROUNDS AND ETC AND WAIT FOR THE NEW CALIBRATION, UNLESS HE CAN DUPLICATE AND FIND THERE IS SOMETHING ELSE CAUSING THE STALL.

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

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

Symp. Verif?: Ease of Diagnosis: Assistance Level: H1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOBO: KOEC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

CQIS Report Number: 2GWFK009 Program Type: NML Orig Rpt #:
 Report Source: MSB - FCSD - TECH SVC HOTLINE Report Date: 07/23/2002

----- V E H I C L E D E T A I L S -----
 Vehicle Build Date: 02/15/2001 Warranty Start Date: 03/02/2001
 Date of Sale: 03/02/2001 Selling Dlr (Mkt, Dlr, Sub): 01415
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

----- E N G I N E -----
 Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 0M11A30 A Serial #: 795025087 Plt:

----- T R A N S M I S S I O N -----
 Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: YL8PFBULL0440
 Model: Plt: Shft:

----- A D D I T I O N A L -----
 Tire: Brand:
 Radio: KLETR PREM AM/FM STRO/CSTE/CLK A/C: MANUAL AIR CONDITIONER
 Paint: YELLOW EXT PAINT FAMILY B Lt. PARCHMENT GOLD C/C

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
 Orig/Caller: MIKE HARRY Title: TECHNICIAN
 Phone: - -

Repair Dlr: 02815 - Hackettstown Ford, Inc. Ph#: (908) 852-1933
 City: Hackettstown State: New Jersey
 Country: United States Region: New York -13
 Claim #/Date: 30732

Specialist's
 Name: KEITH MERTGEN

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part Desc.	Dealer ID
05/04/2001	1EDAB035	CACVOC	ENGINE			02815
02/26/2002	2B2AA069	CACVOC	ENGINE			02815
08/15/2002	2E0AA022	CACVOC	DRVABL			02815

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Repair Date	Order	Odometer (Miles)	Spr Nbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
02815	02/27/2002	027253	17688	1	42		12A650		12650D
02815	02/27/2002	027253	17688	1	42				12650D45
02815	02/27/2002	027253	17688	1	42				12650D84
02815	07/23/2002	030732	24211	1	07		7840860		40110A
02815	07/23/2002	030732	24211	1	07				40412B
02815	07/23/2002	030732	24211	1	07				40860B
02815	07/23/2002	030732	24211	2	42	FOAE	14E089 A		12650D

COIS Report Number: 2GWFK009 Program Type: MHL Orig Rpt #:
 Report Source: MAS - FCSD - TECH SVC HOTLINE Report Date: 07/23/2002

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

02815	07/23/2002	030732	24211	2	42	YLSE	9H926 DA	12650D45
02815	07/23/2002	030732	24211	2	42	2F1E	9J460 AA	12650D84
02815	07/23/2002	030732	24211	2	42			9926A
02815	07/23/2002	030732	24211	2	42			9000D
02815	07/23/2002	030732	24211	2	42			12650D7
02815	07/23/2002	030732	24211	2	42			12650D9
02815	07/23/2002	030732	24211	2	42			MT14305
02815	08/19/2002	031350	25308	1	33		7823208	23943A
02815	08/19/2002	031350	25308	1	33			23943A2
02815	08/19/2002	031350	25308	1	33			MT23208
02815	08/19/2002	031350	25308	2	42		RBCAL	12650D
02815	08/19/2002	031350	25308	2	42			12650D45
02815	08/19/2002	031350	25308	2	42			12650D81
02815	08/19/2002	031350	25308	2	42			MTWDB
02815	08/19/2002	031350	25308	2	42			12650D84
02815	12/27/2002	034354	30370	1	33		7823943	23943A
02815	12/27/2002	034354	30370	1	33			23943A2

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CQIS Vin Reports

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VIN: 1FMCU04121KB05564 2001 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

Seq	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
-	11/28/2001	1K2IN005	NHL	DRVABL		01201

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

ER02-027 0000

CQIS Report Number: 1K21D005 Program Type: MHL Orig Rpt #:
Report Source: NSS - FCSD - TECH SVC HOTLINE Report Date: 11/28/2001

REPORT SUMMARY

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1F9E004121KRD05564
Engine: 3.0L DURATEC V6 Odometer: 14,777 MILES
Operating Environ: WCC:
Vehicle Use: Rep. Act:

Symp: 6 07 0 00 DRIVEABILITY STALL/QUIT/RESTARTS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)
Addl Symptom: UNVERIFIED STALL ON DECEL.
Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

COMMENTS

Type Comments
REPAIR ALLEGED LOSS OF POWER/STALL-DECEL. FUEL PUMP REPLACED AT 12,000 MILES
TECH STATE HE HAS NOT VERIFIED CONCERN.
RECOMM ISM 01-10-031 TAP TEST EEC PWR RELAY, REPLACE IF NECESSARY
DIN WDS TO CHECK PCM CALIBRATION LEVEL.
MONITOR IDLE DATA PIDS, NOTE TPS-C/T VOLTAGE AND IAC VALVE DUTY CYCLE.
ROAD TEST ATTEMPTING TO DUPLICATE CONCERN OBSERVE FUEL LEVEL AND
IF VAPOR PURGE IS COMMANDED AT TIME OF STALL.
INSPECT VEHICLE WIRING, HARNESSES, CONNECTORS AND VERIFY GROUND POINTS
VOLT-DROP TEST G104/105 WITH FULL BLEC. ACSSY LOAD, IF ABOVE
0.2VOLT REMOKE GROUND TO CHASSIS.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Ease of Diagnosis: Assistance Level: N1
Comp. Timing: Base Timing: MIL Light on?:
Test Stand: Road Test: SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:

SERVICE ACTIONS

NO SERVICE ACTION AVAILABLE

VEHICLE DETAILS

Vehicle Build Date: 03/29/2001 Warranty Start Date: 04/10/2001
Date of Sale: 04/10/2001 Selling Dlr (Mkt, Dlr, Sub): 03952
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

ENGINE

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
Bld Dt: Calb: 0M11A30 A Serial #: 848368087 Plt:

CQIS Report Number: 1K2IN005 Program Type: NML Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 11/20/2001

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

----- TRANSMISSION -----
 Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: YL8PFB0110820
 Model: Plt: Shift:
 ----- ADDITIONAL -----
 Tire: Brand:
 Radio: HELIX PREM AM/FM STRO/CSTE/CLK A/C: MANUAL AIR CONDITIONER
 Paint: YELLOW EXT PAINT FAMILY B ----- LT. PARCHMENT GOLD C/C

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller: JOHN JACKSON Title: TECHNICIAN
 Phone: - -

Repair Dlr: 01201 - Kerry Pacifico's Ardmore Ford Ph#: (610) 649-3700
 City: Ardmore State: Pennsylvania
 Country: United States Region: Philadelphia -15
 Claim #/Date: 07582

Specialist's
 Name: WIN DOW

----- CQIS VIN HISTORY -----
 NO VIN HISTORY AVAILABLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000 ---
 SURVEY HAS BEEN SENT

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

Repair Dealer Id	Repair Date	Order	Odometer (Miles)	Rpr Mbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
01201	03/11/2002	089988	19475	1	42		12A650		WT12A650
01201	03/11/2002	089988	19475	2	42	1L8E	8A080	EB	8080A
01201	06/28/2002	093017	25530	1	33	YL8E	19805	DA	19805A
01201	06/28/2002	093017	25530	2	33	YL8E	78E1944	EAA	81916A
01201	06/28/2002	093017	25530	2	33				51916AXH
01201	06/28/2002	093017	25530	2	33				51916AXL
01201	09/20/2002	095058	29871	1	33		18471		WT18471
01201	09/20/2002	095058	29871	2	69		78502C22		WT502C22
01201	11/01/2002	096019	31492	1	82		NPF		NPF

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CQIS Vin Reports

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VIN: 1PMYU03171RA15835 2001 ESCAPE 4X2,XLT ,MPV

Ind Type: T

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
09/10/2001	11JFP010	NHL	DRVABL		00225

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

CQIS Report Number: 11JFP010 Program Type: MEL Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 09/10/2001

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

Vehicle: 2001 ESCAPE 4X2,XLT ,MPV VIN: 1FMYU03171KA15035
 Engine: 3.0L DURATEC V6 Odometer: 10,591 MILES
 Operating Environ: MCC:
 Vehicle Use: Rep. Act:

Symp: 6 07 6 00 DRIVEABILITY STALL/QUIT/RESTARTS
 AT CRUISE OTHER (CODE NOT AVAILABLE)

Add Symptom: INT STALL CONCERN

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

Causal Component:

Causal Factor: Feature: Loc:

Causal Condition: Photo: Attachments: 0

Component Test Status: ---- Return Loc:

Vehicle Fixed?: Customer Satisfied?: Repair Effectiveness (%):

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

Type	Comments
REPAIR	SF STATES THE CUSTOMER ALLEGES THE VEHICLE HAS AN INTERMITTENT STALL CONCERN. IT HAS BEEN TOWED IN 2 TIMES AND BOTH TIMES IT WILL START RIGHT UP FOR THE DEALERSHIP. HE IS SEEKING DIRECTION/KNOWNS FOR THIS CONCERN.
RECOMM	ISM 01-07-038 CK GRDS 104 & 105, SEND HDSR'S ADVISED SF OF ABOVE ISN AND TO CHECK G 104/105 UNDER BATTERY TRAY. ALS ALSO CHECK PIN FITS IN THE BATTERY JUNCTION BOX. MAKE SURE CKP SENSOR CONNECTOR IS TIGHT AND PROPER PIN FITS. MAKE SURE NO CHAFFING CONCERNS ON CKP CIRCUIT. NEED TO DUPLICATE THE CONCERN TO GATHER MORE INFO.

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

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

Symp. Verif?: Ease of Diagnosis: Assistance Level: E1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOBO: KOBC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 01/03/2001 Warranty Start Date: 01/20/2001
 Date of Sale: 01/20/2001 Selling Dlr (Mkt, Dlr, Sub): 00225
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 752 AB
 Bld Dt: Calb: OM11A30 A Serial #: 734031086 Plt:

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

Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: YL8P8AT102552
 Model: Plt: Shft: ENG2-027 0572

CQIS Report Number: 11JFP010 Program Type: MEL Orig Rpt #:
 Report Source: MSS - FCED - TECH SVC HOTLINE Report Date: 09/10/2001

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

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

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

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

Tire: Brand:
 Radio: ELETR PREMIUM AM/FM STRO/CSTR A/C: MANUAL AIR CONDITIONER
 Paint: YELLOW EXT PAINT FAMILY B ----- LT. PARCHMENT GOLD C/C

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

Orig/Caller: MICHAEL HARTON Title: SHOP FOREMAN
 Phone: - -

Repair Dlr: 00225 - LONG-LEWIS FORD Ph#: (205) 989-3673
 City: Hoover State : Alabama
 Country: United States Region : Atlanta - 21
 Claim #/Date: 230870

Specialist's
 Name: MATTHEW SCHMIDT

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

NO VIN HISTORY AVAILABLE

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y 2 0 0 0 ---

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
00225	01/21/2002	243635	15301	1	69	YL02	98926	DA	9926A

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CQIS Vin Reports

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VIN: 1FMCU04161KB73303 2001 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

1	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
-	06/21/2001	1FUEW014	NEL	DRVABL		02624

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

ERG2-827 8514

COIS Report Number: 1FUPW014 Program Type: NBL Orig Rpt #:
 Report Source: MMS - FCED - TECH SVC HOTLINE Report Date: 06/21/2001

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1FMCU04161KB73303
 Engine: 3.0L DURATEC V6 Odometer: 650 MILES
 Operating Environ: WOE:
 Vehicle Use: Resp. Act:

Symp: 6 07 6 93 DRIVEABILITY STALL/QUIT/RESTARTS
 AT CRUISE ALL ENGINE TEMPERATURES
 Addl Symptom: ALEDGED STALLS WHILE CRUSE
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	TECH STS CUSTOMER ALEDGES VEHICLE STALLED WHILE DRIVING AND RESTARTED WITHOUT PROBLEM AND TECH IS UN ABLE TO VERIFY CONCERN AND IS SEEKING K KNOWNS FOR CONCERN
RECOMM	ADVISE TECH THAT THERE ARE NO KNOWNS FOR CONCERN AT THIS TIME AND TO TRY TO VERIFY CONCERN

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

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

Symp. Verif?: Ease of Diagnosis: Assistance Level: H1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCS KOEO: KOBC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 06/18/2001 Warranty Start Date: 06/09/2001
 Date of Sale: 06/09/2001 Selling Dlr (Mkt, Dlr, Sub): 02624
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 0M11A30 A Serial #: 9143760B7 Plt:

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

Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: YL6PFB0111351
 Model: Plt: Shift:

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

Tire: Brand:
 Radio: KLTR PREM AM/FM STRO/CSTX/CLK A/C: MANUAL AIR CONDITIONER
 Paint: YELLOW KEY PAINT FAMILY B ----- LT. PARCHMENT GOLD C/C

CQIS Report Number: 1NCFW014 Program Type: NHL Orig Rpt #:
 Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 06/21/2001

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

Orig/Caller: GREG OSBORN Title: TECHNICIAN
 Phone: - -

Repair Dlr: 02624 - Lithia Ford of Concord Ph#: (925) 686-5000
 City: Concord State: California
 Country: United States Region: San Francisco - 72
 Claim #/Date: 324859

Specialist's

Name: KENNETH HERBSTRIET

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part Desc.	Dealer ID
01/17/2002	2AQAD238	CACVOC	DRVABL			02624
01/24/2002	2AKAB076	CACVOC	DRVABL			02624
03/29/2002	2C3AA281	CACHEVB	DRVABL			02624

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

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Mbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
01724	04/24/2002	010502	12535	1	42		RECALIB		12650D
01724	04/24/2002	010502	12535	1	42	YF1Z	9J460 AC		12650DX1
01724	04/24/2002	010502	12535	1	42				12650D80
01724	04/24/2002	010502	12535	1	42				12650D81
01724	04/24/2002	010502	12535	1	42				12650D45
01724	04/24/2002	010502	12535	1	42				12650D9
01724	04/24/2002	010502	12535	2	82		RAV		RAV
02624	01/21/2002	338226	11869	1	28	FOAS	14ND89 A		12650D3
02624	01/21/2002	338226	11869	1	28	YF1Z	9P715 RA		12650D
02624	01/21/2002	338226	11869	1	28				12650DX1
02624	01/21/2002	338226	11869	1	28				MT14ND89
02624	01/21/2002	338226	11869	1	28				12650D81
02624	01/21/2002	338226	11869	1	28				10654C1
02624	03/07/2002	341471	12047	1	82		MISC		

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CQIS Vin Reports

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VIN: 1FMYU04121KB2B137 2001 ESCAPE 4X4,LIMITED,NPV

Ind Type: T

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
12/06/2001	1LFHP012	NHL	DRVABL		07480

F1 Help F3 Exit
10018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

282-827 8577

CQIS Report Number: 1LPH012 Program Type: NML Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 12/06/2001

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1FMYU04121KB28137
 Engine: 3.0L DURATEC V6 Odometer: 5,952 MILES
 Operating Environ: WCC:
 Vehicle Use: Resp. Act:

Symp: 6 07 0 00 DRIVERABILITY STALL/QUIT/RESTARTS
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)
 Addl Symptom: STALL ON DECEL
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	TECH STATES CUSTOMER COMPLAINING THAT VEHICLE STALLS WHILE DRIVING, MOSTLY ON RIGHT HAND TURNS. TECH CAN NOT DUPLICATE. TECH STATES HE FOLLOWED THE SSM TO NO AVAIL. SEEKING ADVICE.
RECOMM	SSM 15434 R&R HEC PWD RELAY W/ FOAE-14K089-A, CK CONN PINS ALSO ADVISED TECH TO SET BASE IDLE SO IAC READS 32% ON WARM IDLE, VERIFY TP AT CLOSED THROTTLE, CLEAR KEEP ALIVE MEMORY AND RETEST.
TECH/C	01/08/2002 09:56AM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE SET IAC AT 32% AT HOT IDLE
REPAIR	03/07/2002 08:11AM BENJAMIN UPIMZEP MSS - FCSD - TECH SVC HOTLINE TECH STATES THE VEHICLE HAS A STALL ON DECEL.HAS REPROGRAMMED THE PCM AND REPLACE THE IAC AS PER SSM.HAS NOT CHECKED THE PCM POWER RELAY.
RECOMM	ADVISED TECH TO REPLACE THE PCM POWER RELAY AS PER SSM, INFORMED TECH ON ISM BELOW. ISM 02-01-070 INT STALL, PERFORM SSM 15589, CK VMV STICKING, TEST EVAP

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

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

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

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 04/10/2001 Warranty Start Date: 06/26/2001
 Date of Sale: 05/26/2001 Selling Dlr (Mkt, Dlr, Sub): 07480
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

CQIS Report Number: 1LFFP012 Program Type: NML Orig Rpt #:
 Report Source: MSB - FCSD - TECH SVC HOTLINE Report Date: 12/06/2001

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

----- E N G I N E -----
 Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 0M11A30 A Serial #: 864332087 Plt:
 ----- T R A N S M I S S I O N -----
 Trans: CD4E D/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: YL8PFBUL1096G
 Model: Plt: Shft:
 ----- A D D I T I O N A L -----
 Tire: Brand:
 Radio: ELSTE PREM STRO/CBTE/DISC/CLK A/C: MANUAL AIR CONDITIONER
 Paint: PURPLE-BLUE EXT PAINT FAMILY B ----- MEDIUM WEDGWOOD C/C

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
 Orig/Caller: DENNIS POMODICH Title: TECHNICIAN
 Phone: - - - - -

Repair Dlr: 07480 - Babe Charapp Ford Ph#: (412) 751-2130
 City: McKeesport State : Pennsylvania
 Country: United States Region : Pittsburgh - 44
 Claim #/Date: 114481

Specialist's
 Name: THOMAS BRUCKNER

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal	Part Desc.	Dealer ID
03/14/2002	2CWAR292	CACSPH	DRVABL				07480
07/10/2002	2GJAB669	CACBYB	DRVABL				07480

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

SURVEY HAS BEEN RECEIVED

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y 2 0 0 0 ---

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Order Date	Repair Order	Odometer (Miles)	Rpr Mx	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
04076	07/24/2002	050070	11462	1	82		RAV		RAV
04076	07/24/2002	050069	11462	2	42	2F1E	9J460 AA		12650D
04076	07/24/2002	050069	11462	2	42				12650D81
04076	07/24/2002	050069	11462	2	42				12650D84
04076	07/24/2002	050069	11462	2	42				12650D9

Page: 3 CQIS Detail Report 01/22/03 16:08:25

CQLE Report Number: 1LFFH012 Program Type: NBL Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 12/06/2001

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

04076	07/24/2002	050069	11462	2	42			MT14200
07480	12/03/2001	114339	5830	1	42	FOAZ	14W089 A	12650D
07480	12/03/2001	114339	5830	1	42			MT14W089
07480	01/30/2002	116083	7610	1	42		12A650	12650D
07480	01/30/2002	116083	7610	1	42			12650D45
07480	01/30/2002	116083	7610	1	42			12650DX1
07480	01/30/2002	116083	7610	1	42			12650D84
07551	03/11/2002	021334	8908	1	42	XF2E	12B579 AARM	12650D
07551	03/11/2002	021334	8908	1	42			12650D80
07551	03/11/2002	021334	8908	1	42			12650D25
20685	09/09/2002	102589	11464	1	42	YF1E	9F715 AA	12650D
20685	09/09/2002	102589	11464	1	42	XF2E	9F670 AA	12650DX1
20685	09/09/2002	102589	11464	1	42			12650D45
20685	09/09/2002	102589	11464	1	42			12650D80
20685	09/09/2002	102589	11464	1	42			12650D3
20685	10/10/2002	103434	12339	1	42	FBSZ	14526 CA	10200A
20685	10/10/2002	103434	12339	1	42	YS8Z	11002 AARM	11002A
20685	10/10/2002	103434	12339	1	42			14526A
20685	10/24/2002	103782	13455	1	33	YLSZ	7804459 AAB	999A

==>

VIN: 1FMYU04141KA46278 2001 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

Sl	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
	07/18/2001	1GREA001	NHL	DRVABL		03568
	03/15/2002	2COFB008	NHL	DRVABL		03568

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

CQIS Report Number: 1GREAS001 Program Type: NBL Orig Rpt #:
 Report Source: MSS - FCHD - TECH SVC HOTLINE Report Date: 07/18/2001

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1FWYU04141KA46278
 Engine: 3.0L DURATEC V6 Odometer: 11,563 MILES
 Operating Environ: WCC
 Vehicle Use: Esp. Act:

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

Addl Symptom: STALL AT CRUISE, RESTARTS.

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

Causal Component:

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

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

Type	Comments
CONCERN	INTERMITTANT STALL AT CRUISE. VEHICLE RESTARTS FINE.
REPAIR	CANNOT DUPLICATE CONCERN. NO CODES.
RECOMM	INSPECT CKP SENSOR AND HARNESS. CHECK DPFE. CONCERN IS UNDER INVESTIGATION. VERIFY CONCERN BEFORE ATTEMPTING REPAIR. CHECK FUEL PUMP GROUND.

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

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

Symp. Verif?: Ease of Diagnosis: Assistance Level: N1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOBO: KOEC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 02/06/2001 Warranty Start Date: 03/08/2001
 Date of Sale: 03/08/2001 Selling Dlr (Mkt, Dlr, Sub): 03568
 Dealer Special Order: Gross Vehicle Weight:
 LR/RR Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 754 AH
 Bld Dt: Calb: 0M1A30 A Serial #: 7805990B7 Plt:

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

Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: YL6PFBU110310
 Model: Plt: Shft:

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

Tire:
 Radio: BLUETR PREMIUM AM/FM STRO/CBTE Brand:
 Paint: DNF-?? A/C: MANUAL AIR CONDITIONER
 MED. FOREADOR C/C

CQIS Report Number: 1GRHAG01 Program Type: NHL Orig Rpt #:
 Report Source: NSG - PCSD - TECH SVC HOTLINE Report Date: 07/18/2001

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

Orig/Caller: RICK SCHIFFLETT Title: TECHNICIAN
 Phone: - -

Repair Dlr: 03568 - Winchester Ford, Inc. Ph#: (540) 667-4434
 City: Winchester State: Virginia
 Country: United States Region: Washington - 27
 Claim #/Date: 474968

Specialist's
 Name: KEVIN HINES

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer ID
02/26/2002	2BZAA231	CACVOC	DRVABL		03568
02/26/2002	2BEAC378	CACVOC	DRVABL		03568
03/13/2002	2CMAB172	CACVOC	DRVABL		03568
03/15/2002	2COFB008	NHL	DRVABL		03568
04/30/2002	2DAAA400	CACBYB	DRVABL		03568

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Hrs	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
03568	01/30/2002	487658	26046	1	42	1L8E	10346	CBRM	10200A
03568	01/30/2002	487658	26046	1	42				10346A
03568	02/05/2002	488115	26258	1	01		OSP		8005D
03568	02/05/2002	488115	26258	1	01		OSP		
03568	02/05/2002	488115	26258	1	01		8005		
03568	02/22/2002	489104	27090	1	42	1L8E	8A080	HB	8080A
03568	02/22/2002	489104	27090	1	42	VC		4 A	
03568	02/26/2002	489274	27095	1	42	FOAE	14N089	A	12650D11
03568	02/26/2002	489274	27095	1	42				12650D84
03568	02/26/2002	489274	27095	1	42				12650D
03568	02/26/2002	489274	27095	1	42				12650DK1
04215	05/15/2002	085180	30537	1	82		RAV		RAV
04215	05/15/2002	085180	30537	1	82				08L
04215	05/15/2002	085180	30537	2	B4		14401		12650D
04215	05/15/2002	085180	30537	2	B4				12650DK1
04215	05/15/2002	085180	30537	2	B4				12650D82
04215	05/15/2002	085180	30537	2	B4				12650D84
04215	05/15/2002	085180	30537	2	B4				14200A
04215	05/15/2002	085180	30537	3	D1		19703		19700A
04215	05/15/2002	085180	30537	3	D1				19700A3
13144	06/28/2002	172429	30548	1	30		OSP		1007AT
13144	06/28/2002	172429	30548	1	30		TIRE		
13144	06/28/2002	172429	30548	2	33	2L8E	3078	AA	3078A

CQIS Report Number: 2CQFB008 Program Type: NHL Orig Rpt #:
 Report Source: MBS - FCED - TECH SVC HOTLINE Report Date: 03/15/2002

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1FMYU04141KA46278
 Engine: 3.0L DURATEC V6 Odometer: 27,095 MILES
 Operating Environ: WCC:
 Vehicle Use: Rsp. Art:

Symp: 6 07 6 00 DRIVEABILITY STALL/QUIT/RESTARTS
 AT CRUISE OTHER (CODE NOT AVAILABLE)

Add Symptom: INT. STALL

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attachments: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer Satisfied?:

Repair Effectiveness (t):

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

Type	Comments
REPAIR	SF STATES THAT VEHICLE HAS BEEN IN NUMEROUS TIMES FOR STALL, THEY HAVE NOT BEEN ABLE TO DUPLICATE, STALL IS TOO INTERMITTENT. CUSTOMER REPORTED TO DEALERSHIP THAT IT SEEMS TO HAPPEN ON FLAT ROAD AT 40-45MPH CRUISE. SF CALLING FOR KNOWNS.
RECOMM	SSM 15589 REFLASH (PCM) W WDS VERSION B17.1 OR LATER ISM 02-01-070 INT STALL, PERFORM SSM 15589, CK VMV STICKING, TEST EVAP ADV. SF OF SSM, ISM INFO. ADV. TO PERFORM SSM FIRST THEN CHECK INFO PER ISM, ADV. SF OF ALL OF ISM INFO.

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

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

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

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 02/06/2001 Warranty Start Date: 03/08/2001
 Date of Sale: 03/08/2001 Selling Dlr (Mkt, Dlr, Sub): 03568
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 0M11A30 A Serial #: 780599087 Flt:

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

Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: YLBPFBUL10310
 Model: Flt: Shift:

CQIS Report Number: 2COFB008 Program Type: NML Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 03/15/2002

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

----- ADDITIONAL -----

Tire: Brand:
Radio: ELSTE PREMIUM AM/FM STRO/CSTE A/C: MANUAL AIR CONDITIONER
Paint: PMF-????????????????????????????????????? MED. TORREADOR C/C

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

Orig/Caller: STEVE SCOTHORN Title: SHOP FOREMAN
Phone:

Repair Dir: 03568 - Winchester Ford, Inc. Ph#: (540) 667-4434
City: Winchester State : Virginia
Country: United States Region : Washington - 27
Claim #/Date: NO R.O

Specialist's
Name: JOSE CRUZ

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

Table with columns: Date, CQIS Report #, Prog Type, Symp Cat, Causal Part Desc., Dealer ID. Contains 5 rows of vehicle history data.

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y 2 0 0 0 ---

SURVEY HAS BEEN SENT

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

Table with columns: Repair Dealer Id, Date, Repair Order, Odometer (Miles), Epr Nbr, Causal Cond., Service Pfx, Part Base, Number Sfx, Labor Operation. Contains 15 rows of warranty history data.

CGIS Report Number: 200FB008 Program Type: NBL Orig Rpt #:
Report Source: MSB - PCSD - TECH SVC HOTLINE Report Date: 03/15/2002

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

04215	05/15/2002	085180	30537	2	B4		12650D82
04215	05/15/2002	085180	30537	2	B4		12650D84
04215	05/15/2002	085180	30537	2	B4		14200A
04215	05/15/2002	085180	30537	3	D1	19703	19700A
04215	05/15/2002	085180	30537	3	D1		19700A3
13144	06/28/2002	172429	30548	1	30	OBP	1007AT
13144	06/28/2002	172429	30548	1	30	TIRE	
13144	06/28/2002	172429	30548	2	33	2L8E 3078 AA	3078A

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VIN: 1FMYU03171KF621B3 2001 ESCAPE 4X2,XLT ,MPV Ind Type: T

	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
1	01/16/2001	1APDK038	NHL	BODY		04570
-	01/30/2001	1A4DH003	NHL	ELECT.		11430
-	02/14/2001	1BNC1007	NHL	ENGINE		11430
-	12/11/2001	1LKGM014	NHL	DRVABL		04544

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDEA67

CQIS Report Number: 11KEM014 Program Type: NHL Orig Rpt #:
 Report Source: NSS - FCSD - TECH SVC HOTLINE Report Date: 12/11/2001

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

Vehicle: 2001 ESCAPE 4X2, XLT ,MPV VIN: 1FMYU03171K962183
 Engine: 3.0L DURATEC V6 Odometer: 19,969 MILES
 Operating Environ: WCC:
 Vehicle Use: Resp. Act:

Symp: 6 07 0 00 DRIVEABILITY STALL/QUIT/RESTARTS
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

Add Symptom: STALLING

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

Causal Component:

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

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

Type	Comments
REPAIR	SF STATES CUSTOMER COMPLAINING OF STALL. SF STATES THEY HAVE GONE THRU CODE SEM 14434 TO NO AVAIL. SEEKING FURTHER ADVICE.
RECOMM	ADVISED SF OF NO FURTHER KNOWNS, ADVISED TO RESET BASE IDLE, IAC SHOULD READ 32% AT IDLE.
TECH/C	01/11/2002 02:04PM SURVEY ENTRY NSS - FCSD - TECH SVC HOTLINE CAN'T DUPLICATE / INTERMIT STAL DECAL DOWN HILL

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: B1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOEO: KOBC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 12/09/2000 Warranty Start Date: 12/27/2000
 Date of Sale: 12/27/2000 Selling Dlr (Mkt, Dlr, Sub): 04570
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 752 AB
 Bld Dt: Calb: 0M11A30 A Serial #: 711124086 Plt:

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

Trans: Part #:
 Bld Dt: Serial #: YLSPHAT102730
 Model: Plt: Shift:

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

Axle: 3600# FORD 2.73 CONV Id Tag Code: Bld Dt:
 Serial #: Plt:

CQIS Report Number: 1LKG0014 Program Type: NHL Orig Rpt #:
 Report Source: MSB - FCSD - TECH SVC HOTLINE Report Date: 12/11/2001

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

----- ADDITIONAL -----

Tire: Brand:
 Radio: ELSTR PREMIUM AM/FM STRO/CSTE A/C: MANUAL AIR CONDITIONER
 Paint: BLUE-GREEN EXT PAINT FAMILY ----- DARK HIGHLAND GREEN C/C

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

Orig/Caller: WAYNE HOFF Title: SHOP FOREMAN
 Phone: - -

Repair Dlr: 04544 - Red McCombe Ford Ph#: (210) 357-1437
 City: San Antonio State : Texas
 Country: United States Region : Southwest - 52
 Claim #/Date: 316989

Specialist's
 Name: THOMAS BRIDGER

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part Desc.	Dealer ID
01/02/2001	1A8AB565	CACVOC	BODY			04570
01/03/2001	1ACAB161	CACVOC	BODY			04570
01/16/2001	1APDK038	NHL	BODY			04570
01/30/2001	1A4DH003	NHL	ELECT.			11430
02/14/2001	1BNCL007	NHL	ENGINE			11430
12/05/2001	1LEAB653	CACVOC	DRVABL			04544
03/16/2002	2CFAR251	CACVOC	DRVABL			04570

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---
 SURVEY HAS BEEN RECEIVED

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000 ---
 SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Mbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
04544	12/31/2001	319664	20585	1	33	FLAS	6731 BD		6007D
04544	12/31/2001	319664	20888	1	33		OND		6731A
04544	12/31/2001	319664	20585	1	33	VC	4 A		8085D
04544	01/17/2002	322257	21747	1	42	YFLX	9F713 AA		12650D3
04544	01/17/2002	322257	21747	1	42	YLSE	9M926 DA		9926A
04544	01/17/2002	322257	21747	2	42	YLSE	9M307 AE		12651D
04544	01/17/2002	322257	21747	2	42				12651D2

Page: 3 CQIS Detail Report 01/22/03 16:09:43

CQIS Report Number: 1LEGM014 Program Type: MEL Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 12/11/2001

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

04544	01/17/2002	322257	21747	2	42		9350E
04544	03/15/2002	330214	23412	1	07	RBCAL	12650D
04544	03/15/2002	330214	23412	1	07		12650D81
04544	03/15/2002	330214	23412	1	07		12650D80
04544	03/13/2002	330214	23412	1	07		12650D84
04544	03/19/2002	330715	23416	1	28	14290	14200A
04544	03/19/2002	330715	23416	1	28		14200A1
04544	03/19/2002	330715	23416	1	28		MIL4290

CSQI5D5

CQIS Vin Reports

01/22/03 15:45:45

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VIN: 1FMYU04181KB24142 2001 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
01/21/2003	3AUKO009	NHL	DRVLIN		01342

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

EP02-027 0001

CQIS Report Number: 3AUK0009 Program Type: NML Orig Rpt #:
 Report Source: MBS - FCED - TECH SVC HOTLINE Report Date: 01/21/2003

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1PMYU04181KB24142
 Engine: 3.0L DURATEC V6 Odometer: 23,519 MILES
 Operating Environ: WCC:
 Vehicle Use: Resp. Act:

Symp: 5 04 4 59 DRIVELINE A/T GENERAL
 SHUDDER DURING 3-4

Addl Symptom: SHUDDER 3-4, 4-3
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	TECHNICIAN STATED THAT HAS A CONCERN OF A SHUDDER ON 3-4, 4-3 AND IS L OOKING FOR ASSISTANCE.
RECOMM	ADVISED THE TECHNICIAN TO FLUSH SYSTEM IF STILL PRESENT TO REPLACE THE TC.

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

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

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

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 04/02/2001 Warranty Start Date: 05/10/2001
 Date of Sale: 05/10/2001 Selling Dlr (Mct, Dlr, Sub): 01360
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: GM11A30 A Serial #: 854059087 Plt:

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

Trans: CD4E O/D 4SPD (NURO) Part #:
 Bld Dt: Serial #: YLBP7BU110861
 Model: Plt: Shift:

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

Tire: Brand:
 Radio: ELSTER FREN AM/FM STRO/CBTE/CLK A/C: MANUAL AIR CONDITIONER
 Paint: PURPLE-BLUE HET PAINT FAMILY B ----- MEDIUM WEDGEWOOD C/C

CQIS Report Number: 3AUK0009 Program Type: NHL Orig Rpt #:
 Report Source: MSB - FCHD - TECH SVC HOTLINE Report Date: 01/21/2003

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller: DAN BROWN Title: TECHNICIAN
 Phone: - -

Repair Dlr: 01342 - Whitmoyer Ford, Inc. Ph#: (717) 367-7022
 City: Elizabethtown State : Pennsylvania
 Country: United States Region : Philadelphia -16
 Claim #/Date: 65861

Specialist's
 Name: JAMES DRNEL

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part Desc.	Dealer ID
03/20/2002	2CTAC077	CACVOC	DRVABL			03023
03/21/2002	2CUAB659	CACVOC	DRVABL			01342

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Mbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
01342	03/22/2002	061140	11853	1	42	FOAR	14W089 A		12650D
01342	03/22/2002	061140	11853	1	42		12A650		12650D7
01342	03/22/2002	061140	11853	1	42				12650D45
01342	03/22/2002	061140	11853	1	42				12650D84
01342	05/22/2002	062096	14536	1	42		NPF		NPF
01342	10/18/2002	064535	22591	1	42		7000		7000F
01342	10/18/2002	064535	22591	2	12	YL9Z	13008 FB		MT13008
03023	02/18/2002	065082	10711	1	W6		FRONT		MT3001A
03023	02/18/2002	065082	10711	1	W6				MT1007
03023	02/18/2002	065082	10711	2	82		NPF		NPF

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CQIS Vin Reports

01/22/03 15:46:06

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VIN: 1FMCU04191KA88634 2001 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

01	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
-	04/18/2002	2DRHZ001	NHL	DRVABL		09578

F1 Help

F3 Exit

F7 Bkwd

F8 Fwd

F12 Return

I0018-BOTTOM OF DATA

OGDRA67

CQIS Report Number: 2DRHE001 Program Type: NHL Orig Rpt #:
 Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 04/18/2002

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1FMCU04191KAB634
 Engine: 3.0L DURATEC V6 Odometer: 10,800 MILES
 Operating Environ: WCC:
 Vehicle Use: Rep. Act:

Symp: 6 01 3 00 DRIVEABILITY NO CRANK (CAUSE UNKNOWN)
 START ENG TEMP OTHER (CODE NOT AVAILABLE)

Add Symptom: ALLEGED INT NO CRANK.

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

Causal Component:

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

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

Type	Comments
REPAIR	ALLEGED INT NO CRANK. TECH CANNOT VERIFY THE CONCERN. THE PCM HAS BEEN REPROGRAMMED. TECH IS LOOKING FOR KNOWNS.
RECOMM	ISM 02-01-070 INT STALL, PERFORM SSM 15589, CK VMV STICKING, TEST EVAP SSM 15589 REFLASH (PCM) W WDS VERSION B17.1 OR LATER ADVISED TECH TO CHECK PCM POWERS AND GROUNDS INCLUDING G304 UNDER THE BATTERY TRAY. ADVISED TECH TO CHECK THE PCM POWER RELAY PER SSM 15589. ADVISED TECH NOT TO ATTEMPT ANY REPAIRS UNLESS THE CONCERN IS VERIFIED.
REPAIR	08/23/2002 11:21AM BLAINE BISHNER MSS - PCSD - TECH SVC HOTLINE TECH HTS ALLEGED NO CRANK CONCERN. HAS NOT VERIFIED CONCERN. NO CODES IN PCM. SEEKING KNOWNS.
RECOMM	ADV TECH TO DUPLICATE CONCERN AND VERIFY PCM COMMUNICATION AT TIME OF CONCERN. IF PCM OFFLINE, NO CRANK. POSSIBLE LOSS OF PWR/GND/VREF.

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

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

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

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 03/07/2001 Warranty Start Date: 03/27/2001
 Date of Sale: 03/27/2001 Selling Dlr (Mkt, Dlr, Sub): 09578
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 0M11A30 A Serial #: 803456087 Plt:

==>
VIN: 1FMYU0411KF17898 2001 ESCAPE 4X4,LIMITED,MPV Ind Type: T

1	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
	11/14/2001	1KNBA015	NHL	ELECT.		01765
	04/18/2002	2DRFP015	NHL	DRVABL		20600

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDEA67

CQIS Report Number: 1ENB015 Program Type: NBL Orig Rpt #:
 Report Source: MBS - PCSD - TECH SVC HOTLINE Report Date: 11/14/2001

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1EM7U04111KF17099
 Engine: 3.0L DURATEC V6 Odometer: 16,376 MILES
 Operating Environ: WCC:
 Vehicle Use: Resp. Act:

Symp: 2 03 1 98 ELECTRICAL START/CHARGE/WIRING
 CHARGING SYSTEM INDICATOR

Addl Symptom: CHARGE LIGHT ON INT

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

Causal Component:

Causal Factor: Feature: Loc:

Causal Condition: Photo: Attachments: 0

Component Test Status: ---- Return Loc:

Vehicle Fixed?: Customer Satisfied?: Repair Effectiveness (%):

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

Type	Comments
REPAIR	SERVICE MANAGER CARL STATES THAT THE VEHICLE IS IN FOR THE CHARGE LIGHT COMING ON INT. DEALER HAS NEVER VERIFIED THE CONDITION AND CHARGING SYSTEM CHECK OUT OK.
RECOMM	TSB 01-20-02 REPLACE 320 WATT COOLING FAN W/ 220 WATT COOLING FAN ADVISED TECH OF TSB FOR CHARGE LIGHT COMING ON UNDER CERTAIN CONDITION S. SUGGEST SM CHECK WITH COST TO DETERMINE WHEN THE LIGHT COMES ON TO DETERMINE IF THIS IS THE CONCERN. ENGINEERING WAS LOOKING AT THIS CONCERN AND DETERMINED THAT THE LOW COOLANT LIGHT WAS COMING ON NOT THE CHARGE LIGHT. ADVISED SM OF TSB FOR LOW COOLANT LIGHT ON INT. TSB 01-13-01 R&R (DEGAS) TANK, 1L8Z-SA080-BB

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

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

Symp. Verif?:	Ease of Diagnosis:	Assistance Level: N1
Comp. Timing:	Base Timing:	MIL Light on?:
Test Stand:	Road Test:	SD Number:
Prior Repair Attempts:		Repair Prior to Call: NO
DTCs KOEO:	KOEC:	
KOER:	CB:	

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date:	10/12/2000	Warranty Start Date:	11/20/2000
Date of Sale:	11/20/2000	Selling Dlr (Mkt, Dlr, Sub):	20651
Dealer Special Order:		Gross Vehicle Weight:	
1H/2H Drive:			

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

Engine: 3.0L DURATEC V6	Tag: 1G	754 AB
Bld Dt:	Calb: 0M11A30 A	Serial #: 626B480B7
		Ptc:

CQIS Report Number: 1KNEA015 Program Type: MEL Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 11/14/2001

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

----- TRANSMISSION -----
 Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: YLAPFBU102851
 Model: Flt: Shft:
 ----- ADDITIONAL -----
 Tire: P235/70R-16 OWL A-8 Brand:
 Radio: AM/FM STR/CSTB/CD/CLK A/C: AC B-????????????????????
 Paint: GREEN-YELLOW EXT PAINT FAMILY ----- KRONY SOLID C/C

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller: CARL CARLSON Title: SERVICE MANAGER
 Phone: - -

Repair Dir: 01765 - Maplecrest Ford Ph#: (973) 543-2531
 City: Mendham State : New Jersey
 Country: United States Region : New York -13
 Claim #/Date: 36442

Specialist's
 Name: JEFFREY WURSTER

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part Desc.	Dealer ID
01/03/2001	1ACAA162	CACVOC	DEVLIN			20651
10/18/2001	1JRAA130	CACVOC	DEVABL			20651
10/22/2001	1JVAC568	CACVOC	ENGINE			01768
04/02/2002	2DBAA110	CACVOC	DEVABL			01765
04/09/2002	2DIAC511	CACVOC	DEVABL			20651
04/09/2002	2DIAG041	CACVOC	DEVABL			20651
04/15/2002	2DFAA697	CACVOC	DEVABL			01765
04/18/2002	2DRAA029	CACVOC	DEVABL			01765
04/18/2002	2IBFF015	MEL	DEVABL			20600
04/25/2002	2DYAC41B	CACVOC	DEVABL			20651
07/22/2002	2GVAB070	CACBYE	DEVABL			20651

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

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
04015	07/31/2002	036824	26277	1	42		RAV		RAV
04015	07/31/2002	036824	26277	2	42		12A580		12650D
04015	07/31/2002	036824	26277	2	42				12650DX1
04015	07/31/2002	036824	26277	2	42				9000D
04015	07/31/2002	036824	26277	2	42				9000D1

COIS Report Number: 1K2BA015 Program Type: MHL Orig Rpt #:
 Report Source: MHS - FCHD - TECH SVC HOTLINE Report Date: 11/14/2001

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

04015	07/31/2002	036824	26277	2	42			9000D2
04015	07/31/2002	036824	26277	2	42			14200A
04015	07/31/2002	036824	26277	2	42			14200A1
04015	07/31/2002	036824	26277	2	42			MT14A069
04015	07/31/2002	036824	26277	2	42			MT14401
08862	11/12/2002	111535	26320	1	13		1125	2001BP
08862	11/12/2002	111535	26320	1	13			2001B2PT
20600	04/18/2002	107542	22397	1	42		12A650	12650D
20600	04/18/2002	107542	22397	1	42			12650DX1
20600	04/18/2002	107542	22397	1	42			12650D45
20600	04/18/2002	107542	22397	1	42			12650D84
20600	04/18/2002	107542	22397	1	42			MT12650
20600	05/05/2002	108602	24600	1	42			NFF
20600	05/05/2002	108602	24600	2	42	2F1Z	9J460 AA	12650D
20600	06/08/2002	108602	24600	2	42			12650D45
20600	06/05/2002	108602	24600	2	42			12650DX1
20600	06/08/2002	108602	24600	2	42			12650D9
20600	06/25/2002	109002	25788	1	42	2F1Z	9J460 AA	12650D
20600	06/28/2002	109002	25788	1	42			12650DX1
20600	06/25/2002	109002	25788	1	42			12650D8
20600	06/25/2002	109002	25788	1	42			12650D45
20651	04/11/2002	057707	22081	1	42	1L8Z	8A080 BB	8080A
20651	04/11/2002	057707	22081	2	42		DIAG	12650D

COIS Report Number: 2DRFP015 Program Type: REL Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 04/18/2002

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1FNYU04111KF17098
 Engine: 3.0L DURATEC V6 Odometer: 22,340 MILES
 Operating Environ: WCC:
 Vehicle Use: Resp. Act:

Symp: 6 07 0 00 DRIVEABILITY STALL/QUIT/RESTARTS
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

Add Symptom: INT STALL CONCERN

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

Causal Component:

Causal Factor: Feature: Loc:

Causal Condition: Photo: Attachments: 0

Component Test Status: ---- Return Loc:

Vehicle Fixed?: Customer Satisfied?: Repair Effectiveness (%):

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

Type	Comments
REPAIR	TECH STATES THIS VEHICLE IS IN FOR AN INTERMITTENT STALL CONCERN. HE STATES THIS VEHICLE HAS BEEN TO SEVERAL DEALERSHIPS FOR THIS CONCERN. THE IAC AND PCM POWER RELAY WERE REPLACED IN THE PAST. HE IS SEEKING DIRECTION.
RECOMM	ADVISED TECH TO MAKE SURE PCM IS AT THE LATEST CALIBRATION PER SSM 15589 REFLASH (PCM) W WDS VERSION B17.1 OR LATER ALSO TRY TO GET AS MUCH INFO AS POSSIBLE FROM THE CUSTOMER AS TO WHEN THE STALL HAPPENS.
REPAIR	05/26/2002 11:36AM MARTIN PRICE MSS - FCSD - TECH SVC HOTLINE SM JERRY STS CUSTOMER STS THAT VEHICLE STALLS AFTER A HALF HOUR OF DRIVING AT 40 MPH WHEN GOING DOWNHILL, SM CANNOT VERIFY, BELIEVES HE HAS PERFORMED THE TSB, THE CUSTOMER IS GOING TO DISPUTE SETTLEMENT BOARD 7-12-2002, SEEKING FURTHER ADVICE
RECOMM	ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH TSB (PCM) ADV SM TO PERFORM TSB, ADV TO REPLACE FUEL PUMP, IF THE FUEL PUMP ELIMINATES THE CONCERN PLEASE CALL BACK

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: H1
 Comp. Timing: Base Timing: NIL Light cm?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOBO: KOBC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

CQIS Report Number: 2DRFP015 Program Type: NML Orig Rpt #:
 Report Source: MSB - FCSD - TECH SVC HOTLINE Report Date: 04/18/2002

----- V E H I C L E D E T A I L S -----
 Vehicle Build Date: 10/12/2000 Warranty Start Date: 11/20/2000
 Date of Sale: 11/20/2000 Selling Dlr (Mkt, Dlr, Sub): 20651
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:
 ----- E N G I N E -----
 Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: OML1A30 A Serial #: 626848087 Flt:
 ----- T R A N S M I S S I O N -----
 Trans: CD4E O/D 4SPD (BORG) Part #:
 Bld Dt: Serial #: YLSPFEU102851
 Model: Flt: Shft:
 ----- A D D I T I O N A L -----
 Tire: P235/70R-16 OWL A-S Brand:
 Radio: AM/FM STR/CBTE/CD/CLK A/C: AC B-????????????????????
 Paint: GREEN-YELLOW MET PAINT FAMILY ----- BODY SOLID C/C

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
 Orig/Caller: ROGER CHATLOS Title: TECHNICIAN
 Phone: - - - - -

Repair Dlr: 20600 - Ed Carney Ford, Inc. Ph#: (973) 386-1771
 City: East Hanover Twp State : New Jersey
 Country: United States Region : New York -13
 Claim #/Date: 107542

Specialist's
 Name: MATTHEW SCHMIDT

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer ID
01/03/2001	1ACRA162	CACVOC	DRVLIN		20651
10/18/2001	1LTRA190	CACVOC	DRVABL		20651
10/22/2001	1LVAC568	CACVOC	ENGINE		01765
11/14/2001	1KNBA015	NML	ELECT.		01765
04/02/2002	2DBAA110	CACVOC	DRVABL		01765
04/09/2002	2DIAC511	CACVOC	DRVABL		20651
04/09/2002	2DIAG041	CACVOC	DRVABL		20651
04/16/2002	2DFAA597	CACVOC	DRVABL		01765
04/18/2002	2DRAA029	CACVOC	DRVABL		01765
04/25/2002	2DYAC418	CACVOC	DRVABL		20651
07/22/2002	2GVAB070	CACVOC	DRVABL		20651

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y 2 0 0 0 ---
 SURVEY HAS BEEN SENT

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

CQIS Report Number: 2DRFP015 Program Type: NBL Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 04/18/2002

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
04015	07/31/2002	036824	26277	1	42		RAV		RAV
04015	07/31/2002	036824	26277	2	42		12A650		12650D
04015	07/31/2002	036824	26277	2	42				12650DX1
04015	07/31/2002	036824	26277	2	42				9000D
04015	07/31/2002	036824	26277	2	42				9000D1
04015	07/31/2002	036824	26277	2	42				9000D2
04015	07/31/2002	036824	26277	2	42				14200A
04015	07/31/2002	036824	26277	2	42				14200A1
04015	07/31/2002	036824	26277	2	42				MT14A069
04015	07/31/2002	036824	26277	2	42				MT14401
08862	11/12/2002	111535	26320	1	13		1125		2001BF
08862	11/12/2002	111535	26320	1	13				2001B2PT
20600	04/18/2002	107542	22397	1	42		12A650		12650D
20600	04/18/2002	107542	22397	1	42				12650DX1
20600	04/18/2002	107542	22397	1	42				12650D45
20600	04/18/2002	107542	22397	1	42				12650D84
20600	04/18/2002	107542	22397	1	42				MT12650
20600	06/05/2002	108602	24600	1	42		NPF		NPF
20600	06/05/2002	108602	24600	2	42	2F1E	9J460 AA		12650D
20600	06/05/2002	108602	24600	2	42				12650D45
20600	06/05/2002	108602	24600	2	42				12650DX1
20600	06/05/2002	108602	24600	2	42				12650D9
20600	06/25/2002	109002	25788	1	42	2F1E	9J460 AA		12650D
20600	06/25/2002	109002	25788	1	42				12650DX1
20600	06/25/2002	109002	25788	1	42				12650D8
20600	06/25/2002	109002	25788	1	42				12650D45
20651	04/11/2002	057707	22081	1	42	1L8E	8A080 BB		8080A
20651	04/11/2002	057707	22081	2	42		DIAG		12650D

CSQI5D5

CQIS Vin Reports

01/22/03 15:49:17

VIN: 1FMYU64191KA73136 2001 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

1	Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part Desc.	Dealer Id
-	05/02/2001	1EBFD010	NHL	DRVABL			01340

F1 Help
I0018-BOTTOM OF DATA

F3 Exit

F7 Bkwd

F8 Pwd

F12 Return
OGDEA67

ERE2-021 8804

CQIS Report Number: 1EBFD010 Program Type: NML Orig Rpt #:
 Report Source: MSB - PCSD - TECH SVC HOTLINE Report Date: 05/02/2001

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1FMYU04191KA73136
 Engine: 3.0L DURATEC V6 Odometer: 2,718 MILES
 Operating Environ: WCC:
 Vehicle Use: Esp. Act:

Symp: 6 07 4 92 DRIVEABILITY AT IDLE STALL/QUIT/RESTARTS
 HOT ENGINE

Addl Symptom: INTERMITTENT STALLING CONCERN
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	TECH STATES THAT THE CUST ALLEGES THAT WHEN AT A STOP OR WHILE TURNING THE ENG WILL STALL. TECH STATES THAT ARE NO CODES ALSO STATES THAT HE CANNOT DUPLICATE THE CONCERN. ALSO STATES THAT HE MONITORED PIDS & CHECKED FOR VACCUUM LEAKS & IT IS OK. TECH ALSO STATES THAT HE CHECKED FUEL PRESSURE & IT IS 35 PSI. TECH LOOKING FOR KNOWN.
RECOMM	ADVISED TECH OF NO KNOWN. ALSO ADVISED TECH THE FUEL PRESSURE & IF STILL 35 PSI ADVISED TECH TO REPLACE THE FUEL PUMP & RECHECK FOR THE CONCERN. ADVISED TECH THAT THE FUEL PRESSURE SHOULD BE 65 PSI.

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

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

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

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

NO SERVICE ACTION AVAILABLE.

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

Vehicle Build Date: 02/23/2001 Warranty Start Date: 03/08/2001
 Date of Sale: 03/08/2001 Selling Dlr (Mkt, Dlr, Sub): 01340
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calh: 0M1LA30 A Serial #: 803654087 Plt:

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

Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: YL6PFBUI10500
 Model: Plt: Shift:

CQIS Report Number: 1EBFD010 Program Type: MEL Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 05/02/2001

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

----- ADDITIONAL -----

Tire: Brand:
 Radio: ELITE PREMIUM AM/FM STEREO/CASS A/C: MANUAL AIR CONDITIONER
 Paint: PURPLE-BLUE EXT PAINT FAMILY B ----- MEDIUM WEDGEWOOD C/C

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

Orig/Caller: RICH CAPPS Title: TECHNICIAN
 Phone: - - - - -

Repair Dlr: 01340 - Syl Workacc Ford, Inc. Ph#: (570) 648-5777
 City: Shawokin State: Pennsylvania
 Country: United States Region: Philadelphia -16
 Claim #/Date: 072018

Specialist's

Name: ROBERT KOTES

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part Desc.	Dealer ID
05/07/2001	1EGAB479	CACVOC	DE	VABL		01340
05/21/2001	1EUAA176	CACVOC	DE	VABL		01340
08/06/2001	1HFAR304	CACHYB	DE	VABL		01340

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

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
20555	05/06/2002	090608	6915	1	46	2F1E	9J460	AA	12650D
20555	05/06/2002	090608	6915	1	46				12650DK1
20555	05/06/2002	090608	6915	1	46				12650D9
20555	05/06/2002	090608	6915	1	46				12650D45

==>

VIN: 1FMCU04101KB70817 2001 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

sl	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
-	10/01/2001	1JAI017	NEL	DRVABL	RELAY ASSY	03423

F1 Help F3 Exit
 10018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
 OGD8A67

CQIS Report Number: LJA1E017 Program Type: NML Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 10/31/2001

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1FMCUD4101KB70817
 Engine: 3.0L DURATEC V6 Odometer: 2,467 MILES
 Operating Environ: WCC: 7C05
 Vehicle Use: Resp. Act:

Symp: 6 11 8 00 DRIVEABILITY HESITATION/STUMBLE
 ACCELERATION OTHER (CODE NOT AVAILABLE)

Addl Symptom: STALL WHILE DRIVING
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

Causal Component: 14N089 RELAY ASSY
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Attachments: 0
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: YES Customer Satisfied?: Repair Effectiveness (%):

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

Type	Comments
REPAIR	CUSTOMER CONCERN OF INT. STALL WHILE DRIVING. SF HAS NOT BEEN ABLE TO VERIFY THE CONCERN AND IS SEEKING KNOWNS. STATES HAS HAPPENED TO CUSTOMER 5 TIMES IN 2400 MILES.
RECOMM	ADVISED TECH TO CHECK FOR POOR CONNECTIONS AT GROUNDS 104 AND 105. TAP ON REC POWER RELAY TO DUPLICATE CONCERN AND REPLACE RELAY WITH UPDATED PART. ADVISED CHECK CONNECTIONS AT BJB AND PERFORM WIGGLE TEST ON CKP HARNESS AND TAP TEST ON CKP SENSOR TO SIMULATE ROAD SHOCK.
TECH/C	11/20/2001 01:20PM SURVEY ENTRY MBS - FCSD - TECH SVC HOTLINE TAPPED ON RELAY AND VEHICLE DIED

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: E1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOBO: KOBC:
 KOBR: CB:

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	14N089	SERVICE	RELAY ASSY	YES

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

Vehicle Build Date: 05/17/2001 Warranty Start Date: 05/21/2001
 Date of Sale: 05/21/2001 Selling Dlr (Mkt, Dlr, Sub): 03423
 Dealer Special Order: Gross Vehicle Weight:
 LH/RE Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 0M11A30 A Serial #: 910757087 Flt:

CQIS Report Number: LJAIB017 Program Type: NHL Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 10/01/2001

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

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

Trans: CD4E C/D 4SPD (KURO) Part #:
 Bld Dt: Serial #: YL6PFBU111340
 Model: Plt: Shift:

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

Tire: Brand:
 Radio: ELETR PREMIUM AM/FM STRO/CSTE A/C: MANUAL AIR CONDITIONER
 Paint: PURPLE-BLUE EXT PAINT FAMILY B ----- MEDIUM WEDGWOOD C/C

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

Orig/Caller: MARTY RUBECK Title: SHOP FOREMAN
 Phone: - -

Repair Dir: 03423 - Woodhouse Ford, Inc. Ph#: (402) 426-4126
 City: Blair State : Nebraska
 Country: United States Region : Kansas City - 53
 Claim #/Date: 144892

Specialist's
 Name: CHRISTOPHE KUNST

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer ID
09/27/2001	111AE026	CACVOC	DRVABL		03423
11/21/2001	1KJAB772	CACVOC	DRVABL		03423

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

SURVEY HAS BEEN RECEIVED

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y 2000 ---

SURVEY HAS BEEN SENT

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

NO WARRANTY HISTORY AVAILABLE

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CQIS Vin Reports

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VIN: 1FMCU64111KAS88501 2001 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

1	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
-	12/11/2001	1LKDV010	NEL	CHASS.		20523

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDEA67

CQIS Report Number: 1LKDV010 Program Type: MEL Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 12/11/2001

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1PNCU04111KAS8501
 Engine: 3.0L DURATEC V6 Odometer: 9,511 MILES
 Operating Environ: WCC:
 Vehicle Use: Rep. Act:

Symp: 3 03 1 50 CHASSIS FUNCTION STEERING/HANDLING
 HIGH EFFORT

Add Symptom: LOSS OF STEERING AND BRAKES
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	CUSTOMER ALLEGES THE INTERMITTENTLY THE VEHICLE LOOSES STEERING ASSIST AND BRAKING, BUT THE VEHICLE DOES NOT STALL. PCM HAS NO CODES. TECH HAS NOT BEEN ABLE TO VERIFY THE CONCERN. MAKING SURE NO KNOWNS ARE AT THE HOTLINE FOR THE CONCERN.
RECOMM	LOOKED UNDER BOTH LOSS OF STEERING ASSIST CONCERN AND INOP BRAKING. HA VE NO KNOWNS. VERIFY CONCERN BEFORE PERFORMING REPAIRS.

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

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

Symp. Verify?: Base of Diagnosis: Assistance Level: E1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOHO: KOBC:
 KOBR: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 03/06/2001 Warranty Start Date: 03/30/2001
 Date of Sale: 03/30/2001 Selling Dlr (Mkt, Dlr, Sub): 20523
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 0M11A30 A Serial #: 018470087 Plt:

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

Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: YL8PFEU110530
 Model: Plt: Shift:

CQIS Report Number: 1LRDV010 Program Type: NHL Orig Rpt #:
 Report Source: MES - FCSD - TECH SVC HOTLINE Report Date: 12/11/2001

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

----- ADDITIONAL -----

Tire: Brand:
 Radio: ELCTR PREM AM/FM STRO/CSTB/CLK A/C: MANUAL AIR CONDITIONER
 Paint: RED EXTERIOR PAINT FAMILY ----- VERMILION SOLID C/C

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

Orig/Caller: STEVE MYERS Title: TECHNICIAN
 Phone: - -

Repair Dlr: 20523 - FAMILY FORD INC Ph#: (973) 347-5379
 City: Natcong State: New Jersey
 Country: United States Region: New York -13
 Claim #/Date: 75315

Specialist's
 Name: THAYNE CARTER

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part Desc.	Dealer ID
12/10/2001	1LWAC904	CACVOC	CHASS.			20523

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

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Mbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
20523	12/07/2001	075315	9511	1	42	YL8E	17B968 BA		12650D
20523	12/07/2001	075315	9511	1	42	YL8E	17757 AA		12650DX1
20523	12/07/2001	075315	9511	1	42		OBP		12650D45
20523	12/07/2001	075315	9511	1	42	YL8E	17757 FAB		12650D55
20523	12/07/2001	075315	9511	1	42		9F71E		12650D80
20523	12/07/2001	075315	9511	1	42				12650D81
20523	12/07/2001	075315	9511	1	42				NT17B968
20523	12/07/2001	075315	9511	1	42				MT12650D4
20523	12/07/2001	075315	9511	2	82			NFF	NFF
20523	04/23/2002	080385	12626	1	42	YL8Z	7823201 BA		23943A
20523	04/23/2002	080385	12626	1	42		385189 S100		23943A10
20523	04/26/2002	080540	12627	1	42			NFF	NFF

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CQIS Vin Reports

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VIN: 1FMCU04161KB73303 2001 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

Seq	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
1	06/21/2001	1FUFWD14	NHL	DRVABL		02624

F1 Help F3 Exit
I0010-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

EP82-827 8813

CQIS Report Number: 1F0FW014 Program Type: MEL Orig Rpt #:
Report Source: NSS - FCSD - TECH SVC HOTLINE Report Date: 06/21/2001

REPORT SUMMARY

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1FMCU04161KB73303
Engine: 3.0L DURATEC V6 Odometer: 650 MILES
Operating Environ: WCC:
Vehicle Use: Resp. Act:

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

Addl Symptom: ALEDGED STALLS WHILE CRUISE
Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

COMMENTS

Type Comments
REPAIR TECH STS CUSTOMER ALEDGES VEHICLE STALLED WHILE DRIVING AND RESTARTED WITHOUT PROBLEM AND TECH IS UN ABLE TO VERIFY CONCERN AND IS SEEKING K NOWNS FOR CONCERN
RECOMM ADVISE TECH THAT THERE ARE NO KNOWNS FOR CONCERN AT THIS TIME AND TO TRY TO VERIFY CONCERN

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Assistance Level: H1
Comp. Timing: Base Timing: MIL Light on?:
Test Stand: Road Test: SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOBC:
KOBR: CB:

SERVICE ACTIONS

NO SERVICE ACTION AVAILABLE

VEHICLE DETAILS

Vehicle Build Date: 05/18/2001 Warranty Start Date: 06/09/2001
Date of Sale: 06/09/2001 Selling Dlr (Mkt, Dlr, Sub): 02624
Dealer Special Order: Gross Vehicle Weight:
LH/RE Drive:

ENGINE

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
Bld Dt: Calb: DM11A30 A Serial #: 914376087 Plt:

TRANSMISSION

Trans: CD4E O/D 4SPD (EURO) Part #:
Bld Dt: Serial #: VL8PFB0111351
Model: Plt: Shift:

ADDITIONAL

Tire: Brand:
Radio: BLUETR PREM AM/FM STRO/CSTE/CLK A/C: MANUAL AIR CONDITIONER
Paint: YELLOW EXT PAINT FAMILY B LT. PARCHMENT GOLD C/C

EM2-027 0614

CQIS Report Number: 1PDPW016 Program Type: MHL Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 06/21/2001

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller: GREG OSBORN Title: TECHNICIAN
 Phone: -

Repair Dir: 02624 - Lithia Ford of Concord Ph#: (925) 686-5000
 City: Concord State: California
 Country: United States Region: San Francisco - 72
 Claim #/Date: 324859

Specialist's
 Name: KENNETH HERBSTRIET

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer ID
01/17/2002	2A0AD238	CACVOC	DRVABL		02624
01/24/2002	2AKAB076	CACVOC	DRVABL		02624
03/29/2002	2C3AA281	CACBYB	DRVABL		02624

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y 2 0 0 0 ---

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Mbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
01724	04/24/2002	010502	12535	1	42		RECALEM		12650D
01724	04/24/2002	010502	12535	1	42	YF1Z	9J460 AC		12650DX1
01724	04/24/2002	010502	12535	1	42				12650D80
01724	04/24/2002	010502	12535	1	42				12650D81
01724	04/24/2002	010502	12535	1	42				12650D45
01724	04/24/2002	010502	12535	1	42				12650D9
01724	04/24/2002	010502	12535	2	82		RAV		RAV
02624	01/21/2002	338226	11869	1	28	PCAS	14W089 A		12650D3
02624	01/21/2002	338226	11869	1	28	YF1Z	9F715 AA		12650D
02624	01/21/2002	338226	11869	1	28				12650DK1
02624	01/21/2002	338226	11869	1	28				MT14W089
02624	01/21/2002	338226	11869	1	28				12650DB1
02624	01/21/2002	338226	11869	1	28				10634C1
02624	03/07/2002	341471	12047	1	82		MISC		

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CQIS Vin Reports

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VIN: 1FMYU03131KC40043 2001 ESCAPE 4X2, XLT ,MPV

Ind Type: T

el	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
-	03/01/2002	2CAGD012	NHL	DRVABL		05646

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

CQIS Report Number: 2CAGD012 Program Type: MEL Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 03/01/2002

REPORT SUMMARY

Vehicle: 2001 ESCAPE 4X2,ILT ,MPV VIN: 18MYU03131KC40043
Engine: 3.0L DURATEC V6 Odometer: 5,021 MILES
Operating Environ: MCC:
Vehicle Use: Rep. Act:

Symp: 6 07 0 00 DRIVEABILITY STALL/QUIT/RESTARTS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)
Addl Symptom: INTERMITTENT STALL CONCERN
Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

COMMENTS

Type Comments
REPAIR TECH STATES VEHICLE HAS INTERMITTENT STALL CONCERN. TECH STATES
VEHICLE WAS IN BACK IN NOV FOR SAME CONCERN AND PCM WAS REFLASHED.
TECH LOOKING FOR ANY OTHER KNOWNS.
RECOMM ADVISED TECH THERE SHOULD BE AN UPDATE FOR PCM, ADVISED TECH TO
REFLASH PCM TO LATEST CALIBRATION, AND PERFORM ALL OTHER PROCEDURES
IS SSM 15589
IHM 02-01-070 INT STALL, PERFORM SSM 15589, CK VNV STICKING, TEST EVAP

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Assistance Level: E1
Comp. Timing: Base Timing: MIL Light on?:
Test Stand: Road Test: SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOBC:
KOBR: CB:

SERVICE ACTIONS

NO SERVICE ACTION AVAILABLE

VEHICLE DETAILS

Vehicle Build Date: 06/26/2001 Warranty Start Date: 07/10/2001
Date of Sale: 07/30/2001 Selling Dlr (Mkt, Dlr, Sub): 05729
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

ENGINE

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
Bld Dt: Calb: 0M11A30 A Serial #: 978784087 Plt:

TRANSMISSION

Trans: CD4E O/D 4SPD (EURO) Part #:
Bld Dt: Serial #: YL8PEAT111721
Model: Plt: Shift:

CQIS Report Number: 2CAMD012 Program Type: NHL Orig Rpt #:
 Report Source: NSS - FCSD - TECH SVC HOTLINE Report Date: 03/01/2002

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

-----A X L E-----
 Axle: 3B00# FORD 2.73 CONV Id Tag Code: Eld Dt:
 Serial #: Flt:

-----A D D I T I O N A L-----
 Tire: Brand:
 Radio: ELETR PREM STRO/CBTR/DISC/CLK A/C: MANUAL AIR CONDITIONER
 Paint: PURPLE-BLUE EXT PAINT FAMILY B ----- MEDIUM WEDGEWOOD C/C

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller: JUSTIN ROGERS Title: TECHNICIAN
 Phone: - -

Repair Dlr: 05646 - Crown Ford Ph#: (615) 244-3615
 City: Nashville State: Tennessee
 Country: United States Region: Memphis - 23
 Claim #/Date: 517377

Specialist's
 Name: KEITH MERTGEN

----- C Q I S V I N H I S T O R Y -----
 NO VIN HISTORY AVAILABLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
 SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Mbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
05646	02/18/2002	156698	4816	1	D1	YL8Z	3504 KBRM		3674D
05646	02/18/2002	156698	4816	1	D1	F7AZ	3F823 AA		3504A
05646	02/18/2002	156698	4816	1	D1				MT3001
05646	12/30/2002	179016	12183	1	42	1L8E	9F715 AA		12650D
05646	12/30/2002	179016	12183	1	42	POAS	14N089 A		12650DX1
05646	12/30/2002	179016	12183	1	42	2F1E	9J460 AA		12650DB0
05646	12/30/2002	179016	12183	1	42				12650D84
05646	12/30/2002	179016	12183	1	42				12650D9
05646	12/30/2002	179016	12183	1	42				12630D3
05646	12/30/2002	179016	12183	1	42				12680D1D

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VIN: 1FMCU04181KF12000 2001 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
02/18/2002	2BRF9009	NHL	DRVABL	RELAY	02920
09/18/2002	2IRF5020	NHL	ENGINE		02920

F1 Help F3 Exit
10018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

CQIS Report Number: 2BRFS009 Program Type: EHL Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 02/18/2002

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1F9KCU04181KJ12000
 Engine: 3.0L DURATEC V6 Odometer: 17,530 MILES
 Operating Environ: WCC:
 Vehicle Use: Rsp. Act:

Symp: 6 01 3 93 DRIVEABILITY NO CRANK(CAUSE UNKNOWN)
 START ENG TEMP ALL ENGINE TEMPERATURES

Add Symptom: ALLEGED STALL/NO CRANK

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

Causal Component: 6225 RELAY
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Attachments: 0
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: YES Customer Satisfied?: Repair Effectiveness (%):

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

Type	Comments
REPAIR	CUSTOMER ALLEGES THAT THE VEHICLE STALLS WHILE DRIVING AND WILL CRANK BUT NOT RESTART. TECH STATES THAT THE VEHICLE HAS BEEN TOWED IN BOTH TIMES AND THE CONCERN HAS NOT BEEN DUPLICATED. TECH SEEKING ASSISTANCE.
RECOMM	SSM 15589 REFLASH (PCM) W NDS VERSION B17.1 OR LATER ISM 02-01-070 INT STALL, PERFORM SSM 15589, CK VMV STICKING, TECH EVAP ADVISED THE TECH TO PERFORM SSM 15589 AND GAVE THE TECH THE INFO IN THE ABOVE ISM. ADVISED THE TECH AFTER REPAIRS TRY TO DUPLICATE THE CONCERN.
REPAIR	02/19/2002 01:29PM CHOU LOH MBS - FCSD - TECH SVC HOTLINE TECH CALLS BACK ON THE SAME CONCERN, HAS NOT VERIFIED CONCERN AND IS SEEKING ADDITIONAL KNOWNS, HAS REFLASHED PCM, CHECKED GROUNDS, VMV, IAC, THROTTLE BODY AND REPLACED EEC RELAY.
RECOMM	ADVISED TECH OF NO OTHER KNOWNS, NEEDS TO VERIFY CONCERN AND REPAIR AS NEEDED.
REPAIR	03/18/2002 10:53AM MATTHEW SCHMIDT MBS - FCSD - TECH SVC HOTLINE TECH STATES THE VEHICLE HAS AN ALLEGED NO CRANK NO START CONCERN. TECH STATES THE VEHICLE IS NOW AN ALLEGED NO CRANK NO START CONCERN. HE STATES HE HAS CHECKED NUMEROUS GROUNDS AND REPLACED THE PCM POWER RELAY IN THE PAST. THERE ARE NO CODES. CUSTOMER STATES NO DASH LIGHTS, NO LIGHTS, WHEN THE CONCERN HAPPENED. HE IS SEEKING DIRECTION.
RECOMM	ADVISED TECH THAT HE SHOULD CHECK CONNECTOR 270 A,B,C,D FOR WATER INFUSION. BLOW OUT AND INSTALL DIELECTRIC GREASE IF CONTAMINATED. IF NO PROBLEM, NEED TO KEEP VEHICLE TO DUPLICATE THE CONCERN.
TECH/C	03/26/2002 09:52AM SURVEY ENTRY MBS - FCSD - TECH SVC HOTLINE UNABLE TO DUPLICATE: CUSTOMER HASN'T RETURNED
REPAIR	03/27/2002 08:25AM MARTIN PRICH MBS - FCSD - TECH SVC HOTLINE TECH STS CUSTOMER IS STILL COMPLAINING OF A STALL AND NO CRANK AFTER T HE STALL, VEHICLE SOMETIMES WON'T CRANK IN THE MORNING EITHER, TECH HAS NEVER VERIFIED A CONCERN, NO DTC'S, REPLACED THE EEC RELAY AND IGNIT ION SWITCH, CHECKED C270A-D, CHECKED ENGINE GROUNDS, REPROGRAMMED PCM, CUSTOMER STS THAT THE VEHICLE LOSES ALL ELECTRICAL POWER, SEEKING ADV ICE
RECOMM	ADV TECH NO RECOMMENDATIONS CAN BE MADE AT THIS POINT WITHOUT VERIFICATION OF CONCERN, THE PREVIOUS HOTLINERS HAVE RECOMMENDED ALL RELEVANT INSPECTIONS, ADV THAT I WILL TAR REPORT FOR CUSTOMER SATISFACTION
ADDIT	SYMPTOM 6 07 6 00 CHANGED TO 6 01 3 93 BY MPRICH28
ADD-ON	03/29/2002 02:41PM KENNETH HERSTRIET MBS - FCSD - TECH SVC HOTLINE

CQIS Report Number: 2BRF9009 Program Type: NHL Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 02/18/2002

Specialist's
 Name: JEFFREY WILLIS

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer ID
03/26/2002	2CEAA072	CACVOC	DRVABL		02920
09/18/2002	2IRF5020	NHL	ENGINE		02920

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

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
 SURVEY HAS BEEN SENT

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

Repair Dealer Id	Repair Date	Order	Odometer (Miles)	Rpr Mbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
02920	02/09/2002	046022	17145	1	82		DIAG		126500
02920	02/09/2002	046022	17145	1	82				12650081
02920	02/09/2002	046022	17145	1	82				9350B
02920	02/18/2002	046183	17530	1	42	YS4E	9J460 AA		126500
02920	02/18/2002	046183	17530	1	42	FOAE	14N089 A		126500X1
02920	02/18/2002	046183	17530	1	42				1265009
02920	02/18/2002	046183	17530	1	42				1265007
02920	02/18/2002	046183	17530	1	42				12650045
02920	02/18/2002	046183	17530	1	42				12650081
02920	02/18/2002	046183	17530	1	42				12650084
02920	03/14/2002	046650	18351	1	28	YS4E	11572 AB		126500
02920	03/14/2002	046650	18351	1	28				12650085
02920	03/14/2002	046650	18351	1	28				11572A
02920	03/14/2002	046650	18351	1	28				MT14401
02920	03/26/2002	046867	19165	1	42	FOAE	14N089 A		MT14B192
02920	09/16/2002	050349	25858	1	33	YLSE	78046880 AA		MT046880
02920	09/16/2002	050349	25858	1	33	YLSE	78046880 BA		
02920	09/16/2002	050349	25858	2	42		19805		MT19805
02920	09/16/2002	050349	25858	3	05	YLSE	7855114 CAR		MT55114
02920	09/16/2002	050349	25858	4	42	1LSE	6A666 AA		6666A
02920	09/16/2002	050349	25858	5	07		99952 0800		020107A
02920	09/16/2002	050349	25858	5	07		99951 0818		
02920	09/16/2002	050349	25858	5	07		7804320		
02920	11/08/2002	051425	27531	1	42	FOAE	14N089 A		126500
02920	11/08/2002	051425	27531	1	42				1265007
02920	11/08/2002	051425	27531	1	42				MT14N089

==>

VIN: 1FMCU04161KE96704 2001 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

el	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
-	08/28/2001	1H2FB010	NHL	DRVABL		03654

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
CGDEA67

CQIS Report Number: 1R2FB030 Program Type: NML Orig Rpt #:
 Report Source: MRS - FCSD - TECH SVC HOTLINE Report Date: 08/28/2001

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

Vehicle: 2001 ESCAPE AX4, LIMITED, MPV VIN: 1FMCU0G4161KE96704
 Engine: 3.0L DURATEC V6 Odometer: 10,701 MILES
 Operating Environ: NCC:
 Vehicle Use: Rep. Act:

Symp: 6 07 6 93 DRIVEABILITY STALL/QUIT/RESTARTS
 AT CRUISE ALL ENGINE TEMPERATURES
 Addl Symptom: INTERMITTENT STALL
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	CUSTOMER COMPLAINT OF THE VEHICLE STALLING WHILE DRIVING. TECH CANNOT DUPLICATE THE CONCERN AND HAS NO CODES. TECH IS LOOKING FOR KNOWNS.
RECOMM	ISM 01-07-038 CK GRDS 104 & 105, SEND ESER'S ADV TECH TO ALSO TAP ON THE REC RELAY TO SEE IF THE VEHICLE STALLS IF SO REPLACE THE RELAY WITH PART# F0AE-14W089-A.

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: H1
 Coop. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOEO: KOEC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 09/29/2000 Warranty Start Date: 11/16/2000
 Date of Sale: 11/16/2000 Selling Dlr (Mkt, Dlr, Sub): 03654
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Blk Dt: Calb: 0M11A30 A Serial #: 604074087 Plt:

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

Trans: CD4E O/D 4SPD (EURO) Part #:
 Blk Dt: Serial #: YL8PFEU102550
 Model: Plt: Shift:

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

Tire: Brand:
 Radio: ELITE PREMIUM AM/FM STRO/CSTE A/C: MANUAL AIR CONDITIONER
 Paint: GREEN-YELLOW EXT PAINT FAMILY ----- EBONY SOLID C/C

CQIS Report Number: 1E2FB010 Program Type: NHL Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 08/28/2001

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller: LARRY FIKSER Title: TECHNICIAN
 Phone: - -

Repair Dlr: 03654 - TOWER FORD INC Ph#: (516) 466-6400
 City: Great Neck State : New York
 Country: United States Region : New York -13
 Claim #/Date: 139421

Specialist's
 Name: ANDRE BLANCHARD

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part Desc.	Dealer ID
04/01/2002	ZDAAA476	CACVOC	DRVABL			03654
04/30/2002	ZDAAA319	CACVOC	DRVABL			03654
06/17/2002	2FQAA788	CACVOC	DRVABL			03654
01/07/2003	3AGAB344	CACVOC	DRVABL			03654

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Mbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
Page: 3		CQIS Detail Report							01/22/03 16:13:15

CQIS Report Number: 1E2FB010 Program Type: NHL Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 08/28/2001

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

03654	10/23/2002	151358	24666	2	07	YL6E	785304B	AA	
03654	10/23/2002	151358	24666	3	82		DIAG		12650D
03654	01/06/2003	153402	27117	1	42		12A650		12650D
03654	01/06/2003	153402	27117	1	42				12650D4E
03654	01/06/2003	153402	27117	1	42				12650D84

CSQI5D5

CQIS Vin Reports

01/22/03 15:52:48

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VIN: 1PMYU041X1KC38966 2001 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

1	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
-	04/22/2002	2DVA4003	NHL	DRVAHL	PROCESSOR ASSY	07459

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

CQIS Report Number: 2DVRA003 Program Type: NBL Orig Rpt #:
 Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 04/22/2002

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

Vehicle: 2001 ESCAPE 4X4, LIMITED, MPV VIN: 1PMYU041X1KC39966
 Engine: 3.0L DURATEC V6 Odometer: 4,220 MILES
 Operating Environ: WCC: 2801
 Vehicle Use: Rep. Act:

Symp: 6 07 0 00 DRIVEABILITY STALL/QUIT/RESTARTS
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

Add Symptom: ALLEGED STALL ON DECEL.
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	TECH STATES THAT THE VEH ALLEGEDLY STALLS COMING TO STOP. TECH HAS NOT VERIFIED THE CONCERN. THE EEC RELAY HAS BEEN REPLACED TO NO AVAIL. ALL PCM GROUNDS HAVE BEEN CHECKED. TECH IS SEEKING MORE INFO.
RECOMM	ADVISED TECH TO CHECK THE VMV AND RGR FOR POSSIBLY STICKING. ADVISED TECH TO CHECK THE IAC PID WITH THE ENGINE HOT AT IDLE. ADVISED TECH THAT IDEALLY THE IAC SHOULD READ 32-36°. ADVISED TECH NOT TO ATTEMPT ANY FURTHER REPAIRS UNLESS THE CONCERN CAN BE VERIFIED.
REPAIR	04/23/2002 09:15PM NATHAN EDMONDS MSS - PCSD - TECH SVC HOTLINE TECH STATES CUSTOMER STATES CONCERN STILL HAPPENING. CANNOT VERIFY, NO O CODES. ADJUSTED THE THROTTLE STOP AND IAC IS NOW 32° AT IDLE. CLEANED PCM GROUNDS, SEEKING ADVICE.
RECOMM	ADV TECH TO CHECK FOR WATER INTRUSION IN CJB, CONNECTORS BEHIND IT. ADV IF CANNOT VERIFY CONCERN DO NOT ATTEMPT REPAIR. ADV TECH IF CUSTOMER IS VERY UPSET CAN CONTACT DISTRICT REP FOR HELP.
REPAIR	07/08/2002 08:46PM JAMES DEMEL MSS - PCSD - TECH SVC HOTLINE TECHNICIAN STATED THAT HAS SAME CONCERN LOOKING FOR FURTHER ASSISTANCE .. HAS NOT VERIFIED THE CONCERN AT THIS TIME. CSM TALKED TO FSE- DIFE- IGNITION SWITCH- IAC- THROTTLE BODY ASSEMBLY- EC RELAY- TIGHTENED PINS. VAPOR MANAGEMENT VALVE- ADJUSTED BASE IDLE- PER THE FSR PER THE TECHNICIAN
RECOMM	ADVISED THE TECHNICIAN TO USE THE VDR- CFR- TO VERIFY THE CONCERN. ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS OF THE ISM INFORMATION ALREADY PERFORMED ON THE VEHICLE. WILL TAR THE REPORT- DUE TO FSE ALREADY BEING INVOLVED.
ADD-CM	07/17/2002 03:27PM RANDALL CORLEW(FSR) MSS - PCSD - REG - PITTSBURGH CONCERN NOT VERIFIED, CUSTOMER IS GETTING A NEW EXPLORER AND WE ARE REPURCHASING THE VEHICLE. CLOSING TAR.

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

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

Symp. Verif?: Ease of Diagnosis: Assistance Level: H1
 Coop. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prio: to Call: NO
 DTCs KOEO: KOEC:
 KOBR: CB:

CQIS Report Number: 2DVAA003 Program Type: NBL Orig Rpt #:
 Report Source: MSB - FCSD - TECH SVC HOTLINE Report Date: 04/22/2002

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	12A650	SERVICE	PROCESSOR ASBY	YES

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

Vehicle Build Date: 06/25/2001 Warranty Start Date: 10/12/2001
 Date of Sale: 10/12/2001 Selling Dir (Mkt, Dir, Sub): 07409
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: GM11A30 A Serial #: 974491087 Plt:

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

Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: YLAPFHU11700
 Model: Plt: Shift:

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

Fire: Brand:
 Radio: ELITE PREM STRO/CSTE/DISC/CLK A/C: MANUAL AIR CONDITIONER
 Paint: GREEN-YELLOW EXT PAINT FAMILY ----- EBONY SOLID C/C

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

Orig/Caller: FRANK SMITH Title: TECHNICIAN
 Phone: - - - - -

Repair Dir: 07489 - Mo Crackin Ford Ph#: (412) 931-6960
 City: Pittsburgh State : Pennsylvania
 Country: United States Region : Pittsburgh - 44
 Claim #/Date: 190557

Specialist's Name: JAMES HUNTER

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer ID
04/24/2002	2DKAB041	CACVOC	DRVABL		07459
05/06/2002	2BFPA133	CACVOC	DRVABL		07459

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Mileage	Rpr Mbr	Causl Cond.	Service Pfx	Part Base	Labor Sfx	Operation
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Page: 3 CQIS Detail Report 01/22/03 16:13:32

CQIS Report Number: 2DVAA003 Program Type: MEL Orig Rpt #:
 Report Source: MSS - FCSD - TRCH SVC HOTLINE Report Date: 04/22/2002

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

07459	03/12/2002	188160	3333	1	42	FOA2	14N089 A	12650D
07459	03/12/2002	188160	3333	1	42		12A650	9350B
07459	03/12/2002	188160	3333	1	42			12650D81
07459	03/12/2002	188160	3333	1	42			12650D84
07459	03/12/2002	188160	3333	1	42			10654C1
07459	03/12/2002	188160	3333	1	42			14200A
07459	03/12/2002	188160	3333	1	42			12650DX1
07459	04/22/2002	190557	4220	1	X1	YF1Z	9F715 AA	12650D
07459	04/22/2002	190557	4220	1	X1	YF2E	9F670 AA	12650D45
07459	04/22/2002	190557	4220	1	X1	FOA2	14N089 A	12650D81
07459	04/22/2002	190557	4220	1	X1	YL8E	9E926 DA	12650D3
07459	04/22/2002	190557	4220	1	X1	YF1Z	9E936 AA	12650D7
07459	04/22/2002	190557	4220	1	X1	YF1E	9J460 AC	9926A
07459	04/22/2002	190557	4220	1	X1	YL8Z	9CD15 AA	12650D9
07459	04/22/2002	190557	4220	1	X1	YB4E	11572 CA	12650D22
07459	04/22/2002	190557	4220	1	X1			11572A
07459	04/22/2002	190557	4220	1	X1			MT14401
07459	04/22/2002	190557	4220	1	X1			12650DX1
07459	07/15/2002	196148	5531	1	42	2F1E	9J460 AA	12650D
07459	07/15/2002	196148	5531	1	42			12650D9
07459	07/15/2002	196148	5531	1	42			MT12A581
07459	11/11/2002	202963	7823	1	42	1L8Z	9F715 AA	12650D
07459	11/11/2002	202963	7823	1	42			12650D45
07459	11/11/2002	202963	7823	1	42			12650D3
07459	11/11/2002	202963	7823	1	42			12650D84
07459	11/11/2002	202963	7823	1	42			MT12A550

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CQIS Vin Reports

01/22/03 15:53:25

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VIN: 1FMCU04132KB96202 2002 ESCAPE 4X4,LIMITED,MFV

Ind Type: T

	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
1	04/17/2002	2DQGH018	NHL	DRVABL		01345

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA57

CQIS Report Number: ZDQGH018 Program Type: NEL Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 04/17/2002

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

Vehicle: 2002 ESCAPE 4X4, LIMITED, NPV VIN: 1FMCU04132KB96202
 Engine: 3.0L DURATEC V6 Odometer: 2,979 MILES
 Operating Environ: WCC:
 Vehicle Use: Rep. Act:

Symp: 6 07 7 93 DRIVEABILITY STALL/QUIT/RESTARTS
 DECELERATION ALL ENGINE TEMPERATURES

Add Symptom: INTER STALL AT DECEL

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

Causal Component:

Causal Factor:

Causal Condition:

Component Test Status:

Vehicle Fixed?:

Feature:

Loc:

Photo:

Attachments: 0

---- Return Loc:

Customer Satisfied?:

Repair Effectiveness (%):

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

Type	Comments
REPAIR	TECH STATES HE HAS AN INTER STALL ON DECEL AND NO CODES. HE CAN'T VERIFY AND IS LOOKING FOR KNOWS. IAC 334.
RECOMM	SSM 15589 REFLASH (PCM) W NDS VERSION B17.1 OR LATER ISM 02-01-070 INT STALL, PERFORM SSM 15589, CK VNV STICKING, TEST EVAP ADVISED TECH OF THE ISM AND SSM.
REPAIR	05/08/2002 10:52AM MATTHEW SCHMIDT MSS - FCSD - TECH SVC HOTLINE SF CALLING TO SEE IF TSB RELEASED LAST MONTH IS THE LATEST ON THIS CONCERN.
RECOMM	TSB 02-08-06 3.0L DURATEC ONLY, PERFORM NORM DIAG, REFER TO CHECKLIST ADVISED SF THAT IT IS. HE SHOULD FOLLOW TSB AND RETEST.
REPAIR	07/12/2002 08:17AM ROLF STEIGEMANN MSS - FCSD - TECH SVC HOTLINE ANOTHER TECH CALLING BACK ON VEHICLE. STALL CONCERN STILL PRESENT AFTER REPLACING THE DPFE, THROTTLE BODY AND IAC.
RECOMM	ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS SUGGESTED TO CHECK C133, C110 AND GROUND 104 AND 105.

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: E1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCS KOEO: KOBC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 01/18/2002 Warranty Start Date: 02/05/2002
 Date of Sale: 02/06/2002 Selling Dlr (Mkt, Dlr, Sub): 01345
 Dealer Special Order: Gross Vehicle Weight:
 LR/RH Drive:

CQIS Report Number: 2DQGB018 Program Type: NHL Orig Rpt #:
 Report Source: NSS - FCSD - TECH SVC HOTLINE Report Date: 04/17/2002

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

-----E N G I N E-----
 Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 2M11A30 A Serial #: 238957087 Plt:
 -----T R A N S M I S S I O N-----
 Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: 2LSFFA8120031
 Model: Plt: Shift:
 -----A X L E-----
 Axle: 3800# FORD 2.73 LOCK Id Tag Code: Bld Dt:
 Serial #: Plt:
 -----A D D I T I O N A L-----
 Tire: Brand:
 Radio: ELSTR PREM AM/FM STRO/CSTB/CLK A/C: MANUAL AIR CONDITIONER
 Paint: GREEN-YELLOW EXT PAINT FAMILY ----- EBONY SOLID C/C

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
 Orig/Caller: MIKE HOGREN Title: SHOP FOREMAN
 Phone: - - - - -

Repair Dlr: 01345 - BILL MARSH FORD INC Ph#: (215) 968-3806
 City: Newtown State: Pennsylvania
 Country: United States Region: Philadelphia -16
 Claim #/Date: 328027

Specialist's
 Name: ADAM DRALLETTE

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal	Part Desc.	Dealer ID
07/31/2002	205AB421	CRCHYS	DRVABL				01345

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y 2 0 0 0 ---

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
01345	04/17/2002	325207	2977	1	42	1L2E	12B579 BARM		WT12B579
01345	04/17/2002	325207	2977	1	42	YL2E	9E926 DA		12650D25
01345	04/17/2002	325207	2977	1	42				9926A
01345	04/17/2002	325207	2977	1	42				12650DX1
01345	05/08/2002	326364	3559	1	42	ZF1E	9J460 RA		MT9J460
01345	05/08/2002	326364	3559	1	42				12650D9
01345	07/12/2002	330081	4844	1	92		DIAG		WTIDAG
10640	08/20/2002	446022	5433	1	82		RAV		RAV
10640	08/20/2002	446022	5433	2	42		RECAL		12650D

COIS Report Number: 2DQGB018 Program Type: NRI Orig Rpt #:
Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 04/17/2002

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

10640	08/20/2002	446022	5433	1	42	12650D45
10640	08/20/2002	446022	5433	2	42	12650D55
10640	08/20/2002	446022	5433	1	42	12650D81
10640	08/20/2002	446022	5433	2	42	12650D84
10640	08/20/2002	446022	5433	1	42	9000D1
10640	08/20/2002	446022	5433	2	42	9000D2
10640	08/20/2002	446022	5433	2	42	12650D47

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COIS Via Reports

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VIN: 1FMCU03132KA93539 2002 ESCAPE 4X2,XLT ,MPV

Ind Type: T

01	Date	COIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
-	12/06/2001	1LFG003	NHL	DRVABL		00129
-	07/09/2002	2GID2004	NHL	BODY		00129

F1 Help F3 Exit
10018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
0GDBA67

CQIS Report Number: 1LFG8003 Program Type: NHL Orig Rpt #:
 Report Source: MSG - PCSD - TECH SVC HOTLINE Report Date: 12/06/2001

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

Vehicle: 2002 ESCAPE 4X2,XLT ,MPV VIN: 1FMCU03232KA93539
 Engine: 3.0L DURATEC V6 Odometer: 2,714 MILES
 Operating Environ: WCC:
 Vehicle Use: Rep. Act:

Symp: 6 07 0 00 DRIVEABILITY STALL/QUIT/RESTARTS
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)
 Addl Symptom: WDS MISIDENTIFIES VEH.
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	TECH STATES THAT THE VEH IS IN FOR THE STALLING CONCERN BUT THE REASON HE IS CALLING IS THAT THE WDS IDENTIFIES THE ESCAPE AS A 1.8L DIESEL FOCUS. TECH IS SEEKING MORE INFO.
RECOMM	ADVISED TECH TO RELOAD THE 16.0 SYSTEM DISK INTO THE WDS. ADVISED TECH TO THEN UPDATE HIS WDS VIA FORDSTAR. ADVISED TECH HAT THE LATEST WDS SOFTWARE LEVEL WILL BE 16.2. ADVISED TECH TO RETEST HIS ESCAPE ONCE THR WDS IS AT 16.2.

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

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

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

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 10/17/2001 Warranty Start Date: 10/24/2001
 Date of Sale: 10/24/2001 Selling Dlr (Mkt, Dlr, Sub): 00129
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 752 AB
 Bld Dt: Calb: 2M11A30 A Serial #: 120513096 Plt:

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

Trans: CD4E O/D 4SPD (BURO) Part #:
 Bld Dt: Serial #: 2L0PEA7112860
 Model: Plt: Shift:

CQIS Report Number: 1LFG8003 Program Type: MHL Orig Rpt #:
 Report Source: MBS - PCSD - TECH SVC HOTLINE Report Date: 12/06/2001

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

----- A X L E -----
 Axle: 3800# FORD 2.73 CONV Id Tag Code: Bld Dt:
 Serial #: Plt:
 ----- A D D I T I O N A L -----
 Tire: Brand:
 Radio: CDX6 RADIO WITH 6 DISC CHANGER A/C: MANUAL AIR CONDITIONER
 Paint: BLUE-GREEN EXT PAINT FAMILY ----- DARK HIGHLAND GREEN C/C

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
 Orig/Caller: JEFF REINBRECHT Title: SHOP FOREMAN
 Phone: - - - - -

Repair Dlr: 00129 - Chrisman Ford Company, Inc. Ph#: (301) 459-2360
 City: Bethesda State: Maryland
 Country: United States Region: Washington - 27
 Claim #/Date: 243364

Specialist's
 Name: JAMES HUNTER

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

Date	CQIS Report #	Prog Type	Syep Cat	Causal Part Desc.	Dealer ID
07/09/2002	2GID2004	MHL	BODY		00129

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y ---
 SURVEY HAS BEEN RECEIVED

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y 2000 ---
 SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
00129	07/09/2002	256483	20445	1	41	Y18Z	7B264A00	BAA	020903A
00129	07/09/2002	256483	20445	1	41		5421813		
00129	12/27/2002	266411	33505	1	42		RECAL		12650D
00129	12/27/2002	266411	33505	1	42				12650D84
00129	12/27/2002	266411	33505	2	42	1L8Z	8A080	BB	8080A
00129	12/27/2002	266411	33505	2	42	B2FE	19E49	AA	

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CQIS Vin Reports

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VIN: 1FMYU031X2KB37557 2002 ESCAPE 4X2,XLT ,MPV Ind Type: T

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
12/12/2001	1LLGF001	NHL	DRVABL		20518

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDEA67

CQIS Report Number: 1LLGF001 Program Type: BHL Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 12/13/2001

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

Vehicle: 2002 ESCAPE 4K2, XLT ,MPV VIN: 1FMYU031E2KB37567
 Engine: 3.0L DURATEC V6 Odometer: 29 MILES
 Operating Environ: WCC:
 Vehicle Use: Rep. Act:

Symp: 6 07 6 00 DRIVEABILITY STALL/QUIT/RESTARTS
 AT CRUISE OTHER (CODE NOT AVAILABLE)
 Addl Symptom: STALL AND NO FUEL PRESSURE
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	TECH STATES VEHICLE CAME IN FOR STALL AND CRANK NO START. TECH STATES VERIFIED CONCERN AND FOUND HAD NO FUEL PRESSURE. TECH STATES CAN HEAR FUEL PUMP RELAY CLICKING. TECH LOOKING FOR KICKER.
RECOMM	BSM 15434 R&R BNC PWD RELAY W/ FGAB-14NDB9-A, CK COMB PINS ALSO ADVISED TECH TO CHECK POWER AND GROUND TO FUEL PUMP, IF PRESENT AND STILL NO PRESSURE, REPLACE FUEL PUMP AND RETEST.
TECH/C	01/11/2002 11:51AM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE BHP AIR BYPASS VALVE, LOOSE FUSE IN BATTERY JUNC. BOX

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

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

Byup. Verif?: Ease of Diagnosis: Assistance Level: R1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOBO: KOBC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 11/27/2001 Warranty Start Date: 12/10/2001
 Date of Sale: 12/10/2001 Selling Dlr (Mkt, Dlr, Sub): 20518
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 752 AB
 Bld Dt: Serial #: 170836086 Plt:

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

Trans: CD4E O/D 4SPD (NURO) Part #:
 Bld Dt: Serial #: 2LSFPA7113201
 Model: Plt: Shift:

CQIS Report Number: 1116F001 Program Type: NPL Orig Rpt #:
 Report Source: MSB - PCSD - TECH SVC HOTLINE Report Date: 12/12/2001

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

----- A X L E -----
 Axle: 3800# FORD 2.73 CONV Id Tag Code: Bld Dt:
 Serial #: Pit:

----- A D D I T I O N A L -----
 Tire: Brand:
 Radio: CDIS RADIO WITH 6 DISC CHANGER A/C: MANUAL AIR CONDITIONER
 Paint: RED EXTERIOR PAINT FAMILY ----- VERMILION SOLID C/C

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller: GREG WINNER Title: TECHNICIAN
 Phone: - -
 RO 101551 PHONE: (-201) 664 - 4901
 Repair Dir: 20518 - VALLEY FORD INC Ph#: (201) 664-4901
 City: Westwood State : New Jersey
 Country: United States Region : New York -13

Specialist's
 Name: KEITH MENTON

----- C Q I S V I N H I S T O R Y -----
 NO VIN HISTORY AVAILABLE

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

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
 SURVEY HAS BEEN SENT

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

Repair Dealer Id Date	Repair Odometer Order (Miles)	Rpr Causl Nbr Cond.	Service Part Pfx Base	Number Sfx	Labor Operation
20518 04/11/2002 103856	3985 1	82		NPF	NPF

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CQIS Vin Reports

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VIN: 1PMYU041X2KA2E601 2002 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part Desc.	Dealer Id
07/16/2002	2GPJ0012	NHL	DRVABL			02204

F1 Help
I0018-BOTTOM OF DATA

F3 Exit

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

CQIS Report Number: 28PJ0012 Program Type: NHL Orig Rpt #:
 Report Source: NSS - FCSD - TECH SVC HOTLINE Report Date: 07/16/2002

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

Vehicle: 2002 ESCAPE 4X4, LIMITED, MPV VIN: 1FMYU041K2KA25601
 Engine: 3.0L DURATEC V6 Odometer: 6,715 MILES
 Operating Environ: WCC:
 Vehicle Use: Rep. Act:

Symp: 6 07 0 00 DRIVEABILITY STALL/QUIT/RESTARTS
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

Add Symptom: STALL ON DECELERATION

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

Causal Component:

Causal Factor: Feature: Photo: Loc: Attachments: 0
 Causal Condition: Photo: Attachments: 0

Component Test Status: ---- Return Loc:

Vehicle Fixed?: Customer Satisfied?: Repair Effectiveness (%):

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

Type	Comments
REPAIR	TECH STATES THE VEHICLE MAY BE GOING BY BACK FOR THE REPEAT STALL. TECH STATES PER HAD THE VEHICLE SENT TO THIS SHOP AND INSTRUCTED THE TECH TO CONTACT THE HOTLINE TO GET INFORMATION ON THE ISM FOR STALL AFTER THE TSB.
RECOMM	ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM)

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: E1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOBO: KOBE: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 08/27/2001 Warranty Start Date: 09/29/2001
 Date of Sale: 09/29/2001 Selling Dlr (Mkt, Dlr, Sub): 02157
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 EId Dt: Calb: 0M11A30 A Serial #: C19832097 Plt:

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

Trans: CD4E O/D 4SPD (NURO) Part #:
 EId Dt: Serial #: YL8PFB0112341
 Model: Plt: Shft:

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

Axle: 3800# FORD 2.73 LOCK Id Tag Code: EId Dt:
 Serial #: Plt:

CQIS Report Number: 26PJ0012 Program Type: NBL Orig Rpt #:
 Report Source: NSS - FCSD - TECH SVC HOTLINE Report Date: 07/16/2002

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

----- ADDITIONAL -----
 Tire: P235/70R-16 OWL A-B Brand:
 Radio: CDX6 RADIO WITH 6 DISC CHANGER A/C: MANUAL AIR CONDITIONER
 Paint: NEUTRAL HKT PAINT FAMILY A ----- GIFFORD WHITE SOLID C/C

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

Orig/Caller: TOM MANSON Title: SHOP FOREMAN
 Phone: - - - - -

Repair Dir: 02204 - MARSHALL FORD Ph#: (440) 449-1000
 City: Mayfield Heights State : Ohio
 Country: United States Region : Pittsburgh - 44
 Claim #/Date: 127451

Specialist's
 Name: KEITH MENTGEN

----- CQIS VIN HISTORY -----
 NO VIN HISTORY AVAILABLE

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

SURVEY HAS BEEN SENT

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

Repair Dealer Id Date	Repair Order	Odometer (Miles)	Rpr Hbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
02157 02/04/2002	042003	2734	1	41	YFLZ	9F715 AA		12650D
02157 02/04/2002	042003	2734	1	41				12650DX1
02157 02/04/2002	042003	2734	1	41				12650D3
02157 02/04/2002	042003	2734	1	41				12650D45
02157 02/04/2002	042003	2734	1	41				12650DQ1
02157 02/04/2002	042003	2734	1	41				12650D84
02157 02/04/2002	042003	2734	1	41				9350B
02157 02/04/2002	042003	2734	1	41				12650D55
02204 07/16/2002	127451	6715	1	41	YL8Z	9E926 DA		12650D
02204 07/16/2002	127451	6715	1	41	ZFLZ	9J460 AA		12650DX1
02204 07/16/2002	127451	6715	1	41				12650D9
02204 07/16/2002	127451	6715	1	41				12650D45
02204 07/16/2002	127451	6715	1	41				12650D80
02204 07/16/2002	127451	6715	1	41				12650D81
02204 07/16/2002	127451	6715	1	41				9926A
02204 07/16/2002	127451	6715	1	41				12650D84
02204 07/16/2002	127451	6715	1	41				MT14W089
02204 07/16/2002	127451	6715	1	41				MT9E926
02204 07/31/2002	128391	5890	1	01	YL8Z	7806024 AAB		999A
02204 10/22/2002	133019	9020	1	D8	YL8Z	2140 AA		2219D
02204 10/22/2002	133019	9020	1	D8	FM	1		2140A

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CQIS Vin Reports

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VIN: 1FMCU03192KA93500 2002 ESCAPE 4X2,XLT ,MPV

Ind Type: T

1	Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part Desc.	Dealer Id
-	07/08/2002	2GHP4017	NHL	DRVABL			00977

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

CQIS Report Number: 2GXP4017 Program Type: NBL Orig Rpt #:
 Report Source: MSB - FCSD - TECH SVC HOTLINE Report Date: 07/08/2002

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

Vehicle: 2002 ESCAPE 4X2, XLT ,MPV VIN: 1FMCU03192KA93500
 Engine: 3.0L DURATEC V6 Odometer: 7,983 MILES
 Operating Environ: MCC:
 Vehicle Use: Rep. Act:

Symp: 6 07 0 00 DRIVEABILITY STALL/QUIT/RESTARTS
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

Add Symptom: INT STALL AT CRUISE/ACCEL
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	TECH STATES CUSTOMER CONCERN IS INTERMITTENT STALL AT CRUISE OR ON ACCEL. TECH HAS NOT BEEN ABLE TO VERIFY THE CONCERN. TECH HAS PERFORMED TSB 02-11-06 TO NO AVAIL. CUSTOMER STATES STALL WILL OCCUR AT ANY SPEED FROM 25-60 MPH. STALL ONLY OCCURS WITH ENGINE AT NORMAL OPERATING TEMPERATURE. CUSTOMER STATES ENGINE WILL RESTART IMMEDIATELY AND ENGINE WILL RUN NORMALLY WITH NO FURTHER DRIVEABILITY CONCERNS. CUSTOMER STATES STALL IS INSTANT WITH NO WARNING, LIKE KEY IS SHUT OFF. TECH STATES THERE ARE NO CODES PRESENT IN THE PCM MEMORY. TECH HAS CHECKED FUEL PRESSURE AND IS 65 PSI WITH ENGINE RUNNING, BLEED DOWN IS 3 PSI IN 5 MINUTES. TECH IS SEEKING KNOWNS.
RECOMM	ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS ADVISED TECH OF INFORMATION IN ABOVE ISM. ADVISED TECH TO CONNECT THE VDR AND TRY TO RECORD EVENT, MONITOR RPM, DPF, TP, FTP, LTFT, STFT, MAP, AND HEGOS. ADVISED TECH THAT PCM MAY BE SHUTTING DOWN DUE TO LOSS OF PCM POWER, GROUND OR VREF SHORT. ADVISED TECH TO REPLACE THE DPF WITH UPDATED PART NUMBER IN ISM. ADVISED TECH THAT THERE ARE NO FURTHER KNOWNS FOR THIS CONCERN.
REPAIR	07/26/2002 13:24PM ROLF STEIGMANN MSB - FCSD - TECH SVC HOTLINE PSB CALLING BACK ON VEHICLE FOR STALL CONCERN.
RECOMM	ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS THERE IS NO MORE INFO BESIDES ISM AND TSB. ENGINEERING IS CURRENTLY LOOKING INTO CONCERN.

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

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

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

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

NO SERVICE ACTION AVAILABLE

CQIS Report Number: 2GHF4017 Program Type: NML Orig Rpt #:
 Report Source: NBS - PCSD - TECH SVC HOTLINE Report Date: 07/08/2002

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

Vehicle Build Date: 10/20/2001 Warranty Start Date: 10/31/2001
 Date of Sale: 10/31/2001 Selling Dir (Mkt,Dir,Sub): 00977
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 2M11A30 A Serial #: 121593087 Plt:

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

Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: 2L8PRA7112910
 Model: Plt: Shft:

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

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

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

Tire: P235/70R-16 OWL A-8 Brand:
 Radio: AM/FM STRO/CD CHANGER/CLK A/C: MANUAL AIR CONDITIONER
 Paint: GREEN-YELLOW EXT PAINT FAMILY ----- EBONY SOLID C/C

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

Orig/Caller: WILLIAM GARDNER Title: TECHNICIAN
 Phone:

Repair Dir: 00977 - Fairway Ford, Inc. Ph#: (864) 242-8060
 City: Greenville State: South Carolina
 Country: United States Region: Atlanta - 21
 Claim #/Date: 218152

Specialist's

Name: CHRISTOPHE KUMST

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

Date	CQIS Report #	Prog Type	Syep	Cat	Causal	Part Desc.	Dealer ID
08/30/2002	2H4AA379	CACBYB	DRVABL				00977

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y 2 0 0 0 ---

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Mbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
00298	11/12/2002	096371	8916	1	B5	BXT	40 R		10654C
00298	11/12/2002	096371	8916	1	B5				10654C2
00804	09/26/2002	051387	8272	1	B2		RAV		RAV
00804	09/26/2002	051387	8272	2	42		6049		12650D
00804	09/26/2002	051387	8272	2	42				12650D81
00804	09/26/2002	051387	8272	2	42				12650D84

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CQIS Detail Report

01/22/03 16:15:31

CQIS Report Number: 208P4017 Program Type: NBL Orig Rpt #:
 Report Source: MBS - PCSD - TECH SVC HOTLINE Report Date: 07/09/2002

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

00904	09/26/2002	051387	8272	2	42			NT6049
00977	02/12/2002	205625	3006	1	07		12A650	12650D
00977	02/12/2002	205625	3006	1	07			12650D45
00977	02/12/2002	205625	3006	1	07			12650D80
00977	02/12/2002	205625	3006	1	07			12650D84
00977	02/12/2002	205625	3006	1	07			12650DX1
00977	02/12/2002	205625	3006	2	07		R42006	OSL
00977	02/22/2002	206636	3261	1	42	FOAZ	14N089 A	12650D
00977	02/22/2002	206636	3261	1	42			12650D45
00977	02/22/2002	206636	3261	1	42			12650D80
00977	02/22/2002	206636	3261	1	42			12650D84
00977	02/22/2002	206636	3261	1	42			NT14N089
00977	02/22/2002	206636	3261	1	42			12650DX1
00977	02/22/2002	206636	3261	1	42			9380B
00977	06/04/2002	215647	6784	1	42	YF1E	9F715 AA	12650D
00977	06/04/2002	215647	6784	1	42	YI8E	9E926 DA	12650D45
00977	06/04/2002	215647	6784	1	42			12650D9
00977	06/04/2002	215647	6784	1	42			9926A
00977	06/04/2002	215647	6784	1	42			12650D84
00977	06/04/2002	215647	6784	1	42			12650DX1
00977	06/13/2002	216448	6995	1	42	YL8E	78611B09 AAA	61172A
00977	06/13/2002	216448	6995	1	42		W70E555 88A	
00977	07/08/2002	218162	7983	1	07	2F1E	9J460 AA	12650D
00977	07/08/2002	218162	7983	1	07	XF2E	12H579 ABRH	12650D45
00977	07/08/2002	218162	7983	1	07			12650D9
00977	07/08/2002	218162	7983	1	07			12650D25
00977	07/08/2002	218162	7983	1	07			12650DX1
00977	07/08/2002	218162	7983	1	07			MTL2650D
00977	07/08/2002	218162	7983	1	07			14200A

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CQIS Vin Reports

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VIN: 1FMYU04122KC01007 2002 ESCAPE 4X4, LIMITED, MPV

Ind Type: T

	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
1	07/05/2002	2GGEF7007	NHL	DRVABL		01928

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

CQIS Report Number: 2GEP7007 Program Type: RHL Orig Rpt #:
 Report Source: MRS - FCSD - TECH SVC HOTLINE Report Date: 07/05/2002

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

Vehicle: 2002 ESCAPE 4X4, LIMITED, MPV VIN: 1FMYU04122KCD1007
 Engine: 3.0L DURATEC V6 Odometer: 3,750 MILES
 Operating Environ: WCC;
 Vehicle Use: Asp. Act:

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

Add Symptom: INT, STALL AT CRUISE

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

Causal Component:

Causal Factor:

Causal Condition:

Component Test Status:

Vehicle Fixed?:

Feature:

Photo:

Loc:

Attachments: 0

---- Return Loc:

Customer Satisfied?:

Repair Effectiveness (%):

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

Type	Comments
REPAIR	TECH STATES VEHICLE HAS AN INT. STALL AT CRUISE. STATES THAT THERE ARE NO CODES, UNABLE TO VERIFY. TSB 02-11-6 HAS BEEN REPLACED. STATES THAT THE EEC RELAY WAS REPLACED, IT HAS BEEN 2000 MILES SINCE TSB WAS PERFORMED AND IT STALLED AGAIN. TECH CALLING FOR KNOWNS.
RECOMM	ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS ADV. TECH OF ISM INFO. ADV. OF NO OTHER KNOWNS. DUPLICATE TO AID IN DIAGNOSIS.

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

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

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

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 01/04/2002 Warranty Start Date: 03/14/2002
 Date of Sale: 03/14/2002 Selling Dir (Mkt,Dir,Sub): 00480
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 2M11A30 A Serial #: 218B38087 Plt:

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

Trans: CD4E O/D 4SPD (BORG) Part #:
 Bld Dt: Serial #: 2L8PFA8113390
 Model: Plt: Shft:

CQIS Report Number: 2GHE7007 Program Type: MEL Orig Rpt #:
 Report Source: M88 - FCSD - TECH SVC HOTLINE Report Date: 07/05/2002

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

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

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

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

Tire: P235/70R-16 OWL A-S Brand:
 Radio: CDX6 RADIO WITH 6 DISC CHANGER A/C: AC B-????????????????????????????????
 Paint: GREEN-YELLOW EXT PAINT FAMILY ----- HEBONY SOLID C/C

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

Orig/Caller: JIM RIFFLE Title: TECHNICIAN
 Phone: - - - - -

Repair Dir: 01928 - Best Wolfe Ford, Inc. Ph#: (304) 344-1601
 City: Charleston State: West Virginia
 Country: United States Region: Cincinnati - 47
 Claim #/Date: 189826

Specialist's

Name: JOSE CRUZ

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer ID
04/17/2002	2DQRA125	CACVOC	DRVABL		01928
07/03/2002	2GCRC630	CACVOC	DRVABL		01928
10/30/2002	2J4AA003	CACHE	DRVABL		01928

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y 2 0 0 0 ---

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Mbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
01928	03/22/2002	182537	873	1	82		DIAG		MT15650E
01928	03/22/2002	182537	873	1	82				MT15650E1
01928	04/22/2002	184546	1745	1	12	FOAE	148089 A		MT15650E
01928	04/22/2002	184546	1745	1	12				MT148089
01928	07/05/2002	189826	3750	1	28	2F1E	9J460 AA		12650D
01928	07/05/2002	189826	3750	1	28				MT12650D4
04215	11/22/2002	097496	7002	1	82		RAV		RAV
04215	11/22/2002	097496	7002	1	82				OSL
04215	11/22/2002	097496	7002	2	42	YL8Z	9C915 AA		12650D
04215	11/22/2002	097496	7002	2	42	1L3E	12E579 BARM		12650DX1
04215	11/22/2002	097496	7002	2	42	YF1E	9P715 AA		12650D3
04215	11/22/2002	097496	7002	2	42	2F1E	9J460 AA		12650D9
04215	11/22/2002	097496	7002	2	42				12650D22
04215	11/22/2002	097496	7002	2	42				12650D25

CQIS Report Number: 2GKF7007 Program Type: NHL Orig Rpt #:
Report Source: NSS - FCSD - TECH SVC HOTLINE Report Date: 07/05/2002

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

04215	11/22/2002	097496	7002	2	42	12650D45
04215	11/22/2002	097496	7002	2	42	12650D55
04215	11/22/2002	097496	7002	2	42	12650D80
04215	11/22/2002	097496	7002	2	42	12650D84

CSQ15D5

CQIS Vin Reports

01/22/03 15:59:52

VIN: 1PMYU041X2KB44359 2002 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
09/13/2002	2IMG7017	NHL	DRVABL		04196

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDEA67

CQIS Report Number: 21MG7017 Program Type: NBL Orig Rpt #:
 Report Source: MSS - FCHD - TECH SVC HOTLINE Report Date: 09/13/2002

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

Vehicle: 2002 ESCAPE 4X4, LIMITED, MPV VIN: 1FMYU041K2KB44359
 Engine: 3.0L DURATEC V6 Odometer: 12,407 MILES
 Operating Environ: WCC:
 Vehicle Use: Resp. Act:

Symp: 6 07 7 00 DRIVEABILITY STALL/QUIT/RESTARTS
 DECELERATION OTHER (CODE NOT AVAILABLE)

Add Symptom: STALL ON DECEL

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attachments: 0

Component Test Status:

Return Log:

Vehicle Fixed?:

Customer Satisfied?:

Repair Effectiveness (%):

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

Type	Comments
REPAIR	TECH STATES THAT THE VEHICLE HAS STALL ON DECEL AFTER 02-11-6 TSB AND MAP REPLACEMENT. TECH IS SEEKING FURTHER ASSISTANCE FOR THIS CONCERN.
RECOMM	ADVISED TECH TO UPDATE THE WDS TO VERSION 20.12 AND REFLASH THE PCM FOR THIS CONCERN.

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: RI
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOBO: KOBC:
 KOBR: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 11/27/2001 Warranty Start Date: 12/03/2001
 Date of Sale: 12/03/2001 Selling Dlr (Mkt, Dlr, Sub): 04196
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 2M11A30 A Serial #: 172242087 Plt:

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

Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: 2L8PFA8113240

Model: Plt: Shift:

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

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

CQIS Report Number: 21MG7017 Program Type: MEL Orig Rpt #:
 Report Source: MSB - FCSD - TECH SVC HOTLINE Report Date: 09/13/2002

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

-----A D D I T I O N A L-----
 Tires: P235/70R-16 OWL A-8 Brand:
 Radio: CDX5 RADIO WITH 6 DISC CHANGER A/C: MANUAL AIR CONDITIONER
 Paint: GREEN EXTERIOR PAINT FAMILY ----- DARK SHADOW GREY CC

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

Orig/Caller: TOM HARGRATH Title: TECHNICIAN
 Phone: - -

Repair Dir: 04196 - Apple Ford of Shakopee Ph#: (952) 445-2420
 City: Shakopee State : Minnesota
 Country: United States Region : Twin Cities - SB
 Claim #/Date: 262640

Specialist's

Name: CHRISTOPHE KUNST

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

NO VIN HISTORY AVAILABLE

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y 2 0 0 0 ---

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Repair Date	Order	Odometer (Miles)	Rpr Kbr	Causl Cond.	Service Pfx	Part Bass	Number Sfx	Labor Operation
04196	01/25/2002	225736	2668	1	42		OSP		NT15K601
04196	01/25/2002	225736	2668	1	42		15K601		
04196	01/25/2002	225736	2668	2	07	FOAZ	14N089 A		12650D
04196	01/25/2002	225736	2668	2	07				12650DK1
04196	01/25/2002	225736	2668	2	07				12650DB0
04196	01/25/2002	225736	2668	2	07				12650DB1
04196	01/25/2002	225736	2668	2	07				12650D45
04196	01/25/2002	225736	2668	2	07				12650D7
04196	03/02/2002	226818	3449	1	42		17526		NT17526
04196	03/02/2002	226818	3449	2	33		3600		MT3600
04196	03/11/2002	227077	4232	1	42	YLSE	17508 BA		17508B
04196	04/25/2002	234125	5679	1	42	YFLE	9F715 AA		12650D
04196	04/25/2002	234125	5679	1	42	YLSE	9C915 AA		12650DK1
04196	04/25/2002	234125	5679	1	42	YLSE	9B926 DA		12650DR0
04196	04/25/2002	234125	5679	1	42				12650DB1
04196	04/25/2002	234125	5679	1	42				12650D45
04196	04/25/2002	234125	5679	1	42				12650D3
04196	04/25/2002	234125	5679	1	42				9926A
04196	04/25/2002	234125	5679	1	42				MT9C915
04196	04/25/2002	234125	5679	1	42				12650D04
04196	04/25/2002	235618	5679	2	42	YLSE	17526 AA		17526B
04196	04/25/2002	235618	5679	3	33	LLSE	3524 VA		3001A
04196	04/25/2002	235618	5679	3	33				MT3B440

CGIS Report Number: 21MG7017 Program Type: NBL Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 09/13/2002

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

04196	04/25/2002	235618	5679	3	33			3514A
04196	04/25/2002	235618	5679	3	33			WT3524
04196	08/22/2002	258355	11294	1	41		7823200	WT23200
04196	08/22/2002	258355	11294	2	42	1L2Z	12B579 BARM	12650D25
04196	08/22/2002	258355	11294	2	42			12650D
04196	08/22/2002	258355	11294	2	42			12650D45
04196	08/22/2002	258355	11294	2	42			12650DB0
04196	08/22/2002	258355	11294	2	42			14200A
04196	08/22/2002	258355	11294	2	42			MTDIAG
04196	09/11/2002	262640	12407	1	07		RECALEM	12650D
04196	09/11/2002	262640	12407	1	07			12650D84
04196	09/11/2002	262640	12407	1	07			MTDIAG
04196	11/25/2002	278190	17327	1	82		8005	8005D

CSQ15D5

CQIS Vin Reports

01/22/03 16:00:13

VIN: 1FMCUD41X2KA39251 2002 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

Seq	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
-	11/15/2001	1KOBK004	NHL	DRVABL	PROCESSOR ASSY	01373

F1 Help F3 Exit
10018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

CQIS Report Number: 1K0BK0M4 Program Type: NBL Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 11/15/2001

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

Vehicle: 2002 ESCAPE 4X4, LIMITED, NPV VIN: 1FMCU041X2KA39251
 Engine: 3.0L DURATEC V6 Odometer: 700 MILES
 Operating Environ: WCC: 2G01
 Vehicle Use: Rsp. Act:

Symp: 6 07 5 93 DRIVEABILITY STALL/QUIT/RESTARTS
 AT CRUISE ALL ENGINE TEMPERATURES
 Addl Symptom: ALLEGE STALL ON A CRUISE
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

Causal Component: 12A650 PROCESSOR ASSY
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Attachments: 0
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: YES Customer Satisfied?: Repair Effectiveness (%):

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

Type	Comments
REPAIR	TECH STATES THE CUSTOMER ALLEGES THE VEHICLE STALLS AT A CRUISE INTERMITTENTLY. HE HAS ALREADY REPLACED THE IAC AND REC RELAY TO NO AVAIL. NO CODES IN THE PCM. SEEKING FOR ANY KNOWNS OR ADVICE.
RECOMM	ADVISE TECH TO CHECK C270 FOR LOOSE OR WATER INTRUSION. CHECK G104/105 FOR LOOSENESS. CHECK THE BASE HARD STOP AS WELL. CHECK THE REC CASE GRN 100 ALSO.
ADD-ON	12/04/2001 02:05PM GENE STEWARD (FSR) MSS - FCSD - REG - PHILADELPH DEALER REQUESTED FSR ASSISTANCE IN DIAGNOSIS AND REPAIR.
AUDIT	12/04/2001 02:06PM GENE STEWARD (FSR) MSS - FCSD - REG - PHILADELPH APPROVED FOR TECH ASSIST REFERRAL PROCESSING BY GSTEWARD
ADD-ON	12/04/2001 02:06PM GENE STEWARD (FSR) MSS - FCSD - REG - PHILADELPH FSR DIRECTED TO CAPTURE WITH VDR. CUSTOMER RETURNED WITH RECORDING THAT SHOWED STALL AT SPEED. NOTED IN GRAPH THAT TP VOLTAGE WAS AT CLOSED THROTTLE. RECORDING TO BE FORWARDED TO ENGINEERING FOR ANALYSIS.
ADD-ON	01/08/2002 05:39PM GENE STEWARD (FSR) MSS - FCSD - REG - PHILADELPH FOUND HARD STOP APPROX 2 TURNS BELOW SPEC. AFTER CORRECTION, NO CONFIRMATION OF FURTHER CONCERN.

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

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
GSA	12A650	SERVICE	PROCESSOR ASSY	YES

CQIS Report Number: 1X0BK004 Program Type: NML Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 11/15/2001

----- V E H I C L E D E T A I L S -----
 Vehicle Build Date: 09/14/2001 Warranty Start Date: 10/22/2001
 Date of Sale: 10/22/2001 Selling Dlx (Mkt, Dlr, Sub): 01373
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

----- E N G I N E -----
 Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 0M11A30 A Serial #: 063875087 Plt:

----- T R A N S M I S S I O N -----
 Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: YL6PFBUL12610
 Model: Plt: Shft:

----- A X L E -----
 Axle: 3800# FORD 2.73 LOCK Id Tag Code: Bld Dt:
 Serial #: Plt:

----- A D D I T I O N A L -----
 Tire: Brand:
 Radio: CDX6 RADIO WITH 6 DISC CHANGER A/C: MANUAL AIR CONDITIONER
 Paint: GREEN-YELLOW EXT PAINT FAMILY ----- SATIN SILVER C/C

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
 Orig/Caller: JIM LEAVENS Title: TECHNICIAN
 Phone:

Repair Dlx: 01373 - Garnet Ford Inc Ph#: (610) 358-5600
 City: Chadds Ford State: Pennsylvania
 Country: United States Region: Philadelphia -16
 Claim #/Date: 88346

Specialist's
 Name: SANTOS RIVERA

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer ID
04/22/2002	2DVAB050	CACVOC	DEVAEL		01373
04/23/2002	2DMAA924	CACVOC	DEVAEL		01373
10/07/2002	2JGAD628	CACSPF	DEVAEL		01373

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y 2 0 0 0 ---
 SURVEY HAS BEEN SENT

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----
 NO WARRANTY HISTORY AVAILABLE

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VIN: 1FMYU04122KD02354 2002 ESCAPE 4X4,LIMITED,MPV

Ind Type: T

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
07/01/2002	2GAE7019	NEL	DRVABL		03334

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDEA67

CQIS Report Number: 2GAR7019 Program Type: NBL Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 07/01/2002

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

Vehicle: 2002 ESCAPE 4X4, LIMITED, NPV VIN: 1FMYU04122KD02354
 Engine: 3.0L DURATEC V6 Odometer: 1,310 MILES
 Operating Environ: WCC:
 Vehicle Use: Esp. Act:

Symp: 6 07 0 00 DRIVEABILITY STALL/QUIT/RESTARTS
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

Addl Symptom: ALLEGED STALL

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

Causal Component:

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

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

Type	Comments
REPAIR	STATES VEHICLE STALLED WHILE CUSTOMER WAS DRIVING, CAN NOT DUPLICATE, PERFORMED 02-11-06. SEEKING FURTHER ADVICE.
RECOMM	TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM) ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CR PCM HARNESS ADVISED TECH OF ISM.
REPAIR	08/16/2002 01:02PM JONATHAN OWENS MSS - FCSD - TECH SVC HOTLINE TECH STATES THE CUSTOMER IS BACK FOR ALLEGED STALLING. TECH STATES HE CAN'T VERIFY THE CONCERN. SEEKING ADVICE.
RECOMM	ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CR PCM HARNESS ADVISE TECH THE ISM IS STILL THE LATEST INFORMATION. ADVISE TECH TO VERIFY THE CONCERN PRIOR TO ANY REPAIRS.
REPAIR	08/26/2002 04:46PM BLAINE BRISNER MSS - FCSD - TECH SVC HOTLINE TECH JIM CALLING BACK ON VEHICLE. AT THIS TIME, PCM IS HOLDING VMV ON AT 100% DUTY CYCLE. FTP SENSOR READS 2.14 VOLTS. THIS IS CURRENTLY PRESENT AND FOR MORE THAN 1/2 HR. AS PER WDS, PCM PART # IS 2L8A-AD.
RECOMM	ADV TECH NEED TO REPLACE PCM. ORDER SAME PART # AS WDS LISTS. WHEN NEW CALIBRATION FOR STALL IS RELEASED, IT CAN BE OVERLAPPED ONTO THIS PCM.
REPAIR	09/04/2002 12:09PM KEVIN AVERY MSS - FCSD - REG - BOSTON FSE STATES PCM WAS ORDERED FOR VEH WHICH HAS STALLING CONCERN, SEEKING INFO ON CALIBRATION AND IF NEW PCM WILL RESOLVE STALLING CONCERN.
RECOMM	ADV FSE CALIBRATION FOR STALLING CONCERN IS NOT AVAILABLE AT THIS TIME ADV THAT PCM IS BEING REPLACED FOR VMV COMMAND CONCERN.

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: E1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOED: KOEC:
 KOER: CR:

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

NO SERVICE ACTION AVAILABLE

CQIS Report Number: 2GAE7019 Program Type: NHL Orig Rpt #:
 Report Source: NSS - FCBD - TECH SVC HOTLINE Report Date: 07/01/2002

----- V E H I C L E D E T A I L S -----
 Vehicle Build Date: 04/15/2002 Warranty Start Date: 06/12/2002
 Date of Sale: 06/12/2002 Selling Dlx (Mct,Dlx,Sub): 03334
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

----- E N G I N E -----
 Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 2M11A30 A Serial #: 372702087 Plt:

----- T R A N S M I S S I O N -----
 Trans: CD4E O/D 4SPD (NURO) Part #:
 Bld Dt: Serial #: 2LSPPF88120951
 Model: Plt: Shft:

----- A X L E -----
 Axle: 3800# FORD 2.73 LOCK Id Tag Code: Bld Dt:
 Serial #: Plt:

----- A D D I T I O N A L -----
 Tire: P235/70R-16 OWL A-S Brand:
 Radio: AM/FM STRO/CD CHANGER/CLK A/C: AC B-????????????????????
 Paint: BLUE-GREEN EXT PAINT FAMILY ----- DARK HIGHLAND GREEN C/C

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
 Orig/Caller: ADAM DONALD Title: TECHNICIAN
 Phone:

Repair Dlx: 03334 - CHARLES GARUS FORD Ph#: (515) 270-9092
 City: Des Moines State : Iowa
 Country: United States Region : Kansas City - 53
 Claim #/Date: 197463

Specialist's
 Name: THOMAS BRUGGER

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal	Part Desc.	Dealer ID
07/02/2002	2GRAC235	CACVOC	DRVABL				03334
08/15/2002	2EQAC251	CACVOC	DRVABL				03334
09/05/2002	2IEAA117	CACVOC	DRVABL				03334
10/22/2002	2JVA081	CACVOC	DRVABL				03334
10/30/2002	2J4AA360	CACVOC	DRVABL				03334

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
 SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
03334	07/01/2002	197463	1310	1	82		NPF		NPF
03334	08/14/2002	201451	2719	1	42	KP2E	12B579	ABRM	126500

Page: 3 CQIS Detail Report 01/22/03 16:16:32

OQIS Report Number: 2GAE7019 Program Type: NHL Orig Rpt #:
 Report Source: MSS - FCED - TECH SVC HOTLINE Report Date: 07/01/2002

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

03334	08/14/2002	201461	2719	1	42			12680D45
03334	08/14/2002	201461	2719	1	42			12650D25
03334	08/14/2002	201461	2719	1	42			14200A
03334	08/14/2002	201461	2719	1	42			MT14401
03334	08/14/2002	201461	2719	1	42			NIDIMG
03334	08/14/2002	201461	2719	1	42			12650DX1
03334	08/26/2002	202474	2745	1	42	YL8E	9C915 AA	12650D
03334	08/26/2002	202474	2745	1	42	JL8E	12A55U AD	12650DB0
03334	08/26/2002	202474	2745	1	42		OSP	15607B
03334	08/26/2002	202474	2745	1	42			MT9C915
03334	08/26/2002	202474	2745	1	42			12650DX1
06347	11/13/2002	011514	2750	1	82		RAV	RAV
06347	11/13/2002	011514	2750	2	42	LL8E	9F715 AA	12680D
06347	11/13/2002	011514	2750	2	42			9350B
06347	11/13/2002	011514	2750	2	42			12680DS5
06347	11/13/2002	011514	2750	2	42			12650DB0
06347	11/13/2002	011514	2750	2	42			12650D3
06347	11/13/2002	011514	2750	2	42			12650DB4
06347	11/13/2002	011514	2750	2	42			12650D7
06347	11/13/2002	011514	2750	2	42			12650D9
06347	11/13/2002	011514	2750	2	42			12650D25
06347	11/13/2002	011514	2750	2	42			12650D6
06347	11/13/2002	011514	2750	3	42		OSP	15607C
06347	11/13/2002	011514	2750	3	42		15607	

CSQI5D5

CQIS Vin Reports

01/22/03 16:02:02

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VIN: 1FMYU03172KA49436 2002 ESCAPE 4X2, XLT ,MPV

Ind Type: T

	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
1	02/18/2002	2BRGX023	NHL	DRVABL		01057

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

CQIS Report Number: 2BRG0023 Program Type: NHL Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 02/18/2002

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

Vehicle: 2002 ESCAPE 4X2, KLT ,MPV VIN: 1FMYU03172KA49436
 Engine: 3.0L DURATEC V6 Odometer: 3,827 MILES
 Operating Environ: WCC:
 Vehicle Use: Rep. Act:

Symp: 6 07 4 00 DRIVEABILITY STALL/QUIT/RESTARTS
 AT IDLE OTHER (CODE NOT AVAILABLE)

Add Symptom: STALL WHILE DRIVING.
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	TECH STATES THAT THE VEH INT STALLS. THE CUSTOMER THINKS IT HAPPENS ON DECEL WHEN COMING TO STOP BUT SHE IS UNSURE. TECH HAS NOT VERIFIED THE CONCERN. TECH IS SEEKING MORE INFO.
RECOMM	SEM 15589 REFLASH (PCM) W WDS VERSION B17.1 OR LATER ADVISED TECH TO CHECK IAC BOT AT IDLE TO MAKE SURE IT IS BETWEEN 32-36%. ADVISED TECH TO FOLLOW ABOVE SEM.
REPAIR	02/21/2002 10:57AM ALEXANDER KNOLL MSS - FCSD - TECH SVC HOTLINE TECH CALLING BACK STATES THE REFLASH APPEARS TO HAVE TAKEN CARE OF THE CONCERN. TECH SEEKING WHEN THIS SEM WAS ENTERED.
RECOMM	SEM 15589 REFLASH (PCM) W WDS VERSION B17.1 OR LATER ADVISED TECH THE SEM WAS ENTERED IN ON 1/30/2002.

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

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

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

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 09/19/2001 Warranty Start Date: 10/06/2001
 Date of Sale: 10/06/2001 Selling Dlr (Mkt, Dlr, Sub): 01057
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 751 AB
 Bld Dt: Calb: OM1LA30 A Serial #: 080223086 Plt:

CQIS Report Number: ZBRGX023 Program Type: NML Orig Rpt #:
 Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 02/18/2002

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

----- TRANSMISSION -----

Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: YL6FEAT112530
 Model: Plt: Shft:

----- AXLE -----

Axle: 3900# FORD 2.73 CONV Id Tag Code: Bld Dt:
 Serial #: Flt:

----- ADDITIONAL -----

Tire: Brand:
 Radio: CDX6 RADIO WITH 6 DISC CHANGER A/C: MANUAL AIR CONDITIONER
 Paint: GREEN-YELLOW EXT PAINT FAMILY ----- ESCRY SOLID C/C

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

Orig/Caller: TIM RICHARDSON Title: TECHNICIAN
 Phone: -

Repair Dlr: 01057 - Town & Country Ford, Inc. Ph#: (704) 535-7600
 City: Charlotte State: North Carolina
 Country: United States Region: Atlanta - 21
 Claim #/Date: 272891

Specialist's
 Name: JAMES HUNTER

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer ID
10/25/2001	1JYAC619	CACVOC	DRVABL		01057
02/20/2002	2BTAB331	CACVOC	DRVABL		01057

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

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
01057	02/16/2002	272891	3827	1	42		RECAL		12650D
01057	02/16/2002	272891	3827	1	42				12650D80
01057	02/16/2002	272891	3827	1	42				12650D81
01057	02/16/2002	272891	3827	1	42				12650D82
01057	02/16/2002	272891	3827	1	42				12650D84
01057	02/16/2002	272891	3827	1	42				MT9E326
01231	06/10/2002	109121	6757	1	07		7B40860		1007D

CSQI5D5

CQIS Vin Reports

01/22/03 16:02:46

VIN: 1FMYU03172KA49436 2002 ESCAPE 4X2,XLT ,MPV Ind Type: T

1	Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
-	02/18/2002	2HRGX023	NHL	DRVABL		01057

F1 Help F3 Exit
I0016-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

CQIS Report Number: 2BEGK023 Program Type: NHL Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 02/19/2002

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

Vehicle: 2002 ESCAPE 4X2,XLT ,NPV VIN: 1FNYU03172KA49436
 Engine: 3.0L DURATEC V6 Odometer: 3,827 MILES
 Operating Environ: WCC:
 Vehicle Use: Rep. Act:

Symp: 6 07 4 00 DRIVEABILITY STALL/QUIT/RESTARTS
 AT IDLE OTHER (CODE NOT AVAILABLE)

Add Symptom: STALL WHILE DRIVING.
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	TECH STATES THAT THE VEH INT STALLS. THE CUSTOMER THINKS IT HAPPENS ON DECEL WHEN COMING TO STOP BUT SHE IS UNSURE. TECH HAS NOT VERIFIED THE CONCERN. TECH IS SEEKING MORE INFO.
RECOMM	SSM 15589 REFLASH (PCM) W WDS VERSION B17.1 OR LATER. ADVISED TECH TO CHECK IAC HOT AT IDLE TO MAKE SURE IT IS BETWEEN 32-36%. ADVISED TECH TO FOLLOW ABOVE SSM.
REPAIR	02/21/2002 10:57AM ALEXANDER KNOLL MBS - FCSD - TECH SVC HOTLINE TECH CALLING BACK STATES THE REFLASH APPEARS TO HAVE TAKEN CARE OF THE CONCERN. TECH SEEKING WHEN THIS SSM WAS ENTERED.
RECOMM	SSM 15589 REFLASH (PCM) W WDS VERSION B17.1 OR LATER. ADVISED TECH THE SSM WAS ENTERED IN ON 1/30/2002.

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: H1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOEO: KOEC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 09/19/2001 Warranty Start Date: 10/06/2001
 Date of Sale: 10/06/2001 Selling Dlr (Mkt, Dlr, Sub): 01057
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.0L DURATEC V6 Tag: 1G 752 AB
 Bld Dt: Calb: 0M1L30 A Serial #: 080223086 Plt:

CQIS Report Number: 2BRGX023 Program Type: NHL Orig Rpt #:
 Report Source: MSH - PCSB - TECH SVC HOTLINE Report Date: 02/18/2002

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

-----TRANSMISSION-----

Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: YLSPEAT112530
 Model: Plt: Shift:

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

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

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

Tire: Brand:
 Radio: CDX6 RADIO WITH 6 DISC CHANGER A/C: MANUAL AIR CONDITIONER
 Paint: GREEN-YELLOW HKT PAINT FAMILY ----- EBONY SOLID C/C

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

Orig/Caller: TIM RICHARDSON Title: TECHNICIAN
 Phone: - -

Repair Dir: 01057 - Town & Country Ford, Inc. Ph#: (704) 535-7600
 City: Charlotte State: North Carolina
 Country: United States Region: Atlanta - 21
 Claim #/Date: 272891

Specialist's
 Name: JAMES HUNTER

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part Desc.	Dealer ID
10/25/2001	1JYAC619	CACVOC	DRVABL			01057
02/20/2002	2BTAB331	CACVOC	DRVABL			01057

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y 2 0 0 0 ---

SURVEY HAS BEEN SENT

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

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causl Cond.	Service Pfx	Part Bass	Number Sfx	Labor Operation
01057	02/16/2002	272891	3827	1	42		RECAL		12650D
01057	02/16/2002	272891	3827	1	42				12650D80
01057	02/16/2002	272891	3827	1	42				12650D81
01057	02/16/2002	272891	3827	1	42				12650D82
01057	02/16/2002	272891	3827	1	42				12650D84
01057	02/16/2002	272891	3827	1	42				MT9E326
01231	06/10/2002	109121	6757	1	07		7840860		1007D

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CQIS Vin Reports

01/22/03 16:03:05

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VIN: 1FMCU03162KB77516 2002 ESCAPE 4X2,XLT ,MPV

Ind Type: T

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Deac.	Dealer Id
02/06/2002	2HFEF011	NHL	DRVABL			01597

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

CQIS Report Number: 2BFRF011 Program Type: NBL Orig Ept #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 02/06/2002

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

Vehicle: 2002 ESCAPE 4X2,XLT ,MPV VIN: 1FMCU03162KB77516
 Engine: 3.0L DURATEC V6 Odometer: 514 MILES
 Operating Environ: WCC:
 Vehicle Use: Rsp. Act:

Symp: 6 07 7 00 DRIVEABILITY STALL/QUIT/RESTARTS
 DECELERATION OTHER (CODE NOT AVAILABLE)

Addl Symptom: STALL ON DECEL

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

Causal Component:

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

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

Type	Comments
REPAIR	TECH STATES HE HAS AN INTER STALL ON DECEL NO CODES AND HE CAN'T DUPLICATE. HE SAW THE SEM AND HAS COMPLETED IT, BUT WANTS TO KNOW IF WE HAVE ANYTHING ELSE BEFORE HE RELEASES IT.
RECOMM	ISM 02-01-070 INT STALL,PERFORM SEM 15589,CK VVW STICKING,TEST EVAP ADVISED TECH TO DO THE SEM FIRST. IF HE STILL HAS A CONCERN I TOLD HIM ABOUT THE ISM AND WHAT TO LOOK AT.
REPAIR	02/27/2002 03:49PM ANDRE BLANCHARD MSS - FCSD - TECH SVC HOTLINE CUSTOMER BACK WITH SAME COMPLAINT OF AN INTERMITTENT STALL ON DECELL. TECH HAS NEVER BEEN ABLE TO DUPLICATE THE CONCERN. TECH HAS INSTALLED UPDATED MAP, CHECKED THE GROUNDS AND THROTTLE BODY/IAC.
RECOMM	ISM 02-01-070 INT STALL,PERFORM SEM 15589,CK VVW STICKING,TEST EVAP SEM 15589 REFLASH (PCM) W NDS VERSION B17.1 OR LATER ADV TECH TO REPLACE THE THROTTLE BODY AND IAC. ADV TECH TO PUT DIELECTRIC GREASE IN THE CONNECTORS LISTED IN ISM.

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: H1
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCS KOEO: KOEC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 01/07/2002 Warranty Start Date: 01/18/2002
 Date of Sale: 01/18/2002 Selling Dlr (Mkt,Dir,Sub): 01597
 Dealer Special Order: Gross Vehicle Weight:
 LH/RR Drive:

CQIS Report Number: 2BWF011 Program Type: NRI Orig Rpt #:
 Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 02/06/2002

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

-----ENGINE-----
 Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 2M11A30 A Serial #: 219996087 Plt:
 -----TRANSMISSION-----
 Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: 2L9VKA711353D
 Model: Plt: Shift:
 -----AXLE-----
 Axle: 1900# FORD 2.73 CONV Id Tag Code: Bld Dt:
 Serial #: Plt:
 -----ADDITIONAL-----
 Tire: Brand:
 Radio: CDX6 RADIO WITH 6 DISC CHANGER A/C: MANUAL AIR CONDITIONER
 Paint: RED EXTERIOR PAINT FAMILY ----- VERMILION SOLID C/C

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller: JOE CROOKS Title: TECHNICIAN
 Phone:

Repair Dir: 01597 - Santa Margarita Ford Ph#: (949) 888-4348
 City: Rancho Santa Margarita State: California
 Country: United States Region: Los Angeles - 71
 Claim #/Date: 222396

Specialist's
 Name: ADAM DRALLETTE

----- CQIS VIN HISTORY -----
 NO VIN HISTORY AVAILABLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000 ---
 SURVEY HAS BEEN SENT

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

Repair Dealer	Id	Date	Repair Order	Odometer (Miles)	Rpr Hbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
01597	02/05/2002	222396	514	1	42	1L2E	12B579	BARM		12650D
01597	02/05/2002	222396	514	1	42					12650D81
01597	02/05/2002	222396	514	1	42					12650D45
01597	02/05/2002	222396	514	1	42					12650D55
01597	02/05/2002	222396	514	1	42					12650D84
01597	02/05/2002	222396	514	1	42					12650DX1
01597	02/05/2002	222396	514	1	42					9350B
01597	02/05/2002	222396	514	1	42					MT12650D
01597	02/05/2002	222396	514	1	42					12650D25
01597	02/22/2002	223937	997	1	42	DOPE	12226	B		12650D
01597	02/22/2002	223937	997	1	42	YL8E	9C915	AA		12650D45
01597	02/22/2002	223937	997	1	42	YF1E	9F715	AA		9926A
01597	02/22/2002	223937	997	1	42	YL8E	9E926	DA		MT9C915

CCIS Report Number: 2BFEF011 Program Type: NRI Orig Rpt #:
Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 02/06/2002

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

01597	02/22/2002	223937	997	2	82		MISC	
01597	01/06/2003	249864	15553	1	82		HPF	HPF
01897	01/15/2003	250566	15346	1	12	2L83	17526 AA	17526B
01597	01/15/2003	250566	15346	1	12			17526B

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CQIS Vin Reports

01/22/03 16:03:34

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VIN: 1FMYU04122KA92841 2002 ESCAPE 4X4, LIMITED, MPV

Ind Type: T

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Desc.	Dealer Id
02/25/2002	2BYD5024	NHL	DRVABL		00193

F1 Help F3 Exit
I0018-BOTTOM OF DATA

F7 Bkwd

F8 Fwd

F12 Return
OGDBA67

CQIS Report Number: 2BYDS024 Program Type: NML Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 02/25/2002

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

Vehicle: 2002 ESCAPE 4X4, LIMITED, NPV VIN: 1FMYU04122KA92841
 Engine: 3.0L DURATEC V6 Odometer: 5,937 MILES
 Operating Environ: WCC:
 Vehicle Use: Rep. Act:

Symp: 6 07 0 00 DRIVEABILITY STALL/QUIT/RESTARTS
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)
 Addl Symptom: INTER STALL AT DECEL
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

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

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

Type	Comments
REPAIR	TECH STATES HE HAS A REPEAT STALL ON DECEL. NO CODES. HE CAN'T DUPLICATE IT. LAST TIME HE DID THE SSM.
RECOMM	ISM 02-01-070 INT STALL, PERFORM SSM 15589, CK VMV STICKING, TEST EVAP ADVISED TECH TO DO ALL THE CHECKS IN THE ISM, WHICH I DESCRIBED TO HIM. ALSO TOLD HIM TO CHECK THE PCM PART NUMBER AND MAKE SURE IT DID GET UPDATED TO THE LATEST.
REPAIR	02/26/2002 09:22AM ADAM DEALLETTE MSS - FCSD - TECH SVC HOTLINE TECH IS CALLING BACK TO GET THE MAP PART NUMBER BECAUSE HE SPILLED SOMETHING ON IT AND CAN'T READ IT. HE ALSO WANTS TO GET THE TSB 02-01-09 FAXED TO HIM BECAUSE HIS COMPUTER ISN'T WORKING.
RECOMM	GAVE TECH THE MAP PART NUMBER IN THE ISM AND FAXED HIM A COPY OF TSB 02-01-09.
TECH/C	04/08/2002 08:44AM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE REPL MASS AIR FLOW

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

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

Symp. Verif?: Base of Diagnosis: Assistance Level: E1
 Comp. Timing: Base Timing: NIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCS KOEO: ROEC:
 KOER: CB:

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

NO SERVICE ACTION AVAILABLE

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

Vehicle Build Date: 10/16/2001 Warranty Start Date: 10/30/2001
 Date of Sale: 10/30/2001 Selling Dlr (Mkt, Dlr, Sub): 01046
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

CQIS Report Number: 2EYD5024 Program Type: MEL Orig Rpt #:
 Report Source: MSB - FCSD - TECH SVC HOTLINE Report Date: 02/25/2002

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

----- E N G I N E -----
 Engine: 3.0L DURATEC V6 Tag: 1G 754 AB
 Bld Dt: Calb: 2M11A30 A Serial #: 078158087 Plt:
 ----- T R A N S M I S S I O N -----
 Trans: CD4E O/D 4SPD (EURO) Part #:
 Bld Dt: Serial #: 218FFAB112841
 Model: Plt: Shift:
 ----- A X I E -----
 Axle: 3800# FORD 2.73 LOCK Id Tag Code: Bld Dt:
 Serial #: Plt:
 ----- A D D I T I O N A L -----
 Tire: Brand:
 Radio: CDX6 RADIO WITH 6 DISC CHANGER A/C: MANUAL AIR CONDITIONER
 Paint: RED EXTERIOR PAINT FAMILY ----- VERMILION SOLID C/C

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller: PAUL MUSEYNSKI Title: SHOP FOREMAN
 Phone: - -

Repair Dlr: 00193 - JACKY W JONES FORD INC Ph#: (706) 865-2168
 City: Cleveland State : Georgia
 Country: United States Region : Atlanta - 21
 Claim #/Date: 73013

Specialist's
 Name: ADAM DRALLETTE

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal	Part Desc.	Dealer ID
04/04/2002	Z0DAB235	CACBYE	DRVABL				00193

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---
 SURVEY HAS BEEN RECEIVED

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY 2000 ---
 SURVEY HAS BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (165 days only) -----

Repair Dealer Id	Date	Repair Order	Odometer (Miles)	Rpr Mbr	Causal Cond.	Service Pfx	Part Base	Number Bfx	Labor Operation
00193	02/25/2002	073013	5037	1	42	112E	128579	BARM	12650D25
00193	02/25/2002	073013	5037	1	42				12650D
00193	02/25/2002	073013	5037	1	42				12650DX1

CQIB Report Number: 2BYD5014 Program Type: MFL Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 02/25/2002

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

00193	02/25/2002	073013	5037	1	42				12650D45
00193	02/25/2002	073013	5037	1	42				12650D58
00193	02/25/2002	073013	5037	1	42				12650D81
00193	02/25/2002	073013	5037	1	42				12650D84
00804	05/01/2002	031999	5690	1	82			RAV	RAV
00804	05/01/2002	031999	5690	2	42	YL8Z	9B926 DA		12650D
00804	05/01/2002	031999	5690	2	42	YL8Z	9C915 AA		12650DX1
00804	05/01/2002	031999	5690	2	42				12650D55
00804	05/01/2002	031999	5690	2	42				12650D81
00804	05/01/2002	031999	5690	2	42				9350D
00804	05/01/2002	031999	5690	2	42				12650D84
00804	05/01/2002	031999	5690	2	42				12650DQ2
09321	07/02/2002	267751	6145	1	42	YL8Z	9C888 BB		9818A8
09321	07/02/2002	267751	6145	1	42				MT9C868

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
3/20/2002 CLOSED	CI - DEMAND LETTER	1FMCU04191KD97939 1485891511	2001 ESCAPE	04
10/18/2001 CLOSED	CI - DEMAND LETTER	1FMCU04191KD97939 1485891511	2001 ESCAPE	04
7/19/2001 CLOSED	MISC INQUIRY - CSR OBC	1FMCU04191KD97939 1485891511	2001 ESCAPE	01
7/19/2001 CLOSED	AWA - MULTIPLE REPAIR	1FMCU04191KD97939 1485891511	2001 ESCAPE	02
7/3/2001 CLOSED	PARTS - BACKORDER DELAY	1FMCU04191KD97939 1485891511	2001 ESCAPE	03
7/3/2001 CLOSED	PARTS - BACKORDER DELAY	1FMCU04191KD97939 1485891511	2001 ESCAPE	03
8/27/2001 CLOSED	MISC INQUIRY - HANGUPS	1FMCU04191KD97939 1485891511	2001 ESCAPE	01
8/15/2001 CLOSED	WARRANTY - BUMPER-TO-BUMPER	1FMCU04191KD97939 1485891511	2001 ESCAPE	03

All Action Details for Issue

Print

VIN: 1FMGU04191KD97939 Year: 2001 Model: ESCAPE Case: 1465991511
 Name: Owner Status: Original WSD: 2000-09-14
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP Primary Phone:
 Reason Desc: CI - DEMAND LETTER Secondary Plr:
 Issue Type: 04 REGION Issue Status: CLOSED

Action: OPEN REGION CONTACT

Dealer: 08736 HARRIS FORD INC Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
 Odometer: 20000 MI Comm Type: MAIL
 Analyst Name: STEPHANI CHAMPION Analyst: SCHAMP12
 Action Date: 12/21/2001 Action Time: 11.00.08.634 Action Data: No

Comments **CUSTOMER DEMAND LETTER DATED 12-01-2001** **CI RECEIVED 12-21-2001** **CUSTOMER STATES REPEATED CONCERNS WITH VEHICLE STALLING. CUSTOMER CLAIMS THAT THIS HAS HAPPENED TO THEM ON 4 OCCASIONS. CUSTOMER IS ALSO NOT SATISFIED WITH THE VEHICLE'S PAINT FINISH** **CUSTOMER SEEKS REFUND OF PURCHASE PRICE FOR VEHICLE UNDER WASHINGTON LEMON LAW** **SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER** **SCANNED LETTER AND FORWARDED TO REGIONAL OFFICES FOR FURTHER HANDLING**

Action: LETTER FAXED TO REGION

Dealer: 08736 HARRIS FORD INC Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
 Odometer: 20000 MI Comm Type: MAIL
 Analyst Name: STEPHANI CHAMPION Analyst: SCHAMP12
 Action Date: 12/21/2001 Action Time: 11.03.42.421 Action Data: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
REGION NUMBER	74
DATE RECEIVED	12-21-2001
TIME RECEIVED	09:52:0001
DATE FAXED	12-21-2001
TIME FAXED	11:08:0001

Action: CI DEMAND LETTER - CUSTOMER DOES NOT QUALIFY (SEATTLE REGION ONLY)

Dealer: 08736 HARRIS FORD INC Origin Desc: FIELD ORGANIZATION
 Odometer: 20000 MI Comm Type: OTHER
 Analyst Name: DAVID WERNER Analyst: DWERNER3
 Action Date: 03/20/2002 Action Time: 12.31.22.961 Action Data: No

Comments VEHICLE HAS NOT BEEN DOWN FOR 30 DAYS AND HAS NOT BEEN TO A DEALERSHIP 4 OR MORE TIMES FOR THE SAME CONCERN. NO REPLACEMENT OR REPURCHASE AT THIS TIME.

All Action Details for Issue

Print

VIN: 1FMCU04191KD97938 Year: 2001 Model: ESCAPE Case: 1465901511
Name: Owner Status: Original WED: 2000-08-14
Symptom Desc: PAINT/FINISH APPEARANCE Primary Phone: /
Reason Desc: CI - DEMAND LETTER Secondary Ph:
Issue Type: 04 REGION Issue Status: CLOSED

Action: OPEN REGION CONTACT

Dealer: 08736 HARRIS FORD INC

Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION

Odometer: 1 MI

Commn Type: MAIL

Analyst Name: STEVEN MICKELSON

Analyst: SMICKEL1

Action Date: 10/18/2001

Action Time: 11.07.33.136

Action Date: No

Comments LETTER DATED 10/08/01 CI RECIEVED 10/18/01 *** CUSTOMER STATES: PROBLEMS WITH VEHICLE PAINT JOB. CUSTOMER SEEKS: REPLACEMENT VEHICLE, LEMON LAW NOT MENTIONED. **** CI SENT CUSTOMER FLEM LETTER, SCANNED TO REGION. ****

Action: CI DEMAND LETTER - CUSTOMER DOES NOT QUALIFY(SEATTLE REGION ONLY)

Dealer: 08736 HARRIS FORD INC

Origin Desc: FIELD ORGANIZATION

Odometer: 1 MI

Commn Type: OTHER

Analyst Name: DAVID WERNER

Analyst: DWERNER3

Action Date: 10/18/2001

Action Time: 14.28.33.949

Action Date: No

Comments THIS IS THE ONLY WARRANTY REPAIR ON THIS VEHICLE. GIVEN THE EXTREMELY LOW MILEAGE ON VEHICLE, CSM WILL DISCUSS ALTERNATIVES WITH DEALERSHIP. NO REPLACEMENT AT THIS TIME.

All Action Details for Issue

Print

VIN: 1FMCU041B1KD97999	Year: 2001	Model: ESCAPE	Case: 1465891511
Name:	Owner Status: Original	WSD: 2000-09-14	
Symptom Desc:		Primary Phone:	
Reason Desc: MISC INQUIRY - CSR OBC		Secondary Pho:	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: CUSTOMER FOCUS - MADE CONTACT/PROVIDED RESOLUTION

Dealer:		Origin Desc: MANUAL - CORRESPONDENCE CSR
Odometer: 12000 MI	Comm Type: MAIL	
Analyst Name: SAMSON PEREIRA	Analyst: SPEREIRA	
Action Date: 08/27/2001	Action Time: 21.20.44.287	Action Date: No

Comments: CUSTOMER SAYS: LETTER DATED MAY 2ND 2001 = CUST HAD STALLING PROBLEMS ON HIS VEHICLE = CUST WANTS TO RETURN THE CAR AND MOVE ON = CUST WILL NEVER BUY ANOTHER FORD AND WILL NEVER RECOMMEND HARRIS FORD = CUST SAYS HIS TRIM PIECE THAT WAS SHIPPED FROM FORD WAS THE WRONG ONE = CUST SAYS HIS KEYS WERE LOCKED SOMEWHERE IN THE SERVICE BUILDING = CUST SAYS THE PAINT REPAIR WAS HORRIBLE. IT WAS POORLY MATCHED IN COLOR AND TEXTURE PER CUSTOMER, DEALER SAYS: HARRIS FORD CAC ADVISED: CUSTOMER FOCUS - MADE CONTACT/PROVIDED RESOLUTION - INFORM CUSTOMER OF UPDATED PARTS STATUS - REQUEST DEALER TO CONTACT CUSTOMER TO INFORM WHEN REPAIR WILL BE SCHEDULED/COMPLETED. INFERENCE CASE ID: 4892

Action: OUTBOUND CALL TO DEALER

Dealer:		Origin Desc: MANUAL - PHONE CSR
Odometer:	Comm Type: PHONE	
Analyst Name: DENISE ALPHONSO	Analyst: DALPHONS	
Action Date: 07/18/2001	Action Time: 18.21.35.906	Action Date: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments: CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: = CARL ASST SM ADVISED FOR THE CUST TO CONTACT CARL @ THE DLRSHP OR BRING THE VEH INTO THE DLRSHP FOR THEM TO DIAGNOSE THE VEH = MESSAGE WAS LEFT FOR CUST ON MOBILE PHONE = ADVISED IF THERE IS ANY FUTURE CONCERNS/ INQUIRIES TO CONTACT THE CRC PROVIDED CRC #

All Action Details for Issue

Print

VIN: 1FMCU04191KD97839	Year: 2001	Model: ESCAPE	Case: 1485991511
Name:	Owner Status: Original	WSD: 2000-09-14	
Symptom Desc: PAINT/FINISH APPEARANCE CHIPS/SCRATCHES		Primary Phone:	
Reason Desc: AWA - MULTIPLE REPAIR		Secondary Phon:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ADVISE CUSTOMER CRC WILL FOLLOWUP		
Dealer: 06738 HARRIS FORD INC		Origin Desc: US CONCERN CASE BASE
Odometer: 12000 MI	Comm Type: PHONE	
Analyst Name: DENISE ALPHONSO	Analyst: DALPHONS	
Action Date: 07/18/2001	Action Time: 16.28.28.203	Action Date: No

Caller Information If Different From Vehicle Owner:				
First Name	Middle Initial	Last Name	Day Phone	Relationship

Comments: CUSTOMER SAYS: = CUST STATES THAT HE IS CONCERNED ABOUT THE PAINT JOB ON THE VEH = CUST STATES THAT THE PAINT WAS CHIPPING ON THE VEH EVER SINCE HE HAS HAD THE VEH = CUST STATES THAT THE PAINT IS CHIPPING ON THE HOOD AND THE SIDE PANELS = CUST WOULD LIKE THE PAINT JOB TO BE CORRECT PER CUSTOMER, DEALER SAYS: = HARRIS FORD CAC ADVISED: - CRC UNABLE TO REACH DEALER - CRC WILL RECONTACT DEALER NEXT BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER
INFERENCE CASE ID: 5236

All Action Details for Issue

Print

VIN: 1FMCUB4181KD97939	Year: 2001	Model: ESCAPE	Case: 1466991511
Name	Owner Status: Original	WSD: 2000-09-14	
Symptom Desc: PANELSUNBODY ATTACHMENT		Primary Phone	
Reason Desc: PARTS - BACKORDER DELAY		Secondary Pho	
Issue Type: 03 CONCERN	Issue Status: CLOSED		

Action: ADVISE CUSTOMER CAC WILL FOLLOW-UP		
Dealer: 06738 HARRIS FORD INC		Origin Desc: US CONCERN CASE BASE
Odometer: 12000 MI	Comm Type: PHONE	
Analyst Name: CHRISTINA HOLT	Analyst: GHOLT	
Action Date: 08/21/2001	Action Time: 13.27.51.716	Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -VEH WAS IN AN ACCIDENT -CUST. BROUGHT VEH TO A NON-FORD COLLISION CENTER -THEY ARE UNABLE TO REPAIR THE VEH BECAUSE THEY CANNOT GET THE PARTS FROM FORD -VEH HAS BEEN THERE FOR MORE THAN THREE WEEKS -PART IS FOR THE BODY OF THE VEH -PART ORDERED THROUGH HARRIS FORD -NAME OF THE COLLISION CENTER : ARA COLLISION PER CUSTOMER, DEALER SAYS: -PARTS ARE ON NATIONAL BACKORDER CAC ADVISED: -CRC UNABLE TO REACH DEALER -CRC WILL RECONTACT DEALER NEXT BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WTH CUSTOMER -OBC MADE TO DEALERSHIP -BOB IN PARTS NOT AVAILABLE -LEFT MESSAGE WITH ECH DEALER#: 1-888-364-0916 EXT. 3192 INFERENCE CASE ID: 4893

Action: OUTBOUND CALL TO DEALER		
Dealer: 06738 HARRIS FORD INC		Origin Desc: MANUAL - PHONE CSR
Odometer: 12000 MI	Comm Type: PHONE	
Analyst Name: CHRISTINA HOLT	Analyst: GHOLT	
Action Date: 08/21/2001	Action Time: 14.58.45.795	Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -OBC MADE TO DEALERSHIP -SPOKE TO BOB, PARTS MANAGER -PART HAS ARRIVED AT THE DEALERSHIP

Action: OUTBOUND CALL TO FORD/MERCURY CUSTOMER		
Dealer: 06738 HARRIS FORD INC		Origin Desc: MANUAL - PHONE CSR
Odometer: 12000 MI	Comm Type: PHONE	
Analyst Name: CHRISTINA HOLT	Analyst: GHOLT	
Action Date: 08/21/2001	Action Time: 14.58.45.795	Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -OBC MADE TO CUST. -ADVISED CUST. THAT PART HAS ARRIVED

Action: PARTS ORDER STATUS - NATIONAL BACKORDER

Dealer: 08738 HARRIS FORD INC

Odometer: 12000 MI

Analyst Name: KARL ALBAECK

Action Date: 06/28/2001

Comm Type: PHONE

Analyst: K-ALBAEC

Action Time: 19.18.19.948

Origin Desc: DEALER

Action Data: No

Comments PARTS ARE STILL ON BACKORDER..CUSTOMER ADVISED

Action: FORD COVERED REPAIR MADE - WARRANTY

Dealer: 08738 HARRIS FORD INC

Odometer: 12000 MI

Analyst Name: KARL ALBAECK

Action Date: 07/03/2001

Comm Type: PHONE

Analyst: K-ALBAEC

Action Time: 17.48.03.666

Origin Desc: DEALER

Action Data: No

Comments PARTS ON NATIONAL BACK ORDER. CUSTOMER ADVISED

All Action Details for Issue

Print

VIN: 1FMCU04191KD97998	Year: 2001	Model: ESCAPE	Case: 1465991511
Name:	Owner Status: Original	WSD: 2000-08-14	
Symptom Desc: PAINT/FINISH APPEARANCE BUBBLED/PEELED		Primary Phone:	
Reason Desc: PARTS - BACKORDER DELAY		Secondary Phor	
Issue Type: 03 CONCERN	Issue Status: CLOSED		

Action: ADVISE CUSTOMER OF DEALER'S RESPONSE

Dealer: 08736 HARRIS FORD INC	Origin Desc: US CONCERN CASE BASE
Odometer: 12000 MI	Comm Type: MAIL
Analyst Name: SAMSON PEREIRA	Analyst: SPEREIRA
Action Date: 06/27/2001	Action Time: 21.20.42.801
	Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: LETTER DATED MAY 2ND 2001 = CUST HAD STALLING PROBLEMS ON HIS VEHICLE = CUST WANTS TO RETURN THE CAR AND MOVE ON = CUST WILL NEVER BUY ANOTHER FORD AND WILL NEVER RECOMMEND HARRIS FORD = CUST SAYS HIS TRIM PIECE THAT WAS SHIPPED FROM FORD WAS THE WRONG ONE = CUST SAYS HIS KEYS WERE LOCKED SOMEWHERE IN THE SERVICE BUILDING = CUST SAYS THE PAINT REPAIR WAS HORRIBLE. IT WAS POORLY MATCHED IN COLOR AND TEXTURE PER CUSTOMER, DEALER SAYS: HARRIS FORD CAC ADVISED: - INFORM CUSTOMER OF UPDATED PARTS STATUS - REQUEST DEALER TO CONTACT CUSTOMER TO INFORM WHEN REPAIR WILL BE SCHEDULED/COMPLETED. INFERENCE CASE ID: 4892

Action: FORD COVERED REPAIR MADE - WARRANTY

Dealer: 08736 HARRIS FORD INC	Origin Desc: DEALER
Odometer: 12000 MI	Comm Type: PHONE
Analyst Name: KARL ALBAECK	Analyst: K-ALBAEC
Action Date: 07/03/2001	Action Time: 17.48.18.185
	Action Date: No

Comments PARTS ON NATIONAL BACK ORDER CUSTOMER ADVISED

All Action Details for Issue

Print

VIN: 1FMCU04191K097839 Year: 2001 Model: ESCAPE Case: 1468991511
Name: Owner Status: Original WSD: 2000-09-14
Symptom Desc: Primary Phone:
Reason Desc: MISC INQUIRY - HANGUPS Secondary Ph:
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: HANG-UP
Dealer: Origin Desc: MANUAL - NO CUSTOMER
Odometer: 1 MI Coman Type: PHONE
Analyst Name: VAUGHN NEMBARD Analyst: VNEMBARD
Action Date: 08/27/2001 Action Time: 13.60.48.748 Action Date: No

Caller Information if Different From Vehicle Owner:

First Name Middle Initial Last Name Day Phone Relationship

Comments: CUSTOMER SAYS: WANTS TO SPEAK WITH SUPERVISOR PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED:

All Action Details for Issue

Print

VIN: 1FMCUJ04181KD67999	Year: 2001	Model: ESCAPE	Case: 1405891511
Name:	Owner Status: Original	WSD: 2000-09-14	
Symptom Desc: PAINT/FINISH APPEARANCE BUBBLED/PEELED		Primary Phone:	
Reason Desc: WARRANTY - BUMPER-TO-BUMPER		Secondary Phon:	
Issue Type: 03 CONCERN	Issue Status: CLOSED		

Action: ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM		
Dealer: 08738 HARRIS FORD INC		Origin Desc: US CONCERN CASE BASE
Odometer: 10000 MI	Comm Type: PHONE	
Analyst Name: LAVERNE MCGARRELL	Analyst: LMGARRE	
Action Date: 05/31/2001	Action Time: 12.58.11.287	Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -CUST STATES THE PAINT ON THE VEH IS PEELING -THE SPOTS ON THE HOOD WERE PAINTED BUT THERE ARE OTHER AREAS ON THE VEH THAT HE IS CONCERNED ABOUT THAT ARE PEELING AND HE FEELS IT IS A DEFECT WITH THE FACTORY PAINT JOB -CUST STATES HE SENT A LETTER TO THE DLRSHIP BUT HE HAS NOT DISCUSSED THIS AGAIN WITH THE DLRSHIP -CUST WANTS TO HAVE THE PAINT FIXED -THE VEH WAS HIT THE OTHER DAY AND IS AT A BODY SHOP FOR REPAIRS BUT THE CUST WILL CONTACT THE DLRSHIP FOR AN APPOINTMENT WHEN HE GETS THE VEH BACK PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR *****OBC TO DLR***** SPOKE TO ASSISTANT SERV MGR CARL, WHO STATED THAT THE CUST CAN SET UP AN APPOINTMENT FOR THEM TO INSPECT THE VEH, IF IT IS A DEFECTIVE PAINT JOB IT WILL BE TAKEN CARE OF UNDER WARRANTY INFERENCE CASE ID: 4905

Action: FORD COVERED REPAIR MADE - WARRANTY		
Dealer: 08738 HARRIS FORD INC		Origin Desc: DEALER
Odometer: 10000 MI	Comm Type: PHONE	
Analyst Name: HARRIS FORD INC	Analyst: F74024	
Action Date: 08/15/2001	Action Time: 13.44.32.233	Action Data: No

Comments PAINT HAS A BUBBLE IN AND REPAIRS BEING MADE UNDER WARRANTY CUSTOMER RELATION MANAGER HANDLING

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
3/4/2002 CLOSED	OAC - OTHER CONCERN INQUIRY	1FMCU04161KB13716 472400582	2001 ESCAPE	02
9/12/2001 CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1FMCU04161KB13716 573482551	2001 ESCAPE	02
9/12/2001 CLOSED	MISC INQUIRY - CSR OBC	1FMCU04161KB13716 573482551	2001 ESCAPE	01

All Action Details for Issue

Print

VIN: 1FMCU04161KB13716 Year: 2001 Model: ESCAPE Case: 472400562
 Name: Owner Status: Subsequent W80: 2001-04-21
 Symptom Desc: ENGINE GENERAL CONCERN MISSING COMPS. Primary Phon
 Reason Desc: OAC - OTHER CONCERN/INQUIRY Secondary Phone:
 Issue Type: D2 INFORMATION Issue Status: CLOSED

Action: OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
 Dealer: 01082 NORRIS FORD Origin Desc: MARKETING ASSOCIATES
 Odometer: 8235 MI Comm Type: MAIL
 Analyst Name: CHRISTIN KEITH Analyst: CKEITH5
 Action Date: 02/26/2002 Action Time: 13.07.20.834 Action Date: Yes

Comments GENE ALLEN, CSM, ATLANTA ATTN: RON SULLIVAN

Data Element Name	Data Value
CERTIFICATE AMOUNT	4700

Action: OPEN OAC TO PREVIOUS OWNER
 Dealer: 01082 NORRIS FORD Origin Desc: MARKETING ASSOCIATES
 Odometer: 8235 MI Comm Type: MAIL
 Analyst Name: CHRISTIN KEITH Analyst: CKEITH5
 Action Date: 02/26/2002 Action Time: 13.08.28.610 Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
CUSTOMER NAME	WALTER WEHMEYER
STREET ADDRESS	174 CHESTNUT OAK DRIVE
CITY	PIKENSSTNUT OAK DRIVE
STATE	SCKENSSTNUT OAK DRIVE
ZIP	29671N8STNUT OAK DRIVE

Action: CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED
 Dealer: 01082 NORRIS FORD Origin Desc: MARKETING ASSOCIATES
 Odometer: 8235 MI Comm Type: MAIL
 Analyst Name: CHRISTIN KEITH Analyst: CKEITH5
 Action Date: 03/04/2002 Action Time: 14.45.31.688 Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
REDEEMED DATE	11-30-2001UT OAK DRIVE
REPLACEMENT VIN	2K82244801UT OAK DRIVE

All Action Details for Issue

Print

VIN: 1FMCU04161KB13718 Year: 2001 Model: ESCAPE Case: 573482561
Name: Owner Status: Original WBD: 2001-04-21
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP Primary Phone:
Reason Desc: DEALERSHIP - UNABLE TO DUPLICATE CONCERN Secondary Phone:
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
Dealer: 01082 NORRIS FORD Origin Desc: US CONCERN CASE BASE
Odometer: 4000 MI Comm Type: PHONE
Analyst Name: SUZETTE ROYAL Analyst: SROYAL
Action Date: 09/12/2001 Action Time: 20.05.15.812 Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -VEH STALLED ONCE ON HWY -WANT TO LET FORD KNOW THAT THIS HAD HAPPENED -VEH HAS NO OTHER CONCERNS AT THIS TIME PER CUSTOMER, DEALER SAYS: -NO PROBLEM FOUND CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

All Action Details for Issue

Print

VIN: 1FMCU04101KB13716 Year: 2001 Model: ESCAPE Case: 873482551
Name: Owner Status: Original WSD: 2001-04-21
Symptom Desc: Primary Phone:
Reason Desc: MISC INQUIRY - CSR OBC Secondary Ph:
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: CUSTOMER FOCUS - LEFT MESSAGE TO CALLBACK

Dealer: Origin Desc: MANUAL - CORRESPONDENCE CSR

Odometer: 1 MI Comm Type: SURVEY

Analyst Name: LAKEISHA HARRISON Analyst: LHARRIS

Action Date: 09/12/2001 Action Time: 15.53.37.836 Action Date: No

Comments CUSTOMER SAYS: SURVEY -CUST SITE'S DISSATISFACTION THAT VEH STALLED ON A FOUR LANE HIGHWAY AND WHEN IT WAS PLACED IN PARK THAT WAS WHEN IT STARTED -DLRSHIP CAN NOT FIND WHY THE VEH STALLED. HAS CURRENTLY HEARD OF A RECALL ON FAULTY IGNITION'S PER CUSTOMER, DEALER SAYS: NORRIS FORD-PICKENS, SOUTH CAROLINA CAC ADVISED: CUSTOMER FOCUS - LEFT MESSAGE TO CALLBACK ON ANS MACHINE REGARDING SURVEY COMMENTS

ERS2-827 0688

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
8/17/2002 CLOSED	RAV - NUMBER OF REPAIR ATTEMPTS	1FMYU041X1KE98042 1362531762	2001 ESCAPE	08
7/29/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMYU041X1KE98042 1362531762	2001 ESCAPE	02
7/12/2002 CANCEL	CI - DEMAND LETTER	1FMYU041X1KE98042 1362531762	2001 ESCAPE	04
8/25/2002 CLOSED	MISC INQUIRY - COMPANY ADDRESS REQUEST	1FMYU041X1KE98042 1362531762	2001 ESCAPE	01

All Action Details for Issue

Print

VIN: 1FMYU041X1KE98042 Year: 2001 Model: ESCAPE Case: 1362531762
 Name: Owner Status: Original WSD: 2001-08-18
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP Primary Phone:
 Reason Desc: RAV - NUMBER OF REPAIR ATTEMPTS Secondary Phor
 Issue Type: 08 RAV Issue Status: CLOSED

Action: OPEN CASE FOR LEMON LAW ELIGIBLE REFUND - OWNED
 Dealer: 07987 MALL OF GEORGIA FORD Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES
 Odometer: 17175 MI Comm Type: MAIL
 Analyst Name: ANTHONY WEAKLAND Analyst: A-WEAKLA
 Action Date: 09/13/2002 Action Time: 18.08.34.243 Action Data: Yes

Comments NO COMMENTS ADDED

Data Element Name	Data Value
UPLOAD DATE	07-22-2002
TAG #	2876033
VEHICLE VALUE AMOUNT	18350
NET LOSS AMOUNT	6339
DEVIATION FOR MILEAGE AMOUNT	
DEVIATION FOR UPGRADE	
DEVIATION FOR OVERALLOWANCE	
DEVIATION FOR NEGATIVE EQUITY	
DEVIATION FOR OTHER	

Action: RECORD CHECK ISSUANCE FOR LEMON LAW ELIGIBLE REFUND
 Dealer: 07987 MALL OF GEORGIA FORD Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES
 Odometer: 17175 MI Comm Type: MAIL
 Analyst Name: HILDRETH, CYNTHIA Analyst: C-HILDR2
 Action Date: 09/17/2002 Action Time: 10.32.02.403 Action Data: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
CHECK REQUEST DATE	09-16-2002
CHECK ISSUE DATE	09-17-2002
CHECK AMOUNT	18402.19
CHECK AMOUNT	4286.73
CHECK AMOUNT	
CHECK AMOUNT	
CHECK #	78488
CHECK #	78489
CHECK #	
CHECK #	
PAYEE	PEOPLEFIRST FINANCE, LLC
PAYEE	MICHELLE THOMPSON
PAYEE	
PAYEE	

All Action Details for Issue

Print

VIN: 1FMYLD41X1KE98042	Year: 2001	Model: ESCAPE	Case: 1382531782
Name:	Owner Status: Original	WSD: 2001-08-18	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone:	
Reason Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY		Secondary Ptn	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM		
Dealer: 07987 MALL OF GEORGIA FORD		Origin Desc: US CONCERN CASE BASE
Odometer: 16500 MI	Comm Type: PHONE	
Analyst Name: MELISSA HALFYARD	Analyst: MHALFYAR	
Action Date: 06/25/2002	Action Time: 10.02.26.784	Action Date: No

Comments CUSTOMER SAYS: - THE VEH STALLED TWICE IN NOVEMBER - AND IT STALLED AGAIN THIS MORNING - I AM GOING FOR THE FINAL REPAIR ATTEMPT AND WILL PERSUE THIS AS A LEMON - OCCURS WHILE DRIVING ON A DECLINE AT 40 MPH AND IT WILL STALL AND ALL OF INDICATORS WILL COME PER CUSTOMER, DEALER SAYS: MALL OF GEORGIA FORD (770) 932 - 4080 - WHERE THE CUST PURCHASED VEH A S A DEMO - WHERE VHE HAS BEEN SRVC'D PREVIOUS IN NOVEMBER DLR WAS UNABLE TO DUPLICATE THE CONCERN CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/DM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR - CSR ADVISED CUST THAT ONCE SHE HAS THE VEH SRVC'D IF THE DLR/SHIP IS UNABLE TO RESOLVE THIS ISSUE TO CONTACT US BACK AND ANYONE THAT CUST SPEAKS WITH WILL BE ABLE TO GIVE DIRECTIONS ON HOW TO CONTACT FORD UNDER LEMON LAW INFERENCE CASE ID: 4591

Action: CB-SUPPORT DEALERSHIP'S/REGION'S POSITION		
Dealer: 07987 MALL OF GEORGIA FORD		Origin Desc: US CONCERN CASE BASE
Odometer: 17000 MI	Comm Type: PHONE	
Analyst Name: FRANTZ MALVOISIN	Analyst: FMALVO	
Action Date: 07/29/2002	Action Time: 18.14.32.867	Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -THE VEH IS STALLING ON CUST VEH -THE WILL BE THE FIFTH TIME ON CUST VEH - CALLED BEFORE ABOUT THIS PROBLEM -SPOKE WITH FORD REGION IN CUST AREA ON CUST ISSUE REGARDING RAV ON CUST BEHALF.... -THIS WILL HAPPEN WHILE DRIVING CUST VEH PER CUSTOMER, DEALER SAYS: -NO DLR COMMENTS CAC ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DLR/REGION DECISION CONTACTED CUSTOMER AND SHE REQUESTED A REFUND UNDER LEMON LAW STATUE FOR SAFETY RELATED CONCERN (STALLING). CSM ADVISED REQUEST WOULD BE PROCESSED THROUGH DEALERSHIP. INFERENCE CASE ID: 1639

All Action Details for Issue

Print

VIN: 1FMYJ041X1KE98042 Year: 2001 Model: ESCAPE Case: 1382531762
 Name: Owner Status: Original WSD: 2001-08-18
 Symptom Desc: NO CRANK START TEMP ALL ENGINE TEMP Primary Phone: Secondary Ph:
 Reason Desc: CI - DEMAND LETTER
 Issue Type: O4 REGION Issue Status: CANCEL

Action: OPEN REGION CONTACT

Dealer: 00478 WADE FORD, INC. Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
 Odometer: 8825 MI Comm Type: MAIL
 Analyst Name: PIER WALKER Analyst: PWALKE48
 Action Date: 07/03/2002 Action Time: 14.22.00.288 Action Date: No

Comments DEMAND LETTER DATED: 6/28/02 CI RECEIVED: WEDNESDAY, JULY 03, 2002 CUSTOMER STATES: VEHICLE HAS STALLING PROBLEM CUSTOMER SEEKS: FINAL REPAIR OR FINAL RESOLUTION *SENT CUSTOMER A LETTER OF ACKNOWLEDGEMENT.

Action: LETTER FAXED TO REGION

Dealer: 00478 WADE FORD, INC. Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
 Odometer: 8825 MI Comm Type: MAIL
 Analyst Name: PIER WALKER Analyst: PWALKE48
 Action Date: 07/03/2002 Action Time: 14.27.47.577 Action Date: Yes

Comments NO COMMENTS AVAILABLE

Date Element Name	Date Value
REGION NUMBER	21
DATE RECEIVED	07-02-2002
TIME RECEIVED	12:19
DATE FAXED	07-03-2002
TIME FAXED	13:28

Action: TRANSFER ISSUE

Dealer: 07987 MALL OF GEORGIA FORD Origin Desc: FIELD ORGANIZATION
 Odometer: 8825 MI Comm Type: INTERNET
 Analyst Name: NICOLE COUVREUR Analyst: NCOUVREU
 Action Date: 07/10/2002 Action Time: 16.31.10.010 Action Date: No

Comments NO COMMENTS AVAILABLE

Action: CANCEL ISSUE

Dealer: 07987 MALL OF GEORGIA FORD Origin Desc: FIELD ORGANIZATION
 Odometer: 8825 MI Comm Type: PHONE
 Analyst Name: ROSIGNON, OSCAR (O.) Analyst: OROSIGNO
 Action Date: 07/12/2002 Action Time: 20.41.01.830 Action Date: No

Comments CONTACTED CUSTOMER AND SHE REQUESTED A REFUND UNDER LEMON LAW STATUE FOR SAFETY RELATED CONCERN (STALLING). CSN ADVISED REQUEST WOULD BE PROCESSED THROUGH DEALERSHIP.

All Action Details for Issue

Print

VIN: 1FMYU041X1KE98042 Year: 2001 Model: ESCAPE Case: 1362531762
Name: Owner Status: Original WSD: 2001-08-16
Symptom Desc: Primary Phone
Reason Desc: MISC INQUIRY - COMPANY ADDRESS REQUEST Secondary Phone
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: PROVIDE CUSTOMER WITH REQUESTED INFORMATION

Dealer: 07897 MALL OF GEORGIA FORD Origin Desc: COMPANY INFORMATION CASE
BASE

Odometer: 16500 MI Comm Type: PHONE
Analyst Name: CHRISTOPHER Analyst: CREPCHIK
REPCHIK

Action Date: 08/26/2002 Action Time: Action Date: No
21.59.28.836

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -AS PER THE HISTORICALLY DOCUMENTED CONCERN, CUST HAS TO SEND A WRITTEN LETTER OF ADVISEMENT TO FORD, IN ORDER TO PURSUE THE LEMON LAW PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - U.S. CRC ADDRESS: FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER 16800 EXECUTIVE PLAZA DRIVE, P.O. BOX 6246 DEARBORN, MI 48126 - CANADA CRC ADDRESS: FORD OF CANADA LTD. CUSTOMER RELATIONSHIP CENTRE CANADIAN ROAD, P.O. BOX 2000 OAKVILLE, ON L6J 5E4
INFERENCE CASE ID: 16

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
9/16/2002 CLOSED	PROD/COMP DUR/PERF - REGIONAL ASSISTANCE	1FMCLJ04101KA64304 1484911241	2001 ESCAPE	02
7/22/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMCLJ04101KA64304 1484911241	2001 ESCAPE	02
3/1/2002 CLOSED	PROD/COMP DUR/PERF - REGIONAL ASSISTANCE	1FMCLJ04101KA64304 1484911241	2001 ESCAPE	04
5/4/2001 CLOSED	MISC INQUIRY - GENERAL/OTHER	1FMCLJ04101KA64304 1484911241	2001 ESCAPE	01

All Action Details for Issue

Print

VIN: 1FMCU04101KAB4304	Year: 2001	Model: ESCAPE	Case: 1484811241
Name:	Owner Status: Subsequent	WBD: 2001-03-02	
Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: PROD/COMP DUR/PERF - REGIONAL ASSISTANCE		Secondary Phone:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ADVISE CUST CRC WILL FOLLOW UP		
Dealer: 02815 HACKETTSTOWN FORD, INC.		Origin Desc: US CONCERN CASE BASE
Odometer: 25138 MI	Comm Type: PHONE	
Analyst Name: MATTHEW GRECH	Analyst: MGRECH	
Action Date: 08/15/2002	Action Time: 08.17.31.082	Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -YESTERDAY VEH DIED FOR THE 5TH TIME. -CUST TURNED KEY OFF AND BACK ON AND RE-STARTED THE VEH. -CUST DOES NOT WANT CRC ASSISTANCE IN RESOLUTION AS CUST IS WORKING WITH THE REGION TO EXPLORE LEMON LAW, ETC. PER CUSTOMER, DEALER SAYS: -EACH TIME DLR ADVISES CUST VEH IS REPAIRED. CAC ADVISED: "NO FOLLOW-UP REQUIRED AS CUST IS CALLING TO HAVE ISSUE NOTED AND DOES NOT REQUIRE/REQUEST INTERVENTION FROM CRC; CUST WILL HANDLE. - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? INFERENCE CASE ID: 5408

Action: FORD COVERED REPAIR MADE - WARRANTY		
Dealer: 02815 HACKETTSTOWN FORD, INC.		Origin Desc: DEALER
Odometer: 25138 MI	Comm Type: PHONE	
Analyst Name: HACKETTSTOWN FORD	Analyst: M-BASSD1	
Action Date: 08/16/2002	Action Time: 11.41.47.306	Action Data: No

Comments VEHICLE HAS BEEN REPAIRED WITH ASSISTANCE FROM FSE.

All Action Details for Issue

Print

VIN: 1FMCLD4101KA84304	Year: 2001	Model: ESCAPE	Case: 1484911241
Name:	Owner Status: Subsequent	WSD: 2001-03-02	
Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE		Primary Phone:	
Reason Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY		Secondary Phone:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ADVISE CUST THAT INFORMATION WILL BE DOCUMENTED; THANK/APOLOGIZE
 Dealer: Origin Desc: US CONCERN CASE BASE
 Odometer: 5184 MI Comm Type: PHONE
 Analyst Name: DAWN DUNCAN-WILLIAMS Analyst: DDUNCAN
 Action Date: 05/04/2001 Action Time: 13.52.24.114 Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: =CUST WANT TO SUBMIT A COMPLAINT ABOUT HIS 2001 FOCUS =HE SAID THAT WHILE DRIVING THE ENGINE SHUT DOWN AND THERE WAS NO POWER, HOWEVER HE WAS ABLE TO RESTART THE VEH =HE IS ALSO HAVING A CONCERN WITH A RATTLE NOISE IN THE BACK OF THE WHOLE VEH AND THINKS IT IS THE PNEUMATIC SYSTEM =CUST WANT FORD TO REASSURE HIM THAT WHEN THESE REPAIRS ARE DONE THAT HE WILL NOT HAVE THESE CONCERNS ON HIS NEW VEH =CUST IS IN THE PROCESS OF TAKING HIS VEH TO DLR FOR DIAGNOSIS =VEH IS IN CUST POSSESSION PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - INFORMATION HAS BEEN FORWARDED TO APPROPRIATE DEPARTMENTS - THANK YOU CUSTOMER FOR PROVIDING US THEIR FEEDBACK INFERENCE CASE ID: 4489

Action: CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 Dealer: 02815 HACKETTSTOWN FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 24201 MI Comm Type: PHONE
 Analyst Name: KERRY-ANN MUIRHEAD Analyst: KMUIRHEA
 Action Date: 07/22/2002 Action Time: 18.37.58.242 Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: *-DURING ACCELERATING THE VEH DIES *- CUST BROUGHT THE VEH INTO THE DLR THREE TIMES FOR ENGINE CONCERNS *- CUST DOES NOT FEEL THE DLR IS COMPETENT TO REPAIR THE VEH *- VEH IS DRIVABLE AND CUST WANTS TO HAVE THE VEH REPAIRED ONCE AND FOR ALL PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - CRM/SERV MGR UNAVAILABLE - FORWARDED INFORMATION TO CRM/SERV MGR - REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 1546

All Action Details for Issue

Print

VIN: 1FMCU04101KAB4304 Year: 2001 Model: ESCAPE Case: 1464911241
 Name: Owner Status: Subsequent WSD: 2001-03-02
 Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE Primary Phone
 Reason Desc: PROD/COMP DUR/PERF - REGIONAL ASSISTANCE Secondary Phr
 Issue Type: 04 REGION Issue Status: CLOSED

Action: ADVISE CUSTOMER OF DEALER'S RESPONSE
 Dealer: 02815 HACKETTSTOWN FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 17857 MI Comm Type: PHONE
 Analyst Name: SHIELA PIGEAU Analyst: SPIGEAU
 Action Date: 02/28/2002 Action Time: 09.01.38.043 Action Data: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -THIS THE 3RD TIME THE VEH HAS DIED WHILE DRIVE -ENGINE JUST QUITS WHILE DRIVING -HAS REGISTERED PROBLEM WITH NHTSA -DLR SAID THEY FIXED IT 11/06/01 @ HACKETTSTOWN FORD, -DLR REPAIRED ACCORDING TO TECH HOTLINE -THIS HAPPENED AGAIN THIS MORNING -NOW CUST HAS NO CONFIDENCE IN FORD OR THE VEH -HAS NOT CALLED DLR YET -CUST JUST WANTS FORD TO KNOW WHAT IS GOING ON PER CUSTOMER, DEALER SAYS: CAC ADVISED: - WE SPOKE TO THE SERVICE DEPARTMENT AND HAVE CONFIRMED THAT YOUR VEHICLE HAS NOW BEEN TO THE DEALERSHIP MULTIPLE TIMES - WE HAVE DOCUMENTED YOUR CONCERN AND WILL SEND A COPY TO YOUR DEALERSHIP REQUESTING FURTHER TECHNICAL ASSISTANCE - YOUR CRMSERV MGR WILL CONTACT YOU AS SOON AS THEY HAVE MORE INFORMATION THIS WILL TYPICALLY BE A 1 TIME EVENT, USUALLY DURING A DECEL, WITH NO DTC'S AND NO MIL. THE ENGINE WILL RESTART IMMEDIATELY. WHEN NORMAL DIAGNOSTICS DO NOT PIN POINT THE ROOT CAUSE, REPLACE THE EEC POWER RELAY WITH F0AZ-14N089-A (FOR LOCATION USE 2001 WIRING DIAGRAM SECTIONS 303-079-00-1 CONNECTOR #C1016, 700-06-00-37 BATTERY JUNCTION BOX). CHECK RELAY CONNECTION FOR PIN PUSHOUT. CHECK FOR LOOSE PCM GROUNDS G104 & G105 UNDERNEATH BATTERY TRAY (REMOVE TRAY TO ACCESS GROUNDS), G101 ON TRANSMISSION UNDERNEATH BATTERY TRAY AND G100 ON BULKHEAD. CHECK THE IAC VALVE - IF PART NUMBER IS NOT YF1E-8F716AB REPLACE WITH YF1Z-8F715-AA. CHECK CONNECTORS C270B, C270C, C270D, & C270E FOR LOOSE CONNECTION, CORROSION, WATER INTRUSION, OR TERMINAL/PIN DAMAGE

Action: PART ON ORDER
 Dealer: 02815 HACKETTSTOWN FORD, INC. Origin Desc: DEALER
 Odometer: 17857 MI Comm Type: VISIT
 Analyst Name: HACKETTSTOWN FORD Analyst: M-BASSO1
 Action Date: 02/28/2002 Action Time: 11.48.51.273 Action Data: No

Comments VEHICLE WAS IN DEALERSHIP ON 2/27/02. VEHICLE WAS REPAIRED USING SSN. CUSTOMER TOOK DELIVERY OF VEHICLE FROM SERVICE DEPARTMENT AFTER REPAIRS WERE COMPLETED.

Action: FORD COVERED REPAIR MADE - WARRANTY
 Dealer: 02815 HACKETTSTOWN FORD, INC. Origin Desc: FIELD ORGANIZATION
 Odometer: 17857 MI Comm Type: OTHER
 Analyst Name: CHIARELLO, PAUL (P.J.) Analyst: PCHIAREL
 Action Date: 03/01/2002 Action Time: 17.38.07.741 Action Data: No

Comments PER MIKE BASSO SERVICE MGR, REPAIRS MADE, CUSTOMER HAPPY. PLEASE SEE DEALER'S PREVIOUS COMMENTS.

All Action Details for Issue

Print

VIN: 1FMCU04101KAB4304 Year: 2001 Model: ESCAPE Case: 1464911241
Name: Owner Status: Subsequent WSD: 2001-03-02
Symptom Desc: Primary Phone
Reason Desc: MISC INQUIRY - GENERAL/OTHER Secondary Pho
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: FOUND IN OUTSIDE SOURCE

Dealer: Origin Desc: MANUAL - PHONE CSR
Odometer: 1 MI Comm Type: PHONE
Analyst Name: SHENEL BENTLEY Analyst: SBENTLEY
Action Date: 05/04/2001 Action Time: 12:54:08.511 Action Date: No

Caller Information if Different From Vehicle Owner:

First Name Middle Initial Last Name Day Phone Relationship

Comments CUSTOMER SAYS: - CUST SAYS ORIGINAL CAC WAS SUPPOSE TO CALL HIM BACK IN 10 MINS; - CUST NEEDED TO ADD HIS VIN TO HIS FILE; PER CUSTOMER, DEALER SAYS: CAC ADVISED: - CAC ADVISED CUST THAT SHE HAS NOW INPUTTED HIS VIN IN THE SYSTEM; - CAC UNABLE TO LOCATE THIS CUST FILE, AS THE FILE WAS JUST UPDATED; - CAC ADVISED CUST THAT SHE WILL TRY TO LOCATE THE CAC WHOM WAS HANDLING HIS CASE;

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
1/21/2003 CLOSED	RECALL/ONP - VEHICLE INVOLVEMENT	1FMGU04121KB05584 1553410213	2001 ESCAPE	02

All Action Details for Issue

Print

VIN: 1FMCU04121KB05584	Year: 2001	Model: ESCAPE	Case: 1553410213
Name:	Owner Status: Original	WBD: 2001-04-10	
Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP		Primary Phone	
Reason Desc: RECALL/ONP - VEHICLE INVOLVEMENT		Secondary Ph	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ADVISE CUST NO FSA'S AT THIS TIME		
Dealer: 03952 JOHN KENNEDY FORD, INC.		Origin Desc: US INQUIRY CASE BASE
Odometer: 35000 MI	Comm Type: PHONE	
Analyst Name: JENNIFER BELL	Analyst: JBELL	
Action Date: 01/21/2003	Action Time: 15.20.28.155	Action Data: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -CUST WOULD LIKE INFORMATION ON 02M01 -VEH WAS HAVING STALLING CONCERNS HOWEVER THIS HAS BEEN SINCE TAKEN CARE OF PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - VEHICLE IS NOT INVOLVED IN ANY FIELD SERVICE ACTION/CUSTOMER SATISFACTION PROGRAM AT THIS TIME. - IF IN THE FUTURE YOU WISH TO CHECK AND SEE IF YOUR VEHICLE HAS ANY OPEN SAFETY OR EMISSIONS RECALLS PRESENT AND WOULD PREFER TO USE AN ELECTRONIC MEDIUM, THIS INFORMATION IS ALSO AVAILABLE AT WWW.FORD.COM, CLICK ON CONTACT US, THEN ASK KATE AND CHOOSE RECALLS AS THE TOPIC. ----- -ADVISED THE CUST AS PER INFORMATION ON 02M01 THIS ADDITIONAL COVERAGE PROGRAM WILL ADD 2 YEARS OR 24,000 MILES WHICHEVER OCCURS FIRST, TO THE BASE WARRANTY COVERAGE FOR THE TUBE MOUNTED EGR PRESSURE SENSOR. THIS COVERAGE WILL AUTOMATICALLY TRANSFER TO SUBSEQUENT OWNERS. -ADVISED THE CUST THAT THIS WARRANTY STAYS WITH THE VEH AND HE DOESN'T HAVE TO WORRY ABOUT TRANSFERRING THIS WARRANTY INFERENCE CASE ID: 1040

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
9/7/2001 CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1FMYU03171KA15835 1722810851	2001 ESCAPE	02
9/7/2001 CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1FMYU03171KA15835 1722810851	2001 ESCAPE	02
3/8/2001 CLOSED	ICCD - CUSTOMER INFORMATION ONLY	1FMYU03171KA15835 1722810851	2001 ESCAPE	03

All Action Details for Issue

Print

VIN: 1FMYU03171KA15835 Year: 2001 Model: ESCAPE Case: 1722810851
Name: Owner Status: Original WSD: 2001-01-20
Symptom Desc: PARKING BRAKE INOP/INEFFECTIVE Primary Phone:
Reason Desc: DEALERSHIP - UNABLE TO DUPLICATE CONCERN Secondary Phone:
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
Dealer: 00226 LONG-LEWIS FORD Origin Desc: US CONCERN CASE BASE
Odometer: 10600 MI Comn Type: PHONE
Analyst Name: NATALIE LAWRENCE Analyst: NLAURENC
Action Date: 08/07/2001 Action Time: 19.15.08.082 Action Data: No

Caller Information if Different From Vehicle Owner:

First Name Middle Initial Last Name Day Phone Relationship

Comments CUSTOMER SAYS: -SAID THAT SHE HAS TO PULL THE PARKING BRAKE UP TO STOP THE VEH -SAID THAT SHE WILL LIKE AN ENGINEER TO INSPECT THE VEH -CUST DOESNOT WANT TO DRIVE THE VEH UNTILL IT IS REPAIRED -SAID THAT THE VEH STALLS AND WHEN DRIVING THE STEERING WHEEL LOCKS -CUST IS SEEKING REPAIRS PER CUSTOMER, DEALER SAYS: -SAID THAT THEY DONT KNOW HOW TO FIX THE PROBLEM -SAID THAT THEY HAVE TO CALL FORD TO SEE IF THIS HAS BEEN REPORTED CAG ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED
INFERENCE CASE ID: 4482

AS Action Details for Issue

[Print](#)

VIN: 1FMYU03171KA15035 **Year:** 2001 **Model:** ESCAPE **Case:** 1722510651
Name: **Owner Status:** Original **WSD:** 2001-01-20
Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE **Primary Phone:**
Reason Desc: ICCD - CUSTOMER INFORMATION ONLY **Secondary Phone:**
Issue Type: 08 CONCERN **Issue Status:** CLOSED

Action: ICCD - OUTBOUND SURVEY CONDUCTED

Dealer: **Origin Desc:** ICCD
Odometer: 2000 MI **Comm Type:** PHONE
Analyst Name: TANIA SEWELL **Analyst:** TSEWELL
Action Date: 03/06/2001 **Action Time:** 20.05.12.145 **Action Data:** Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments: CUSTOMER SAYS: THE CUSTOMER LOST ALL POWER IN THE VEHICLE WHILE GOING DOWN A HILL. THE ENGINE CUT OUT AND WOULD NOT START AGAIN. THE CONCERN HAPPENED ONE WEEK AGO. THE CUSTOMER WAS ALSO NOT ABLE TO USE THE BRAKES BECAUSE OF THIS. THE CUSTOMER WAS RELUCTANT TO GIVE ANY MORE INFORMATION ABOUT THE CONCERN. THE CUSTOMER STATED THAT THE CONCERN WAS FIXED BY HIS DEALERSHIP. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: ICCD OUTBOUND SURVEY COMPLETED.

Data Element Name

Data Value

Y
Y

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
4/4/2002 CLOSED	RAV - NUMBER OF REPAIR ATTEMPTS	1FMCU04161KB73303 1774532141	2001 ESCAPE	08
1/26/2002 CLOSED	CI - DEMAND LETTER	1FMCU04161KB73303 1774532141	2001 ESCAPE	04
1/17/2002 CLOSED	SALES - CUST ALLEGES MISREPRESENTATION.	1FMCU04161KB73303 1774532141	2001 ESCAPE	02
1/17/2002 CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1FMCU04161KB73303 1774532141	2001 ESCAPE	02
8/2/2001 CLOSED	MISC INQUIRY - CSR OBC	1FMCU04161KB73303 1774532141	2001 ESCAPE	01

All Action Details for Issue

Print

VIN: 1FMCU04191KB73303	Year: 2001	Model: ESCAPE	Case: 1774632141
Name:	Owner Status: Original	WSD: 2001-06-09	
Symptoms Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone: ...	
Reason Desc: RAV - NUMBER OF REPAIR ATTEMPTS		Secondary Phone:	
Issue Type: 05 RAV	Issue Status: CLOSED		

Action: OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

Dealer: 02624 LITHIA FORD OF CONCORD	Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES
Odometer: 12048 MI	Comm Type: MAIL
Analyst Name: WILSON, LINDA	Analyst: L-WILSON
Action Date: 03/29/2002	Action Time: 12.59.39.833
	Action Data: Yes

Comments NO COMMENTS ADDED

<u>Data Element Name</u>	<u>Data Value</u>
UPLOAD DATE	02-05-2002
TAG #	2938180
VEHICLE VALUE AMOUNT	19925
NET LOSS AMOUNT	5847
DEVIATION FOR MILEAGE AMOUNT	1212
DEVIATION FOR UPGRADE	
DEVIATION FOR OVERALLOWANCE	
DEVIATION FOR NEGATIVE EQUITY	
DEVIATION FOR OTHER	
REPLACEMENT VIN	2K885948

Action: RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT

Dealer: 02624 LITHIA FORD OF CONCORD	Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES
Odometer: 12048 MI	Comm Type: MAIL
Analyst Name: EYVETTE HANSBERRY	Analyst: EHANSBER
Action Date: 04/04/2002	Action Time: 11.49.58.306
	Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
CHECK REQUEST DATE	04-03-2002
CHECK ISSUE DATE	04-04-2002
CHECK AMOUNT	25,772.002
CHECK #	6471363002
PAYEE	LITHIA FORD OF CONCORD

All Action Details for Issue

Print

VIN: 1FMCU04181XB73303	Year: 2001	Model: ESCAPE	Case: 1774832141
Name	Owner Status: Original	WSD: 2001-08-09	
Symptom Desc: STALL/QUITS ACCELERATION HOT ENGINE		Primary Phone:	
Reason Desc: CI - DEMAND LETTER		Secondary Phone:	
Issue Type: 04 REGION	Issue Status: CLOSED		

Action: OPEN REGION CONTACT

Dealer: 02624 LITHIA FORD OF CONCORD	Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Odometer: 11888 MI	Comm Type: MAIL
Analyst Name: CELESTE JACKSON	Analyst: CJACKS84
Action Date: 01/24/2002	Action Time: 13.27.27.184
	Action Data: No

Comments CI RECEIVED DEMAND LETTER DATED 01/19/02 ON 01/24/02*** CUSTOMER STATES CONCERNS WITH VEHICLE STALLING WITHOUT WARNING WHILE DRIVING BETWEEN THIRTY TO FORTY FIVE MILES PER HOUR. SAYS POWER STEERING AND BRAKES ARE ALSO RENDERED DYSFUNCTIONAL, BUT THE ELECTRICAL SYSTEM APPEARS INTACT. VEHICLE RESTARTS AFTER STOPPING. CUSTOMER SEEKS REPLACEMENT OR REFUND OF VEHICLE. CI FORWARDED CUSTOMER CONCERNS TO REGIONAL OFFICE AND SENT THE CUSTOMER A FLEM LETTER.

Action: LETTER FAXED TO REGION

Dealer: 02624 LITHIA FORD OF CONCORD	Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Odometer: 11888 MI	Comm Type: MAIL
Analyst Name: CELESTE JACKSON	Analyst: CJACKS84
Action Date: 01/24/2002	Action Time: 13.36.47.406
	Action Data: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
REGION NUMBER	72
DATE RECEIVED	01-24-2002
TIME RECEIVED	11:48:0002
DATE FAXED	01-24-2002
TIME FAXED	13:35:0002

Action: FORD COVERED REPAIR MADE - WARRANTY

Dealer: 02624 LITHIA FORD OF CONCORD	Origin Desc: FIELD ORGANIZATION
Odometer: 11888 MI	Comm Type: PHONE
Analyst Name: MIRANDA PATRICK	Analyst: MPATRIC8
Action Date: 01/28/2002	Action Time: 12.40.51.038
	Action Data: No

Comments THE STALLING CONCERNS RELATED TO THIS VEHICLE HAVE BEEN REPAIRED UNDER WARRANTY. THE CUSTOMERS REQUEST FOR REFUND / REPLACEMENT HAS BEEN REVIEWED AND THE CUSTOMER IS NOT ELIGIBLE AT THIS TIME.

All Action Details for Issue

Print

VIN: 1FMCU04161KB73303 Year: 2001 Model: ESCAPE Case: 1774532141
Name: Owner Status: Original WSD: 2001-08-08
Symptom Desc: Primary Phone:
Reason Desc: SALES - CUST ALLEGES MISREPRESENTATION Secondary Phc
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: THANK CUST FOR THEIR FEEDBACK, INFO WILL BE FORWARDED TO DLR FO
Dealer: 02924 LITHIA FORD OF CONCORD Origin Desc: US INQUIRY CASE BASE
Odometer: 11700 MI Comm Type: PHONE
Analyst Name: JENNIFER CORREIA Analyst: JCORREIA
Action Date: 01/17/2002 Action Time: 20:58:21.930 Action Data: No

Comments: CUSTOMER SAYS: - CUST STATES VEH SHUT OFF WHILE DRIVING - CUST VERY CONCERNED BUT DOES NOT KNOW WHAT TO DO - VEH STALLS USUALLY AROUND 35 MPH - DLRSHIP REPLACED CPM AFTER THE THIRD STALL - THIS WAS 2000 MILES AGO AND STALLED AGIN TODAY - CUST STATES A/C SHIFTS FROM POINTING @ YOU TO DEFROST AND SHUTS OFF SOMETIME WHEN ACCELERATING DRLSHP SAYS THAT HAPPENS - CUST HAS A NEW VEH SHE IS AFRAID TO DRIVE - CUST SEEKING BUY BACK PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - THANK YOU FOR LETTING FORD KNOW HOW YOU FEEL ABOUT THIS ISSUE. - WHILE FORD IS UNABLE TO TO INTERVENE IN SALES ISSUE BETWEEN AN INDEPENDENT DEALERSHIP AND ITS CUSTOMER WE DO REVIEW THIS INFORMATION WITH THE DEALERSHIP. - WE WILL FORWARD YOUR COMMENTS TO THE DEALERSHIP FOR THEIR CONSIDERATION. INFERENCE CASE ID: 1031

All Action Details for Issue

[Print](#)

VIN: 1FMGU04161KB73309	Year: 2001	Model: ESCAPE	Case: 1774532141
Notes:	Owner Status: Original	WBD: 2001-08-09	
Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: DEALERSHIP - UNABLE TO DUPLICATE CONCERN		Secondary Phn:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
Dealer: 02824 LITHIA FORD OF CONCORD **Origin Desc:** US CONCERN CASE BASE
Odometer: 11700 MI **Comm Type:** PHONE
Analyst Name: JENNIFER CORREIA **Analyst:** JCORREIA
Action Date: 01/17/2002 **Action Time:** 20.58.18.123 **Action Data:** No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: - CUST STATES VEH SHUT OFF WHILE DRIVING - CUST VERY CONCERNED BUT DOES NOT KNOW WHAT TO DO - VEH STALLS USUALLY AROUND 35 MPH - DLRSHIP REPLACED CPM AFTER THE THIRD STALL - THIS WAS 2000 MILES AGO AND STALLED AGIN TODAY - CUST STATES A/C SHIFTS FROM POINTING @ YOU TO DEFROST AND SHUTS OFF SOMETIME WHEN ACCELERATING DRLSHIP SAYS THAT HAPPENS - CUST HAS A NEW VEH SHE IS AFRAID TO DRIVE - CUST SEEKING REPAIR FIRST AND FOREMOST PER CUSTOMER, DEALER SAYS: - NOTHING WRONG WITH THE VEH CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4482

All Action Details for Issue

Print

VIN: 1FMCU04161K873303	Year: 2001	Model: ESCAPE	Case: 1774532141
Name:	Owner Status: Original	WSD: 2001-06-09	
Symptom Desc:		Primary Phone:	
Reason Desc: MISC INQUIRY - CSR OSC		Secondary Phc:	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: CUSTOMER FOCUS - LEFT MESSAGE TO CALLBACK

Dealer:

Origin Desc: MANUAL - CORRESPONDENCE CSR

Odometer:

Comm Type: MAIL

Analyst Name: AMAN HASEBENEBI

Analyst: AHASEBEN

Action Date: 08/02/2001

Action Time: 21.31.39.035 Action Date: No

Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments: CUSTOMER SAYS: VP SURVEY = CUST STATES VEH SHUT OFF WHILE DRIVING, DRL SAID NOTHING WAS WRONG W/ VEH- CUST VERY CONCERNED BUT DONT KNOW WHAT TO DO = CUST STATES A/C SHIFTS FROM POINTING @ YOU TO DEFROST AND SHUTS OFF SOMETIME WHEN ACCELERATING, DRLSHP SAYS THAT HAPPENS . SHIFTER (PARK AND DRIVE) TOO LONG AND IN THE WAY PER CUSTOMER, DEALER SAYS: LITHIA FORD OF CONCORD CAC ADVISED: CUSTOMER FOCUS - LEFT MESSAGE TO CALLBACK >>>> ANSWERING MACHINE >>>>

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
2/8/2002 CLOSED	DEALERSHIP - WORKMANSHIP	1FMYU04191KC57752 1439490312	2001 ESCAPE	02
1/31/2002 CLOSED	PRODUCT INQUIRY - GENERAL/OTHER	1FMYU04191KC57752 1439490312	2001 ESCAPE	01

All Action Details for Issue

Print

VIN: 1FMYU04191KG57752	Year: 2001	Model: ESCAPE	Case: 1439490312
Name:	Owner Status: Original	WSD: 2001-08-20	
Symptom Desc:		Primary Phone	
Reason Desc: DEALERSHIP - WORKMANSHIP		Secondary Phone	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: THANK CUST FOR THEIR FEEDBACK AND ADVISE TO CONTACT SERVICE MGR F
 Dealer: 20886 MAHWAH FORD SALES-SERVICE INC Origin Desc: US INQUIRY CASE BASE
 Odometer: 8300 MI Comm Type: PHONE
 Analyst Name: YVONNE LATTY Analyst: YLATTY
 Action Date: 02/08/2002 Action Time: 15.10.54.298 Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -VEH HASNT STALLED SINCE LAST CONTACT CRC WAS CONTACTED -BUT THE SERVICE DEPT PERSONNEL PROVIDES POOR SERVICE -WILL NOT GO BACK TO THEM FOR SERVICE AFTER YEARS OF BUYING VEH SEVERAL VEHs (8) FROM THEM -STOPEd IN AT A TRILAKES FORD AND THEY REPROGRAMMED PCM -WAS HAPPY THAT THEY WELCOME THEM AND HELPED THEM PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THANK YOU FOR NOTIFYING FORD ABOUT YOUR EXPERIENCE. - PLEASE CONTINUE TO WORK WITH YOUR SERVICE MANAGER TO ACHIEVE RESOLUTION. -DLR CANNOT REPAIR VEH IF THEY CANNOT DUPLICATE THE PROBLEM INFERENCE CASE ID: 1037

All Action Details for Issue

Print

VIN: 1FMYU04191KC57752 Year: 2001 Model: ESCAPE Case: 1438480312
Name: Owner Status: Original WSD: 2001-08-20
Symptom Desc: Primary Phone:
Reason Desc: PRODUCT INQUIRY - GENERAL/OTHER Secondary Phone:
Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: ADVISE CUSTOMER TO CONTACT LOCAL DEALERSHIP

Dealer: Origin Desc: US INQUIRY CASE BASE
Odometer: 4600 MI Comm Type: PHONE
Analyst Name: CHANTELE SHAW Analyst: CSJAW
Action Date: 01/31/2002 Action Time: 12.12.12.035 Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
GEORGE		DUSENBERRY	9737282572	SPOUSE

Comments CUSTOMER SAYS: *3 TIMES IT STALLED WITH HIS WIFE WHILE SHE WAS DRIVING *THE MANGER SUCKS IN THE SERVICE DEPT. *DLRSHIP ADVISE THAT CUST SHOULD BRING THE VEH *WANTED TO KNOW IF THERE WAS ANY CURRENT RECALL OR KNOWN PROBLEM WITH THESE VEH'S PER CUSTOMER, DEALER SAYS: NONE. CAC ADVISED: - WE RELY ON OUR FIRM DEALERS TO PROVIDE NECESSARY TECHNICAL INFO - YOUR DLR IS IN BEST POSITION TO ACCESS AVAILABLE TECHNICAL RESOURCES INFERENCE CASE ID: 934

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
5/1/2002 CLOSED	RAV - NUMBER OF REPAIR ATTEMPTS	1FMYU04141KA46278 363560572	2001 ESCAPE	08
4/16/2002 CLOSED	DSB-REFD PURCH PRICE ROST-DLR CANT REPAIR	1FMYU04141KA46278 363560572	2001 ESCAPE	06
3/20/2002 CLOSED	CI - DEMAND LETTER	1FMYU04141KA46278 363560572	2001 ESCAPE	04
2/28/2002 CLOSED	PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT	1FMYU04141KA46278 363560572	2001 ESCAPE	02
2/26/2002 CLOSED	SALES - CUST ALLEGES MISREPRESENTATION	1FMYU04141KA46278 363560572	2001 ESCAPE	02
2/26/2002 CLOSED	AWA - WITHIN CRITERIA, REQUESTING AWA	1FMYU04141KA46278 363560572	2001 ESCAPE	03

All Action Details for Issue

[Print](#)

VIN: 1FMV11M141KA46278	Year: 2001	Model: ESCAPE	Case: 383680672
Name:	Owner Status: Original	WBD: 2001-03-08	
Symptom Desc: STALL/QUITS ACCELERATION HOT ENGINE		Primary Phone:	
Reason Desc: RAV - NUMBER OF REPAIR ATTEMPTS		Secondary Phone:	
Issue Type: 08 RAV	Issue Status: CLOSED		

Action: OPEN CASE FOR DSB PRIOR RESOLVE REFUND - OWNED

Dealer: 03588 WINCHESTER FORD, INC.	Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES
Odometer: 27315 MI	Comm Type: MAIL
Analyst Name: EYVETTE HANSBERRY	Analyst: EHANSBER
Action Date: 04/30/2002	Action Time: 11.13.02.688
	Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
UPLOAD DATE	04-15-2002
TAG #	2858545002
VEHICLE VALUE AMOUNT	1708045002
NET LOSS AMOUNT	6747045002

Action: ADD ADDITIONAL SYMPTOM CODE

Dealer: 03588 WINCHESTER FORD, INC.	Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES
Odometer: 27315 MI	Comm Type: MAIL
Analyst Name: EYVETTE HANSBERRY	Analyst: EHANSBER
Action Date: 04/30/2002	Action Time: 11.28.36.839
	Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
SYMPTOM CODE	6146836002
SYMPTOM CODE	6116836002

Action: RECORD CHECK ISSUANCE FOR DSB PRIOR RESOLVE REFUND

Dealer: 03588 WINCHESTER FORD, INC.	Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES
Odometer: 27315 MI	Comm Type: MAIL
Analyst Name: EYVETTE HANSBERRY	Analyst: EHANSBER
Action Date: 05/01/2002	Action Time: 08.40.58.225
	Action Data: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

CHECK REQUEST DATE

04-30-2002

CHECK ISSUE DATE

05-01-2002

CHECK AMOUNT

9,124-2002

CHECK AMOUNT

14,8722002

CHECK #

CHECK #

PAYEE

PAYEE

FNUZ-BALI MORG SERCENTER CO

Action: DEMARS RECEIVES DEALER REPORT
Dealer: 03568 WINCHESTER FORD, INC.
Odometer: 27315 MI
Analyst Name: PATRICIA MOLDENHAUER
Action Date: 03/22/2002

Comms Type: FAX
Analyst: PMOLDENH
Action Time: 15.50.32.988

Origin Desc: DEMARS
Action Date: No

Comments WINCHESTER FORD

Action: PRIOR RESOLVE - VEHICLE REFUND-MEETS PRESUMPTION OF LEMON LAW
Dealer: 03568 WINCHESTER FORD, INC. Origin Desc: PHOENIX GROUP
Odometer: 27315 MI Comms Type: FAX
Analyst Name: SHAWN LEWIS Analyst: SLEWISS8
Action Date: 04/11/2002 Action Time: 14.11.48.111 Action Date: Yes

Comments WE HAVE BEEN ADVISED THAT THE CUSTOMER HAS ACCEPTED A REFUND

Data Element Name	Data Value
DATE OF LETTER TO CUSTOMER	04-11-2002
40 DAY DELAY CODE	04-11-2002

Action: PRIOR RESOLVE AWARD COMPLETED
Dealer: 03568 WINCHESTER FORD, INC. Origin Desc: CONSUMER AFFAIRS - DSB
Odometer: 27315 MI Comms Type: FAX
Analyst Name: LAVERNE NAIZE Analyst: LNAIZE
Action Date: 04/15/2002 Action Time: 12.12.16.274 Action Date: Yes

Comments CUSTOMER ACCEPTS REFUND OFFER FROM DRS, WITH MILEAGE CHARGES ASSESSED AT FIRST REPAIR OF 11,663MILES, MULTIPLIED BY .156 A MILE. UPLOAD COMPLETED AND TRANSMITTED 4/12/02

Data Element Name	Data Value
DATE AWARD PERFORMANCE COMPLETED	04-12-2002
30 DAY DELAY CODE	04-12-2002

BR82-827 8718

All Action Details for Issue

Print

VIN: 1FMYU04141KA46278 Year: 2001 Model: ESCAPE Case: 383500672
 Name: Owner Status: Original WSD: 2001-03-08
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP Primary Phone: F
 Reason Desc: C1 - DEMAND LETTER Secondary Phone: . . .
 Issue Type: 04 REGION Issue Status: CLOSED

Action: OPEN REGION CONTACT

Dealer: 03588 WINCHESTER FORD, INC. Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
 Odometer: 27085 MI Comm Type: MAIL
 Analyst Name: CELESTE JACKSON Analyst: CJACK884
 Action Date: 03/13/2002 Action Time: 14.19.02.152 Action Date: No

Comments C1 RECEIVED DEMAND LETTER DATED 02-25-02 ON 03-12-02 CUSTOMER STATES VEHICLE STALLS AT SPEEDS IN EXCESS OF 40 MPH, LOSES POWER AND CONTROL, HESITATES AT STOP SIGNS AND LIGHTS. CUSTOMER SEEKS FINAL RESOLUTION. C1 FORWARDED CUSTOMER CONCERNS TO REGIONAL OFFICE AND SENT THE CUSTOMER A FLEM LETTER.

Action: LETTER FAXED TO REGION

Dealer: 03588 WINCHESTER FORD, INC. Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
 Odometer: 27085 MI Comm Type: MAIL
 Analyst Name: CELESTE JACKSON Analyst: CJACK884
 Action Date: 03/13/2002 Action Time: 14.20.12.679 Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
REGION NUMBER	27
DATE RECEIVED	03-12-2002
TIME RECEIVED	12:13:00
DATE FAXED	03-12-2002
TIME FAXED	14:48:00

Action: NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"

Dealer: 03588 WINCHESTER FORD, INC. Origin Desc: FIELD ORGANIZATION
 Odometer: 27085 MI Comm Type: OTHER
 Analyst Name: SHELVA CLEMONS Analyst: SCLEMONS
 Action Date: 03/20/2002 Action Time: 13.25.44.420 Action Date: No

Comments DEALERSHIP COULD NOT DUPLICATE THE CONCERN.....

All Action Details for Issue

Print

VIN: 1FMYU04141KA48278 Year: 2001 Model: ESCAPE Case: 363580572
Name: Owner Status: Original WSD: 2001-03-08
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP Primary Phone: !
Reason Desc: PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT Secondary Phr
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: ADVISE CUST NO REPAIR PROCEDURES AVAILABLE

Dealer: 03588 WINCHESTER FORD, INC.

Origin Desc: US CONCERN CASE BASE

Odometer: 27000 MI

Comm Type: PHONE

Analyst Name: KERRY-ANN MUIRHEAD

Analyst: KMURHEA

Action Date: 02/26/2002

Action Time: 15.03.38.791

Action Date: No

Comments CUSTOMER SAYS: *- VEH STALLS AND IT IS LOOSING POWER *- DLRSHIP CANNOT FIND A FIX FOR THE CONCERN *- CUST WANTS TO VEH TO BE REPAIRED PER CUSTOMER, DEALER SAYS: NONE: CAC ADVISED: - THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN - WE HAVE CONFIRMED THAT FORD ENGINEERING IS CURRENTLY DEVELOPING A REPAIR PROCEDURE - PLEASE STAY IN CONTACT WITH YOUR DEALERSHIP FOR ANY UPDATES - THEY WILL CONTACT YOU AS SOON AS A REPAIR PROCEDURE BECOMES AVAILABLE - (NOTE TO CSR: IF CUSTOMER ASKS FOR TIMELINES, INFORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELINES, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP) OBC TO DLR AND S/M ROY VERIFIED THAT THERE IS A NO FIX FOR VEH AND DLRSHIP CONTACTED TECH HOTLINE AND STILL NO REPAIRS FOR THIS CONCERN INFERENCE CASE ID: 5401

All Action Details for Issue

Print

VIN: 1FMY1W141KAR77R	Year: 2001	Model: ESCAPE	Case: 383580672
Name:	Owner Status: Original	WSD: 2001-03-08	Primary Phone
Symptom Desc: STALL/QUITS AT IDLE HOT ENGINE		Secondary P	
Reason Desc: AWA - WITHIN CRITERIA, REQUESTING AWA			
Issue Type: 03 CONCERN	Issue Status: CLOSED		

Action: ADVISE CUSTOMER OF DEALER'S RESPONSE		
Dealer: 03688 WINCHESTER FORD, INC.		Origin Desc: US CONCERN CASE BASE
Odometer: 27000 MI	Comm Type: PHONE	
Analyst Name: DENISE WALTON	Analyst: DWALTON4	
Action Date: 02/28/2002	Action Time: 10:04:42.639	Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments: CUSTOMER SAYS: =LAST 6MTHS HAVING CONCERNS VEH STALLS AND LOOSES PWR VEH IS AT THE DLR FOR 5TH -6TH TIME =DLR NOT ABLE TO REPAIR OR EXPLAIN WHY THIS IS HAPPENING =CUST IS SEEKING REIMBURSEMENT OR A NEW VEH CUST WIFE WHO THE VEH BELONGS DOES FEEL SAFE PER CUSTOMER, DEALER SAYS: =TODAY WE HOPE WE CAN FIX CALL THE NUMBER IN YOUR BOOK =CONTACTED TECH AND LOOKED AT ANOTHER VEH WITH THE SAME CONCERN AND THERE IS NO REPAIR CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION, TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? -OBC TO DLR CSR SPOKE WITH PETE WHO STATES THAT BEST TECH WORKING ON VEH AND CUST CAN SPEAK TO HIM ABOUT CONCERN INFERENCE CASE ID: 6417

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
3/16/2002 CLOSED	LEMON LAW, CUST MENTIONS - DATA ONLY	1FMYU03171KF82183 518100021	2001 ESCAPE	01
3/16/2002 CLOSED	SALES - CUST ALLEGES MISREPRESENTATION	1FMYU03171KF82183 518100021	2001 ESCAPE	02
3/16/2002 CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1FMYU03171KF82183 518100021	2001 ESCAPE	02
3/16/2002 CLOSED	DEALERSHIP - WORKMANSHIP	1FMYU03171KF82183 518100021	2001 ESCAPE	02
3/1/2002 CLOSED	WARRANTY - BUMPER-TO-BUMPER	1FMYU03171KF82183 518100021	2001 ESCAPE	03
1/3/2001 CLOSED	PROD/COMP DURPERF - VEHICLE QUALITY	1FMYU03171KF82183 518100021	2001 ESCAPE	02
1/2/2001 CLOSED	PARTS - BACKORDER DELAY	1FMYU03171KF82183 518100021	2001 ESCAPE	02

All Action Details for Issue

Print

VIN: 1FMYU03171KF82183	Year: 2001	Model: ESCAPE	Case: 618100021
Name:	Owner Status: Original	WSD: 2000-12-27	
Symptom Desc:		Primary Phone:	
Reason Desc: LEMON LAW, CUST MENTIONS - DATA ONLY		Secondary Phone:	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY	
Dealer: 04570 BLJEBONNET MOTORS, INC.	Origin Desc: US REDIRECT CASE BASE
Odometer: 23432 MI	Comm Type: PHONE
Analyst Name: ARLENE PEARCE-ELLIOTT	Analyst: APEARCE
Action Date: 03/16/2002	Action Time: 12:49:53.600 Action Date: No

Comments CUSTOMER SAYS: LEMON LAW PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - LEMON LAWS ENABLE AMERICAN CUSTOMERS TO TAKE SPECIFIC LEGAL ACTION AGAINST VEHICLE MANUFACTURERS FOR NOT HONOURING A NEW VEHICLE WARRANTY; ALL 50 STATES IN THE U.S. HAVE LEMON LAWS, ALTHOUGH THE LAWS VARY FROM STATE TO STATE - TO THE EXTENT YOUR STATE LAW ALLOWS, FORD MOTOR COMPANY REQUIRES THAT YOU FIRST SEND US A WRITTEN NOTIFICATION OF ANY DEFECTS OR NON-CONFORMITIES THAT YOU HAVE EXPERIENCED WITH YOUR VEHICLE - THIS WILL GIVE US THE OPPORTUNITY TO MAKE ANY NEEDED REPAIRS BEFORE YOU PURSUE THE REMEDIES PROVIDED BY YOUR STATE'S LAW - SEND YOUR WRITTEN NOTIFICATION TO: FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER 18800 EXECUTIVE PLAZA DRIVE DEARBORN, MICHIGAN 48121 - NOTE TO CSR: REMEMBER TO ALSO USE THE PRODUCT CONCERN CASE BASE ACCORDINGLY TO DOCUMENT THE VEHICLE'S CONCERN(S). INFERENCE CASE ID: 99

All Action Details for Issue

Print

VIN: 1FMYU03171KF82183 Year: 2001 Model: ESCAPE Case: 518100021
Name: Owner Status: Original W80: 2000-12-27
Symptom Desc: Primary Phone: Secondary Phone:
Reason Desc: SALES - CUST ALLEGES MISREPRESENTATION
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: THANK CUST FOR THEIR FEEDBACK, INFO WILL BE FORWARDED TO DLR FO
Dealer: 04570 BLUEBONNET MOTORS, INC. Origin Desc: LS INQUIRY CASE BASE
Odometer: 23432 MI Comn Type: PHONE
Analyst Name: ARLENE PEARCE-ELLIOTT Analyst: APEARCE
Action Date: 03/16/2002 Action Time: 12:48:51.898 Action Date: No

Comments CUSTOMER SAYS -CUST SAYS THAT HE IS CALLING BECAUSE HIS VEH STALL AND DLR IS UNABLE TO GET AN ERROR CODE ON THE VEH PROBLEM -CUST SAYS THAT DLR IS UNABLE TO DUPLICATE THE PROBLEM -CUST SAYS THAT THE ENGINE TURNS OUT COMPLETELY -CUST SAYS THE VEH DOES NOT GIVE ANY WARNING AND THAT THE IDLE DOES NOT DROP -CUST SAYS THAT THE VEH IS AT THE DLR -CUST SAYS THIS IS NOT A COMPLAINT ABOUT THE DLR -CUST SAYS HE ALSO KNOW OF DLR WHO HAVE BEEN ABLE TO DUPLICATE THE CONCERN BUT STILL NOT ABLE TO FIX THE PROBLEM -CUST SAYS THAT HE FEELS IT IS AN ELETRICAL ISSUE TO DO WITH THE IGNITION SWITCH -CUST SAYS HE SUGGESTS THAT FORD SHOLLUD BUY BACK ONE OF THE VEH WITH THE PROBLEM AND RUN IT SO THEY CAN DUPLICATE THE PROBLEM -CUST SAYS CONCERN ABOUT HIS FAMILY SAFETY -CUST SAYS HE WANTS TO WORK IT OUT WITH FORD AND HE DOES NOT WANT TO REACH TO THE POINT WHERE HE WOULD HAVE TO FILE THE LEMON LAW -CUST SAYS HE WANTS FOR TO REPLACE THE VEH OR REPAY THE PURCHASING PRICE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THANK YOU FOR LETTING FORD KNOW HOW YOU FEEL ABOUT THIS ISSUE. - WHILE FORD IS UNABLE TO TO INTERVENE IN SALES ISSUE BETWEEN AN INDEPENDENT DEALERSHIP AND ITS CUSTOMER WE DO REVIEW THIS INFORMATION WITH THE DEALERSHIP. - WE WILL FORWARD YOUR COMMENTS TO THE DEALERSHIP FOR THEIR CONSIDERATION. INFERENCE CASE ID: 1031

All Action Details for Issue

Print

VIN: 1FMYL02171KF82183 Year: 2001 Model: ESCAPE Case: 518100021
Name: Owner Status: Original WSD: 2000-12-27
Symptom Desc: STALL/QUITS DECELERATION ALL ENGINE TEMP Primary Phone
Reason Desc: DEALERSHIP - UNABLE TO DUPLICATE CONCERN Secondary Phone:
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN
Dealer: 04570 BLUEBONNET MOTORS, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 23432 MI Comm Type: PHONE
Analyst Name: ARLENE PEARCE-ELLIOTT Analyst: APEARCE
Action Date: 03/18/2002 Action Time: 12:49:51.285 Action Data: No

Comments CUSTOMER SAYS: -CUST SAYS THAT HE IS CALLING BECAUSE HIS VEH STALL AND DLR IS UNABLE TO GET AN ERROR CODE ON THE VEH PROBLEM -CUST SAYS THAT DLR IS UNABLE TO DUPLICATE THE PROBLEM - CUST SAYS THAT THE ENGINE TURNS OUT COMPLETELY -CUST SAYS THE VEH DOES NOT GIVE ANY WARNING AND THAT THE IDLE DOES NOT DROP -CUST SAYS THAT THE VEH IS AT THE DLR -CUST SAYS THIS IS NOT A COMPLAINT ABOUT THE DLR -CUST SAYS HE ALSO KNOW OF DLR WHO HAVE BEEN ABLE TO DUPLICATE THE CONCERN BUT STILL NOT ABLE TO FIX THE PROBLEM -CUST SAYS THAT HE FEELS IT IS AN ELETRICAL ISSUE TO DO WITH THE IGNITION SWITCH -CUST SAYS HE SUGGESTS THAT FORD SHOLLID BUY BACK ONE OF THE VEH WITH THE PROBLEM AND RUN IT SO THEY CAN DUPLICATE THE PROBLEM -CUST SAYS CONCERN ABOUT HIS FAMILY SAFETY -CUST SAYS HE WANTS TO WORK IT OUT WITH FORD NAD HE DOES NOT WANT TO REACH TO THE POINT WHERE HE WOULD HAVE TO FILE THE LEMON LAW -CUST SAYS HE WANTS FOR TO REPLACE THE VEH OR REPAY THE PURCHASING PRICE PER CUSTOMER, DEALER SAYS: DLR TOLD CUST THAT THEY CAN NOT DUPLICATE CAG ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED -ADV CUST THAT FORD GOAL IS TO FIX AND REPAIR THE VEH AND THAT HE CAN TALK TO HIM DLR ABOUT ANY TRADING INFERENCE CASE ID: 4482

ER82-827 8727

All Action Details for Issue

Print

VIN: 1FMYL03171KF62183 Year: 2001 Model: ESCAPE Case: 616100021
Name: Owner Status: Original WSD: 2000-12-27
Symptom Desc: Primary Phone: Secondary Phone:
Reason Desc: DEALERSHIP - WORKMANSHIP
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: THANK CUST FOR THEIR FEEDBACK AND ADVISE TO CONTACT SERVICE MGR F
Dealer: 04570 BLUEBONNET MOTORS, INC. Origin Desc: US INQUIRY CASE BASE
Odometer: 23432 MI Comm Type: PHONE
Analyst Name: ARLENE PEARCE-ELLIOTT Analyst: APEARCE
Action Date: 03/16/2002 Action Time: 12:48:48.188 Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -CUST SAYS THAT SINCE HE BOUGHT THE VEH THERE WAS SEAT TRACK PROBLEM -CUST SAYS THAT HE TOOK IT BACK TO THE DLR TO BE FIX AND THEY REPLACE THE SEAT TRACK ONCE -CUST SAYS THAT SOME THING WAS DONE WRONG BUT THE DLR TOLD HIM THAT NOTHING WAS WRONG -CUST SAYS THAT DLR FINALLY ORDERED ANOTHER SEAT TRACKS -CUST SAYS HE HAD A ANOTHER DLR REPLACE THE SEAT TRACKS AND ON THEIR WORK ORDERED STATED THAT THE HAD TO REPLACE BOLT/NUTS THAT WERE NOT FIX BACK PROPERLY WHEN BLUEBONNET FIX IT THE FISRT TIME PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THANK YOU FOR NOTIFYING FORD ABOUT YOUR EXPERIENCE. - PLEASE CONTINUE TO WORK WITH YOUR SERVICE MANAGER TO ACHIEVE RESOLUTION. INFERENCE CASE ID: 1037

All Action Details for Issue

Print

VIN: 1FMYU03171KF82183 Year: 2001 Model: ESCAPE Case: 518100021
 Name: Owner Status: Original WSD: 2000-12-27
 Symptom Desc: STALL/QUIT'S AT IDLE ALL ENGINE TEMP Primary Phone:
 Reason Desc: WARRANTY - BUMPER-TO-BUMPER Secondary Phone:
 Issue Type: 03 CONCERN Issue Status: CLOSED

Action: ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 Dealer: 04544 RED MCCOMBS FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 19893 MI Comm Type: MAIL
 Analyst Name: GARY JOSE Analyst: GJOSE
 Action Date: 12/05/2001 Action Time: 16.51.58.61B Action Date: No

Comments CUSTOMER SAYS: -VEH HAS DIED 2 TIMES AND STOPPED RUNNING -CUST CALLED ROADSIDE ASSISTANCE AND ASKED TO TOW TO RED MCCOMBS FORD IN SAN ANTONIO -CUST ADVISED ROADSIDE TOWMAN NOT TO TOUCH VEH AS DLRSHIP HASNT BEEN ABLE TO REPLICATE CONCERN -ROADSIDE TOWMAN EVEN WITH CUST INSTRUCTIONS DID SWITCH OFF THE KEY WHICH MADE THE DEALERSHIP UNABLE TO REPLICATE SAID CONCERN -SERVICE WRITER SAID THAT THEYRE NOT ABLE TO REPLICATE OR DUPLICATE CONCERN BECAUSE THE VEH WAS SWITCHED OFF AND IT WASNT IN THE ORIGINAL CONDITION -THE CURRENT STATUS IS THAT THE DLRSHIP IS NOT WILLING TO JUST REPLACE PARTS AND RESOLVE WITHOUT DUPLICATING CONCERN -CUST WANTS TO GET CONCERN RESOLVED OR WANTS TO KNOW THE NEXT STEPS IF VEH CONCERN IS NOT RESOLVED PER CUSTOMER, DEALER SAYS: CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRMSERV MGR OBC TO DLR *****RED MCCOMBS FORD -SPOKE WITH RICARDO (TECH) -CSR PROVIDED DLR WITH INFORMATION BASED ON (NO REPAIR2001 FORD ESCAPE) INTERMITTENT STALLING REFERENCE NUMBER 0107038 -RICARDO WILL PROCEED WITH THIS INFORMATION TO POSSIBLY GET A RESOLUTION - RICARDO SAYS THAT CUST CAN CALL BACK TOMORROW 12/08/01 TO GET AN UPDATE -CSR ADVISED CUST THAT RICARDO (TECH) IS CURRENTLY WORKING ON IT AND CUST COULD GET UPDATE AFTER 24 HOURS -CSR ADVISED CUST THAT STEPS ARE AVAILABLE FOR HIM IF VEH IS NOT ABLE TO BE REPAIRED HOWEVER CSR ADVISED CUST THAT IT'S TOO PREMATURE TO ASSUME THIS AND ALL EFFORTS ARE BEING GIVEN BY DLRSHIP TO GET CONCERN RESOLVED INFERENCE CASE ID: 4905

Action: FORD COVERED REPAIR MADE - WARRANTY
 Dealer: 04544 RED MCCOMBS FORD Origin Desc: DEALER
 Odometer: 19893 MI Comm Type: VISIT
 Analyst Name: RED MCCOMBS FORD Analyst: B-VOIGT
 Action Date: 03/01/2002 Action Time: 02.04.39.541 Action Date: No

Comments REPLACED FUEL PUMP & COULD NOT DUPLICATE ALOT OF CUSTOMERS CONCERN

All Action Details for Issue

Print

VIN: 1FMYU03171KF82183 Year: 2001 Model: ESCAPE Case: 518100021
Name: Owner Status: Original WSD: 2000-12-27
Symptom Desc: SEATING POWER FUNCTION RECLINER Primary Phone:
Reason Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY Secondary Phone:
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: CB-SUPPORT DEALERSHIP'S/REGION'S POSITION Origin Desc: US CONCERN CASE BASE
Dealer: 04570 BLUEBONNET MOTORS, INC.
Odometer: 400 MI Case Type: PHONE
Analyst Name: MELISSA NOEL Analyst: MNOEL
Action Date: 01/03/2001 Action Time: 13.00.48.384 Action Data: No

Comments CUSTOMER SAYS: -PARTS ISSUE -WANTS THE PARTS NOW -THERE ARE DEEP SCATCHES ON THE VEH -ON OF THE RAILINGS CLOSE TO THE PASSENGER SIDE WILL NOT MOVE FRONT AND BACK -I NEED TO SPEAK TO SOMEONE WHO KNOWS ABOUT THE PART FOR MY 2001 ESCAPE -I NEED TO TALK TO SOMEONE ABOVE YOUR HEAD -I NEED THE DLRSHIP TO TAKE THE PART FROM A NEW VEH AND PUT IT INTO MY 2001 ESCAPE -THIS IS VERY UNCOMFORTABLE WHEN THE VEH IS IN USE -THIS HURTS HIS GIRLFRIENDS BACK -I FEEL THAT FORD SHOULD BE DOING SOMETHING ABOUT THIS PARTS ISSUE PER CUSTOMER, DEALER SAYS: -THE PARTS ARE UNDER NATIONAL BACK ORDER CAC ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DLR/REGION DECISION - ADVISE CUST TO STAY IN CONTACT WITH THE PARTS MANAGER AT BLUEBONNET MOTORS AS TO WHEN THE PART FOR THE SEATING POWER WILL BE READY -MADE AN OBC TO DLRSHIP (JOE)- THE PART IS ON D99-EMERGENCY BACK ORDER -MAY GET A PART FROM ANOTHER UNIT OR WILL GET A HOLD ON THE DLRSHIP ~~*****~~ CUST IS HARD TO DEAL WITH CUST FEEL THAT WE SHOULD HAVE MORE INFO AS TO PARTS ISSUE INFERENCE CASE ID: 1639

All Action Details for Issue

Print

VIN: 1FMYV04171KF82183 Year: 2001 Model: ESCAPE Case: 518100021
Name: Owner Status: Original WSD: 2000-12-27
Symptom Desc: SEATING POWER FUNCTION RECLINER Primary Phone
Reason Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY Secondary Phone:
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: CB-SUPPORT DEALERSHIP'S/REGION'S POSITION Origin Desc: US CONCERN CASE BASE
Dealer: 04570 BLUEBONNET MOTORS, INC.
Odometer: 400 MI Comm Type: PHONE
Analyst Name: MELISSA NOEL Analyst: MNOEL
Action Date: 01/03/2001 Action Time: 13.00.46.384 Action Date: No

Comments CUSTOMER SAYS: -PARTS ISSUE -WANTS THE PARTS NOW -THERE ARE DEEP SCATCHES ON THE VEH -ON OF THE RAILINGS CLOSE TO THE PASSENGER SIDE WILL NOT MOVE FRONT AND BACK -I NEED TO SPEAK TO SOMEONE WHO KNOWS ABOUT THE PART FOR MY 2001 ESCAPE -I NEED TO TALK TO SOMEONE ABOVE YOUR HEAD -I NEED THE DLRSHIP TO TAKE THE PART FROM A NEW VEH AND PUT IT INTO MY 2001 ESCAPE -THIS IS VERY UNCOMFORTABLE WHEN THE VEH IS IN USE -THIS HURTS HIS GIRLFRIENDS BACK -I FEEL THAT FORD SHOULD BE DOING SOMETHING ABOUT THIS PARTS ISSUE PER CUSTOMER, DEALER SAYS: -THE PARTS ARE UNDER NATIONAL BACK ORDER CAC ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DLR/REGION DECISION - ADVISE CUST TO STAY IN CONTACT WITH THE PARTS MANAGER AT BLUEBONNET MOTORS AS TO WHEN THE PART FOR THE SEATING POWER WILL BE READY -MADE AN OBC TO DLRSHIP (JOE)- THE PART IS ON D99-EMERGENCY BACK ORDER -MAY GET A PART FROM ANOTHER UNIT OR WILL GET A HOLD ON THE DLRSHIP -CUST IS HARD TO DEAL WITH CUST FEEL THAT WE SHOULD HAVE MORE INFO AS TO PARTS ISSUE INFERENCE CASE ID: 1630

All Action Details for Issue

Print

Vin: 1FMYU03171KF62163 Year: 2001 Model: ESCAPE Case: 518100021
Name: Owner Status: Original WSD: 2000-12-27
Symptom Desc: SEATING POWER FUNCTION RECLINER Primary Phone:
Reason Desc: PARTS - BACKORDER DELAY Secondary Phone:
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: ADVISE CUSTOMER OF UPDATED INFORMATION
Dealer: 04570 BLUEBONNET MOTORS, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 300 MI Comm Type: PHONE
Analyst Name: ANTONIO REID Analyst: AREID
Action Date: 01/02/2001 Action Time: 13.53.35.901 Action Date: No

Comments CUSTOMER SAYS: -PARTS ISSUE -WANTS THE PARTS NOW -THERE ARE DEEP SCATCHES ON THE VEH -ON OF THE RAILINGS CLOSE TO THE PASSENGER SIDE WILL NOT MOVE FRONT AND BACK -THIS VERY UNCOMFORTABLE WHEN THE VEH IS IN USE -THIS HURTS HIS GIRLFRIENDS BACK PER CUSTOMER, DEALER SAYS: -THE PARTS ARE UNDER NATIONAL BACK ORDER CAC ADVISED: - INFORM CUSTOMER OF UPDATED PARTS INFORMATION -REQUEST CUSTOMER STAY IN CONTACT WITH DEALER -MADE AN OBC TO DLRSHP (JOE)- -THE PART IS ON D89-EMERGENCY BACK ORDER -MAY GET A PART FROM ANOTHER UNIT OR WILL GET A HOLD ON THE DLRSHP INFERENCE CASE ID: 4887

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
3/21/2002 CLOSED	WARRANTY - COVERAGE INQUIRY	1FMYU04181KB24142 885480792	2001 ESCAPE	02
3/20/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMYU04181KB24142 885480792	2001 ESCAPE	02

All Action Details for Issue

Print

VIN: 1FMYU04161KB24142	Year: 2001	Model: ESCAPE	Case: 605480782
Name: F	Owner Status: Original	WSD: 2001-05-10	
Symptom Desc: LOSS OF POWER AT CRUISE GOLD ENGINE		Primary Phone:	
Reason Desc: WARRANTY - COVERAGE INQUIRY		Secondary Phone:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY		
Dealer: 01342 WHITMOYER FORD, INC.		Origin Desc: US CONCERN CASE BASE
Odometer: 11600 MI	Comm Type: PHONE	
Analyst Name: MELISSA HALFYARD	Analyst: MHALFYAR	
Action Date: 08/21/2002	Action Time: 12.28.43.523	Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: - WHILE DRIVING LAST EVENING THE VEH SHUT OFF WHILE DRIVING 80 MPH - I WILL BE DROPPING THE VEH OFF THIS EVENING FOR DIAGNOSIS TO GET THIS ADDRESSED - I MAY REQUIRE A LOANER VEH IF THE DLRSH SHOULD REQUIRE TO KEEP MY VEH FOR REPAIRS, THE DLRSH STATED THEY WILL NOT BE ABLE TO DIAGNOS MY VEH TILL FRIDAY MARCH 22 - WHAT SHOULD HAPPEN IF THE DLRSH CANNOT DUPLICATE THIS CONCERN - I HAVE READ IN THE NEWS PAPER ABOUT THIS OCCURRING WITH THE 2000 AND 2001 MODEL VEH AND THAT THERE WAS AN INVESTIGATION BEING CONDUCTED TO GET A TSB TO RESOLVE THIS - WHAT SHOULD I DO IF THEY CANT FIND THIS PROBLEM I AM CONCERNED ABOUT OPERATING THE VEH, LUCKLY WHEN THIS PROBLEM OCCURRED I WAS DRIVING ON A BACK ROAD AND WAS NO IN ANY DANGER PER CUSTOMER, DEALER SAYS: WHITMOYER FORD MERCURY, INC. (717)367-7022 - WHERE CUST WILL BE BRINGING THE VEH FOR SRVC MAGUIRE'S FORD - WHERE CUST PURCHASED VEH ALTHOUGH DOESNT WISH TO SRVC VEH CAC ADVISED: - POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR CONCERN. - PLEASE TAKE YOUR VEHICLE TO THE FILM DEALERSHIP OF YOUR CHOICE TO HAVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WARRANTY/ESP WILL BE APPLICABLE - CSR ADVISED THAT WE ARE UNABLE TO DISCUSS WHAT IF'S... ALTHOUGH IF THAT SHOULD OCCUR TO CALL US ONCE THE DLRSH HAS DIAGNOSED THIS AND THAN WE CAN REVIEW THIS FURTHER, IN REFERENCE TO LOANER ASSISTANCE WE REQUIRE THE VEHIS DIAGNOSED SO WE CAN DETERMINE WHAT ASSISTANCE IS REQUIRED FROM THAT POINT FORWARD INFERENCE CASE ID: 5408

AN Action Details for Issue

Print

VIN: 1FMYU04181K324142 Year: 2001 Model: ESCAPE Case#: 685490792
Name: Owner Status: Original WSD: 2001-05-10
Symptom Desc: LOSS OF POWER AT CRUISE HOT ENGINE Primary Phone:
Reason Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY Secondary Phone:
Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
Dealer: 03023 MAGUIRE'S FORD Origin Desc: US CONCERN CASE BASE
Odometer: 11000 MI Contact Type: PHONE
Analyst Name: ALLAN GOPAUL Analyst: AGOPAUL
Action Date: 03/20/2002 Action Time: 18.28.47.387 Action Date: No

Caller Information if Different From Vehicle Owner:

First Name Middle Initial Last Name Day Phone Relationship

Comments: CUSTOMER SAYS: - VEH LOST ALL POWER WHILE DRIVING - WANTS TO KNOW IF THERE ARE ANY RECALLS ECT. PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4581