

### ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
8/16/2002 CLOSED	DSB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR	1FMYU04111KF17898 341100031	2001 ESCAPE	06
7/23/2002 CLOSED	RAV - NUMBER OF REPAIR ATTEMPTS	1FMYU04111KF17898 341100031	2001 ESCAPE	08
8/26/2002 CLOSED	DSB - STATUS REQUEST	1FMYU04111KF17898 341100031	2001 ESCAPE	02
4/28/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMYU04111KF17898 341100031	2001 ESCAPE	02
4/28/2002 CLOSED	CI - DEMAND LETTER	1FMYU04111KF17898 341100031	2001 ESCAPE	04
4/28/2002 CLOSED	DSB - APPLICATION REQUEST	1FMYU04111KF17898 341100031	2001 ESCAPE	04
4/28/2002 CLOSED	MISC INQUIRY - CORRESPONDENCE	1FMYU04111KF17898 341100031	2001 ESCAPE	01
4/13/2002 CLOSED	MISC INQUIRY - COMPANY ADDRESS REQUEST	1FMYU04111KF17898 341100031	2001 ESCAPE	01
4/10/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMYU04111KF17898 341100031	2001 ESCAPE	02
4/8/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMYU04111KF17898 341100031	2001 ESCAPE	02
4/8/2002 CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1FMYU04111KF17898 341100031	2001 ESCAPE	02
4/9/2002 CLOSED	MISC INQUIRY - CSR OBC	1FMYU04111KF17898 341100031	2001 ESCAPE	01
4/9/2002 CLOSED	PRODUCT - NEGATIVE FEEDBACK	1FMYU04111KF17898 341100031	2001 ESCAPE	02
4/9/2002 CLOSED	DEALER GENERATED INFORMATION ISSUE	1FMYU04111KF17898 341100031	2001 ESCAPE	02
4/8/2002 CLOSED	DEALERSHIP - WORKMANSHIP	1FMYU04111KF17898 341100031	2001 ESCAPE	02
4/4/2002 CLOSED	PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT	1FMYU04111KF17898 341100031	2001 ESCAPE	02
1/8/2002 CLOSED	WARRANTY - BUMPER-TO-BUMPER	1FMYU04111KF17898 341100031	2001 ESCAPE	03
10/28/2001 CLOSED	WARRANTY - BUMPER-TO-BUMPER	1FMYU04111KF17898 341100031	2001 ESCAPE	03
1/8/2001 CLOSED	WARRANTY - BUMPER-TO-BUMPER	1FMYU04111KF17898 341100031	2001 ESCAPE	03

AE Action Details for Issue

Print

VIN: 1FMYU04111KF17898      Year: 2001      Model: ESCAPE      Case: 341100031  
 Name:      Owner Status: Original      WSD: 2000-11-20  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: DSB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR      Secondary Pho:  
 Issue Type: 06 DSB      Issue Status: CLOSED

Action: OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION

Dealer: 20851 FULLERTON FORD      Origin Desc: PHOENIX GROUP  
 Odometer: 23800 MI      Comm Type: MAIL  
 Analyst Name: SHAWN LEWIS      Analyst: SLEW686  
 Action Date: 05/28/2002      Action Time: 09.58.58.138      Action Date: No

Comments CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING PROBL-EMS. SIX REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUS-TOMER SEEKS VEHICLE TO BE REPLACED. SHAWN

Action: DEMARS MAILS REQUESTS FOR DEALER REPORTS

Dealer: 20851 FULLERTON FORD      Origin Desc: DEMARS  
 Odometer: 23500 MI      Comm Type: MAIL  
 Analyst Name: JESSICA BURGOS      Analyst: J-BURGO1  
 Action Date: 05/29/2002      Action Time: 12.01.37.588      Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
DEALER NAME	MIDDHAM FORD
DEALER NAME	FULLERTON FORD
DEALER NAME	ED GARNEY FORD
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Action: CSM - MAIL SENT - DSB  
 Dealer: 20851 FULLERTON FORD  
 Odometer: 23600 MI  
 Analyst Name: ALLISE JOHNSON  
 Action Date: 06/31/2002

Comm Type: MAIL      Origin Desc: CONSUMER AFFAIRS - DSB  
 Analyst: 4725AJ  
 Action Time: 16.11.06.848      Action Date: No

Comments SCHEDULED 7/12 FOR THE NEW YORK BOARD

Action: DEMARS RECEIVES DEALER REPORT  
Dealer: 20851 FULLERTON FORD  
Odometer: 23600 MI  
Analyst Name: JESSICA BURGOS  
Action Date: 06/04/2002

Comm Type: FAX  
Analyst: J-BURGO1  
Action Time: 11.38.16.723

Origin Desc: DEMARS  
Action Date: No

Comments ED CARNEY FORD

Action: DEMARS RECEIVES DEALER REPORT  
Dealer: 20851 FULLERTON FORD  
Odometer: 23600 MI  
Analyst Name: PATRICIA MOLDENHAUER  
Action Date: 06/06/2002

Comm Type: MAIL  
Analyst: PMOLDENH  
Action Time: 18.44.16.291

Origin Desc: DEMARS  
Action Date: No

Comments FULLERTON FORD

Action: DEMARS RECEIVES DEALER REPORT  
Dealer: 20851 FULLERTON FORD  
Odometer: 23600 MI  
Analyst Name: JESSICA BURGOS  
Action Date: 06/10/2002

Comm Type: FAX  
Analyst: J-BURGO1  
Action Time: 16.38.17.397

Origin Desc: DEMARS  
Action Date: No

Comments MENDHAM FORD

Action: ADD 40 DAY DELAY CODE  
Dealer: 20851 FULLERTON FORD  
Odometer: 23600 MI  
Analyst Name: ALLISE JOHNSON  
Action Date: 06/26/2002

Comm Type: FAX  
Analyst: 4725AJ  
Action Time: 11.34.30.243

Origin Desc: CONSUMER AFFAIRS - DSB  
Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

DELAY CODE

15

Action: PRIOR RESOLVE - VEHICLE REFUND-MEETS PRESUMPTION OF LEMON LAW  
Dealer: 20851 FULLERTON FORD  
Odometer: 23600 MI  
Analyst Name: C WEAKE  
Action Date: 07/01/2002

Comm Type: FAX  
Analyst: 2889CW  
Action Time: 10.34.17.082

Origin Desc: PHOENIX GROUP  
Action Date: Yes

Comments WE HAVE BEEN ADVISED THAT THE VEHICLE IS BEING REPURCHASED.

Data Element Name

Data Value

DATE OF LETTER TO CUSTOMER  
40 DAY DELAY CODE

07-01-2002  
07-01-2002

Action: PRIOR RESOLVE AWARD COMPLETED  
Dealer: 20851 FULLERTON FORD  
Odometer: 23600 MI  
Analyst Name: ALLISE JOHNSON  
Action Date: 07/09/2002

Comm Type: FAX  
Analyst: 4725AJ  
Action Time: 14.27.50.801

Origin Desc: CONSUMER AFFAIRS - DSB  
Action Date: Yes

Comments NO COMMENTS AVAILABLE

EP82-827 8738



All Action Details for Issue

Print

VIN: 1FMYU1D4111KF17898	Year: 2001	Model: ESCAPE	Case: 341100031
Name:	Owner Status: Original	WSD: 2000-11-20	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone:	
Reason Desc: RAV - NUMBER OF REPAIR ATTEMPTS		Secondary Pho:	
Issue Type: 08 RAV	Issue Status: CLOSED		

Action: OPEN CASE FOR DSB PRIOR RESOLVE REFUND - OWNED

Dealer: 20651 FULLERTON FORD	Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES
Odometer: 23500 MI	Comm Type: MAIL
Analyst Name: ZERSHA DORSEY	Analyst: Z-DORSEY
Action Date: 07/22/2002	Action Time: 12.44.16.095
	Action Date: Yes

Comments NO COMMENTS ADDED

Data Element Name	Data Value
UPLOAD DATE	07-09-2002
TAG #	2858880
VEHICLE VALUE AMOUNT	18700
NET LOSS AMOUNT	5812
DEVIATION FOR MILEAGE AMOUNT	
DEVIATION FOR UPGRADE	
DEVIATION FOR OVERALLOWANCE	
DEVIATION FOR NEGATIVE EQUITY	
DEVIATION FOR OTHER	

Action: RECORD CHECK ISSUANCE FOR DSB PRIOR RESOLVE REFUND

Dealer: 20651 FULLERTON FORD	Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES
Odometer: 23600 MI	Comm Type: MAIL
Analyst Name: GROCE, DARLENE	Analyst: D-GROCE2
Action Date: 07/23/2002	Action Time: 10.00.08.431
	Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
CHECK REQUEST DATE	07-22-2002
CHECK ISSUE DATE	07-23-2002
CHECK AMOUNT	14280.09
CHECK AMOUNT	8032.25
CHECK AMOUNT	
CHECK #	6680276
CHECK #	6680277
CHECK #	
CHECK #	
PAYEE	ERIN DITTMAR C/O JOE ORLANDO
PAYEE	FMCC-TAMPA SERVICE CENTER
PAYEE	
PAYEE	



## All Action Details for Issue

Print

VIN: 1FMYU04111KF17898      Year: 2001      Model: ESCAPE      Case: 341100081  
 Name:      Owner Status: Original      WSD: 2000-11-20  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: PRODD/COMP DUR/PERF - VEHICLE QUALITY      Secondary Pho:  
 Issue Type: 02 INFORMATION      Issue Status: CLOSED

Action: ADVISE CUST THAT THEY WILL RECEIVE INFO FROM DSB IN THE MAIL  
 Dealer: 20651 FULLERTON FORD      Origin Desc: US CONCERN CASE BASE  
 Odometer: 1 MI      Comm Type: MAIL  
 Analyst Name: CHARMAINE EDWARDS      Analyst: CEDWARDS  
 Action Date: 04/25/2002      Action Time: 16.23.37.432      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: -IT'S BEEN 10 DAYS AND I HAVE NOT BEEN CONTACTED BY THE DSB -I WANT TO KNOW WHAT IS GOING ON -I WANT A PHONE # FOR THE DSB PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU - DSB IS REVIEWING INFORMATION , WILL CONTACT YOU BY MAIL ----- -APOLOGIZED AND TRIED TO ADVISED CUST THAT THE DSB IS A SEPARATE ENTITY FROM FORD -WE DO NOT HAVE THE # FORD THE DSB -I WOULD CERTAINLY DOCUMENT ON HER FILE THAT SHE IS ANGOUSLY AWAITING A DECISION FROM THE DSB -BUT THE CRC DOES NOT HAVE ANY ANSWERS FOR HER -SHE WILL BE NOTIFIED VIA OF MAIL OR TELEPHONE BY THE DSB ONCE A DECISION HAS BEEN MADE -  
 --- INFERENCE CASE ID: 1583

Action: CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM  
 Dealer: 20651 FULLERTON FORD      Origin Desc: US CONCERN CASE BASE  
 Odometer: 20388 MI      Comm Type: PHONE  
 Analyst Name: SANDRA FLOURNOY      Analyst: SFLOURNO  
 Action Date: 04/28/2002      Action Time: 10.19.14.991      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: -THE VEH STALLS UPON ACCELERATION -CUST FEELS THE VEH IS A LEMON -CUST WROTE A LETTER TO FORD 10 DAYS AGO -CUST WANTS TO KNOW WHAT FORD IS GOING TO DO ABOUT THE DEMAND LETTER -STILL WAITING ON A FINAL FIX PER CUSTOMER, DEALER SAYS: -FULLERTON FORD CAC ADVISED: - CRM/SERY MGR UNAVAILABLE - FORWARDED INFORMATION TO CRM/SERY MGR - REQUESTED CRM/SERY MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS \*\*OBC TO SVR MRG\*\* -LEFT A MESSAGE FOR HIM TO CALL BACK INFERENCE CASE ID: 1546

Action: OUTBOUND CALL TO DEALER  
 Dealer: 20651 FULLERTON FORD      Origin Desc: MANUAL - PHONE CSR  
 Odometer: 22393 MI      Comm Type: PHONE  
 Analyst Name: SANDRA FLOURNOY      Analyst: SFLOURNO  
 Action Date: 04/28/2002      Action Time: 12.18.36.881      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: -NONE PER CUSTOMER, DEALER SAYS: -NONE

Action: OUTBOUND CALL TO DEALER

Dealer: 20651 FULLERTON FORD

Origin Desc: MANUAL - PHONE CSR

Odometer: 1 MI

Comn Type: PHONE

Analyst Name: LITISHA PEREZ

Analyst: LPEREZ

Action Date: 04/29/2002

Action Time: 14.28.21.573

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: - CUST SAYS THAT THEY WERE SUPPOSED TO GET A CALL BACK FROM CSR - CUST HAS SENT A DEMAND LETTER - CUST HAS NOT HEARD ANYTHING - CUST WANTS TO KNOW WHAT FORD POSITION IS - CUST SAYS THAT CONCERN HAS NOTHING TO DO WITH MENDHAM FORD PER CUSTOMER, DEALER SAYS: CAC ADVISED: ADVISED CUST THAT CRC/FMC NEEDS TO KEEP A COMMUNICATION WITH DLR IN ORDER TO HAVE CUST VEH REPAIRED AS ALL REPAIRS TAKE PLACE AT THE DLR/SHIP LEVEL. OBC TO DLR LEFT VOICEMAIL FOR ALLAN SVC MGR ADVISED OF CUST SITUATION. LEFT AGENT CONTACT INFO. ADVISED THAT CSR WAS UNSURE WHETHER OR NOT SVC MGR WOULD LIKE TO WORK WITH PRESENT OR PREVIOUS REP. ADVISED THAT CUST IS VERY IMPATIENT. ADVISED CUST THAT CSR DOES NOT FEEL THAT IT WOULD BE APPROPRIATE TO ADVISE CUST WHAT THEIR NEXT STEPS WOULD BE WITHOUT CONSULTING THE DLR. ADVISED THAT CRC HANDLE ALL CUST ISSUES. ADVISED THAT THE REGION CONTACT IS NOT APPLICABLE BECAUSE IT IS FROM THE WRONG DLR. CRC CANNOT ADVISE CUST HOW TO PROCEED NEXT UNTIL WE COMMUNICATE WITH DLR. DLR HAS NOT BEEN AVAILABLE FOR SOME TIME. ADVISED THAT ALL CUST LETTERS COME TO CRC AND GET ESCALATED ACCORDINGLY.

Action: OUTBOUND CALL TO DEALER

Dealer: 20651 FULLERTON FORD

Origin Desc: MANUAL - PHONE CSR

Odometer: 1 MI

Comms Type: PHONE

Analyst Name: LITISHA PEREZ

Analyst: LPEREZ

Action Date: 04/29/2002

Action Time: 15.25.34.171

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: OBC TO DLR SPOKE TO ALAN PRINCE SVC MGR, ADVISED THAT DLR DROVE WITH CUST FOR 2 HRS AND FOUND NO CONCERN WITH VEH. FULLERTON FORD (SELLING DLR) HAS ONLY DONE A COUPLE OF REPAIRS. CUST HAS BEEN TO ANOTHER DLR AND REPAIRS WERE COMPLETED. VEH HAS BEEN FINE SINCE THEN. DLR ADVISES THAT CUST HAS ALREADY BEGUN LEMON LAW. CALL WAS THEN CONFERENCED WITH DLR, CUST AND CRC. CUST SAYS THAT VEH CONCERN HAS NOT OCCURED SINCE CUST HAS BEEN TO LAST DLR. SVC MGR ADVISES THAT BECAUSE CUST VEH IS CURRENTLY WORKING, FMC WILL NOT PURSUE ANY ACTION BECAUSE THERE IS NO ISSUE AT THIS TIME. IT IS CUST'S DECISION WHETHER OR NOT THEY WOULD LIKE TO PURSUE LEMON LAW. NO ACTION FROM CRC, DLR OR FMC AT THIS TIME. ~~=====NO FURTHER FOLLOW UP REQUIRED=====~~

ERR2-827 8743



All Action Details for Issue

Print

VIN: 1FMYU04111KF17888	Year: 2001	Model: ESCAPE	Case: 341100031
Name:	Owner Status: Original	WSD: 2000-11-20	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone:	
Reason Desc: CI - DEMAND LETTER		Secondary Phe	
Issue Type: 04 REGION	Issue Status: CLOSED		

Action: OPEN REGION CONTACT

Dealer: 01785 MENDHAM FORD, INC.	Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Odometer: 1 MI	Comm Type: MAIL
Analyst Name: STEVEN MICKELSON	Analyst: SMICKEL1
Action Date: 04/16/2002	Action Time: 17.02.68.154
	Action Date: No

Comments \*\*NJ DEMAND LETTER DATED:04/10/02\*\*CI RECEIVED: 04/16/02\*\* \*\*\*\*\* CUSTOMER STATES: PROBLEM WITH VEHICLE STALLING AT AROUND 40 MPH. \*\* CUSTOMER SEEKS: FINAL RESOLUTION UNDER NEW JERSEY LEMON LAW. \*\*\*\*\* \*\*CI SCANNED COPY OF CUSTOMER LETTER TO REGIONAL OFFICE FOR REVIEW. CI SENT CUSTOMER AN ACKNOWLEDGMENT LETTER.\*\* \*\*THIS IS A NJ DEMAND\*\* \*\*PLEASE SCHEDULE FINAL REPAIR\*\* 10 DAYS TO REPAIR

Action: LETTER FAXED TO REGION

Dealer: 01785 MENDHAM FORD, INC.	Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Odometer: 1 MI	Comm Type: MAIL
Analyst Name: STEVEN MICKELSON	Analyst: SMICKEL1
Action Date: 04/16/2002	Action Time: 17.06.33.283
	Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
REGION NUMBER	13
DATE RECEIVED	04-16-2002
TIME RECEIVED	11:32:0002
DATE FAXED	04-16-2002
TIME FAXED	17:00:0002

Action: FORD COVERED REPAIR MADE - WARRANTY

Dealer: 01785 MENDHAM FORD, INC.	Origin Desc: FIELD ORGANIZATION
Odometer: 1 MI	Comm Type: VISIT
Analyst Name: CHIARELLO, PAUL (P.J.)	Analyst: PCHIAREL
Action Date: 04/29/2002	Action Time: 13.08.48.984
	Action Date: No

Comments NO COMMENTS AVAILABLE

All Action Details for Issues

Print

VIN: 1FMYU04111KF17688	Year: 2001	Model: ESCAPE	Case: 341100031
Name: :	Owner Status: Original	WSD: 2000-11-20	
Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: DSB - APPLICATION REQUEST		Secondary Phone:	
Issue Type: 04 REGION	Issue Status: CLOSED		

Action: CB-ADVISE CUST OBG TO DLR WILL BE MADE; DSB APP IS BEING SENT		
Dealer: 01785 MENDHAM FORD, INC.		Origin Desc: US CONCERN CASE BASE
Odometer: 22393 MI	Comm Type: PHONE	
Analyst Name: MOHAMED EBRAHIM	Analyst: MEBRAHIM	
Action Date: 04/18/2002	Action Time: 08.40.32.868	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 CALLED TO SAY THAT THE VEH IS STALLING. TOOK THE VEH TO THE DLRSHIP MORE THAN THREE TIMES FOR THE SAME PROBLEM. THE DLRSHIP COULD NOT DUPLICATE THE PROBLEM. CUST JUST CALLED TO SAY THE VEH IS STALLING AS SHE IS DRIVING AND IS TERRIFIED. CUST WAS CRYING SAYING THAT "I AM GOING TO DIE". CUST WANTS THIS MATTER RESOLVED AS QUICKLY AS POSSIBLE. SHE SAID SHE WRITTEN A LETTER TO FORD AND CANNOT WAIT ANY LONGER. WANTS THIS MATTER RESOLVED URGENTLY. SHE SAID THE DLRSHIP WOULD NOT LOOK AT HER VEH BECAUSE THEY CANNOT DUPLICATE THE CONCERN. PER CUSTOMER, DEALER SAYS: CAC ADVISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE INFERENCE CASE ID: 1975

Action: DOCUMENT ADDITIONAL INFORMATION		
Dealer: 01785 MENDHAM FORD, INC.		Origin Desc: DEALER
Odometer: 22393 MI	Comm Type: VISIT	
Analyst Name: MAPLECREST FORD	Analyst: C-CARLS4	
Action Date: 04/18/2002	Action Time: 10.40.45.732	Action Data: No

Comments PLEASE SEND THIS CONTACT TO CUST SELLING DEALERSHIP, FULLERTON FORD, SOMERVILLE, NEW JERSEY

Action: FORD COVERED REPAIR MADE - WARRANTY		
Dealer: 01785 MENDHAM FORD, INC.		Origin Desc: FIELD ORGANIZATION
Odometer: 22393 MI	Comm Type: VISIT	
Analyst Name: CHIARELLO, PAUL (P.J.)	Analyst: PCHAREL	
Action Date: 04/28/2002	Action Time: 13.08.25.727	Action Data: No

Comments PER SERVICE MANAGER CARL, VEHICLE HAS BEEN REPAIRED.

AN Action Details for Issue

Print

VIN: 1FMYU04111KF17898      Year: 2001      Model: ESCAPE      Case: 341100031  
Name:      Owner Status: Original      WSD: 2000-11-20  
Symptom Desc:      Primary Phone:  
Reason Desc: MISC INQUIRY - CORRESPONDENCE      Secondary Phone:  
Issue Type: 01 INQUIRY      Issue Status: CLOSED

Action: CB-INFORM CUSTOMER OF CAC RESPONSE

Dealer:      Origin Desc: US CONCERN CASE BASE  
Odometer:      Comm Type: PHONE  
Analyst Name: SABRINA KNIGHTS      Analyst: SKNIGHTS  
Action Date: 04/29/2002      Action Time: 12.13.15.767      Action Data: No

Caller Information if Different From Vehicle Owner:

First Name      Middle Initial      Last Name      Day Phone      Relationship

Comments CUSTOMER SAYS: -CUST STATES THAT SHE WOULD LIKE DOCUMENTATION SENT TO THE REGION THAT SHE HAD NOT RECEIVED ANY RESPONSE BACK IN THE MAIL OR VIA PHN - THAT THE HEAD OFFICE HAD RECEIVED THE LETTER PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: INFORMED CUST THAT INFO IS DOCUMENTED ON FILE - AS PER PREV REMARKS - THEY ARE WORKING ON HER FILE AND WILL SEE DOCUMENTATION WHEN THEY VIEW INFO INFERENCE CASE ID: 4893

All Action Details for Issue

Print

VIN: 1FMYU04111K017988      Year: 2001      Model: ESCAPE      Case: 341100031  
Name:      Owner Status: Original      WBO: 2000-11-20  
Symptom Desc:      Primary Phone:  
Reason Desc: MISC INQUIRY - COMPANY ADDRESS REQUEST      Secondary Pho:  
Issue Type: 01 INQUIRY      Issue Status: CLOSED

Action: PROVIDE FORD CAC ADDRESS      Origin Desc: US REDIRECT CASE BASE  
Dealer: 20651 FULLERTON FORD  
Odometer: 1 MI      Comm Type: PHONE  
Analyst Name: LINDON KING      Analyst: LKING2  
Action Date: 04/13/2002      Action Time: 12.55.42.444      Action Date: No

Caller Information if Different From Vehicle Owner:

First Name      Middle Initial      Last Name      Day Phone      Relationship

Comments CUSTOMER SAYS: -WANTS TO SEND FMC A FINAL NOTICE TO HAVE VEHICLE REPAIRED -WILL BE ENVOYING THE LEMON LAW -HAVING STALLING AT 14000 MILES -DOES NOT WISH TO HAVE INFO ON THE LEMON LAW -JUST WANTS TO SEND AN OVERNIGHT ENVELOP -WANTS TO KNOW THE LAST DOCUMENTATION DON ON HER FILES PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -FORD CRC ADDRESS: FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER 16800 EXECUTIVE PLAZA DRIVE P.O. BOX 6248 DEARBORN, MICHIGAN, 48121 ##### -ADVISED CUSTOMER TO SEND LETTER BY REGULAR MAIL (INFO CONFIRMED WITH TEAM LEAD COLETTE) -INFORMED CUSTOMER OF LAST DOCUMENTATION DONE ON 04/10/2002 INFERENCE CASE ID: 78

## All Action Details for Issue

Print

VIN: 1FMYU04111KF17888      Year: 2001      Model: ESCAPE      Case: 341100031  
 Name:      Owner Status: Original      WSD: 2000-11-20  
 Symptom Desc:      Primary Phone:  
 Reason Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY      Secondary Phn:  
 Issue Type: Q2 INFORMATION      Issue Status: CLOSED

Action: SUPPORT DEALER'S/REGION'S DECISION  
 Dealer: 01785 MENDHAM FORD, INC.      Origin Desc: US CONCERN CASE BASE  
 Odometer:      Contact Type: PHONE  
 Analyst Name: VIOLET RICHARDSON      Analyst: VRICHARD  
 Action Date: 04/05/2002      Action Time: 08.32.48.181      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: - CUST IS CALLING BACK TO SPEAK WITH THE SUPERVISOR - CUST WOULD LIKE TO SPEAK WITH LOUISA - CLAIMS SHE WAS TOLD THAT THE VEH WILL BE TAKEN TO ANOTHER DLRSHP - VEH IS DYING AT RANDOM AND UNABLE TO STEER AND BRAKE - CUST WOULD LIKE TO BE REACHED AT 6PM ON CELL 201-986-6201 PER CUSTOMER, DEALER SAYS: NONE CAG ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DLRSHP REGION DECISION INFORMATION WOULD BE PROVIDED TO THE SUP. INFERENCE CASE ID: 1816

Action: OUTBOUND CALL TO DEALER  
 Dealer: 01785 MENDHAM FORD, INC.      Origin Desc: MANUAL - PHONE CSR  
 Odometer:      Contact Type: MAIL  
 Analyst Name: JILLIAN SHAPIRO      Analyst: JSHAPIRO  
 Action Date: 04/05/2002      Action Time: 08.68.40.849      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: CAG ADVISED: - MATT CALLED CUST BACK FOR SUP CALL A COUPLE OF DAYS AGO ALSO SPOKE TO CARL, CSM AT MENDHAM/MAPLECREST FORD - CARL SAID SINCE CUST HAS LEFT HER VEH THERE AT DLRSHP, THEY WILL DRIVE VEH ONE MORE TIME TO TRY AND VERIFY CONCERN - OBC TO CARL TO LET HIM KNOW THAT CRC RESOURCES HAVE FOUND ANOTHER RELATED SSM: 18689, THAT MAY RELIEVE CONCERN - CARL SAID HE ROAD TESTED VEH AGAIN CONCERN DID NOT EXHIBIT - SAID CUST SHOULD TAKE VEH TO FULLERTON WHEN SHE GETS BACK FROM HER TRIP - THIS WAS ALREADY AGREED UPON BETWEEN AGENT, CUST AND FULLERTON FORD AS PER 403 DOCUMENTATION - FULLERTON WILL BE INFORMED BY AGENT OF SSM 18689 - OBC TO ALAN, CRM AT FULLERTON - ALAN SAID THAT THEY WILL ONLY PERFORM SAID SSM IF CONCERN EXHIBITS ITSELF - SAID HE GOT A CALL FROM CUST'S BOSS AND TOLD HIM THAT THEY ARE EXPECTING CUST TO CALL FOR A TEST DRIVE APPOINTMENT NEXT WEEK AS AGREED TO

Action: SUPERVISOR REFERRAL FOLLOW-UP  
 Dealer: 01785 MENDHAM FORD, INC.      Origin Desc: MANUAL - PHONE CSR  
 Odometer:      Contact Type: PHONE  
 Analyst Name: LOUISA PAGLIUCA      Analyst: LOUPAGLI  
 Action Date: 04/05/2002      Action Time: 17.26.11.020      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: - SUPERVISOR LOUISA 7814 - OBC TO CUST @ 201-865-5201 - LFT A MSG ON VOICE MAIL - NXT CSR PLS ADVISE: - CUST IS RESPONSIBLE TO GET VEH TO THE OTHER DLR; FORD WILL NOT PAY FOR ANOTHER TOW - CARL SAID SINCE CUST HAS LEFT HER VEH THERE AT DLRSH, THEY WILL DRIVE VEH ONE MORE TIME TO TRY AND VERIFY CONCERN - OBC TO CARL TO LET HIM KNOW THAT CRC RESOURCES HAVE FOUND ANOTHER RELATED SSM: 15589, THAT MAY RELIEVE CONCERN - CARL SAID HE ROAD TESTED VEH AGAIN CONCERN DID NOT EXHIBIT - SAID CUST SHOULD TAKE VEH TO FULLERTON WHEN SHE GETS BACK FROM HER TRIP - THIS WAS ALREADY AGREED UPON BETWEEN AGENT, CUST AND FULLERTON FORD AS PER 403 DOCUMENTATION - FULLERTON WILL BE INFORMED BY AGENT OF SSM 15589 - OBC TO ALAN, CRM AT FULLERTON - ALAN SAID THAT THEY WILL ONLY PERFORM SAID SSM IF CONCERN EXHIBITS ITSELF - SAID HE GOT A CALL FROM CUST'S BOSS AND TOLD HIM THAT THEY ARE EXPECTING CUST TO CALL FOR A TEST DRIVE APPOINTMENT NEXT WEEK AS AGREED TO - WILL FOLLOW UP ON MONDAY

Action: SUPERVISOR REFERRAL FOLLOW-UP

Dealer: 01785 MENDHAM FORD, INC.

Origin Desc: MANUAL - PHONE CSR

Odometer:

Comm Type: PHONE

Analyst Name: LOUISA PAGLIUCA

Analyst: LOUPAGLI

Action Date: 04/08/2002

Action Time: 16.35.28.389

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - OBC TO CUST AND ADVISED HER THAT UNTILL THE DLR CAN DUPLICATE THE CONCERN THERE ARE NO REPAIRS NECESSARY - MENDHAM FORD HAS TRIED TO HELP CUSTOMER AND TEST DROVE THE VEH HOWEVER COULD NOT VERIFY CONCERN - CUST HAS APPT TOMORROW WITH ALLEN AT FULLERTON WHO HAS AGREED TO TEST DRIVE THE VEH - MENDHAM FORD SUGGESTED THAT CUST WORK WITH SELLING DLR FROM NOW ON - CUST STATED THAT SHE IS GOING TO CALL THE MEDIA ABOUT HER CONCERN - TRIED TO EXPLAIN THAT OUR TECHNICAL RESOURCE IS THE DLR AND THE ARE STATING THAT THE VEH IS RUNNING AND STARTING AS NORMAL - ISSUE CLOSED; NO FURTHER FOLLOW UP FROM SUPERVISOR LOUISA 7814

Action: SUPPORT DEALER'S/REGION'S DECISION

Dealer: 20851 FULLERTON FORD

Origin Desc: US CONCERN CASE BASE

Odometer: 22081 MI

Comm Type: PHONE

Analyst Name: JILL BURKE

Analyst: JBURKE

Action Date: 04/08/2002

Action Time: 19.34.16.564

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: -THE VEH HAS STALLED IN THE SAME EXACT SPOT IN THE ROAD WHEN THE VEH STALLED ON APR 1 OR APR 2ND -ALL THE STALLS HAVE OCCURRED SIX TIMES ON THE SAME ROAD -CUST WANTS SER MGR AL PRINCE TO KNOW THAT HER VEH STALLED WHILE ONT HE PHONE WITH CUST SERVICE - SEEKING TO KNOW IF DLRSH IS GOING TO ADDRESS THE CONCERN THIS TIME PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DLR/REGION DECISION -ADVISED CUST IF DLR CANNOT DUPLICATE THE CONCERN THEY CAN NOT REPAIR WHAT THEY CAN NOT SEE \*\*\*\*\*OBC TO DLR\*\*\*\*\* -SPOKE WITH KATE RECEPTIONIST AND APPT SETTER -KATE ADVISED THE SERVICE DEPT WAS CLOSED AND WOULD NOT BE ABLE TO LOOK AT THE VEH UNTIL TOMORROW -KATE ADVISED THE SERVICE IS ONLY OPEN UNTIL 8PM FOR CUST'S TO PICK UP THEIR VEH'S -ADVISED CUST LOANER VEH'S ARE NOT PART OF THE B-T-B WARRANTY AND FORD DOES NOT OWN THE DLRSH'S SO NOT ALL DLRSH'S HAVE LOANER VEH'S AVAILABLE -ADVISED INFERENCE CASE ID: 1615

Action: SUPPORT DEALER'S/REGION'S DECISION

Dealer: 20861 FULLERTON FORD

Origin Desc: US CONCERN CASE BASE

Odometer: 1 MI

Comen Type: PHONE

Analyst Name: MICHELLE BIGGART

Analyst: MBIGGART

Action Date: 04/10/2002

Action Time: 08.58.29.881

Action Date: No

Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: -VEH CURRENTLY AT DLR WANT C/B TO VERIFY IF DLR HAVE LOOKED AT VEH -NO  
VERY HAPPY PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - INFORMATION DOCUMENTED - FORD  
SUPPORTS DLR/REGION DECISION -C/B TO DLR SPOKE TO ALLAN SAID 1ST TIME DEALING WITH CUST -WILL  
CHECK VEH FOR CODES AND CONTACT CUST -CUST AS PER DRL CONVERSATION INFERENCE CASE ID: 1615

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ES62-827 6750

All Action Details for Issue

Print

VIN: 1FMYU04111KF17898	Year: 2001	Model: ESCAPE	Case: 341100031
Name:	Owner Status: Original	WSD: 2000-11-20	
Symptom Desc: STALL/CUTS ACCELERATION HOT ENGINE		Primary Phone:	
Reason Desc: PRODI/COMP DUR/PERF - VEHICLE QUALITY		Secondary Pho:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: CB-SUPPORT DEALERSHIP'S/REGION'S POSITION		
Dealer: 20851 FULLERTON FORD		Origin Desc: US CONCERN CASE BASE
Odometer: 22000 MI	Comm Type: PHONE	
Analyst Name: CHARMAINE DUHANEY	Analyst: CDUHANEY	
Action Date: 04/09/2002	Action Time: 18.33.56.175	Action Desc: 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 TO KNOW IF THERE IS A TSB OUT THERE WHY CANT THE DLR WORK ON HER VEH WITH THAT TSB TSB 15589 ==THE VEH JUST STALLED OUT ON THE CUST VEH WHILE SHE WAS TALKING TO ME RIGHT NOW ==CUST WAS VERY TERRIFIED AND STARTED CRYING PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DLR/REGION DECISION ==THE DLRS FIRST NEED TO VERIFY THE PROBLEM BEFORE IT CAN BE REPAIRED ((((((((((((((( PLEASE NOTE )))))))))))) ==THE VEH JUST STALLED OUT ON THE CUST WHILE SHE WAS TALKING TO ME RIGHT NOW ==CUST WAS VERY TERRIFIED AND STARTED CRYING == TRANSFERED CUST TO THE ROADSIDE ASSISTANT DEP TO HAVE THE VEH TOWED TOTHE DLR INFERENCE CASE ID: 1539





## All Action Details for Issue

Print

VIN: 1FMYU04111KF17898      Year: 2001      Model: ESCAPE      Case: 341100031  
 Name:      Owner Status: Original      WSD: 2000-11-20  
 Symptom Desc:      Primary Phone:  
 Reason Desc: MISC INQUIRY - CSR OBC      Secondary Phone:  
 Issue Type: 01 INQUIRY      Issue Status: CLOSED

Action: OUTBOUND CALL TO DEALER  
 Dealer: 01785 MENDHAM FORD, INC.      Origin Desc: MANUAL - PHONE CSR  
 Odometer: 22000 MI      Comm Type: PHONE  
 Analyst Name: SHIRA JAMES      Analyst: S.JAMES  
 Action Date: 04/09/2002      Action Time: 08.25.38.010      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: \*\* CUST SAYS SHE WOULD LIKE TO KNOW WHAT SERVICE MENDHAM DLR HAS ATTEMPTED ON VEH - SAYS SHE IS NOT ALLOWED BACK TO DLRSHIP AND WILL BE GOING TO ANOTHER DLR FOR SERVICE PER CUSTOMER, DEALER SAYS: \*\* NONE \*\* CAC ADVISED: OUTBOUND CALL TO DEALER - MENDHAM FORD, INC. \*\* SPOKE W/ KARL IN SERVICE \*\* STATED THAT A SSM 15434 WAS PERFORMED ON THE VEH \*\* CUST WAS ADVISED AS PER WARRANTY WORK COMPLETE ON VEH

Action: OUTBOUND CALL TO DEALER  
 Dealer: 01785 MENDHAM FORD, INC.      Origin Desc: MANUAL - PHONE CSR  
 Odometer: 1 MI      Comm Type: PHONE  
 Analyst Name: LITISHA PEREZ      Analyst: LPEREZ  
 Action Date: 04/09/2002      Action Time: 15.21.16.087      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: CUST SAYS THAT THEY WERE SUPPOSED TO GET SOME RECEIPTS SENT OUT TPO THEM BY FAX FROM THE DLR. CUST SAYS THAT CSR CALLED FOR THE INFO ON CUST'S BEHALF. CUST HAS NOT YET RECEIVED THE FAX. CUST SEEKING TO KNOW THE STATUS. CUST ALSO WANTS TO PROVIDE AN ALTERNATE FAX NUMBER JUST IN CASE, ALT FAX 873-822-3839 PER CUSTOMER, DEALER SAYS: MENDHAM FORD CAC ADVISED: OBC TO MENDHAM FORD JESSICA IS NOT AT THE MENDHAM LOCATION. SHE IS ATTEMPTING TO GATHER AL THE INFO AND PROVIDE IT TO SOMEONE AT THAT LOCATION, ASKING FOR CUST'S PATIENCE.

Action: OUTBOUND CALL TO DEALER  
 Dealer: 01785 MENDHAM FORD, INC.      Origin Desc: MANUAL - PHONE CSR  
 Odometer: 22000 MI      Comm Type: PHONE  
 Analyst Name: RICHARD GRAESSER      Analyst: RGRAESSE  
 Action Date: 04/09/2002      Action Time: 15.48.07.877      Action Date: No

## Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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ER62-827 8733

Comments CUSTOMER SAYS: - CUST HAD REQUESTED PAPERWORK FROM THE DLR - CUST WANTED ALL THE REPAIR HISTORY ON THE VEH EXCEPT FOR THE 2/28/02, 8/28/01 AND 11/14/01 - CUST JUST WOULD LIKE ALL THE HISTORY OTHER THAN THESE - MENDHAM FORD PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: -OBC TO DLR-- - SPOKE WITH SM - CARL - HE STATED THAT HE WILL FAX THE ENTIRE REPAIR HISTORY TO THE CUST

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All Action Details for Issue

Print

VIN: 1FMYU04111KF17898	Year: 2001	Model: ESCAPE	Case: 341100031
Name:	Owner Status: Original	WSD: 2000-11-20	
Symptom Desc:		Primary Phone:	
Reason Desc: PRODUCT - NEGATIVE FEEDBACK		Secondary Phone:	
Issue Type: D2 INFORMATION	Issue Status: CLOSED		

Action: ADVISE CUSTOMER THE FEEDBACK HAS BEEN DOCUMENTED

Dealer: 20661 FULLERTON FORD	Origin Desc: US INQUIRY CASE BASE
Odometer: 22000 MI	Comn Type: PHONE
Analyst Name: EVELYN FCX	Analyst: EFCX11
Action Date: 04/09/2002	Action Time: 10.19.46.201
	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: =NEED HELP OBTAINING PAPERWORK FROM DLRSHP THAT I AM HAVING DIFFICULTY WITH =DLRSHP WILL NOT ALLOW ME ON THEIR PREMISIS AND I NEED TO HAVE THE COPY OF THE PAPER WORK THAT I AM MISSING =I HAVE THE RECEIPTS FOR 9/28/01, 11/14/01, 2/28/02 =I NEED REPORTS FOR ANY SERV VISIT I AM MISSING PER CUSTOMER, DEALER SAYS: MENDHAM FORD -----OBC =SPOKE WITH JESSICA (((CRM))) =WE WILL SEND OUT THE RECEIPTS LATER ON TODAY FOR CUSTOMER CAC ADVISED: ADVISE CUSTOMER INFORMATION HAS BEEN DOCUMENTED INFERENCE CASE ID: 867

## All Action Details for Issue

Print

VIN: 1FMYU04111KF17898      Year: 2001      Model: ESCAPE      Case: 341100031  
 Name:      Owner Status: Original      WSD: 2000-11-20  
 Symptom Desc:      Primary Phone:  
 Reason Desc: DEALER GENERATED INFORMATION ISSUE      Secondary Ph:  
 Issue Type: I2 INFORMATION      Issue Status: CLOSED

## Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 20851 FULLERTON FORD      Origin Desc: DEALER  
 Odometer: 22521 MI      Comm Type: PHONE  
 Analyst Name: KEITH DAVIS      Analyst: K-DAV11  
 Action Date: 04/03/2002      Action Time: 09.39.00.202      Action Date: No

Comments CUSTOMER CONTACTED SM ON 4/3/02 AND STATED THAT FORD INSTRUCTED HER TO CONTACT SELLING DEALER SINCE SERVICEING DEALER MENDHAM FORD IS UNABLE TO FIX AND OR VERIFY OWNERS CONCERNS. CUST STATES THAT VEHICLE STALLS ONCE A MONTH CUST WAS TOLD TO STOP DOWN AND SHOW DEALER CONDITION SHE STATES THAT SHE CAN NOT AND SM TOLD HER THAT WE WILL NOT BE ABLE TO WORK ON VEHICLE WITHOUT VERIFY CONDITION.

## Action: OUTBOUND CALL TO DEALER

Dealer: 20851 FULLERTON FORD      Origin Desc: MANUAL - PHONE CSR  
 Odometer: 22521 MI      Comm Type: PHONE  
 Analyst Name: JILLIAN SHAPIRO      Analyst: JSHAPIRO  
 Action Date: 04/03/2002      Action Time: 11.35.03.313      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 - CUST CALLED FULLERTON FORD AND SPOKE TO ALAN, CRM, AT 808 722 3501 - VEH IS AT MENDEM FORD - WANTS VEH PICKED UP IF POSS AND TAKEN TO FULLERTON FORD, SELLING DLRSHIP - CUST SAYS SHE CAN BRING VEH IN 1ST THING MONDAY OR LATER IN THE WEEK TO A DRIVE WITH DLRSHIP - WANTS TO KNOW WHAT TO DO IF CONCERN DOES NOT EXHIBIT - SEEKS LOANER - ALSO ASKED IF VEH SHOULD BE TOWED IN IF CONCERN OCCURS AGAIN PER CUSTOMER, DEALER SAYS: - ALAN: CUST CAN LEAVE A MESSAGE WITH US FOR FORD REP CAC ADVISED: - OBC TO FULLERTON FORD, SPOKE TO ALAN, SM - TOLD ALAN THAT CUST IS WILLING TO DRIVE VEH WITH DLRSHIP NEXT WEEK TO TRY AND EXHIBIT CONCERN - ALAN SAID THAT IF VEH DOES EXHIBIT CONCERN HE WILL DO EVERYTHING HE CAN TO GET CUST A NO CHARGE LOANER - UPDATED CUST - TOLD CUST IF CONCERN DOES NOT EXHIBIT ITSELF, NEXT STEP IS CUST SHOULD BRING VEH BACK INTO DLRSHIP WHEN CONCERN HAS PRESENTED ITSELF AGAIN - TOLD CUST SHE CAN ASK ALAN IF HE WOULD RECOMMEND TOWING VEH IN IF THAT OCCURS - CUST WILL CALL DLRSHIP BACK TO ARRANGE APPOINTMENT — SUPERVISOR CALL IS NO LONGER REQUIRED —

## Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 20851 FULLERTON FORD      Origin Desc: DEALER  
 Odometer: 22041 MI      Comm Type: VISIT  
 Analyst Name: KEITH DAVIS      Analyst: K-DAV11  
 Action Date: 04/08/2002      Action Time: 09.28.25.179      Action Date: No

Comments SVC DIRECTOR ROAD TESTED WITH CUST FOR 14 MILES, UNABLE TO VERIFY STALLING CONDITION. DID VERIFY RED COOLANT LIGHT ON. APPT FOR 4-13-02 TO CORRECT RED COOLANT LIGHT CONCERN.

## All Action Details for Issue

Print

VIN: 1FMYU04111KF17898      Year: 2001      Model: ESCAPE      Case: 341100091  
 Name:      Owner Status: Original      WSD: 2000-11-20  
 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: 01785 MENDHAM FORD, INC.      Origin Desc: US INQUIRY CASE BASE  
 Odometer: 1 MI      Comm Type: PHONE  
 Analyst Name: NURUS SABA ALI      Analyst: NALI  
 Action Date: 04/08/2002      Action Time: 08.18.08.122      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: CUST WANTS TO FILE A COMP AGAINST MENDHAM FORD CARL AT MENDHAM FORD SAID THAT HE DID NOT TEST DR THE CAR DOCUMENTION CARL SAID ITS A NORMALPROCEDURE NOT TO DOCUMENT THE CONCERN IF THE CONCERN IS NOT VERIFIED CARL SAID THAT THE CUST CANNOT BRING TEN VEH EVER TO MENDHAM FORD CARL TOLD THE CUST TO TAKE THE VEH TO FULLERTON FORD THE SELLING DLR WHICH IS VERY FAR AWAY AND INCONVENIENT FOR THE CUST CUST SAYS PURCHASED A FORD VEH AS THEY WOULD BE EASY TO SERVICE SINCE MENDHAM WAS ON THE WAY PER CUSTOMER, DEALER SAYS: CAC ADVISED: - THANK YOU FOR NOTIFYING FORD ABOUT YOUR EXPERIENCE. - PLEASE CONTINUE TO WORK WITH YOUR SERVICE MANAGER TO ACHIEVE RESOLUTION. CUST WANTED TO BPK WITH LOUISA CUST INF THAT AS PER THE HIST 04/06 -LOUISA WILL FOLLOW UP WITH THE CUST ON MON CSR CONVEYED THE INF TO THE CUST AS PER THE HIST 04/05 INFERENCE CASE ID: 1037

Action: VEHICLE INFORMATION  
 Dealer: 01785 MENDHAM FORD, INC.      Origin Desc: MANUAL - PHONE CSR  
 Odometer:      Comm Type: PHONE  
 Analyst Name: AUDREY YEUN      Analyst: AYUEN  
 Action Date: 04/08/2002      Action Time: 10.23.03.483      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: -CUST STATES THAT A SUPERVISOR BY THE NAME OF LOUISA IS SUPPOSE TO CALL HER TODAY -SHE WOULD LIKE TO BE CONTACTED AT HER WORK NUMBER 973-880-3608 NOT AT HOME -ALSO IF SHE DOES NOT ANSWER HER WORK LINE THAT "0" SHOULD BE PRESSED AND SOMEONE WILL FIND HER

## All Action Details for Issue

Print

VIN: 1FMYU04111KF17888      Year: 2001      Model: ESCAPE      Case: 341100081  
 Name:      Owner Status: Original      WSD: 2000-11-20  
 Symptom Desc: STALL/QUITS DECELERATION HOT ENGINE      Primary Phone: F  
 Reason Desc: PRODCOMP DURPERF - KNOWNNO FIX AT PRESENT      Secondary Phon:  
 Issue Type: 02 INFORMATION      Issue Status: CLOSED

Action: ADVISE CUST NO REPAIR PROCEDURES AVAILABLE

Dealer: 01785 MENDHAM FORD, INC.

Origin Desc: US CONCERN CASE BASE

Odometer: 21928 MI

Comm Type: PHONE

Analyst Name: JILLIAN SHAPIRO

Analyst: JSHAPIRO

Action Date: 04/02/2002

Action Time: 09.43.15.193

Action Date: No

## Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: - VEH STALLED AGAIN LAST NIGHT - GOING AWAY FOR 6 DAYS PER CUSTOMER, DEALER SAYS: MAPLECREST FORD WENT IN TODAY AND SPOKE TO JOE IN SERVICE AT DLRHSP, SAID ENGINEER HAS ALREADY BEEN OUT THERE, SAID GO TO A DIFFERENT DEALER 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) - IN ECH NO-FIX SITE: - ADVISE TECHNICIANS TO CHECK PCM GROUNDS G104 & G106 UNDERNEATH THE BATTERY TRAY FOR BEING LOOSE. THE TECHNICIAN WILL HAVE TO REMOVE THE BATTERY TRAY TO GET ACCESS TO THE GROUNDS. IF A DEALER OR TECHNICIAN EXPERIENCES ANYMORE VEHICLES WITH THIS CONCERN AND THE GROUNDS ARE FOUND TO BE LOOSE, PLEASE ADVISE THEM TO SUBMIT AND EDSR FOR EACH CASE OBC TO MAPLECREST FORD TO JESSICA M. GARIBALDI, CRM OR SM - SPOKE TO JOE, SERVICE ADVISOR - SAYS CUST HAS BEEN IN 3 TO 4 TIMES WITH STALLING CONCERN - DLRSHIP HAS NEVER DUPLICATED CONCERN, REPLACED PARTS ANYWAY, KNEW MAY NOT REPAIR PROBLEM - CHECKED OASIS, FOUND NOTHING - FSE HAS TAKEN A LOOK AT VEH, MADE SUGGESTIONS FOR THE DLRSHIP TO TRY BUT APPARENTLY CONCERN IS STILL HAPPENING - ALREADY TRIED SSM 15434 (IN ECH NO FIX SITE) - RECOMMENDED ANOTHER DLRSHIP - UPDATED CUST, NEED TP SPEAK TO SM, NOT IN TODAY - WILL CALL CUST BACK TOMORROW AT 8:30AM AT CELL: 201 965 6201 - AFTER SPEAKING TO SERVICE MANAGER AT MENDHAM FORD AT 8AM INFERENCE CASE ID: 5401

Action: OUTBOUND CALL TO DEALER

Dealer: 01785 MENDHAM FORD, INC.

Origin Desc: MANUAL - PHONE CSR

Odometer: 22000 MI

Comm Type: PHONE

Analyst Name: JILLIAN SHAPIRO

Analyst: JSHAPIRO

Action Date: 04/03/2002

Action Time: 09.24.31.816

Action Date: No

## Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: - OBC TO MENDHAM FORD TO JESSICA M. GARIBALDI CUSTOMER RELATIONS MANAGER PHONE: 908.984.7700 OR - CARL CARLSEN CUSTOMER SERVICE DIRECTOR PHONE: (973) 643-2531 - SPOKE TO CARL WHO SAID CUST SHOULD GO BACK TO SELLING DLRSHIP

Action: OUTBOUND CALL TO FORD/MERCURY CUSTOMER

Dealer: 01765 MENDHAM FORD, INC.

Origin Desc: MANUAL - PHONE CSR

Odometer: 22000 MI

Comm Type: PHONE

Analyst Name: JILLIAN SHAPIRO

Analyst: JSHAPIRO

Action Date: 04/03/2002

Action Time: 09.24.31.816

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: OBC TO CUST. CUST NOT HAPPY THAT CRC WILL NOT PAY FOR VEH TO BE SENT TO FULLERTON FORD VEH WAS TAKEN BY CUST TO MENDHAM FORD THIS MORNING - CUST WANTS TO SPEAK TO SUPERVISOR, WOULD LIKE SUP TO CALL HER BACK AT CELL PHONE NUMBER 201 985 5201 - SUPERVISOR MATT 3088, CALLED CUST BACK ON CELL PHONE - LEFT MESSAGE FOR CUST ON VOICE MAIL ADVISING THAT WE ATTEMPTED TO CONTACT HER - AS CUST MAY STILL BE AT DLRHSP, CALLED THERE TO SPEAK TO HER AT 908.984.7700 - ASKED TO JOE OR CARL - 978-643-2531 SPOKE TO DLR SERVICE DEPT: -CUST NOT AT DLR; CUST UNREACHABLE; NEXT CSR CAN ADVISE: -DLR HAS INSPECTED VEH AND WILL DRIVE IT AGAIN TO TRY TO DUPLICATE CONCERN, HOWEVER, DLR HAS EXHAUSTED ALL RESOURCES AND RECOMMENDS THAT CUST BRING VEH TO SELLING DLR AS THIS DLR CAN NOT SPEND MORE TIME LOOKING AT VEH WITHOUT BEING ABLE TO DUPLICATE ANY CONCERN(S) AS DLR WILL HAVE TO PAY TECHNICIAN FOR TIME SPENT LOOKING AT VEH WHICH WILL NOT BE COVERED BY WARR IF NO PROBLEM IS FOUND (THIS WILL BE CUST EXPENSE). -DLR POSITION: UNABLE TO DUPLICATE CONCERN.

Action: SUPERVISOR REFERRAL FOLLOW-UP

Dealer: 01765 MENDHAM FORD, INC.

Origin Desc: MANUAL - PHONE CSR

Odometer: 21000 MI

Comm Type: PHONE

Analyst Name: MOHAMED EBRAHIM

Analyst: MEBRAHIM

Action Date: 04/03/2002

Action Time: 09.47.53.825

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: CUST CALLED TO SAY SUPERVISOR MATT 3088 CALLED HER BUT SHE MISSED THE CALL. CUST DID NOT WANT TO DISCUSS THIS ISSUE WITH CSR AND INSISTED TO SPEAK WITH MATT. CSR PROVIDED ALL INFO THAT WAS PUT IN BY MATT BUT CUST WAS NOT CONVINCED AND WANTS TO DISCUSS THIS WITH SUPERVISOR. PER CUSTOMER, DEALER SAYS: CAC ADVISED: ADVISED CUST CSR WILL PUT A REQ FOR SUPERVISOR TO CALL HER ON HER CELL NUMBER 201 985 5201.

Action: HANG-UP

Dealer: 01765 MENDHAM FORD, INC.

Origin Desc: MANUAL - NO CUSTOMER

Odometer: 1 MI

Comm Type: PHONE

Analyst Name: STACY BROWN

Analyst: SBROWN48

Action Date: 04/03/2002

Action Time: 10.41.24.313

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: -STATES THAT SHE IS CALLING BACK TO SPEAK WITH A SUPERVISOR...SUPERVISOR MATT WAS SUPPOSED TO CALL HER BACK AND HAS LEFT HER A MESSAGE...CUSTOMER IS REQUESTING LIVE SUPERVISOR PER CUSTOMER, DEALER SAYS: CAC ADVISED: CUSTOMER HUNG UP WHILE REP WENT TO SEE IF THERE WAS AN AVAILABLE SUPERVISOR



Action: SUPERVISOR REFERRAL FOLLOW-UP

Dealer: 01785 MENDHAM FORD, INC.

Origin Desc: MANUAL - PHONE CSR

Owner:

Comm Type: PHONE

Analyst Name: LOUISA PAGLIUCA

Analyst: LOUPAGLI

Action Date: 04/04/2002

Action Time: 12.55.08.722

Action Date: No

Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - SUPERVISOR  
LOUISA 7814 - OBC TO CUST ON CELL 201-685-5201 AND LFT A VOICE MSG - OBC TO CUST AT HOME NUMBER  
AND LFT A VOICE MSG - WILL FOLLOW UP 04/05/02

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## All Action Details for Issue

Print

VIN: 1FMYU0411KF17888      Year: 2001      Model: ESCAPE      Case: 341100031  
 Name:      Owner Status: Original      WSD: 2000-11-30  
 Symptom Desc: STALL/QUITS AT IDLE COLD ENGINE      Primary Phone:  
 Reason Desc: WARRANTY - BUMPER-TO-BUMPER      Secondary Phor:  
 Issue Type: 03 CONCERN      Issue Status: CLOSED

Action: ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM  
 Dealer: 20851 FULLERTON FORD      Origin Desc: US CONCERN CASE BASE  
 Odometer: 14000 MI      Comm Type: PHONE  
 Analyst Name: ANGRENE FAIRCLOUGH      Analyst: AFAIRCLO  
 Action Date: 10/18/2001      Action Time: 10.24.38.703      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 VEH STALLS WHEN SHE IS DRIVING SEPT 28 AND OCT 18 ARE THE 2 TIMES THE VEH HAS STALL SINCE CUST HAS BOUGHT VEH WHILE DRIVING CUST TOOK VEH TO DEALERSHIP THE FIRST TIME IS STALL, THE DEALERSHIP COULD NOT RECREATE THE PROBLEM. CUST WANTS WHAT IS GOING TO BE DONE TO FIX THE VEH CUST DOESN'T FEEL SAFE PER CUSTOMER, DEALER SAYS: NONE \*\*\*\*\*CUST GOT MARRIED SHE WANTS TO CHANGE HER MADIAN NAME TO MARRIED NAME ON OUR FILES. NEW NAME DITTMAR OLD NAME HORBAN 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: 4905

Action: NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - 'OTHER'  
 Dealer: 20851 FULLERTON FORD      Origin Desc: DEALER  
 Odometer: 14000 MI      Comm Type: VISIT  
 Analyst Name: KEITH DAVIS      Analyst: K-DAV11  
 Action Date: 10/25/2001      Action Time: 14.02.02.766      Action Data: No

Comments UNABLE TO DUPLICATE CONCERN ON TEST DRIVE. CUSTOMER TOLD TO RETURN IF CONCERN OCCURS AGAIN

Action: F7 - US - SUPPORT PREVIOUS DECISION MADE BY YOUR DEALER  
 Dealer: 20851 FULLERTON FORD      Origin Desc: MANUAL - CORRESPONDENCE CSR  
 Odometer: 15000 MI      Comm Type: MAIL  
 Analyst Name: MATT RUTHERFORD      Analyst: MRUTHER  
 Action Date: 01/08/2002      Action Time: 14.82.58.998      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: SURVEY SENT = VEH STALLS WHEN CUST IS DRIVING AT A FAIRLY HIGH RATE OF SPEED = BEEN TO DLR TWICE AND IS SCHEDULED FOR ANOTHER VISIT 12/28 = STALLING HAS HAPPENED 5 TIMES SINCE SEPTEMBER ; CUST DISAPPOINTED THIS HAS YET TO BE CORRECTED ; FRIGHTENING TO DRIVE A VEH THAT MAY STP AT ANY MOMENT PER CUSTOMER, DEALER SAYS: MAPLECREST FORD CAC ADVISED: FORM LETTER - SUPPORT PREVIOUS DECISION MADE BY DLR \*\*\*\*\*DLR HISTORICALS 10/25/01\*\*\*\*\* UNABLE TO DUPLICATE CONCERN ON TEST DRIVE. CUSTOMER TOLD TO RETURN IF CONCERN OCCURS AGAIN

All Action Details for Issue

Print

VIN: 1FMYU04111KF17898	Year: 2001	Model: ESCAPE	Case: 341100031
Name:	Owner Status: Original	WBD: 2000-11-20	
Symptom Desc: STALL/CUTS AT IDLE COLD ENGINE		Primary Phone:	
Reason Desc: WARRANTY - BUMPER-TO-BUMPER		Secondary Phn:	
Issue Type: 03 CONCERN	Issue Status: CLOSED		

Action: ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM		
Dealer: 20651 FULLERTON FORD		Origin Desc: US CONCERN CASE BASE
Odometer: 14000 MI	Comm Type: PHONE	
Analyst Name: ANGRENE FAIRCLOUGH	Analyst: AFAIRCLO	
Action Date: 10/16/2001	Action Time: 10.24.39.703	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 VEH STALLS WHEN SHE IS DRIVING SEPT 28 AND OCT 18 ARE THE 2 TIMES THE VEH HAS STALL SINCE CUST HAS BOUGHT VEH WHILE DRIVING CUST TOOK VEH TO DEALERSHIP THE FIRST TIME IS STALL, THE DEALERSHIP COULD NOT RECREATE THE PROBLEM. CUST WANTS WHAT IS GOING TO BE DONE TO FIX THE VEH CUST DOESN'T FEEL SAFE PER CUSTOMER, DEALER SAYS: NONE -----CUST GOT MARRIED SHE WANTS TO CHANGE HER MADIAN NAME TO MARRIED NAME ON OUR FILES. NEW NAME DITTMAR OLD NAME HORBAN CAG ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERY MGR INFERENCE CASE ID: 4805

Action: NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"		
Dealer: 20651 FULLERTON FORD		Origin Desc: DEALER
Odometer: 14000 MI	Comm Type: VISIT	
Analyst Name: KEITH DAVIS	Analyst: K-DAV11	
Action Date: 10/25/2001	Action Time: 14.02.02.768	Action Data: No

Comments UNABLE TO DUPLICATE CONCERN ON TEST DRIVE. CUSTOMER TOLD TO RETURN IF CONCERN OCCURS AGAIN

Action: F7 - US - SUPPORT PREVIOUS DECISION MADE BY YOUR DEALER		
Dealer: 20651 FULLERTON FORD		Origin Desc: MANUAL - CORRESPONDENCE CSR
Odometer: 15000 MI	Comm Type: MAIL	
Analyst Name: MATT RUTHERFORD	Analyst: MRUTHER	
Action Date: 01/08/2002	Action Time: 14.52.58.688	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: SURVEY SENT = VEH STALLS WHEN CUST IS DRIVING AT A FAIRLY HIGH RATE OF SPEED = BEEN TO DLR TWICE AND IS SCHEDULED FOR ANOTHER VISIT 12/26 = STALLING HAS HAPPENED 6 TIMES SINCE SEPTEMBER ; CUST DISAPPOINTED THIS HAS YET TO BE CORRECTED ; FRIGHTENING TO DRIVE A VEH THAT MAY STP AT ANY MOMENT PER CUSTOMER, DEALER SAYS: MAPLECREST FORD CAG ADVISED: FORM LETTER - SUPPORT PREVIOUS DECISION MADE BY DLR \*\*\*DLR HISTORICALS 10/25/01\*\*\* UNABLE TO DUPLICATE CONCERN ON TEST DRIVE. CUSTOMER TOLD TO RETURN IF CONCERN OCCURS AGAIN

ERR2-827 8782

All Action Details for Issue

Print

VIN: 1FMYU04111KF17898	Year: 2001	Model: ESCAPE	Case: 341100031
Name:	Owner Status: Original	WBD: 2000-11-20	
Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE		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: 01765 MENDHAM FORD, INC.		Origin Desc: US CONCERN CASE BASE
Odometer: 15000 MI	Comm Type: PHONE	
Analyst Name: SAMUEL SOUNYARAJ	Analyst: SSOUNYAR	
Action Date: 10/22/2001	Action Time: 15.20.35.526	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 IS CALLING ABOUT THE STALLING PROBLEM -DLRSHIP IS WORKING ON IT  
 -CUST IS WORRIED ABOUT IT PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - WE RECOMMEND THE  
 REPAIR BE PERFORMED BY A FORD/DM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER  
 SHOULD CONTACT CRMSERV MGR INFERENCE CASE ID: 4906

Action: FORD COVERED REPAIR MADE - WARRANTY		
Dealer: 01765 MENDHAM FORD, INC.		Origin Desc: DEALER
Odometer: 15000 MI	Comm Type: VISIT	
Analyst Name: MAPLECREST FORD	Analyst: C-CARLS4	
Action Date: 10/29/2001	Action Time: 10.59.26.625	Action Data: No

Comments CUST STATES ENGINE STALLS BOTH TIME NO CHECK ENGINE LIGHT NO STORED OR PENDING  
 CODES 2D TIME IN IDLE SPEED MOTOR REPLACE

All Action Details for Issue

Print

VIN: 1FMYU04111KF17898      Year: 2001      Model: ESCAPE      Case: 341100081  
Name:      Owner Status: Original      WBD: 2000-11-20  
Symptom Desc: AUTO TRANS UPSHIFT NO UPSHIFT      Primary Phone:  
Reason Desc: WARRANTY - BUMPER-TO-BUMPER      Secondary Pho:  
Issue Type: 03 CONCERN      Issue Status: CLOSED

Action: ADVISE CUST INFO WILL BE SENT TO DLR, CONTACT CRM  
Dealer: 20851 FULLERTON FORD      Origin Desc: US CONCERN CASE BASE  
Odometer: 1500 MI      Comm Type: MAIL  
Analyst Name: LEAH MOTIRAN      Analyst: LMOTIRAN  
Action Date: 01/03/2001      Action Time: 09.28.02.102      Action Data: No

Comments CUSTOMER SAYS: NEW ESCAPE WHEN PUTTING VEH TO DRIVE, AUTOMATIC, VEH WILL NOT GO INTO DRIVE ALL THE WAY. ITS INTERMITTENT IN NATURE. TRANSMISSION POPS IN AND OUT OF DRIVE. DID NOT TAKE VEH INTO DEALERSHIP WANTS TO KNOW IF THERE IS A RECALL ON THIS. PER CUSTOMER, DEALER SAYS: NONE GAC ADVISED: -ADVISED CUST OF RECALL 00849 WINDSHIELD WIPER - 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: 4905

Action: AWA P01 OFFER - ACCEPTED BY CUSTOMER  
Dealer: 20851 FULLERTON FORD      Origin Desc: DEALER  
Odometer: 1500 MI      Comm Type: MAIL  
Analyst Name: FULLERTON FORD      Analyst: F13476  
Action Date: 01/05/2001      Action Time: 10.03.99.712      Action Data: No

Comments NO COMMENTS AVAILABLE

### ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
8/14/2002 CLOSED	DSB-REFD PURCH PRICE RQST-DLR CANT REPAIR	1FMCU04111KD85137 1353290182	2001 ESCAPE	06
7/16/2002 CLOSED	RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER	1FMCU04111KD85137 1353290182	2001 ESCAPE	08
3/28/2002 CLOSED	CI - DEMAND LETTER	1FMCU04111KD85137 1353290182	2001 ESCAPE	04
3/28/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMCU04111KD85137 1353290182	2001 ESCAPE	02
3/19/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMCU04111KD85137 1353290182	2001 ESCAPE	02

All Action Details for Issue

Print

**VIN:** 1FMCU04111KD85137      **Year:** 2001      **Model:** ESCAPE      **Case:** 1353290162  
**Name:**      **Owner Status:** Original      **WRD:** 2000-11-15  
**Symptom Desc:** AUTO TRANS ENGAGEMENT DELAYED/SLIPS      **Primary Phone:**  
**Reason Desc:** DSB-REFD PURCH PRICE ROST-DLR CANT REPAIR      **Secondary Phn:**  
**Issue Type:** 06 DSB      **Issue Status:** CLOSED

**Action:** OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION  
**Dealer:** 05536 GALPIN FORD      **Origin Desc:** PHOENIX GROUP  
**Odometer:** 16600 MI      **Comm Type:** MAIL  
**Analyst Name:** SHAWN LEWIS      **Analyst:** SLEWIS26  
**Action Date:** 05/16/2002      **Action Time:** 08.08.35.894      **Action Date:** No

**Comments:** CUSTOMER STATES CONCERNS WITH VEHICLE HAVING TRANSMISSION, STALLING, ENGINE LIGHT, DASH NOISE AND SEATBELT PROBLEMS. FOUR REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUSTOMER SEEKS REFUND ON THE VEHICLE. SHAWN

**Action:** DEMARS MAILS REQUESTS FOR DEALER REPORTS      **Origin Desc:** DEMARS  
**Dealer:** 05536 GALPIN FORD  
**Odometer:** 16600 MI      **Comm Type:** MAIL  
**Analyst Name:** FELICITA LAZU      **Analyst:** 0885FL  
**Action Date:** 05/17/2002      **Action Time:** 14.06.40.801      **Action Date:** Yes

**Comments:** NO COMMENTS AVAILABLE

Data Element Name	Data Value
DEALER NAME	GALPIN FORD JB
DEALER NAME	SIMI VALLEY FORD JB

**Action:** CSM - MAIL SENT - DSB      **Origin Desc:** CONSUMER AFFAIRS - DSB  
**Dealer:** 05536 GALPIN FORD  
**Odometer:** 16600 MI      **Comm Type:** MAIL  
**Analyst Name:** BRENDA LITTLE      **Analyst:** BLITTLE9  
**Action Date:** 05/21/2002      **Action Time:** 10.41.31.891      **Action Date:** No

**Comments:** THE LA #3 BOARD IS 8/18.

**Action:** DEMARS RECEIVES DEALER REPORT      **Origin Desc:** DEMARS  
**Dealer:** 05536 GALPIN FORD  
**Odometer:** 16600 MI      **Comm Type:** FAX  
**Analyst Name:** JESSICA BURGOS      **Analyst:** J-BURGO1  
**Action Date:** 06/28/2002      **Action Time:** 15.31.23.771      **Action Date:** No

**Comments:** GALPIN FORD

**Action:** DEMARS RECEIVES DEALER REPORT      **Origin Desc:** DEMARS  
**Dealer:** 05536 GALPIN FORD  
**Odometer:** 16600 MI      **Comm Type:** FAX  
**Analyst Name:** JESSICA BURGOS      **Analyst:** J-BURGO1  
**Action Date:** 05/31/2002      **Action Time:** 12.23.48.802      **Action Date:** No

**Comments:** SIMI VALLEY FORD

Action: RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND

Dealer: 05538 GALPIN FORD

Origin Desc: PHOENIX GROUP

Odometer: 16500 MI

Comm Type: EMAIL

Analyst Name: SHAWN LEWIS

Analyst: S-LEW23

Action Date: 03/27/2002

Action Time: 14.20.44.173

Action Data: Yes

Comments CONCERN(S): TRANSMISSION, STALLING, CHECK-ENGINE LIGHT, DASHBOARD RATTLE, SEAT BELTS, AIR-BAG LIGHT, STEERING, WIPERS, MANIFOLD GASKETS, ENGINE COOLING FAN, ELECTRICAL SYSTEM, COOLANT SENSOR, DPFE SENSOR, TRIM AND BOTH EXTERIOR AND INTERIOR BODY NOISE REQUEST(S): REFUND RESOLVED CONCERN(S): STALLING, TRANSMISSION, SEAT BELTS AND AIR-BAG LIGHT BASIS: CUSTOMER'S ORAL PRESENTATION UNRESOLVED CONCERN(S): CHECK-ENGINE LIGHT, DASHBOARD RATTLE, STEERING, WIPERS, MANIFOLD GASKETS, ENGINE COOLING FAN, ELECTRICAL SYSTEM, COOLANT SENSOR, DPFE SENSOR, TRIM AND BOTH EXTERIOR AND INTERIOR BODY NOISE BASIS: CUSTOMER'S ORAL PRESENTATION DECISION: BOARD GRANTS R/R OPTION. REASON: EXCESSIVE REPAIRS AND EXCESSIVE DAYS OUT OF SERVICE HAVE NOT RESOLVED CONCERNS ABOUT CHECK-ENGINE LIGHT, DASHBOARD RATTLE, STEERING, WIPERS, MANIFOLD GASKETS, ENGINE COOLING FAN, ELECTRICAL SYSTEM, COOLANT SENSOR, DPFE SENSOR, TRIM AND BOTH EXTERIOR AND INTERIOR BODY NOISE. BASIS: CUSTOMER'S ORAL PRESENTATION, DISPUTE RESOLUTION SPECIALIST REPORT, CASE FILE AND BOARD'S EXPERTISE MILEAGE, USING 120K FORMULA, ON JULY 10, 2001, FOR FIRST REPAIR FOR DASHBOARD RATTLE: 1968 MILES FMC 100%

<u>Data Element Name</u>	<u>Data Value</u>
NAME OF BOARD	LA3
MEETING DATE	06-18-2002
DECISION LETTER DATE	06-20-2002
40 DAY DELAY CODE	0
ORAL HEARING	YES

Action: ACCEPTANCE FORM RECEIVED-CALIFORNIA

Dealer: 05538 GALPIN FORD

Origin Desc: CEMARS

Odometer: 16600 MI

Comm Type: MAIL

Analyst Name: JESSICA BURGOS

Analyst: J-BURGO1

Action Date: 07/01/2002

Action Time: 17.01.28.727

Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF ACCEPTANCE (DATE ON AIR FOR	07-01-2002

Action: DSB- RAVFABT UPLOAD COMPLETED

Dealer: 05538 GALPIN FORD

Origin Desc: CONSUMER AFFAIRS - DSB

Odometer: 16500 MI

Comm Type: OTHER

Analyst Name: BRENDA LITTLE

Analyst: BLITTLE9

Action Date: 07/09/2002

Action Time: 14.19.00.113

Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF UPLOAD (MM/DD/YYYY)	07-09-2002



Action: CALIFORNIA - BOARD-DIRECTED AWARD COMPLETED

Dealer: 05536 GALPIN FORD

Odometer: 16500 MI

Analyst Name: JOE BICHANICH

Action Date: 08/14/2002

Comm Type: PHONE

Analyst: J-BICHAN

Action Time: 20.36.59.971

Origin Desc: DEMARS

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

DATE AWARD PERFORMANCE COMPLETED

07-08-2002

COST OF AWARD

0

30 DAY DELAY CODE

0

All Action Details for Issue

Print

VIN: 1FMCU04111KD86137      Year: 2001      Model: ESCAPE      Case: 1983290162  
 Name:      Owner Status: Original      WBD: 2000-11-16  
 Symptom Desc: INDICATOR CHECK ENGINE      Primary Phone: I  
 Reason Desc: RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER      Secondary Phos  
 Issue Type: 08 RAV      Issue Status: CLOSED

Action: OPEN CASE FOR DSB REFUND - OWNED      Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES  
 Dealer: 05538 GALPIN FORD  
 Odometer: 17886 MI      Comm Type: MAIL  
 Analyst Name: NADINE THOMAS      Analyst: NTHOMA16  
 Action Date: 07/15/2002      Action Time: 13.43.15.147      Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
UPLOAD DATE	07-10-2002
TAG #	2838073002
VEHICLE VALUE AMOUNT	1687573002
NET LOSS AMOUNT	1025773002

Action: ADD ADDITIONAL SYMPTOM CODE      Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES  
 Dealer: 05538 GALPIN FORD  
 Odometer: 17886 MI      Comm Type: MAIL  
 Analyst Name: NADINE THOMAS      Analyst: NTHOMA16  
 Action Date: 07/15/2002      Action Time: 13.44.17.548      Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
SYMPTOM CODE	1072973002
SYMPTOM CODE	8032883002
SYMPTOM CODE	7053083002

Action: RECORD CHECK ISSUANCE FOR DSB REFUND      Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES  
 Dealer: 05538 GALPIN FORD  
 Odometer: 17886 MI      Comm Type: MAIL  
 Analyst Name: GROCE, DARLENE      Analyst: D-GROCE2  
 Action Date: 07/16/2002      Action Time: 10.18.49.072      Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

CHECK REQUEST DATE

07-15-2002

CHECK ISSUE DATE

07-16-2002

CHECK AMOUNT

27132.38

CHECK AMOUNT

CHECK AMOUNT

CHECK AMOUNT

CHECK #

6850593

CHECK #

CHECK #

CHECK

PAYEE

PAYEE

PAYEE

PAYEE

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All Action Details for Issue

[Print](#)

VIN: 1FMCLD4111KD65137      Year: 2001      Model: ESCAPE      Case: 1363290182  
 Name: M      Owner Status: Original      WSD: 2000-11-15  
 Symptom Desc: AUTO TRANS ENGAGEMENT DELAYED/SLIPS      Primary Phone:  
 Reason Desc: CI - DEMAND LETTER      Secondary Phor:  
 Issue Type: 04 REGION      Issue Status: CLOSED

**Action: OPEN REGION CONTACT**

Dealer: 07022 SIMI VALLEY FORD      Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION  
 Odometer: 11242 MI      Comm Type: MAIL  
 Analyst Name: ANNE ROBERTS      Analyst: AROBER90  
 Action Date: 01/18/2002      Action Time: 08.48.49.087      Action Date: No

Comments \*\*\*DEMAND LETTER DATED 12/27/01\*\*\* \*\*CI RECEIVED 01/18/02 \*\*\*CUSTOMER STATES: MULTIPLE DEFECTS, TRANSMISSION NOW SLIPPING \*\*\*CUSTOMER SEEKS: REPAIR OR REPLACE VEHICLE \*\*\*CI E-MAILED A COPY OF THE LETTER TO THE REGIONAL OFFICE FOR REVIEW. SENT CUSTOMER FLEM LETTER.

**Action: LETTER FAXED TO REGION**

Dealer: 07022 SIMI VALLEY FORD      Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION  
 Odometer: 11242 MI      Comm Type: MAIL  
 Analyst Name: ANNE ROBERTS      Analyst: AROBER90  
 Action Date: 01/31/2002      Action Time: 08.05.57.798      Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
REGION NUMBER	71
DATE RECEIVED	01-18-2002
TIME RECEIVED	08:57:0002
DATE FAXED	01-18-2002
TIME FAXED	10:55:0002

**Action: AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER**

Dealer: 07022 SIMI VALLEY FORD      Origin Desc: DEALER  
 Odometer: 11242 MI      Comm Type: PHONE  
 Analyst Name: SIMI VALLEY FORD      Analyst: N-JORDAN  
 Action Date: 02/12/2002      Action Time: 16.53.31.195      Action Date: No

Comments SPOKE WITH CUSTOMER, CURRENTLY HAS ISSUES WITH TRANS SLIP/DELAY. SIMI VALLEY FORD ROAD TESTED AND WAS UNABLE TO DUPLICATE. ADVISE CUSTOMER POSSIBLE FURTHER DIAGNOSIS POSSIBLE WITH FLIGHT RECORDER. CUSTOMER AGREED, WILL SCHEDULE APPOINTMENT.

Action: FORD COVERED REPAIR MADE - WARRANTY

Dealer: 07022 SIMI VALLEY FORD

Odometer: 11242 MI

Analyst Name: ROBERT WHITTIER

Action Date: 02/22/2002

Comm Type: PHONE

Analyst: RWHITTIE

Action Time: 16.21.19.974

Origin Desc: FIELD ORGANIZATION

Action Date: No

Comments SPOKE WITH THE CUSTOMER ON 2/10. CUSTOMER HAS CONCERNS WITH AIRBAG LIGHT AND TRANSMISSION DELAYED SHIFT, ALTHOUGH AIRBAG LIGHT HAS NOT COME ON SINCE LAST REPAIR. SIMI VALLEY FORD STATES THAT TRANSMISSION IS OPERATING NORMALLY. AUTHORIZED VDR FLIGHT RECORDER INSTALLED AT GALPIN FORD TO GIVE ADDITIONAL PEACE OF MIND BUT VEHICLE IS OPERATING NORMALLY AT THIS TIME PER SIMI VALLEY.

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Action: RECORD ADDITIONAL INFORMATION

Dealer: 07022 SIMI VALLEY FORD

Odometer: 11242 MI

Analyst Name: ALICIA BEASLEY

Action Date: 03/13/2002

Comm Type: PHONE

Analyst: ABEASLE1

Action Time:  
14.49.19.629

Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION

Action Date: No

Comments \*\*CI RECVD LETTER FROM CUSTOMER DATED 02/27/02 AND CI RECVD 03/13/02. CONCERNS WITH SEATBELTS, AIR BAG INDICATOR AND STEERING FUNCTION CUSTOMER REQUESTING CONTACT FROM FORD REP. CI SCAN LETTER TO REGION FOR THE CSM TO REVIEW AND HANDLE.\*\*

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Action: RECORD ADDITIONAL INFORMATION

Dealer: 07022 SIMI VALLEY FORD

Odometer: 11242 MI

Analyst Name: CELESTE JACKSON

Action Date: 03/29/2002

Comm Type: MAIL

Analyst: CJACKS94

Action Time:  
09.09.08.169

Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION

Action Date: No

Comments CI RECEIVED LETTER FROM CUSTOMER DATED 03-21-02 ON 03-27-02 CUSTOMER REQUESTING REPURCHASE OF VEHICLE. CI SIMPLY ADDED TO FILE. FADO LETTER PREVIOUSLY SENT. NO FURTHER ACTION PROPOSED.

All Action Details for Issue

Print

VIN: 1FMCLD4111KD85137	Year: 2001	Model: ESCAPE	Case: 1353290162
Name:	Owner Status: Original	WBD: 2000-11-15	
Symptom Desc: AUTO TRANS GENERAL NOISE DURING ACCELERATION		Primary Phone:	
Reason Desc: PRODY/COMP DUR/PERF - VEHICLE QUALITY		Secondary Phor:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM		
Dealer: 05536 GALPIN FORD		Origin Desc: US CONCERN CASE BASE
Odometer: 15000 MI	Comm Type: PHONE	
Analyst Name: POMPA MANDAL	Analyst: PMANDAL	
Action Date: 03/26/2002	Action Time: 13.35.38.564	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 SEEKING FORD TO BUY BACK THE VEH = CUST WROTE LETTER TO THE REG REP BUT DID NOT GET RESPONSE, WROTE THREE TIMES, LEFT TEN MESSAGES FOR THE REG REP BUT DID NOT GET RESPONSE = THE VEH IS AT THE DLRSHIP FOR 40 DAYS FOR REPAIR = CUST SEEKING INFO IF ANY OTHER REG REP IN THE REGION THAT SHE SPEAK WITH, ROBERT WHITTIER IS THE REGIONAL REP SHE WROTE THE LETTER TO, THE REG REP WAS AT THE DLRSHIP ON THURSDAY = THE VEH HAS A METALIC NOISE, RATTLING NOISE, HAS NOISE FROM THE FRONT AND BACK, WHILE ACCELERATING HAS TRANSMISSION PROBLEM, ALSO WONT SHIFT INTO GEARS PER CUSTOMER, DEALER SAYS: = NONE CAC ADVISED: - CRMSERV MGR UNAVAILABLE - FORWARDED INFORMATION TO CRMSERV MGR - REQUESTED CRMSERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS == OBG TO THE DLRSHIP SPOKE WITH EILEEN THE CRM SHE STATED ITS AT A REGION LEVEL NOW, SHE ADVISED THE CSR TO INFORM THE CUST THAT THEY ARE TRYING THEIR BEST, THEY HAVE LEFT A MESSAGE FOR ROBERT THE REG REP YESTERDAY, AS SOON THEY GET SOME INFO WILL INFORM THE CUST, CUST CAN CONTACT THE OVER ALL CRM JACKIE PEREZ AT THE DLRSHIP == ADVISED CUST AS PER EILEEN AND TO STAY IN CONTACT WITH THE DLRSHIP, CUST AGREED TO IT INFERENCE CASE ID: 1546

All Action Details for Issue

Print

VIN: 1FMCU04111KD85137	Year: 2001	Model: ESCAPE	Case: 1353290162
Name:	Owner Status: Original	WSD: 2000-11-16	
Symptom Desc: AUTO TRANS ENGAGEMENT DELAYED/SLIPS		Primary Phone:	
Reason Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY		Secondary Pho:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM		
Dealer: 05636 GALPIN FORD		Origin Desc: US CONCERN CASE BASE
Odometer: 15000 MI	Coman Type: PHONE	
Analyst Name: JACQUELINE THUSYANTH	Analyst: JTHUSYAN	
Action Date: 09/19/2002	Action Time: 17.52.26.476	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: -CUST SENT IN TWO LETTERS TO ADDRESS IN HER MANUAL -VEH IN THE SHOP FOR 33 DAYS FOR VARIOUS PROBLEMS -RIGHT NOW VEH IN FOR TRANS PROBLEMS -CUST DOES NOT KNOW WHAT TO DO -CUST WANTS TO SPEAK WITH SOMEONE ABOUT A REPURCHAS -REGIONAL CUST MGR IN THE AREA CALLED CUST BACK IN DEC WHO TOLD HER THAT IF THERE WERE PROBLEMS THAT CONTINUED THEY WOULD TAKE THE VEH BACK -CUST CALLED THE REP 3 WEEKS AGO AND HE HAS NOT YET CALLED HIM BACK - SEAT BELT PROBLEMS REAR HAS GONE OUT AND WHEN DLR WENT TO CHK EVERYTHING WAS ALRIGHT PER CUSTOMER, DEALER SAYS: -GALPIN FORD HANDLING ISSUE -DLR CANNOT FIND WHAT IS WRONG WITH THE TRANSMISSION CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/DM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRMSERV MGR - INFORMED CUST THAT SHE WILL HAVE TO SPEAK WITH THE DLR REGARDING TAKING BACK THE VEH INFERENCE CASE ID: 4591

### ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
8/24/2001 CLOSED	RAV - NUMBER OF REPAIR ATTEMPTS	1FMYU041B1KA73136 1532291271	2001 ESCAPE	08
8/14/2001 CLOSED	RAV - DISCLOSURE	1FMYU041B1KA73136 1532291271	2001 ESCAPE	01
7/25/2001 CLOSED	DEB-REFD PURCH PRICE RQST-DLR CAN'T REPAIR	1FMYU041B1KA73136 1532291271	2001 ESCAPE	06
5/23/2001 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMYU041B1KA73136 1532291271	2001 ESCAPE	02
5/23/2001 CLOSED	MISC INQUIRY - GENERAL/OTHER	1FMYU041B1KA73136 1532291271	2001 ESCAPE	01
5/22/2001 CLOSED	PROD/COMP DUR/PERF - MULTIPLE REPAIR	1FMYU041B1KA73136 1532291271	2001 ESCAPE	02
5/22/2001 CLOSED	DEALERSHIP - NEGATIVE FEEDBACK	1FMYU041B1KA73136 1532291271	2001 ESCAPE	01
5/1/2001 CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1FMYU041B1KA73136 1532291271	2001 ESCAPE	02



All Action Details for Issue

Print

VIN: 1FMYU04181KA73138	Year: 2001	Model: ESCAPE	Case: 1632281271
Name:	Owner Status: Original	WBD: 2001-03-08	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone:	
Reason Desc: RAV - NUMBER OF REPAIR ATTEMPTS		Secondary Phone:	
Issue Type: 08 RAV	Issue Status: CLOSED		

Action: OPEN CASE FOR DSB REFUND - OWNED

Dealer: 01340 SYL WORHACZ FORD INC

Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Odometer: 2820 MI

Comm Type: MAIL

Analyst Name: GWENDOLY GUTHRY

Analyst: GGUTHRY

Action Date: 08/06/2001

Action Time: 10.06.08.282

Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
UPLOAD DATE	07-28-2001
TAG #	2888982001
VEHICLE VALUE AMOUNT	1952582001
NET LOSS AMOUNT	5165582001

Action: CANCEL CASE FOR DSB REFUND

Dealer: 01340 SYL WORHACZ FORD INC

Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Odometer: 2820 MI

Comm Type: MAIL

Analyst Name: THOMAS BOGNER

Analyst: TBOGNER1

Action Date: 08/21/2001

Action Time: 11.02.00.625

Action Data: No

Comments NO COMMENTS AVAILABLE

Action: OPEN CASE FOR DSB REFUND - OWNED

Dealer: 01340 SYL WORHACZ FORD INC

Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Odometer: 2820 MI

Comm Type: MAIL

Analyst Name: THOMAS BOGNER

Analyst: TBOGNER1

Action Date: 08/21/2001

Action Time: 11.00.35.404

Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
UPLOAD DATE	07-28-2001
TAG #	2888982001
VEHICLE VALUE AMOUNT	1952582001
NET LOSS AMOUNT	5165582001
DEVIATION FOR MILEAGE AMOUNT	2505582001

Action: CANCEL CASE FOR DSB REFUND

Dealer: 01340 SYL WORNACZ FORD INC

Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Odometer: 2820 MI

Comm Type: MAIL

Analyst Name: STEFAN WALTER

Analyst: SWALTE13

Action Date: 08/22/2001

Action Time: 09.31.50.024

Action Date: No

Comments NO COMMENTS AVAILABLE

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Action: OPEN CASE FOR DSB REFUND - OWNED

Dealer: 01340 SYL WORNACZ FORD INC

Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Odometer: 2820 MI

Comm Type: MAIL

Analyst Name: STEFAN WALTER

Analyst: SWALTE13

Action Date: 08/22/2001

Action Time: 09.35.18.014

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

UPLOAD DATE

07-28-2001

TAG #

288982001

VEHICLE VALUE AMOUNT

1952562001

NET LOSS AMOUNT

0165562001

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Action: CANCEL CASE FOR DSB REFUND

Dealer: 01340 SYL WORNACZ FORD INC

Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Odometer: 2820 MI

Comm Type: MAIL

Analyst Name: STEFAN WALTER

Analyst: SWALTE13

Action Date: 08/22/2001

Action Time: 12.17.28.391

Action Date: No

Comments NO COMMENTS AVAILABLE

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Action: OPEN CASE FOR DSB REFUND - OWNED

Dealer: 01340 SYL WORNACZ FORD INC

Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Odometer: 2820 MI

Comm Type: MAIL

Analyst Name: STEFAN WALTER

Analyst: SWALTE13

Action Date: 08/22/2001

Action Time: 12.28.11.561

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

UPLOAD DATE

07-28-2001

TAG #

288982001

VEHICLE VALUE AMOUNT

1952562001

NET LOSS AMOUNT

5415562001

Action: RECORD CHECK ISSUANCE FOR DBB REFUND

Dealer: 01940 SYL WORHACZ FORD INC

Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Odometer: 2820 MI

Comps Type: MAR

Analyst Name: CLARA REDD Analyst: CREDD1

Action Date: 08/24/2001

Action Time: 09:09:44.842 Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
CHECK REQUEST DATE	08-23-2001
CHECK ISSUE DATE	08-24-2001
CHECK AMOUNT	22,478.2001
CHECK AMOUNT	2,482.82001
CHECK #	6080882001
CHECK #	6080884001
PAYEE	MARINE FEDERAL CREDIT UNION
PAYEE	PETER & EMALU EBYEDIT UNION

All Action Details for Issue

Print

VIN: 1FMYU04191KA73138	Year: 2001	Model: ESCAPE	Case: 1632291271
Name:	Owner Status: Original	WSD: 2001-03-08	
Symptom Desc:		Primary Phone:	
Reason Desc: RAV - DISCLOSURE		Secondary Phone:	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: ADVISE CUSTOMER TO CONTACT THEIR SELLING DEALERSHIP		
Dealer:		Origin Desc: US INQUIRY CASE BASE
Odometer: 2800 MI	Comm Type: PHONE	
Analyst Name: PETER MACLEAN	Analyst: PMACLEAN	
Action Date: 08/14/2001	Action Time: 16.51.28.887	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: -CUST WANTS TO KNOW WHY THE RAV PRICE IS LOWER THAN WHAT HE PAID FOR THE VEH PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED. - IF YOU SUSPECT THE VEHICLE YOU HAVE PURCHASED IS AN RAV, PLEASE RETURN TO YOUR SELLING DEALER. THEY ARE IN THE BEST POSITION TO DETERMINE THIS. - AN RAV IS A VEHICLE THAT WAS REPURCHASED BY THE MANUFACTURE BECAUSE IT DID NOT CONFORM TO THE MANUFACTURES EXPRESS WARRANTY AND EITHER THE NON COMFORMITY WAS NOT FIXED WITH A REASONABLE PERIOD OF TIME AS PROVIDED BY THE STATE LEMON LAW OR THE VEHICLE WAS REPAIRED AND THE CUSTOMER REMAINED UNSATISFIED. INFERENCE CASE ID: 004

All Action Details for Issues

Print

VIN: 1FMYU04181KA73136      Year: 2001      Model: ESCAPE      Case: 1532291271  
 Name:      Owner Status: Original      WSD: 2001-03-08  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: DSB-REFD PURCH PRICE COST-DLR CANT REPAIR      Secondary Phor  
 Issue Type: 08 DSB      Issue Status: CLOSED

Action: OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION  
 Dealer: 01340 SYL WORHACZ FORD INC      Origin Desc: PHOENIX GROUP  
 Odometer: 2820 MI      Comm Type: MAIL  
 Analyst Name: LATASHA WILLIS      Analyst: LWILL171  
 Action Date: 06/05/2001      Action Time: 10.45.07.823      Action Date: No

Comments CUSTOMER STATES CONCERNS WITH VEHICLE STALLING. CUSTOMER SEEKS THIS VEHICLE TO BE REFUNDED.

Action: DEMARS MAILS REQUESTS FOR DEALER REPORTS  
 Dealer: 01340 SYL WORHACZ FORD INC      Origin Desc: DEMARS  
 Odometer: 2820 MI      Comm Type: MAIL  
 Analyst Name: JESSICA BURGOS      Analyst: JBURGOS1  
 Action Date: 06/06/2001      Action Time: 12.47.37.183      Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
DEALER NAME	SYL WORHACZ FORD

Action: CSM - MAIL SENT - DSB  
 Dealer: 01340 SYL WORHACZ FORD INC      Origin Desc: CONSUMER AFFAIRS - DSB  
 Odometer: 2820 MI      Comm Type: MAIL  
 Analyst Name: TERRA TAYLOR      Analyst: TTAYLO31  
 Action Date: 06/08/2001      Action Time: 11.48.28.730      Action Date: No

Comments I SENT THE E-MAIL TODAY TO THE CSM AND FSE. THE CASE IS DUE BEFORE THE VALLEY FORGE BOARD ON 7-3-01. THE REPORT IS DUE 6-22-01.

Action: OUTBOUND CALL TO DEALER  
 Dealer: 01340 SYL WORHACZ FORD INC      Origin Desc: CONSUMER AFFAIRS - DSB  
 Odometer: 2820 MI      Comm Type: MAIL  
 Analyst Name: TERRA TAYLOR      Analyst: TTAYLO31  
 Action Date: 08/12/2001      Action Time: 11.44.38.343      Action Date: No

Comments I CALLED TODAY AND SPOKE WITH THOMAS GRABOSKI-SERVICE MGR AT SYL WORHACZ FORD. HE STATED THAT THE VEHICLE ONLY STALLED ONCE AT DEALERSHIP. HE WILL SEND THE DEALER REPORT SOON.

Action: OUTBOUND CALL TO DEALER  
 Dealer: 01340 SYL WORHACZ FORD INC      Origin Desc: CONSUMER AFFAIRS - DSB  
 Odometer: 2820 MI      Comm Type: EMAIL  
 Analyst Name: TERRA TAYLOR      Analyst: TTAYLO31  
 Action Date: 08/13/2001      Action Time: 10.39.50.285      Action Date: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
THOMAS	R	GRABOSKI		OTHER

Comments I SPOKE WITH THOMAS-SERVICE MGR AT SYL WORHACZ FORD. WE DISCUSSED THE CUSTOMER'S STALLING CONCERN. HE STATED THAT HE WILL SEND THE DEALER REPORT AS SOON AS POSSIBLE.

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Action: INITIAL CALL MADE TO CUSTOMER  
Dealer: 01340 SYL WORHACZ FORD INC  
Odometer: 2820 MI  
Analyst Name: TERRA TAYLOR  
Action Date: 08/13/2001

Comm Type: EMAIL  
Analyst: TTAYLO31  
Action Time: 11.25.06.738

Origin Desc: CONSUMER AFFAIRS - DSB  
Action Date: No

Comments I CALLED TODAY AND SPOKE TO MR. EBY IN REGARDS TO HIS VEHICLE. HE STATED THAT HE TOOK HIS VEHICLE IN ALSO ON 6-23-01 FOR THE SAME STALLING PROBLEM. HE TEST DROVE VEHICLE WITH GREG WORHACZ, GENERAL MANAGER AT SYL WORHACZ. THE VEHICLE STALLED ONCE WITHIN 2 BLOCKS OF DEALERSHIP. THE VEHICLE WAS TOWED BACK TO DEALER FOR FURTHER INSPECTION. THE DEALER STILL HAS THE VEHICLE. I ADVISED HIM OF HIS BOARD DATE AND LOCATION.

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Action: DRS FORWARDS DEALER REPORT TO DEMARS  
Dealer: 01340 SYL WORHACZ FORD INC  
Odometer: 2820 MI  
Analyst Name: TERRA TAYLOR  
Action Date: 06/14/2001

Comm Type: EMAIL  
Analyst: TTAYLO31  
Action Time: 11.35.16.809

Origin Desc: CONSUMER AFFAIRS - DSB  
Action Date: No

Comments I SENT THE DEALER REPORT FROM SYL WORHACZ FORD TO CANDY AT DEMARS TODAY.

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Action: DEMARS RECEIVES DEALER REPORT  
Dealer: 01340 SYL WORHACZ FORD INC  
Odometer: 2820 MI  
Analyst Name: JESSICA BURGOS  
Action Date: 08/15/2001

Comm Type: FAX  
Analyst: JBURGOS1  
Action Time: 11.07.08.084

Origin Desc: DEMARS  
Action Date: No

Comments SYL WORHACZ FORD

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Action: INBOUND CALL FROM CUSTOMER  
Dealer: 01340 SYL WORHACZ FORD INC  
Odometer: 2820 MI  
Analyst Name: TERRA TAYLOR  
Action Date: 08/20/2001

Comm Type: EMAIL  
Analyst: TTAYLO31  
Action Time: 08.44.28.105

Origin Desc: CONSUMER AFFAIRS - DSB  
Action Date: No

Comments I RECEIVED A CALL FROM PETER EBY. HE RETURNED MY PHONE CALL FROM YESTERDAY. IT WAS REGARDING A PRIOR RESOLVE OFFER OF A REPLACEMENT OR A REFUND. HE REJECTED BOTH BECAUSE HE WAS NOT SATISFIED WITH EITHER OFFER AND HE WANTS HIS CASE TO BE HEARD BY THE BOARD AND GET HIS ATTORNEY INVOLVED.

**Action:** COMPANY REPORT SUBMITTED  
**Dealer:** 01340 SYL WORHACZ FORD INC **Origin Desc:** CONSUMER AFFAIRS - DSB  
**Odometer:** 2820 MI **Comm Type:** EMAIL  
**Analyst Name:** TERRA TAYLOR **Analyst:** TTAYLO31  
**Action Date:** 08/20/2001 **Action Time:** 12.03.09.808 **Action Data:** Yes

**Comments:** I SENT THE COMPANY REPORT TO CANDY AT DEMARS TODAY. THE CASE IS DUE BEFORE THE VALLEY FORGE BOARD ON 7-3-01.(REGION 18)

<u>Data Element Name</u>	<u>Data Value</u>
CUSTOMER CONTACTED BY FORD	NO
REGION RESPONDED TO DSB E-MAIL (Y/N)	NO

**Action:** RECORD DETAILS OF BOARD DECISION - REPLACEREFUND  
**Dealer:** 01340 SYL WORHACZ FORD INC **Origin Desc:** PHOENIX GROUP  
**Odometer:** 2820 MI **Comm Type:** EMAIL  
**Analyst Name:** LATASHA WILLIS **Analyst:** LWILLI71  
**Action Date:** 07/10/2001 **Action Time:** 07.32.39.798 **Action Data:** Yes

**Comments:** CONCERNS: STALLING REQUEST: REFUND DECISION: BOARD DIRECTS REFUND OR REPLACEMENT WITHOUT MILEAGE CHARGES BASED ON DATE OF ONSET OF PROBLEM, P.1; AND WARRANTY HISTORY, P.A. CONCERN APPEARS TO BE UNRESOLVED.

<u>Data Element Name</u>	<u>Data Value</u>
NAME OF BOARD	VALLEY
MEETING DATE	07-08-2001
DECISION LETTER DATE	07-05-2001
45 DAY DELAY CODE	07-05-2001
ORAL HEARING	N7-05-2001

**Action:** ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA  
**Dealer:** 01340 SYL WORHACZ FORD INC **Origin Desc:** DEMARS  
**Odometer:** 2820 MI **Comm Type:** EMAIL  
**Analyst Name:** RACHEL WILKERSON **Analyst:** 3861RW  
**Action Date:** 07/23/2001 **Action Time:** 11.18.49.427 **Action Data:** Yes

**Comments:** NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF ACCEPTANCE (DATE ON AIR FORM)	07-23-2001

**Action:** DSB- RAVFAST UPLOAD COMPLETED  
**Dealer:** 01340 SYL WORHACZ FORD INC **Origin Desc:** CONSUMER AFFAIRS - DSB  
**Odometer:** 2820 MI **Comm Type:** EMAIL  
**Analyst Name:** TERRA TAYLOR **Analyst:** TTAYLO31  
**Action Date:** 07/25/2001 **Action Time:** 11.01.23.298 **Action Data:** Yes

**Comments:** NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF UPLOAD (MM/DD/YYYY)	07-25-2001

Action: BOARD-DIRECTED AWARD COMPLETED

Dealer: 01340 SYL WORHACZ FORD INC

Origin Desc: CONSUMER AFFAIRS - DSB

Odometer: 2820 MI

Comm Type: EMAIL

Analyst Name: TERRA TAYLOR

Analyst: TTAYLO31

Action Date: 07/25/2001

Action Time: 11.02.18.491

Action Data: Yes

Comments THE CASE HAS BEEN UPLOADED AND CAN NOW BE CLOSED.

Data Element Name

Data Value

DATE AWARD PERFORMANCE COMPLETED

07-25-2001

COST OF AWARD

07-25-2001

30 DAY DELAY CODE

07-25-2001



## All Action Details for Issue

Print

VIN: 1FMYU04191KA73135	Year: 2001	Model: ESCAPE	Case: 1632291271
Name:	Owner Status: Original	WSD: 2001-03-08	
Symptom Desc:		Primary Phone:	
Reason Desc: PRODCOMP DURPERF - VEHICLE QUALITY		Secondary Phor	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

## Action: SUPPORT DEALER'S/REGION'S DECISION

Dealer: 01340 SYL WORKACZ FORD INC	Origin Desc: US CONCERN CASE BASE
Odometer: 2823 MI	Comm Type: PHONE
Analyst Name: PATRICIA PLUMB	Analyst: PPLUMB
Action Date: 05/23/2001	Action Time: 14.21.58.832
	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: -CUST TOOK VEH IN THIS MORNING FOR STALLING CONCERN TO DLRSHIP AS PER ADVICE FROM QUINTON (SUP AT CRC) WHOM MR.EBY SPOKE WITH YESTERDAY -HE SAYS DLRSHIP REFUSED TO LOOK AT VEH TO TRY AND FIX IT -CUST WANTS TO SPEAK TO SUPERVISOR QUINTON AGAIN-HE SPOKE WITH QUINTON YESTERDAY -CUST SAYS DLR IS NOT TRYING TO FIX VEH AND HE DOES NOT WANT ME TO CALL DLR PER CUSTOMER, DEALER SAYS: -TOM SRV MGR CAC ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DLR/REGION DECISION \*\*\*\*PLEASE DO NOT DISCUSS THIS WITH CUST-FOR CSR INFO ONLY\*\*\*\*\*OBC TO DLR (CUST DOES NOT KNOW THIS, SINCE HE DID NOT WANT ME TO CALL DLR) - OWNER OF DLRSHIP GREG SAID CUST HUNTED HIM DOWN THIS MORNING AT A COFFEE SHOP AND SET DOWN KEYS ON TABLE DEMANDING HE FIX HIS VEH-CUST DID NOT DRIVE OR GET VEH TOWED TO THIS DLR- GREG ALSO SAID THIS CUST ADMITTED ONCE THAT THE VEH ONLY STALLS WHEN HE IS NOT WEARING HIS SEATBELT, THEY WILL NOT TEST DRIVE THIS VEH WITHOUT WEARING SEATBELTS-CUST REFUSES TO BRING VEH IN AND DRIVE WITH SOMEONE FROM DLRSHIP -CUST WANTS DLR TO PICK UP VEH AT HIS HOUSE AND FIX IT-DLR HAS TRIED EVERYTHING TO DUPLICATE CONCERN, THEY NEED CUST TO DRIVE WITH TECHNICIAN-CUST REFUSES TO DO SO -CUST WANTED TO SPEAK WITH SUPERVISOR AGAIN-HE SPOKE WITH ONE YESTERDAY\*\*\*\*NO REQUEST WILL BE PUT THROUGH AGAIN AS PER SOS\*\*\*\*\* -CUST WAS ABUSIVE TO ME ON PHONE INFERENCE CASE ID: 1815

E082-827 8784

All Action Details for Issue

Print

VIN: 1FMYU04181KA73138      Year: 2001      Model: ESCAPE      Case: 1532281271  
Name:      Owner Status: Original      WSD: 2001-03-08  
Symptom Desc:      Reason Desc: MISC INQUIRY - GENERAL/OTHER      Primary Phone:  
Issue Type: 01 INQUIRY      Issue Status: CLOSED      Secondary Phor

Action: UNABLE TO ASSIST / NEED MORE INFORMATION

Dealer:      Origin Desc: MANUAL - PHONE CSR  
Odometer: 2830 MI      Comm Type: PHONE  
Analyst Name: SHAUN MOHAMMED      Analyst: SMOHAMME  
Action Date: 05/23/2001      Action Time: 09:19:12.000      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: - CUST REQUESTS CSR THAT HE SPOKE TO YESTERDAY ...URGENT PER  
CUSTOMER, DEALER SAYS: - DLRSH REFUSES TO SERVICE HIS VEHL CAC ADVISED: - CSR WILL FOLLOWUP ON  
ISSUE

## All Action Details for Issue

Print

VIN: 1FMYU04181KA73138      Year: 2001      Model: ESCAPE      Case: 1632291271  
 Name:      Owner Status: Original      WBD: 2001-03-08  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: PRODYCOMP DURPERF - MULTIPLE REPAIR      Secondary Pho  
 Issue Type: 02 INFORMATION      Issue Status: CLOSED

Action: SUPPORT DEALER'S POSITION      Origin Desc: US CONCERN CASE BASE  
 Dealer: 01340 SYL WORHACZ FORD INC  
 Odometer: 2823 MI      Comm Type: PHONE  
 Analyst Name: ROBERT ECCLESTON      Analyst: RECCLEST  
 Action Date: 05/21/2001      Action Time: 08.40.48.916      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: CUST HAS A CONCERN WITH THE VEH SHUTS OFF AND THE VEH HAS BEEN TO HIS DEALER 3 TIMES AND THE DEALER HAS UNABLE TO DUPLICATE THE PROBLEM WHILE ACCELERATING THE VEH WILL SHUT OFF. CUST PICKED UP THE VEH MAY 12 AND THE VEH SHUT OFF ON MAY 14. NO WARNING LIGHTS ARE ILLUMINATED ON THE DASH BOARD, NO ENGINE NOISE. CUST FEELS UNSAFE DRIVING THE VEH, BECAUSE THE VEH SHUT OFF WHILE ON A BUSY STREET AND THE VEH WAS ALMOST HIT IN THE REAR. PER CUSTOMER, DEALER SAYS: OBC TO TOM SER MGR @ WORHACZ FORD. - TECH HOTLINE CONTACTED FUEL PRESSURE IS WITHIN SPECIFICATIONS. - THE VEH NEVER SKIPPED, NEVER STALLED THE ZONE REP HAS BEEN CONTACTED THEY SAID NOT TO ATTEMPT A REPAIR BECAUSE CONCERN CANNOT BE DUPLICATED. NO SYMPTON CODES IN OASIS. NO SSM NO TSB DEALER TEST DROVE THE VEH FOR 40 MPH VEH DID NOT EXPERIENCE THE CONCERN. TOM SAID THE CUST SHOULD MAKE AN APPT WITH A SER TECH AND THE CUST DRIVE THE VEH AND THE TECH CAN OBSERVE THE CONCERN TO BETTER DETERMINE THE ISSUE. CAC ADVISED: - SUPPORT REPAIR PROCEDURE COMPLETED BY DEALER - OBC TO TOM SER MGR @ WORHACZ FORD. - TECH HOTLINE CONTACTED FUEL PRESSURE IS WITHIN SPECIFICATIONS. - THE VEH NEVER SKIPPED, NEVER STALLED THE ZONE REP HAS BEEN CONTACTED THEY SAID NOT TO ATTEMPT A REPAIR BECAUSE CONCERN CANNOT BE DUPLICATED. NO SYMPTON CODES IN OASIS. NO SSM NO TSB DEALER TEST DROVE THE VEH FOR 40 MPH VEH DID NOT EXPERIENCE THE CONCERN. TOM SAID THE CUST SHOULD MAKE AN APPT WITH A SER TECH AND THE CUST DRIVE THE VEH AND THE TECH CAN OBSERVE THE CONCERN TO BETTER DETERMINE THE ISSUE. - ASSURED CUST VEH SAFETY IS PRIORITY AT FORD MOT CO. - ADVISED CUST TAKING THE VEH TO ANOTHER FORD DLR WILL MAY NOT RELIEVE THE CONCERN BECAUSE THEY WILL NOT BE ABLE TO DUPLICATE THE CONCERN. - ADVISED CUST IT IS FORD GOAL TO REPAIR THE VEH. - ADVISED FORD CRC SUP WILL CONTACT WITHIN 24 HRS. INFERENCE CASE ID: 4806

Action: SUPERVISOR REFERRAL FOLLOW-UP      Origin Desc: MANUAL - PHONE CSR  
 Dealer: 01340 SYL WORHACZ FORD INC  
 Odometer: 2823 MI      Comm Type: PHONE  
 Analyst Name: QUENTIN DOUGLIN      Analyst: QDOUGLIN  
 Action Date: 05/22/2001      Action Time: 13.10.20.971      Action Date: No

Comments CUSTOMER SAYS: - CSR THAT HE SPOKE WITH YESRTERDAY STATED THAT STALLING PROBLEM WITH VEH IS BECAUSE OF THE WAY HE DRIVES AND THIS IS WHAT MADE HIM UPSET - CUST STATES VEH CUTS OFF ANYTIME OF DAY HOWEVER IT HAPPENS MOST OFTEN IN THE MORNING - ALSO WHEN VEH WENT TO DLRSHIP HE EXPECTED DLR TO KEEP VEH UNTIL UNTIL IT WAS FIXED HOWEVER VEH WAS GIVEN BACK AND NO PAPER WORK WAS WITH IT TO SHOW IF VEH WAS REPAIRED - CUST SAYS DLRSHIP HAS ALSO TOLD HIM TO TAKE VEH ELSEWHERE IF HE WANTS AND SSM TOLD HIS WIFE TO BRING BACK VEH NEXT MORNING EVEN THOUGH DLR WAS OPEN AND WIFEHAD KIDS WITH HER - CUST STATES THAT HE WAS GIVEN A DSB FORM BY DLR AND HE WILL USE IT IF NECESSARY - ALSO CUST WOULD LIKE TO BE COMPENSATED FOR THE INCONVENIENCE THIS HAS CAUSED BEACUSE HE HAS NOT BEEN DRIVING VEH PER CUSTOMER, DEALER SAYS: CAN NOT DUPLICATE CONCERN HOWEVER SCHEDULE AN APPOINTMENT CAC ADVISED: \*\*\*\*\* SUPERVISOR OBC (QUENTIN D. FYT 2077 \*\*\*\*\* - OBC TO CUSTOMER ON MAY 22/01 @ 12:40 PM. REPLY FROM IS ADVISED CUST THAT IN R

ERR2-827 8786

GOAL IS TO PROPERLY REPAIR VEH AND SUGGEST THAT HE WORKS WITH DLR THAT HAS BEEN SERVICING VEH;  
ADVISED CUST THAT FMC DOES NOT REIMBURSE FOR LOSS OR DOWNTIME OF VEH; ADVISED CUST CONTACT  
S/A TO SCHEDULE APPT. TO ADDRESS CONCERNS BEFORE ESCALATING TO DSB ROUTE -OBC TO DLRSH  
SPOKE W TOM S/M AND ADVISED HIM OF CUSTOMER CONCERN AND ADVISED HIM THAT I ADVISED CUST TO  
MAKE ANOTHER APPT. TO ATTEMPT TO RESOLVE ISSUE BEFORE CUST ESCALATES TO DSB  
\*\*\*\*\*ISSUE CLOSED\*\*\*\*\*

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All Action Details for Issue

Print

VIN: 1FMYU04191KA73136	Year: 2001	Model: ESCAPE	Case: 1532261271
Name:	Owner Status: Original	WSD: 2001-03-08	
Symptom Desc:		Primary Phone:	
Reason Desc: DEALERSHIP - NEGATIVE FEEDBACK		Secondary Pho:	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: ADVISE CUSTOMER INFORMATION HAS BEEN DOCUMENTED

Dealer: 01340 SYL WORNACZ FORD INC	Origin Desc: US INQUIRY CASE BASE
Odometer: 2823 MI	Comm Type: PHONE
Analyst Name: QUENTIN DOUGLIN	Analyst: QDOUGLIN
Action Date: 06/22/2001	Action Time: 13.10.20.078
	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: - CSR THAT HE SPOKE WITH YESRTERDAY STATED THAT STALLING PROBLEM WITH VEH IS BECAUSE OF THE WAY HE DRIVES AND THIS IS WHAT MADE HIM UPSET - CUST STATES VEH CUTS OFF ANYTIME OF DAY HOWEVER IT HAPPENS MOST OFTEN IN THE MORNING - ALSO WHEN VEH WENT TO DLRSHIP HE EXPECTED DLR TO KEEP VEH UNTIL UNTIL IT WAS FIXED HOWEVER VEH WAS GIVEN BACK AND NO PAPER WORK WAS WITH IT TO SHOW IF VEH WAS REPAIRED - CUST SAYS DLRSHIP HAS ALSO TOLD HIM TO TAKE VEH ELSEWHERE IF HE WANTS AND SAM TOLD HIS WIFE TO BRING BACK VEH NEXT MORNING EVEN THOUGH DLR WAS OPEN AND WIFEHAD KIDS WITH HER - CUST STATES THAT HE WAS GIVEN A DSB FORM BY DLR AND HE WILL USE IT IF NECESSARY - ALSO CUST WOULD LIKE TO BE COMPENSATED FOR THE INCONVENIENCE THIS HAS CAUSED BEACUSE HE HAS NOT BEEN DRIVING VEH PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED - APOLOGIZE FOR EXPERIENCE - CONTACT CRMSERV MGR FOR FURTHER ASSISTANCE - DEALER COMPLAINTS KEPT ON FILE - FEEDBACK ALLOWS FORD TO IMPROVE PRODUCTS AND SERVICES INFERENCE CASE ID: 684

All Action Details for Issue

[Print](#)

VIN: 1FMYU04181KA73136	Year: 2001	Model: ESCAPE	Case: 1532201271
Name:	Owner Status: Original	WSD: 2001-03-08	
Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: DEALERSHIP - UNABLE TO DUPLICATE CONCERN		Secondary Pho:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

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**Action:** DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN  
**Dealer:** 01340 SYL WORHACZ FORD INC **Origin Desc:** US CONCERN CASE BASE  
**Odometer:** 2757 MI **Comm Type:** PHONE  
**Analyst Name:** IRENE TSENEBI **Analyst:** ITSENEBI  
**Action Date:** 05/07/2001 **Action Time:** 14.46.18.097 **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: -SEEKING ASSISTANCE -IS HAVING A CONCERN WITH THE VEHICLE SHUTTING OFF ON ITS OWN -BRUGHT THIS TO THE ATTENTION OF THE DEALER ON TWO DIFFERENT OCCASIONS -FEELS THAT THIS IS A SAFETY ISSUE -WILL BE ENVOYING THE LEMON LAW PER CUSTOMER, DEALER SAYS: -CUST ALLEGES THAT THE DEALER STATED THAT THEY CANNOT DUPLICATE THE CONCERN 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 - MADE OBC TO DEALER -SPOKE TO GENERAL MANAGER GREGG WORHACZ -WAS ADVISED THAT THE VEHICLE HAS BEEN TEST DRIVEN ON SEVERAL OCCASIONS -WAS ALSO ADVISED THAT THE TECH HOTLINE WAS CONTACTED AS WELL AS THE FIELD ENGINEER -WAS ADVISED TO HAVE THE CUSTOMER BRING THE VEHICLE IN AS SOON AS THE CONCERN OCCURS AGAIN -ADVISED CUSTOMER AS PER CONVERSATION WITH GENERAL MANAGER INFERENCE CASE ID: 4482

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
1/14/2002 CLOSED	CI - DEMAND LETTER	1FMYU04171KA34450 311822781	2001 ESCAPE	04
11/16/2001 CLOSED	L WARRANTY - BUMPER-TO- BUMPER	1FMYU04171KA34450 311822781	2001 ESCAPE	03

All Action Details for Issue

Print

VIN: 1FMYU04171KA34450      Year: 2001      Model: ESCAPE      Case: 311822781  
 Name:      Owner Status: Original      WBD: 2001-02-28  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: CI - DEMAND LETTER      Secondary Pho:  
 Issue Type: 04 REGION      Issue Status: CLOSED

Action: OPEN REGION CONTACT

Dealer: 08822 THOMAS FORD SALES INC      Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION  
 Odometer: 4712 MI      Comm Type: MAIL  
 Analyst Name: ANNE ROBERTS      Analyst: AROBER90  
 Action Date: 10/24/2001      Action Time: 13.50.17.006      Action Date: No

Comments \*\*\*DEMAND LETTER DATED 10/18/01 \*\* CI RECEIVED 10/24/01 \*\*\*CUSTOMER STATES: VEHICLE STALLED IN THE MIDDLE OF TRAFFIC AND THE BRAKES FAILED TO OPERATE. \*\*\*CUSTOMER SEEKS: REPURCHASE OF VEHICLE \*\*\*CI EMAILED A COPY OF LETTER TO THE REGIONAL OFFICE FOR REVIEW. SENT CUSTOMER A FLEM LETTER.

Action: LETTER FAXED TO REGION

Dealer: 08822 THOMAS FORD SALES INC      Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION  
 Odometer: 4712 MI      Comm Type: MAIL  
 Analyst Name: ANNE ROBERTS      Analyst: AROBER90  
 Action Date: 10/30/2001      Action Time: 08.37.58.204      Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
REGION NUMBER	11
DATE RECEIVED	10-24-2001
TIME RECEIVED	11:30:0001
DATE FAXED	10-24-2001
TIME FAXED	14:53:0001

Action: NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"

Dealer: 08822 THOMAS FORD SALES INC      Origin Desc: FIELD ORGANIZATION  
 Odometer: 4712 MI      Comm Type: OTHER  
 Analyst Name: GRAFT, COURTNEY (C.)      Analyst: CGRAFT  
 Action Date: 01/14/2002      Action Time: 15.28.21.205      Action Date: No

Comments WHEN CUSTOMER WAS EXPERIENCING CONCERN DEALER WAS UNABLE TO DUPLICATE AND THEREFORE COULD NOT MAKE A REPAIR. SINCE THAT TIME THE CUSTOMER HAS RETURNED TO THE DEALERSHIP FOR MAINTENANCE AND A RECALL WITH NO INCIDENT. CUSTOMER HAS NOT READDRESSSED THIS PARTICULAR ISSUE. CLOSING ISSUE.

ES82-827 8781



All Action Details for Issue

Print

VIN: 1FMYU04171KA34467	Year: 2001	Model: ESCAPE	Case: 311822781
Name: N	Owner Status: Original	WSD: 2001-02-28	
Symptom Desc: STALL/QUITS AT IDLE COLD ENGINE		Primary Phone:	
Reason Desc: WARRANTY - BUMPER-TO-BUMPER		Secondary Pho:	
Issue Type: 03 CONCERN	Issue Status: CLOSED		

Action: ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM		
Dealer: 08822 THOMAS FORD SALES INC		Origin Desc: US CONCERN CASE BASE
Odometer: 5600 MI	Comm Type: MAIL	
Analyst Name: MELISSA NOEL	Analyst: MNOEL	
Action Date: 10/05/2001	Action Time: 08.40.23.058	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: - MY VEH STALLED WHILE I WAS COMING OFF THE HIGHWAY CAN YOU TELL ME IF THEIR IS ANY OPEN RECALL TO MY VEH - MY VEH IS GETTING TOWED TO MY DLRSHIP RIGHT NOW 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 - ADVISE CUST THAT THEIR ISNT ANY OPEN FSA ON HER VEH INFERENCE CASE ID: 4805

Action: FORD COVERED REPAIR MADE - WARRANTY		
Dealer: 08822 THOMAS FORD SALES INC		Origin Desc: DEALER
Odometer: 5600 MI	Comm Type: SURVEY	
Analyst Name: THOMAS FORD	Analyst: B-TROMB1	
Action Date: 11/01/2001	Action Time: 14.44.27.111	Action Data: No

Comments: NO COMMENTS AVAILABLE

### ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
11/28/2001 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMCU04101KB70817 588062551	2001 ESCAPE	03
11/21/2001 CLOSED	PRODUCT - NEGATIVE FEEDBACK	1FMCU04101KB70817 588062551	2001 ESCAPE	02
10/5/2001 CLOSED	CAC RELATED - FM CSR FOLLOWING CONTACT	1FMCU04101KB70817 588062551	2001 ESCAPE	01
10/2/2001 CLOSED	MISC INQUIRY - GENERAL/OTHER	1FMCU04101KB70817 588062551	2001 ESCAPE	01
10/2/2001 CLOSED	MISC INQUIRY - CSR OBC	1FMCU04101KB70817 588062551	2001 ESCAPE	01
10/2/2001 CLOSED	PROD/COMP DUR/PERF - REGIONAL ASSISTANCE	1FMCU04101KB70817 588062551	2001 ESCAPE	03
9/13/2001 CLOSED	DEALERSHIP - WORKMANSHIP	1FMCU04101KB70817 588062551	2001 ESCAPE	02

AB Action Details for Issue

Print

VIN: 1FMCU04101KB70817      Year: 2001      Model: ESCAPE      Case: 586062551  
 Name:      Owner Status: Original      WSD: 2001-05-21  
 Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY      Secondary Pho:  
 Issue Type: 03 CONCERN      Issue Status: CLOSED

Action: ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM  
 Dealer: 03423 WOODHOUSE FORD, INC.      Origin Desc: US CONCERN CASE BASE  
 Odometer: 3357 MI      Comm Type: PHONE  
 Analyst Name: REGINALD ALSTROM      Analyst: RALSTROM  
 Action Date: 11/21/2001      Action Time: 18.47,18.485      Action Date: No

Comments CUSTOMER SAYS: CUST VEH CONTINUES TO STALL AFTER GOING AT THE DLR - WOODHOUSE FORD- THREE TIMES ALREADY FOR THM TO FIX -CUST HAD TO CANCEL VACATION PLANS BECAUSE OF THIS RECURRING PROBLEM -CUST MENTIONED THAT THE VEHICLE WAS A LEMON UNDER THE LEMON LAW -CUST DOES NOT WANT THE VEHICLE TO BE RE-SOLD TO ANYONE ELSE AS IT IS VERY DANGEROUS TO DRIVE PER CUSTOMER, DEALER SAYS: -WOODHOUSE FORD-SPOKE TO THE OWNER - BOB WOODHOUSE -HE CONFIRMED THAT HE WOULD HAVE A CHECK READY FOR THE CUST ON FRIDAY CAC ADVISED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST - FORWARDED INFORMATION TO CRM/SERV MGR - REQUESTED CRM/SERV MGR CONTACT WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 1807

Action: CUSTOMER REFUSES TO HAVE WORK DONE  
 Dealer: 03423 WOODHOUSE FORD, INC.      Origin Desc: DEALER  
 Odometer: 3357 MI      Comm Type: VISIT  
 Analyst Name: CHAD RIEGE      Analyst: C-RIEGE  
 Action Date: 11/25/2001      Action Time: 15.30,13.621      Action Date: No

Comments SANDRA DVORAK WAS IN OUR DEALERSHIP 10.23.01. SHE WAS MORE THAN UNWILLING TO LET US WORK ON HER ESCAPE AGAIN, SHE WAS VERY BELIGERANT, AND UNREASONABLE. WE OPTED TO BUY HER OUT OF THE VEHICLE AND SEND HER ON HER WAY. CLOSED BY CHAD RIEGE SVC. MGR.

All Action Details for Issue

[Print](#)

VIN: 1FMCU04101KB70817	Year: 2001	Model: ESCAPE	Case: 686062551
Name: K	Owner Status: Original	WSD: 2001-05-21	
Symptom Desc:		Primary Phone:	
Reason Desc: PRODUCT - NEGATIVE FEEDBACK		Secondary Phn:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ADVISE CUSTOMER THE FEEDBACK HAS BEEN DOCUMENTED		
Dealer: 03423 WOODHOUSE FORD, INC.		Origin Desc: LIS INQUIRY CASE BASE
Odometer: 3357 MI	Coman Type: PHONE	
Analyst Name: REGINALD ALSTROM	Analyst: RALSTROM	
Action Date: 11/21/2001	Action Time: 18.47.15.594	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 VEH CONTINUES TO STALL AFTER GOING AT THE DLR - WOODHOUSE FORD- THREE TIMES ALREADY FOR THM TO FIX -CUST HAD TO CANCEL VACATION PLANS BECAUSE OF THIS RECURRING PROBLEM -CUST MENTIONED THAT THE VEHICLE WAS A LEMON UNDER THE LEMON LAW -CUST DOES NOT WANT THE VEHICLE TO BE RE-SOLD TO ANYONE ELSE AS IT IS VERY DANGEROUS TO DRIVE PER CUSTOMER, DEALER SAYS: -WOODHOUSE FORD-SPOKE TO THE OWNER - BOB WOODHOUSE -HE CONFIRMED THAT HE WOULD HAVE A CHECK READY FOR THE CUST ON FRIDAY CAC ADVISED: ADVISE CUSTOMER INFORMATION HAS BEEN DOCUMENTED INFERENCE CASE ID: 867

**All Action Details for Issue**

**Print**

<b>VIN:</b> 1FMCU04101KB70817	<b>Year:</b> 2001	<b>Model:</b> ESCAPE	<b>Case:</b> 588062851
<b>Name:</b> :	<b>Owner Status:</b> Original	<b>WSD:</b> 2001-05-21	
<b>Symptom Desc:</b>		<b>Primary Phone:</b>	
<b>Reason Desc:</b> CAC RELATED - F/M CSR FOLLOWING CONTACT		<b>Secondary Pbo:</b>	
<b>Issue Type:</b> 01 INQUIRY	<b>Issue Status:</b> CLOSED		

<b>Action:</b> OUTBOUND CALL TO FORD/MERCURY CUSTOMER		
<b>Dealer:</b>	<b>Comm Type:</b> PHONE	<b>Origin Desc:</b> MANUAL - PHONE CSR
<b>Odometer:</b> 2410 MI	<b>Analyst:</b> JWATKINS	
<b>Analyst Name:</b> JANELLE WATKINS	<b>Action Time:</b> 16.58.17.995	<b>Action Data:</b> No
<b>Action Date:</b> 10/03/2001		

**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: -JBG FORM CHAD RIEGE SM AT WOODHOUSE FORD - HE STATES THAT THE VEH HAS BEEN DETAILED, HAD GAS TANK REFILLED AND DELIVERED, DLR BELIEVES THAT VEH IS FIXED AND THERE SHOULD BE NO MORE PROBLEMS WITH THE VEH SHUTTING OFF CAC ADVISED: -LM FOR CUST STATING THAT I UNEDRSTAND HER VEH HAS BEEN DETAILED, HAD GAS TANK REFILLED AND DELIVERED, DLR BELIEVES THAT VEH IS FIXED AND THERE SHOULD BE NO MORE PROBLEMS WIT THE VEH SHUTTING OFF- CSR WILL CALL BACK TO MAKE SURE THAT ALL IS WELL WITH CUST

<b>Action:</b> OUTBOUND CALL TO FORD/MERCURY CUSTOMER		
<b>Dealer:</b>	<b>Comm Type:</b> PHONE	<b>Origin Desc:</b> MANUAL - PHONE CSR
<b>Odometer:</b>	<b>Analyst:</b> JWATKINS	
<b>Analyst Name:</b> JANELLE WATKINS	<b>Action Time:</b> 17.06.31.945	<b>Action Data:</b> No
<b>Action Date:</b> 10/05/2001		

**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: -CSR 2901 CALLED CUST TO MAKE SURE THAT ALL IS WELL WITH THE CUST AND THE VEH - CUST WAS NOT IN SO CSR LEFT MESSAGE ON MACHINE- ADVISED THAT IF SHE IS HAVING ANY MORE CONCERNS AND QUIRIES TO CONTACT THE CAC WHEN SHE SEES FIT

All Action Details for Issue

Print

VIN: 1FMCUD4101KB70517      Year: 2001      Model: ESCAPE      Case: 586082551  
Name:      Owner Status: Original      WSD: 2001-05-21  
Symptom Desc:      Primary Phone:      Secondary Phone:  
Reason Desc: MISC INQUIRY - GENERAL/OTHER  
Issue Type: 01 INQUIRY      Issue Status: CLOSED

Action: UNABLE TO ASSIST  
Dealer:      Origin Desc: MANUAL - NO CUSTOMER  
Odometer: 1 MI      Comm Type: PHONE  
Analyst Name: VIKAS KUMAR      Analyst: VKUMAR  
Action Date: 10/02/2001      Action Time: 19.52.56.820      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: CUST HUNG UP

## All Action Details for Issue

Print

VIN: 1FMCU04101K670517	Year: 2001	Model: ESCAPE	Case: 588062351
Name:	Owner Status: Original	WSD: 2001-05-21	
Symptom Desc:		Primary Phone:	
Reason Desc: MISC INQUIRY - CSR OBC		Secondary Phn:	
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: MAIL
Analyst Name: NICOLE BROWN	Analyst: NIBROWN
Action Date: 08/12/2001	Action Time: 18.14.33.804
	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: -----VP SURVEY----- CUST VEH STALLED TWICE. -THE DLRSHIP COULD NOT FIND THE PROBLEM AND TOLD THE CUST IT WAS GAS. -THIS VEH HAS ALMOST CAUSED AN ACCIDENT. - SINCE THEN THE VEH HAS STALLED AGAINAND SHE CUST DOES NOT THINK THE DL REALIZES HOW DANGEROUS AND POSSIBLY GFATAL THIS CAN BE. -CUST HAD TO TELL THE DLRSHIP TO CONTACT FORD'S TECH HOTLINE. -CUST FEELS THIS IS ANOTHER COVERUP LIKE THE RECENT IGNITION CAUSING THE VEH TO STALL ANNOUNCEMENT -CUST WANTED TO DISCUSS THIS WITH THE OWNER OF THE DLRSHIP BUT WAS NOT ALLOWD TO. -CUST'S FAMILY AND INSURANCE AGENT ARE WELL AWARE OF THIS PER CUSTOMER, DEALER SAYS: CAC ADVISED: LEFT MESSAGE

Action: OUTBOUND CALL TO DEALER

Dealer:	Origin Desc: MANUAL - PHONE CSR
Odometer: 2410 MI	Comm Type: PHONE
Analyst Name: JANELLE WATKINS	Analyst: JWATKINS
Action Date: 10/01/2001	Action Time: 15.29.53.824
	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 THAT THE VEH STALLED AGAIN- DLR CAME AND PICKED UP THE VEH - VEH STALLED ON A BUSY RESIDENTIAL STREET THIS MORNING, THE HEADLIGHTS WERE ON AND SO WAS THE RADIO- CUST WOULD LIKE SOMEONE FROM THE FORD COMPANY TO CALL THE DLR AND SHE WOULD ALSO LIKE A CALL FROM THE FORD HEAD OFFICE AND NOT CUSTOMER SERVICE- SHE FEELS THAT FORD IS TAKING HER SAFETY TOO LIGHTLY PER CUSTOMER, DEALER SAYS: OBC TO DLR.LM FOR SCOTT HENNAH CRM AT WOODHOUSE FORD - ASKED FOR HIM TO CALL BACK CAC ADVISED: -CALLED CRM AT WOODHOUSE FORD - ASKED FOR HIM TO CALL ME BACK-WILL FOLLOW UP WITH CUST WHEN I HAVE MORE INFORMATION

Action: OUTBOUND CALL TO FORD/MERCURY CUSTOMER

Dealer:	Origin Desc: MANUAL - PHONE CSR
Odometer: 2410 MI	Comm Type: PHONE
Analyst Name: JANELLE WATKINS	Analyst: JWATKINS
Action Date: 10/01/2001	Action Time: 17.37.21.521
	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: PER CUSTOMER, DEALER SAYS: CAC ADVISED: -LM FOR CUST TO LET HER KNOW THAT I AM STILL LOOKING INTO THIS CASE FOR HER AND WILL BE IN TOUCH WHEN I COLLECT MORE INFORMATION

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Action: OUTBOUND CALL TO DEALER

Dealer:

Odometer: 2410 MI

Analyst Name: JANELLE WATKINS

Action Date: 10/02/2001

Comm Type: PHONE

Analyst: JWATKINS

Action Time: 18.59.49.916

Origin Desc: MANUAL - PHONE CSR

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: OBC TO DLR SM CHAD RIEGE IN REGARD TO NOTE THAT HE INPUT TO THE SYSTEM -CSR TRYING TO FIND OUT THE OUTCOME OF THE REPAIR AND THE OUTCOME WITH THE CUST- LM FOR CHAD TO CONTACT ME BACK WITH SOME ADDITIONAL INFO.

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## All Action Details for Issue

Print

VIN: 1FMCU04101K970817      Year: 2001      Model: ESCAPE      Case: 588062551  
 Name:      Owner Status: Original      WSD: 2001-06-21  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: PROD/COMP DUR/PERF - REGIONAL ASSISTANCE      Secondary Phor  
 Issue Type: 03 CONCERN      Issue Status: CLOSED

Action: ADVISE CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRM  
 Dealer: 03423 WOODHOUSE FORD, INC.      Origin Desc: US CONCERN CASE BASE  
 Odometer: 2410 MI      Comm Type: PHONE  
 Analyst Name: JANELLE WATKINS      Analyst: JWATKINS  
 Action Date: 09/27/2001      Action Time: 20.15.01.524      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: -CUST STATES THAT THE VEH STALLED AGAIN- DLR CAME AND PICKED UP THE VEH - VEH STALLED ON A BUSY RESIDENTIAL STREET THIS MORNING, THE HEADLIGHTS WERE ON AND SO WAS THE RADIO- CUST WOULD LIKE SOMEONE FROM THE FORD COMPANY TO CALL THE DLR AND SHE WOULD ALSO LIKE A CALL FROM THE FORD HEAD OFFICE AND NOT CUSTOMER SERVICE- SHE FEELS THAT FORD IS TAKING HER SAFETY TOO LIGHTLY PER CUSTOMER, DEALER SAYS: -OBC TO DLR-CRM SCOTT HENMAN IS NOT IN- LM FOR HIM TO CALL ME BACK- CAC ADVISED: - FORWARDED INFORMATION TO CRM/SERV MGR WITH COPY TO REGIONAL OFFICE - REQUESTED CRMSERV MGR CONTACT CSM WITHIN 2 BUSINESS DAYS- INFERENCE CASE ID: 1686

Action: FORD COVERED REPAIR MADE - WARRANTY  
 Dealer: 03423 WOODHOUSE FORD, INC.      Origin Desc: DEALER  
 Odometer: 2410 MI      Comm Type: VISIT  
 Analyst Name: CHAD RIEGE      Analyst: C-RIEGE  
 Action Date: 10/02/2001      Action Time: 12.48.20.849      Action Date: No

Comments WE PICKED UP SANDRA'S VEHICLE ON 09.28.01. AFTER REVIEWING PREVIOUS REPAIRS TICKETS, TSB'S AND SEM'S, THE HOT LINE WAS USED, WE TOOK A LEAD ON A POSSIBLE ETAC RELAY. WHEN TESTED IT FAILED IMMEDIATELY. WE REPAVED THAT RELAY, WE BELIEVE THE VEHICLE IS REPAIVED AT THIS TIME. CLOSED BY CHAD RIEGE SVC. MGR.

All Action Details for Issue

Print

VIN: 1FMCU04101KB70817	Year: 2001	Model: ESCAPE	Case: 588062551
Name:	Owner Status: Original	WSD: 2001-05-21	Primary Phone:
Symptom Desc:		Secondary Phor:	
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: 03423 WOODHOUSE FORD, INC.		Origin Desc: US INQUIRY CASE BASE
Odometer: 2100 MI	Comm Type: PHONE	
Analyst Name: CLINTON GAYADEEN	Analyst: CGAYAD	
Action Date: 09/13/2001	Action Time: 19:10:46.635	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: \*\*\*\*\*HISTORICAL\*\*\*\*\* VP SURVEY  
 -CUST VEH STALLED TWICE. -THE DLRSHIP COULD NOT FIND THE PROBLEM AND TOLD THE CUST IT WAS GAS. -THIS VEH HAS ALMOST CAUSED AN ACCIDENT. -SINCE THEN THE VEH HAS STALLED AGAINAND SHE CUST DOES NOT THINK THE DL REALIZES HOW DANGEROUS AND POSSIBLEY GFATAL THIS CAN BE. -CUST HAD TO TELL THE DLRSHIP TO CONTACT FORD'S TECH HOTLINE. -CUST FEELS THIS IS ANOTHER COVEREUP LIKE THE RECENT IGNITION CAUSING THE VEH TO STALL ANNOUNCEMENT -CUST WANTED TO DISCUSS THIS WITH THE OWNER OF THE DLRSHIP BUT WAS NOT ALLOWD TO. -CUST'S FAMILY AND INSURANCE AGENT ARE WELL AWARE OF THIS \*\*\*\*\*BC FROM DLR\*TOOK VEH IN FOR SECOND TIME; UNHAPPY THAT I HAD TO BECAUSE DLR SHOULD HAVE CALLED FORD THE FIRST TIME - DLR CALLED ANOTHER DLR WHO ADVISED IT MAY BE THE FUEL PUMP - VEH HAS NOT STALLED SINCE, BUT HAVE NOT USED A/C EITHER - CELL PHONE ADAPTER DOESNT ALSO WORK - AM AWARE OF THE LEMON LAW - WAITED 14 YRS FOR NEW VEH AND THIS IS WHAT I GOT PER CUSTOMER, DEALER SAYS: WOODHOUSE FORD 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

### 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
1/25/2002 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: 1FMCU04181KB73303	Year: 2001	Model: ESCAPE	Case: 1774532141
Name:	Owner Status: Original	WBD: 2001-05-09	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone:	
Reason Desc: RAV - NUMBER OF REPAIR ATTEMPTS		Secondary Phc:	
Issue Type: CR RAV	Issue Status: CLOSED		

Action: OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

Dealer: 02824 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: 03/28/2002	Action Time: 12.68.38.833
	Action Data: Yes

Comments NO COMMENTS ADDED

<u>Data Element Name</u>	<u>Data Value</u>
UPLOAD DATE	02-05-2002
TAG #	2838190
VEHICLE VALUE AMOUNT	18825
NET LOSS AMOUNT	8847
DEVIATION FOR MILEAGE AMOUNT	1212
DEVIATION FOR UPGRADE	
DEVIATION FOR OVERALLOWANCE	
DEVIATION FOR NEGATIVE EQUITY	
DEVIATION FOR OTHER	
REPLACEMENT VIN	2KB66948

Action: RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT

Dealer: 02824 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: 11.49.58.305
	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 #	6471383002
PAYEE	LITHIA FORD OF CONCORD

All Action Details for Issue

Print

VIN: 1FMCUD4161KB73303	Year: 2001	Model: ESCAPE	Case: 1774632141
Name:	Owner Status: Original	WSD: 2001-05-09	
Symptom Desc: STALL,QUITS ACCELERATION HOT ENGINE		Primary Phone:	
Reason Desc: CI - DEMAND LETTER		Secondary Pho	
Issue Type: 04 REGION	Issue Status: CLOSED		

Action: OPEN REGION CONTACT

Dealer: 02824 LITHIA FORD OF CONCORD

Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION

Odometer: 11869 MI

Comm Type: MAIL

Analyst Name: CELESTE JACKSON

Analyst: CJACKS84

Action Date: 01/24/2002

Action Time: 13:27:27.164

Action Date: 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: 02824 LITHIA FORD OF CONCORD

Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION

Odometer: 11869 MI

Comm Type: MAIL

Analyst Name: CELESTE JACKSON

Analyst: CJACKS84

Action Date: 01/24/2002

Action Time: 13:36:47.408

Action Date: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
REGION NUMBER	72
DATE RECEIVED	01-24-2002
TIME RECEIVED	11:46:0002
DATE FAXED	01-24-2002
TIME FAXED	13:36:0002

Action: FORD COVERED REPAIR MADE - WARRANTY

Dealer: 02824 LITHIA FORD OF CONCORD

Origin Desc: FIELD ORGANIZATION

Odometer: 11869 MI

Comm Type: PHONE

Analyst Name: MIRANDA PATRICK

Analyst: MPATRIC3

Action Date: 01/28/2002

Action Time: 12:40:51.038

Action Date: 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 ELIGBLE AT THIS TIME.

All Action Details for Issue

Print

VIN: 1FMGU04181KB73303      Year: 2001      Model: ESCAPE      Case: 1774632141  
Name:      Owner Status: Original      W80: 2001-08-09  
Symptom Desc:      Primary Phone:  
Reason Desc: SALES - CUST ALLEGES MISREPRESENTATION      Secondary Pho:  
Issue Type: 02 INFORMATION      Issue Status: CLOSED

Action: THANK CUST FOR THEIR FEEDBACK, INFO WILL BE FORWARDED TO DLR FO  
Dealer: D2624 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: 20.08.21.530      Action Date: 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 DRLSHIP 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: 1FMCU04181KB73303	Year: 2001	Model: ESCAPE	Case: 1774532141
Name: MF	Owner Status: Original	WBD: 2001-06-08	
Symptom Desc: STALL/QUITS AT IDLE 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:** 02824 LITHIA FORD OF CONCORD **Origin Desc:** US CONCERN CASE BASE  
**Odometer:** 11700 MI **Comin Type:** PHONE  
**Analyst Name:** JENNIFER CORREA **Analyst:** JCORREIA  
**Action Date:** 01/17/2002 **Action Time:** 20:58:18.123 **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: - CUST STATES VEH SHUT OFF WHILE DRIVING - CUST VERY CONCERNED BUT DOES NOT KNOW WHAT TO DO - VEH STALLS USUALLY AROUND 35 MPH - DLRSHP REPLACED CPM AFTER THE THIRD STALL - THIS WAS 2000 MILES AGO AND STALLED AGAIN TODAY - CUST STATES A/C SHIFTS FROM POINTING @ YOU TO DEFROST AND SHUTS OFF SOMETIME WHEN ACCELERATING DLRSHP 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: 1FMCU04161KB73303	Year: 2001	Model: ESCAPE	Case: 1774832141
Name: MR A	Owner Status: Original	WSD: 2001-05-09	
Symptom Desc:		Primary Phone:	
Reason Desc: MISC INQUIRY - CSR OBC		Secondary Phone:	
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 HASEBENEH Analyst: AHASEBEN

Action Date: 06/02/2001 Action Time: 21.31.39.036 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: VP SURVEY = CUST STATES VEH SHUT OFF WHILE DRIVING, DRL SAID NOTHING WAS WRONG W/ VEH- CUST VERY CONCERNED BUT DON'T KNOW WHAT TO DO = CUST STATES A/C SHIFTS FROM POINTING @ YOU TO DEFROST AND SHUTS OFF SOMETIME WHEN ACCELERATING, DRL SHP 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**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
8/24/2001 CLOSED	ICCD - CUSTOMER INFORMATION ONLY	1FMYU03131KC40043 723442361	2001 ESCAPE	02

All Action Details for Issue

Print

VIN: 1FMYU03131KC40043	Year: 2001	Model: ESCAPE	Case: 723442361
Name: -	Owner Status: Original	WBO: 2001-07-10	
Symptom Desc:		Primary Phone:	
Reason Desc: ICCD - CUSTOMER INFORMATION ONLY		Secondary Pho:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ICCD - OUTBOUND SURVEY CONDUCTED

Dealer:		Origin Desc: ICCD
Odometer: 1100 MI	Comm Type: PHONE	
Analyst Name: SUNIL BOODHA	Analyst: SBOOD	
Action Date: 08/24/2001	Action Time: 20.05.23.192	Action Date: Yes

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: NO RECENT CONTACT CAC ADVISED: -ICCD  
OUTBOUND SURVEY CONDUCTED (NO CONCERNS)

Data Element Name

Data Value

Y  
Y

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
1/23/2003 CLOSED	PROD/COMP CUR/PERF - VEHICLE QUALITY	1326590852	1FMCU04181KF12000 2001 ESCAPE	02
1/23/2003 CLOSED	RECALL/ONP - VEHICLE INVOLVEMENT	1326590852	1FMCU04181KF12000 2001 ESCAPE	02
3/28/2002 CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1326590852	1FMCU04181KF12000 2001 ESCAPE	02

All Action Details for Issue

Print

VIN: 1FMCU04161KF12000      Year: 2001      Model: ESCAPE      Case: 1326600852  
Name:      Owner Status: Original      WBD: 2001-02-09  
Symptom Desc: INSTR/DISPLAY ELECTRONIC      Primary Phone:  
Reason Desc: PRODD/COMP DUR/PERF - VEHICLE QUALITY      Secondary Plo:  
Issue Type: 02 INFORMATION      Issue Status: CLOSED

Action: ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM  
Dealer: 02820 MARKWOOD FORD-MERCURY, INC.      Origin Desc: US CONCERN CASE BASE  
Odometer: 29000 MI      Comm Type: PHONE  
Analyst Name: CHRISTINA HOLT      Analyst: CHOLT  
Action Date: 01/23/2003      Action Time: 17.57.41.876      Action Date: No

Comments CUSTOMER SAYS: -DISPLAY ON RADIO DOESNT WORK -DOME LIGHTS AND HEADLIGHTS WORK  
INTERMITTENTLY 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: 4591

All Action Details for Issue

Print

VIN: 1FMCU04181KF12000	Year: 2001	Model: ESCAPE	Case: 1326590652
Name:	Owner Status: Original	WBD: 2001-02-09	
Symptoms Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		Primary Phone:	
Reason Desc: RECALL/ONP - VEHICLE INVOLVEMENT		Secondary Phone:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ADVISE CUST NO FSA'S AT THIS TIME		
Dealer: 02820 MARKWOOD FORD-MERCURY, INC.		Origin Desc: US INQUIRY CASE BASE
Odometer: 28000 MI	Comm Type: PHONE	
Analyst Name: CHRISTINA HOLT	Analyst: CHOLT	
Action Date: 01/23/2003	Action Time: 17.57.40.841	Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
ELIZABETH		LARK		SPOUSE

Comments CUSTOMER SAYS: -SEEKING INFO ON 02M01 -WANTS TO KNOW IF IT'S AN EXTENSION ON THE WARRANTY FOR THE VEH 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.

-----ADVISER CUST. THAT 02M01 IS AN EXTENSION OF THE WARRANTY ON THE EGR PRESSURE SENSOR INFERENCE CASE ID: 1040

All Action Details for Issue

Print

VIN: 1FMCU04181KF12000	Year: 2001	Model: ESCAPE	Case: 132660062
Name:	Owner Status: Original	WSD: 2001-02-09	
Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: DEALERSHIP - UNABLE TO DUPLICATE CONCERN		Secondary Phor:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN  
 Dealer: 02920 MARKWOOD FORD-MERCURY, INC.      Origin Desc: US CONCERN CASE BASE  
 Odometer: 18000 MI      Comm Type: PHONE  
 Analyst Name: SABRINA KNIGHTS      Analyst: SKIGHTS  
 Action Date: 03/26/2002      Action Time: 09.03.53.061      Action Date: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
ELIZABETH		LARK		SPOUSE

Comments CUSTOMER SAYS: -VEH KEEPS SHUTTING OFF ON HER IN ALL CONDITIONS -IT ALSO HAS A NO START PROBLEM -CUST ALMOST GOT INTO AN ACCIDENT BECAUSE OF THIS -CUST HAS NO STEERING WHEN THIS HAPPENS -CUST WANTS TO FIND OUT IF THERE IS A KNOWN PROBLEM WITH THIS -CUST WANTS THIS FIXED - -CUST WOULD LIKE ANOTHER PHN # TO TALK TO SOMEONE AT THE CORPORATE OFFICE - AS NOT HAPPY WITH ANSWER PER CUSTOMER, DEALER SAYS: MARKWOOD - HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN - NOTHING SHOWING ON THE DIAGNOSTIC -THEY SPOKE TO THERE TECH HOTLINE STILL WAS UNABLE TO DUPLICATE 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  
 -----INFORMED CUST THAT THE BEST THING THAT SHE WOULD NEED TO DO IS TO STAY IN CONTACT WITH THE DLRSHP - AS THEY HAVE ACCESS TO THE TECH HOT THAT WOULD GET THE INFO FIRST - ON HOW TO REPAIR VEH -INFORMED CUST THAT WE DONNOT HAVE A PHN # FOR THE CORPORATE OFFICE - ALL CUST RELATIONS ARE HANDLED AT THIS DEPT INFERENCE CASE ID: 4462

**THIS PAGE IS PRESENT  
TO ACCOUNT FOR  
A NUMBERING ERROR**

### ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
1/7/2003 CLOSED	CORRESPONDENCE - WORK IN PROGRESS	1FMCU04181KE96704 587900142	2001 ESCAPE	02
1/7/2003 CLOSED	AWA - AWA DENIED	1FMCU04181KE96704 587900142	2001 ESCAPE	02
6/17/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMCU04181KE96704 587900142	2001 ESCAPE	02
6/12/2002 CLOSED	PROD/COMP DUR/PERF - REGIONAL ASSISTANCE	1FMCU04181KE96704 587900142	2001 ESCAPE	04
4/1/2002 CLOSED	AWA - WITHIN CRITERIA, REQUESTING AWA	1FMCU04181KE96704 587900142	2001 ESCAPE	03
1/14/2002 CLOSED	MISC INQUIRY - GENERAL/OTHER	1FMCU04181KE96704 587900142	2001 ESCAPE	01



All Action Details for Issues

Print

VIN: 1FMCU04181KE06704	Year: 2001	Model: ESCAPE	Case: 687600142
Name:	Owner Status: Original	WSD: 2000-11-16	
Symptom Desc:		Primary Phone:	
Reason Desc: CORRESPONDENCE - WORK IN PROGRESS		Secondary Phone:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: EMAIL - WIP - SCHEDULED CALL BACK		
Dealer: 03854 TOWER FORD INC		Origin Desc: MANUAL - EMAIL
Odometer:	Comm Type: EMAIL	
Analyst Name: MATTHEW MAXWELL	Analyst: MMAAXWELL	
Action Date: 01/07/2003	Action Time: 17.4247.288	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: -E-MAIL CASE #678582= CUST E-MAIL: RALBANO@OPTONLINE.NET E-MAIL DATE: 1/07/2003 12:29:16 PM CUST CLAIMS: I WOULD LIKE ALL INFORMATION REGARDING ANY PROBLEMS WITH ESCAPE. BAD TREATMENT AT SERVICE DESK. RUDE AND HELPLESS SERVICE COUNTER. NON-INFORMATIVE AND UNINFORMED WORKERS. CUSTOMER SERVICE IS DEFINITELY NOT JOB ONE. IF THIS IS BLUE OVAL SERVICE I WONDER WHAT A NONBLUE OVAL SERVICE CENTER IS LIKE. HOW DO I CONTACT WILLIAM FORD? PER CUSTOMER, DEALER SAYS: CAC ADVISED: EMAIL - WIP - SCHEDULED CALL BACK

AR Action Details for Issue

Print

VIN: 1FMCU04101KE95704      Year: 2001      Model: ESCAPE      Case#: 557900142  
 Name:      Owner Status: Original      WBD: 2000-11-16  
 Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: AWA - AWA DENIED      Secondary Phone:  
 Issue Type: 02 INFORMATION      Issue Status: CLOSED

Action: ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE  
 Dealer: 09654 TOWER FORD INC      Origin Desc: US CONCERN CASE BASE  
 Odometer:      Comm Type: PHONE  
 Analyst Name: LEONARD SSONKO      Analyst: LSSONKO  
 Action Date: 01/07/2003      Action Time: 10.12.05.682      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 WANTS TO SPEAK TO A SUPERVISOR. =CUST SAYS THAT HE HAS SPOKE EVERYONE POSSIBLE AT THE DLRSHIP FROM THE BRY MGR, PARTS MGR AND EVEN TRIED TO REACH THE GM BUT NEVER GOT A RESPONSE BACK. =CUST SAYS THAT THE STILL STALLS AND NOTHING ON THE VEH WORKS FROM THE STEERING TO THE BRAKES TO THE GEAR SHIFT. =CUST SAYS THAT THE VEH IS GOING TO BE THE CAUSE OF HIS DEATH. =CUST SAYS THAT HE HAS A CLAUS WITH HIS LAWYER THAT OUTLINES A SUET THAT IF CUST DIES TO PRESENT THE INFORMATION AND FILE TO A COURT TO SUE FORD MOTOR CREDIT. =CUST SAYS THAT THIS IS AN ONGOING ISSUE FROM THE BEGINING OF THE MONTH. =CUST SAYS THAT THE ONLY SOLUTION THAT HE CAN LIVE WITH IS SOMEONE REPLACING HIS VEH. PER CUSTOMER, DEALER SAYS: =NONE CONTACTED GAC ADVISED: - I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSACSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR. CUST SAYS THAT HE WILL CALL BACK EVERY FIVE MINUTES UNTIL HE GETS A SUPERVISOR ON THE PHONE. INFERENCE CASE ID: 5413

## All Action Details for Issue

Print

VIN: 1FMCU04161KEAR704      Year: 2001      Model: ESCAPE      Case: 567800142  
 Name: A      Owner Status: Original      WBD: 2000-11-16  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: PRODY/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: 03654 TOWER FORD INC      Origin Desc: US CONCERN CASE BASE  
 Odometer: 21000 MI      Comm Type: PHONE  
 Analyst Name: STACY BROWN      Analyst: SBROWNMB  
 Action Date: 06/17/2002      Action Time: 12.00.50.058      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: =CUSTOMER IS CALLING BACK WITH THE SAME COMPLAINT AS BEFORE =HAVE REPORTED THIS CONCERN TO THE NEWSPAPERS =COULD NOT CONTACT DLR DUE TO TIME RESTRAINTS PRIOR TO TODAY...WAS GOING TO CALL IN NEXT WEEK, BUT SINCE VEH STALLED AGAIN HE WILL BE BRINGING THE VEH IN TODAY =CUST STATES THAT HE IS NOW AT THE DLR WAITING FOR SERVICE

~~=====~~ =HISTORICAL: -EXTREMELY UPSET -VEH HAD NO BRAKE, STEERING AND ACCELERATION -HAVE CONTACTED HIS LAWYER, THE HOSPITAL, SCHOOL PRINCIPAL SHOULD VEH HAS AN ACCIDENT ====== PER CUSTOMER, DEALER SAYS: TOWER FORD INC: CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/ALM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

Action: VEHICLE INFORMATION  
 Dealer: 03654 TOWER FORD INC      Origin Desc: MANUAL - PHONE CSR  
 Odometer: 21000 MI      Comm Type: PHONE  
 Analyst Name: STACY BROWN      Analyst: SBROWNMB  
 Action Date: 06/17/2002      Action Time: 12.00.50.058      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: =I WANT A COPY OF THIS FILE EITHER PRINTED AND SENT TO ME, OR DO I HAVE TO GET MY LAWYER TO CALL YOU FOR A COPY????? PER CUSTOMER, DEALER SAYS: CAC ADVISED: =ADVISED CUST THAT CRC IS UNABLE TO PRINT OR E-MAIL A COPY OF THE DOCUMENTATION FROM HIS CALL =ADVISED CUST THAT IF HIS LAWYER IS REQUESTING ANY INFO, HE WOULD HAVE TO CONTACT OUR CONSUMER'S AFFAIRS DEPT=

## All Action Details for Issue

Print

VIN: 1FMCU04161KE96704      Year: 2001      Model: ESCAPE      Case: 667900142  
 Name:      Owner Status: Original      WSC: 2000-11-18  
 Symptom Desc: STALL/QUITS DECELERATION HOT ENGINE      Primary Phone:  
 Reason Desc: PROD/COMP DUR/PERF - REGIONAL ASSISTANCE      Secondary Phone:  
 Issue Type: 04 REGION      Issue Status: CLOSED

Action: ADVISE CUSTOMER OF DEALER'S RESPONSE  
 Dealer: 03654 TOWER FORD INC      Origin Desc: US CONCERN CASE BASE  
 Odometer: 19000 MI      Comm Type: PHONE  
 Analyst Name: YVONNE LATTY      Analyst: YLATTY  
 Action Date: 04/30/2002      Action Time: 10.43.33.205      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: -EXTREMELY UPSET -VEH HAD NO BRAKE, STEERING AND ACCELERATION -HAVE CONTACTED HIS LAWYER, THE HOSPITAL, SCHOOL PRINCIPAL SHOULD VEH HAS AN ACCIDENT PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: -CUST HANG BEFORE SOLUTION WAS PROVIDED -REFUSED TO PROVIDE CEL NUMBER FROM WHICH HE WAS CALLING ON

--OBC RENE KASS, SERV MGR -PREVIOUS CONCERNS WERE INTERMITTEN -WITH NO CODES, REPAIRS WERE DONE AS PER SSM AND TECH HOTLINE -CURRENTLY THERE IS A CHECK ENGINE LIGHT AND CODES -WILL BE CONTACTING TECH HOT LINE FOR FURTHER ASSISTANCE -CUST IS PROVIDED WITH A LOANER

- 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 CSM/SERV MGR WILL CONTACT YOU AS SOON AS THEY HAVE MORE INFORMATION INFERENCE CASE ID: 6408

Action: PART ON ORDER  
 Dealer: 03654 TOWER FORD INC      Origin Desc: DEALER  
 Odometer: 19000 MI      Comm Type: VISIT  
 Analyst Name: RENE KASS      Analyst: R-KASS2  
 Action Date: 06/01/2002      Action Time: 08.42.28.992      Action Data: No

Comments VEHICLE CHECKED, ORDERED PURGE VALVE AND VAPOR MANAGEMENT VALVE AS PER CODES, CONTACTED CSM TO APPRAISE OF SITUATION

Action: DOCUMENT ADDITIONAL INFORMATION  
 Dealer: 03654 TOWER FORD INC      Origin Desc: DEALER  
 Odometer: 19000 MI      Comm Type: VISIT  
 Analyst Name: RENE KASS      Analyst: R-KASS2  
 Action Date: 05/03/2002      Action Time: 10.40.11.829      Action Data: No

Comments VEHICLE REPAIRED AS PER CODES, REPLACED VMV AND PURGE VALVE, REPLACED IAC, ROADTESTED 50 MILES, CHECKED BRAKING SYSTEM AS PER CUSTOMER REQUEST, REPLACED WEAK MASTER CYLINDER, CUSTOMER PICKING UP VEHICLE TODAY, 5-3-02

Action: UNABLE TO CONTACT CUSTOMER 3 TIMES

Dealer: 03654 TOWER FORD INC

Origin Desc: FIELD ORGANIZATION

Odometer: 18000 MI

Comm Type: PHONE

Analyst Name: MICHAEL JOHNSON

Analyst: MJOHN148

Action Date: 08/12/2002

Action Time: 17.14.23.408

Action Date: No

Comments DLRSHIP HAS LEFT MESSAGES ASKING CUSTOMER TO CALL IF THEY STILL HAVE PROBLEM TO DATE, DLR HASNT HEARD FROM CUSTOMER

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ERR2-827 8028

AE Action Details for Issue

Print

VIN: 1FMCU04181KE98704      Year: 2001      Model: ESCAPE      Case: 507900142  
 Name: |      Owner Status: Original      WSD: 2000-11-16  
 Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: AWA - WITHIN CRITERIA, REQUESTING AWA      Secondary Phone:  
 Issue Type: 03 CONCERN      Issue Status: CLOSED

Action: ADVISE CUSTOMER OF DEALER'S RESPONSE  
 Dealer: D1654 TOWER FORD INC      Origin Desc: US CONCERN CASE BASE  
 Odometer: 18000 MI      Comm Type: PHONE  
 Analyst Name: NATASHA SEATON      Analyst: NSEATON  
 Action Date: 04/01/2002      Action Time: 10.57.30.777      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: -WHILE DRIVING DOWN A HILL APPLING THE BRAKES GENTLY THE STEERING WHEEL STARTED TO GET STIFF AND THEN LOCKED UP -IF LIGHT DID NOT TURN GREEN CUST WOULD RAN INTO ANOTHER VEH -FINALLY THE CUST WAS ABLE TO JERK THE STEERING HURTING BACK, SHOULDER AND NECK - THIS IS THE THIRD TIME LOST POWER, STEERING AND BRAKE -CONTACT NHTSA, LAWYERS AND THEY SAID THAT THEY WILL CALL CUST BACK -CLAIMS THAT THE NHTSA HAS 18 INCIDENTS WITH THIS 2001 ESCAPE -CUST NO LONGER WANTS THE VEH; NO LONGER FEELS SAFE WITH THE VEH; WANTS THE DLRSHIP TO TAKE THE VEH BACK AND GIVE MONEY BACK PER CUSTOMER, DEALER SAYS: TOWER FORD OF GREAT NECK -CLAIMS THAT THE DLRSHIP SAID THAT THEY REPAIRED THE VEH; THEN THE CONCERN HAPPENED AGAIN -CLAIMS THAT THE OWNER SAID THAT THIS IS A SERVICE ISSUE; TRANSFERED CUST TO SERVICE -CLAIMS THAT THE DLRSHIP HAS NOT CALLED CUST TO LET CUST KNOW WHAT IS GOING ON WITH VEH 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? -> ADVISED CUST FORD GOAL IS TO REPAIR THE VEH -OBC TO DLRSHIP SPOKE TO RENE SAM WHO SAID THAT FORD HAS JUST SENT OUT \$\$\$ TO REPAIR THIS CONCERN; WILL SPEAK TO REP ABOUT CUST CONCERN - ADVISED CUST OF THE FOLLOWING -ADVISED CUST THAT REG WILL MAKE FINAL DECISION IN REGARDS TO HIS MATTER AND DLRSHIP WILL CONTACT WHEN THEY HEAR FROM REG -PROVIDED CUST WITH FMCC NUMBER INFERENCE CASE ID: 5417

## All Action Details for Issue

Print

VIN: 1FMCU04181KE96704      Year: 2001      Model: ESCAPE      Case: 56790D142  
 Name: M      Owner Status: Original      WSD: 2000-11-18  
 Symptom Desc:      Primary Phone:  
 Reason Desc: MISC INQUIRY - GENERAL/OTHER      Secondary Phone:  
 Issue Type: 01 INQUIRY      Issue Status: CLOSED

Action: CUSTOMER FOCUS - WIP - SCHEDULED CALL BACK  
 Dealer:      Origin Desc: MANUAL - CORRESPONDENCE CSR  
 Odometer: 1 MI      Conn Type: SURVEY  
 Analyst Name: JITENDRA TANEJA      Analyst: JTANEJA  
 Action Date: 01/14/2002      Action Time: 16.41.59.413      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: =====SURVEY===== FEELS THAT EVERYONE FROM THE OWNER TO THE SERVICE PEOPLE ARE RUDE, UNCARING, ILLMANNERED, UNKNOWLEDGEABLY, UNSYMPATHETIC, OBNOXIOUS, OFFENSIVE =THEY ALSO FEEL THAT A RENTAL CAR WHICH IS PROVIDED SHOULD BE OF EQUIVALENT CLASS AND THEY SHOULD NOT BE PUSHING TO BRING IN A VEH FOR A FACTORY DEFECT AS WELL AS THEY FEEL THAT THEY SHOULD BE PAID FOR THE INCONVENIENCE AND THE TIME =THEY HAVE ALREADY TAKEN THE VEH TO THE SERVICE DEPT 3 TIMES AND HAVE EXPRESSED THEIR CONCERN AS THEY DONOT FEEL SAFE TO DRIVE THE VEH AND TILL DATE THEY HAVE NOT RECEIVED ANY REPLY BACK FROM THE OWNER OF THE DLRSHIP NOR FROM ANYONE IN THE SERVICE DEPT PER CUSTOMER, DEALER SAYS: TOWER FORD INC CAC ADVISED: CUSTOMER FOCUS - WIP - SCHEDULED CALL BACK

Action: CUSTOMER FOCUS - MAILED HALLMARK CARD  
 Dealer:      Origin Desc: MANUAL - CORRESPONDENCE CSR  
 Odometer: 1 MI      Conn Type: SURVEY  
 Analyst Name: JITENDRA TANEJA      Analyst: JTANEJA  
 Action Date: 01/14/2002      Action Time: 17.49.54.952      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: =====SURVEY===== FEELS THAT EVERYONE FROM THE OWNER TO THE SERVICE PEOPLE ARE RUDE, UNCARING, ILLMANNERED, UNKNOWLEDGEABLY, UNSYMPATHETIC, OBNOXIOUS, OFFENSIVE =THEY ALSO FEEL THAT A RENTAL CAR WHICH IS PROVIDED SHOULD BE OF EQUIVALENT CLASS AND THEY SHOULD NOT BE PUSHING TO BRING IN A VEH FOR A FACTORY DEFECT AS WELL AS THEY FEEL THAT THEY SHOULD BE PAID FOR THE INCONVENIENCE AND THE TIME =THEY HAVE ALREADY TAKEN THE VEH TO THE SERVICE DEPT 3 TIMES AND HAVE EXPRESSED THEIR CONCERN AS THEY DONOT FEEL SAFE TO DRIVE THE VEH AND TILL DATE THEY HAVE NOT RECEIVED ANY REPLY BACK FROM THE OWNER OF THE DLRSHIP NOR FROM ANYONE IN THE SERVICE DEPT PER CUSTOMER, DEALER SAYS: TOWER FORD INC CAC ADVISED: CUSTOMER FOCUS - MAILED HALLMARK CARD AS BUSY SIGNAL

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
4/17/2002 CLOSED	PRODUCT - NEGATIVE FEEDBACK	1FMYU04111KF83943 1414771002	2001 ESCAPE	02
4/10/2002 CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1FMYU04111KF83943 1414771002	2001 ESCAPE	02



All Action Details for Issue

Print

VIN: 1FMYU04111KF63943	Year: 2001	Model: ESCAPE	Case: 1414771002
Name:	Owner Status: Original	WSD: 2001-01-10	
Symptom Desc:		Primary Phone:	
Reason Desc: PRODUCT - NEGATIVE FEEDBACK		Secondary Phone:	
Issue Type: O2 INFORMATION	Issue Status: CLOSED		

Action: ADVISE CUSTOMER THE FEEDBACK HAS BEEN DOCUMENTED  
 Dealer: 01288 TAMAMI FORD INC      Origin Desc: US INQUIRY CASE BASE  
 Odometer: 18961 MI      Contact Type: PHONE  
 Analyst Name: NANCY DI RICO      Analyst: NDIRICO  
 Action Date: 04/17/2002      Action Time: 11.00:41.771      Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
JACK		RYAN		PARENT

Comments V.L.C088YCUSTOMER SAYS: -DAUGHTER WAS DRIVING OVER THE BRIDGE, AND THE DASHLIGHT CAME ON AND WHEN SHE WENT TO THE END OF THE BRIDGE, THE POWER WENT OUT, VEH STALLED -VEH WAS REPAIRED 04/05/2002 -NOW THE EMISSION CONTROL LIGHT WENT OUT AGAIN ON THE APRIL 16,2002 THE SECOND TIME -WENT BACK TO THE DLR AND PICKED UP THE VEH -WAS TOLD FROM THE DLR THAT A DIFFERENT SENSOR WAS REPLACED AND I AM LOOKING ON THE REPAIR RECEIPT AND ITS THE SAME PART AND REPAIR THAT WAS MADE PRIOR -DAUGHTER DOES NOT FEEL SAFE DRIVING -NO CONCERNS WITH THE VEH NOW -WOULD LIKE TO REGISTER A COMPLAINT AND WANTS FORD TO KNOW ABOUT THIS CONCERN ABOUT MY VEH PER CUSTOMER, DEALER SAYS: -TAMAMI FORD SERVICED THE VEH-REPLACED AN EMISSION CONTROL SENSOR -IF THIS SENSOR GOES OUT AND IT WOULD CAUSE THE ENGINE TO STALL -APRIL 16,2002 TAMAMI FORD REPLACED THE SENSOR THAT WAS REPLACED A WEEK AGO CAC ADVISED: ADVISE CUSTOMER INFORMATION HAS BEEN DOCUMENTED -ADV CX THAT THERE ARE NO RECALLS OR CSP ON THIS VEH - CONCERN HAS BEEN DOC IN OUR RECORDS -IF THERE IS ANY FURTHER INFO ON THIS ISSUE, YOU WOULD BE NOTIFIED -ADV CX THAT THE VEH IS STILL WITHIN BUMPER TO BUMPER WARRANTY -ALSO HAVE AND ESP -PREMIUM CARE THAT VEH HAS ADDITIONAL WARRANTY COVERAGE INFERENCE CASE ID: 887

Alt Action Details for Issue

Print

VIN: 1FMYU041111KF83943      Year: 2001      Model: ESCAPE      Case: 1414771002  
 Name:      Owner Status: Original      WSD: 2001-01-10  
 Symptom Desc: STRG/HANDLING FUNCTION LOSS OF STRG      Primary Phone:  
 Reason Desc: DEALERSHIP - UNABLE TO DUPLICATE CONCERN      Secondary Phor  
 Issue Type: Q2 INFORMATION      Issue Status: CLOSED

Action: DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN  
 Dealer: 01288 TAMIA MI FORD INC      Origin Desc: US CONCERN CASE BASE  
 Odometer: 18000 MI      Comm Type: PHONE  
 Analyst Name: INGRID MCLAREN      Analyst: MCLAREN  
 Action Date: 04/10/2002      Action Time: 11.28.08.914      Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
JACK		RAYAN	2173700250	PARENT

Comments CUSTOMER SAYS: - ONE DAY LAST WEEK WHILE DRIVING DOWN A CITY STEERT THAT VEHICLE POWER STEERING JUST STOP WORKING THE ENGINE WAS STILL RUNNING - WHEN THE VEHICLE WAS BROUGHT INTO THE DLRSHP THEY WERE NOT ABLE TO DUPLICATE THE CONCERN. - CUSTOMER IS SEEKIGN TO FIND OUT IF THIS IS A COMMON CONCERN PER CUSTOMER, DEALER SAYS: 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

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Via/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
12/20/2002 CLOSED	DSB-REPLACE/REFUND RQST-LOST CONFID IN VEH	1FMYU041X1KC38988 1715411142	2001 ESCAPE	08
5/28/2002 CANCEL	CI - DEMAND LETTER	1FMYU041X1KC38988 1715411142	2001 ESCAPE	04
4/24/2002 CLOSED	PROD/COMP DURPERF - VEHICLE QUALITY	1FMYU041X1KC38988 1715411142	2001 ESCAPE	02

All Action Details for Issue

[Print](#)

VIN: 1FMYU041X1KC36688	Year: 2001	Model: ESCAPE	Case: 1715411142
Name: N	Owner Status: Original	WSD: 2001-10-12	
Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: DSB-REPLACE/REFUND ROST-LOST CONFID IN VEH		Secondary Phn:	
Issue Type: 08 DSB	Issue Status: CLOSED		

Action: OPEN-OTHER PROVIDED APPLICATION-NO ORAL PRESENTATION		
Dealer: 07459 MC CRACKIN FORD		Origin Desc: DEMARS
Odometer: 7800 MI	Comm Type: MAIL	
Analyst Name: MIKE CONTRERAS	Analyst: M-CONTR8	
Action Date: 11/08/2002	Action Time: 09.02.11.290	Action Date: No

Comments ELIGIBLE: ENGINE STALLS

Action: DEMARS MAILS REQUESTS FOR DEALER REPORTS		
Dealer: 07459 MC CRACKIN FORD		Origin Desc: DEMARS
Odometer: 7800 MI	Comm Type: MAIL	
Analyst Name: CAMPAU, JANIE	Analyst: J-CAMPAU	
Action Date: 11/08/2002	Action Time: 18.03.00.181	Action Date: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DEALER NAME	MCCRACKIN FORD
DEALER NAME	MCKNIGHT FORD
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
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DEALER NAME	

Action: CSM - MAIL SENT - DSB		
Dealer: 07459 MC CRACKIN FORD		Origin Desc: CONSUMER AFFAIRS - DSB
Odometer: 7800 MI	Comm Type: OTHER	
Analyst Name: JULIE SCHWARTZ	Analyst: JSCHWA17	
Action Date: 11/12/2002	Action Time: 13.48.11.847	Action Date: No

Comments PITTSBURGH 12-13

Action: DEMARS RECEIVES DEALER REPORT		
Dealer: 07459 MC CRACKIN FORD		Origin Desc: DEMARS
Odometer: 7800 MI	Comm Type: MAIL	
Analyst Name: CAMPAU, JAMIE	Analyst: J-CAMPAU	
Action Date: 11/18/2002	Action Time: 15.28.12.948	Action Date: No

Comments MCCRACKIN FORD

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Action: DEMARS FOLLOW-UP CALL TO DEALER FOR DEALER REPORT

Dealer: 07489 MC CRACKIN FORD

Origin Desc: DEMARS

Odometer: 7800 MI

Comm Type: PHONE

Analyst Name: CAMPAU, JAMIE

Analyst: J-CAMPAU

Action Date: 12/02/2002

Action Time: 16.39.22.049

Action Data: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

DEALER NAME

MCCKIGHT FORD

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Action: RECORD DETAILS BOARD DECISION - NO FURTHER ACTION

Dealer: 07489 MC CRACKIN FORD

Origin Desc: DEMARS

Odometer: 7800 MI

Comm Type: EMAL

Analyst Name: CANDY RUEHL

Analyst: C-RUEHL

Action Date: 12/20/2002

Action Time: 10.57.50.852

Action Data: Yes

Comments BD FAILED TO IDENTIFY A SNC WHICH WOULD IMPAIR THE UVS OF THE VEHICLE REGARDING CONSUMER'S CONCERN OF STALLING. BASED ON CONSUMER'S ORAL PRESENTATION THAT THERE HAVE BEEN NO RE-OCCURENCES OF STALLING CONCERN SINCE REPAIR OF 11/12/02 AND ALSO BASED ON REPAIR HISTORY FOR THAT DATE, BD THEREFORE DETERMINES NFA. REQUEST DENIED.

Data Element Name

Data Value

NAME OF BOARD

PITTS

MEETING DATE

12-13-2002

DECISION LETTER DATE

12-17-2002

40 DAY DELAY CODE

15

ORAL HEARING

YES

**All Action Details for Issue**

Print

VIN: 1FMYU041X1KC38968      Year: 2001      Model: ESCAPE      Case: 1715411142  
 Name:      Owner Status: Original      WSD: 2001-10-12  
 Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: CI - DEMAND LETTER      Secondary Pho:  
 Issue Type: 04 REGION      Issue Status: CANCEL

**Action: OPEN REGION CONTACT**

Dealer: 07459 MC CRACKIN FORD      Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION  
 Odometer: 4220 MI      Comm Type: MAIL  
 Analyst Name: TRACY BUSH      Analyst: TBUSH3  
 Action Date: 05/08/2002      Action Time: 09.28.26.821      Action Date: No

**Comments \*\*\*DEMAND LETTER DATED 4/29/02\*\*\* \*\*\*CI RECEIVED 5/8/02\*\*\* \*\*\*CUSTOMER STATES: VEHICLE STALLS WHILE DRIVE APPROX. 30 MPH \*\*\*CUSTOMER SEEKS: REPURCHASE OR REPLACEMENT OF VEHICLE. \*\*\*CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICES FOR REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT\*\*\***

**Action: LETTER FAXED TO REGION**

Dealer: 07459 MC CRACKIN FORD      Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION  
 Odometer: 4220 MI      Comm Type: MAIL  
 Analyst Name: TRACY BUSH      Analyst: TBUSH3  
 Action Date: 05/08/2002      Action Time: 09.40.03.057      Action Date: Yes

**Comments NO COMMENTS AVAILABLE**

<u>Data Element Name</u>	<u>Data Value</u>
REGION NUMBER	44
DATE RECEIVED	05-08-2002
TIME RECEIVED	09:28:0002
DATE FAXED	05-08-2002
TIME FAXED	09:31:0002

**Action: CANCEL ISSUE**

Dealer: 07459 MC CRACKIN FORD      Origin Desc: FIELD ORGANIZATION  
 Odometer: 4220 MI      Comm Type: PHONE  
 Analyst Name: BELOTE, PAUL (P.S.)      Analyst: PBELOTE  
 Action Date: 05/28/2002      Action Time: 10.25.27.908      Action Date: No

**Comments I CALLED THE CUSTOMER 05/24/2002. CONFIRMED WITH HER THAT NO OTHER STALLING CONCERN EXISTS. REQUESTED THAT IF ANOTHER CONCERN OCCURS, TO CONTACT DEALERSHIP AND REQUEST THAT THE SERVICE MANAGER CALLS ME TO INSPECT.**

All Action Details for Issue

Print

VIN: 1FMYU041X1KC38988      Year: 2001      Model: ESCAPE      Case: 1715411142  
Name: ME      Owner Status: Original      WBD: 2001-10-12  
Symptom Desc: STALL/QUITS AT CRUISE HOT ENGINE      Primary Phone:  
Reason Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY      Secondary Phon  
Issue Type: 02 INFORMATION      Issue Status: CLOSED

Action: ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM  
Dealer: 07468 MC CRACKIN FORD      Origin Desc: US CONCERN CASE BASE  
Odometer: 4000 MI      Comn Type: PHONE  
Analyst Name: HERMAN MCPHERSON      Analyst: HMCIPHERS  
Action Date: 04/24/2002      Action Time: 19.52.15.609      Action Date: No

Caller Information if Different From Vehicle Owner:

First Name      Middle Initial      Last Name      Day Phone      Relationship

Comments CUSTOMER SAYS: - THE VEH JUST STALLS - IT HAS DONE THIS 3 TIMES - KNOWS THAT THIS IS A PROBLEM - WANTS TO KNOW WHAT FORD WILL DO ABOUT THIS PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/UM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
8/13/2002		1FMCUD4132KB96202	2002 ESCAPE	08
CLOSED	DSB-REF'D PURCH PRICE RQST-DLR CANT REPAIR	411321372		
8/2/2002		1FMCUD4132KB96202	2002 ESCAPE	08
CLOSED	RAV - NUMBER OF REPAIR ATTEMPTS	411321372		



**All Action Details for Issue**

Print

VIN: 1FMCU04132KB06207      Year: 2002      Model: ESCAPE      Case: 411321372  
 Name: \_\_\_\_\_      Owner Status: Original      WSD: 2002-02-08  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone: \_\_\_\_\_  
 Reason Desc: DSB-REFD PURCH PRICE RQST-OLR CANT REPAIR      Secondary Phone: \_\_\_\_\_  
 Issue Type: 08 DSB      Issue Status: CLOSED

Action: OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION  
 Dealer: 01345 BILL MARSH FORD INC      Origin Desc: PHOENIX GROUP  
 Odometer: 3599 MI      Comm Type: MAIL  
 Analyst Name: C WEAKS      Analyst: 2899CW  
 Action Date: 05/17/2002      Action Time: 11.25.32.733      Action Date: No

Comments CUSTOMER STATES CONCERNS WITH VEHICLE HAVING PROBLEMS WITH ENGINE STALLS. TWO REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE. CUSTOMER SEEKS TO HAVE THE VEHICLE REFUNDED. SHARON

Action: DEMARS MAILS REQUESTS FOR DEALER REPORTS  
 Dealer: 01345 BILL MARSH FORD INC      Origin Desc: DEMARS  
 Odometer: 3599 MI      Comm Type: MAIL  
 Analyst Name: FELICITA LAZU      Analyst: 0886FL  
 Action Date: 05/23/2002      Action Time: 16.12.57.861      Action Date: Yes

Comments JS

Data Element Name	Data Value
DEALER NAME	BILL MARSH FORD

Action: CSM - MAIL SENT - DSB  
 Dealer: 01345 BILL MARSH FORD INC      Origin Desc: CONSUMER AFFAIRS - DSB  
 Odometer: 3599 MI      Comm Type: MAIL  
 Analyst Name: ALLISE JOHNSON      Analyst: 4726AJ  
 Action Date: 05/22/2002      Action Time: 11.06.32.935      Action Date: No

Comments SCHEDULED 8/19/02 FOR THE TREVOSSE BOARD

Action: DEMARS RECEIVES DEALER REPORT  
 Dealer: 01345 BILL MARSH FORD INC      Origin Desc: DEMARS  
 Odometer: 3599 MI      Comm Type: FAX  
 Analyst Name: SCHROEDER, JESSICA      Analyst: J-SCHR20  
 Action Date: 05/30/2002      Action Time: 14.10.12.704      Action Date: No

Comments BILL MARSH FORD

Action: RECORD DETAILS OF BOARD DECISION - VEHICLE REFUND  
 Dealer: 01345 BILL MARSH FORD INC      Origin Desc: PHOENIX GROUP  
 Odometer: 3599 MI      Comm Type: EMAIL  
 Analyst Name: SHAWN LEWIS      Analyst: S-LEW23  
 Action Date: 06/24/2002      Action Time: 14.37.42.232      Action Date: Yes

Comments CONCERNS: ENGINE STALL REQUESTS: REFUND DECISION:REPAIR AT 10 CENTS PER MILE TO MILEAGE OF FIRST REPAIR OF CONCERN (2,976; RO 325206). PROBLEM IS A SAFETY CONCERN, AND IT STILL EXISTS PER THE CUSTOMER PRESENTATION OF 6/19/02.

<u>Data Element Name</u>	<u>Data Value</u>
NAME OF BOARD	TREV
MEETING DATE	06-18-2002
DECISION LETTER DATE	06-21-2002
40 DAY DELAY CODE	0
ORAL HEARING	YES

Action: ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA  
 Dealer: 01345 BILL MARSH FORD INC  
 Odometer: 3689 MI  
 Analyst Name: RYAN CHARLES  
 Action Date: 07/01/2002

Comm Type: MAIL  
 Analyst: R-CHARL7  
 Action Time: 12.02.09.901

Origin Desc: DEMARS  
 Action Date: Yes

Comments ENTERED BY JAMIE

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF ACCEPTANCE (DATE ON A/R FORM)	07-01-2002

Action: BOARD-DIRECTED AWARD COMPLETED  
 Dealer: 01345 BILL MARSH FORD INC  
 Odometer: 3589 MI  
 Analyst Name: ALLISE JOHNSON  
 Action Date: 07/16/2002

Comm Type: MAIL  
 Analyst: 4725AJ  
 Action Time: 11.15.57.960

Origin Desc: CONSUMER AFFAIRS - DSB  
 Action Date: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DATE AWARD PERFORMANCE COMPLETED	07-16-2002
COST OF AWARD	07-15-2002
30 DAY DELAY CODE	07-16-2002

Action: RAV CHECK RECEIVED IN CONSUMER AFFAIRS  
 Dealer: 01345 BILL MARSH FORD INC  
 Odometer: 3699 MI  
 Analyst Name: MITRE, KELLY (K.L.)  
 Action Date: 08/08/2002

Comm Type: OTHER  
 Analyst: KMITRE  
 Action Time: 11.11.07.217

Origin Desc: CONSUMER AFFAIRS - DSB  
 Action Date: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DATE CHECK RECEIVED	08-05-2002

Action: DEALER PAPERWORK RECD IN CONSUMER AFFAIRS  
 Dealer: 01345 BILL MARSH FORD INC  
 Odometer: 3699 MI  
 Analyst Name: MITRE, KELLY (K.L.)  
 Action Date: 08/13/2002

Comm Type: OTHER  
 Analyst: KMITRE  
 Action Time: 14.21.38.218

Origin Desc: CONSUMER AFFAIRS - DSB  
 Action Date: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DATE PAPERWORK RECD	08-06-2002

Action: RAV CHECK RECEIVED IN CONSUMER AFFAIRS

Dealer: 01345 BILL MARSH FORD INC

Origin Desc: CONSUMER AFFAIRS - DSB

Odometer: 3599 MI

Comm Type: OTHER

Analyst Name: MITRE, KELLY (K.L.)

Analyst: KMITRE

Action Date: 08/13/2002

Action Time: 14.24.41.311

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

DATE CHECK RECEIVED

08-08-2002

**All Action Details for Issue**

**Print**

<b>VIN:</b> 1FMCU04132KB06202	<b>Year:</b> 2002	<b>Model:</b> ESCAPE	<b>Case:</b> 411321372
<b>Name:</b> MRS	<b>Owner Status:</b> Original	<b>WSD:</b> 2002-02-08	
<b>Symptom Desc:</b> STALL/QUITS ACCELERATION HOT ENGINE		<b>Primary Phone:</b>	
<b>Reason Desc:</b> RAV - NUMBER OF REPAIR ATTEMPTS		<b>Secondary Phone:</b>	
<b>Issue Type:</b> 08 RAV	<b>Issue Status:</b> CLOSED		

**Action:** OPEN CASE FOR DSB REFUND - OWNED

<b>Dealer:</b> 01345 BILL MARSH FORD INC	<b>Origin Desc:</b> CONSUMER AFFAIRS - REACQUIRED VEHICLES
<b>Odometer:</b> 3599 MI	<b>Comm Type:</b> MAIL
<b>Analyst Name:</b> ANTHONY WEAKLAND	<b>Analyst:</b> A-WEAKLA
<b>Action Date:</b> 07/31/2002	<b>Action Time:</b> 15.33.55.285
	<b>Action Date:</b> Yes

**Comments:** NO COMMENTS ADDED

<u>Data Element Name</u>	<u>Data Value</u>
UPLOAD DATE	07-16-2002
TAG #	2888188
VEHICLE VALUE AMOUNT	19700
NET LOSS AMOUNT	8152
DEVIATION FOR MILEAGE AMOUNT	
DEVIATION FOR UPGRADE	
DEVIATION FOR OVERALLOWANCE	
DEVIATION FOR NEGATIVE EQUITY	
DEVIATION FOR OTHER	

**Action:** RECORD CHECK ISSUANCE FOR DSB REFUND

<b>Dealer:</b> 01345 BILL MARSH FORD INC	<b>Origin Desc:</b> CONSUMER AFFAIRS - REACQUIRED VEHICLES
<b>Odometer:</b> 3588 MI	<b>Comm Type:</b> MAIL
<b>Analyst Name:</b> GROCE, DARLENE	<b>Analyst:</b> D-GROCE2
<b>Action Date:</b> 08/02/2002	<b>Action Time:</b> 10.51.29.625
	<b>Action Date:</b> Yes

**Comments:** NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
CHECK REQUEST DATE	08-01-2002
CHECK ISSUE DATE	08-02-2002
CHECK AMOUNT	21883.87
CHECK AMOUNT	5688.53
CHECK AMOUNT	
CHECK AMOUNT	
CHECK #	0002453
CHECK #	0002457
CHECK #	
CHECK	
PAYEE	CITIZENS EQUITY FEDERAL C. U.
PAYEE	KATHLEEN COSTELLO
PAYEE	
PAYEE	

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
3/13/2002 CLOSED	MISC INQUIRY - CSR OBC	1FMCU04142KB63195 736540722	2002 ESCAPE	01

**All Action Details for Issue**

**Print**

<b>VIN:</b> 1FMCU04142KB53185	<b>Year:</b> 2002	<b>Model:</b> ESCAPE	<b>Case:</b> 736540722
<b>Name:</b> MF	<b>Owner Status:</b> Original	<b>WSD:</b> 2002-01-05	
<b>Synptom Desc:</b>		<b>Primary Phone:</b>	
<b>Reason Desc:</b> MISC INQUIRY - CSR OBC		<b>Secondary Pho:</b>	
<b>Issue Type:</b> 01 INQUIRY	<b>Issue Status:</b> CLOSED		

**Action:** CUSTOMER FOCUS - LEFT MESSAGE TO CALLBACK  
**Dealer:** **Origin Desc:** MANUAL - CORRESPONDENCE CSR  
**Odometer:** **Comm Type:** MAIL  
**Analyst Name:** EVELINE BOODHAI **Analyst:** EBOODHAI  
**Action Date:** 03/13/2002 **Action Time:** 20.26.08.152 **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: LETTER DATED 02/14/02 -CUSTOMER SAYS THAT SHE PLACED ORDER FOR VEHICLE 10/23/2001\*\*\*\*\*VEH WAS DELIVERED 1/5/02 VEH STALLED AT 500 MILES ON 1/28/02 AND THE OIL AND ENGINE INDICATOR LIGHT CAME ON -VEH WAS TAKEN TO WILLIAMS FORD -CUST WAS ADVISED THAT THE VEHICLE JUST HICCUPED AND THE VEHICLE IS JUST ADJUSTING TO THE CUSTOMER ACCELERATION AND DECELERATION. THE CUSTOMER IS DISAPPOINTED THAT THE VEHICLE WAS NOT PLACED ON THE DIAGNOSTIC MACHINE AND TESTED FOR THE CONCERN. PER CUSTOMER, DEALER SAYS: CAC ADVISED: \*\*\*\*\*OBC TO CUSTOMER BY \*CUSTOMER FOCUS DEPT CAC ADVISED THAT LETTER RECEIVED IF CUSTOMER SHOULD HAVE ANY QUESTIONS OR CONCERN -CAC LEFT MESSAGE FOR CUSTOMER TO CALLBACK

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
2/14/2002 CLOSED	DEALERSHIP - DEALER REFUSING SERVICE	1FMYU04182KC01062 1604370462	2002 ESCAPE	01
2/14/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMYU04182KC01062 1604370462	2002 ESCAPE	02

All Action Details for Issue

[Print](#)

<b>VIN:</b> 1FMYU04162KCG01082	<b>Year:</b> 2002	<b>Model:</b> ESCAPE	<b>Case:</b> 1804370462
<b>Name:</b> MR	<b>Owner Status:</b> Original	<b>WBD:</b> 2002-01-12	
<b>Symptom Desc:</b> STALL/QUIT'S ACCELERATION HOT ENGINE		<b>Primary Phone:</b>	
<b>Reason Desc:</b> DEALERSHIP - DEALER REFUSING SERVICE		<b>Secondary Pho:</b>	
<b>Issue Type:</b> 01 INQUIRY	<b>Issue Status:</b> CLOSED		

<b>Action:</b> ADVISE CUST SITUATION WILL BE REVIEWED		
<b>Dealer:</b> 07410 DAY FORD		<b>Origin Desc:</b> US CONCERN CASE BASE
<b>Odometer:</b> 840 MI	<b>Comm Type:</b> PHONE	
<b>Analyst Name:</b> RODOLFO YAP	<b>Analyst:</b> RYAP	
<b>Action Date:</b> 02/14/2002	<b>Action Time:</b> 18:44:42.275	<b>Action Date:</b> 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 ON CUST - CONTACTED DEALER - CLAIMS DEALERSHIP REFUSED TO SERVICE VEH BEC DID NOT BUY VEH THERE PER CUSTOMER, DEALER SAYS: MCCRACKIN FORD 7208 MCKNIGHT RD PITTSBURGH, PA 15237 TEL: (412)831-8980 - POLICY THAT ONLY VEH THAT IS BOUGHT THERE WOULD BE SERVICED CAG ADVISED: - ADVISE CUSTOMER THAT SITUATION WILL BE REVIEWED FURTHER - NOTE TO CSR: PLEASE HAVE YOUR TEAM LEADER LOOK INTO THE ISSUE--DEALERS MUST PROVIDE WARRANTY SERVICE UNDER THE SALES AND SERVICE AGREEMENT' OBC TO DEALER - SPOKE W/JOHN CRM - FORD LIKES TO HAVE VEH SERVICED AT SELLING DEALERSHIP FOR THE FIRST 12 MONTHS/12000 MILES - COULD GET APPOINTMENT FOR CUST, BUT DEALERSHIP'S CUST WOULD HAVE PRIORITY INFERENCE CASE ID: 4741



All Action Details for Issue

Print

VIN: 1FMYJ04182KC01082      Year: 2002      Model: ESCAPE      Case: 1804370452  
Name: M      Owner Status: Original      WSD: 2002-01-12  
Symptoms Desc: STALL/QUITS ACCELERATION 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: 07410 DAY FORD      Origin Desc: US CONCERN CASE BASE  
Odometer: 840 MI      Comm Type: PHONE  
Analyst Name: RODOLFO YAP      Analyst: RYAP  
Action Date: 02/14/2002      Action Time: 18.44.42.183      Action Data: No

Comments CUSTOMER SAYS: - VEH STALLED ON CUST - HAPPENED WHILE DRIVING DOWNHILL - WOULD LIKE  
VEH REPAIRED PER CUSTOMER, DEALER SAYS: DAY FORD 3898 WM PENN HWY MONROEVILLE, PA 15146 TEL:  
(412) 858-0800 CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP -  
INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRMSERV MGR INFERENCE CASE ID: 4501

### ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
9/3/2002 CLOSED	RAV - NUMBER OF REPAIR ATTEMPTS	1FMCUD03192KA83500 1614170532	2002 ESCAPE	08
6/17/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMCUD03192KA83500 1614170532	2002 ESCAPE	02
2/22/2002 CLOSED	PROD/COMP DUR/PERF - KNOWN NO FIX AT PRESENT	1FMCUD03192KA83500 1614170532	2002 ESCAPE	02

All Action Details for Issue

Print

VIN: 1FMCUJ03182KA83500	Year: 2002	Model: ESCAPE	Case: 1614170532
Name:	Owner Status: Original	WSD: 2001-10-31	
Symptom Desc: SPARK KNOCK IDLE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: RAV - NUMBER OF REPAIR ATTEMPTS		Secondary Pほ:	
Issue Type: 08 RAV	Issue Status: CLOSED		

Action: OPEN CASE FOR LEMON LAW ELIGIBLE REFUND - OWNED		
Dealer: 00977 FAIRWAY FORD INC	Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES	
Odometer: 7883 MI	Comm Type: MAIL	
Analyst Name: ANTHONY WEAKLAND	Analyst: A-WEAKLA	
Action Date: 08/30/2002	Action Time: 11.12.25.524	Action Data: Yes

Comments NO COMMENTS ADDED

<u>Data Element Name</u>	<u>Data Value</u>
UPLOAD DATE	08-08-2002
TAG #	2878063
VEHICLE VALUE AMOUNT	17500
NET LOSS AMOUNT	9388
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: 00977 FAIRWAY FORD INC	Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES	
Odometer: 7883 MI	Comm Type: MAIL	
Analyst Name: HILDRETH, CYNTHIA	Analyst: C-HILDR2	
Action Date: 09/03/2002	Action Time: 08.37.12.083	Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
CHECK REQUEST DATE	08-30-2002
CHECK ISSUE DATE	09-03-2002
CHECK AMOUNT	18808.85
CHECK AMOUNT	8081.08
CHECK AMOUNT	
CHECK AMOUNT	
CHECK #	52818
CHECK #	52819
CHECK #	
CHECK #	
PAYEE	FMCC-NASHVILLE SERVICE CENTER
PAYEE	THOMAS WOODBURY
PAYEE	
PAYEE	

All Action Details for Issue

Print

VIN: 1FMCUJ3182KA93600	Year: 2002	Model: ESCAPE	Case: 1614170532
Name: .....	Owner Status: Original	WSD: 2001-10-31	
Symptom Desc:		Primary Phone:	
Reason Desc: PRODI/COMP DUR/PERF - VEHICLE QUALITY		Secondary Phn:	
Issue Type: C2 INFORMATION	Issue Status: CLOSED		

Action: SUPPORT DEALER'S REGION'S DECISION		
Dealer: 00977 FAIRWAY FORD INC		Origin Desc: US CONCERN CASE BASE
Odometer: 7112 MI	Comm Type: PHONE	
Analyst Name: DARLENE MAE DIARIOS	Analyst: DDIARIOS	
Action Date: 06/17/2002	Action Time: 16.30.08.941	Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments VLC077TCUSTOMER SAYS: - NO CURRENT MECHANICAL CONCERNS - VEH KEPT ON DYING WHILE CUST IS DRIVING IT - HAD PREVIOUS FIVE REPAIRS ON THIS CONCERN - ON THE LAST REPAIR WHICH WAS THURS, 06/13, DLRSHR REPROGRAMMED THE COMPUTER - VEH IS NOT STALLING SINCE LAST THURSDAY - CUST IS UNHAPPY WITH THE VEH - TWO WEEKS AGO, GEN MGR IS WORKING WITH FORD TO GET HER ANOTHER VEH - CUST FEELS DLRSHR IS NOT INFORMING HER OF WHAT THEIR DOING PER CUSTOMER, DEALER SAYS: - CUST IS DEALING WITH MR SIZEMORE - GEN MGR IS WORKING WITH FORD IN GETTING HER ANOTHER VEH  
 \*\*\*\*\* - CRC OBC TO DLRSHR: - SPOKE WITH SERV MGR FRED SIZEMORE WHO SAID VEH WAS NOT THERE FIVE TIMES, WAS ONLY BEEN THERE TWICE FOR THIS CONCERN, VEH HAS BEEN REPAIRED AS OF LAST WEEK - HE IS WORKING WITH FORD REP IN TRYING TO GET CUST OUT OF THE VEH BUT THERE IS NO GUARANTEE, WILL SPEAK WITH FORD REP TODAY & HE WILL BE AT THE DLR IN 3 TO 4 DAYS, WILL CONTACT CUST IN AN HOUR CAG ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DLR/REGION DECISION - ADVISED CUST AS PER CONVERSATION WITH THE DLRSHR (NOTE: CRC TO MAIL \$50 AJ PRINDLE CERTIFICATE TO CUST AS PER CUST DIFF PILOT) INFERENCE CASE ID: 1615

All Action Details for Issue

Print

VIN: 1FMGLK3192KA83600      Year: 2002      Model: ESCAPE      Case: 1614170532  
 Name:      Owner Status: Original      WSD: 2001-10-31  
 Symptom Desc: STALL/QUITS AT CRUISE HOT ENGINE      Primary Phone:  
 Reason Desc: PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT      Secondary Pho-  
 Issue Type: 02 INFORMATION      Issue Status: CLOSED

Action: ADVISE CUST NO REPAIR PROCEDURES AVAILABLE  
 Dealer: 00977 FAIRWAY FORD INC      Origin Desc: US CONCERN CASE BASE  
 Odometer: 3100 MI      Comm Type: PHONE  
 Analyst Name: KEITH GREGORY BOGLE      Analyst: KBOGLE  
 Action Date: 02/22/2002      Action Time: 17.02.31.698      Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
SUSANNE		WOODBURY		SPOUSE

Comments: CUSTOMER SAYS - THE CUST STATES THAT THE COMPUTER ON THE VEH HAS BEEN SERVICED 2 TIMES. IT CAUSES THE VEH TO SHUT DOWN COMPLETELY. FIRST OCCURED ON FEB. 12/02 - THE VEH RELEASED ON THURS, FEB. 14/02, AND IT HAS REOCCURED TODAY. - CUST SEEKING A PERMANENT REPAIR TO THE PROBLEM. PER CUSTOMER, DEALER SAYS: LIBERTY FORD, MGR SPOKE TO CUST, IS AWARE OF REOCCURANCE OF PROBLEM AND S.C. 3 REPAIR RULE. WILL ATTEMPT TO REPAIR ONCE. OPEN REGION CONTACT. 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) - THE CUST TOLD TO KEEP IN TOUCH WITH FRED  
 SIZEMORE TOUCH. INFERENCE CASE ID: 5401

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
4/8/2002 CLOSED	PRDY/COMP DUR/PERF - VEHICLE QUALITY	1FMYU04162KB20764 680680982	2002 ESCAPE	02

All Action Details for Issue

[Print](#)

<b>VIN:</b> 1FMYU04182KB20754	<b>Year:</b> 2002	<b>Model:</b> ESCAPE	<b>Case:</b> 680680982
<b>Name:</b>	<b>Owner Status:</b> Original	<b>WSD:</b> 2001-12-22	
<b>Symptom Desc:</b> STALL/QUITS AT CRUISE HOT ENGINE		<b>Primary Phone:</b>	
<b>Reason Desc:</b> PROD/COMP DUR/PERF - VEHICLE QUALITY		<b>Secondary Phn:</b>	
<b>Issue Type:</b> 02 INFORMATION	<b>Issue Status:</b> CLOSED		

<b>Action:</b> ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM		<b>Origin Desc:</b> US CONCERN CASE BASE
<b>Dealer:</b> D1904 C & C FORD SALES, INC.		
<b>Odometer:</b> 3800 MI	<b>Coman Type:</b> PHONE	
<b>Analyst Name:</b> ARLENE PEARCE-ELLIOTT	<b>Analyst:</b> APEARCE	
<b>Action Date:</b> 04/08/2002	<b>Action Time:</b> 18.54.18.758	<b>Action Date:</b> 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 HIS VEH IS STALLING -CUST SAYS THAT IT HAPPY 3 TIMES SINCE HE BOUGHT THE VEH -CUST SAYS IT HAPPEN TODAY -CUST SAYS HE IS CALLING TO MAKE A COMPLAIN -CUST SAYS THAT HE HAS AN APPOINTMENT WITH THE DLR TOMORROW PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/ALM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4691

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
11/8/2002 CLOSED	LEGAL - OTHER ATTORNEY DEMAND	1FMYU04102KA08121 1878050702	2002 ESCAPE	07
3/11/2002 CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1FMYU04102KA08121 1878050702	2002 ESCAPE	02
3/11/2002 CLOSED	LEMON LAW, CUST MENTIONS - DATA ONLY	1FMYU04102KA08121 1878050702	2002 ESCAPE	01



**All Action Details for Issue**

EJH

VIN: 1FMYU04102KA08121      Year: 2002      Model: ESCAPE      Case: 1676060702  
 Name:      Owner Status: Original      WBD: 2001-10-03  
 Symptom Desc: STRG/HANDLING STEERING COLUMN      Primary Phone:  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND      Secondary Phone  
 Issue Type: 07 LEGAL      Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND  
 Dealer: 01308 HOPKINS FORD INC      Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK  
 Odometer: 13483 MI      Comm Type: FAX  
 Analyst Name: CHERIE LEICH      Analyst: GLEICH  
 Action Date: 10/10/2002      Action Time: 09.56.51.729      Action Data: Yes

Comments \*\*\*\*\*ATTORNEY DEMAND\*\*\*\*\* FAX RECEIVED 10-08-02 ATTORNEY ALLEGES CLIENT HAS HAD VEHICLE SERVICED FOR A DEFECTIVE STEERING COLUMN, RELAY SWITCH, VACUUM HOSE, CHRONIC STALLING AND SHAKING CONCERNS. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

<u>Data Element Name</u>	<u>Data Value</u>
NAME OF LAW FIRM	KIMMEL & SILVERMAN P.C.
ATTORNEY NAME	ROBERT M. SILVERMAN
ATTORNEY PHONE NUMBER	2155408888

Action: MAKE OUTBOUND CALL TO ATTORNEY  
 Dealer: 01308 HOPKINS FORD INC      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 13493 MI      Comm Type: PHONE  
 Analyst Name: VALMA SANDERS      Analyst: VSANDERS  
 Action Date: 10/11/2002      Action Time: 10.12.65.780      Action Data: Yes

Comments LPA CONTACTED CUSTOMER ATTORNEY ADVISED WILL RESEARCH CASE.

<u>Data Element Name</u>	<u>Data Value</u>
CONTACT PERSON	KIMMEL & SILVERMAN

Action: MANAGEMENT APPROVAL OF OFFER  
 Dealer: 01308 HOPKINS FORD INC      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 13483 MI      Comm Type: OTHER  
 Analyst Name: BILL BILLUPS      Analyst: B9LLUPS  
 Action Date: 10/30/2002      Action Time: 17.44.18.489      Action Data: No

Comments TEAM LEADER APPROVAL TO OFFER A VEHICLE REPLACEMENT/REFUND BASED ON THREE REPAIRS FOR A STALLING ISSUE. FSE INVOLVEMENT.

Action: OFFER

Dealer: 01306 HOPKINS FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION  
PREVENTION

Odometer: 13483 MI

Comm Type: PHONE

Analyst Name: VALMA  
SANDERS

Analyst: VSANDERS

Action Date: 10/31/2002

Action Time:  
11.36.38.223

Action Date: Yes

Comments LPA REVIEWED CASE WITH SM, STEVE JENET..WILL OFFER CUSTOMER GOODWILL  
REFUND/REPLACEMENT...WILL FAX LETTER TO CUSTOMER ATTORNEY

Data Element Name

Data Value

PROJECTED \$ AMOUNT

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Action: FINAL CASE DISPOSITION

Dealer: 01306 HOPKINS FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION  
PREVENTION

Odometer: 13483 MI

Comm Type: FAX

Analyst Name: VALMA  
SANDERS

Analyst: VSANDERS

Action Date: 11/06/2002

Action Time:  
09.13.46.208

Action Date: No

Comments CUSTOMER ACCEPTS OFFER OF REPLACEMENT

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All Action Details for Issue

Print

VIN: 1FMYU04102KAD6121	Year: 2002	Model: ESCAPE	Case: 1676060702
Name:	Owner Status: Original	WBD: 2001-10-03	
Symptom Desc: STRG/HANDLING FUNCTION		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: 01309 HOPKINS FORD INC		Origin Desc: US CONCERN CASE BASE
Odometer: 6000 MI	Comin Type: PHONE	
Analyst Name: JANET LEE	Analyst: JLEE	
Action Date: 03/11/2002	Action Time: 18.35.20.983	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: -LEAKING IN THE POWER STEERING -CUST DID NOT KNOW WHAT THE LEAK WAS - APPT WAS MADE AND CUST STOPPED AT THE STOP SIGN AND THE ENGINE SHUT OFF -CUST TOOK VEH IN AND DLR REPLACE POWER STEERING RACK -CUST RECEIVED VEH BACK AND IT STARTED SHAKING AND VIBRATING BADLY AGAIN -DLR SAID IT WAS A LOOSE VACCUUM -( BACK IN FALL THIS HAS BEEN FIXED) -THIS PAST FRI MARCH 8TH /02- CUST STARTED STALLING 30-35 MPH AND VEH SHUT OFF AND STEERING GOT REALLY TIGHT - ENGINE LIGHT WENT ON -VEH STARTED BACK UP -ON THE WAY HOME IT HAPPENED AGAIN -DLRSHIP CONTACTED CUST AND COULD NOT DUPLICATE CONCERN PER CUSTOMER, DEALER SAYS: HOPKINS FORD INC 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: 1FMYU04102KA06121	Year: 2002	Model: ESCAPE	Case: 1878050702
Name: MF	Owner Status: Original	WSD: 2001-10-03	
Symptom Desc:		Primary Phone:	
Reason Desc: LEMON LAW, CUST MENTIONS - DATA ONLY		Secondary Phor:	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY		
Dealer: 01308 HOPKINS FORD INC		Origin Desc: US REDIRECT CASE BASE
Odometer: 6000 MI	Comm Type: PHONE	
Analyst Name: JANET LEE	Analyst: JLEE	
Action Date: 03/11/2002	Action Time: 18.35.20.279	Action Date: No

Comments CUSTOMER SAYS: -IF CUST DOES NOT GET SATISFACTION WITH THESE REPAIRS FROM THE DLR THE LEMON LAW WOULD BE AN OPTION HE IS LOOKING INTO TO PER CUSTOMER, DEALER SAYS: 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). -ADVISED CUST THE STEPS TO GETTING VEH FIXED -ADVISED TO GIVE DLRSHIP A CHANCE TO REPAIR VEH IF THEY CAN DUPLICATE THE CONCERN -ADVISED CUST OF OTHER OPTIONS - DLR CAN CALL TECH HOTLINE AND AS WELL TECH HOTLINE COULD REQUEST A REGIONAL SERVICE ENGINEER TO COME LOOK AT VEH INFERENCE CASE ID: 93

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
10/9/2002 CLOSED	DSB-REFD PURCH PRICE RQST-DLR CANT REPAIR	1FMCU03162KB24511 480682172	2002 ESCAPE	08
10/6/2002 CLOSED	RAV - NUMBER OF REPAIR ATTEMPTS	1FMCU03162KB24511 480682172	2002 ESCAPE	08
8/20/2002 CANCEL	DSB - APPLICATION REQUEST	1FMCU03162KB24511 480682172	2002 ESCAPE	04

All Action Details for Issue

Print

VIN: 1FMCU03162KB24511	Year: 2002	Model: ESCAPE	Case: 400882172
Name: M	Owner Status: Original	WBD: 2001-12-01	
Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: DSB-REP'D PURCH PRICE ROST-DLR CANT REPAIR		Secondary Phone:	
Issue Type: 06 DSB	Issue Status: CLOSED		

Action: OPEN-DEALER PROVIDED APPLICATION-NO ORAL PRESENTATION		
Dealer: 00243 TEAM FORD OF MARIETTA		Origin Desc: DEMARS
Odometer: 15240 MI	Comm Type: MAIL	
Analyst Name: JACQUE HAMPTON	Analyst: J-HAMPT5	
Action Date: 08/22/2002	Action Time: 14.18.10.839	Action Data: No

Comments ELIGIBLE-CONCERNS: STALLING AT 40-45 MPH.

Action: DEMARS MAILS REQUESTS FOR DEALER REPORTS		
Dealer: 00243 TEAM FORD OF MARIETTA		Origin Desc: DEMARS
Odometer: 15240 MI	Comm Type: MAIL	
Analyst Name: JACQUE HAMPTON	Analyst: J-HAMPT5	
Action Date: 08/22/2002	Action Time: 14.21.00.578	Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DEALER NAME	TEAM FORD
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	

Action: DEMARS RECEIVES DEALER REPORT		
Dealer: 00243 TEAM FORD OF MARIETTA		Origin Desc: DEMARS
Odometer: 15240 MI	Comm Type: FAX	
Analyst Name: TREAUDEAU, MICHELLE	Analyst: M-TRUDE2	
Action Date: 08/27/2002	Action Time: 18.07.07.473	Action Data: No

Comments TEAM FORD

Action: CSM - MAIL SENT - DSB		
Dealer: 00243 TEAM FORD OF MARIETTA		Origin Desc: CONSUMER AFFAIRS - DSB
Odometer: 15240 MI	Comm Type: OTHER	
Analyst Name: ANDREA WILLIAMS	Analyst: AWLL109	
Action Date: 08/28/2002	Action Time: 16.11.51.522	Action Data: No

Comments ATLANTA BRD. 10/2002.

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Action: DSB- RAVFAST UPLOAD COMPLETED  
Dealer: 00243 TEAM FORD OF MARIETTA Origin Desc: CONSUMER AFFAIRS - DSB  
Odometer: 15240 MI Comm Type: OTHER  
Analyst Name: ANDREA WILLIAMS Analyst: 4483AW  
Action Date: 09/19/2002 Action Time: 11.50.62.366 Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF UPLOAD (MM/DD/YYYY)	09-19-2002

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Action: PRIOR RESOLVE - VEHICLE REFUND - MULTIPLE REPAIRS NON-LEMON LAW  
Dealer: 00243 TEAM FORD OF MARIETTA Origin Desc: DEMARS  
Odometer: 15240 MI Comm Type: EMAIL  
Analyst Name: JACQUE HAMPTON Analyst: J-HAMPT5  
Action Date: 09/20/2002 Action Time: 08.54.41.022 Action Data: Yes

Comments THE CUSTOMER ACCEPTED THE PRIOR RESOLVE OF A VEHICLE REFUND WITH MILEAGE CHARGE AT 4,944 MILES.

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF LETTER TO CUSTOMER	09-18-2002
40 DAY DELAY CODE	0

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Action: PRIOR RESOLVE AWARD COMPLETED  
Dealer: 00243 TEAM FORD OF MARIETTA Origin Desc: CONSUMER AFFAIRS - DSB  
Odometer: 15240 MI Comm Type: OTHER  
Analyst Name: ANDREA WILLIAMS Analyst: AWLL109  
Action Date: 09/23/2002 Action Time: 16.42.24.893 Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DATE AWARD PERFORMANCE COMPLETED	09-20-2002
COST OF AWARD	0
30 DAY DELAY CODE	0

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Action: DOCUMENT ADDITIONAL INFORMATION  
Dealer: 00243 TEAM FORD OF MARIETTA Origin Desc: CONSUMER AFFAIRS - DSB  
Odometer: 15240 MI Comm Type: OTHER  
Analyst Name: ANDREA WILLIAMS Analyst: AWLL109  
Action Date: 10/02/2002 Action Time: 12.48.21.803 Action Data: No

Comments RECVD SIGNED CUSTOMER LETTER, FORWARDED IT TO KEN @ RAV. SENT CHECK REQUEST EMAIL ALSO, FWD RECEIPT FOR 221.44 ADVERTURUM TAX TO BE REIMBURSED TO CUSTOMER. CALLED CUSTOMER AND LET HER KNOW THAT WE WOULD GET REVISED REFUND FIGS AND I WILL CALL HER WHEN THEY COME IN. ALSO, PER HER REQUEST, I FAXED WELLS FARGO A LETTER STATING THAT WE WERE GOING TO PAYOFF THE VEHICLE PENDING THE RECEIPT OF THE CORRECTLY SIGNED RAV DOCS.

Action: RAV CHECK RECEIVED IN CONSUMER AFFAIRS

Dealer: 00243 TEAM FORD OF MARETTA

Origin Desc: CONSUMER AFFAIRS - DSB

Odometer: 15240 MI

Comm Type: OTHER

Analyst Name: MITRE, KELLY (K.L.)

Analyst: KMITRE

Action Date: 10/09/2002

Action Time: 15.18.50.739

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

DATE CHECK RECEIVED

10-09-2002



All Action Details for Issue

Print

VIN: 1FMCU03162KB24511      Year: 2002      Model: ESCAPE      Case: 460682172  
 Name:      Owner Status: Original      WSD: 2001-12-01  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: RAV - NUMBER OF REPAIR ATTEMPTS      Secondary Phone:  
 Issue Type: 09 RAV      Issue Status: CLOSED

Action: OPEN CASE FOR DSB PRIOR RESOLVE REFUND - OWNED  
 Dealer: 00243 TEAM FORD OF MARIETTA      Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES  
 Odometer: 16420 MI      Comm Type: MAIL  
 Analyst Name: KEN TEB0 Analyst: K-TEB01  
 Action Date: 10/03/2002      Action Time: 16.49.09.539      Action Data: Yes

Comments NO COMMENTS ADDED

Data Element Name	Data Value
UPLOAD DATE	09-23-2002
TAG #	287B155
VEHICLE VALUE AMOUNT	15850
NET LOSS AMOUNT	9624
DEVIATION FOR MILEAGE AMOUNT	
DEVIATION FOR UPGRADE	
DEVIATION FOR OVERALLOWANCE	
DEVIATION FOR NEGATIVE EQUITY	
DEVIATION FOR OTHER	

Action: CANCEL CASE FOR DSB PRIOR RESOLVE REFUND  
 Dealer: 00243 TEAM FORD OF MARIETTA      Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES  
 Odometer: 15420 MI      Comm Type: MAIL  
 Analyst Name: KEN TEB0 Analyst: K-TEB01  
 Action Date: 10/04/2002      Action Time: 16.51.22.005      Action Data: No

Comments NO COMMENTS AVAILABLE

Action: OPEN CASE FOR DSB PRIOR RESOLVE REPLACEMENT - LEASED  
 Dealer: 00243 TEAM FORD OF MARIETTA      Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES  
 Odometer: 15240 MI      Comm Type: MAIL  
 Analyst Name: KEN TEB0 Analyst: K-TEB01  
 Action Date: 10/04/2002      Action Time: 16.57.25.385      Action Data: Yes

Comments NO COMMENTS ADDED

Data Element Name	Data Value
UPLOAD DATE	09-23-2002
TAG #	287B155
VEHICLE VALUE AMOUNT	15850
NET LOSS AMOUNT	9428
DEVIATION FOR MILEAGE AMOUNT	
DEVIATION FOR UPGRADE	
DEVIATION FOR OVERALLOWANCE	
DEVIATION FOR NEGATIVE EQUITY	
DEVIATION FOR OTHER	
REPLACEMENT VIN	

Action: CANCEL CASE FOR DSB PRIOR RESOLVE REFUND  
Dealer: 00243 TEAM FORD OF MARIETTA      Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES  
Odometer: 16240 MI      Comm Type: MAIL  
Analyst Name: KEN TEBO      Analyst: K-TEBO1  
Action Date: 10/07/2002      Action Time: 11.15.00.843      Action Data: No

Comments NO COMMENTS AVAILABLE

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Action: OPEN CASE FOR DSB PRIOR RESOLVE REFUND - OWNED  
Dealer: 00243 TEAM FORD OF MARIETTA      Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES  
Odometer: 16240 MI      Comm Type: MAIL  
Analyst Name: KEN TEBO      Analyst: K-TEBO1  
Action Date: 10/07/2002      Action Time: 11.22.08.103      Action Data: Yes

Comments NO COMMENTS ADDED

<u>Data Element Name</u>	<u>Data Value</u>
UPLOAD DATE	08-23-2002
TAG #	287B155
VEHICLE VALUE AMOUNT	16850
NET LOSS AMOUNT	9429
DEVIATION FOR MILEAGE AMOUNT	
DEVIATION FOR UPGRADE	
DEVIATION FOR OVERALLOWANCE	
DEVIATION FOR NEGATIVE EQUITY	
DEVIATION FOR OTHER	

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Action: RECORD CHECK ISSUANCE FOR DSB PRIOR RESOLVE REFUND  
Dealer: 00243 TEAM FORD OF MARIETTA      Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES  
Odometer: 16240 MI      Comm Type: MAIL  
Analyst Name: HILDRETH, CYNTHIA      Analyst: G-HILDR2  
Action Date: 10/08/2002      Action Time: 11.29.00.131      Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
CHECK REQUEST DATE	10-07-2002
CHECK ISSUE DATE	10-08-2002
CHECK AMOUNT	1517.85
CHECK AMOUNT	23780.91
CHECK AMOUNT	
CHECK AMOUNT	
CHECK #	110980
CHECK #	110981
CHECK #	
CHECK #	
PAYEE	DANIELLE/MCTOR FISH
PAYEE	FIDELITY NATIONAL BANK
PAYEE	
PAYEE	

EM62-827 8857

## All Action Details for Issue

Print

VIN: 1FMCU03162K924611      Year: 2002      Model: ESCAPE      Case: 460882172  
 Name: MS      Owner Status: Original      WBO: 2001-12-01  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: DSB - APPLICATION REQUEST      Secondary Phone:  
 Issue Type: 04 REGION      Issue Status: CANCEL

Action: ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP IS BEING SENT  
 Dealer: 00243 TEAM FORD OF MARIETTA      Origin Desc: US CONCERN CASE BASE  
 Odometer: 15234 MI      Comm Type: PHONE  
 Analyst Name: DWIGHT SMITH      Analyst: DWSMITH  
 Action Date: 08/05/2002      Action Time: 12.46.32.468      Action Data: No

## Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments VLC072UCUSTOMER SAYS: \* CUST WAS INFORMED BY THE DLRSHIP TO CONTACT THE CRC \* THE FIRST TIME THE DLRSHIP HAD IT THEY REPROGRAMMED THE CPU \* THE VEH HAS BEEN AT THE TEAM FORD OF MARIETTA THREE TIMES \* THE VEH KEEPS DYING AT 40 MPH \* THE CUST IS AFRAID THAT THERE VEH WILL FAIL \* THE CUST WOULD LIKE FORD TO BUY BACK THE VEH \* WHEN THE VEH STALLS THE VEH LOSES POWER STEERING AND BRAKES \* CUST WOULD LIKE FORD TO TAKE THE NECESSARY STEPS IN REGARDS TO GETTING THE CUST A NEW VEH PER CUSTOMER, DEALER SAYS: \*\* TEAM FORD OF MARIETTA \*\* \* NONE \* CAC ADVISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION - OBC TO DEALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DSB ESCALATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE INFERENCE CASE ID: 105

Action: DOCUMENT ADDITIONAL INFORMATION  
 Dealer: 00243 TEAM FORD OF MARIETTA      Origin Desc: DEALER  
 Odometer: 15234 MI      Comm Type: PHONE  
 Analyst Name: ROBERT GUZMAN      Analyst: R-GUZMAN  
 Action Date: 08/08/2002      Action Time: 18.58.03.219      Action Data: No

Comments SPOKE WITH THE CUSTOMER 8/3/02 AND WENT OVER HIS CONCERN. THE CUSTOMER IS FED UP AT THIS POINT. WE HAVE EXHAUSTED ALL THE TSB FIXES AND THE CUSTOMER IS CURRENTLY SEEKING DSB INTERVENTION.

Action: DOCUMENT ADDITIONAL INFORMATION  
 Dealer: 00243 TEAM FORD OF MARIETTA      Origin Desc: DEALER  
 Odometer: 15234 MI      Comm Type: PHONE  
 Analyst Name: ROBERT GUZMAN      Analyst: R-GUZMAN  
 Action Date: 08/08/2002      Action Time: 18.58.14.792      Action Data: No

Comments SPOKE WITH THE CUSTOMER 8/3/02 AND WENT OVER HIS CONCERN. THE CUSTOMER IS FED UP AT THIS POINT. WE HAVE EXHAUSTED ALL THE TSB FIXES AND THE CUSTOMER IS CURRENTLY SEEKING DSB INTERVENTION.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00243 TEAM FORD OF MARIETTA

Odometer: 16234 MI

Analyst Name: ROBERT GUZMAN

Action Date: 08/08/2002

Comm Type: PHONE

Analyst: R-GUZMAN

Action Time: 18.08.25.827

Origin Desc: DEALER

Action Date: No

Comments SPOKE WITH THE CUSTOMER 8/302 AND WENT OVER HIS CONCERN. THE CUSTOMER IS FED UP AT THIS POINT. WE HAVE EXHAUSTED ALL THE TSB FIXES AND THE CUSTOMER IS CURRENTLY SEEKING DSB INTERVENTION.

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Action: CANCEL ISSUE

Dealer: 00243 TEAM FORD OF MARIETTA

Odometer: 16234 MI

Analyst Name: MOSES, GEORGE (G.C.)

Action Date: 08/20/2002

Comm Type: INTERNET

Analyst: GMOSES2

Action Time: 22.01.24.224

Origin Desc: FIELD ORGANIZATION

Action Date: No

Comments -DEALERSHIP HAS COMPLETED ALL AVAILABLE TSB'S -NO ENGINE FIX AS OF YET, PER ENGINEERING -DEALERSHIP IS IN THE PROCESS OF SCHEDULING THE FINAL REPAIR ATTEMPT WITH FSE

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**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
7/12/2002 CLOSED	RAV - NUMBER OF REPAIR ATTEMPTS	1FMYU04121KB28137 1387130732	2001 ESCAPE	08
5/9/2002 CLOSED	LEGAL - OTHER ATTORNEY DEMAND	1FMYU04121KB28137 1387130732	2001 ESCAPE	07

All Action Details for Issue

Print

VIN: 1FMYU04121KB28137	Year: 2001	Model: ESCAPE	Case: 1387130732
Name:	Owner Status: Original	WSD: 2001-06-28	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone:	
Reason Desc: RAV - NUMBER OF REPAIR ATTEMPTS		Secondary Phone:	
Issue Type: 08 RAV	Issue Status: CLOSED		

Action: OPEN CASE FOR PRE-LITIGATION REFUND - OWNED

Dealer: 07480 BABE CHARAPP FORD	Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES
Odometer: 12000 MI	Comm Type: MAIL
Analyst Name: LAKEITA MCCOGGLE	Analyst: L-MCCOGG
Action Date: 07/10/2002	Action Time: 11.53.85.281
	Action Data: Yes

Comments NO COMMENTS ADDED

<u>Data Element Name</u>	<u>Data Value</u>
UPLOAD DATE	06-18-2002
TAG #	2699500
VEHICLE VALUE AMOUNT	17275
NET LOSS AMOUNT	10198
DEVIATION FOR MILEAGE AMOUNT	683
DEVIATION FOR UPGRADE	
DEVIATION FOR OVERALLOWANCE	
DEVIATION FOR NEGATIVE EQUITY	
DEVIATION FOR OTHER	

Action: RECORD CHECK ISSUANCE FOR PRE-LITIGATION REFUND

Dealer: 07480 BABE CHARAPP FORD	Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES
Odometer: 12000 MI	Comm Type: MAIL
Analyst Name: GROCE, DARLENE	Analyst: D-GROCE2
Action Date: 07/12/2002	Action Time: 13.48.01.733
	Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
CHECK REQUEST DATE	07-11-2002
CHECK ISSUE DATE	07-12-2002
CHECK AMOUNT	26971.30
CHECK AMOUNT	1500
CHECK AMOUNT	
CHECK AMOUNT	
CHECK #	6844897
CHECK #	6844898
CHECK #	
CHECK #	
PAYEE	JOHN H. /SHARON L. NALEPA
PAYEE	KIMMEL & SILVERMAN
PAYEE	
PAYEE	

All Action Details for Issue

Print

VIN: 1FMYU04121KB28137      Year: 2001      Model: ESCAPE      Case#: 1367130732  
 Name:      Owner Status: Original      WBD: 2001-08-28  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND      Secondary Phone:  
 Issue Type: 07 LEGAL      Issue Status: CLOSED

**Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND**

Dealer: 07480 BABE CHARAPP FORD      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 7810 MI      Comm Type: FAX  
 Analyst Name: MOLLY KELSEY      Analyst: MKELSEY2  
 Action Date: 03/14/2002      Action Time: 10.11.53.961      Action Date: Yes

Comments \*\*\*\*\*ATTORNEY DEMAND LETTER\*\*\*\*\* REC'D 03/14/02 ATTORNEY ALLEGES DEFECTIVE VEHICLE. ATTORNEY ALLEGES HIS CLIENTS VEHICLE IS DEFECTIVE. \*\*ATTORNEY DEMANDS FORE REPURCHASE HIS CLIENTS VEHICLE.\*\*

Data Element Name	Data Value
NAME OF LAW FIRM	KIMMEL & SILVERMAN
ATTORNEY NAME	ROBERT SILVERMANAN
ATTORNEY PHONE NUMBER	2156408888VERMANAN

**Action: MAKE OUTBOUND CALL TO ATTORNEY**

Dealer: 07480 BABE CHARAPP FORD      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 7810 MI      Comm Type: FAX  
 Analyst Name: RUTH DAVIS      Analyst: RDAVIS98  
 Action Date: 03/14/2002      Action Time: 11.26.07.304      Action Date: Yes

Comments LEFT MESSAGE FOR ATTORNEY - IN RECEIPT OF CALL WILL RESEARCH AND RECONTACT

Data Element Name	Data Value
CONTACT PERSON	GRACIE ANNVERMANAN

**Action: MANAGEMENT APPROVAL OF OFFER**

Dealer: 07480 BABE CHARAPP FORD      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 7810 MI      Comm Type: OTHER  
 Analyst Name: TERIETTA FRAZIER      Analyst: TFRAZIER  
 Action Date: 04/04/2002      Action Time: 15.38.38.338      Action Date: No

Comments \*\*APPROVAL TO OFFER A VEHICLE REPLACEMENT\*\*RA

**Action: OFFER**

Dealer: 07480 BABE CHARAPP FORD      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 7810 MI      Comm Type: OTHER  
 Analyst Name: RUTH DAVIS      Analyst: RDAVIS98  
 Action Date: 04/05/2002      Action Time: 15.07.58.122      Action Date: Yes

Comments OFFER REPLACEMENT VEHICLE - SEND ATTORNEY LETTER

<u>Data Element Name</u>	<u>Data Value</u>
PROJECTED \$ AMOUNT	8000E ANNVERMANAN
<b>Action: MANAGEMENT APPROVAL OF OFFER</b>	
Dealer: 07480 BABE CHARAPP FORD	Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 7810 MI	Comm Type: OTHER
Analyst Name: TERJETTA FRAZIER	Analyst: TFRAZIER
Action Date: 04/10/2002	Action Time: 14.62.21.178
	Action Data: No
Comments **APPROVAL TO OFFER A VEHICLE REFUND**	

<b>Action: OFFER</b>	
Dealer: 07480 BABE CHARAPP FORD	Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 7810 MI	Comm Type: OTHER
Analyst Name: RUTH DAVIS	Analyst: RDAVIS98
Action Date: 04/16/2002	Action Time: 10.57.22.152
	Action Data: Yes
Comments CLIENT WANTS A REFUND - SENT ATTORNEY REFUND OFFER LETTER	

<u>Data Element Name</u>	<u>Data Value</u>
PROJECTED \$ AMOUNT	12000E ANNVERMANAN
<b>Action: FINAL CASE DISPOSITION</b>	
Dealer: 07480 BABE CHARAPP FORD	Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 7810 MI	Comm Type: OTHER
Analyst Name: RUTH DAVIS	Analyst: RDAVIS98
Action Date: 05/09/2002	Action Time: 12.00.21.478
	Action Data: No
Comments ORDERED REFUND FROM RAY	



### ISSUE LIST

Last Handling Data/ Issue Status	Name/ Reason Desc	VIN/ Case No.	Model Year and Vehicle Line	Issue Type
4/8/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMYU04162KB20754 88060382	2002 ESCAPE	02

**All Action Details for Issue**

[Print](#)

<b>VIN:</b> 1FMYU04162KB20754	<b>Year:</b> 2002	<b>Model:</b> ESCAPE	<b>Case:</b> 000000002
<b>Name:</b>	<b>Owner Status:</b> Original	<b>WSD:</b> 2001-12-22	
<b>Symptom Desc:</b> STALL/QUITS AT CRUISE HOT ENGINE		<b>Primary Phone:</b>	
<b>Reason Desc:</b> PROD/COMP DUR/PERF - VEHICLE QUALITY		<b>Secondary Phn:</b>	
<b>Issue Type:</b> 02 INFORMATION	<b>Issue Status:</b> CLOSED		

<b>Action:</b> ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM		
<b>Dealer:</b> 01304 G & C FORD SALES, INC.		<b>Origin Desc:</b> US CONCERN CASE BASE
<b>Odometer:</b> 3800 MI	<b>Comm Type:</b> PHONE	
<b>Analyst Name:</b> ARLENE PEARCE-ELLIOTT	<b>Analyst:</b> APEARCE	
<b>Action Date:</b> 04/08/2002	<b>Action Time:</b> 18.64.18.758	<b>Action Data:</b> 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 HIS VEH IS STALLING -CUST SAYS THAT IT HAPPY 8 TIMES SINCE HE BOUGHT THE VEH -CUST SAYS IT HAPPEN TODAY -CUST SAYS HE IS CALLING TO MAKE A COMPLAIN -CUST SAYS THAT HE HAS AN APPOINTMENT WITH THE DLR TOMORROW PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/ILM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

### ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
7/18/2002 CLOSED	AWA - WIN CRITERIA, REQUEST AWA AFTER REPAIR	1FMYU04142KA84443 1538191082	2002 ESCAPE	02
7/17/2002 CLOSED	DEALER GENERATED INFORMATION ISSUE	1FMYU04142KA84443 1538191082	2002 ESCAPE	02
4/25/2002 CLOSED	MISC INQUIRY - COMPANY ADDRESS REQUEST	1FMYU04142KA84443 1538191082	2002 ESCAPE	01
4/25/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMYU04142KA84443 1538191082	2002 ESCAPE	02
4/18/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMYU04142KA84443 1538191082	2002 ESCAPE	02
4/18/2002 CLOSED	REDIRECTED CALL - ROADSIDE ASSIST/ALTD CLUB	1FMYU04142KA84443 1538191082	2002 ESCAPE	01

All Action Details for Issues

Print

VIN: 1FMYU04142KA64443	Year: 2002	Model: ESCAPE	Case: 1538191082
Name:	Owner Status: Original	WSD: 2001-10-18	
Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: AWA - VAN CRITERIA, REQUEST AWA AFTER REPAIR		Secondary Pbx:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: PROVIDE ASSISTANCE		
Dealer: 03818 MCDANIEL FORD INC		Origin Desc: US CONCERN CASE BASE
Odometer: 7000 MI	Comm Type: PHONE	
Analyst Name: PAUL RICHARDSON	Analyst: PRICHARD	
Action Date: 04/20/2002	Action Time: 12.11.33.001	Action Date: Yes

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: CUSTOMERS VEH IN THE DLR FOR A STALLING CONCERN CUST IS CALLING TO OBTAIN A RENTAL VEH UNTIL HIS VEH IS REPAIRED PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I HAVE REVIEWED THE SITUATION AND SINCE YOU ARE SUCH A VALUED CUSTOMER TO FORD AND THE DEALERSHIP, WE WOULD LIKE TO PROVIDE YOU WITH A LOANER VEHICLE. - PLEASE RETAIN YOUR ORIGINAL RECEIPTS FOR THE LOANER VEHICLE AND SUBMIT THEM TO (PROVIDE EMPLOYEE NAME) THE SMC/CRM FOR REIMBURSEMENT ONCE YOUR SERVICE HAS BEEN COMPLETED. - ADVISE CUSTOMER OF TOTAL PER DAY (\$28 FM, \$36 L), NUMBER OF DAYS AS WELL AS TOTAL AMOUNT OF COMPENSATION. - PLEASE NOTE THAT FORD WILL NOT COVER FUEL, TAXES, INSURANCE OR MILEAGE COSTS. IF THE CUSTOMER RENTS A VEHICLE WITH A DAILY COST GREATER THEN THE DAILY LIMIT, THE CUSTOMER IS RESPONSIBLE FOR THE DIFFERENCE.

\*\*\*\*\* SPOKE TO THE DLR AND MADE ARRANGMENTS TO HAVE THE CUST PLACED IN A VEH FOR 3 DAYS AT \$28/DAY PENDING WARRANTY COVERAGE -INSTRUCTED THE DLR OF THE PROCESS THROUGH THEY WILL BE ABLE TO OBTAIN THE AUTHORIZATION FOR THE RENTAL VEH

<u>Data Element Name</u>	<u>Data Value</u>
AMOUNT (ROUND UP NEAREST DOLLAR)	84
TYPE (REPAIR, LOANER, CONSEQUENTIAL)	LOANER
WAS REQUEST DUE TO PARTS DELAY	N

Action: OUTBOUND CALL TO DEALER		
Dealer: 03818 MCDANIEL FORD INC		Origin Desc: MANUAL - PHONE CSR
Odometer: 7000 MI	Comm Type: PHONE	
Analyst Name: PAUL RICHARDSON	Analyst: PRICHARD	
Action Date: 04/22/2002	Action Time: 15.20.33.775	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: OBC TO DLR SPOKE TO JOHN -THE CUSTOMERS VEHICLE IS STILL IN THE DEALERSHIP -THEY HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN - THEY ARE GOING TO REQUIRE MORE TIME TO DIAGNOSE THE CUSTOMERS CONCERN

Action: OUTBOUND CALL TO FORDMERCURY CUSTOMER  
 Dealer: 03618 MCDANIEL FORD INC  
 Odometer: 7000 MI  
 Analyst Name: PAUL RICHARDSON  
 Action Date: 04/22/2002  
 Comm Type: PHONE  
 Analyst: PRICHARD  
 Action Time: 18.20.33.775  
 Origin Desc: MANUAL - PHONE CSR  
 Action Date: No

Caller Information If Different From Vehicle Owner:  
 First Name Middle Initial Last Name Day Phone Relationship

Comments CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: OBC TO THE CUSTOMER -MADE HIM AWARE THAT THE DLR IS CURRENTLY WORKING ON HIS VEH - I INFORMED HIM THAT A DIAGNOSIS HAS NOT BEEN MADE.

Action: PROVIDE ASSISTANCE  
 Dealer: 03618 MCDANIEL FORD INC  
 Odometer:  
 Analyst Name: JENINNE JAMES  
 Action Date: 07/17/2002  
 Comm Type: PHONE  
 Analyst: JJAMES1  
 Action Time: 17.44.48.500  
 Origin Desc: US CONCERN CASE BASE  
 Action Date: Yes

Caller Information If Different From Vehicle Owner:  
 First Name Middle Initial Last Name Day Phone Relationship

Comments CUSTOMER SAYS: -SEE HISTORICS PER CUSTOMER, DEALER SAYS: -SEE HISTORICS CAC ADVISED: -SEE HISTORICS - I HAVE REVIEWED THE SITUATION AND SINCE YOU ARE SUCH A VALUED CUSTOMER TO FORD AND THE DEALERSHIP, WE WOULD LIKE TO PROVIDE YOU WITH A LOANER VEHICLE - PLEASE RETAIN YOUR ORIGINAL RECEIPTS FOR THE LOANER VEHICLE AND SUBMIT THEM TO (PROVIDE EMPLOYEE NAME) THE SMCRM FOR REIMBURSEMENT ONCE YOUR SERVICE HAS BEEN COMPLETED. - ADVISE CUSTOMER OF TOTAL PER DAY (\$28 FM, \$36 L), NUMBER OF DAYS AS WELL AS TOTAL AMOUNT OF COMPENSATION. - PLEASE NOTE THAT FORD WILL NOT COVER FUEL, TAXES, INSURANCE OR MILEAGE COSTS. IF THE CUSTOMER RENTS A VEHICLE WITH A DAILY COST GREATER THEN THE DAILY LIMIT, THE CUSTOMER IS RESPONSIBLE FOR THE DIFFERENCE. INFERENCE CASE ID: 5384

Data Element Name	Data Value
AMOUNT (ROUND UP NEAREST DOLLAR)	140
TYPE (REPAIR, LOANER, CONSEQUENTIAL)	LOANER
WAS REQUEST DUE TO PARTS DELAY	N

Action: AWARD SERVICE LOANER  
 Dealer: 03618 MCDANIEL FORD INC  
 Odometer:  
 Analyst Name: REBECCA WILKINSON  
 Action Date: 07/18/2002  
 Comm Type: PHONE  
 Analyst: RWILKINS  
 Action Time: 09.02.14.638  
 Origin Desc: MANUAL - EMAIL  
 Action Date: Yes

Caller Information If Different From Vehicle Owner:  
 First Name Middle Initial Last Name Day Phone Relationship

Comments CUSTOMER SAYS: PHONE CALL FROM DLR REQUESTING COMMITMENT CODE: PACODE: 03818  
REPAIR\_ORDER: 0531 LINE\_NUMBER: B AMOUNT: 140 VIN: 1FMYU04142KAS4443 CUID: 1538191002 REPAIR\_DATE:  
04/19/02 CSR\_NAME: JJAMES1 DATE\_OF\_SUBMISSION: 07/17/02 TIME\_OF\_SUBMISSION: 5:33 PM EMAIL:  
EMAIL\_ADDRESS: MCFORD@OPTONLINE.NET PHONE: PHONE YOUR\_NAME: JOHN LYDON PHONE\_NUMBER:  
516-881-8008 EXTENSION: 100 COMMENTS: QCDEALER\_NOT\_EXHAUSTED\_BECAUSE: -QCCLR WAS EXHAUSTED  
BUT DLR HAS NOT RECEIVED COMMITMENT CODE PER CUSTOMER, DEALER SAYS: MCDANIEL FORD INC CAC  
ADVISED: PROVIDED COMMITMENT CODE TO DLR

<u>Data Element Name</u>	<u>Data Value</u>
DEALER P AND A CODE	03818
AMOUNT OF AWA	140
LAST FOUR OF R.O. #	0531
LINE	B
COMMITMENT CODE	MD1EX
CAC PARTICIPATION	100
DID DEALER INITIATE CONTACT?	N
CSR NAME	JJAMES1
TEAM LEADER NAME	GROSE
WAS REQUEST DUE TO PARTS DELAY ISSUE?	N

All Action Details for Issue

Print

VIN: 1FMYU04142KAB4443	Year: 2002	Model: ESCAPE	Case: 1638191082
Name:	Owner Status: Original	WSD: 2001-10-18	
Symptom Desc:		Primary Phone:	
Reason Desc: DEALER GENERATED INFORMATION ISSUE		Secondary Pho:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER		
Dealer: 03618 MCDANIEL FORD INC		Origin Desc: DEALER
Odometer: 7193 MI	Comm Type: EMAIL	
Analyst Name: JOHN LYDON	Analyst: J-LYDON2	
Action Date: 06/20/2002	Action Time: 12.48.57.643	Action Date: No

Comments HI I AM WRITING TO INFORM CAC THAT I HAVE BEEN WAITING FOR A CAC P96 AUTH ON 5 DAYS RENTAL SINCE APRIL 24, 2002. THE AMOUNT IS \$140.00 AND THE RO IS 010631 LINE B PLEASE REPLY THANK YOU JOHN LYDON SERVICE MGR

Action: INQUIRY FROM DEALER		
Dealer: 03618 MCDANIEL FORD INC		Origin Desc: MANUAL - PHONE CSR
Odometer:	Comm Type: PHONE	
Analyst Name: JENNE JAMES	Analyst: JJAMES1	
Action Date: 07/17/2002	Action Time: 17.44.50.401	Action Date: No

Comments CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -NO IBC FROM JOHN (CRM) -WAS ACTUALLY SPEAKING WITH JOHN ABOUT ANOTHER CUST AND HE ADVISED ME THAT HE DID NOT RECEIVE A COMMITMENT CODE FOR THE ASSISTANCE PROVIDED TO THIS CUST AND HE SUBMITTED THE INFO THROUGH QCDLR -ADVISED JOHN THAT I WOULD LOOK INTO IT FURTHER AND RESUBMIT THE INFO SO HE COULD RECEIVE A COMMITMENT CODE AND CONTACT HIM BACK WHEN EVERYTHING WAS COMPLETED -JOHN PROVIDED ME WITH THE NECESSARY INFO TO GENERATE A CODE -P&A CODE= 03618 -REPAIR ORDER #= 010631 -LINE #= B -REPAIR DATE= 04/18/02 -AMOUNT= \$140 -SPOKE WITH JACKIE (LCR) WHO CONTACTED JACKIE (E-MAIL) -JACKIE (LCR) INFORMED ME THAT THE E-MAIL DEPT HAD NO INFO FOR THIS DLRSP -JACKIE INFORMED ME THAT JACKIE (E-MAIL) INFORMED HER THAT THERE ARE SOME DLRSP'S THAT HAVE HAD PROBLEMS WITH QCDLR -JACKIE ADVISED ME TO FILL OUT THE GOODWILL FORM IN SEARCH ENGINE AND RESUBMIT THE INFO FOR THE DLRSP TO OBTAIN A COMMITMENT CODE

All Action Details for Issue

Print

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VIN: 1FMYU04142KAB4443	Year: 2002	Model: ESCAPE	Case: 1538191082
Name:	Owner Status: Original	WSD: 2001-10-18	Primary Phone:
Symptom Desc:		Secondary Pho:	
Reason Desc: MISC INQUIRY - COMPANY ADDRESS REQUEST			
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

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Action: PROVIDE FORD CAC ADDRESS

Dealer: 03818 MCDANIEL FORD INC

Origin Desc: US REDIRECT CASE BASE

Odometer: 6000 MI

Comm Type: PHONE

Analyst Name: LIZ ALOUCHE

Analyst: LALOUCHE

Action Date: 04/25/2002

Action Time: 16.14.16.433

Action Data: No

Comments CUSTOMER SAYS: -CUST WOULD LIKE THE ADDRESS TO FORD PER CUSTOMER, DEALER SAYS: -  
NONE CAC ADVISED: -FORD CRC ADDRESS: FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER 16800  
EXECUTIVE PLAZA DRIVE P.O. BOX 6249 DEARBORN, MICHIGAN, 48121 INFERENCE CASE ID: 78

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**All Action Details for Issue**

[Print](#)

<b>VIN:</b> 1FMYU04142KAB4443	<b>Year:</b> 2002	<b>Model:</b> ESCAPE	<b>Case:</b> 1538181082
<b>Name:</b>	<b>Owner Status:</b> Original	<b>WSD:</b> 2001-10-18	
<b>Symptom Desc:</b> STALL/QUITS AT CRUISE ALL ENGINE TEMP		<b>Primary Phone:</b>	
<b>Reason Desc:</b> PRODCOMP DLR/PERF - VEHICLE QUALITY		<b>Secondary Phor:</b>	
<b>Issue Type:</b> 82 INFORMATION	<b>Issue Status:</b> CLOSED		

<b>Action:</b> ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM		<b>Origin Desc:</b> US CONCERN CASE BASE
<b>Dealer:</b> 03618 MCDANIEL FORD INC		
<b>Odometer:</b> 6000 MI	<b>Comp Type:</b> PHONE	
<b>Analyst Name:</b> LIZ ALOUCHE	<b>Analyst:</b> LALOUCHE	
<b>Action Date:</b> 04/26/2002	<b>Action Time:</b> 16.14.15.333	<b>Action Date:</b> No

**Caller Information if Different From Vehicle Owner:**

First Name	Middle Initial	Last Name	Day Phone	Relationship
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**Comments:** CUSTOMER SAYS: -DLRSHIP DOES NOT KNOW WHAT IS WRONG WITH THE VEH -DLRSHIP CALLED TECH HOTLINE AND THEY TOLD CUST THAT THEY HAVE TO REPROGRAM THE PCM -WHEN CUST PICKED UP THE VEH CUST WAS DRIVING AND THE VEH STALLED AGAIN -CUST IS VERY UPSET BECAUSE OF ALL THE PROBLEMS THAT THEY HAD -CUST TOOK THE VEH BACK ANOTHER DLRSHIP -CUST FEELS THAT REPROGRAMMING THE PCM WILL NOT HELP -CUST DOESN'T WANT THE VEH ANYMORE PER CUSTOMER, DEALER SAYS: -2ND DLRSHIP SAYS THAT THEY ARE GOING TO REPROGRAM THE PCM AGAIN -DLRSHIP TOLD CUST THAT IF HE DOESN'T WANT THE VEH ANYMORE HE CAN CONTACT CRC 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 - CRC MADE OBC TO GET CLARIFICATION FOR CUST -SM ADVISED CRC THAT A REG REP WILL PROBABLY BE CONTACTED BUT THE DLRSHIP WANTS TO REPAIR THE VEH FIRST -SM WOULD LIKE CRC TO ADVISE THAT THEY WILL REPAIR THE VEH AND THEY WILL DOCUMENT EVERYTHING THAT HAS HAPPENED AND THAT THE DLRSHIP WILL TAKE CARE OF THIS SITUATION FOR CUST -CRC RELAYED THIS INFO TO CUST AND ADVISED CUST TO CONTINUE WORKING WITH THE DLRSHIP -CRC ADVISED CUST THAT THIS INFO WILL BE SENT TO OUR ENGINEERS -SINCE CUST DID TAKE THE PROACTIVE APPROACH BY CONTACTING US TODAY THIS WILL ASSIST OUR ENGINEERS FOR INSTATING ANY FUTURE FSA/CSP -CUST WILL BE NOTIFIED BY LITERATURE IF ANYTHING IS INSTATED RELATING TO HIS VEH INFERENCE CASE ID: 4581

**All Action Details for Issue**

Print

<b>VIN:</b> 1FMYUD4142KAB4443	<b>Year:</b> 2002	<b>Model:</b> ESCAPE	<b>Case:</b> 1538101082
<b>Name:</b>	<b>Owner Status:</b> Original	<b>WSD:</b> 2001-10-18	
<b>Symptom Desc:</b> STALL/QUITS AT CRUISE ALL ENGINE TEMP		<b>Primary Phone:</b>	
<b>Reason Desc:</b> PROD/COMP DUR/PERF - VEHICLE QUALITY		<b>Secondary Pho:</b>	
<b>Issue Type:</b> 02 INFORMATION	<b>Issue Status:</b> CLOSED		

<b>Action:</b> ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM		
<b>Dealer:</b> 03818 MCDANIEL FORD INC		<b>Origin Desc:</b> US CONCERN CASE BASE
<b>Odometer:</b> 6000 MI	<b>Comm Type:</b> PHONE	
<b>Analyst Name:</b> LIZ ALOUCHE	<b>Analyst:</b> LALOUCHE	
<b>Action Date:</b> 04/25/2002	<b>Action Time:</b> 16.14.16.333	<b>Action Date:</b> No

**Caller Information if Different From Vehicle Owner:**

First Name	Middle Initial	Last Name	Day Phone	Relationship
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**Comments** CUSTOMER SAYS -DLRSHIP DOES NOT KNOW WHAT IS WRONG WITH THE VEH -DLRSHIP CALLED TECH HOTLINE AND THEY TOLD CUST THAT THEY HAVE TO REPROGRAM THE PCM -WHEN CUST PICKED UP THE VEH CUST WAS DRIVING AND THE VEH STALLED AGAIN -CUST IS VERY UPSET BECAUSE OF ALL THE PROBLEMS THAT THEY HAD -CUST TOOK THE VEH BACK ANOTHER DLRSHIP -CUST FEELS THAT REPROGRAMMING THE PCM WILL NOT HELP -CUST DOESN'T WANT THE VEH ANYMORE PER CUSTOMER, DEALER SAYS -2ND DLRSHIP SAYS THAT THEY ARE GOING TO REPROGRAM THE PCM AGAIN -DLRSHIP TOLD CUST THAT IF HE DOESN'T WANT THE VEH ANYMORE HE CAN CONTACT CRC 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 - CRC MADE OBC TO GET CLARIFICATION FOR CUST -SM ADVISED CRC THAT A REG REP WILL PROBABLY BE CONTACTED BUT THE DLRSHIP WANTS TO REPAIR THE VEH FIRST -SM WOULD LIKE CRC TO ADVISE THAT THEY WILL REPAIR THE VEH AND THEY WILL DOCUMENT EVERYTHING THAT HAS HAPPENED AND THAT THE DLRSHIP WILL TAKE CARE OF THIS SITUATION FOR CUST -CRC RELAYED THIS INFO TO CUST AND ADVISED CUST TO CONTINUE WORKING WITH THE DLRSHIP -CRC ADVISED CUST THAT THIS INFO WILL BE SENT TO OUR ENGINEERS -SINCE CUST DID TAKE THE PROACTIVE APPROACH BY CONTACTING US TODAY THIS WILL ASSIST OUR ENGINEERS FOR INSTATING ANY FUTURE FSACSP -CUST WILL BE NOTIFIED BY LITERATURE IF ANYTHING IS INSTATED RELATING TO HIS VEH INFERENCE CASE ID: 4581

All Action Details for Issue

Ptct

VIN: 1FMYL0A142KA64443      Year: 2002      Model: ESCAPE      Case: 1538191082  
Name: MF      Owner Status: Original      WSD: 2001-10-18  
Symptom Desc: STALL/QUITS ACCELERATION HOT ENGINE      Primary Phone:  
Reason Desc: PRODCOMP DUR/PERF - VEHICLE QUALITY      Secondary Phtc  
Issue Type: 02 INFORMATION      Issue Status: CLOSED

Action: ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM  
Dealer: 09818 MCDANIEL FORD INC      Origin Desc: US CONCERN CASE BASE  
Odometer: 8000 MI      Comm Type: PHONE  
Analyst Name: CORRIE LAMBIE      Analyst: CLAMBIE  
Action Date: 04/18/2002      Action Time: 14.55.49.870      Action Date: No

Comments CUSTOMER SAYS: -^VEH KEEPS IN STALLING; WHEN MY IS ON THE HWY IT STARTED TO CLUT -^  
BROUGHT IT TO THE DLR ONCE BEFORE -^DLR REPAIRED A SENSOR -^WANT TO FIND OUT WHAT IS WRONG  
PER CUSTOMER, DEALER SAYS: ADVISOR SAID WERE NOT ABLE TO DUPLICATE MCDANIEL FORD SERVICING  
CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/MLM DEALERSHIP - INFORMATION WILL  
BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

All Action Details for Issue

Print

VIN: 1FMYU04142KAB4443      Year: 2002      Model: ESCAPE      Case: 1638181082  
Name:      Owner Status: Original      WBD: 2001-10-19  
Symptom Desc:      Primary Phone:  
Reason Desc: REDIRECTED CALL - ROADSIDE ASSIST/AUTO CLUB      Secondary Pho-  
Issue Type: 01 INQUIRY      Issue Status: CLOSED

Actions: FORD ROADSIDE ASSISTANCE: 800-241-3673  
Dealer: 03816 MCDANIEL FORD INC      Origin Desc: US REDIRECT CASE BASE  
Odometer: 6000 MI      Comm Type: PHONE  
Analyst Name: CORRIE LAMBIE      Analyst: CLAMBIE  
Action Date: 04/18/2002      Action Time: 14.55.49.789      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: PER CUSTOMER, DEALER SAYS: CAC ADVISED: FORD ROADSIDE ASSISTANCE: 800-241-3673 INFERENCE CASE ID: 31

### ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
11/1/2002 CLOSED	DSB-REPTD PURCH PRICE RQST-LOST CONFID IN V	1FMYU04122KC01007 340841072	2002 ESCAPE	08
10/31/2002 CLOSED	RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER	1FMYU04122KC01007 340841072	2002 ESCAPE	08
7/6/2002 CLOSED	PROD/COMP DUR/PERF - REGIONAL ASSISTANCE	1FMYU04122KC01007 340841072	2002 ESCAPE	02
7/8/2002 CLOSED	MISC INQUIRY - CORRESPONDENCE	1FMYU04122KC01007 340841072	2002 ESCAPE	01
7/8/2002 CLOSED	SALES - DEPOSIT	1FMYU04122KC01007 340841072	2002 ESCAPE	02
4/17/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMYU04122KC01007 340841072	2002 ESCAPE	02

All Action Details for Issue

Print

VIN: 1FMYUD4122KC01007	Year: 2002	Model: ESCAPE	Case: 340841072
Name: MS	Owner Status: Original	WBD: 2002-03-14	
Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: DSB-REP'D PURCH PRICE RQST-LOST CONFID IN V	Issue Status: CLOSED	Secondary Phone:	
Issue Type: 08 DSB			

**Action:** OPEN-DEALER PROVIDED APPLICATION-NO ORAL PRESENTATION

Dealer: 01928 BERT WOLFE FORD INC		Origin Desc: DEMARS
Odometer: 2233 MI	Comm Type: MAIL	
Analyst Name: CAMPAU, JAMIE	Analyst: J-CAMPAU	
Action Date: 08/01/2002	Action Time: 16.58.11.083	Action Data: No

**Comments:** CONCERNS WITH TRANSMISSION, LOSS OF POWER, AND STEERING.

**Action:** DEMARS MAILS REQUESTS FOR DEALER REPORTS

Dealer: 01928 BERT WOLFE FORD INC		Origin Desc: DEMARS
Odometer: 2233 MI	Comm Type: MAIL	
Analyst Name: CAMPAU, JAMIE	Analyst: J-CAMPAU	
Action Date: 08/01/2002	Action Time: 17.02.36.872	Action Data: Yes

**Comments:** NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DEALER NAME	BERT WOLFE FORD
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
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DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	

**Action:** DEMARS RECEIVES DEALER REPORT

Dealer: 01928 BERT WOLFE FORD INC		Origin Desc: DEMARS
Odometer: 2233 MI	Comm Type: FAX	
Analyst Name: PATRICIA MOLDENHAUER	Analyst: PMOLDENH	
Action Date: 08/06/2002	Action Time: 17.13.21.950	Action Data: No

**Comments:** BERT WOLFE FORD

Action: CSM - MAIL SENT - DSB  
Dealer: 01828 BERT WOLFE FORD INC  
Odometer: 2233 MI  
Analyst Name: TERRA TAYLOR  
Action Date: 08/07/2002  
Comm Type: FAX  
Analyst: TTAYLO31  
Action Time: 12.19.17.244  
Origin Desc: CONSUMER AFFAIRS - DSB  
Action Date: No

Comments THE CASE IS DUE BEFORE THE 9-13-02 PITTSBURGH BOARD AT REGION 47. THE COMPANY REPORT OR PRIOR RESOLVE IS DUE ON 9-4-02.

Action: ADD 40 DAY DELAY CODE  
Dealer: 01828 BERT WOLFE FORD INC  
Odometer: 2233 MI  
Analyst Name: TERRA TAYLOR  
Action Date: 08/07/2002  
Comm Type: FAX  
Analyst: TTAYLO31  
Action Time: 14.54.28.787  
Origin Desc: CONSUMER AFFAIRS - DSB  
Action Date: Yes

Comments ADDING A 40 DAY DELAY CODE PER TLW OF "1P" DUE TO INSUFFICIENT PREP TIME.

Data Element Name	Data Value
DELAY CODE	15

Action: INITIAL CALL MADE TO CUSTOMER  
Dealer: 01828 BERT WOLFE FORD INC  
Odometer: 2233 MI  
Analyst Name: TERRA TAYLOR  
Action Date: 08/03/2002  
Comm Type: FAX  
Analyst: TTAYLO31  
Action Time: 13.41.44.367  
Origin Desc: CONSUMER AFFAIRS - DSB  
Action Date: No

Comments I CALLED MS. SHAMBLIN AND LEFT HER A MESSAGE TODAY. I WILL TRY AGAIN TOMORROW IF SHE DOES NOT CALL ME BACK.

Action: INBOUND CALL FROM CUSTOMER  
Dealer: 01828 BERT WOLFE FORD INC  
Odometer: 2233 MI  
Analyst Name: TERRA TAYLOR  
Action Date: 08/03/2002  
Comm Type: FAX  
Analyst: TTAYLO31  
Action Time: 15.58.54.073  
Origin Desc: CONSUMER AFFAIRS - DSB  
Action Date: No

Comments I SPOKE TO MS. SHAMBLIN TODAY; SHE CALLED ME BACK TO DISCUSS HER CASE.

Action: COMPANY REPORT SUBMITTED  
Dealer: 01828 BERT WOLFE FORD INC  
Odometer: 2233 MI  
Analyst Name: TERRA TAYLOR  
Action Date: 08/04/2002  
Comm Type: FAX  
Analyst: TTAYLO31  
Action Time: 09.20.42.660  
Origin Desc: CONSUMER AFFAIRS - DSB  
Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
CUSTOMER CONTACTED BY FORD	Y
REGION RESPONDED TO DSB E-MAIL (Y/N)	Y

Action: RECORD DETAILS OF BOARD DECISION - REPLACE/REFUND

Dealer: 01928 BERT WOLFE FORD INC

Origin Desc: DEMARS

Odometer: 2233 MI

Comm Type: EMAIL

Analyst Name: CANDY RUEHL

Analyst: C-RUEHL

Action Date: 09/20/2002

Action Time: 18.39.45.575

Action Date: Yes

Comments: BD DETERMINED THAT CONSUMER'S CONCERNS OF TRANSMISSION, STEERING, AND LOSS OF POWER ARE RELATED, BASED ON PG. 1 OF CASE FILE. BD DETERMINED THAT THIS CONCERN REPRESENTS SNC WHICH IMPAIRS THE UVS OF THE VEHICLE. THEREFORE, BD AWARDS R/R BASED ON REPAIR HISTORY OF THE VEHICLE AND THAT THERE IS NO APPARENT FIX AVAILABLE UNDER CURRENT TECHNICAL KNOWLEDGE AND SUPPORT. THE MILEAGE OFFSET IS @ TEN CENTS/MILE FOR 873 MILES, BASED ON THE FIRST REPAIR ATTEMPT FOR TRANSMISSION, STEERING, AND LOSS OF POWER.

<u>Data Element Name</u>	<u>Data Value</u>
NAME OF BOARD	PITT
MEETING DATE	09-13-2002
DECISION LETTER DATE	09-17-2002
40 DAY DELAY CODE	15
ORAL HEARING	NO

Action: ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA

Dealer: 01928 BERT WOLFE FORD INC

Origin Desc: DEMARS

Odometer: 2233 MI

Comm Type: MAIL

Analyst Name: FELICITA LAZU

Analyst: F-LAZU

Action Date: 10/02/2002

Action Time: 15.47.51.413

Action Date: Yes

Comments: NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DATE OF ACCEPTANCE (DATE ON AIR FORM)	10-01-2002

Action: BOARD-DIRECTED AWARD COMPLETED

Dealer: 01928 BERT WOLFE FORD INC

Origin Desc: CONSUMER AFFAIRS - DSB

Odometer: 2233 MI

Comm Type: OTHER

Analyst Name: TERRA TAYLOR

Analyst: TTAYLO1

Action Date: 10/22/2002

Action Time: 16.04.01.015

Action Date: Yes

Comments: THE REFUND UPLOAD WAS COMPLETED ON 10-21-2002.

<u>Data Element Name</u>	<u>Data Value</u>
DATE AWARD PERFORMANCE COMPLETED	10-21-2002
COST OF AWARD	0
30 DAY DELAY CODE	0

Action: RAV CHECK RECEIVED IN CONSUMER AFFAIRS

Dealer: 01928 BERT WOLFE FORD INC

Origin Desc: CONSUMER AFFAIRS - DSB

Odometer: 2233 MI

Comm Type: OTHER

Analyst Name: MITRE, KELLY (K.L.)

Analyst: KMITRE

Action Date: 11/01/2002

Action Time: 16.23.58.938

Action Date: Yes

Comments: NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DATE CHECK RECEIVED	11-01-2002



All Action Details for Issue

Print

VIN: 1FMYU0412ZK001007	Year: 2002	Model: ESCAPE	Case: 340841072
Name: MS	Owner Status: Original	WSD: 2002-03-14	
Symptom Desc: LOSS OF POWER ACCELERATION HOT ENGINE		Primary Phone:	
Reason Desc: RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER		Secondary Phone:	
Issue Type: 08 RAV	Issue Status: CLOSED		

Action: OPEN CASE FOR DSB REFUND - OWNED

Dealer: 01028 BERT WOLFE FORD INC	Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES
Odometer: 4233 MI	Comm Type: MAIL
Analyst Name: EYVETTE HANSBERRY	Analyst: EHANSBER
Action Date: 10/30/2002	Action Time: 07.04.06.118
	Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
UPLOAD DATE	10-24-2002
TAG #	288B252002
VEHICLE VALUE AMOUNT	1824062002
NET LOSS AMOUNT	7577062002

Action: RECORD CHECK ISSUANCE FOR DSB REFUND

Dealer: 01028 BERT WOLFE FORD INC	Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES
Odometer: 4233 MI	Comm Type: MAIL
Analyst Name: HILDRETH, CYNTHIA	Analyst: C-HILDR2
Action Date: 10/31/2002	Action Time: 12.30.10.059
	Action Data: Yes

Comments NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
CHECK REQUEST DATE	10-30-2002
CHECK ISSUE DATE	10-31-2002
CHECK AMOUNT	1745.54
CHECK AMOUNT	24071.73
CHECK AMOUNT	
CHECK AMOUNT	
CHECK #	152881
CHECK #	152882
CHECK #	
CHECK #	
PAYEE	ANNETTE SHAMBLIN
PAYEE	FMCC-GREENVILLE SERVICE CENTER
PAYEE	
PAYEE	

## All Action Details for Issue

Print

VIN: 1FMYU04122KC01007	Year: 2002	Model: ESCAPE	Case: 340841072
Name: MS	Owner Status: Original	WBD: 2002-03-14	
Symptom Desc: STALL/QUITS AT CRUISE COLD ENGINE		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: 01828 BERT WOLFE FORD INC		Origin Desc: US CONCERN CASE BASE
Odometer: 3720 MI	Comm Type: PHONE	
Analyst Name: SYED AHSAN	Analyst: SAHSAN	
Action Date: 07/03/2002	Action Time: 18.28.28.148	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 IS THE THIRD TIME THE VEH STOPPED ON ME - WHEN GOING DOWN HILL OFF THE GAS - THIS HAPPEN WHEN THERE IS A COLD START - THE A/C AND RADIO WAS ON - THERE IS NO PROBLEM IN RESTARTING THE VEH - THEY HAVE WORKED ON THE VEH COUPLE OF TIMES BEFORE - THE VEH IS WITH ME AT THIS TIME LEFT MESS FOR THEM TO CALL - I INSISTED AFTER RESEARCH ON WEB THAT THEY REPLACED THE PCM RELAY - WHAT DO I DO IF THEY ARE NOT ABLE TO DUPLICATE THE PROBLEM - CUST SEEKING TO HAVE THE VEH REPAIRED ONCE AND FOR ALL AS SHE IS NOT CONFIDENT IN DRIVING (MAY ASK FOR GETTING OUT OF THE VEH) PER CUSTOMER, DEALER SAYS: - NONE 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? ===== - FOUND A NO FIX ON THE ECH SITE RELATING TO CUST CONCERN - THE DLRSHIP HAVE PROBABLY LOOKED INTO THE 68M 16589 AS PER CUST - DLRSHIP WAS CLOSED AND DID NOT MADE THE CAC - ADVISED TEN CUST THAT I WOULD BE IN TOUCH WITH HER AFTER RESEARCH ===== NOTE TO SELF ===== - CONTACT DLRSHIP TO SEE IF THIS IS A MULTIPLE REPAIR ISSUE - 2001-2002 ESCAPE 3.0L'S MAY EXPERIENCE AN INTERMITTENT STALL MOSTLY ON DECEL BUT POSSIBLY AT CRUISE WITH AN IMMEDIATE RESTART. TYPICALLY, THIS CONCERN MAY BE CHARACTERIZED AS A 1 TIME STALL, NO CODES, NO MIL, - USUALLY DURING COAST DOWNDECEL, AND ALWAYS WITH IMMEDIATE RESTART. SYMPTOM DETAILS 3.0L ENGINE INFERENCE CASE ID: 6406

Action: NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - "OTHER"		
Dealer: 01828 BERT WOLFE FORD INC		Origin Desc: DEALER
Odometer: 3720 MI	Comm Type: VISIT	
Analyst Name: KRIS SKEENS	Analyst: K-SKEENS	
Action Date: 07/05/2002	Action Time: 13.06.02.514	Action Data: No

Comments CANNOT VERIFY CONCERN

Action: OUTBOUND CALL TO FORD/MERCURY CUSTOMER		
Dealer: 01828 BERT WOLFE FORD INC		Origin Desc: MANUAL - PHONE CSR
Odometer: 3720 MI	Comm Type: PHONE	
Analyst Name: SYED AHSAN	Analyst: SAHSAN	
Action Date: 07/06/2002	Action Time: 13.23.11.480	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: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: -CUST HAS  
PRIVACY INTERCEPTOR WAS NOT ABLE TO LEAVE A MESS - WAS NOT ABLE TO LOCATE CUST ATR DAYTIME  
NUMBER OR CELL - FOLLOWUP MONDAY 1200

Action: AS PER TEAM LEADER

Dealer: 01828 BERT WOLFE FORD INC

Origin Desc: MANUAL - PHONE CSR

Odometer: 3720 MI

Comm Type: PHONE

Analyst Name: SYED AHSAN

Analyst: SAHSAN

Action Date: 07/06/2002

Action Time: 13.35.31.708

Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: - WRONG FOLLOWUP DATE  
RESCHEDULE FOR 07/08

Data Element Name

Data Value

TEAM LEADER NAME

CHINGO

Action: OUTBOUND CALL TO FORDMERCURY CUSTOMER

Dealer: 01828 BERT WOLFE FORD INC

Origin Desc: MANUAL - PHONE CSR

Odometer: 3720 MI

Comm Type: PHONE

Analyst Name: SYED AHSAN

Analyst: SAHSAN

Action Date: 07/08/2002

Action Time: 11.50.42.044

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - NO ABLE TO GET  
THROUGH TO THE DAY TIME NUMBER - LEFT MESS AT HOME TO CALL CRC FOR THE INFORMATION ==NEXT  
CSR== - ADVISE CUST AS PER DLRSH CONTACT ON 07/08 THAT THEY WERE NOT ABLE TO DUPLICATE THE  
CONCERN

Action: AS PER TEAM LEADER

Dealer: 01828 BERT WOLFE FORD INC

Origin Desc: MANUAL - PHONE CSR

Odometer: 3720 MI

Comm Type: PHONE

Analyst Name: SYED AHSAN

Analyst: SAHSAN

Action Date: 07/09/2002

Action Time: 17.19.48.832

Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - ANOTHER CSR  
ADVISED THE CUSTOMER OF THE RESEARCH - NO NEED FOR FOLLOWUP

Data Element Name

Data Value

TEAM LEADER NAME

CHINGO

All Action Details for Issue

Print

VIN: 1FMYU04122KC01007	Year: 2002	Model: ESCAPE	Case: 340841072
Name: MS	Owner Status: Original	WBD: 2002-08-14	
Symptom Desc:		Primary Phone:	
Reason Desc: MISC INQUIRY - CORRESPONDENCE		Secondary Phone:	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: CB-INFORM CUSTOMER OF CAC RESPONSE		
Dealer: 01928 BERT WOLFE FORD INC		Origin Desc: US CONCERN CASE BASE
Odometer: 3800 MI	Comm Type: PHONE	
Analyst Name: RISHI BISSESSAR	Analyst: RBISSESS	
Action Date: 07/08/2002	Action Time: 16.13.38.575	Action Date: No

Comments: CUSTOMER SAYS: --RETURNING A CALL AS PER PREVIOUS CSR'S MESSGAE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED; --INTERMITTING CONCERN WITH THE VEH STALLING AS PER DRL. --NOT ABLE TO DUPLICATE THE CONCERN. --CSR ADVISED CUST TO TAKE THE VEH TO THE DRL, WHEN THE CONCERN IF AND WHEN THE CONCERN IS APPARENT AGAIN, SO THAT THE DRL CAN DUPLICATE THE CONCERN AND MAKE THE NECESSARY REPAIRS INFERENCE CASE ID: 4893

## All Action Details for Issue

Print

VIN: 1FMYU04122KC01007	Year: 2002	Model: ESCAPE	Case: 340841072
Name:	Owner Status: Original	WSD: 2002-03-14	
Symptom Desc:		Primary Phone:	
Reason Desc: SALES - DEPOSIT		Secondary P/c:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ADVISE CUST FORD IS UNABLE TO INTERVENE IN SALES ISSUES		
Dealer: 01928 BERT WOLFE FORD INC		Origin Desc: US INQUIRY CASE BASE
Odometer: 3800 MI	Comm Type: PHONE	
Analyst Name: RISHI BISSESSAR	Analyst: RBISSESS	
Action Date: 07/08/2002	Action Time: 18.13.34.574	Action Data: No

## Cellar Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments: CUSTOMER SAYS: WANTS TO KNOW WHO SHE CAN SPEAK WITH TO GET THE VEH BOUGHT BACK. PER CUSTOMER, DEALER SAYS: ONE CAC ADVISED: TO ENSURE THAT THIS MATTER RECEIVES PROPER CONSIDERATION, I HAVE DOCUMENTED YOUR INFORMATION AND WILL BE FORWARDING THIS TO THE SALES MANAGER AT THE DEALERSHIP. ALL SALES ISSUES MUST BE REVIEWED BY THE DEALERSHIP. PLEASE CONTACT YOUR SALES MANAGER TO DISCUSS YOUR OPTIONS AS OUTLINED IN YOUR SALES AGREEMENT. -CSR ADVISED CUST TO SPEAK WITH THE CRMSALES MG TO DISCUSS TRADE IN OR BUY BACK OPTIONS INFERENCE CASE ID: 482

All Action Details for Issue

Print

VIN: 1FMYL0J4122KGD1007	Year: 2002	Model: ESCAPE	Case#: 340841072
Name: MS	Owner Status: Original	WSD: 2002-03-14	
Symptom Desc: STALL/QUITS AT IDLE HOT ENGINE		Primary Phone:	
Reason Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY		Secondary Phc:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM		
Dealer: 01828 BERT WOLFE FORD INC		Origin Desc: US CONCERN CASE BASE
Odometer: 1000 MI	Comm Type: PHONE	
Analyst Name: MARLITT MATZANKE	Analyst: MMATZANK	
Action Date: 04/17/2002	Action Time: 08:27:50.477	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: THE VEHICLE HAS JUST CUT OUT WHILE AT CRUISING THIS IS THE SECOND TIME THIS HAS DONE THIS THE VEHICLE WAS BROUGHT IN 03/17/2002 FOR THIS ISSUE TODAY IT DID IT AGAIN CUST IS GETTING CONCERNED ABOUT THIS THERE ALREADY NOTICES ON THE NHTSA WEBSITE ABOUT THIS CONCERN IN THE ESCAPE PER CUSTOMER, DEALER SAYS: CAC ADVISED: - ADVISED CUST TAKE THE VEHICLE IN TO DEALER WHO WOULD BE IN THE BEST POSITION TO DETERMINE THE CONCERN - 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: 4691

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
11/4/2002 CANCEL	CF - DEMAND LETTER	1FMCU04172KC27712 1536012962	2002 ESCAPE	04
10/23/2002 CLOSED	DSB-REF'D PURCH PRICE RQST-LOST CONFID IN V	1FMCU04172KC27712 1374371052	2002 ESCAPE	06
4/16/2002 CLOSED	PROD/COMP DUR/PERF - KNOWING FIX AT PRESENT	1FMCU04172KC27712 1374371052	2002 ESCAPE	02

All Action Details for Issue

Print

VIN: 1FMCU04172KCZ7712	Year: 2002	Model: ESCAPE	Casa: 1539012902
Name:	Owner Status: Original	WBD: 2002-02-28	
Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP		Primary Phone:	
Reason Desc: CI - DEMAND LETTER		Secondary Phn:	
Issue Type: 04 REGION	Issue Status: CANCEL		

**Action: OPEN REGION CONTACT**

Dealer: 04487 COVERT FORD, INC.	Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Odometer: 1 MI	Comm Type: MAIL
Analyst Name: ALICIA BEASLEY	Analyst: ABEASLE1
Action Date: 10/23/2002	Action Time: 14.58.21.487
	Action Data: No

Comments \*\*\* DEMAND LETTER DATED 10/19/02\*\*\* CI RECEIVED 10/23/02 \*\*\* CUSTOMER STATES: CUSTOMER HAS CONCERNS WITH VEHICLE STALLING \*\*\* CUSTOMER SEEKS: FORD REPRESENTATIVE CONTACT HIM TO DISCUSS THIS MATTER. \*\*\* CI SCAN A COPY OF THE LETTER TO THE REGIONAL OFFICE FOR REVIEW. SENT CUSTOMER A FLEM LETTER

**Action: LETTER FAXED TO REGION**

Dealer: 04437 COVERT FORD, INC.	Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION
Odometer: 1 MI	Comm Type: MAIL
Analyst Name: ALICIA BEASLEY	Analyst: ABEASLE1
Action Date: 10/23/2002	Action Time: 15.01.20.740
	Action Data: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
REGION NUMBER	52
DATE RECEIVED	10-23-2002
TIME RECEIVED	08:13:0002
DATE FAXED	10-23-2002
TIME FAXED	15:00:0002

**Action: UNABLE TO CONTACT CUSTOMER TO DATE**

Dealer: 04437 COVERT FORD, INC.	Origin Desc: FIELD ORGANIZATION
Odometer: 1 MI	Comm Type: PHONE
Analyst Name: CRESTON WHITAKER II (CWHITAK7)	Analyst: CWHITAK7
Action Date: 10/31/2002	Action Time: 20.43.21.649
	Action Data: No

Comments FORD CUSTOMER SERVICE MGR. CALLED CUST. ON THURS. 10/31/02. NO ANSWER. CSM LEFT MESSAGE TO RETURN PHONE CALL.



Action: CANCEL ISSUE  
Dealer: 04437 COVERT FORD, INC.  
Odometer: 1 MI  
Analyst Name: CRESTON WHITAKER II (CWHITAK7)  
Action Date: 11/04/2002

Origin Desc: FIELD ORGANIZATION

Comm Type: OTHER  
Analyst: CWHITAK7  
Action Time: 16.49.56.973 Action Date: No

Comments: DLR HAS BEEN UNABLE TO DUPLICATE CUSTOMERS CONCERN. NO MORE ACTION TO BE TAKEN ON THIS CASE.

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All Action Details for Issue

Print

**VIN:** 1FMCU04172KCZ7712      **Year:** 2002      **Model:** ESCAPE      **Case:** 1374371052  
**Name:**      **Owner Status:** Original      **WSD:** 2002-03-28  
**Symptom Desc:** STALL/QUITS AT IDLE ALL ENGINE TEMP      **Primary Phone:**  
**Reason Desc:** DSB-REF'D PURCH PRICE RQST-LOST CONFID IN V      **Secondary Phn:**  
**Issue Type:** 08 DSB      **Issue Status:** CLOSED

**Action:** OPEN-DEALER PROVIDED APPLICATION-NO ORAL PRESENTATION

**Dealer:** 04437 COVERT FORD, INC.      **Origin Desc:** DEMARS  
**Odometer:** 7000 MI      **Comm Type:** MAIL  
**Analyst Name:** DE LEON, EMELIA      **Analyst:** E-DELEO1  
**Action Date:** 08/22/2002      **Action Time:** 15.03.21.479      **Action Data:** No

**Comments:** CONCERNS WITH STALLING

**Action:** DEMARS MAILS REQUESTS FOR DEALER REPORTS

**Dealer:** 04437 COVERT FORD, INC.      **Origin Desc:** DEMARS  
**Odometer:** 7000 MI      **Comm Type:** MAIL  
**Analyst Name:** DE LEON, EMELIA      **Analyst:** E-DELEO1  
**Action Date:** 08/22/2002      **Action Time:** 15.18.11.090      **Action Data:** Yes

**Comments:** NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DEALER NAME	MAG HAIK FORD
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	

**Action:** CSM - MAIL SENT - DSB      **Origin Desc:** CONSUMER AFFAIRS - DSB  
**Dealer:** 04437 COVERT FORD, INC.  
**Odometer:** 7000 MI      **Comm Type:** OTHER  
**Analyst Name:** MARCIE KLEMMER      **Analyst:** MKLEMMER  
**Action Date:** 09/28/2002      **Action Time:** 15.37.49.301      **Action Data:** No

**Comments:** MARCIE KLEMMER IS DRS...HOUSTON BOARD ON 09-20-2002.

Action: DEMARS FOLLOW-UP CALL TO DEALER FOR DEALER REPORT

Dealer: 04437 COVERT FORD, INC.

Odometer: 7000 MI

Analyst Name: TREAUDEAU, MICHELLE

Action Date: 09/08/2002

Comm Type: PHONE

Analyst: M-TRUDE2

Action Time: 17.07.35.627

Origin Desc: DEMARS

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

DEALER NAME

COVERT FORD

Action: RECORD DETAILS OF BOARD DECISION - REPAIRS

Dealer: 04437 COVERT FORD, INC.

Odometer: 7000 MI

Analyst Name: JACQUE HAMPTON

Action Date: 09/27/2002

Comm Type: EMAIL

Analyst: J-HAMPTS

Action Time: 09.42.25.710

Origin Desc: DEMARS

Action Date: Yes

Comments BASIS FOR DEC: DSB NOTED STALL CONCERN HAS NOT BEEN DEMONSTRATED TO FORD (PAGE 67) AND HAS ONLY BEEN INDICATED TWICE. BOARD DIRECTS CUSTOMER TO RETURN TO FORD FOR FLIGHT RECORDER INSTALL TO VERIFY CONCERN WHICH WOULD ALLOW FORD A REPAIR ATTEMPT. MEMBERS ALSO NOTED 2 SPECIAL CUSTOMER REQUESTED TESTS HAVE BEEN APPLIED TO VEHICLE AND NO STALLING CONCERN WAS VERIFIED (PAGE 68). 100 K FORMULA USED. THEREFORE IF THE FLIGHT RECORDER FAILS TO NOTE THE STALL CONCERN THERE SHOULD BE NO FURTHER ACTION PER THIS CONCERN.

Data Element Name

Data Value

NAME OF BOARD

HOUS

MEETING DATE

09-20-2002

DECISION LETTER DATE

09-24-2002

40 DAY DELAY CODE

0

ORAL HEARING

NO

Action: CUSTOMER DID NOT RETURN AIR FORM

Dealer: 04437 COVERT FORD, INC.

Odometer: 7000 MI

Analyst Name: MARCIE KLEMMER

Action Date: 10/23/2002

Comm Type: OTHER

Analyst: MKLEMMER

Action Time: 13.40.19.062

Origin Desc: CONSUMER AFFAIRS - DSB

Action Date: No

Comments NO COMMENTS AVAILABLE

EN82-627 6696

## All Action Details for Issues

Print

VIN: 1FMCU04172KC27712      Year: 2002      Model: ESCAPE      Case: 1374371062  
 Name:      Owner Status: Original      WSD: 2002-02-28  
 Symptoms Desc: STALL/QUITS DECELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT      Secondary Phor  
 Issue Type: 02 INFORMATION      Issue Status: CLOSED

Action: ADVISE CUST NO REPAIR PROCEDURES AVAILABLE  
 Dealer: 04437 COVERT FORD, INC.      Origin Desc: US CONCERN CASE BASE  
 Odometer: 1001 MI      Comm Type: PHONE  
 Analyst Name: CHUMSIE PARRIS      Analyst: CPARRIS  
 Action Date: 04/16/2002      Action Time: 10.22.34.114      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: -VEH IS HAVING STALLING CONCERNS. -CLAIMS THE VEH STALLED TWICE IN MARCH(03/25; ABOUT 8:30 @ 30 MPH ON A SLIGHT DOWN GRADE PUT VEH IN NEUTRAL AND RESTART WHICH WAS HAPPENED IMMEDIATELY. -03/30/2002 ABOUT 2PM DRIVING 30-35 MPH JUST GOT OFF A SLIGHT UPGRADE AND THERE WAS HALF TANK GAS MILES 844 AND IT START UP RIGHT AWAYT, IT WAS TAKEN TO THE DLR (COVERT FORD) AND THEY HAD CONTACTED THE ENGINEERING WHO RECOMMENDED SEVERAL TEST, WHICH WAS DONE AND THE DLR WAS UNABLE TO DUPLICATE THE CONCERNS. -THE VEH WAS RETURNED TO HIM AND WAS ADVISED IT WAS SAFE TO DRIVE. -THINKS THERE IS A SAFETY CONCERN IN THE VEH BECAUSE THE VEH WAS NOT REPAIRED FOR THE STALLING CONCERN. - CUSTOMER SERVICE MARKET MGR -TIM DOUFFY WAS ALSO INVOLVED -THIS IS A REPLACEMENT VEH FOR A 2001 WHICH HAD THE SAME CONCERN WAS RAY BY FORD -CUSTOMER IS DEMANDING FORD RETURN A FULL REFUND FOR THE VEH BECAUSE OF THE SAFETY CONCERNS. PER CUSTOMER, DEALER SAYS: THIS IS A KNOWN PROBLEM BUT FORD IS WORKING ON A FIX. CAC ADVISED: -CBC TO DLR SPOKE WITH SM GENE WHO STATED HIS REGIONAL REP IS WORKING ON THIS ISSUE AND WILL BE IN TOUCH WITH THE CUSTOMER ONCE HIS REP A MAKES A DECISION. - 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) INFERENCE CASE ID: 6401

Action: OUTBOUND CALL TO DEALER  
 Dealer: 04437 COVERT FORD, INC.      Origin Desc: MANUAL - PHONE CSR  
 Odometer:      Comm Type: PHONE  
 Analyst Name: CHUMSIE PARRIS      Analyst: CPARRIS  
 Action Date: 04/19/2002      Action Time: 12.05.44.194      Action Data: No

## Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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ER02-027 0401



### ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
10/17/2002 CLOSED	LEGAL - OTHER ATTORNEY DEMAND	1FMCU041X2KA38251 1382473301	2002 ESCAPE	07
10/8/2002 CLOSED	DSB-REFD PURCH PRICE ROST-DLR CANT VERIFY	1FMCU041X2KA38251 1382473301	2002 ESCAPE	08
4/23/2002 CLOSED	CI - DEMAND LETTER	1FMCU041X2KA38251 1382473301	2002 ESCAPE	04
4/23/2002 CLOSED	DEALERSHIP - POSITIVE FEEDBACK	1FMCU041X2KA38251 1382473301	2002 ESCAPE	02
4/22/2002 CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1FMCU041X2KA38251 1382473301	2002 ESCAPE	02
4/18/2002 CLOSED	DEALER GENERATED INFORMATION ISSUE	1FMCU041X2KA38251 1382473301	2002 ESCAPE	02
4/17/2002 CLOSED	LEMON LAW, CUST MENTIONS - DATA ONLY	1FMCU041X2KA38251 1382473301	2002 ESCAPE	01

All Action Details for Issue

Print

VIN: 1FMCU041X2KA38261      Year: 2002      Model: ESCAPE      Case: 1592473301  
 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 Pho:  
 Issue Type: 07 LEGAL      Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND  
 Dealer: 01373 GARNET FORD INC      Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK  
 Odometer: 10000 MI      Comm Type: MAIL  
 Analyst Name: CHERIE LEICH      Analyst: CLEICH  
 Action Date: 10/07/2002      Action Time: 15.63.26.178      Action Date: Yes

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

Data Element Name	Data Value
NAME OF LAW FIRM	POWER & ASSOCIATES, P.C.
ATTORNEY NAME	MICHAEL POWER
ATTORNEY PHONE NUMBER	6105685220

Action: MAKE OUTBOUND CALL TO ATTORNEY  
 Dealer: 01373 GARNET FORD INC      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 10000 MI      Comm Type: FAX  
 Analyst Name: CATHERINA PAPALIA      Analyst: CPAPALIA  
 Action Date: 10/08/2002      Action Time: 09.02.49.665      Action Date: Yes

Comments POWER & ASSOCIATES, LPA SENT ACKNOWLEDGEMENT LETTER TO CUSTOMER'S ATTORNEY

Data Element Name	Data Value
CONTACT PERSON	SENT FAX

Action: FINAL CASE DISPOSITION  
 Dealer: 01373 GARNET FORD INC      Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION  
 Odometer: 10000 MI      Comm Type: FAX  
 Analyst Name: CATHERIN PAPALIA      Analyst: 8469CP  
 Action Date: 10/17/2002      Action Time: 15.45.32.235      Action Date: No

Comments LPA REVIEWED CASE AND FOUND THAT THE CSM OFFERED CUSTOMER A PREMIUM CARE ESP AND ONE MONTH REFUND FOR A CAR PAYMENT DUE TO THE ONE TIME THE VEHICLE WAS IN THE SHOP FOR A STALLING CONCERN. LPA HAS DENIED CUSTOMER'S REQUEST FOR A BUYBACK WE SUPPORT THE OFFER THE CSM MADE TO THE CUSTOMER...\*\*\*\*NFA\*\*\*\*

All Action Details for Issue

Print

VIN: 1FMCU041X2KA39281      Year: 2002      Model: ESCAPE      Case: 1392473901  
 Name:      Owner Status: Original      WSD: 2001-10-22  
 Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: DSB-REP'D PURCH PRICE RQST-DLR CANT VERIFY      Secondary Pho:  
 Issue Type: 06 DSB      Issue Status: CLOSED

Action: OPEN-CAC, FORD 800# PROVIDED APPLICATION-NO ORAL PRESENTATION  
 Dealer: 01373 GARNET FORD INC      Origin Desc: DEMARS  
 Odometer: 8702 MI      Comm Type: MAIL  
 Analyst Name: CAMPAU, JAMIE      Analyst: J-CAMPAU  
 Action Date: 08/20/2002      Action Time: 12.28.18.786      Action Data: No

Comments CONCERNS WITH ENGINE FAILURE.

Action: DEMARS MAILS REQUESTS FOR DEALER REPORTS  
 Dealer: 01373 GARNET FORD INC      Origin Desc: DEMARS  
 Odometer: 8702 MI      Comm Type: MAIL  
 Analyst Name: CAMPAU, JAMIE      Analyst: J-CAMPAU  
 Action Date: 08/20/2002      Action Time: 12.28.12.821      Action Data: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
DEALER NAME	GARNET FORD
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
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DEALER NAME	
DEALER NAME	

Action: DEMARS RECEIVES DEALER REPORT  
 Dealer: 01373 GARNET FORD INC      Origin Desc: DEMARS  
 Odometer: 8702 MI      Comm Type: MAIL  
 Analyst Name: MIKE CONTRERAS      Analyst: M-CONTR6  
 Action Date: 08/27/2002      Action Time: 13.09.23.391      Action Data: No

Comments GARNET FORD

Action: CSM - MAIL SENT - DSB  
 Dealer: 01373 GARNET FORD INC      Origin Desc: CONSUMER AFFAIRS - DSB  
 Odometer: 8702 MI      Comm Type: OTHER  
 Analyst Name: LETTIA GROOM      Analyst: LGROOM  
 Action Date: 10/08/2002      Action Time: 10.18.28.256      Action Data: No

Comments CSM E-MAIL SENT 8/26 BY DRS. LGROOM



Action: RECORD DETAILS BOARD DECISION - NO FURTHER ACTION

Dealer: 01373 GARNET FORD INC

Odometer: 8702 MI

Analyst Name: CANDY RUEHL

Action Date: 10/08/2002

Comen Type: EMAIL

Analyst: C-RUEHL

Action Time: 11.54.36.383

Origin Desc: DEMARS

Action Date: Yes

Comments NO FURTHER ACTION. REFUND REQUEST DENIED. BOARD DETERMINED THAT VEHICLE IS NOW OPERATING PROPERLY AND THAT THE WARRANTABLE CONCERN HAS BEEN ADDRESSED, BASED ON THE FACT THAT THE CUSTOMER HAS DRIVEN VEHICLE SINCE LAST TIME IN FOR REPAIR (4/18/02) AND THAT IT HAS NOT BEEN IN SINCE. BASED ON CUSTOMER FAX OF 8/16 AND COMPANY STATEMENT OF 8/10.

<u>Data Element Name</u>	<u>Data Value</u>
NAME OF BOARD	TREV
MEETING DATE	09-18-2002
DECISION LETTER DATE	09-20-2002
40 DAY DELAY CODE	0
ORAL HEARING	NO

All Action Details for Issue

Print

VIN: 1FMCU041X2KA39251	Year: 2002	Model: ESCAPE	Case: 1382473301
Name:	Owner Status: Original	WBD: 2001-10-22	
Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: CI - DEMAND LETTER		Secondary Phone:	
Issue Type: 04 REGION	Issue Status: CLOSED		

Action: LETTER FAXED TO REGION

Dealer: D1373 GARNET FORD INC

Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION

Odometer: 1 MI

Comm Type: MAIL

Analyst Name: TERENCE R. SEARCY

Analyst: TSEARCY

Action Date: 04/23/2002

Action Time:  
13.20.18.699

Action Date: Yes

Comments \*\*\*DEMAND LETTER DATED 4/18/02 \*\*\* \*\*CI RECEIVED 4/23/02 \*\*\* \*\*CUSTOMER STATES: ENGINE REPEATEDLY SHUTS DOWN WHILE TRAVELING AT 35-40 MPH. \*\*CUSTOMER SEEKS: RESOLUTION FOR CONCERN. \*\*CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICES FOR REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT\*\*\*

<u>Data Element Name</u>	<u>Data Value</u>
REGION NUMBER	18
DATE RECEIVED	04-23-2002
TIME RECEIVED	08:35:00
DATE FAXED	04-23-2002
TIME FAXED	13:25:00

All Action Details for Issue

Print

VIN: 1FMCU041X2KA39251      Year: 2002      Model: ESCAPE      Case: 1382473301  
Name:      Owner Status: Original      WSD: 2001-10-22  
Symptom Desc:      Primary Phone:  
Reason Desc: DEALERSHIP - POSITIVE FEEDBACK      Secondary Plot  
Issue Type: 02 INFORMATION      Issue Status: CLOSED

Action: THANK CUST FOR THEIR FEEDBACK, COMMENTS WILL BE FORWARDED TO THE  
Dealer: 01373 GARNET FORD INC      Origin Desc: US INQUIRY CASE BASE  
Odometer: 6300 MI      Comm Type: EMAIL  
Analyst Name: PATRICK PINNOCK      Analyst: PPINNOCK  
Action Date: 04/23/2002      Action Time: 11.08.07.118      Action Date: No

Caller Information if Different From Vehicle Owner:

First Name      Middle Initial      Last Name      Day Phone      Relationship

Comments CUSTOMER SAYS: I SPOKE WITH BRIAN IOVINO, A SERVICE ADVISOR AT GARNET FORD, AND HE AND IRA BURGESS ARE AWARE OF THIS RECURRING PROBLEM. -WE DISCUSSED THE DETAILS AND THEY PLAN TO CONTACT ME BY THE END OF THIS WEEK WITH AN UPDATE. -HAVING WORKED WITH BOTH BRIAN AND IRA ON THE PREVIOUS STALLS, I DO WANT TO COMMENT ON THEIR ATTENTION TO DETAIL, EFFICIENCY, AND RESPONSIVENESS. -THEIR HELPFULNESS, FOCUS ON CUSTOMER SERVICE, AND DEDICATION TO RESOLVING THE PROBLEM IS NOTEWORTHY. -WHILE I AM DISAPPOINTED IN THE RELIABILITY OF MY ESCAPE, I AM VERY PLEASED WITH THE SERVICE PROVIDED BY GARNET FORD. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - THANK YOU FOR YOUR POSITIVE COMMENTS ABOUT THE DEALERSHIP SERVICE, YOUR COMMENTS WILL BE SENT TO THE DEALRSHIP SO THEY ARE AWARE HOW PLEASED YOU WERE. INFERENCE CASE ID: 1084

**All Action Details for Issue**

[Print](#)

<b>VIN:</b> 1FMCUD11X2KA38251	<b>Year:</b> 2002	<b>Model:</b> ESCAPE	<b>Case:</b> 1392473301
<b>Name:</b>	<b>Owner Status:</b> Original	<b>WSD:</b> 2001-10-22	
<b>Symptom Desc:</b> STALL/QUITS AT IDLE HOT ENGINE		<b>Primary Phone:</b>	
<b>Reason Desc:</b> DEALERSHIP - UNABLE TO DUPLICATE CONCERN		<b>Secondary Phor:</b>	
<b>Issue Type:</b> 02 INFORMATION	<b>Issue Status:</b> CLOSED		

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<b>Action:</b> DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN		
<b>Dealer:</b> 01373 GARNET FORD INC		<b>Origin Desc:</b> US CONCERN CASE BASE
<b>Odometer:</b> 5300 MI	<b>Comm Type:</b> EMAIL	
<b>Analyst Name:</b> PATRICK PINNOCK	<b>Analyst:</b> PPINNOCK	
<b>Action Date:</b> 04/22/2002	<b>Action Time:</b> 12.58.04.094	<b>Action Data:</b> No

**Caller Information if Different From Vehicle Owner:**

First Name	Middle Initial	Last Name	Day Phone	Relationship
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**Comments** CUSTOMER SAYS: MY ESCAPE ENGINE JUST QUITE FOR THE 4TH TIME IN THE 6 MONTHS IVE OWNED THE CAR. IT HAS BEEN TO THE DEALER 6 TIMES FOR REPAIR. SAME SITUATION AS IN MY PREVIOUS STALLING. DRIVING AT ABOUT 40MPH THEN I NOTICE THE POWER STEERING HAS STOPPED AND THE CHECK ENGINE LIGHT AND OIL LIGHT ARE ON AND I HAVE NO POWER BRAKES. PULL TO THE SIDE OF THE ROAD AND THE CAR STARTS RIGHT BACK UP. I CALLED CUSTOMER ASSISTANCE BUT YOUR OFFICE IS CLOSED. WILL CALL THE DEALER TO SCHEDULE THE 6TH SERVICE APPOINTMENT FOR THIS PROBLEM. PLEASE REFERENCE MY EXISTING CASE NUMBER FOR MORE INFO: 1392473301 LOVE THE CAR EXCEPT FOR THIS PROBLEM! THANKS PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

## All Action Details for Issue

Edit

VIN: 1FMCU041X2KA39251      Year: 2002      Model: ESCAPE      Case: 1382473301  
 Name:      Owner Status: Original      WSD: 2001-10-22  
 Symptom Desc:      Primary Phone:  
 Reason Desc: DEALER GENERATED INFORMATION ISSUE      Secondary Phone:  
 Issue Type: 02 INFORMATION      Issue Status: CLOSED

Action: AWAITING ASSISTANCE - FIELD SERVICE ENGINEER  
 Dealer: 01373 GARNET FORD INC      Origin Desc: DEALER  
 Odometer: 790 MI      Comm Type: VISIT  
 Analyst Name: IRA BURGIS      Analyst: I-BURGIS  
 Action Date: 11/28/2001      Action Time: 10.47.39.388      Action Date: No

Comments CUSTOMER HAS A INT STALL CONCERN AT 40 MPH SERVICE MANAGER SPOKE TO FSE AND DECIDED TO INSTALL THE VDR AND HAVE CUSTOMER TRY TO REPRODUCE CONCERN. DEALER HAS PREVIOUSLY SPOKEN TO TECH HOTLINE AND PERFORMED THE IAC AND UPDATED PART FOR THE POWER RELAY. THE VEHICLE ALREADY HAD THE LATEST CAL FOR THE PCM. DEALER IS WAITING FOR THE CUSTOMER TO REPORT ON THE CONCERN.

Action: AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER  
 Dealer: 01373 GARNET FORD INC      Origin Desc: DEALER  
 Odometer: 790 MI      Comm Type: VISIT  
 Analyst Name: IRA BURGIS      Analyst: I-BURGIS  
 Action Date: 12/10/2001      Action Time: 14.48.09.828      Action Date: No

Comments FSE LOOKED AT AND ROADTESTED VEHICLE WITH OUR TECHNIAN ALSO INSPECTED ALL PIN CONNECTORS PRE SSM 15434. DELEAR CHECKED VENT TUBE FOR BLOCKAGE PER LETTER ACTION # 2 DELAER MADE HARD STOP ADJ WAS AT 378 INITIAL DEALER RAISED TO 525 HARD STOP ADJ DUTY OF 47% HAD TO TURN STOP ADJ 2 FULL TURNS. PER FSE SUGGESTION 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

Action: CUST. SAT. REST. TOOL UTILIZED - ESP PLAN OFFERED AND ACCEPTED  
 Dealer: 01373 GARNET FORD INC      Origin Desc: FIELD ORGANIZATION  
 Odometer: 790 MI      Comm Type: VISIT  
 Analyst Name: RITA MURPHY      Analyst: 8485RM  
 Action Date: 12/11/2001      Action Time: 17.09.21.891      Action Date: No

Comments IRA-BASED ON INFORMATION PROVIDED, FORD WILL OFFER CUSTOMERAN ESP PREMIUNCARE POLICY 5 YR/75,000 MI. PLAN WITH \$50 DEDUCTIBLE. ALSO, FORD HAS AGREED TO MAKE ONE MONTHS CAR PAYMENT FOR DOWN TIME OCCURRED. HOPE THIS HELPS! RITA MURPHY, CSM

Action: CUST. SAT. REST. TOOL UTILIZED - ESP PLAN OFFERED AND ACCEPTED  
 Dealer: 01373 GARNET FORD INC      Origin Desc: FIELD ORGANIZATION  
 Odometer: 790 MI      Comm Type: VISIT  
 Analyst Name: RITA MURPHY      Analyst: 8485RM  
 Action Date: 12/12/2001      Action Time: 22.52.39.968      Action Date: No

Comments ESP UPLOADED. RITA

Action: AWAITING ASSISTANCE - FIELD SERVICE ENGINEER

Dealer: 01373 GARNET FORD INC

Odometer: 5247 MI

Analyst Name: BRIAN IAVINO

Action Date: 04/10/2002

Contn Type: VISIT

Analyst: B-IAVINO

Action Time: 14.20.54.791

Origin Desc: DEALER

Action Data: No

Comments CUSTOMERS CONCERN OF VEHICLE STALLING, THIS WILL BE THE THIRD TIME HER VEHICLE HAS HAD THIS CONCERN. WE HAD CHECKED PCM CALIBRATION, AND FOR THE RELAY UPDATES, THE VEHICLE HAS HAD ALL OF THESE UPDATED PARTS INSTALLED. WE BELIEVE THAT THE CUSTOMER HAD A CONCERN WITH OXYGENATED FUEL. THE STALLING CONCERN HAPPENED ON 4/17/02 @ 7:30 AM WHEN THE TEMP WAS ABOUT 75 TO 80 DEGREES THIS WAS THE FIRST DAY OF UNUSALLY HOT WEATHER.

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All Action Details for Issue

Print

VIN: 1FMCU041X2KA39251	Year: 2002	Model: ESCAPE	Case: 1362473301
Name:	Owner Status: Original	W8D: 2001-10-22	
Symptom Desc:		Primary Phone:	
Reason Desc: LEMON LAW, CUST MENTIONS - DATA ONLY		Secondary Pho:	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY		
Dealer: 01373 GARNET FORD INC		Origin Desc: US REDIRECT CASE BASE
Odometer: 4800 MI	Comm Type: PHONE	
Analyst Name: WAYNE CLARKE	Analyst: WCLARKE	
Action Date: 04/17/2002	Action Time: 19.18.55.637	Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
SCOTT		NYLAND		SPOUSE

Comments CUSTOMER SAYS: THE ENGINE FAILED FOR THE FOURTH TIME THIS WILL BE THE FIFTH REPAIR ATTEMPT -HE WILL BE DRIVING THE VEH AND IT JUST SHUTS OFF AS THE VEH SHUTS OFF THE CHECK ENGINE LIGHT COMES ON ALONG W/ THE OTHER LIGHTS -HE WILL BE BRINGING THE VEH TO THE DLRSHIP TOMORROW - WOULD LIKE TO FILE LEMON LAW ON HIS VEH -WOULD LIKE TO KNOW WHAT THE PROCEDURE IS FOR LEMON LAW PER CUSTOMER, DEALER SAYS: GARNETT FORD BRIAN THE SRV MGR 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: 83

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
1/22/2003 ACTION	DSB-REFD PURCH PRICE ROST-DLR CANT REPAIR	1FMYU04112KB37607 557523152	2002 ESCAPE	06
1/6/2003 CLOSED	DSB - STATUS REQUEST	1FMYU04112KB37607 557523152	2002 ESCAPE	02
12/6/2002 CLOSED	CI - DEMAND LETTER	1FMYU04112KB37607 557523152	2002 ESCAPE	02
11/26/2002 CLOSED	DSB - STATUS REQUEST	1FMYU04112KB37607 557523152	2002 ESCAPE	01
11/21/2002 CLOSED	DSB - APPLICATION REQUEST	1FMYU04112KB37607 557523152	2002 ESCAPE	04
11/13/2002 CLOSED	MISC INQUIRY - COMPANY ADDRESS REQUEST	1FMYU04112KB37607 557523152	2002 ESCAPE	01
11/11/2002 CLOSED	WARRANTY - COVERAGE INQUIRY	1FMYU04112KB37607 557523152	2002 ESCAPE	02



All Action Details for Issue

Print

**VIN:** 1FMYU04112KBS7607      **Year:** 2002      **Model:** ESCAPE      **Case:** 557523152  
**Name:**      **Owner Status:** Original      **WSD:** 2002-04-06  
**Symptom Desc:** STALL/QUITS ACCELERATION ALL ENGINE TEMP      **Primary Phone:**  
**Reason Desc:** DSB-REFD PURCH PRICE RQST-CLR CANT REPAIR      **Secondary Phon**  
**Issue Type:** 06 DSB      **Issue Status:** ACTION

**Action:** OPEN-OTHER PROVIDED APPLICATION-NO ORAL PRESENTATION  
**Dealer:** 00137 JERRY'S LEEBURG FORD L-M      **Origin Desc:** DEMARS  
**Odometer:** 12065 MI      **Comm Type:** MAIL  
**Analyst Name:** OWENS, ANGELA      **Analyst:** A-OWENS8  
**Action Date:** 12/05/2002      **Action Time:** 14.29.52.373      **Action Data:** No

**Comments:** ELIGIBLE: CONCERNS WITH: STALLING

**Action:** DEMARS MAILS REQUESTS FOR DEALER REPORTS  
**Dealer:** 00137 JERRY'S LEEBURG FORD L-M      **Origin Desc:** DEMARS  
**Odometer:** 12065 MI      **Comm Type:** MAIL  
**Analyst Name:** PETRIE, CRYSTAL      **Analyst:** C-PETRI2  
**Action Date:** 12/06/2002      **Action Time:** 10.37.28.163      **Action Data:** Yes

**Comments:** NO COMMENTS AVAILABLE

<u>Data Element Name</u>	<u>Data Value</u>
DEALER NAME	JERRY'S FORD
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
DEALER NAME	
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DEALER NAME	
DEALER NAME	

**Action:** DEMARS RECEIVES DEALER REPORT  
**Dealer:** 00137 JERRY'S LEEBURG FORD L-M      **Origin Desc:** DEMARS  
**Odometer:** 12065 MI      **Comm Type:** FAX  
**Analyst Name:** PETRIE, CRYSTAL      **Analyst:** C-PETRI2  
**Action Date:** 12/11/2002      **Action Time:** 11.02.63.297      **Action Data:** No

**Comments:** JERRY'S FORD

**Action:** CSM - MAIL SENT - DSB  
**Dealer:** 00137 JERRY'S LEEBURG FORD L-M      **Origin Desc:** CONSUMER AFFAIRS - DSB  
**Odometer:** 12065 MI      **Comm Type:** FAX  
**Analyst Name:** LAVERNE NAIZE      **Analyst:** LNAIZE  
**Action Date:** 12/12/2002      **Action Time:** 17.22.54.162      **Action Data:** No

**Comments:** BOARD MEETING, DCH 1/9/03



## All Action Details for Issue

Print

VIN: 1FMYU04112KB37607      Year: 2002      Model: ESCAPE      Case: 557523152  
 Name:      Owner Status: Original      WSD: 2002-04-08  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: DSB - STATUS REQUEST      Secondary Phone:  
 Issue Type: 02 INFORMATION      Issue Status: CLOSED

Action: CB-DSB WILL REVIEW THE INFORMATION APPLICATION & BE IN CONTACT  
 Dealer: 00137 JERRY'S LEEBSBURG FORD L-M      Origin Desc: US CONCERN CASE BASE  
 Odometer: 13500 MI      Comm Type: PHONE  
 Analyst Name: KAREN GREEN      Analyst: KGREEN  
 Action Date: 01/08/2003      Action Time: 11.07.07.463      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: ISSUE IS CURRENTLY GOING THROUGH DSB. SEEKING CLARIFICATION ON WHAT THE PROCESS IS. WOULD LIKE TO KNOW IF THERE IS SUPPOSED TO BE A BOARD MEETING THAT SHE IS SUPPOSED TO ATTEND. CUST CHECKED NO ON THE APPLICATION BUT WOULD LIKE TO KNOW IF SHE SHOULD BE THERE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: "THANK YOU FOR UPDATING US ON YOUR SITUATION. WE HAVE DOCUMENTED YOUR COMMENTS, AND THIS WILL BE FORWARDED TO THE DISPUTE SETTLEMENT BOARD. FOR FURTHER INFORMATION, PLEASE CONTACT THE DISPUTE SETTLEMENT BOARD IN WRITING AT: PO BOX 6120 SOUTHFIELD, MI 48068-5120" ADVISED CUST THE DATE OF THE HEARING AS PER HISTORICAL ISSUES SUMMARY. ADVISED CUST TO CONTACT THE SIM OR CRM AT THE DLR FOR CLARIFICATION ON ATTENDANCE INFERENCE CASE ID: 1561

Action: CB-DSB WILL REVIEW THE INFORMATION APPLICATION & BE IN CONTACT  
 Dealer: 00137 JERRY'S LEEBSBURG FORD L-M      Origin Desc: US CONCERN CASE BASE  
 Odometer: 12065 MI      Comm Type: PHONE  
 Analyst Name: PEPPY DIMITROPOULOS      Analyst: PDIMITRO  
 Action Date: 01/08/2003      Action Time: 11.58.24.358      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 HAS A CONCERN WITH THE ENGINE STALLING ON THE VEH =CUST WOULD LIKE TO ATTEND THE DSB MEETING THIS WEDNESDAY =CUST SAYS THAT SHE WILL JUST SHOW UP AT THE DSB MEETING PER CUSTOMER, DEALER SAYS: JERRY'S FORD 6510 LITTLE RIVER TURNPIKE ALEXANDRIA, VA 22312 TEL: (703) 258-6000 FAX: (703) 258-4408 CAC ADVISED: "THANK YOU FOR UPDATING US ON YOUR SITUATION. WE HAVE DOCUMENTED YOUR COMMENTS, AND THIS WILL BE FORWARDED TO THE DISPUTE SETTLEMENT BOARD. FOR FURTHER INFORMATION, PLEASE CONTACT THE DISPUTE SETTLEMENT BOARD IN WRITING AT: PO BOX 6120 SOUTHFIELD, MI 48068-5120" INFERENCE CASE ID: 1561

All Action Details for Issue

Print

VIN: 1FMYU04112KB37907      Year: 2002      Model: ESCAPE      Case: 557823152  
 Name:      Owner Status: Original      WSD: 2002-04-08  
 Symptom Desc: LOSS OF POWER AT CRUISE ALL ENGINE TEMP      Primary Phone  
 Reason Desc: CI - DEMAND LETTER      Secondary Phc  
 Issue Type: 02 INFORMATION      Issue Status: CLOSED

**Action: OPEN REGION CONTACT**

Dealer: 00135 JERRYS FORD SALES INC      Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION  
 Odometer: 3886 MI      Comm Type: MAIL  
 Analyst Name: ANNE ROBERTS      Analyst: AROBER90  
 Action Date: 11/20/2002      Action Time: 11.24.15.388      Action Date: No

Comments \*\*\*DEMAND LETTER DATED 11/12/02\*\*\* \*\*\*CI RECEIVED 11/20/02 \*\*\*CUSTOMER STATES: ENGINE STALLS AND VEHICLE LOSES POWER STEERING AND BRAKES \*\*\*CUSTOMER SEEKS: RESOLUTION BASED ON VA LEMON LAW \*\*\*CI E-MAILED A COPY OF THE LETTER TO THE REGIONAL OFFICE FOR REVIEW. SENT CUSTOMER FLEM LETTER.

**Action: LETTER FAXED TO REGION**

Dealer: 00135 JERRYS FORD SALES INC      Origin Desc: CONSUMER AFFAIRS - CONSUMER INTERVENTION  
 Odometer: 3886 MI      Comm Type: MAIL  
 Analyst Name: ANNE ROBERTS      Analyst: AROBER90  
 Action Date: 11/20/2002      Action Time: 11.46.04.394      Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
REGION NUMBER	27
DATE RECEIVED	11-20-2002
TIME RECEIVED	10:11:0002
DATE FAXED	11-20-2002
TIME FAXED	11:37:0002

**Action: FORD COVERED REPAIR MADE - WARRANTY**

Dealer: 00135 JERRYS FORD SALES INC      Origin Desc: DEALER  
 Odometer: 3886 MI      Comm Type: PHONE  
 Analyst Name: FRED JAVIER      Analyst: F-JAVIER  
 Action Date: 12/06/2002      Action Time: 10.42.48.288      Action Date: No

Comments REPLACE IDLE AIR CONTROL VALVE AND REPROGRAM PCM PER TSB.CUST.STILL NOT SATISFIED VEHICLE IS REPAIRED.HE IS CONTACTING DSB.

**All Action Details for Issue**

**Print**

<b>VIN:</b> 1FMYU04112KB37807	<b>Year:</b> 2002	<b>Model:</b> ESCAPE	<b>Case:</b> 667623152
<b>Name:</b>	<b>Owner Status:</b> Original	<b>WSD:</b> 2002-04-08	
<b>Symptom Desc:</b>		<b>Primary Phone:</b>	
<b>Reason Desc:</b> DSB - STATUS REQUEST		<b>Secondary Phn:</b>	
<b>Issue Type:</b> 01 INQUIRY	<b>Issue Status:</b> CLOSED		

<b>Action:</b> ADVISE CUSTOMER ALLOW 2 WEEKS FOR APPLICATION DELIVERY		
<b>Dealer:</b> 00136 JERRYS FORD SALES INC	<b>Origin Desc:</b> US CONCERN CASE BASE	
<b>Odometer:</b> 12085 MI	<b>Comm Type:</b> PHONE	
<b>Analyst Name:</b> DARRYL CONNORS	<b>Analyst:</b> DCONNORS	
<b>Action Date:</b> 11/26/2002	<b>Action Time:</b> 10.27.15.740	<b>Action Data:</b> 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 THAT THERE IS A CONCERN WITH THE VEHICLE STALLING OUT AND HAS BEEN TO THE DLRSHIP BUT THE CONCERN IS STILL PRESENT; CUST STATES THAT ON NOV 13/02 SHE REQUESTED A DSB AND STATES SHE STILL HAS NOT RECEIVED ONE BUT DLRSHIP DID FAX HER A COPY BUT DOES NOT BELIEVE IT TO BE A COMPLETE COPY; PER CUSTOMER, DEALER SAYS: CAG ADVISED: THANK YOU FOR CONTACTING FORD MOTOR COMPANY IN RELATION TO THIS ISSUE. I HAVE CONFIRMED THAT THE REQUEST FOR A DISPUTE SETTLEMENT BOARD APPLICATION WAS ENTERED. IT CAN TAKE UP TO TEN BUSINESS DAYS FOR THE APPLICATION TO REACH YOU. PLEASE RECONTACT US IF YOU HAVE STILL NOT RECEIVED THE LETTER AFTER TEN BUSINESS DAYS. INFERENCE CASE ID: 1565

## All Action Details for Issues

Print

VIN: 1FMYU04112KB37807      Year: 2002      Model: ESCAPE      Case: 667623162  
 Name:      Owner Status: Original      WSD: 2002-04-08  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: DSB - APPLICATION REQUEST      Secondary Pho:  
 Issue Type: 04 REGION      Issue Status: CLOSED

Action: ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP IS BEING SENT

Dealer: 00135 JERRYS FORD SALES INC

Origin Desc: US CONCERN CASE BASE

Odometer: 11980 MI

Comm Type: PHONE

Analyst Name: DARRYL CONNORS

Analyst: DCONNORS

Action Date: 11/13/2002

Action Time: 14.10.52.988

Action Desc: No

## Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: CUST STATES THAT THERE IS AN ENGINE STALLING PROBLEM; CUST STATES SHE LOSING POWER STEERING AND POWER BRAKES; CUST STATES THAT THIS HAS HAPPENED 3 TIMES AND IS SEEKING A DSB APPLICATION; CUST STATES ON THE OTHER VISITS, THE DLRSHIP WAS NOT ABLE TO DUPLICATE THE CONCERN AND ON THE 2ND VISIT, THE DLRSHIP RECALIBRATED THE PCM. CUST STATES THAT SHE HAS NOT HAD THIS PROBLEM SINCE JUNE. CUST STATES THAT SHE DOES NOT WANT THE VEHICLE ANYMORE AND IS PROBABLY GOING TO GO LEMON LAW AND ALSO THE VEHICLE IS STILL AT THE DLRSHIP. PER CUSTOMER, DEALER SAYS: JERRYS FORD SALES INC CAC ADVISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION - OBC TO DEALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DSB ESCALATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE INFERENCE CASE ID: 106

Action: GOODWILL ASSISTANCE OFFER REJECTED BY CUSTOMER

Dealer: 00135 JERRYS FORD SALES INC

Origin Desc: FIELD ORGANIZATION

Odometer: 11880 MI

Comm Type: PHONE

Analyst Name: DUANE FILEY (DFILEY)

Analyst: DFILEY

Action Date: 11/21/2002

Action Time: 10.03.02.871

Action Desc: No

Comments CUSTOMER STATES THAT ANY REPAIR WOULD BE UNACCEPTABLE AND THAT THEY ARE NOT INTERESTED IN ANY QCMP OR EXTENDED WARRANTY. A DSB APPLICATION WAS FAXED TO HIM.

All Action Details for Issue

Print

VIN: 1FMYU04112K337807	Year: 2002	Model: ESCAPE	Case: 557523152
Name: ME	Owner Status: Original	WSD: 2002-04-08	
Symptom Desc:		Primary Phone:	
Reason Desc: MSC INQUIRY - COMPANY ADDRESS REQUEST		Secondary Pho:	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: PROVIDE FORD CAC ADDRESS		Origin Desc: US REDIRECT CASE BASE
Dealer: 00135 JERRY'S FORD SALES INC		
Odometer: 11000 MI	Comn Type: PHONE	
Analyst Name: CHANTAL GAUTHIER	Analyst: CGAUTHIE	
Action Date: 11/12/2002	Action Time: 10.32.00.188	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: -CUST. IS LOOKING FOR THE FORD MOTOR COMPANY ADDRESS -LOOKING FOR A REFERENCE # -SHE IS APPLYING FOR LEMON LAW -SHE HAS CONTACTED THE CONSUMER AFFAIRS DEPT. PER CUSTOMER, DEALER SAYS: CAC ADVISED: -FORD CAC ADDRESS: FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER 18800 EXECUTIVE PLAZA DRIVE P.O. BOX 6248 DEARBORN, MICHIGAN, 48121 -ADVISE CUST. OF REF # 557523152 INFERENCE CASE ID: 78

All Action Details for Issue

Print

VIN: 1FMYUD4112KB37607	Year: 2002	Model: ESCAPE	Case: 557523152
Name: MS	Owner Status: Original	W82: 2002-04-06	
Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: WARRANTY - COVERAGE INQUIRY		Secondary Pho-	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY		
Dealer: 00135 JERRYS FORD SALES INC		Origin Desc: US CONCERN CASE BASE
Odometer: 11000 MI	Comm Type: PHONE	
Analyst Name: STEVAN NIKOLOVSKI	Analyst: SNIKOLOV	
Action Date: 11/11/2002	Action Time: 15.28.31.751	Action Data: No

Enter Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments CUSTOMER SAYS: -VEH STALLS AND ITS BEEN STALLING OVER THREE TIMES. -STEERING WHEEL LOCKS AND THE BRAKES SHUT DOWN. -CUST LOOSES CONTROL. -CUST WANTS ANSWERS AND WANTS TO KNOW WHY ITS STALLING OUT. -THE VEH ALSO HAS NO ACCELERATION. PER CUSTOMER, DEALER SAYS: - JERRYS FORD SAYS: THEY DONT KNOW WHY THE VEH IS STALLING. CAC ADVISED: - POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR CONCERN. - PLEASE TAKE YOUR VEHICLE TO THE FIRM DEALERSHIP OF YOUR CHOICE TO HAVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WARRANTY/ESP WILL BE APPLICABLE

-----OBC TO JERRYS FORD FRED SAYS: THE DLRSHP HASNT EVEN INSPECTED THE VEH YET.. INFERENCE CASE ID: 5409



**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
6/19/2002 CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMCU04162K929322 583441702	2002 ESCAPE	02

## All Action Details for Issue

Print

VIN: 1FMCU04162KB26322	Year: 2002	Model: ESCAPE	Case: 583441702
Name:	Owner Status: Original	WBD: 2001-11-30	
Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE		Primary Phone:	
Reason Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY		Secondary Phon	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

Dealer: 02864 DAVE GOULD FORD

Origin Desc: US CONCERN CASE BASE

Odometer: 6000 MI

Comm Type: PHONE

Analyst Name: HARRY TATALIAS

Analyst: HTATALIA

Action Date: 08/19/2002

Action Time: 15.37.35.830

Action Date: No

## Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: -CUST IS HAVING A CONCERN WITH HIS ENGINE AND HIS VEHICLE STALLS? -CUST SAYS HIS VEH IS AT THE DEALERSHIP NOW AND THEY CANNOT FIND A FIX FOR THIS CONCERN -CUST ALSO SAYS THAT HE LOOKED ON THE WEBSITE FOR NHTSA AND HE SAID THAT THERE WAS SEVERAL REPORTS FOR THIS SAME CONCERN FOR THE ESCAPES WITH FREQUENT STALLING WITH THERE ENGINE PER CUSTOMER, DEALER SAYS: -DAVE GOULD FORD IN ELLSWORTH MAINE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/UM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERVY MGR -OBC TO DAVE GOULD FORD AND SPOKE WITH THE SA VIC WOOD AND HE SAID THAT THE VEHICLE STARTS FINE AT THIS TIME HOWEVER THEY ARE STILL INVESTIGATING THIS CONCERN THROUGH THERE OASIS TO SEE IF THERE IS A FIX FOR THIS ISSUE INFERENCE CASE ID: 4681

ERR2-027 0013

### ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
10/30/2002 CLOSED	J RAV - OTHER	1FMYU04122KD02354 748781832	2002 ESCAPE	02
10/23/2002 CLOSED	RAV - NUMBER OF REPAIR ATTEMPTS	1FMYU04122KD02354 748781832	2002 ESCAPE	08
9/5/2002 CLOSED	PROD/COMP DUR/PERF - KNOWING NO FIX AT PRESENT	1FMYU04122KD02354 748781832	2002 ESCAPE	02
9/5/2002 CLOSED	SALES - CUST ALLEGES MISREPRESENTATION	1FMYU04122KD02354 748781832	2002 ESCAPE	02
8/15/2002 CLOSED	LEMON LAW, CUST MENTIONS - DATA ONLY	1FMYU04122KD02354 748781832	2002 ESCAPE	01
8/15/2002 CLOSED	N DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1FMYU04122KD02354 748781832	2002 ESCAPE	02
7/2/2002 CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1FMYU04122KD02354 748781832	2002 ESCAPE	02

AE Action Details for Issue

Print

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VIN: 1FMYU04122KD02364	Year: 2002	Model: ESCAPE	Case: 748781832
Name: i	Owner Status: Original	WSD: 2002-05-12	
Symptom Desc: ENG SPEED-UP DECELERATION ALL ENGINE TEMP		Primary Phone:	
Reason Desc: RAV - OTHER		Secondary Phor	
Issue Type: O2 INFORMATION	Issue Status: CLOSED		

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Action: AWARD ESP PREMIUM CARE 6/75

Dealer: 03334 CHARLES GABUS FORD

Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Odometer: 2760 MI

Comm Type: MAIL

Analyst Name: EYVETTE HANSBERRY

Analyst: EHANSBER

Action Date: 10/30/2002

Action Time: 10.41.35.684

Action Date: No

Comments: ESP CONTRACT ISSUED

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All Action Details for Issues

Print

VIN: 1FMYU04122KD02364      Year: 2002      Model: ESCAPE      Case: 748781832  
 Name:      Owner Status: Original      WSD: 2002-08-12  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: RAV - NUMBER OF REPAIR ATTEMPTS      Secondary Pho:  
 Issue Type: 08 RAV      Issue Status: CLOSED

Action: OPEN CASE FOR LEMON LAW ELIGIBLE REPLACEMENT - OWNED

Dealer: 03334 CHARLES GABUS FORD      Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Odometer: 2749 MI      Comm Type: MAIL  
 Analyst Name: SEWELL, ANGELA      Analyst: A-SEWEL2

Action Date: 10/22/2002      Action Time: 09.04.09.080      Action Date: Yes

Comments NO COMMENTS ADDED

Data Element Name	Data Value
UPLOAD DATE	09-16-2002
TAG #	291B360
VEHICLE VALUE AMOUNT	18900
NET LOSS AMOUNT	4774
DEVIATION FOR MILEAGE AMOUNT	
DEVIATION FOR UPGRADE	
DEVIATION FOR OVERALLOWANCE	
DEVIATION FOR NEGATIVE EQUITY	
DEVIATION FOR OTHER	
REPLACEMENT VIN	3KA77384

Action: RECORD CHECK ISSUANCE FOR LEMON LAW ELIGIBLE REPLACEMENT

Dealer: 03334 CHARLES GABUS FORD      Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Odometer: 2748 MI      Comm Type: MAIL  
 Analyst Name: HILDRETH, CYNTHIA      Analyst: C-HILDR2

Action Date: 10/23/2002      Action Time: 14.08.21.031      Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
CHECK REQUEST DATE	10-23-2002
CHECK ISSUE DATE	10-23-2002
CHECK AMOUNT	23974.06
CHECK AMOUNT	
CHECK AMOUNT	
CHECK AMOUNT	
CHECK #	137891
CHECK #	
CHECK #	
CHECK #	
PAYEE	CHARLES GABUS FORD
PAYEE	
PAYEE	
PAYEE	



All Action Details for Issues

Print

VIN: 1FMYU04122KD02954      Year: 2002      Model: ESCAPE      Case: 749781832  
Name: M      Owner Status: Original      WSD: 2002-06-12  
Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP      Primary Phone:  
Reason Desc: PRODCOMP DUR/PERF - KNOWING NO FIX AT PRESENT      Secondary Phone:  
Issue Type: 02 INFORMATION      Issue Status: CLOSED

Action: ADVISE CUST NO REPAIR PROCEDURES AVAILABLE

Dealer: 03334 CHARLES GABUS FORD

Origin Desc: US CONCERN CASE BASE

Odometer: 2900 MI

Comm Type: PHONE

Analyst Name: ANESHA FORBES

Analyst: ANFORBES

Action Date: 08/05/2002

Action Time: 09:40:13.963

Action Date: No

Comments VLC08ITCUSTOMER SAYS: - THE VEH IS AT THE FORD DLRSHIP - THE VEH IS STALLING OUT - THE DLRSHIP SAID FORD IS AWARE OF THE PROBLEM AND THERE IS NO FIX - THE DLRSHIP SAID THEY CAN NOT REPAIR THE VEH - SPK TO THE DLRSHIP THIS MORNING AND THEY SAID THEY CAN NOT FIX THE VEH AND THEY HAVE REFUSED TO PROVIDED THE ZONE MANGAERS NAME - WANTS THE NAME OF THE ZONE MGR OR HAVE THE CRC CALL THE ZONE MGR TO HAVE THE ZONE MGR CALL HIM = WANTS FORD TO BUY THE VEH BACK SO HE CAN GO ABOUT HIS BUSINESS = THE VEH STALLS OUT IN TRAFFIC , THE VEH IS UNSAFE = SEEKING TO SPK TO A ZONE REP ..... 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) INFERENCE CASE ID: 5401

All Action Details for Issue

Print

<b>VIN:</b> 1FMYU04122KD02354	<b>Year:</b> 2002	<b>Model:</b> ESCAPE	<b>Case:</b> 748781832
<b>Name:</b> M	<b>Owner Status:</b> Original	<b>WSD:</b> 2002-08-12	
<b>Symptom Desc:</b>		<b>Primary Phone:</b>	
<b>Reason Desc:</b> SALES - CUST ALLEGES MISREPRESENTATION		<b>Secondary Pho:</b>	
<b>Issue Type:</b> 02 INFORMATION	<b>Issue Status:</b> CLOSED		

<b>Action:</b> THANK CUST FOR THEIR FEEDBACK, INFO WILL BE FORWARDED TO DLR FO		
<b>Dealer:</b> 03334 CHARLES GABUS FORD		<b>Origin Desc:</b> US INQUIRY CASE BASE
<b>Odometer:</b> 2600 MI	<b>Comm Type:</b> PHONE	
<b>Analyst Name:</b> ANESHA FORBES	<b>Analyst:</b> ANFORBES	
<b>Action Date:</b> 08/05/2002	<b>Action Time:</b> 09:40:12.273	<b>Action Data:</b> No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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**Comments** VLG088TCUSTOMER SAYS: - WANTS THE NAME OF THE ZONE MGR OR HAVE THE CRC CALL THE ZONE MGR TO HAVE THE ZONE MGR CALL HIM = WANTS FORD TO BUY THE VEH BACK SO HE CAN GO ABOUT HIS BUSINESS = THE VEH STALLS OUT IN TRAFFIC , THE VEH IS UNSAFE = THE DLRSHIP HAS OFFERED AN EXTENDED WARRANTY AND HE DOES NOT FEEL A WARRANTY WILL DO HIM ANY GOOD IF THE VEH IS UNSAFE = SEEKING TO SPK TO A ZONE REP ..... PER CUSTOMER, DEALER SAYS: NONE CAG ADVISED: THANK YOU FOR PROVIDING FORD MOTOR COMPANY WITH FEEDBACK; YOUR OPINIONS ARE VALUABLE TO US. I HAVE DOCUMENTED YOUR COMMENTS AND THE INFORMATION YOU PROVIDED REGARDING YOUR EXPERIENCE. THIS INFORMATION WILL BE FORWARDED TO THE CUSTOMER RELATIONS MANAGER AT THE DEALERSHIP FOR THEIR REVIEW AND CONSIDERATION. WHILE FORD IS UNABLE TO INTERVENE IN SALES ISSUES BETWEEN AN INDEPENDENT DEALERSHIP AND THE CUSTOMER, FORD DOES REVIEW THIS INFORMATION WITH THE DEALERSHIP. ONCE AGAIN, THANK YOU FOR TAKING THE TIME TO LET US KNOW HOW YOU FEEL ABOUT THE PRODUCTS AND SERVICES WE PROVIDE. INFERENCE CASE ID: 1031



All Action Details for Issue

Print

VIN: 1FMYU04122KD02364      Year: 2002      Model: ESCAPE      Case: 748781832  
Name:      Owner Status: Original      W8D: 2002-08-12  
Symptom Desc:      Primary Phone:  
Reason Desc: LEMON LAW, CUST MENTIONS - DATA ONLY      Secondary Pho:  
Issue Type: 01 INQUIRY      Issue Status: CLOSED

Action: PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY  
Dealer: 03334 CHARLES GABUS FORD      Origin Desc: US REDIRECT CASE BASE  
Odometer: 3000 MI      Comm Type: PHONE  
Analyst Name: ANISAH PATEL      Analyst: APATEL  
Action Date: 08/15/2002      Action Time: 20.02.30.360      Action Date: No

Comments VLOC88TCUSTOMER SAYS: -WITHIN A MONTH OF PURCHASE VEH STALLED AND QUIT IN THE MIDDLE OF TRAFFIC -TOWED VEH TO DLR AND THEY COULD NOT FIND ANYTHING WRONG WITH IT -WENT TO INTERNET TO NHTSA SITE AND FOUND SEVERAL COMPLAINTS ABOUT THIS ISSUE -IT JUST HAPPENED FOR THE SECOND TIME AGAIN YESTERDAY. FIRST INCIDENT WAS IN JULY -VEH IS CURENTLY AT THE DLR NOW -RECEIVED VOICEMAIL FROM DLR AND DID NOT SOUND LIKE THEY GOT ANY RESULTS -SVC MGR STATED THEY HAD CALLED FORD AND HAD CHECKED SEVERAL THING S AND WILL BE SPEAKING TO GEN MGR AT DLR AND CALL CUST BACK TOMORROW -ASSUMING DLR DID NOT FIND PROBLEM AGAIN -CONCERN THIS IS A DANGEROUS SITUATION AND SAFETY ISSUE -WANTS TO SPEAK WITH ZONE MGR OR WHOEVER IS ABOVE DLR REGARDING THE ISSUE -VEH COULD FALL UNDER LEMON LAW OF STATE OF IOWA. 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 16800 EXECUTIVE PLAZA DRIVE DEARBORN, MICHIGAN 48121 - YNOTE TO CSR: REMEMBER TO ALSO USE THE PRODUCT CONCERN CASE BASE ACCORDINGLY TO DOCUMENT THE VEHICLE'S CONCERN(S). - INFORMED CUST OF ABOVE AND PROVIDED ADDRESS. INFERENCE CASE ID: 03



## All Action Details for Issue

Print

VIN: 1FMYU04122KD02364      Year: 2002      Model: ESCAPE      Case: 748781832  
 Name:      Owner Status: Original      WBD: 2002-05-12  
 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: 03334 CHARLES GABUS FORD      Origin Desc: US CONCERN CASE BASE  
 Odometer: 500 MI      Comm Type: PHONE  
 Analyst Name: MAKDA YEMAM      Analyst: MYEMAM  
 Action Date: 07/02/2002      Action Time: 20.47.19.014      Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments VLC088TCUSTOMER SAYS: =CUST CELL # (616) 229 - 3255 =CUST STATED VEH STALLED AT 30-35MILES/HR AND LOST POWER, CHECK ENGINE LIGHT CAME ON =DLR WORKED ON IT TODAY, BUT INFORMED THEY COULD NOT FIND ANY PROBLEM WITH IT =HE HAD READ ON THE INTERNATE ABOUT THE VEH HAVING PROBLEMS =NOW IS ON THE NHTSA WEB SITE, AND CAN SEE OVER 25 COMPLAINTS OF THE SAME CONCERNS FROM OTHER CUST'S =WANT TO HAVE THIS DOCUMENTED, THAT HE IS HAVING THE SAME CONCERN AS THEM PER CUSTOMER, DEALER SAYS: =NONE 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 =CUST WAS ADVISED BASED ON THE ABOVE DOCUMENTATION INFERENCE CASE ID: 4462

Action: DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN

Dealer: 03334 CHARLES GABUS FORD      Origin Desc: US CONCERN CASE BASE  
 Odometer: 500 MI      Comm Type: PHONE  
 Analyst Name: MAKDA YEMAM      Analyst: MYEMAM  
 Action Date: 07/02/2002      Action Time: 20.47.19.309      Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
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Comments VLC088TCUSTOMER SAYS: =CUST CELL # (616) 229 - 3255 =CUST STATED VEH STALLED AT 30-35MILES/HR AND LOST POWER, CHECK ENGINE LIGHT CAME ON =DLR WORKED ON IT TODAY, BUT INFORMED THEY COULD NOT FIND ANY PROBLEM WITH IT =HE HAD READ ON THE INTERNATE ABOUT THE VEH HAVING PROBLEMS =NOW IS ON THE NHTSA WEB SITE, AND CAN SEE OVER 25 COMPLAINTS OF THE SAME CONCERNS FROM OTHER CUST'S =WANT TO HAVE THIS DOCUMENTED, THAT HE IS HAVING THE SAME CONCERN AS THEM PER CUSTOMER, DEALER SAYS: =NONE 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 =CUST WAS ADVISED BASED ON THE ABOVE DOCUMENTATION INFERENCE CASE ID: 4462

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
7/5/2002 CLOSED	MISC INQUIRY - HANGUPS	1FMYU03172KA71453 537521882	2002 ESCAPE	01

All Action Details for Issue

Print

VIN: 1FMYU09172KA71463      Year: 2002      Model: ESCAPE      Case: 537521862  
Name:      Owner Status: Original      WSD: 2001-10-16  
Symptom Desc:      Primary Phone:  
Reason Desc: MISC INQUIRY - HANGUPS      Secondary Phone:  
Issue Type: 01 INQUIRY      Issue Status: CLOSED

Action: HANG-UP  
Dealer:      Origin Desc: MANUAL - NO CUSTOMER  
Odometer:      Comm Type: PHONE  
Analyst Name: PATRICE MCLNTOSH      Analyst: PMCLNTOS  
Action Date: 07/06/2002      Action Time: 14.54.47.838      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 THE VEH IS ALWAYS STALLING AND WOULD LIKE TO KNOW IF HER WARRANTY COVERS A LOANER VEH PER CUSTOMER, DEALER SAYS: CAC ADVISED: - CALL WAS DISCONNECTED WHILE CUST WAS TALKING DID NOT VERIFY ANY INFORMATION

### ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
6/26/2002	MISC INQUIRY - CHANGE OF ADDRESS	1FMYU03172KA49438 1689491482	2002 ESCAPE	01
CLOSED				
2/20/2002	PROD/COMP DUR/PERF - VEHICLE QUALITY	1FMYU03172KA49438 677242971	2002 ESCAPE	02
CLOSED				
10/26/2001	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1FMYU03172KA49438 677242971	2002 ESCAPE	02
CLOSED				
10/24/2001	DEALERSHIP-CUST ALLEGES POOR TMT BY DLR EMPL	1FMYU03172KA49438 677242971	2002 ESCAPE	02
CLOSED				

All Action Details for Issue

Print

VIN: 1FMYU03172KA49438      Year: 2002      Model: ESCAPE      Case: 1699491482  
Name:      Owner Status: Subsequent      WSD: 2001-10-06  
Symptom Desc:      Primary Phone:  
Reason Desc: MISC INQUIRY - CHANGE OF ADDRESS      Secondary Phn:  
Issue Type: 01 INQUIRY      Issue Status: CLOSED

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER

Dealer:      Origin Desc: MANUAL - PHONE CSR  
Odometer: 4000 MI      Comm Type: PHONE  
Analyst Name: RICHARD ALLEN      Analyst: RALLEN  
Action Date: 05/28/2002      Action Time: 19.24.57.611      Action Data: No

Caller information if Different From Vehicle Owner:

First Name      Middle Initial      Last Name      Day Phone      Relationship

Comments CUSTOMER SAYS: MY FORD COM PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: ADVISE CUST HE CAN GO ON SITE IN 30-45 MINS

ENG2-927 8826

## All Action Details for Issue

Print

VIN: 1FMYU03172KA48436      Year: 2002      Model: ESCAPE      Case: 677242971  
 Name:      Owner Status: Original      WSD: 2001-10-08  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: PRODNCOMP DURPERF - VEHICLE QUALITY      Secondary Phn:  
 Issue Type: 02 INFORMATION      Issue Status: CLOSED

Action: ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM  
 Dealer: 01057 TOWN & COUNTRY FORD INC      Origin Desc: US CONCERN CASE BASE  
 Odometer: 3700 MI      Comm Type: PHONE  
 Analyst Name: TABITHA SAUNDERS      Analyst: TBAUNDER  
 Action Date: 02/20/2002      Action Time: 15.01.02.521      Action Date: No

## Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
BETTY		UDELSMAN		PARENT

Comments CUSTOMER SAYS: CUST IS CALLING IS THE MOTHER OF THE CUST SAY SAYS THAT THE VEH IS STALLING W/O WARNING CUST SAY THAT SHE HAS REPORTED THIS TO NHTSA. CUST SPECIFICALLY WANTS TO KNOW: WHEN DID FORD KNOW THIS WAS PROBLEM? WHEN DID THEY ISSUE THE SPECIAL SERVICE MESSAGE? PER CUSTOMER, DEALER SAYS: CUST SAYS THAT THE DLR ADVSD HER THAT FORD HAS COME UP W/ A COMPUTER CHIP MODULE THAT WILL CORRECT THIS CONCERN. CAG 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 W/ KEVIN SM AND HE ADVSD ME THAT THEY REPROGRAMMED THE PCM AS STATED IN THE SPECIAL SERVICE MESSAGE. TECH HAS BEEN DRIVING THE VEH BACK FORTH SINCE MON FEB 18 2002, AND THAT THEY FEEL VERY CONFIDENT THAT THE VEH IS REPAIRED TO FORD SPECS. SAYS THAT THE CUST HAS CALLED AND THEY HAVE EXPLAINED EVERYTHING TO HER RE: HE VEH ISSUE ADVSD CUST OF THE DLR RESPONSE CUST WAS NOT SATISFIED W/ THE ANSWER, SAYS THAT DOES NOT ANSWER HER QUESTIONS, CUST IS REQUESTING TO SPEAK W/ A SUP. SPOKE W/ SUP (JO-ANNE EXT 7818) AND SHE ADVSD ME TO LET THE CUST KNOW THAT WE DO RELY ON OUR FORD DLR TO PROVIDE US W/ THE BEST TECHNICAL ADVC CUST SAYS THAT SHE IS NOT HAPPY W/ THE DLR/SHIP, FORD CUST SERV, AND THE SUPERVISOR'S ANSWER THAT FORD CANNOT PROVIDE HER W/ AN ANSWER TO HER QUESTIONS CUST GOT VERY ANGRY AND HUNG UP THE PHONE INFERENCE CASE ID: 4581



All Action Details for Issue

Print

VIN: 1FMYU03172KA49438	Year: 2002	Model: ESCAPE	Case: 677242971
Name:	Owner Status: Original	WSD: 2001-10-08	
Symptom Desc: STALL/QUIES AT IDLE COLD ENGINE		Primary Phone:	
Reason Desc: DEALERSHIP - UNABLE TO DUPLICATE CONCERN		Secondary Phc:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: DEALER CANT RESOLVE CONCERN IF THEY CANT DUPLICATE THE CONCERN  
 Dealer: 01057 TOWN & COUNTRY FORD INC      Origin Desc: US CONCERN CASE BASE  
 Odometer: 220 MI      Comm Type: PHONE  
 Analyst Name: LEAH OPINALDO      Analyst: LOPINALD  
 Action Date: 10/26/2001      Action Time: 17.05.32.567      Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
BETTY		UDELSMAN		PARENT

Comments CUSTOMER SAYS: - HEARD THAT FORD IS REIMBURSING CUST THAT HAVE PROBLEM W/ VEH THAT'S STALLING - DAUGHTER'S CAR IS STALLING PER CUSTOMER, DEALER SAYS: 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: 4482

Action: SUPERVISOR REFERRAL FOLLOW-UP  
 Dealer: 01057 TOWN & COUNTRY FORD INC      Origin Desc: MANUAL - PHONE CSR  
 Odometer: 220 MI      Comm Type: PHONE  
 Analyst Name: SIMONE DENNIS      Analyst: SIDENNIS  
 Action Date: 10/25/2001      Action Time: 22.31.22.882      Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
				PARENT

Comments CUSTOMER SAYS: -CUST HEARD ON CNN THAT FORD WILL BE REFUNDING CUSTS WITH VEHs THAT ARE STALLING -CUST IS EXPERIENCING THAT SAME PROBLEM -VEH IS STALLING WITHOUT WARNING -CUST IS VERY WORRIED ABOUT HER DAUGHTER DRIVING THE VEH -CUST WANTS TO KNOW HOW SHE CAN GET REFUNDED FOR THE PROBLEM -CUST IS VERY UPSET THAT FORD IS NOT DOING ANYTHING ABOUT HER PROBLEM -DRL CANNOT DUPLICATE THE PROBLEM PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: \*\*\*IBC FROM LEAH-SUP SIMONE EXT 3082\*\*\* -ADVISED CUST FORD NOTIFIES CUST BY MAIL REGARDING ANY CUSTOMER SATISFACTION PROGRAM OR FIELD SERVICE ACTION ON THE VEH -VEH DOES NOT HAVE ANY CSP AND FSA -DRL CAN ONLY RESOLVE ISSUE WHEN DUPLICATED AT THE TIME OF SERVICE

All Action Details for Issue

[Print](#)

VIN: 1FMYL03172KA49436	Year: 2002	Model: ESCAPE	Case: 677242871
Name:	Owner Status: Original	WED: 2001-10-08	
Symptom Desc:		Primary Phone:	
Reason Desc: DEALERSHIP-CUST ALLEGES POOR TMT BY DLR ENPL		Secondary Plo:	
Issue Type: Q2 INFORMATION	Issue Status: CLOSED		

Action: THANK CUST FOR THEIR FEEDBACK, INFO WILL BE FORWARDED TO DLR FO  
 Dealer: 01057 TOWN & COUNTRY FORD INC      Origin Desc: US INQUIRY CASE BASE  
 Odometer: 402 MI      Comm Type: PHONE  
 Analyst Name: EDISON THOMAS      Analyst: ETHOMAS  
 Action Date: 10/24/2001      Action Time: 18.48.55.468      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: -DLR CALLED CUST AT WORK AND THREATENED TO CALL THE POLICE TO ARREST CUST. -CUST HAD STOPPED PAYMENT ON A DOWN PAYMENT CHECK. -FOUR DAY AFTER THE VEH WAS PURCHASED THE VEH STOPPED WORKING THE STEERING WAS GONE AS WELL AS THE BREAKS. -CUST TOOK VEH INTO THE DLR TO HAVE THE PROBLEM FIXED. -DLR DO NOT KNOW WHAT THE PROBLEM WAS. -CUST NOW HAVE THE VEH AND WROTE THE DLR A NEW CHEQUE AND MAILED IT OUT 10/24/2001. PER CUSTOMER, DEALER SAYS: -THE VEH WAS PERFORMING A SELF DIAGNOSTIC TEST CAC ADVISED: - THANK YOU FOR LETTING FORD KNOW ABOUT YOUR EXPERIENCE. - YOUR COMMENTS WILL BE FORWARDED TO THE DEALERSHIP FOR THEIR CONSIDERATION. INFERENCE CASE ID: 1038

**ISSUE LIST**

**Last Handling Date/  
Issue Status**

3/15/2002  
CLOSED

**Name/  
Reason Desc**

MISC INQUIRY - GENERAL/OTHER

**Vin/  
Case No.**

1FMCU03182K877518  
1534810732

**Model Year and Vehicle Line/Issue Type**

2002 ESCAPE

01

All Action Details for Issues

Print

VIN: 1FMCUJ31B2KB77518	Year: 2002	Model: ESCAPE	Case: 1534810732
Name:	Owner Status: Original	WSD: 2002-01-18	
Symptom Desc:		Primary Phone:	
Reason Desc: MISC INQUIRY - GENERAL/OTHER		Secondary Phone:	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: CUSTOMER FOCUS - WIP - SCHEDULED CALL BACK

Dealer:		Origin Desc: MANUAL - CORRESPONDENCE CSR
Odometer:	Comm Type: SURVEY	
Analyst Name: TINO SONI	Analyst: TSONI	
Action Date: 03/14/2002	Action Time: 14.50.05.780	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: =VP= -VEH HAS LOST ALL BRAKING AND STEERING POWER 2X ALREADY -WIFE HAD TO USE BOTH FEET ON THE BRAKE PEDAL IN ORDER TO STOP IT WHILE DRIVING DOWN MOUNTAIN ROAD - DLR RE-PROGRAMMED THE COMPUTER AND REPLACED THE MASS AIRFLOW SENSOR AS PER FORD ENGINEERING -THEY ALSO SAID THAT CUST HAD TOO MANY KEYS ON THE KEY-CHAIN HANGING FROM THE IGNITION AND THEREFORE THE VEH TURNED OFF -HOWEVER, THE PROBLEM RE-OCCURED -AS OF 2/23/02 VEH IS AT THE DLR AGAIN AND THE PROBLEM IS UNDER INVESTIGATION BY NHTSA -WANTS THE PURCHASE TERMINATED PER CUSTOMER, DEALER SAYS: SANTA MARGARITA FORD CAC ADVISED:

Action: CUSTOMER FOCUS - MAILED HALLMARK CARD

Dealer:		Origin Desc: MANUAL - CORRESPONDENCE CSR
Odometer:	Comm Type: SURVEY	
Analyst Name: TINO SONI	Analyst: TSONI	
Action Date: 03/15/2002	Action Time: 22.01.22.054	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: =VP= -VEH HAS LOST ALL BRAKING AND STEERING POWER 2X ALREADY -WIFE HAD TO USE BOTH FEET ON THE BRAKE PEDAL IN ORDER TO STOP IT WHILE DRIVING DOWN MOUNTAIN ROAD - DLR RE-PROGRAMMED THE COMPUTER AND REPLACED THE MASS AIRFLOW SENSOR AS PER FORD ENGINEERING -THEY ALSO SAID THAT CUST HAD TOO MANY KEYS ON THE KEY-CHAIN HANGING FROM THE IGNITION AND THEREFORE THE VEH TURNED OFF -HOWEVER, THE PROBLEM RE-OCCURED -AS OF 2/23/02 VEH IS AT THE DLR AGAIN AND THE PROBLEM IS UNDER INVESTIGATION BY NHTSA -WANTS THE PURCHASE TERMINATED PER CUSTOMER, DEALER SAYS: SANTA MARGARITA FORD CAC ADVISED: CUSTOMER FOCUS - MAILED HALLMARK CARD NUMBER PROVIDED ON THE SURVEY IS NOT IN SERVICE. NO LISTING

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
2/27/2002 CLOSED	WARRANTY - COVERAGE INQUIRY	1FMYU04182K313312 489600582	2002 ESCAPE	01

All Action Details for Issue

Print

VIN: 1FMYU04152KB13312	Year: 2002	Model: ESCAPE	Case: 48900582
Name:	Owner Status: Original	WSD: 2001-11-28	
Symptom Desc:		Primary Phone:	
Reason Desc: WARRANTY - COVERAGE INQUIRY		Secondary Phone:	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: PROVIDE INFORMATION USING AVAILABLE RESOURCES

Dealer:

Origin Desc: US INQUIRY CASE BASE

Odometer: 12000 MI

Comm Type: PHONE

Analyst Name: BETTY LLIADIS

Analyst: BLLIADIS

Action Date: 02/27/2002

Action Time: 13.62 14.401

Action Data: No

Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments: CUSTOMER SAYS: -CUST HAD GONE TO SELLING DLR WHEN VEH STALLED AND DLR DID NOT OFFER CUST A SHUTTLE DROP OFF OR GIVEN RENTAL - PER CUSTOMER, DEALER SAYS: CAC ADVISED: -ADVISE CUST THAT B-T-B WARRANTY AND DOES NOT COVER RENTAL VEH HAD DOES NOT COVER LOANER VEH -CUST ADVISED THAT VEH DOES NOT HAVE FIELD SERVICE ACTIONS OR ANY PROGRAMS ON HIS VEH INFERENCE  
CASE ID: 487

**ISSUE LIST**

<b>Last Handling Date/ Issue Status</b>	<b>Name/ Reason Desc</b>	<b>Vin/ Case No.</b>	<b>Model Year and Vehicle Line</b>	<b>Issue Type</b>
4/6/2002 CLOSED	RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER	1FMYU04122KA92541 361700942	2002 ESCAPE	08

All Action Details for Issue

Print

VIN: 1FMYU04122KA82841      Year: 2002      Model: ESCAPE      Case: 381700642  
 Name:      Owner Status: Original      WSD: 2001-10-30  
 Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP      Primary Phone:  
 Reason Desc: RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER      Secondary Pho:  
 Issue Type: 08 RAV      Issue Status: CLOSED

Action: OPEN CASE FOR GOODWILL REFUND - OWNED  
 Dealer: 00183 JACKY W JONES FORD INC      Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES  
 Odometer: 5890 MI      Comm Type: MAIL  
 Analyst Name: JOE YAMIN Analyst: 2248JY  
 Action Date: 04/04/2002      Action Time: 10.02.50.152 Action Data: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
UPLOAD DATE	03-14-2002
TAG #	287B074002
VEHICLE VALUE AMOUNT	1983074002
NET LOSS AMOUNT	6882074002
DEVIATION FOR MILEAGE AMOUNT	6422074002

Action: RECORD CHECK ISSUANCE FOR GOODWILL REFUND  
 Dealer: 00183 JACKY W JONES FORD INC      Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES  
 Odometer: 5890 MI      Comm Type: MAIL  
 Analyst Name: EYVETTE HANSBERRY      Analyst: EHANSBER  
 Action Date: 04/08/2002      Action Time: 10.44.25.035      Action Data: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
CHECK REQUEST DATE	04-08-2002
CHECK ISSUE DATE	04-09-2002
CHECK AMOUNT	2,019-2002
CHECK AMOUNT	22,6932002
CHECK #	8478202002
CHECK #	8478203002
PAYEE	KIRKLAND A & RAYMOND M REED
PAYEE	FMCC NASHVILLE SERVICE CENTER



Lawsuits and Claims That May Related to the Alleged Defect  
Summary Table

ABC	Matter Type		Status	Matter Name	Serv/Notice Date	Model Name	Year	Vin	ALLEGATIONS
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	STLMT		04/26/2002	Escape	2001	1FMYU04131KF10886	Plaintiff alleges stalling -restart not specified
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		07/24/2002	Escape	2001	1FMYU041X1KA36208	Plaintiff alleges stall - restart not specified
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		08/17/2002	Escape	2001	1FMUU01B01KD97961	Plaintiff alleges engine surging, rough ride, stalling, gas mileage
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		08/30/2002	Escape	2001	1FMCU03111KB24298	Plaintiff alleges engine stall and rattling noise
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	STLMT		08/30/2002	Escape	2001	1FMYU04121KF92643	Plaintiff alleges stall - restart not specified
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	STLMT		03/13/2002	Escape	2001	1FMCU04121KE56884	Plaintiff alleges stall restart not specified
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		10/22/2002	Escape	2002	1FMYU04132KD66290	Plaintiff alleges stall - restart not specified
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		09/26/2002	Escape	2001	1FMYU04181KA44826	Plaintiff alleges engine stalls while driving and loses power.
A3	Consumer Complaint (Arbitration)	Breach of Warranty	DISM		11/15/2002	Escape	2001	1FMCU03151KB04913	Plaintiff alleges stall - restart not specified
A3	Consumer Complaint (Arbitration)	Breach of Warranty	VRDT-F		08/28/2002	Escape	2001	1FMYU04171KB12774	Claimant alleges stalling conditions, defective gearshift and electrical problems.

ABC	Matter Type		Status	Matter Name	Serv./Notice Date	Model Name	Year	Vin	ALLEGATIONS
B	Product Claim	Subrogation Claim	CLSD		04/26/2002	Escape	2001	1FMYU04151KA47181	Subrogation Claim alleges unspecified engine failure
B	Consumer Complaint (Lawsuit)	Breach of Warranty	DISM		04/19/2002	Escape	2002	1FMYU01112KA31815	Breach of Warranty - Allege non-specified engine concerns
B	Consumer Complaint (Lawsuit)	Breach of Warranty	STLMT		06/10/2002	Escape	2001	1FMYU01151KE78513	Non-Specified Breach of Warranty
B	Consumer Complaint (Lawsuit)	Breach of Warranty	DISM		03/07/2002	Escape	2001	1FMYU011K02430	Plaintiff alleges non-specified engine repairs
B	Consumer Complaint (Arbitration)	Breach of Warranty	OPEN		03/28/2002	Escape	2002	1FMCU04172KA44116	Replaced engine, does not specify if stalling occurred
B	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		02/28/2002	Escape	2001	1FMYU04131KA58051	Plaintiff alleges non-specified engine problems
B	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		12/06/2002	Escape	2001	1FMYU04141KF77450	Plaintiff alleges "almost stalls out"

Lawsuits and Claims That May Related to the Alleged Defect  
Summary Table

ABC	Matter Type		Status	Matter Name	Serv./Notice Date	Model Name	Year	Vin	ALLEGATIONS
A3	Product Claim	Subrogation Claim	CLSD		05/23/2002	Escape	2001	1FMYU03131KE83500	Subrogation claim alleges engine stalling and cooling system failure resulted in single vehicle collision
A1	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		08/28/2002	Escape	2001	1FMCU04101KB71272	Plaintiff alleges recurring stalling problem - stall with restart.
A1	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		09/06/2002	Escape	2001	1FMCU04131KB23913	Plaintiff alleges chronic stalling with re-start and defective engine→J35
A1	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		09/12/2002	Escape	2002	1FMYU04172KC58884	Plaintiff alleges chronic stalling with restart
A1	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		12/11/2002	Escape	2001	1FMYU04151KB70088	Plaintiff alleges vehicle shuts off while driving with restart
A1	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		10/14/2002	Escape	2002	1FMYU03182KC48415	Plaintiff alleges stalling with restart
A1	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		05/06/2002	Escape	2001	1FMYU04181KB23783	Plaintiff alleges vehicle stalls with restart
A1	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		08/20/2002	Escape	2001	1FMCU04121KE70567	Plaintiff alleges stalls with restart
A2	Consumer Complaint (Lawsuit)	Breach of Warranty	STLMT		07/30/2002	Escape	2001	1FMYU03101KC82808	Plaintiff alleges vehicle stall - no restart.
A2	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		12/12/2002	Escape	2002	1FMYU02122KD82273	Plaintiff alleges vehicle stalls while driving, squeak in steering wheel and no start
A2	Consumer Complaint (Lawsuit)	Breach of Warranty	STLMT		02/08/2002	Escape	2001	1FMYU02B81KE85432	Plaintiff alleges defective engine, stalling and hard start condition
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	STLMT		04/03/2002	Escape	2001	1FMYU03151KF54387	Plaintiff alleges stalling and steering allegations; stalls while driving

Lawsuits and Claims That May Related to the Alleged Defect  
Summary Table

ABC	Matter Type		Status	Matter Name	Serv./Notice Date	Model Name	Year	Vin	ALLEGATIONS
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		08/15/2002	Escape	2002	1FMCLU04182KC71713	Plaintiff alleges vehicle stalled on decel, paint problems, roof drips and defective doors
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	STLMT		04/24/2002	Escape	2001	1FMYU0415KC39491	Plaintiff alleges stall and hesitation -restart not specified.
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		07/08/2002	Escape	2001		Plaintiff alleges various stalling concerns
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		11/27/2002	Escape	2002	1FMYU04192KC49805	Plaintiff alleges stalling -restart not specified
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	STLMT		04/29/2002	Escape	2001	1FMYU04181KE70874	Plaintiff alleges engine stalling and check engine light on.
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		08/20/2002	Escape	2002	1FMYU041X2KA79500	Plaintiff alleges engine stalling while driving and defective engine
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		1/8/2003	Escape	2002	1FMYU04122KA35832	Plaintiff alleges stalling condition, defective battery, a/c odor and door rattle
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		10/18/2002	Escape	2002	1FMYU04122KA34163	Plaintiff alleges chronic stalling
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		12/04/2002	Escape	2002	1FMCU04142KA79855	Plaintiff alleges chronic stalling concern, coolant leak, water pump
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		12/08/2002	Escape	2001	1FMYU041111KC20338	Plaintiff alleges vehicle stalled while driving.
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		1/8/2003	Escape	2002	1FMYU03172KB87347	Plaintiff alleges chronic stalling and ignition concerns
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		08/22/2002	Escape	2001	1FMYU04191KB27261	Plaintiff alleges defective engine, vehicle stalls while driving, defective steering.

TX

10/8/62

*Ford Motor Company*

Office of the General Counsel

Ford Motor Company  
Parklane Towers West  
Suite 300  
Three Parklane Boulevard  
Dearborn, Michigan 48126-2868

June 3, 2002

State Farm Insurance  
2555 Holly Hall  
Houston, TX 77054  
**ATTENTION: PHAEDRA WILLIAMS**

Re: Claimant: Estevan Garza  
Your File #: 53-C919-031  
D/E: 02-15-2002

Dear Ms. Williams:

Thank you for your recently submitted letter dated May 17, 2002. In order to assist us in evaluating your claim, we request that you provide us with the following information: (Please note that the information requested is in regard to the alleged defective Ford manufactured vehicle.)

- 1. The date of incident and the city and state in which it occurred.
- 2. A complete description of the incident, including events which occurred prior to and subsequent to the loss.
- 3. A copy of the police and/or fire report.
- 4. For each person alleged injured: full name, date of birth, home address, marital status and name of spouse, social security number, -occupation, a complete description of the injuries, the names and addresses of all treating physicians, and copies of all medical bills and reports.
- 5. The vehicle year, model, and serial number.
- 6. The mileage on the vehicle at the time of the incident.
- 7. Experts original color photographs of the vehicle's collision/fire damage & the alleged defective part(s), from several different angles.
- 8. Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
- 9. Original color photographs of the accident scene showing the grade of the road.
- 10. What is the alleged defect?
- 11. Documentation to substantiate your defect allegation, including a copy of your expert's report and the expert's original color photographs.
- 12. Has the alleged defective part been repaired or replaced?
- 13. The present location of the alleged defective part and the vehicle.
- 14. The repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
- 15. A complete service history for the subject vehicle, including any tune-ups or oil changes. Please note they were not included with your submitted documentation of February 28, 2002.
- 16. List any after market additions or modifications that were made to the vehicle.

- 17. We will be pleased to conduct non-destructive testing on your alleged defective part should you choose to remove the part and assembly and ship it at your own expense. Please follow the directions listed in the attached shipping instructions.
- 18. Lost wage verification (if applicable).
- 19. Was the parking brake fully engaged?
- 20. What gear was the vehicle in at the time of the incident?
- 21. Was the engine running?
- 22. Were the keys in the ignition?
- 23. Has any insurance company been advised of this incident? If so, please state the name, address, and telephone number of those insurance companies; their claim number; and the agent's name.
- 24. If an attorney has been retained by you to settle this claim, please include his/her name, telephone number, and address.
- 25. If this vehicle was purchased as used by the insured please provide: the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased.

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials, we will assume that you are not interested in pursuing a claim and we will close our file.

Please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Sincerely,

Shawn Norton  
Claims Analyst

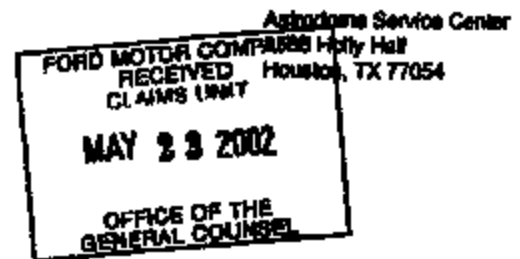
# State Farm Insurance Companies®



May 17, 2002

**GERTIFIED MAIL - RETURN RECEIPT REQUESTED**

Ford Motor Company  
Park Lane Towers West, Suite 400  
3 Park Lane Blvd.  
Dearborn, MI 48126-2588



Re: Claim Number: 53-C919-031  
Our Insured: Estevan Garza  
Date of Loss: February 15, 2002  
Vehicle Type: 2001 Ford Escape XLT 4-door wagon  
Serial Number/VIN: 1FMYU03131KE83500

Dear Sir or Madam:

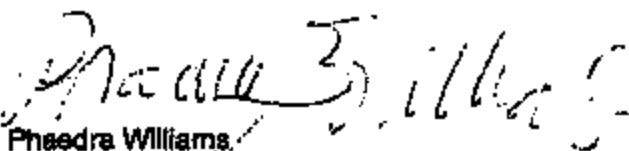
This State Farm® insured vehicle, a 2001 Ford Escape XLT 4-door wagon, was involved in a one-car collision due to the engine stalling, and the cooling system failing. We settled a claim with our insured in the amount of \$10,171.97, which included our insured's deductible.

Our investigation revealed the cause of the loss was due to a problem with the air bag and due to defective seat belts.

Enclosed is the documentation of State Farm's claim. You may contact me at the number listed below to discuss this matter further.

Please consider this letter as our subrogation to Ford Motor Company for a reimbursement of \$10,171.97.

Sincerely,

  
Phaedra Williams  
Claim Representative  
State Farm Mutual Automobile Insurance Company  
(713) 749-5058

PW/r/037/0517030r

Enclosure

ER02-027 10987



CHARLIE HINDS PAINT & BODY SHOP  
4421 RED BLUFF  
PASADENA, TX 77503  
PHONE: (281) 479-0645 FAX: (281) 479-0880  
WE MEET THE NICEST PEOPLE BY ACCIDENT

CD LOG NO 2373-2 DATE 04/04/02 REP. ORDER 11373

SHOP: CHARLIE HINDS PAINT & BODY INSP DATE: 02/18/02  
ADDRESS: 4421 RED BLUFF CONTACT: JOSEPH QATTAN  
CITY STATE: PASADENA, TX PHONE 1: (281) 479-0645  
ZIP: 77503- PHONE 2: (281) 479-7474  
FAX: (281) 479-0880

OWNER: HOME PHONE:  
ADDRESS: 12 WORK PHONE:  
CITY STATE: HOUSTON, TX  
ZIP: 77061-2218

CLAIM#: 53-C919-03101 CLAIM REP: WILLIAMS, PHAEDRA  
INSURED: TYPE OF LOSS: COLLISION/SERVICE  
LOSS DATE: 02/15/02 FIRST  
POINT OF IMPACT: 2 SUPPLEMENT

INS. CO: STATE FARM CONTACT: WILLIAMS, PHAEDRA  
LIC#: M39-VNV STATE: VIN: 1FMYU03131KE83500  
BODY COLOR: BLACK MILEAGE: 38,513  
CONDITION: EXCL ACCTG CTL#:

DRIVEABLE: NO VEH. INSP#: UA  
PROD. DATE: PAINT CODE:

USER-ENTERED VALUE E=NEW PART NG=REPLACE NAGS  
EC=QUALITY REPLACEMENT PART EU=QUALITY RECYCLED PART  
EP=SEE PX REPORT TE=PART/PARTIAL REPLACE ET=LABOR/PARTIAL REPLACE  
IT=LABOR/PARTIAL REPAIR I=REPAIR L=REFINISH  
BR=BLEND REFINISH TT=TWO-TONE CG=CHIPGUARD  
SB=SUBLET N=ADDITIONAL OPERATION RI=R&I ASSEMBLY  
P=CHECK AA=APPEARANCE ALLOWANCE RP=RELATED PRIOR DAMAGE  
UP=UNRELATED PRIOR DAMAGE

FRONT LEFT TIRE IS PUSHED BACK WILL SUPPLEMENT AFTER PULL FOR SUSPENSION PARTS  
IF NEEDED, CANT SEE ANY VISIBLE DAMAGE  
VEHICLE WAS CHECKED BY DEALER CHARLIE THOMAS FORD NO CODES WAS FOUND IN MEMORY  
Cleared Air Bag Light due to defective seat belts

2001 FORD ESCAPE XLT 4DOOR WAGON 6CYL GASOLINE 3.0  
CODE: F7103C/A OPTNS C/24ACDJOR

OPTIONS:  
TWO-STAGE - EXTERIOR SURFACES TWO-STAGE - INTERIOR SURFACES  
BUMPER COVER MOUNTED FOG LAMPS DRIVER POWER SEAT  
PRIVACY GLASS TRAILER HITCH

PAGE 1  
04/04/02

ANTI-LOCK BRAKE SYSTEM  
 CRUISE CONTROL

AUTOMATIC TRANS

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B%	HOURS	R
E	0005		BUMPER, FRONT	YL8Z17757AA	64.25			0.8	1
L	0005		BUMPER, FRONT	REFINISH				0.6	4
				0.5 SURFACE					
				0.1 TWO STAGE					
E	0047		COVER, FRONT BUMPER	YL8Z17757DAB	244.08*		S1	0.8	1
L	0047		COVER, FRONT BUMPER	REFINISH				2.6	4
				2.6 SURFACE					
E	0012	01	BRKT, FRONT LIC PLATE	YL8Z17A385BB	12.90			0.2	1
E	0432		BRKT, FRONT BUMPER M LT	YL8Z17B762BA	25.20				1
L	0432		BRKT, FRONT BUMPER M LT	REFINISH				0.2	4
				0.2 SURFACE					
E	0433		BRKT, FRONT BUMPER M RT	YL8Z17B762AA	10.32				1
L	0433		BRKT, FRONT BUMPER M RT	REFINISH				0.2	4
				0.2 SURFACE					
E	0041		HEADLAMP ASSY, HALOG LT	YL8Z13008FB	157.28				1
E	0083		PANEL, HOOD	YL8Z16612AA	325.50			1.3	1
L	0083	09	PANEL, HOOD	REFINISH				5.5	4
				2.9 SURFACE					
				1.2 EDGE					
				0.6 TWO STAGE SETUP					
				0.8 TWO STAGE					
E	0087		LATCH, HOOD PANEL	YL8Z16700AA	34.40			0.2	1
E	0019	07	PANEL, UPPER RAD MTG	YL8Z16138CA	161.80			7.3	1
L	0019		PANEL, UPPER RAD MTG	REFINISH				1.4	4
				1.2 SURFACE					
				0.2 TWO STAGE					
E	0086	07	PANEL, LOWER RAD MTG	YL8Z16138AA	93.87		S1	3.0*	1
			NEED TO DRILL HOLES AND WELD						
L	0086		PANEL, LOWER RAD MTG	REFINISH				0.6	4
				0.5 SURFACE					
				0.1 TWO STAGE					
N	0891		A/C EVAC RECHRG & RCVR	ADDITIONAL OPERAT				1.9	2
I	0103		FENDER, FRONT	LT REPAIR				2.0*	1
L	0103		FENDER, FRONT	LT REFINISH				2.2	4
				1.8 SURFACE					
				0.4 TWO STAGE					
E	0020		NAMEPLATE, FENDER	LT YL8Z7842528AA	6.88			0.2	1
RI	0127	01	FLARE, WHEEL OPENING	LT R&I ASSEMBLY				0.3	1
RI	0278	01	FLARE, WHEEL OPENING	LT R&I ASSEMBLY				0.2	1
E	0081		SKIRT, INNER FENDER	LT YL8Z16103AA	21.50			0.3	1
E	0105		SKIRT, INNER FENDER	LT YL8Z16103BA	21.50				1
E	0418		BRACE, FRONT FENDER	LT YL8Z16A024AA	21.97			0.2	1
L	0418		BRACE, FRONT FENDER	LT REFINISH				0.2	4
				0.2 SURFACE					
E	0419		BRACE, FRONT FENDER	RT YL8Z16A023AA	10.32			0.2	1
L	0419		BRACE, FRONT FENDER	RT REFINISH				0.2	4

		0.2 SURFACE			
0440	07	SIDE MEMBER ASSEMBL LT	YL8Z7810009AA	392.17	S1 15.2 1
0440		SIDE MEMBER ASSEMBL LT	REFINISH		1.7 4
		1.4 SURFACE			
		0.3 TWO STAGE			
E	0768	BRKT, ENGINE MOUNT	YL8Z6031CA	23.73	S1 2
E	0883	DAMPER, ENGINE MOUNT	YL8Z6B072AA	62.00	S1 0.2 2
E	0890	DAMPER, ENGINE MOUNT	YL8Z6A061AB	62.00	S1 2
E	0671	BEARING, FRONT WHEEL LT	YL8Z1215AA	28.68	S1 1.4 2
E	0658	ABSORBER, STRUT L/F	YL8Z18124CB	87.95	S1 0.9 2
SB	0143	WINDSHIELD, SHADED	SUBLET REPAIR	185.00* +25	S1 1
E	1884	01 MODULE, INST PANEL	YL8Z14B205AA	210.64	S1 0.8 2
E	0898	WHL, STEERING & AIRBAG	YL8Z78043B13TAA	550.00	0.7 2
E	0949	01 AIRBAG, INSTRUMENT PNL	YL8Z78044A74DAB	625.00	0.8 2
E	0945	01 BUCKLE, FRT SEATBELT LT	YL8Z7861203BAC	48.25	S1 0.1 1
E	0946	01 BUCKLE, FRT SEATBELT RT	YL8Z7861202BAC	48.25	S1 0.1 1
N	M03	FLEX ADDITIVE	ADDITIONAL OPERAT	8.00*	*1*
L	M14	CORROSION PROTECTION	REFINISH		0.5*4*
SB	M17	COVER CAR EXTERIOR	SUBLET REPAIR	10.00*	*4*
EC	M20	ANTI-FREEZE-COOLANT	** QUALITY REPL P	10.00*	*1*
EC	M21	REFRIGERANT	** QUALITY REPL P	30.00*	*1*
SB	M60	HAZARD. WSTE. REM.	SUBLET REPAIR	3.00*	*1*
I		PULL BEFORE REPAIR	REPAIR		S1 5.0*3*
		INCLUDES SET UP			
SB		ALIGMENT	SUBLET REPAIR	59.99* +25	S1 1*
E		SUPPORT ENGINE MOUNT	NEW PART	104.83*	S1 0.2*2*
SB		BOLT TRANSMISSION MOUN	SUBLET REPAIR	1.45* +25	S1 1*
E		TRANS REMANU	NEW PART	2,253.33*	S1 8.0*2*
		INCLUDES COR PRICE CASE WAS DAMAGED			
SB		DIAGNOSTIC	SUBLET REPAIR	59.95* +25	S1 1*
		PRESS BEARING IN HUB	SUBLET REPAIR	25.00* +25	S1 1*
		THIS IS FI;NAL BILL CHECK			S1 1*
THIS IS FINAL BILL PLEASE PAY					

56 ITEMS

MC MESSAGE(S)  
 01 CALL DEALER FOR EXACT PART NUMBER / PRICE  
 07 STRUCTURAL PART AS IDENTIFIED BY I-CAR  
 09 INCLUDES 0.6 HOURS MAJOR PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS					5,708.60
OTHER PARTS					48.00
PAINT MATERIAL					349.80
PARTS TOTAL					6,106.40
TAX ON PARTS & MATERIAL @				8.250%	503.78
LABOR	RATE	REPLACE HRS	REPAIR HRS		
1-SHEET METAL	36.00	30.4	2.0		1,166.40
2-MECH/ELEC	65.00	13.0	1.9		968.50

2001 FORD ESCAPE XLT 4DOOR WAGON  
CD LOG NO 2373-2 REP.ORDER 11373

3-FRAME	45.00		5.0	225.00
4-REFINISH	36.00	15.9		572.40
5-PAINT MATERIAL	22.00			
LABOR TOTAL				2,932.30
TAX ON LABOR		0.	0.000%	
SUBLET REPAIRS				427.24
TAX ON SUBLET		0.	8.250%	35.25
TOWING				167.00
STORAGE				
GROSS TOTAL				10,171.97
LESS: DEDUCTIBLE				500.00-
NET TOTAL				9,671.97
LESS: PREVIOUS NET TOTAL				5,213.34-
NET SUPPLEMENT TOTAL (FINAL BILL)				4,458.63

ADP SHOPLINK U5066 S1 CD LOG 2373-2 DATE 04/04/02 07:50:43AM R6.2 CD 03/02  
PXN:N/00/00/00/00 CUM:/// HOST LOG  
COPYRIGHT 2000, AUTOMATIC DATA PROCESSING, INC.

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

-----  
\*NOTICE - REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC  
WELDING EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER\*  
THIS IS NOT AN AUTHORIZATION TO REPAIR. ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL  
A STATE FARM CLAIM REPRESENTATIVE.

ADP # AUDATEX (A1)

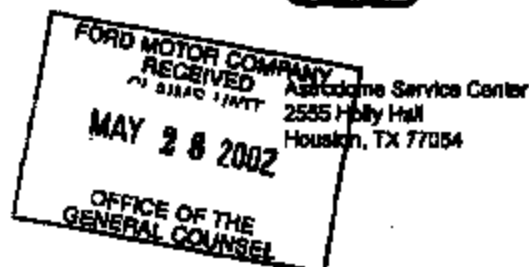
# State Farm Insurance Companies®



May 17, 2002

**CERTIFIED MAIL - RETURN RECEIPT REQUESTED**

Ford Motor Company  
Park Lane Towers West, Suite 400  
3 Park Lane Blvd.  
Dearborn, MI 48126-2588



Re: Claim Number: 53-C919-031  
Our Insured: Estevan Garza  
Date of Loss: February 15, 2002  
Vehicle Type: 2001 Ford Escape XLT 4-door wagon  
Serial Number/VIN: 1FMYU03131KE83500

Dear Sir or Madam:

This State Farm® insured vehicle, a 2001 Ford Escape XLT 4-door wagon, was involved in a one-car collision due to the engine stalling, and the cooling system failing. We settled a claim with our insured in the amount of \$10,171.97, which included our insured's deductible.

Our investigation revealed the cause of the loss was due to a problem with the air bag and due to defective seat belts.

Enclosed is the documentation of State Farm's claim. You may contact me at the number listed below to discuss this matter further.

Please consider this letter as our subrogation to Ford Motor Company for a reimbursement of \$10,171.97.

Sincerely,

  
Phaedra Williams  
Claim Representative  
State Farm Mutual Automobile Insurance Company  
(713) 749-5058

PW/lr/037/0517030r

Enclosure



RBZ00032  
date: 05-20-02  
time: 12:41 PM

route to: Williams, Phaedra

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

# VEHICLE DAMAGE REPORT

claim number  
53-C919-031

date of loss  
02-15-02

```

*****
* Estimate Vehicle Info *
*
* Vehicle Owner: *
* Vehicle Description: 01 FORD ESCAPE STANDARD CAB BLACK *
*
*****

```

CHARLIE HINDS PAINT & BODY SHOP  
4421 RED BLUFF  
PASADENA, TX 77503  
PHONE: (281) 479-0645 FAX: (281) 479-0880  
WE MEET THE NICEST PEOPLE BY ACCIDENT

CD LOG NO 2373-2 DATE 04/04/02 REP.ORDER 11373

SHOP: CHARLIE HINDS PAINT & BODY  
ADDRESS: 4421 RED BLUFF  
CITY STATE: PASADENA, TX  
ZIP: 77503-

INSP DATE: 02/18/02  
CONTACT: JOSEPH QATTAN  
PHONE 1: (281) 479-0645  
PHONE 2: (281) 479-7474  
FAX: (281) 479-0880

OWNER:  
ADDRESS: 12  
CITY STATE: HOUSTON, TX  
ZIP: 77061-2218

HOME PHONE:  
WORK PHONE:

CLAIM#: 53-C919-03101  
INSURED:  
LOSS DATE: 02/15/02  
POINT OF IMPACT: 2

CLAIM REP: WILLIAMS, PHAEDRA  
TYPE OF LOSS: COLLISION/SERVICE  
FIRST  
SUPPLEMENT

INS. CO: STATE FARM

CONTACT: WILLIAMS, PHAEDRA

LIC#: M39-VNV STATE:  
BODY COLOR: BLACK  
CONDITION: EXCL

VIN: 1FMYU03131KE83500  
MILEAGE: 38,513  
ACTING CTL#:

DRIVEABLE: NO  
MOD. DATE:

VEH. INSP#: UA  
PAINT CODE:

\*=USER-ENTERED VALUE E=NEW PART NG=REPLACE NAGS  
EC=QUALITY REPLACEMENT PART EU=QUALITY RECYCLED PART  
EP=SEE PX REPORT TE=PART/PARTIAL REPLACE ET=LABOR/PARTIAL REPLACE  
IT=LABOR/PARTIAL REPAIR I=REPAIR L=REFINISH  
BR=BLEND REFINISH TT=TWO-TONE CG=CHIPGUARD  
SB=SUBLET N=ADDITIONAL OPERATION RI=R&I ASSEMBLY  
P=CHECK AA=APPEARANCE ALLOWANCE RP=RELATED PRIOR DAMAGE  
UP=UNRELATED PRIOR DAMAGE

FRONT LEFT TIRE IS PUSHED BACK WILL SUPPLEMENT AFTER PULL FOR SUSPENSION PARTS  
IF NEEDED, CANT SEE ANY VISIBLE DAMAGE  
VEHICLE WAS CHECKED BY DEALER CHARLIE THOMAS FORD NO CODES WAS FOUND IN MEMORY  
CLEARED AIR BAG LIGHT DUE TO DEFECTIVE SEAT BELTS

2001 FORD ESCAPE XLT 4DOOR WAGON 6CYL GASOLINE 3.0  
CODE: P7103C/A OPTNS C/24ACDNLOR

OPTIONS:  
TWO-STAGE - EXTERIOR SURFACES  
BUMPER COVER MOUNTED FOG LAMPS  
PRIVACY GLASS

TWO-STAGE - INTERIOR SURFACES  
DRIVER POWER SEAT  
TRAILER HITCH

PAGE 1  
04/04/02

ANTI-LOCK BRAKE SYSTEM  
 CRUISE CONTROL

AUTOMATIC TRANS

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ†	B†	HOURS	R
E	0005		BUMPER, FRONT	YL8Z17757AA	64.25			0.8	1
L	0005		BUMPER, FRONT	REFINISH				0.6	4
				0.5 SURFACE					
				0.1 TWO STAGE					
E	0047		COVER, FRONT BUMPER	YL8Z17757DAB	244.08*		S1	0.8	1
L	0047		COVER, FRONT BUMPER	REFINISH				2.6	4
				2.6 SURFACE					
E	0012	01	BRKT, FRONT LIC PLATE	YL8Z17A385BB	12.90			0.2	1
E	0432		BRKT, FRONT BUMPER M LT	YL8Z17B762BA	25.20				1
L	0432		BRKT, FRONT BUMPER M LT	REFINISH				0.2	4
				0.2 SURFACE					
E	0433		BRKT, FRONT BUMPER M RT	YL8Z17B762AA	10.32				1
L	0433		BRKT, FRONT BUMPER M RT	REFINISH				0.2	4
				0.2 SURFACE					
E	0041		HEADLAMP ASSY, HALOG LT	YL8Z13008FB	157.28				1
E	0083		PANEL, HOOD	YL8Z16612AA	325.50			1.3	1
L	0083	09	PANEL, HOOD	REFINISH				5.5	4
				2.9 SURFACE					
				1.2 EDGE					
				0.6 TWO STAGE SETUP					
				0.8 TWO STAGE					
E	0087		LATCH, HOOD PANEL	YL8Z16700AA	34.40			0.2	1
E	0019	07	PANEL, UPPER RAD MTG	YL8Z16138CA	161.80			7.3	1
L	0019		PANEL, UPPER RAD MTG	REFINISH				1.4	4
				1.2 SURFACE					
				0.2 TWO STAGE					
E	0086	07	PANEL, LOWER RAD MTG	YL8Z16138AA	93.87		S1	3.0*	1
			NEED TO DRILL HOLES AND WELD						
L	0086		PANEL, LOWER RAD MTG	REFINISH				0.6	4
				0.5 SURFACE					
				0.1 TWO STAGE					
N	0891		A/C EVAC RECHRG & RCVR	ADDITIONAL OPERAT				1.9	2
I	0103		FENDER, FRONT	LT REPAIR				2.0*	1
L	0103		FENDER, FRONT	LT REFINISH				2.2	4
				1.8 SURFACE					
				0.4 TWO STAGE					
E	0020		NAMEPLATE, FENDER	LT YL8Z7842528AA	6.88			0.2	1
RI	0127	01	FLARE, WHEEL OPENING	LT R&I ASSEMBLY				0.3	1
RI	0278	01	FLARE, WHEEL OPENING	LT R&I ASSEMBLY				0.2	1
E	0081		SKIRT, INNER FENDER	LT YL8Z16103AA	21.50			0.3	1
E	0105		SKIRT, INNER FENDER	LT YL8Z16103BA	21.50				1
E	0418		BRACE, FRONT FENDER	LT YL8Z16A024AA	21.97			0.2	1
L	0418		BRACE, FRONT FENDER	LT REFINISH				0.2	4
				0.2 SURFACE					
E	0419		BRACE, FRONT FENDER	RT YL8Z16A023AA	10.32			0.2	1
L	0419		BRACE, FRONT FENDER	RT REFINISH				0.2	4



		0.2 SURFACE				
0440	07	SIDE MEMBER ASSEMBL LT	YL8Z7810009AA	392.17	S1	15.2 1
0440		SIDE MEMBER ASSEMBL LT	REFINISH			1.7 4
		1.4 SURFACE				
		0.3 TWO STAGE				
E	0768	BRKT, ENGINE MOUNT	YL8Z6031CA	23.73	S1	2
E	0883	DAMPER, ENGINE MOUNT	YL8Z6B072AA	62.00	S1	0.2 2
E	0890	DAMPER, ENGINE MOUNT	YL8Z6A061AB	62.00	S1	2
E	0671	BEARING, FRONT WHEEL LT	YL8Z1215AA	28.68	S1	1.4 2
E	0658	ABSORBER, STRUT L/F	YL8Z18124CB	87.95	S1	0.9 2
SB	0143	WINDSHIELD, SHADED	SUBLET REPAIR	185.00*	+25	S1 1
E	1884	01 MODULE, INST PANEL	YL8Z14B205AA	210.64	S1	0.8 2
E	0898	WHL, STEERING & AIRBAG	YL8Z78043B13TAA	550.00		0.7 2
E	0949	01 AIRBAG, INSTRUMENT PNL	YL8Z78044A74DAB	625.00		0.8 2
E	0945	01 BUCKLE, FRT SEATBELT LT	YL8Z7861203BAC	48.25	S1	0.1 1
E	0946	01 BUCKLE, FRT SEATBELT RT	YL8Z7861202BAC	48.25	S1	0.1 1
N	M03	FLEX ADDITIVE	ADDITIONAL OPERAT	8.00*		*1*
L	M14	CORROSION PROTECTION	REFINISH			0.5*4*
SB	M17	COVER CAR EXTERIOR	SUBLET REPAIR	10.00*		*4*
EC	M20	ANTI-FREEZE-COOLANT	** QUALITY REPL P	10.00*		*1*
EC	M21	REFRIGERANT	** QUALITY REPL P	30.00*		*1*
SB	M60	HAZARD. WSTE. REM.	SUBLET REPAIR	3.00*		*1*
I		PULL BEFORE REPAIR	REPAIR		S1	5.0*3*
		INCLUDES SET UP				
SB		ALIGNMENT	SUBLET REPAIR	59.99*	+25	S1 1*
E		SUPPORT ENGINE MOUNT	NEW PART	104.83*		S1 0.2*2*
SB		BOLT TRANSMISSION MOUN	SUBLET REPAIR	1.45*	+25	S1 1*
E		TRANS REMANU	NEW PART	2,253.33*		S1 8.0*2*
		INCLUDES COR PRICE CASE WAS DAMAGED				
SB		DIAGNOSTIC	SUBLET REPAIR	59.95*	+25	S1 1*
SB		PRESS BEARING IN HUB	SUBLET REPAIR	25.00*	+25	S1 1*
P		THIS IS FINAL BILL	CHECK		S1	1*
		THIS IS FINAL BILL PLEASE PAY				

56 ITEMS

MC MESSAGE(S)  
 01 CALL DEALER FOR EXACT PART NUMBER / PRICE  
 07 STRUCTURAL PART AS IDENTIFIED BY I-CAR  
 09 INCLUDES 0.6 HOURS MAJOR PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS				5,708.60
OTHER PARTS				48.00
PAINT MATERIAL				349.80
PARTS TOTAL				6,106.40
TAX ON PARTS & MATERIAL @			8.250%	503.78
LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	36.00	30.4	2.0	1,166.40
2-MECH/ELEC	65.00	13.0	1.9	968.50

2001 FORD ESCAPE XLT 4DOOR WAGON  
CD LOG NO 2373-2 REP.ORDER 11373

3-FRAME	45.00		5.0	225.00
4-REFINISH	36.00	15.9		572.40
5-PAINT MATERIAL	22.00			
LABOR TOTAL				2,932.30
TAX ON LABOR		●	0.000%	
SUBLET REPAIRS				427.24
TAX ON SUBLET		●	8.250%	35.25
TOWING				167.00
STORAGE				
GROSS TOTAL				10,171.97
LESS: DEDUCTIBLE				500.00-
NET TOTAL				9,671.97
LESS: PREVIOUS NET TOTAL				5,213.34-
NET SUPPLEMENT TOTAL (FINAL BILL)				4,458.63

ADP SHOPLINK U5066 S1 CD LOG 2373-2 DATE 04/04/02 07:50:43AM R6.2 CD 03/02  
PXN:N/00/00/00/00 CUM:/// HOST LOG  
COPYRIGHT 2000, AUTOMATIC DATA PROCESSING, INC.

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

-----  
"NOTICE - REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC  
WELDING EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER"  
THIS IS NOT AN AUTHORIZATION TO REPAIR. ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL  
A STATE FARM CLAIM REPRESENTATIVE.

ADP # AUDATEX (A1)

PAGE 4  
04/04/02

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		0.2 SURFACE			
E	0440 07	SIDE MEMBER ASSEMBL LT	YL8Z7810009AA	392.17	S1 15.2 1
I	0440	SIDE MEMBER ASSEMBL LT	REFINISH		1.7 4
		1.4 SURFACE			
		0.3 TWO STAGE			
E	0768	BRKT, ENGINE MOUNT	YL8Z6031CA	23.73	S1 0.2 2
E	0883	DAMPER, ENGINE MOUNT	YL8Z6B072AA	62.00	S1 0.2 2
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E	0671	BEARING, FRONT WHEEL LT	YL8Z1215AA	28.68	S1 1.4 2
E	0658	ABSORBER, STRUT L/F	YL8Z18124CB	87.95	S1 0.9 2
SB	0143	WINDSHIELD, SHADED	SUBLET REPAIR	185.00* +25	S1 1.0 1
E	1884 01	MODULE, INST PANEL	YL8Z14B205AA	210.64	S1 0.8 2
E	0898	WHL, STEERING & AIRBAG	YL8Z78043B13TAA	550.00	0.7 2
E	0949 01	AIRBAG, INSTRUMENT PNL	YL8Z78044A74DAB	625.00	0.8 2
E	0945 01	BUCKLE, FRT SEATBELT LT	YL8Z7861203BAC	48.25	S1 0.1 1
E	0946 01	BUCKLE, FRT SEATBELT RT	YL8Z7861202BAC	48.25	S1 0.1 1
N	M03	FLEX ADDITIVE	ADDITIONAL OPERAT	8.00*	*1*
L	M14	CORROSION PROTECTION	REFINISH		0.5*4*
SB	M17	COVER CAR EXTERIOR	SUBLET REPAIR	10.00*	*4*
EC	M20	ANTI-FREEZE-COOLANT	** QUALITY REPL P	10.00*	*1*
EC	M21	REFRIGERANT	** QUALITY REPL P	30.00*	*1*
SB	M60	HAZARD. WSTE. REM.	SUBLET REPAIR	3.00*	*1*
I		PULL BEFORE REPAIR	REPAIR		S1 5.0*3*
		INCLUDES SET UP			
SB		ALIGNMENT	SUBLET REPAIR	59.99* +25	S1 1*
E		SUPPORT ENGINE MOUNT	NEW PART	104.83*	S1 0.2*2*
SB		BOLT TRANSMISSION MOUN	SUBLET REPAIR	1.45* +25	S1 1*
E		TRANS REMANU	NEW PART	2,253.33*	S1 8.0*2*
		INCLUDES COR PRICE CASE WAS DAMAGED			
SB		DIAGNOSTIC	SUBLET REPAIR	59.95* +25	S1 1*
S		PRESS BEARING IN HUB	SUBLET REPAIR	25.00* +25	S1 1*
R		THIS IS FI,NAL BILL	CHECK		S1 1*
		THIS IS FINAL BILL PLEASE PAY			

56 ITEMS

MC MESSAGE(S)  
 01 CALL DEALER FOR EXACT PART NUMBER / PRICE  
 07 STRUCTURAL PART AS IDENTIFIED BY I-CAR  
 09 INCLUDES 0.6 HOURS MAJOR PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS					5,708.60
OTHER PARTS					48.00
PAINT MATERIAL					349.80
PARTS TOTAL					6,106.40
TAX ON PARTS & MATERIAL @				8.250%	503.78
LABOR	RATE	REPLACE HRS	REPAIR HRS		
1-SHEET METAL	36.00	30.4	2.0		1,166.40
2-MECH/ELEC	65.00	13.0	1.9		968.50

PAGE 3  
 04/04/02

2001 FORD ESCAPE XLT 4DOOR WAGON  
CD LOG NO 2373-2 REP.ORDER 11373

3-FRAME	45.00		5.0	225.00
4-REFINISH	36.00	15.9		572.40
5-PAINT MATERIAL	22.00			
LABOR TOTAL				2,932.30
TAX ON LABOR		⊙	0.000%	
SUBLET REPAIRS				427.24
TAX ON SUBLET		⊙	8.250%	35.25
TOWING				167.00
STORAGE				
GROSS TOTAL				10,171.97
LESS: DEDUCTIBLE				500.00-
NET TOTAL				9,671.97
LESS: PREVIOUS NET TOTAL				5,213.34-
NET SUPPLEMENT TOTAL (FINAL BILL)				4,458.63

ADP SHOPLINK U5066 S1 CD LOG 2373-2 DATE 04/04/02 07:50:43AM R6.2 CD 03/02  
PXN:N/00/00/00/00 CUM:/// HOST LOG  
COPYRIGHT 2000, AUTOMATIC DATA PROCESSING, INC.

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

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BY A STATE FARM CLAIM REPRESENTATIVE.

ADP # ADATEX (A1)

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TN

U7/02

*Ford Motor Company*

Office of the General Counsel

Ford Motor Company  
Parklane Towers West  
Suite 300  
Three Parklane Boulevard  
Dearborn, Michigan 48120-2505

May 1, 2002

State Farm Insurance  
PO BOX 747  
Morristown, TN 37815-0747  
ATTENTION: JIM COPELAND

Re: Claimant: Ricky Askew  
Your File #: 42-1469-860  
D/E: 04-09-2002

Dear Mr. Copeland:

Thank you for your recently submitted letter dated April 23, 2002. In order to assist us in evaluating your claim, we request that you provide us with the following information: (Please note that the information requested is in regard to the alleged defective Ford manufactured vehicle.)

1. The date of incident and the city and state in which it occurred.
2. A complete description of the incident, including events which occurred prior to and subsequent to the loss.
3. A copy of the police and/or fire report.
4. For each person alleged injured: full name, date of birth, home address, marital status and name of spouse, social security number, occupation, a complete description of the injuries, the names and addresses of all treating physicians, and copies of all medical bills and reports.
5. The vehicle year, model, and serial number.
6. The mileage on the vehicle at the time of the incident.
7. Experts original color photographs of the vehicle's collision/fire damage & the alleged defective part(s), from several different angles.
8. Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
9. Original color photographs of the accident scene showing the grade of the road.
10. What is the alleged defect?
11. Documentation to substantiate your defect allegation, including a copy of your expert's report and the expert's original color photographs.
12. Has the alleged defective part been repaired or replaced?
13. The present location of the alleged defective part and the vehicle.
14. The repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
15. A complete service history for the subject vehicle, including any tune-ups or oil changes. Please note they were not included with your submitted documentation of February 28, 2002.
16. List any after market additions or modifications that were made to the vehicle.

- 17. We will be pleased to conduct non-destructive testing on your alleged defective part should you choose to remove the part and assembly and ship it at your own expense. Please follow the directions listed in the attached shipping instructions.
- 18. Lost wage verification (if applicable).
- 19. Was the parking brake fully engaged?
- 20. What gear was the vehicle in at the time of the incident?
- 21. Was the engine running?
- 22. Were the keys in the ignition?
- 23. Has any insurance company been advised of this incident? If so, please state the name, address, and telephone number of those insurance companies; their claim number; and the agent's name.
- 24. If an attorney has been retained by you to settle this claim, please include his/her name, telephone number, and address.
- 25. If this vehicle was purchased as used by the insured please provide: the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased.

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials, we will assume that you are not interested in pursuing a claim and we will close our file.

Please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Sincerely,

Shawn Norton  
Claims Analyst

# State Farm Insurance Companies



April 23, 2002

Ford Motor Company  
Parklane Towers West, Suite 400  
3 Parklane Boulevard  
Dearborn, MI 48126-2568



RE: Our Claim #: 42-1469-860  
Our Insured :  
Date of Loss: 04/09/02  
Make, Model & Year: Ford Escape 2001  
VIN Number: 1FMYU04151KA47181

Dear Sirs:

The identified 2001 Ford Escape is insured by State Farm Mutual Automobile Insurance Company. This vehicle experienced an engine failure. State Farm would like to give you an opportunity to inspect the vehicle and give you advance notice of our potential subrogation claim.

Please contact me at (423) 318-2604 to set up a time for your inspection.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Copeland".

Jim Copeland  
Claim Specialist

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

JC/mat



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

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

**FORD: 2001-2003 ESCAPE**

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

**ISSUE**

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

**ACTION**

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

**SERVICE PROCEDURE**

**NOTE**

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

**NOTE**

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

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

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

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

1. Determine if the Evaporative Vapor Management (EVAPVM) duty cycle is operating properly. If EVAPVM is functioning correctly, the duty cycle should increase to 84-100% with the FTP decreasing to approximately 2.2 volts and then reset back to 0% duty cycle while FTP holds at approximately 2.6 volts. If the duty cycle does not increase within 5 minutes, turn on the headlights and the AC with the blower on high. The duty cycle should start increasing within 6-10 minutes. Do not replace the EVAPVM valve if the duty cycle functions correctly. If the duty cycle stops increasing and remains at 95-100% while FTP holds at approximately 2.6 volts, replace the EVAPVM valve with part number YL8Z-9C915-AA. Verify corrective action then proceed to Step 2.

**NOTE**

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

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

2. Disconnect the vent line in the evaporative emissions system from the check valve side (for reference check valve part # is YL8U-9C915-AB). This connection is located just forward of the evaporative emissions canister assembly, underneath the vehicle in the area of the driver side rear seat. Using shop air, blow the vent line from the check valve side forward (towards the brake booster). In the past, spiders have been known to construct webs in vent lines so handle with caution. Possible obstructions in the vent line can prevent the evaporative emissions system from purging properly, and in some cases, can cause the condition to occur. Verify corrective action then proceed to Step 3.
3. Inspect the Idle Air Control (IAC) Valve. If the valve is not part number 1L8E-9F715-AA, replace with part number 1L8Z-9F715-AA which will also require latest calibration level given in Step 4 or 5.

### **NOTE**

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

Verify that IAC duty cycle is between 32-40% with no purge flow (EVAPVM duty cycle is 0%) and fuel trims (SHRTFT1, SHRTFT2, LONGFT1, LONGFT2) are less than 15%. If IAC duty cycle is within specification proceed to Step 4 now. If IAC duty cycle is out of specification, replace the throttle body with part number 2L8Z-9E926-AB. If the fuel trims are above 15%, disconnect the Mass Air Flow Sensor (MAF) and recheck the fuel trims. If the fuel trims drop to below 15%, replace the MAF sensor with part number 1L2Z-12B579-BARM. If fuel trims stay above 15%, check for vacuum leaks and check the fuel system. Verify corrective action then proceed to Step 4.

4. For vehicles sold in the U.S. and Canada perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part 1U7Z-12A850-AXD. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as 1U7A-12A850-AXD for 2001, 2U7A-12A850-CZB for 2002 or 3L8A-12A850-BC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 5.
5. For vehicles sold in Mexico perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part 1U7Z-12A850-AZD. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as WDS should show latest calibration level as 1U7A-12A850-AZD for 2001MY, 2U7A-12A850-CPB for 2002MY or 3L8A-12A850-CC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 6.
6. If the Electronic Engine Control (EEC) relay has stamped lettering, proceed to Step 7 now. If the EEC relay has white lettering printed on the top surface, replace with a new Hella service relay that is all black and has stamped lettering on the top surface. Both the new Hella service relay and the old relay have the same part number (FOAZ-14N089-A). Make sure the relay you are installing has stamped lettering. For location, use 2001 Wiring Diagram sections 303-07B-00-1 Connector C1016, 700-06-00-37 Battery Junction Box. Proceed to Step 7.

7. For 2001 and 2002 vehicles, inspect the DPFE sensor part number. If DPFE sensor is part number 2F1E-8J460-AA, proceed to Step 8 now. If the DPFE sensor is part number YF1E-8J460-AD, check for a white dot on the sensor housing (Note: White dot can be anywhere on housing). If there is a white dot, proceed to Step 8 now. If there is not a white dot, replace the DPFE with part 2F1Z-9M460-AA. Proceed to Step 8.
8. Ensure the Mass Air Flow (MAF) sensor gasket is properly installed and not blocking the air stream by disconnecting the airbox and looking inside the airbox towards the MAF sensor. If gasket is damaged, replace with part YL8Z-9E931-CA. Proceed to Step 9.
9. Verify the PCM harness integrity by removing the module from the COWL and moving the PCM harness around while the engine is running. If any abnormalities are observed, repair/replace the harness. Proceed to Step 10.
10. Inform the customer that significant weight (approximately 9 oz. or more) hanging from the key ring while the keys are in the ignition may move the ignition cylinder out of the Run position and stop the engine. When this occurs, all gauges immediately shut off (fuel reads "E", tachometer goes to zero, speedometer goes to zero immediately). It is recommended that the customer attach fewer keys to the key ring that retains the vehicle ignition key.

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

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

AUTHORIZED MODIFICATIONS	
THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:	
Reprogrammed Powertrain Control Module (PCM) Per TSB 02-23-1	
THESE MODIFICATIONS HAVE BEEN APPROVED, AS APPROPRIATE, BY EPA AND CARB.	
DEALER NUMBER:	DATE:
CHANGE AUTHORITY:	
FPS 8262 8/78	FORD MOTOR COMPANY PRINTED IN U.S.A.

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

PART NUMBER	PART NAME
1L8Z-8F715-AA	IAC - Idle Air Control Valve
2L8Z-8E926-AB	Throttle Body
1L2Z-12B578-BARM	MAF - Mass Air Flow Sensor
YL8Z-8E931-CA	Gasket - Mass Air Flow Sensor
FOAZ-14N089-A	EEC Relay
2F1Z-8J480-AA	DPFE Sensor
YL8Z-8C916-AA	EVAPVM Valve

**OTHER APPLICABLE ARTICLES: NONE****SUPERSEDES: 02-11-6****WARRANTY STATUS: INFORMATION ONLY****QASIS CODES: 607000, 607400, 607500, 607600,  
607700, 611000, 611500, 614000,  
614500, 614800**

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

Search On: 6 07 DRVABL STALL/QUITS  
 Year Vt Fm Vl Mdl Trans Engine Calib Axle  
 Search On: 2001 F MR  
 Search On: Article Type: Article #:  
 Sel Article #

TSB 02-23-01 01-03 ESCAPE-INTERM DECEL STALL/RESTRT-RPL TSB 02-11-06  
 SOME VEHICLES EQUIPPED WITH THE 3.0L DURATEC ENGINE MAY EXHIBIT AN  
 INTERMITTENT ENGINE QUIT AND RESTART CONDITION. THIS IS USUALLY A ONE-TIME

TSB 02-21-02 99-02--2.0L ZETEC & SPI EQUIPT--SCHRADER VLV DELETED--  
 VEHICLES EQUIPPED WITH THE 2.0L 4V ZETEC AND THE 2.0L SPI NO LONGER HAVE THE  
 FUEL PRESSURE RELIEF VALVE (SCHRADER VALVE). TO RELIEVE OR MANUALLY CHECK FUEL

SSM 16112 CK PCV & COMPONENTS (HOSES/ELBOWS/INT MAN PORTS)  
 SOME OBD II EQUIPPED VEHICLES MAY EXHIBIT A MALFUNCTION INDICATOR LAMP (MIL)  
 ILLUMINATED WITH DTCS P0171 OR P0174 IN MEMORY. TO SERVICE, FOLLOW PC/ED

SSM 15426 VEH ID INCORRECT, CK FOR AFTERMARKET DEVICE/CHIP  
 WHEN USING WDS TO DIAGNOSE DRIVEABILITY CONDITIONS, THE VEHICLE  
 IDENTIFICATION MAY DISPLAY DIFFERENTLY FROM THE ACTUAL VEHICLE BEING

SSM 15159 3.0L 4V, CK (PCV) HOSE, IF DAMAGED R&R HOSE & CLAMP IT  
 SOME 2001-2002 ESCAPE EQUIPPED WITH A 3.0L 4V DURATEC ENGINE, MAY EXHIBIT  
 PCV HOSE DISENGAGED AT THE UPPER INTAKE MANIFOLD IN THE EVENT OF AN ENGINE

F1 Help F3 Exit F7 Backward F8 Forward F9 Print Request F12 Return  
 I0058-MORE DATA AVAILABLE. PLEASE PRESS W8 TO SCROLL DOWN. LPHNH39

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 Search CR: 6 07 DRVABL STALL/QUITS  
 Year Vt Fm Vl Mdl Trans Engine Calib Axle  
 Search CR: 2001 T MR  
 Search CR: Article Type: ARTICLE #:

Sel Article #

SSM 15159

3.0L 4V, CK (PCV) HOSE, IF DAMAGED R&R HOSE & CLAMP IT

SOME 2001-2002 ESCAPE EQUIPPED WITH A 3.0L 4V DURATEC ENGINE, MAY EXHIBIT  
 PCV HOSE DISENGAGED AT THE UPPER INTAKE MANIFOLD IN THE EVENT OF AN ENGINE

ISM 01-02-012

SUPPLY THE PCM PART NUMBER ONLY.

PCM TEAR TAG NUMBERS

1994-2001 ALL

ISM 96-02-036

VAPOR LOCK CAUSED BY "WINTER BLEND" FUELS

DRIVE CONCERNS DURING UNREASONABLY WARM WEATHER \*\* SEE 2/29/96 UPDATE \*\*

1992-2001 CAR/LT TRUCK W/GAS ENGINES

ISM 95-03-032

CALL VANCE EDGAR FOR ASSISTANCE

EEC V/OBD II, MIL ON OR PC/ED CONCERNS LEAD TO INCOMPLETE DIAGNOSIS

1994-2001 OBD II EQUIPPED

F1 Help F3 Exit F7 Backward F8 Forward F9 Print Request F12 Return  
 ID018-BOTTOM OF DATA LPEH39

Search On: 6 07 DRVABL STALL/QUITS  
 Year Vt Fm Vl Mdl Trans Engine Calib Axle  
 Search On: 2002 T MR  
 Search On: Article Type Article #

Sel Article #  
 TSB 02-23-01 01-03 ESCAPE-INTERM DECEL STALL/RESTR-RPL TSB 02-11-06  
 SOME VEHICLES EQUIPPED WITH THE 3.0L DURATEC ENGINE MAY EXHIBIT AN  
 INTERMITTENT ENGINE QUIT AND RESTART CONDITION. THIS IS USUALLY A ONE-TIME  
 TSB 02-21-02 99-02--2.0L ZETEC & SPI EQUIPT--SCHRADER VLV DELETED--  
 VEHICLES EQUIPPED WITH THE 2.0L 4V ZETEC AND THE 2.0L SPI NO LONGER HAVE THE  
 FUEL PRESSURE RELIEF VALVE (SCHRADER VALVE). TO RELIEVE OR MANUALLY CHECK FUEL  
 SSM 16112. CK PCV & COMPONENTS (HOSES/ELBOWS/INT MAN PORTS)  
 SOME OBD II EQUIPPED VEHICLES MAY EXHIBIT A MALFUNCTION INDICATOR LAMP (MIL)  
 ILLUMINATED WITH DTCS P0171 OR P0174 IN MEMORY. TO SERVICE, FOLLOW PC/ED  
 SSM 15482 2.5/3.0L, INTERNAL CRACKS IN A BATCH OF INTAKE VALVES  
 A SMALL NUMBER 2002 ESCAPE, TAURUS/SABLE AND COUGAR EQUIPPED WITH A DURATEC  
 ENGINE (2.5L/3.0L) MAY EXHIBIT ENGINE DAMAGE AS A RESULT OF MICROSCOPIC  
 SSM 15426 VEH ID INCORRECT, CK FOR AFTERMARKET DEVICE/CHIP  
 WHEN USING WDS TO DIAGNOSE DRIVEABILITY CONDITIONS, THE VEHICLE  
 IDENTIFICATION MAY DISPLAY DIFFERENTLY FROM THE ACTUAL VEHICLE BEING  
 F1 Help F3 Exit F7 Backward F8 Forward F9 Print Request F12 Return  
 10058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN.

F12 Return  
 LFNH39

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Search On: 6 07 DRVABL STALL/QUITS  
 Year Vt Fm Vl Mdl Trans Engine Calib Axle  
 Search On: 2002 T MR  
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SSM 15426 VEH ID INCORRECT, CK FOR AFTERMARKET DEVICE/CHIP  
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F1 Help F3 Exit F7 Backward F8 Forward F9 Print Request F12 Return  
 I0018-BOTTOM OF DATA LOPENH39



**Electronic file for Appendix L on enclosed CD labeled:**

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

**Electronic file for Appendix M on enclosed CD labeled:**

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

**Electronic file for Appendix I on enclosed CD labeled:**

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

**Electronic file for Appendix J on enclosed CD labeled:**

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