ISSUE LIST

Leet Handling Date/	Name/ Reason Desc	Vini Case No.	Model Year and Vehicle Line	itsus Type
Issue Status				
\$/16/2002	·	1FMYU04111KF17898	2001 ESCAPE	06
CLOSED	OSB-REPLACEMENT REQUEST-DUR UNABLE TO REPAIR	341100031		
7/23/2002		1FMYU04111KF17888	2001 ESCAPE	06
CLOSED	RAV - NUMBER OF REPAIR ATTEMPTS	341100031		
6/26/2002		1FMYU04111KF17898	2001 ESCAPE	02.
CLOSED	DSB - STATUS REQUEST	341100031		
4/29/2002		1FMYU04111KF17898	2001 ESCAPE	- 02
CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	341100031		
4/29/2002		1FMYU041111XF17898	2001 ESCAPE	04
CLOSED	CI - DEMAND LETTER	341100031		
4/29/2002		(FMYU04111KF17898	2001 ESCAPE	04
CLOSED	DSB - APPLICATION REQUEST	341100081		
4/28/2002		1FMYU04111KF17898	2001 ESCAPE	01
CLOSED	MISC INCLIRY - CORRESPONDENCE	341100031		
4/13/2002		1FMYU04111KF17898	2001 ESCAPE	01
CLOSED	MISC INCUIRY - COMPANY ADDRESS REQUEST	341100031		
4/10/2002		1FMYU04111KF17898	2001 ESCAPE	02
CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	341100031		
4/9/2002	:	1FMYU04111KF17898	2001 ESCAPE	02
CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	341100031		
4/9/2002		1FMYU04111KF17898	2001 ESCAPE	02
CLOSED	DEALERSHIP - UNASLE TO DUPLICATE CONCERN	341100031		
4/9/2002		1FMYU04111KF17898	2001 ESCAPE	D1
CLOSED	MISC INDUIRY - CSR OBC	341100031		
4/9/2002		1FMYUD4111KF17698	2001 ESCAPE	02
CLOSED	PRODUCT - NEGATIVE FEEDBACK	341100031		
4/9/2002		1FMYU04111KF17898	2001 ESCAPE	02
CLOSED	DEALER GENERATED INFORMATION ISSUE	341100031		
4/8/2002		1FMYU04111KF17698	2001 ESCAPE	.02
CLOSED	DEALERSHIP - WORKMANSHIP	341100031		
4/4/2002		1FMYU04111KF17898	2001 ESCAPE	02
CLOSED	PRODICOMP DURIPERF - KNOWNING FIX AT PRESENT	341100031		
1/8/2002		1FMYU04111KF17898	2001 ESCAPE	03
CLOSED	WARRANTY - BUMPER-TO-BUMPER	341100031	·	
10/29/2001		1FMYU04111KF17898	2001 ESCAPE	03
CLOSED	WARRANTY - BUMPER-TO-BUMPER	341100031		
1/6/2001		1FMYU04111KF17898	2001 ESCAPE	03
CLOSED	WARRANTY - BUMPER-TO-BUMPER	341100031		

All Action Details for Issue

Paint.

VDI: 1FMYU04111KF17898

Year: 2001

Model: ESCAPE Case: 341100031

Harne:

Currer Status: Original Symptom Date: STALLICUITS ACCELERATION ALL ENGINE TEMP

WSD: 2000-11-20 Primary Phone:

Orlain Desc: PHOENIX GROUP

Reason Desc: DSB-REPLACEMENT REQUEST-DLR UNABLE TO REPAIR

lesue Status: CLOSED

Secondary Pho-

leeve Type: 06 DSB

Action: OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION

Design: 20651 FULLERTON FORD

Comm Type: MAIL

Odometer: 23600 Mil Analyst Nume: SHAWN LEWIS

Analyst: SLEW6956

Action Date: No

Action Data: 05/29/2002

Action Time: 08.58.58.138

COMMONIA CUSTOMER STATES CONCERNS WITH VEHICLE HAVING STALLING PROBLEMS, SIX REPAIR ATTEMPTS HAVE SEEN MADE ON THE VEHICLE, CUS-TOMER SEEKS VEHICLE TO BE REPLACED, SHAWN-

Action: DEWARS MAILS REQUESTS FOR DEALER REPORTS

Dealer: 20661 FULLERTON FORD

Odometer: 23500 Mil

Analyst Name: JESSICA BURGOS

Action Date: 06/29/2002

Comm Type: MAIL

Analysi: J-BURGO!

Action Time: 12.01.37.568

Origin Desc: DEMARS

Action Data: Yea

Comments NO COMMENTS AVAILABLE

Date Element Name

Data Value

MENDHAM FORD

FULLERTON FORD

ED CARNEY FORD

DEALER NAME DEALER NAME

DEALER NAME

DEALER NAME

DEALER NAME DEALER NAME

CEALER NAME

CEALER NAME

DEALER NAME

Origin Deec: CONSUMER AFFAIRS - D&B

Action: CSM - MAIL SENT - DSB Dealer: 20851 FULLERTON FORD

Odometer: 23500 Mil

Analyst Name: ALLISE JOHNSON

Action Date: 06/31/2002

Comm Type; MAY.

Armhyst: 4725AJ

Action Time: 16.11.00.646

Action Date: No.

Comments SCHEDULED 7/12 FOR THE NEW YORK SOARD

Action: DEMARS RECEIVES DEALER REPORT

Dealer: 20651 FULLERTON FORD

Odometar: 23500 M Analysi Nama: JESSICA BURGOS

Action Date: 08/04/2002

Coarm Type: FAX Analyst: J-BURGO1

Action Time: 11.38.16.723

Origin Desc: DENARS

Action Date: No

Comments ED CARNEY FORD

Action: DEMARS RECEIVES DEALER REPORT

Dealer: 20851 FULLERTON FORD

Odomater: 23500 Mil

Analyst Name: PATRICIA MOLDENHAUER

Action Date: 06/08/2002

Comes Type: MAR. Analysi: PMOLDENH

Action Time: 15.44.15.291

Origin Deec: DENARS

Action Date: No

Origin Desc: DEMARS

Comments FULLERTON FORD

Action: DEMARS RECEIVES DEALER REPORT

Dealer: 20651 FULLERTON FORD

Odometer: 23500 MI

Analysi, Name: JESSICA BURGOS

Action Date: 06/10/2002

Comm Type: FAX

Analysi: JBURGOL Action Time: 16.38.17.397

Action Date: No

Comments MENDHAM FORD

Action: ADD 40 DAY DELAY CODE

Decler: 20651 FULLERTON FORD

Odometer: 28500 MI

Analyst Name: ALLISE JOHNSON

Action Date: 08/26/2002

Comm Type: FAX

Analyst: 4725AJ Action Time: 11.34.30.243 Origin Deec: CONSUMER AFFAIRS - DSB

Origin Deed: PHOENIX GROUP

Origin Deec: CONSUMER AFFAIRS - 088

Action Deta: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

DELAY CODE

15

Aution: PRIOR RESOLVE - VEHICLE REPUND-MEET'S PRESUMPTION OF LEMON LAW

Dudler: 20851 FULLERTON FORD Odometer: 23500 Mil

Comm Type: FAX

Analyst Hame: C WEAKS

Analyst: 2598CW

Action Date: 07/01/2002

Action Time: 10.34.17.032

Action Data: Yes

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

Data Element Name

Data Value

DATE OF LETTER TO CUSTOMER.

07-01-2002 07-01-2002

40 DAY DELAY CODE

Action: PRIOR RESOLVE AWARD COMPLETED

Dealer: 20651 FULLERTON FORD

Odometer: 23500 Mil

Comm Type: FAX

Analyst: 4725AJ

Analysi Name: ALLISE JOHNSON Action Date: 07/08/2002

Action Time: 14.27.50.801

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Date Element None

Data Value

DATE AWARD PERFORMANCE COMPLETED

COST OF AWARD 30 DAY DELAY CODE 07-08-2002 07-08-2002 07-08-2002

Origin Deed: CONSUMER AFFAIRS - DSB

Origin Desc: CONSUMER AFFAIRS - DSB

Origin Desc: CONSUMER AFFAIRS - DSB

Action: RAV CHECK RECEIVED IN CONSUMER AFFAIRS

Dealer: 20851 FULLERTON FORD

Comm Type: OTHER Analyst: KMITRE

Analyst Name: MITRE, KELLY (KL.) Action Date: 07/24/2002

Odometer: 23500 Mil

Action Time: 16.34.15.792 Action Data: Yes

Contribution NO COMMENTS AVAILABLE

Deta Element Name

Data Value

DATE CHECK RECEIVED

07-24-2002

Action: DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS

Dealer: 20851 FULLERTON FORD

Action Date: 08/18/2002

Comm Type: OTHER

Odometer: 23500 MI Analyst Name: MITRE, KELLY (K.L.)

Analysi: KMITRE Action Time: 08.55.49.842

Action Data: Yes

Comments NO COMMENTS AVAILABLE

Data Element Nume

Data Value

DATE PAPERWORK REC'D

08-14-2002

Action: LIEN HOLDER CHECK MAILED FROM CONSUMER AFFAIRS

Deeler: 20651 FULLERTON FORD

Odometer: 23500 MS

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

Action Date: 08/16/2002

Comis Type: OTHER
Analysi: KMTRE

Action Time: 09.36.36,485

Action Data: Yes

Comments NO COMMENTS AVAILABLE

Date Element Name

Date Value

DATE CHECK MAILED

08-14-2002

All Action Details for lesus

Bint

VIN: 1FMYU04111KF17898

Year: 2001

Model: ESCAPE

Harne:

Owner Status: Original

Case: 341100031 WSD: 2000-11-20

Symptom Deac: STALL/QUITS ACCELERATION ALL ENGINE TEMP

Reason Deed: RAV - NUMBER OF REPAIR ATTEMPTS

Primary Phone: Secondary Pho-

Issue Type: 08 RAV

lesue Status: CLQSED

Action: OPEN CASE FOR DSB PRIOR RESOLVE REFUND - OWNED

Dealer: 20851 FULLERTON FORD

Origin Deed: CONSUMER AFFAIRS - REACCURED

VEHICLES

Odometer: 23500 Mil Amelyst Name: ZERSHA

Comm Type: MAIL

DORSEY

Analyst: Z-DORSEY

Action Time:

Action Data: Yes

Action Date: 07/22/2002

12.44.16.095

Comments NO COMMENTS ADDED

Data Value

UPLOAD DATE

TAG#

Date Sement Name

07-09-2002 2855880

16700

5812

VEHICLE VALUE AMOUNT

NET LOSS AMOUNT

DEVIATION FOR MILEAGE AMOUNT

DEVIATION FOR UPGRADE

DEVIATION FOR OVERALLOWANCE

DEVIATION FOR NEGATIVE EQUITY

DEVIATION FOR OTHER

AMON: RECORD CHECK ISSUANCE FOR DSB PRIOR RESOLVE REFUND

Dealer: 20651 FULLERTON FORD

Origin Desc: CONSUMER AFFAIRS - REACQUIRED **VEHICLES**

Odometer: 23600 MI

County Type: MAL.

Analyst Name: GROCE, DARLENE

Analyst: D-GROCE2

Action Time:

Action Date: Yes

Action Date: 07/23/2002

10.00.08.431

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 AMOUNT	•
CHECK #	6880276
CHECK#	6680277
CHECK#	
CHECKS	
PAYEE	ERIN DITTMAR C/O JOE ORLANDO
PAYEE	FMCC-TAMPA SERVICE CENTER
PAYEE	I MOST INNER A GENTION GENTLEY
PAYEE	·
rnies	

All Action Details for issue

Ethit

Case: 341100031

VM: 1FMYU04111NF17898

Year: 2001

Model: ESCAPE

Karne:

Symptom Deet:

Owner Status: Cripinal

W8D: 2000-11-20

Printery Phone: Secondary Phot

Resear Deec: DSB - STATUS REQUEST issus Type: 02 INFORMATION

Issue Status: CLOSED

Action: CB-DSB WILL REVIEW THE INFORMATION APPLICATION & BE IN CONTACT

Dealer: 20651 FULLERTON FORD

Origin Desc: US CONCERN CASE BASE

Odometer: 28500 MI Analyst Name: AHMED SUHALL Comm Type: PHONE Analyst: ASUHAL

Action Date: 08/20/2002

Action Time: 19.10.06.371

Astion Data: No

Caller Information if Different From Vehicle Owner:

First Name

Middle initial

Leet Name

Day Phone

Relationship

Comments CUSTOMER SAYS: -CUSTOMER CALLING TO CONFIRM DSB HEARING DATE -RECEIVED PHONE CALL THAT HEARING IS SCHEDULED FOR 7/12/2012 -CLIST WANTS TO KNOW EXACT LOCATION AND TIME IT WILL TAKE TO ARRANGE HER SCHEDULE -CUST WANTS TO URGENTLY HAVE SOMEONE CALL WITH LOCATION TIME ON PHONE (973) 680 - 3608 PER CUSTOMER, DEALER SAYS; -NONE CAC ADVISED; - USB WILL REVIEW THE APPLICATION, BE IN CONTACT - DOCUMENTED ADDITIONAL INFORMATION, ADDIED TO FILE - FOR ADDITIONAL INFORMATION CONTACT DSB IN WRITING AT: PO BOX 5120 SOUTHFIELD, MI 48086-5120 INFERENCE CASE ID: 1551

Action: CB-DSB WILL REVIEW THE INFORMATION APPLICATION & BE IN CONTACT

Dealer: 20651 FULLERTON FORD

Origin Deed: US CONCERN CASE BASE

Odometer: 23500 Mil.

Analyst Name: CHARMAINE EDWARDS

Conyn Type: MAIL

Action Date: 06/26/2002

Analysi: CEDWARDS

Action Time: 16.18.02.488 Action Date: No

Caller Information II Offerent From Vehicle Owner:

First Name

Middle initiel

Last Name

Day Phone

Relationship

Constituting Customer Bays: -- Transfer Call From Keisha INQ-- -- -- I Want This added to My File -on JUNE 25 CAR STALLED WHILE DRIVING 40 MPH -DOWN A HILL - PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - DSB WILL REVIEW THE APPLICATION , BE IN CONTACT - DOCUMENTED ADDITIONAL INFORMATION , added to file - for additional information contact DSB in Writing at: 90 box 5120 Southfile.d., NE 48088-5120 INFERENCE CASE ID: 1651

All Action Details for issue

Erint

Case: 341100031

VIN: 1FMYU04111KF17898

Year: 2001

Model: ESCAPE

Name:

Owner Status: Original Symptom Deed; STALL/QUITS ACCELERATION ALL ENGINE TEMP WBD: 2000-11-20

Respon Desc: PRODICOMP DUR/PERF - VEHICLE CHALITY

Primary Phone: Secondary Pho: .

Issue Type: 02 INFORMATION

feature Status: CLOSED

Action: ADVISE CUST THAT THEY WILL RECEIVE INFO FROM DSB IN THE MAIL Origin Deeg: US CONCERN CASE BASE

Odomater: 1 Mil

Deeler: 20651 FULLERTON FORD

Comm Type: MAIL

Analyst Name: CHARMAINE EDWARDS

Analyst CEDWARDS

Action Date: 04/25/2002

Action Time: 16.23.37.432 Action Date: No

Caller Information of Different From Vehicle Owner:

First Name

Middle initial

Loui Harse

Day Phone

Relationatrio

Comments CUSTOMER SAYS: -IT'S BEEN 10 DAYS AND I HAVE NOT BEEN CONTACTED BY THE DBS 4 WANT TO 19NOW WHAT IS GOING ON -I WANT A PHONE # FOR THE DSB PER CLISTOMER, 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: C8-ADVISE CLIST INFO WILL BE SENT TO OUR: CONTACT ORN

Dealer: 20851 PULLERTON FORD

Gomm Type: PHONE

Odometer: 20393 MI Assist Name: SANDRA FLOURNCY

Analyst SFLOURING Action Three: 10.19.14.391

Action Date: No

Caller Information if Different From Vehicle Duner:

Flort Name

Action Date: 04/29/2002

Middle india:

Lest Name

Day Phone

Origin Deec: US CONCERN CASE BASE

Relationarilo

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 WATING ON A FINAL FIX PER CUSTOMER, DEALER SAYS: -FULLERTON FORD CAC. ADVISED: - CRIMISERY MICH UNAVAILABLE - FORWARDED INFORMATION TO CRIMISERY MICH. REQUESTED CRANSERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS ""OBC TO SVR MRG"" -LEFT A MESSAGE FOR HIM TO CALL BACK INFERENCE CASE ID: 1548

Action: OUTBOUND CALL TO DEALER.

Dealer: 20861 FULLERTON FORD

Origin Deec; MANUAL - PHONE CER.

Odometer: 22393 MI

Analyst Name: SANDRA FLOURNOY

Comm Type: PHONE

Analyst SPLOURNO

Action Date: 04/28/2002

Action Time: 12.18.38.681

Action Date: No

Cultur Information If Different From Vehicle Owner:

First Name

Middle initial

Day Phone

Relationship

Comments CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE

Action: OUTBOUND CALL TO DEALER

Dealer: 20651 FULLERTON FORD

Comm Type: PHONE

Origin Dute: MANUAL - PHONE CSR

Odometer: 1 Mi Analyst Name; LITISHA PEREZ

Action Date: 04/29/2002

Analyst: LPEREZ

Action Time: 14.28.21.573

Action Date: No

Caller Information If Officient From Vehicle Owes:

First Nume

Middle **Initi**al

Last Hame

Day Phone

Relationship

COMMINIOR 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 ADMISED: ADVISED CUST THAT CROFMC NEEDS TO KEEP A COMMUNICATION WITH DLR IN ORDER TO HAVE CUST VEH REPAIRED AS ALL REPAIRS TAKE PLACE AT THE DLRSHP LEVEL, OSC TO DLR LEFT VOICEMAIL FOR ALLAN SVC MGR ADVISED OF CUST SITUATION, LEFT AGENT CONTACT MFO. 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: 20661 FULLERTON FORD.

Odometer: 1 Mil

Analyst Name: LITISHA PEREZ

Action Date: 04/29/2002

Comm Type: PHONE

Analysic LPEREZ

Action Time: 15.25.34.171

Origin Desc: MANUAL - PHONE CSR

Action Date: No

Coller Information If Different From Vehicle Owner:

First Name

Middle initial

Last Name

Day Plone

Relationship

COMMINION CUSTOMER SAYS: NONE PER CLISTOMER, 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.

All Action Details for feaut

Print

VM: 1FMYU04111KF17888

Year: 2001

Model: ESCAPE

Case: 341100031

Name:

Owner Status: Original Symptom Deec: STALL/QUITS ACCELERATION ALL ENGINE TEMP WSD: 2000-11-20

Primary Phone: Succendary Phe

Reason Desc: CI - DEMAND LETTER

Dealer: 01765 MENDHAM FORD, INC.

Issue Type; 04 REGION

Action Date: 04/16/2002

leave Status: CLOSED

Action: OPEN REGION CONTACT

Origin Deac: CONSUMER AFFAIRS - CONSUMER

MTERVENTION

Odometer: 1 ML

Comm Type: MAIL

Analyst Name: STEVEN

Analyst: BMCKEL1

MICKELSON

Action Time:

17.02.69.154

Action Date: No

Comments "NJ DEMAND LETTER DATED:04/10/02"CI RECIEVED: 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

Design: 01785 MENDHAM FORD, INC.

Origin Deac: CONSUMER AFFAIRS - CONSUMER

INTERVENTION

Odometer: 134

Comm Type: MAIL

Analyst Name: STEVEN

Anahat; SMICKEL1

MICKELSON

Action Times

Action Date: 04/16/2002

17.08.33.283

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Outs Element Name	Deta 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

Dester: 01785 MENDHAM FORD, SIC.

Origin Deec: FIELD ORGANIZATION

Odometer: 1 Mil

Analysis Marsie: CHARELLO, PAUL (P.J.)

County Type: VISIT Analysi: PCHIAREL

Action Date: 04/29/2002

Action Time: 13.09.48.984

Action Date: No

Comments NO COMMENTS AVAILABLE

Print

VIN: 1FMYU04111KF17688

Year: 2001

Model: ESCAPE

Case: 341100031

Nathe: :

Owner Status: Original

WSD: 2000-11-20

Symptom Deec; STALL/CUITS AT CRUISE ALL ENGINE TEMP

Primary Phone: Secondary Phon

Region Deec: DSB - APPLICATION REQUEST Isaue Type: 04 REGIÓN

laana Status: CLOSED

Action: CB-ADVISE CUST OBC TO DLR WILL BE MADE: DSB APP IS BEING SENT

Dealer: 01765 MENDHAM FORD, INC.

Origin Deez: US CONCERN CASE BASE

Odpeneter: 22393 Mil

Comm Type: PHONE

Analyst Name: MOHAMED EBRAHIM

First Name

Analyst: MEBRAHIM Action Time: 08.40,32,988

Action Date: No

Action Date: 04/18/2002

Caller Information If Different From Vehicle Owner:

Middle Initial

Leat Name

Day Phone

Relationship

COMMENTS CUSTOMER SAYS: CUST CALLED TO SAY THAT THE VEH IS STALLING, TOOK THE VEH TO THE DURSHIP MORE THAN THREE TIMES FOR THE SAME PROBLEM. THE DURSHIP COULD NOT DUPLICATE THE PROBLEM, CUST JUST CALLED TO BAY 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 DURSHP 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: 1976

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 01785 MENDHAM FORD, INC.

Odometer: 22393 Mil

Comm Type: VISIT

Analyst Nume: MAPLECREST FORD

Action Date: 04/18/2002

Anabast: C-CARL84 Action Time: 10.40.45.732 Origin Deec: DEALER

Action Date: No

Origin Deec: PIELO ORGANIZATION

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

JERSEY

Action: FORD COVERED REPAIR MADE - WARRANTY

Dealer: 01785 MENDHAM FORD, INC.

Odomater: 22393 Mil

Comm Type: VISIT

Analyst Nume: CHARELLO, PAUL (P.J.) Action Date: 04/28/2002

Analyst PCHBAREL Action Time: 13.08.25.727

Action Data: No

COMMANDS PER SERVICE MANAGER CARL, VEHICLE HAS BEEN REPAIRED.

All Action Cotalis for leave

Print

VIN: 1FMYU04111KF17898

Name:

Year: 2001

Model: ESCAPE

Case: 341100031

Symptom Deac:

Owner Status: Original

W30: 2000-11-20

Primary Phone: Secondary Phon

Reason Deed: MISC INCURY - CORRESPONDENCE

teaus Type: 01 (NQUIRY)

Action Date: 04/26/2002

Insue States: CLOSED

Action: CB-INFORM CUSTOMER OF CAC RESPONSE

Origin Desc: US CONCERN CASE BASE

Dealer:

Octometer:

Comm Type: PHONE

Analyst Name: SABRINA KNIGHTS

Analyst: SKNIGHTS

Action Time: 12.13.15.767

Action Date: No

Caller Information if Different From Vehicle Owner:

First Name

Middle initial

Lout Name

Deer Phone

Comments CUSTOMER SAYS: -CUST STATES THAT SHE WOULD LIKE DOCUMENTATION SENT TO THE REGION THAT SHE HAD NOT RECIEVED ANY RESPONSE BACK IN THE MAIL OR VIA 1946 - THAT THE HEAD OFFICE HAD RECIEVED THE LETTER PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: INFOMRED CUST THAT IMPO 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 Datalle for lesue

Patrix

Case: 341100031

VIN: 1FMYU04111KF17998

Year: 2001

Model: ESCAPE

Nume: 1

Owner Status: Original

WED: 2000-11-20

Primary Phone:

Symptom Desc:

Rangon Dage: MISC INCLURY - COMPANY ADDRESS REQUEST

leaus Type: 01 INQUIRY

Issue Status: CLOSED

Secondary Pho

Action: PROVIDE FORD CAC ADDRESS

Dealer: 20651 FULLERTON FORD Odometer: 1 MS

Comm Type: PHONE

Analyst: UGNG2

Origin Desc: US REDIRECT CASE BASE

Anniver Name: LINDON KING Action Data: 04/13/2002

Action Time: 12.55.42.444

Action Date: No

Caller Information & Different From Vehicle Owner:

First Name

Middle initial

Laut Name

Day Phone

Relationship

Community Clistomer Says: -Wants to Bend Finc a Final Notice to have vehicle repaired -will se ENVOKING 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 18800 EXECUTIVE PLAZA DRIVE P.O. BOX 6248 DEARBORN, MAIL (INFO CONFIRMED WITH TEAM LEAD COLETTE) -INFORMED CUSTOMER OF LAST DOCUMENTATION DONE ON 04/10/2002 INFERENCE CASE IC: 78

All Action Datalia for lesus

Print

VBI: 1FMYU04111KF17898

Name:

Symptom Desc:

Reason Deed: PRODYCOMP DUR/PERF - VEHICLE QUALITY Issue Type: 02 INFORMATION

leave Status: CLOSED

Action: SUPPORT DEALER SPREGIONS DECISION Dealer: 01765 MENDHAM FORD, INC.

Odometer: Analyst Name: VIOLET RICHARDSON

First Name

Action Date: 0405/2002

Comm Type: PHONE

Analyst: VRICHARD

Year: 2001

Action Time: 08.32.48.181

Owner Status: Original

Action Date: No

Model: ESCAPE

WSD: 2000-11-20

Primary Phone:

Secondary Pho:

Caller Information # Different From Vehicle Dwner:

Middle initial

Laut Name

Day Phone

Origin Deep: US CONCERN CASE BASE

Relationship

Care: 341100031

Comments CUSTOMER SAYS: - CUST IS CALLING BACK TO SPEAK WITH THE SUPERVISOR - CLIST WOLLD LIKE TO SPEAK WITH LOUISA - CLAIMS SHE WAS TOLD THAT THE VEH WILL BE TAKEN TO ANOTHER DURSHIP - VIEH IS DYING AT RANDOM AND UNABLE TO STEER AND BRAKE - CUST WOULD LIKE TO BE REACHED AT 6PM ON CELL 201-986-5201 PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DURAREGION DECISION INFORMATION WOULD BE PROVIDED TO THE SUP, INFERENCE CASE ID: 1815

Action: OUTBOUND CALL TO DEALER

Dealer: 01786 MENDHAM FORD, INC.

Odomater

Analysi Name: JILLIAN SHAPRO

Action Date: 04/06/2002

Comm Type: MAIL,

Analysic JSHAPIRO

Action Time: 08.68.40.649

Action Date: No

Caller Information If Different From Vehicle Owner:

First Marco

Middle Initial

Last Name

Day Phone

Origin Desc: MANUAL - PHONE CSR

Relationable

Comments CUSTOMER BAYS: PER CUSTOMER, DEALER BAYS: CAC ADVISED: - MATT CALLED CUST BACK FOR SUP CALL A COUPLE OF DAYS AGO ALSO SPOKE TO CARL, CSM AT MENDHAMMAPLECREST FORD - CARL, SAID SINCE CUST HAS LEFT HER VEH THERE AT DURSHP, THEY WILL DRIVE VEH ONE MORE TIME TO TRY AND VERSFY CONCERN - OBC TO CARL TO LET HIM KNOW THAT ORC RESOURCES HAVE FOUND ANOTHER RELATED SSM: 15039, THAT MAY RELIEVE CONCERN - CARL SAID HE ROAD TESTED VEH AGAIN CONCERN DID NOT EXHIBIT -SAID CLIST SHOULD TAKE VEH TO PULLERTON WHEN SHE GETS BACK FROM HER TRIP - THIS WAS ALREADY AGREED UPON BETWEEN AGENT, CUST AND FULLERTON FORD AS PER 4/03 DOCUMENTATION - FULLERTON WILL BE INFORMED BY AGENT OF SSM 16589 - OBC TO ALAN, CRM AT PULLERTON - ALAN SAID THAT THEY WILL ONLY PERFORM SAID SEM 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: 01765 MENDHAM FORD, INC.

Odometer:

Annihist Name: LOUISA PAGLIUCA

Action Date: 0406/2002

COMMITTIONE PHONE

Analyst LOUPAGLI Action Time: 17.28.11.020 Origin Desc: MANUAL - PHONE CSR

Action Date: No

Caller Information If Different From Vehicle Owner.

First Name

Middle Initial

Leat Name

Day Phone

Relationship

Comments CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - SUPERVISOR LOUISA 7814 - OBC TO CUST @ 201-865-5201 - LET A MSG ON VOICE MAIL - NXT CSR PLS ADVISE: - CUST IS RESPONSIBLE TO GET VEH TO THE OTHER DUR; FORD WILL NOT PAY FOR ANOTHER TOW - CARL SAID SINCE CUST HAS LEFT HER VEH THERE AT DURSHIP, 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 FROW 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: 01765 MENDHAM FORD, INC.

Odometer:

Analyst Name: LOUISA PAGLIUCA

Action Date: 04/08/2002

Comm Type: PHONE
Analyst: LOUPAGLI

Action Time: 16.35.28.389

Action Date: No

Caller Information If Different From Vehicle Owner:

First Nume

Middle initial

Last Name

Day Phone

Origin Deec: MÁNUAL - PHONE CSR.

Relationable

COMMINION CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - OBC TO CUST AND ADVISED HER THAT UNTILL THE DUR CAN DUPLICATE THE CONCERN THERE ARE NO REPAIRS NECESSARY - MENCHAM 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 DUR 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 DUR 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: 20651 FULLERTON FORD

Odometer: 22081 Mil Analyst Name: JILL BURKE

Action Date: 04/09/2002

Comm Type: PHONE Analyst JEURICE

Action Time: 19.34.16.564

Origin Deep: US CONCERN CASE BASE

Action Date: No

Cailer Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Our Phone

Relationship

Action: SUPPORT DEALER SREGION'S DECISION

Dealer: 20861 PULLERTON FORD

Odometer: 1 Mil

Analyst Name: MICHELLE BIGGART

Action Date: 04/10/2002

Commit Type: PHONE

Analyst: MBIGGART

Action Time: 06.58.29.681

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name

Middle billed

Last Name Day Phone

Origin Desc: US CONCERN CASE BASE

Relationable

COMMENTS CUSTOMER SAYS: -MEH CURRENTLY AT DUR WANT O'B TO VARIEY IF DUR HAVE LOCKED AT VEH -NO VERY HAPPY PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DURINEGION DECISION -OBC TO DUR SPOKE TO ALLAN SAID 18T TIME DEALING WITH CUST-WILL CHECK VEH FOR CODES AND CONTACT CUST -CUST AS PER DRL CONVERSATION INFERENCE CASE ID: 1615

All Action Datalle for leave

Patri .

VM: 1FMYU04111KF17898

Year: 2001

Model: ESCAPE

WSD: 2000-11-20

Case: 341100031

Neme:,

Owner Status: Original Symptom Deec: STALL/QUITS ACCELERATION HOT ENGINE Resect Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY

Primary Phone: Secondary Pho:

leave Type: 02 INFORMATION

lessue Status: CLOSED

Action: CB-SUPPORT DEALERSHIP'S/REGION'S POSITION

Dealer: 20851 FULLERTON FORD

Comm Type: PHONE

Origin Deec: US CONCERN CASE BASE

Odometer: 22000 MI Analyst Name: CHARMAINE DUHANEY Action Date: 04/09/2002

Analyst: COUHANEY

Action Time: 18.83.66.175 Action Dets: No

Culter information if Different From Vahicle Owner:

First Name

Middle initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: ==CUST WOULD LIKE TO KNOW IF THERE IS A TSS OUT THERE WHY CANT THE DUR 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 --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

Print

VIN: 1FMYLIOH115KF17898

Year: 2001

Model: ESCAPE W80: 2000-11-20 Case: 341100031

Marine:

Owner Status: Critinal Bymptom Deac: STALL/QUITS ACCELERATION ALL ENGINE TEMP

Primary Phone:

Reason Deed: DEALERSHIP - UNABLE TO DUPLICATE CONCERN

Secondary Phos

Issue Type: 02 INFORMATION

Dealer: 20661 FULLERTON FORD

First Name

lesus Status: CLOSED

Action: DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

Origin Deec: US CONCERN CASE BASE

Odometer: 22000 MI

Comm Type: PHONE

Analysi Name: MICHELLE SUTHERLAND

Analyst MSUTHER

Action Time: 16.23.27.582 Action Data: No

Action Date: 04/08/2002

Caller Information If Different From Vahicle Owner:

Middle initial

Day Phone

Relationship

Comments CLISTOMER SAYS: >> LOCKING FOR A MORE DETAIL DATES - 12-27-01 10-22-01 WOULD LIKE A DETAIL - FROM THE DURSHP - INFO WAS FAXED - CUST DOES NOT UNDERSTAND INFO SENT >> CUST CANNOT GO BACK TO DURSHIP - AS THEY DON'T WANT HER BUSINESS >> CUST TOOK VEH BACK INTO DURSHIP (PURCHASING DUR) COULD NOT DUPLICATE THE CONCERN >> CUST IS CONCERN FOR HER SAFETY IN VEH PER CUSTOMER. DEALER SAYS: >> NONE >> DID NOT PURCHASE VEH FROM DURBHP - GO BACK TO HER SELLING DURSHP - CAC ADVISED: >>>> OBC TO JESSICA AT 908-964-7700- WOULDN'T RECOMMEND CALLING HER BACK AGAIN - VERY UPSET W/ CRC >>> SHE STATES DURSHIP HAS DONE ALLTHEY CAN DO ASSIST - WORKING W/THREE OTHER DURSHIPS TO GET INFO FOR CUST >> THERE IS NO OTHER DETAIL INFORMATION >>>> EXPLAINED TO CUST THAT SHE WILL HAVE TO CONTINUE TO WORK W/ MENDHAM FORDUESSICA FOR ANY FURTHER INFO NEEDED -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 CEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS 600N AS (INTERMITTENT) CONCERN IS NOTICED >> OBC TO FULLERTON FORD - SPOKE TO ALLAN SMI WHO STATED DURSHED IS NOT GOING TO DO ANYTHING UNTIL THEY CAN VERIFY THIS CONCERN. CLIST WILL HAVE TO CONTINUE TO BRING VEH IN WHEN CONCERN IS HAPPENING >> CRC RECOMENNED HAVING VEH TOWED INFERENCE CASE ID: 4482

All Action Details for leave

Erint

VIN: 1FMYU04111KF17898

Year: 2001

Model: ESCAPE

Owner Status: Original

W8D: 2000-11-20

Custo: 341100031

Symptom Desc:

Name:

Reason Dead: MISC INQUIRY - CSR OBC

Primary Phone: Secondary Phot

leave Type: 01 INQUIRY

lesus Status: CLOSED

Action: OUTBOUND CALL TO DEALER

Origin Deed: MANUAL - PHONE CSR.

Dealer: 01766 MENDHAM FORD, INC. Odometer: 22000 Mi

Comm Type: PHONE

Anahot SJAMES

Analyst Name: SHIRA JAMES Action Date: 04/09/2002

Aution Time: 08.25.38.010

Action Date: No.

Caller Information & Different From Vehicle Owner:

Piret Name

Middle initial

Lock Name

Day Phone

Relationable

Comments CUSTOMER SAYS: " CUST SAYS SHE WOULD LIKE TO KNOW WHAT SERVICE MENDAM DUR HAS ATTEMPTED ON VEH - SAYS SHE IS NOT ALLOWED BACK TO DURSHIP AND WILL BE GOING TO ANOTHER DUR FOR SERVICE PER CUSTOMER, DEALER SAYS: " NONE " CAC ADVISED: OUTBOUND CALL TO DEALER - MENDHAM FORD, INC. " SPOKE WEKARL IN SERVICE "STATED THAT A SSM 15434 WAS PERFORMED ON THE VEH " CLIST WAS ADVISED AS PER WARRANTY WORK COMPLETE ON VEH.

Action: OUTBOUND CALL TO DEALER

Depler: 01785 MENDHAM FORD, INC.

Comm Type: PHONE

Analysi: LPEREZ

Origin Doso: MANUAL - PHONE CER-

Aution Time: 15.21.15.087

Caller Information If Different From Vehicle Owner:

First Name

Analyst Name: UTISHA PEREZ

Action Date: 04/09/2002

Odometer: 1 Mil

Middle In Hel

Lest Name

Action Date: No

Day Phone

Relationship

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 973-822-3839 PER CUSTOMER, DEALER SAYS, MENDHAM FORD CAC ADVISED: OBC TO MENDHAM FORD JESSICA IS NOT AT THE MENDHAM LOCATION. SHE IS ATTEMPTING TO GATHER ALTHE INFO AND PROVIDE IT TO SOMEONE AT THAT LOCATION, ASKING FOR CUST'S PATIENCE.

Action: OUTBOUND CALL TO DEALER

Dealer: 01785 MENDHAM FORD, INC.

Odometer: 22000 Mil

Analyst Name: RICHARD GRAESSER

Action Date: 04/09/2002

Comm Type: PHONE Analyst: RGRAESSE

Action Time: 15.48.07.677

Origin Desc: MANUAL - PHONE CSR

Action Date: No.

Caller Information If Different From Vehicle Owner.

First Name

Middle (niital

Last Name

Day Phone

Relationship

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, 0/28/01 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

Poloi

Case: 341100031

VIN: 1FMYU04111KF17898

Yesr: 2001

Model: ESCAPE

Hame:

Owner Status: Original

WSD: 2000-11-20

Symptom Deec:

Reason Deec: PRODUCT - NEGATIVE FEEDBACK

Primary Phone: Secondary Phot

Issue Type: 02 INFORMATION

Inema Status: CLOSED

Action: ADVISE CUSTOMER THE FEEDBACK HAS BEEN DOCUMENTED

Dealer: 20651 FULLERTON FORD Odometer: 22000 Mil

Comm Type: PHONE

Analysi Name: EVELYN FCX

Analysic EFOX11

Action Date: 04/08/2002

Action Time: 10.19.46.261

Action Date: No

Caller Information if Different From Vehicle Owner:

First Name

Middle initial

Last Name

Day Phone

Origin Deec: US INQUIRY CASE BASE

Relationable

CONTRIBUTED CUSTOMER SAYS: "NEED HELP OBTAINING PAPERWORK FROM DURSHIP THAT I AM HAVING DIFFICULTY WITH #DURSHP WILL NOT ALLOW ME ON THEIR PREMISIS AND I NEED TO HAVE THE COPY OF THE PAPER WORK THAT I AM MISSING =1 HAVE THE RECEIPTS FOR 9/25/01, 11/14/01, 2/25/02 =1 NEED REPORTS FOR 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

Case: 341100031

VM: 1FMYU04111KF17898

Year: 2001

Model: ESCAPE

Brington Desc:

Owner Status: Original

WSD: 2000-11-20

Reason Deed: DEALER GENERATED INFORMATION ISSUE

Primary Phone: Secondary Phys

issue Type: 02 INFORMATION

Issue Status: CLOSED

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 20851 FULLERTON FORD

Origin Desc: DEALER

Odometer: 22521 MJ Analyst Name: KEITH DAVIS Comm Type: PHONE Analyst: K-DAV11

Action Date: 04/03/2002

Action Time: 09.39.00.202

Action Date: No

Community 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 VERLEY 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: 20651 FULLERTON FORD

Origin Date: MANUAL - PHONE CSR

Odometer: 22521 MF Analyst Name: JELLIAN SKAPIRO Comm Type: PHONE Analyst: JSHAPIRO

Action Date: 04/03/2002

Action Time: 11.36.03.313

Action Date: No

Caller Information & Different From Vehicle Owner:

First Marco

Middle initial

Last Nac

Day Phone

Relationship

Commands CLISTOMER SAYS: - CLIST CALLED FULLERTON FORD AND SPOKE TO ALAN, CRM, AT 808 722 2501 -VEH IS AT MENDEM PORD - WANTS VEH PICKED UP IF POSS AND TAKEN TO FULLERTON FORD. SELLING DI RISHP - CUST SAYS SHE CAN BRING VEH IN 18T THING MONDAY OR LATER IN THE WEEK TO A DRIVE WITH DURHSP -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 ALAM, SM - TOLD ALAN THAT CUST IS WILLING TO DRIVE VEH WITH DURSHP WEXT 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 DURSHP 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 DURSHIP BACK TO ARRANGE APPOINTMENT ---- SUPERVISOR CALL IS NO LONGER REQUIRED -----

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 20851 FULLERTON FORD

Odometer: 22041 MI Analyst Name: KEITH DAVIS Commit Type: VISIT ANNING: K-DAV11

Orlain Deec: DEALER

Action Date: 04/09/2002

Action Time: 09.28.25.179

Action Date: No

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

All Action Details for Issue

Print

VIN: 1FMYUD4111KF17698

Year: 2001

Model: ESCAPE

Case: 341100031

Numec

Symptom Deec:

Owner Status: Original

WSD: 2000-11-20

Primary Phone:

Resear Deec: DEALERSHIP - WORKWANSHIP

Secondary Phot

lesus Type: 02 INFORMATION

Nasura Status: CLOSED

Action: THANK CUST FOR THEIR FEEDBACK AND ADVISE TO CONTACT SERVICE MGR F

Dealer: 01785 MENDHAM FORD, INC.

Orlain Deec: US INCURY CASE BASE

Odometer: 1 ML

Commit Type: PHONE Analyst NALI

Analyst Name: NURUS SABA ALI Action Data: 04/08/2002

Action Times 08.18.08.122

Action Date: No

Caller information if Different From Vehicle Comer:

First Name

Middle initial

Last Name

Day Phone

Relationship

COMPANIES CLISTOMER SAYS: CLIST 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 VEN EVER TO MENOHAM FORD CARL TOLD THE CUST TO TAKE THE VEH TO PULLERTON FORD THE SELLING DUR WHICH IS VERY FAR AWAY AND INCONVENIENT FOR THE CUST CUST SAYS PURCHASED A FORD VEH AS THEY WOULD BE EASY TO SERVICE SINCE MENDAHAM 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 ACHEIVE RESOLUTION, CUST WANTED TO SPK WITH LOUISA CUST INF 1HAT 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.

Odometer:

Analyst Name: AUDREY YEUN

Action Date: 04/08/2002

Comm Type: PHONE Analysic AYUEN

Action Time: 10.23.03.483

Origin Desc: MANUAL - PHONE CSR

Action Date: No

Caller Information If Different From Vehicle Owner:

First Herse

Middle Intial

Last Name

Day Phone

Relationship

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 973-660-3608 NOT AT HOME -ALSO IF SHE DOES NOT ANSWER HER WORK LIME THAT "IT SHOULD BE PRESSED AND SOMEONE WILL FIND HER

Print

VIN: 1FMYU04111KF17888

Year: 2001

Model: ESCAPE

Owner Status: Original

Case: 341100031 WSD: 2000-11-20

Symptom Deec: STALL/QUITS DECELERATION HOT ENGINE

Primary Phone: 6

Reason Deag: PROD/COMP DUR/PERF - KNOWNING FIX AT PRESENT

Secondary Phon-

tesus Type: 02 INFORMATION

leave Status; CLOSED

Action: ADVISE CUST NO REPAIR PROCEDURES AVAILABLE

Dealer: 01765 MENDHAM FORD, INC.

Origin Deed: US CONCERN CASE BASE

Odometer: 21929 Mi

Comm Type: PHONE

Analyst Name: JILLIAN SHAPIRO

First Name

Analyst: JSHAPIRO Action Time: 08.43.15.193

Action Date; No

Action Date: 04/02/2002

Catter Information if Different From Vehicle Owner:

Middle initial

Day Phone

Relationship

Comments CUSTOMER SAYS: - VEH STALLED AGAIN LAST NIGHT - GOING AWAY FOR 5 DAYS PER CUSTOMER. DEALER BAYS: 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 & G105 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, CRIM OR SM - SPOKE TO JOE, BERVICE ADVISOR - SAYS CUST HAS BEEN IN 3 TO 4 TIMES WITH STALLING CONCERN - DURSHP HAS NEVER DUPLICATED CONCERN, REPLACED PARTS ANYWAY, KNEW MAY NOT REPAIR PROBLEM - CHECKED CASIS, FOUND NOTHING - FSE HAS TAKEN A LOOK AT VEH, MADE SUGGESTIONS FOR THE DURSHIP TO TRY BUT APPARENTLY CONCERN IS STILL HAPPENING - ALREADY TRIED SSM 15434 (IN ECH NO FIX SITE) - RECOMMENDED ANOTHER DURSHP - UPDATED CUST, NEED TP SPEAK TO SM, NOT IN TODAY - WILL CALL CUST BACK TOMORROW AT 8:30AM AT CELL: 201 965 5201 - AFTER SPEAKING TO SERVICE MANAGER AT MENDHAM FORD AT MAM INFERENCE CASE ID: MICH

Action: OUTBOUND CALL TO DEALER

Dealer: 01785 MENDHAM FORD, INC.

Odometer: 22000 MI

CONTRI Type: PHONE Analyst: JSHAPIRO

Analyst Name: JILLIAN SHAPIRO Action Date: 04/03/2002

Action Time: 09.24.31.816

Origin Deed: MANUAL - PHONE CSR

Action Date: No

Caller leformation if Officent From Vehicle Cymer:

First Name

Micidia Initial

Last Name Day Phone

Relationship

Community CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: - OBC TO MENDHAM FORD TO JESSICA M. GARIBALDI CUSTOMER RELATIONS MANAGER PHONE: 908.964.7700 OR - CARL CARLISEN CUSTOMER: SERVICE DIRECTOR PHONE: (973) 643-2631 - SPOKE TO CARL WHO SAID CLIST SHOULD GO SACK TO SELLING DLRSHP

Action: OUTBOUND CALL TO FORD/MERCURY CUSTOMER

Dealer: 01785 MENDHAM FORD, INC.

Odometer: 22000 Mil. Aneket Name: JELLAN SHAPIRO

Action Date: 04/03/2002

Commit Types: PHONE: Analysic JSHAPIRO

Action Time: 09.24.31.816

Caller Information If Different From Vehicle Owner:

First Name

Middle initial

Last Name

Action Date: No

Day Phone

Origin Desc: MANUAL - PHONE CSR.

Relationable

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 CLIST ON VOICE MAIL ADVISING THAT WE ATTEMPTED TO CONTACT HER- AS CUST MAY STILL BE AT DURHSP, CALLED THERE TO SPEAK TO HER AT 908.984.7700 - ASKED TO JOE OR CARL - 978-643-2631 SPOKE TO DLR SERVICE DEPT: -CUST NOT AT DUR: CUST UNREACHABLE: NEXT CSR CAN ADVICE: =DLR HAS INSPECTED. VEH AND WILL DRIVE IT AGAIN TO TRY TO DUPLICATE CONCERN, HOWEVER, DUR HAS EXHAUSTED ALL RESOURCES AND RECOMMENDS THAT CUST BRING WEH TO SELLING OLD AS THIS DUD CAN NOT SPEND MORE TIME LOCKING AT VEH WITHOUT BEING ABLE TO DUPLICATE ANY CONCERN(S) AS DUR WILL HAVE TO PAY TECHNICIAN FOR TIME SPENT LOCKING AT VEH WHICH WILL NOT BE COVERED BY WARR IF NO PROBLEM IS FOUND (THIS WILL BE CUST EXPENSE). "DUR POSITION: UNABLE TO DUPLICATE CONCERN.

Action: SUPERVISOR REFERRAL FOLLOW-UP

Dealer: 01766 MENDHAM FORD, INC.

Odometer: 21000 MI

Analyst Name: MOHAMED BERAHM

Action Date: 04/03/2002

Comm Type: PHONE

Analyst: MEBRAHMA

Action Time: 09.47.68.825

Origin Deec: MANUAL - PHONE CSR

Action Date: No.

Caller Information if Different From Vahicle Owner:

First Nume

Middle Initial

Leat Name

Day Phone

Relationship

Comments CLISTOMER SAYS: CUST CALLED TO SAY SUPERVISOR MATT 3088 CALLED HER BUT SHE MISSED THE CALL CLIST 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 PLIT A REQ FOR SUPERVISOR TO CALL HER ON HER CELL NUMBER 201 985 5201.

Action: HANG-UP

Dealer: 01768 MENDHAM FORD, INC.

Odometer: 1 Mil

Analyst Name: STACY BROWN

Action Dete: 04/03/2002

Comm Type; PHONE

Analysic SBROWN48

Action Time: 10.41.24.313

Action Date: No.

Caller Information if Different From Vahicle Owner:

First Name

Middle Initial

Last Name Day Phone

Origin Desc: MANUAL - NO CUSTOMER

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

Deider: 01766 MENDHAM FORD, INC.

Odometer:

Analyst Name: LOUISA PAGLIUCA

Action Date: 04/04/2002

Comm Type: PHONE Analysis: LOUPAGLI

Action Time: 12.55.08.722

Origin Deec: MANUAL - PHONE CSR

Action Date: No

Caller Information of Different From Vahicle Owner:

First Name

Middle initial

Last Heres

Day F

Relationship

Community CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - SUPERVISOR LOUISA 7814 - OBC TO CUST ON CELL 201-965-5201 AND LET A VOICE MSG - OBC TO CUST AT HOME NUMBER AND LET A VOICE MSG - WILL FOLLOW UP 04/05/02

All Action Datalis for leave

Print

VM: 1FMYU04111KF17898

Year: 2001

Model: ESCAPE

Case: 341100031

Norma:

Owner Status: Original

W80: 2000-11-20

Symptom Dees: STALL/QUITS AT IDLE COLD ENGINE Resear Desc: WARRANTY - BUMPER-TO-BUMPER

Primary Phone: Secondary Phor-

Issue Type: 03 CONCERN

lesse Status: CLOSED

Action: ADVISE CUST INFO WILL BE SENT TO DUR: CONTACT CRM

Dealer: 20851 FULLERTON FORD

Comm Type: PHONE

Origin Deec: US CONCERN CASE BASE

Odometer: 14000 MB

Analyst: AFAIRCLO

Analyst Name: ANGRENE FAIRCLOUGH Action Date: 10/18/2001

Action Time: 10.24.38.708

Action Date: No

Caller Information If Different From Vehicle Owner:

First Marga

Middle Initial

Last Name

Day Phone

Relationship

Commente CUSTOMER SAYS: CUST VEH STALLS WHEN SHE IS DRIVING SEPT 25 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. IME IS STALL, THE DEALERSHIP COULD NOT RECRAATE TEH PROBELIAL 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 MAME DITTMAR OLD NAME HORBAN CAC ADVISED: - WE RECOMMEND THE REPAIR SE PERFORMED BY A FORD/LM DEALERSHIP . INFORMATION WILL BE SENT TO DUR, CUSTOMER SHOULD CONTACT CRIM/SERV MGR INFERENCE CASE ID: 4995

Action: NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER - YOTHER

Dealer: 20851 FULLERTON FORD

Odoeseter: 14000 Mi

Comm Type: VISIT

Analyst Name: KEITH DAVIS

Amshet K-DAV11

Action Date: 10/25/2001

Action Time: 14.02.02.768

Action Date: No

Origin Desc: DEALER

Commends UNABLE TO DUPLICATE CONCERN ON YEST 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 Mil

Comm Type: MAL

Analyst Name: MATT RUTHERFORD Analyst: MRUTHER Action Date: 01/08/2002

Action Time: 14.52.56,988 Action Date: No

Caller information if Ulifferent From Vehicle Owner:

First Name

Michiga Indian

Last Name

Day Phone

Relationship

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 CUSTONIER, DEALER SAYS: MAPLECREST FORD CAC ADMISED: 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 lasse

Print

VINE 1FMYU04111KF17898

Year: 2001

Model: ESCAPE

Case: 341100031

Meane:

Owner Status: Original Symptom Deec: STALL/QUITS AT IDLE COLD ENGINE

WBD: 2000-11-20 Primary Phone:

Reason Deec: WARRANTY - BUMPER-TO-BUMPER

Secondary Phor.

issue Type: 03 CONCERN

Issue Status: CLOSED

Action: ADVISE CUST INFO WILL BE SENT TO DUR; CONTACT CRIM

Dealer: 20851 FULLERTON FORD

Comm Type; PHONE

Origin Deec: US CONCERNI CASE BASE

Odometer: 14000 Mi

Analyst Name: ANGRENE FARCLOUGH Action Date: 10/18/2001

Analysis AFAIRCLO Action Time: 10.24.39.703 Action Date: No.

Caller Information If Different From Vehicle Owner:

First Name

Michigan Indian

Day Phose

Comments CUSTOMER SAYS: CUST VEH STALLS WHEN SHE IS DRIVING SEPT 26 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 IME IS STALL. THE DEALERSHIP COULD NOT RECRAATE TEN PROBELIA, CUST WANTS WHAT IS GOING TO BE DONE TO FIX THE VEH CUST DOESN;T FEEL SAFE PER CUSTOMER, DEALER SAYS; NONE ------CLIST 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 SE PERFORMED BY A FORDALM DEALERSHIP -INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRAISERY MIGR INFERENCE CASE ID: 4805

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

Dealer: 20651 FULLERTON FORO

Odometer: 14000 MI

Comes Type: VISIT Analyst: K-DAV11

Analyst Name: KEITH DAVIS Action Date: 10/25/2001

Action Time: 14.02.02.768

Origin Deec: DEALER

Action Date: No

Companies UNABLE TO DUPLICATE CONCERN ON TEST DRIVE, CUSTOMER TOLD TO RETURN IF CONCERN

OCCLIRS AGAIN

Action: F7 - US - SUPPORT PREVIOUS DECISION MADE BY YOUR DEALER

Dealer: 20551 FULLERTON FORD

Origin Door: MANUAL - CORRESPONDENCE CSR

Odometer: 15000 M

Comm Type: NAL

Analyst Name: MATT RUTHERFORD Analyst: MRUTHER

Action Date: 01/08/2002

Action Time: 14.52.58.988 Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle initial

Last Hawe

Day Phone

Relationable

Communic CLISTOMER SAYS: SURVEY SENT = VEH STALLS WHEN CLIST IS DRIVING AT A FAIRLY HIGH RATE OF SPEED = BEEN TO DER 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 VIEH THAT MAY STP AT ANY MOMENT PER CUSTOMER, DEALER SAYS: MAPLECREST FORD CAC ADVISED: FORM LETTER - SUPPORT PREVIOUS DECISION MADE BY DLR ""DLR HISTORICALS (0/25/01""" UNABLE TO CUPLICATE CONCERN ON TEST DRIVE, CUSTOMER TOLD TO RETURN IF CONCERN OCCURS AGAIN.

Extra

VIN: 1FMYU04111KF17898

Year, 2001

Model: ESCAPE

Owner Status: Original Symptom Desc: ENGINE GENERAL CONCERN MECH FAILURE Case: 341100031

Reason Desc: WARRANTY - BUMPER-TO-BUMPER

WBD: 2000-11-20 Primary Phone: Secondary Pho:

Issue Type: 08 CONCERN

leave Status: CLOSED

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

Dealer: 01765 MENCHAM FORD, INC. Odometer: 15000 MJ

Comm Type: PHONE

Origin Desc: US CONCERN CASE BASE

Analyst Name: SAMUEL SOUMYARAJ

Analyst: SSOUMYAR

Action Data: No

Action Date: 10/22/2001

Action Time: 15.20.35.528

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Lest Name

Day Phone

Relationship

Comments CUSTOMER SAYS: -CUST IS CALLING ABOUT THE STALLING PROBLEM -DURSHIP IS WORKING ON IT =CUST IS WORRIED ABOUT IT PER CUSTOMER, DEALER SAYS: =NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORDILM DEALERSHIP - INFORMATION WILL BE SENT TO DLR. CUSTOMER SHOULD CONTACT CRIMISERY MGR INFERENCE CASE ID: 4906

Action: FORD COVERED REPAIR MADE - WARRANTY

Dealer: 01765 MENDHAM FORD, INC.

Odometer: 15000 Mil

Analyst Name: MAPLECREST FORD

Action Date: 10/29/2001

Comm Type: VISIT Analysis C-CARLS4

Action Time: 10.59.28.825

Origin Deep: DEALER

Action Date: No

Community CLIST 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 lesue

Print

Case: 341100031

VIN: 1FMYU04111KF17898

Year: 2001

Model ESCAPE

Name:

Owner Statue: Original Symptom Desc: AUTO TRANS UPSHIFT NO UPSHIFT

W80: 2000-11-20

Resear Deset WARRANTY - BUMPER-TO-BUMPER

Princey Phone: Secondary Pho-

Isoso Type: 03 CONCERN

lesso Status: CLOSED

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

Dealer: 20851 FULLERTON FORD

Origin Date: US CONCERN CASE BASE

Odometer: 1600 Mil

Comm Type: MAIL:

Analyst Name: LEAH MOTERAN Action Date: 01/03/2001

Analysi: LMOTIRAM Action Time: 09.28,52,102

Action Date: No

Commands CLISTOMER SAYS: NEW ESCAPE WHEN PUTTING VEH TO DRIVE, AUTOMATIC, VEH WILL NOT GO INTO DRIVE ALL THE WAY. IT'S 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: NOME CAC ADVISED: --ADVISED CUST OF RECALL 00849 WINDSHIELD WIPER - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORDAM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRIMBERY MGR INFERENCE CASE ID: 4905

Action: AWA PO! OFFER - ACCEPTED BY CUSTOMER

Dealer: 20851 FULLERTON FORD

Odometer: 1500 MI

Comm Type: NAL

Analyst Name: FULLERTON FORD.

Analyst: F13476

Origin Danc: DEALER

Action Date: 01/05/2001

Action Time: 10.03.39.712 Action Date: No

Comments NO CONNENTS AVAILABLE

ISSUE LIST

Lest Handling Date/ Issue Status	Ngme/ Reason Desc	Vin/ Çase No.	Model Year and Vehicle Line	lesus Type
8/14/2002	_	1FMCU04111KD85137	2001 ESCAPE	06
CLOSED	DSB-REFD PURCH PRICE ROST-OLR CAN'T REPAIR	13532901B2		
7/16/2002		1FMCU04111KD86137	2001 ESCAPE	OÁ
CLOSED	RAY - REPAIR NOT ACCEPTABLE TO CUSTOMER	1353290182		
3/28/2002		1FMCU041119D86137 1353290182	2001 ESCAPE	04
CLOSED 3/28/2002	CI - DENAND LETTER	1FMCU04111KD85137	2001 ESCAPE	02
CLOSED	PRODICOMP DUR/PERF - VEHICLE QUALITY	1353290162	•	
8/19/2002		1FMCU04111KD85137	2001 ESCAPE	02
CLOSED	PRODICOMP DURPERF - VEHICLE	1963290162		

All Action Details for base

Print

VM: 1FMCU04111KD85137

Year: 2001

Model: ESCAPE

Casa: 1353290182

Magne: .

Owner Status: Orkital Symptom Deec: AUTO TRANS ENGAGEMENT DELAYED/SLIPS

WBD: 2000-11-15 Primary Phone:

Reason Date: DSB-REPD PURCH PRICE ROST-DLR CAN'T REPAIR

Secondary Phor

leaus Type: 06 DSB

Isaua Status: CLOSED

Action; OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION

Deciar: 05536 GALPIN FORD

Orlain Deec: PHOENIX GROUP

Odometer: 16600 MI Analyst Name: SHAWN LEWIS Comm Type: MAL.

Analysic SLEWISSS

Action Date: 05/18/2002

Action Time: 08.08.38,894

Action Date: No

Community CLISTOMER STATES CONCERNS WITH VEHICLE HAVING TRANSMISSION, STALLING, ENGINE LIGHT,

DASH NOISE AND SEATBELT PROBLEMS. FOUR REPAIR ATTEMPTS HAVE BEEN MADE ON THE VEHICLE.

CUSTOMERBEEKS REFUND ON THE VEHICLE, SHAWN

Action: DEMARS MAILS REQUESTS FOR DEALER REPORTS

Dealer: 05536 GALPIN FORD

Comm Type: MAIL

Odometer: 16600 MI Analyst Name: FELICITA LAZU

Analyst: 0885FL

Action Date: 05/17/2002

Action Time: 14.06.40.801

Action Date: Yes

Origin Desc: CONSUMER AFFAIRS - DSB

Origin Deec: DEMARS

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

DEALER NAME DEALER NAME

GALPIN FORD JS SIMI VALLEY FORD JB

Action: CSM - MAIL SENT - DSB

Duelor: 05538 GALPIN FORD

Comm Type: MAIL

Odometer: 16500 Mi Analyst Name: BRENDA LITTLE

Analyst BLITTLED

Aution Date: 05/21/2002

Action Time: 10.41.31.891

Action Date: No

Comments THE LA #3 BOARD IS 6/18.

Action: DEMARS RECEIVES DEALER REPORT

Dagler: 06536 GALPIN FORD

Comm Type: FAX

Odometer: 16500 MI

Analyst: J-BURGO1

Origin Desc: DEMARS

Analyst Name: JESSICA BURGOS

Action Date: 06/29/2002

Action Time: 15.31,23,771

Action Date: No

Comments GALPIN FORD

Action: DEMARS RECEIVES DEALER REPORT

Dualet: 05535 GALPIN FORD

Odometer: 18500 MI

Action Date: 05/31/2002

Analyst Name: JESSICA BURGOS

Comm Type: FAX

Analysi: J-BURGO1

Action Time: 12.23.46.802

Origin Deec: DEWARS

Constructed SIMI VALLEY FORD

Action Date: No

Action: RECORD DETAILS OF BOARD DECISION - REPLACEMENTURD

Dealer: 05536 GALPIN FORD

Odometer: 16500 Mil Analyst Nume: SHAWN LEWIS

Artition Date: 08/27/2002

Comm Type: EMAL Analyst: S-LEW23

Action Thes: 14.20.44.173

Origin Deec: PHOENIX GROUP

Action Date: Yes

CONTRIGIAL CONCERN(S): TRANSMISSION, STALLING, CHECK-ENGINE LIGHT, DASHBOARD RATTLE, SEAT BELTS, AIR-BAG LIGHT, STEERING, WIPERS, MANIFOLD GASKETS, ENGINE COOLING FAN, ELEC-TRICAL SYSTEM. COCLANT SENSOR, OPFE SENSOR, TRIM AND BOTH EXTERIOR AND INTERIOR BODY NOISE REQUEST(SE RIEFUND RESOLVED CONCERNISE STALLING, TRANSMISSION, SEAT BELTS AND AIR-BAG LIGHT BASIS: CUSTOMER'S ORAL PRESENTATION UNRESOLVED CONCERN(S): CHECK-ENGINE LIGHT, DASHBOARD RATTLE. STEERING, WIPERS, MAMIFOLD 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, FLECTRICAL SYSTEM, COOLANT SENSOR. DPFE SENSOR, TRUM 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%

Data Element Name	Data Value
· 	_
NAME OF BOARD	LA3
MEETING DATE	06-18-2002
DECISION LETTER DATE	05-20-2002
40 DAY DELAY CODE	· 0
ORAL HEARING	YES

ACCOM: ACCEPTANCE FORM RECEIVED-CALIFORNIA

Dealer: 05536 GALPIN FORD

Odometer: 16500 MI

Analyst Name: JESSICA BURGOS

Action Date: 07/01/2002

Origin Deep: CEMARS

Comm Type: MAIL

Analysis: J-BURGO1 Action Time: 17.01.28.727

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Blement Name	Date Value	
DATE OF ACCEPTANCE (DATE ON AIR FOR	07-01-2002	
The state of the s		

Action: DSB- RAVFART UPLOAD COMPLETED

Dealer: 05536 GALPIN FORD

Odometer: 18500 MJ Analysi Name: BRENDA LITTLE

Action Date: 07/09/2002

Analyst BLITTLES

Comm Type: OTHER

Action Time: 14.19.00.113

Origin Deed: CONSUMER AFFAIRS - DSB

Action Data: Yes

Comments NO COMMENTS AVAILABLE

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

Action: CALIFORNIA - BOARD-DIRECTED AWARD COMPLETED

Design: 05538 GALPIN FORD

Odometer: 16500 MI Analyst Name: JOE BICHANICH Action Date: 08/14/2002

Comm Type: PHONE Analyst J-BICHAN Action Time: 20.38.59.971 Origin Dano: DEMARS

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Nume Date Value DATE AWARD PERFORMANCE COMPLETED 07-09-2002 COST OF AWARD 30 DAY DELAY CODE Ô

0

All Action Datalls for Issue

Print

Case: 1353290162

VIN: 1FMCU04111KD66137

Year: 2001

Modat ESCAPE

Owner Status: Original Byraptom Dasa: INDICATOR CHECK ENGINE

W8D: 2000-11-15

Primary Phone: I

Reason Desc: RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER.

Secondary Phos

Isaus Type: 08 RAV

leaus Status: CLOSED

Action: OPEN CASE FOR DSB REFUND - OWNED

Dealer: 05536 GALPIN FORD

Origin Desc: CONSUMER AFFAIRS - REACOURED

VEHICLES

Odemeter: 17885 MI Analyst Name: NADINE

Comm Type: MAE.

THOMAS

Analyst: NTHONA16

Action Time:

Action Date: Yes

Action Dela: 07/15/2002

13,43,15,147

Comments NO COMMENTS AVAILABLE

Data Element Name

Date Value

UPLOAD DATE

TAGU

07-10-2002

VEHICLE VALUE AMOUNT

283B073002 1687573002

NET LOSS AMOUNT

1025773002

Action: ADD ADDITIONAL SYMPTOM CODE

Dealer: 05536 GALPIN FORD

Origin Deec: CONSUMER AFFAIRS - REACQUIRED

VEHICLES

Odometer: 17685 MI

Analyst Name: NADINE

Commit Type: MAIL

THOMAS

Analyst: NTHOMA16

Action Date: 07/15/2002

Action Time: 13.44.17.548

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Cata Bossett Name

Deta Veisa

SYMPTON CODE

1072973002

SYMPTOM CODE

3032583002

SYMPTOM CODE

7053063002

Action: RECORD CHECK ISSUANCE FOR DSB REFUND

Dealer: 05538 GALPIN FORD

Origin Deec: CONSUMER AFFAIRS - REACCURRED

VEHICLES

Odomeler: 17886 Mi

Action Date: 07/16/2002

Comm Type; MAIL

Analyst Name: GROCE,

Analyst: D-GROCE2

DARLENE

Action Thee: 10.18.49.072

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Florment Name	Data Value
CHECK REQUEST DATE CHECK ISSUE DATE CHECK AMOUNT CHECK AMOUNT	07-15-2002 07-16-2002 27132.38
CHECK AMOUNT CHECK # CHECK # CHECK #	6850563
CHECK PAYEE PAYEE PAYEE PAYEE	. :

All Action Details for issue

Print

VDE 1FMCU04111KD65137

Year: 2001

Model: ESCAPE

Name: M

Owner Status: Original

Caste: 1363290182

Symptom Desc: AUTO TRANS ENGAGEMENT DELAYED/SLIPS

WSD: 2000-11-15

Reason Does: CI - DEMAND LETTER

Primary Phone: Secondary Phor-

Issue Type: 04 REGION

lesue States: CLOSED

Action: OPEN REGION CONTACT

Dealer: 07022 SB/II VALLEY FORD

Origin Deet: CONSUMER AFFAIRS - CONSUMER

INTERVENTION

Odometer: 11242 MI

Comm Type: MAIL

Analysis Harse; ANNE. ROBERTS

Analyst: AROBERSO

Action Data: 01/16/2002

Action Time: 09.48.49.087

Action Date: No

Commonite ""DEMAND LETTER DATED 12/27/01" ""CI RECEIVED 01/16/02 ""CUSTOMER STATES: MULTIPLE DEFECTS, TRANSMISSION NOW SUPPING ***CUSTOMER SEEKS: REPAIR OR REPLACE VEHICLE ***CLEMALED A COPY OF THE LETTER TO THE REGIONAL OFFICE FOR REVIEW, SENT CUSTOMER FLEM LETTER.

Action: LETTER FAXED TO REGION

Degler: 07022 SIMI VALLEY FORD

Origin Deec: CONSUMER AFFAIRS - CONSUMER -

INTERVENTION

Odometer: 11242 MI

Comm Type; MAL.

Analyst Name: ANNE ROBERTS

Analyst: AROBERSO

Action Date: 01/31/2002

Action Time: 08.05.57.798

Action Date: Yes

Community NO COMMENTS AVAILABLE

Data Element Marks

Data Value

REGION NUMBER

DATE RECEIVED 01-16-2002 TIME RECEIVED 08:57:0002

DATE FAXED TIME FAXED

01-16-2002 10:65:0002

Action: AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER

Duelor: 07022 SIMI VALLEY FORD

Odometer: 11242 M Analyst Name: SIMI VALLEY FORD Comm Type: PHONE: Analyst: N-JORDAN

Action Date: 02/12/2002

Action Time: 16.53,31.186

Action Data: No

Orloin Desc: DEALER

COMMUNITARISPONDE WITH CLISTOMER, CLIRRENTLY HAS ISSUES WITH TRANS SUPPLEAY, SAM 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 VALUEY FORD

Odometer: 11242 Mi Analyst Name: ROBERT WHITTER

Action Date: 02/22/2002

COMM Type: PHONE

Analysi: RWHITTIE Action Time: 18.21.19.974

Action Data: No.

Origin Date: FIELD ORGANIZATION

Consuments 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 VOR FLIGHT RECORDER INSTALLED AT GALPIN FORD TO GIVE ADDITIONAL PEACE OF MIND BUT VEHICLE IS OPERATING NORMALLY AT THIS TIME PER SMI VALLEY.

Action: RECORD ADDITIONAL INFORMATION

Dealer: 07022 SIMI VALLEY FORD

Origin Desc: CONSUMER AFFAIRS - CONSUMER

INTERVENTION

Odometer: 11242 MI

Analyst Name: ALICIA BEASLEY

Action Date: 03/13/2002

Comm Type: PHONE Analyst: ABEASLE1

Action Thine:

14,49,19,629

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. CLISCAN LETTER TO REGION FOR THE CSM TO REVIEW AND HANDLE.**

Action: RECORD ADDITIONAL INFORMATION

Dealer: 07022 SIMI VALLEY FORD

Origin Door: CONSUMER AFFAIRS - CONSUMER

INTERVENTION

Odorester: 11242 Mil

Analyst Name: CELESTE

Action Data: 03/28/2002

JACKSON

Action Time:

Comm Type: MAR.

Analyst: CJACKS84

09.09.08.169

Action Date: No

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

VINE 1FMCLID4111KD85137

Year: 2001

Modet: ESCAPE Case: 1353290162

Name:

Owner Status: Original Symptom Deec: AUTO TRANS GENERAL NOISE DURING ACCELERATION W80: 2000-11-15

Reason Deec: PROO/COMP DUR/PERF - VEHICLE QUALITY

Primery Phone: Secondary Phor

lease Type: 02 INFORMATION

James Status: CLOSED

Action: CS-ADVISE CUST NFO WILL BE SENT TO DUR: CONTACT CRIM

Dueler: 05536 GALPIN FORD

Origin Deed: US CONCERN CASE BASE

Odomater: 15000 ME

Comm Type: PHONE

Analyst Name: POMPA MANDAL Action Date: 03/26/2002

Analysi: PMANDAL Action Time: 13.35.36.564

Action Date: No

Caller Information If Different From Vehicle Corner:

First Name

Micidia Initial

ast Name

Day Phone

Relationship

Comments CUSTOMER SAYS: - CUST SEERING 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 DURBHY FOR 40 DAYS FOR REPAIR * CUST SEBIGING 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 TEH DURSHP ON THURSDAY = THE VEH HAS A METALIC MOISE , 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: - CRIMBERV MIGR UNAVAILABLE - FORWARDED INFORMATION TO CRIMISERY MIGR - REQUESTED CRIMISERY MIGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS --- OBC TO THE DURSHIP SPOKE WITH ELLEEN THE CRAINSHIE STATED. ITS AT A REGION LEVEL NOW, SHE ADVISED THE CSR TO INFORM THE CUST THAT THEY ARE TRYING THER BEST. THEY HAVE LEFT A MESSAGE FOR ROBERT THE REGIREP YESTERDAY, AS SOON THEY GET SOME INFO WILL INFORM THE CUST, CUST CAN CONTACT THE OVER ALL CRM JACKIE PEREZ AT THE DLRISHP -----ADVISED CUST AS PER EILEEN AND TO STAY IN CONTACT WITH THE DURSHP , CUST AGREED TO IT INFERENCE **CASE ID: 1548**

Case: 1353290162

VIN: 1FMCU04111KD85137

Year: 2001

Model: ESCAPE

Name:

Owner Status: Original

WSD: 2000-11-16

Symptom Deac: AUTO TRANS ENGAGEMENT DELAYED/SLIPS Resear Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY

Printery Phone: Secondary Pho-

Japue Type: 02 INFORMATION

lesue titatus: CLOSED

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

Origin Deed: US CONCERN CASE BASE

Dealer: 05636 GALPIN FORD

Odometer: 15000 Mi

Comm Type: PHONE

Analyst Name: JACQUELINE THUSYANTH Action Date: 03/19/2002

Analyst: JTHUSYAN

Action Time: 17.52.25.476 Action Date: No.

Caller Information If Officent From Vehicle Owner:

First Name

اجتثارا ماتشاتا

Last Name

Day Phone

Relationship

Comments CUSTOMER BAYS: -CUST SENT IN TWO LETTERS TO ADDRESS IN HER MANUAL -WEH 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 FORDIUM DEALERSHIP -INFORMATION WILL BE SENT TO DLR. CUSTOMER SHOULD CONTACT CREASERY MGR - INFORMED CLIST THAT SHE WILL HAVE TO SPEAK WITH THE DLR REGARDING TAKING BACK THE VEH INFERENCE CASE ID: 4501

ISSUE LIST

Last Handling Date/	Name/ Reason Deac	Vin/ Case No.	Model Year and Vehicle Line	issue Type
leave Status	Managori Dead	VESS ITO.		· ype
B/24/2001		1FMYU04191KA73186	2001 ESCAPE	08
CLOSED	RAV - NUMBER OF REPAIR ATTEMPTS	1532291271		
8/14/2001		1FMYU04191KA73198	2001 ESCAPE	G1
CLOSED	RAY - DISCLOSURE	1532291271		
7/26/2001		1FMYU04181KA73136	2001 ESCAPE	06
CLOSED	DSB-REFT) PURCH PRICE ROST-DUR CAN'T REPAIR	1632291271		
8/23/2001		1FMYU04191KA73138	2001 ESCAPE	02
CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1532291271		
5/28/2001	r ·	1FMYU04191KA73136	2001 ESCAPE	ᅄ
CLOSED	MISC INQUIRY - GENERAL/OTHER	1532291271		
5/22/2001		1FMYU04191KA73138	2001 ESCAPE	02
CLOSED	PROD/COMP DURIPERF - MULTIPLE REPAIR	1632291271		
5/22/2001		1FMYUQ4191KA73136	2001 ESCAPE	- 01
CLOSED	DEALERSHIP - NEGATIVE FEEDBACK	1632291271		
5/7/2001		1FMYU04181KA73136	2001 ESCAPE	02
CLOSED	DEALERSHIP - UNABLE TO DUPLICATE	1632291271		

All Action Details for lasue

Print

Case: 1632291271

VIN: 1FMYUO4181KA73138

Year: 2001

Model: ESCAPE

Becondary Phor

Macre:

Owner Statue: Original

WBD: 2001-03-08

Symptom Deed: STALLIQUITS ACCELERATION ALL ENGINE TEMP

Primary Phone:

Reason Dead: RAV - NUMBER OF REPAIR ATTEMPTS leque Type: 08 RAV

lesce Status: CLOSED

Action: OPEN CASE FOR DSB REFUND - OWNED

Origin Deut: CONSUMER AFFAIRS - REACOURED

VEHICLES.

Odometer: 2820 M.

Action Date: 08/08/2001

Comm Type: MAIL

Analyst Name: GWENDOLY GUTHERY

Analyst: GGUTHERY

Action Time:

10.06.08.202

Action Data: Yes

Comments NO COMMENTS AVAILABLE

Dealer: 81348 SYL WORHACZ FORD INC

Data Element Name

Data Value

UPLOAD DATE

07-28-2001

TAGE VEHICLE VALUE AMOUNT 2568662001 1952582001

NET LOSS AMOUNT

5165562001

Action: CANCEL CASE FOR DSB REFUND

Dealer: 01340 SYL WORHACZ FORD INC

Origin Dage: CONSUMER AFFAIRS - REACQUIRED

VEHICLES

Odometer: 2820 MI

Action Date: 08/21/2001

COMM Type: MAL.

Analyst Name: THOMAS

Analysi: TBOGNER1

BOGNER

Action Time:

11,02,00,625

Action Data: No

Comments NO COMMENTS AVAILABLE

Action: OPEN CASE FOR DSB REFUND - OWNED

Dealer: 01940 SYL WORHACZ FORD INC.

Origin Dees: CONSUMER AFFAIRS - REACQUIRED

VEHICLES

Odometer: 2820 Mil

Comm Type: MAIL

Analyst Name: THOMAS BOGNER

Analysi: TBOGNER1

Action Date: 08/21/2001

Action Time: 11,08,35,404

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

UPLOAD DATE

07-26-2001

TAG #

2868682001

VEHICLE VALUE AMOUNT

1952582001

NET LOSS AMOUNT

5165582001

DEVIATION FOR MILEAGE AMOUNT

2505562001

Action: CANCEL CASE FOR DSB REFUND

Dealer: 01340 SYL WORHACZ FORD INC.

Origin Deed: CONSUMER AFFAIRS - REACQUIRED VEHICLES:

Odometer: 2820 Mil Analyst Home: STEFAN

COMMITTY DOK MAIL

WALTER

Analyst: SWALTE1S

Action Date: 08/22/2001

Action Time; 09.31.59.024

Action Date: No

Commands NO COMMENTS AVAILABLE

Action: OPEN CASE FOR DSB REFUND - OWNED

Dealer: 01340 SYL WORHACZ FORD INC

Origin Deed: CONSUMER AFFAIRS - REACCUIRED VEHICLES

Odometer: 2820 MI

Committype: MAIL

Attalyst Name: STEFAN WALTER

Analyst SWALTE13

Action Date: 08/22/2001

Action Time: 09.35.18.014

Action Date: Yes

Communità NO COMMENTS AVAILABLE

Deta Element Name

Data Value

LIPLOAD DATE

TAG #

07-28-2001 2889882001

VEHICLE VALUE AMOUNT

1952562001

NET LOSS AMOUNT

3165562001

Action: CANCEL CASE FOR DSB REFUND

Dealer: 01340 SYL WORHACZ FORD INC.

Origin Dead: CONSUMER AFFAIRS - REACQUIRED

VEHICLES.

Odometer: 2820 MI

Comm Type: MAL

Analyst Name: STEFAN WALTER

Analyst: SWALTE13

Action Date: 08/22/2001

Action Time: 12.17.29.391

Action Date: No

Commente NO COMMENTS AVAILABLE

Action: OPEN CASE FOR DSB REFUND - OWNED

Dealer: 91340 BYL WORHACZ FORD INC.

Origin Deec: CONSUMER AFFAIRS - REACQUIRED

Odomater: 2820 MB

Comm Type: MAJL

Analyst Name: STEFAN

Analyst: SWALTE13

WALTER

Action Date: 05/22/2001

Action Time: 12.28.11.561

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Outs Element Name

Data Value

UPLOAD DATE

TAG

07-26-2001 2868652001

VEHICLE VALUE AMOUNT **NET LOSS AMOUNT**

1952562001 5415582001

Origin Deet: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Action: RECORD CHECK ISSUANCE FOR DSB REFUND
Dealer: 01540 SYL WORHACZ FORD INC Origin Deec: CON
Odometer: 2920 MJ Gomms Type: NAB.
Analyst Name: CLARA REDDAnalyst: CREDD1
Action Date: 08/24/2001 Action Time: 08/08/44.942

Comments NO COMMENTS AVAILABLE

Data Element Name	Date Value
	
CHECK RECUEST DATE	08-23-2001
CHECK ISSUE DATE	08-24-2001
CHECK AMOUNT	22,4782001
CHECK AMOUNT	2.48282001
CHECK#	6060892001
CHECK	80ED884001
PAYEE	MARINE FEDERAL CREDIT UNION
PAYEE	PETER & SMALU EBYEDIT UNION
TATES.	PETER & DARLU ESTEUTI UNION

All Agilon Details for Issue

<u>Print</u>

VIN: 1FMYU04191KA73138

Year: 2001

Modet ESCAPE

Case: 1632291271

Symptom Desc:

Owner Status: Original

W8D: 2001-03-08 Primary Phone: Secondary Phoe

Respon Deec: RAV - DISCLOSURE

leaus Type: 01 INQUIRY

Issue Status: CLOSED

ACTIONS ADVISE CUSTOMER TO CONTACT THEIR SELLING DEALERSHIP

Dealer:

Odometer: 2800 MI

Commit Type: PHONE

Analyst Name: PETER MACLEAN

Analyst: PMACLEAN

Action Date: 08/14/2001

Action Time: 16.51.28.687

Action Date: No

Caller Information If Different From Vehicle Owner.

First Name

Middle India)

Day Phone

Origin Date: US INQUIRY CASE BASE

Relationship

COMMENSATION OF SAYS: -CUST WANTS TO KNOW WHY THE RAY 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 RAY, PLEASE RETURN TO YOUR SELLING DEALER. THEY ARE IN THE BEST POSITION TO DETERMINE THIS, - AN PAY IS A VEHICLE THAT WAS REPURCHASED BY THE MANUFACTURE SECAUSE IT DID NOT CONFORM TO THE MANUFACTURES EXPRESS WARRANTY AND EITHER THE NON COMFORMITY WAS NOT FORD WITH A REASONABLE PERIOD OF TIME AS PROVIDED BY THE STATE LEMON LOW OR THE VEHICLE WAS REPAIRED AND THE CUSTOMER REMAINED LINSATISFIED. INFERENCE CASE ID: 904

All Action Details for Issue

Print

VIN: 1FMYU04181KA73136

Year: 2001

Model: ESCAPE

Owner Status: Original

Case: 1532291271 WSD: 2001-03-08

Reason Deec: OSB-REFT) PURCH PRICE ROST-DUR CAN'T REPAIR

Symptom Denc: STALL/CLUTS ACCELERATION ALL ENGINE TEMP

Primary Phone: Secondary Phor

Seaus Type: 06 DSB

leave Status: CLOSED

Action: OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION

Dealer: 01340 SYL WORHACZ FORD INC

Origin Dunc: PHOENIX GROUP

Odorsetar: 2820 Mil

Comm Type: MAIL

Anched Name: LATASHA WILLIS

Analyst: LWLL171

Action Date: 06/05/2001

Action Time: 10.45.07.623

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

Comm Type: MAIL

Odometer: 2820 Mil Analysis Name: JESSICA BURGOS

Analyst: JBURGOS1

Action Date: 06/06/2001

Action Time: 12.47.37.193

Action Data: Yes

Origin Desc: DEMARS

Comments NO COMMENTS AVAILABLE

Data Element Name

Date Value

DEALER NAME

SYL WORHACZ FORD

Action: CSM - MAIL SENT - DSB

Design: 01340 SYL WORHACZ FORD INC.

Odometer: 2820 Mil Analysis Name: TERRA TAYLOR Contra Type: MAL

Action Date: 05/08/2001

Analysi: TTAYLO31 Action Time: 11.48.28.780

Action Date: No.

Comments I SENT THE E-MAIL TODAY TO THE CSM AND FSE. THE CASE IS DUE BEFORE THE VALLEY FORSE

BOARD ON 7-3-01, THE REPORT IS DUE 6-22-01.

Action: OUTBOUND CALL TO DEALER Dealer: 01340 SYL WORHACZ FORD INC

Origin Danc: CONSUMER AFFAIRS - DSB

Orlota Dasa: CONSUMER AFFAIRS - DSB

Odometer: 2820 MJ Analyst Name: TERRA TAYLOR Comes Type: MAR.

Action Date: 08/12/2001

Analysic TTAYLOSI

Action Time: 11,44,39,343

Action Date: No

CONTINUENTS 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,

Aztion: OUTBOUND CALL TO DEALER

Dealer: 01340 SYL WORHACZ FORD INC

Origin Deec: CONSUMER AFFAIRS - DSB ...

Odosseter: 2820 Mil

Comin Type: EMAIL

Analyst Name: TERRA TAYLOR Action Date: 08/13/2001

Analyst: TTAYLO31

Action Time: 10.39.50.285

Action Date: No

Caller Information & Different From Vehicle Owner.

First Name THONAS Middle Initial R Last Name GRABOSKI Day Phone

Relationship OTHER

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

Action: INITIAL CALL MADE TO CUSTOMER

Dealer: 01340 SYL WORHACZ FORD INC

Comm Type: EMAIL

Origin Deec: CONSUMER AFFAIRS - DSB

Odométer: 2820 MI Analysi Name: TERRA TAYLOR

Action Date: 08/13/2001

Analyst: TTAYLO31

Action Time: 11.25.06.738

Action Data: 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 5-23-01 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.

Action: DRS FORWARDS DEALER REPORT TO DEMARS

Dealer: 01340 SYL WORHACZ FORD INC.

Origin Deen: CONSUMER AFFAIRS - DSB

Odorseter: 2820 Mi

Comm Type: EMAIL Analysi: TTAYLO31

Antilyst Name: TERRA TAYLOR
Action Date: 06/14/2001

Action Time: 11.85.16.909

Aption Date: No

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

Action: DEMARS RECEIVES DEALER REPORT

Design: 01840 BYL WORHACZ FORD INC.

Comm Type: FAX

Odometer: 2820 MI Analyst Name: JESSICA BURGOS

Analysi: JBURGOS1

Action Date: 08/15/2001

Action Time: 11.07.08.084

Action Date: No

Origin Desc: CONSUMER AFFAIRS - DSB

Origin Deec: DEMARS

Commands SYL WORHACZ FORD

Action: INSOUND CALL FROM CUSTOMER

Dealer: 01340 SYL WORHACZ FORD INC

COMM Type: ENAL

Odometer: 2820 MS Analyst Name: TERRA TAYLOR

Analyst: TTAYLO31

Action Date: 06/20/2001

Action Time: 09.44.28.105

Action Date: No

COMMENTO I RECEIVED A CALL FROM PETER EBY. HE RETURNED MY PHONE CALL FROM YESTERDAY. (T WAS REGARDING A PRIOR RESOLVE OFFER OF A REPLACEMENT OR A REFUND. HE REJECTED BOTH SECAUSE 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

Comm Type: EMAL

Odometer: 2820 Mil Analyst Nume: TERRA TAYLOR

Analyst: TTAYLOS1

Action Date: 08/20/2001

Action Time: 12.03.09.808

Action Date: 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 16)

Date Element Name Data Value CUSTOMER CONTACTED BY FORD NO NO REGION RESPONDED TO DSB E-MAIL (YM)

Action: RECORD DETAILS OF BOARD DECISION - REPLACEMENTAL

Dealer: 01340 SYL WORHACZ FORD INC

Origin Desc: PHOENIX GROUP

Origin Deec: CONSUMER AFFAIRS - DSB

Odometer: 2620 MI

Comm Type: EMAL. Analyst LWLLI71

Angiyat Name: LATASHA WILLIS Action Date: 07/10/2001

Action Time: 07.32.39.798

Action Data: Yes

Comments CONCERNS: STALLING RECEIST: REFUND DECISION: BOARD DIRECTS REFUND OR REPLACEMENT WITHOUT MILEAGE CHARGES BASED ON DATE OF ONSET OF PROBLEM, P.1; AND WARRANTY HISTORY, P.4.

CONCERN APPEARS TO BE UNRESOLVED.

Data Element Name	Data Value		
NAME OF BOARD	VALLEY		
MEETING DATE DECISION LETTER DATE	07-08-2001 07-05-2001		
40 DAY DELAY CODE	07-06-2001		
ORAL HEARING	N7-08-2001		

Action: ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA

Dealer: 01840 SYL WORHACZ FORD INC

Comm Type: EMAIL Analysis 3891RW

Analyst Mame: RACHEL WILKERSON Aution Date: 07/23/2001

Odometer, 2820 MI

Action Time: 11.18.49.427

Action Date: Yes

Origin Deec: DEMARS

Comments NO COMMENTS AVAILABLE

Data Element Name Data Value

DATE OF ACCEPTANCE (DATE ON AIR FORM)

07-23-2001

Actions DSB- RAVEAST UPLOAD COMPLETED

Dealer: 01340 SYL WORHACZ FORD INC

Origin Deac: CONSUMER AFFAIRS - 088

Odometar: 2820 Mi

Analyst Name: TERRA TAYLOR

Comm Type: EMAIL Analyst: TTAYLO31

Action Dete: 07/25/2001

Action Time: 11.01.23.295

Action Data: Yea

Comments NO COMMENTS AVAILABLE

Date Element Name Data Value

DATE OF UPLOAD (MM/DD/YYYY) 07-25-2001 Action: BOARD-DIRECTED AWARD COMPLETED

Dealer: 01340 SYL WORHACZ FORD INC

Odometer: 2520 MI

Analyst Name: TERRA TAYLOR Action Date: 07/25/2001

Comm Type: EMAIL Analyst: TTAYLOS1 Action Time: 11.02.19.491

Action Data: Yes

Origin Desc: COMSUMER AFFAIRS - DSB

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

Case: 1632291271

VINE (FLCYUD4191KA73136

Year: 2001

Model: EBCAPE

Norme:

Owner Status: Original

WSD: 2001-03-08

Primary Phone: Secondary Phor

Symptom Desc:

Resear Desc: PROD/COMP DURPERF - VEHICLE QUALITY

HOUR TYPE: 02 INFORMATION

hanve Status: CLOSED

Origin Desc: US CONCERN CASE BASE

Odometer: 2823 Mil

Action: SUPPORT DEALER'S/REGIONS DECISION Dealer: 01340 SYL WORHACZ FORD INC

Comm Type: PHONE

Analysi: PPLUMB

Analyst Name: PATRICIA PLUMB Action Date: 05/23/2001

Action Time: 14.21.59.932

Action Date: No

Caller Information & Officerst From Vehicle Owner:

First Name

Middle Initial

Lesi Name

Day Phone

Relationship

COMMENTS CUSTOMER SAYS: -CUST TOOK VEH IN THIS MORNING FOR STALLLING CONCERN TO DURSHIP AS PER ADVICE FROM QUINTON (SUP AT CRC) WHOM MR. EBY SPOKE WITH YESTERDAY HE SAYS DURSHIP REFUSED TO LOCK 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 CLISTOMER, DEALER SAYS: -TOM SRV MGR CAC ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DURINEGION 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 DILF) - OWNER OF DURSHIP GREG BAID CLIST HUNTED HIM DOWN THIS INCRINING AT A COFFEE SHOP AND SET DOWN KEYS ON TABLE DEMANDING HE FIX HIS VEH-CUST OID NOT DRIVE OR GET VEH TOWED TO THIS DUR-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 REPUSES TO BRING VEH IN AND DRIVE WITH SOMEONE FROM DURSHIP -CUST WANTS DUR TO PICK UP VIEW AT HIS HOUSE AND FIX IT-DUR 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 RECUEST WILL BE PUT THROUGH AGAIN AS PER SOS**** -CUST WAS ABUSIVE TO ME ON PHONE INFERENCE CASE ID: 1815

All Action Details for issue

Print

VIN: 1FMYU04191KA73138

Year: 2001

Model: ESCAPE

Case: 1532291271

Symptom Desc:

Owner Status: Original

W8D: 2001-03-08 Primary Phone:

Reason Deec: MISC INQUIRY - GENERAL/OTHER

Secondary Phor

leave Type: 01 INQUIRY

Issue Status: CLOSED

Action: UNABLE TO ASSIST / NEED MORE INFORMATION

Dealer:

Odometar: 2830 Mi

Comm Type: PHONE

Analysic SMOHAMME

Analyst Name: SHAUN MOHALINED Action Date: 05/23/2001

Action Time: 09,19,12.860

Action Date: No

Caller Information if Different From Vehicle Owner:

First Nerse

Middle Initial

Day Phone

Origin Dane: MANUAL - PHONE CER

Comments CUSTOMER SAYS: - CUST REQUESTS OSR THAT HE SPOKE TO YESTERDAY ...URGENT PER CUSTOMER, DEALER SAYS: - DURSHP REFUSES TO SERVICE HIS VEH. CAC ADVISED: - CSR WILL FOLLOWUP ON **ISSUE**

VIN: 1FMYU04181KA73138

Year: 2001

Model: ESCAPE

Case: 1632291271

Name:

Symptom Desc: STALLAQUITS ACCELERATION ALL ENGINE TEMP

Owner Status: Original

W8D: 2001-03-08

Primary Phone:

Resear Deed: PROD/COMP OUR/PERF - MULTIPLE REPAIR

Secondary Pho

tesus Type: 02 PIFORMATION

lesse Status; CLOSED

Action: SUPPORT DEALER'S POSITION

Declar: 01340 SYL WORHACZ FORD INC.

Origin Deec: US CONCERN CASE BASE

Odometer: 2823 Mi

Analyst Name: ROBERT ECCLESTON

Commit Type: PHONE 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

Day Phone

Relationship

Comments CUSTOMER SAYS: CUST HAS A CONCERN WITH THE VEH SHUTS OFF AND THE VEH HAS BEEN TO HIS DEALER'S TIMES AND THE DEALER HAS UNABLE TO DUPLICATE THE PROBLEM, WHILE ACCLERATING THE VEH WILL SHLIT 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 MOR @ 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 SECAUSE CONCERN CANNOT BE DUPLICATED. NO SYMPTON CODES IN CASIS. NO 88M 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 VISH AND THE TECH CAN OBSERVE THE CONCERN TO BETTER DETERMINE THE ISSUE, CAC ADVISED: - SUPPORT REPAIR PROCEDURE COMPLETED BY DEALER - OBC TO YOM SER MICH @ 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 CASIS. 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 CLIST VEH SAFETY IS PRIORITY AT FORD MOT CO. - ADVISED CUST TAKING THE VEH TO ANOTHER. ford dur 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 GRC SUP WILL CONTACT WITHIN 24 HRS, INFERENCE CASE ID: 4906

Action: SUPERVISOR REFERRAL FOLLOW-UP

Dealer: 01340 SYL WORHACZ FORD INC

Odometer: 2823 M

Analyst Name: QUENTIN DOUGLIN

Action Date: 05/22/2001

Comm Type: PHONE Analyst: CCCUGLIN

Action Time: 13.10.20.971

Action Date: No

Origin Desc: MANUAL - PHONE CSR

Comments CUSTOMER SAYS: - CSR THAT HE SPOKE WITH YESKITERDAY 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 DURSHIP HE EXPECTED DUR 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 - CLIST SAYS DURSHIP HAS ALSO TOLD HIM TO TAKE veh elsevahere if he wants and sam told his wife to sring back veh next morning even though OLR WAS OPEN AND WIFEHAD KIDS WITH HER - CUST STATES THAT HE WAS GIVEN A DSS FORM BY DUR 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 DRIMING VEH PER CUSTONER, DEALER SAYS: CAN NOT DUPLICATE CONCERN HOWEVER SCHEDULE AN APPOINTMENT CAC ADVISED: ***** SUPERVISOR OBC (QUENTIN D. EYT 2037) ****** , OAC TO CHETOLED ON DIAY 220146 1940 ON , DECOLOTION IO ADVICED OF RET THAT OLD

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

All Action Details for Issue

Print

VIN: 1FMYU04191KA73136

Year: 2001

Model: ESCAPE

Name:

Owner Status: Original

W8D: 2001-03-08

Case: 1532291271

Symptom Desc:

Primary Phone: Secondary Pho:

Resear Desc: DEALERSHIP - NEGATIVE FEEDBACK leave Type: 01 INQUIRY

leave Status: CLOSED

Action: ADVISE CUSTOMER INFORMATION HAS BEEN DOCUMENTED

Dealer: 01340 SYL WORHACZ FORD INC

Origin Deec: US INQUIRY CASE BASE

Odometer: 2823 Mil

Analyst Name: QUENTIN DOUGLIN

Comm Type: PHONE. Analyst QDOUGLIN

Action Date: 05/22/2001

Action Time: 13.10.20.078

Action Date: No

Califer information if Different From Vehicle Owner:

First Hame

Middle Initial

Day Phone

Relationable

Comments CLISTOMER 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 CLITS OFF ANYTIME OF DAY HOWEVER IT HAPPENS MOST OFTEN IN THE MORNING - ALSO WHEN VEH WIENT TO DURSHIP HE EXPECTED DUR 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 DURSHIP HAS ALSO TOLD HIM TO TAKE VEH ELSEWHERE IF HE WANTS AND SAN TOLD HIS WIFE TO BRING BACK VEH NEXT MORNING EVEN THOUGH DUR WAS OPEN AND WIFEHAD KIDS WITH HER - CLIST STATES THAT HE WAS GIVEN A DSB FORM BY DUR 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 CRIMSERY MGR FOR FURTHER ASSISTANCE - DEALER COMPLAINTS KEPT ON FILE - FEEDBACK ALLOWS FORD TO IMPROVE PRODUCTS AND SERVICES INFERENCE CASE ID: 964

VIN: 1FMYU04181KA73136

Year: 2001

Model: ESCAPE

Name:

Owner Status: Original

Casa: 1532291271 WSD: 2001-03-08

Symptom Deec: STALL/QUITS AT CRUISE ALL ENGINE TEMP Resear Deed; DEALERSHIP - UNABLE TO DUPLICATE CONCERN Primary Phone: Secondary Pho-

leaus Type: 02 INFORMATION

Issue Status: CLOSED

AUTOR: DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

Dealer: 01340 SYL WORHACZ FORD INC

Origin Deec: US CONCERN CASE BASE

Odometer: 2/57 Mil

Comm Type: PHONE Analysi: ITSENEBI

Analyst Name: IRENE TSENEBIS Action Date: 05/07/2001

Action Time: 14.48.19.097

Action Date: No

Caller Information if Different From Vahicle Owner:

First Manna

Middle Initial

Day Phone

Relationship

Comments CUSTOMER SAYS: -SEEKING ASSISTANCE 48 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 ISSBUE -WILL BE ENVOKING THE LEMON LAW PER CUSTOMER, DEALER SAYS: -CUST ALLEGES THAT THE DEALER STATED THAT THEY CANNOT DUPICATE 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 DRIVIN ON SEVERAL OCCASIONS -WAS ALSO ADVISED THAT THE TECH HOTLINE WAS CONTACTED AS WELL AS THE FIGUD ENGINEER-WAS ADVISED TO HAVE THE CUSTOMER BRING THE VEHICLE IN AS SOON AS THE CONCERN OSSURES AGAIN -ADVISED CUSTOMER AS PER CONVERSATION WITH GENERAL MANAGER INFERENCE CASE ID: 4482

188UE LIST

Last Hendling Date/ Issue Status	Name/ Resson Desc	Vin/ Cese No.	Model Year and Vehicle Line	Isaue Type
1/14/2002		1FMYU04171KA84450	2001 ESCAPE	04
CLOSED	CI - DEMAND LETTER	311622761		
11/1/2001	L	1FMYU04171KA34450	2001 ESCAPE	03
CLOSED	WARRANTY - BUMPER-TÖ- Burnper	311822781		

All Action Datable for lance

Print

Case: 311822781

VIN: 1FMYU04171KA34450

Year: 2001

Model: ESCAPE

Name:

Owner Status: Original Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP

WSD: 2001-02-28

Reston Desc: CI - DEMAND LETTER.

Printery Phone: **Becondary Pho**

Issue Type: 04 REGION

Issue States: CLOSED

Action: OPEN REGION CONTACT

Dealer: 08822 THOMAS FORD SALES INC

Origin Deec: CONSUMER AFFAIRS - CONSUMER

INTERVENTION

Odometer: 4712 MB

Comm Type: MAIL

Analyst Name: ANNE

Analyst: ARCBER90

ROBERTS

Action Date: 10/24/2001

Action Time: 13.50.17.006

Action Date: No

Commands ***DEMAND LETTER DATED 10/18/01 ** CI RECEIVED 10/24/01 ***CL/STOMER STATES: VEHICLE . STALLED IN THE MIODUEOF TRAFFIC AND THE BRAKES FAILED TO OPERATE. ""CUSTOMER SEEKS: REPURCHASE OF VEHICLE ***CI EMALED 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 Deec: CONSUMER AFFAIRS - CONSUMER

INTERVENTION

Odometer: 4712 MI Analyst Name: ANNE Comm Type: MAIL

ROBERTS

Analyst: AROBER90

Action Date: 10/30/2001

Action Time: 08.37.58.204

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Duty Element Name Deta Valua REGION NUMBER DATE RECEIVED 10-24-2001 TIME RECEIVED 11:30:0001 10-24-2001 DATE FAXED TIME FAXED 14:53:0001

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

Dealer: (18822 THOMAS FORD SALES INC

Comm Type: OTHER

Odoruster: 4712 MI

Action Date: 01/14/2002

Analyst Name: GRAFT, COURTNEY (C.)

Analyst: CGRAFT

Action Time: 15.29.21.205

Action Date: No

Origin Desc: FIELD ORGANIZATION

Comments WHEN CUSTOMER WAS EXPERIENCING CONCERN DEALER WAS UNABLE TO DUPLICATE AND THERSFORE COULD NOT MAKE A REPAIR, SINCE THAT TIME THE CUSTOMER HAS RETURNED TO THE DEALERSHIP FOR MAINTENANCE AND A RECALL WITH NO INCIDENT, OUSTOMER HAS NOT READDRESSED THES

PARTICULAR ISSUE, CLOSING ISSUE.

All Action Details for lesue

Print

Case: 311822781

VIII: 1FMYU04171KA34460

Year: 2001

Model: EBCAPE

Name: M.

Owner Status: Original

WBD: 2001-02-28

Symptom Desc: STALL/QUITS AT IDLE COLD ENGINE Reason Desc: WARRANTY - BUMPER-TO-BUMPER

Primary Phone:

leave Type: 03 CONCERN

Isaue Status: CLQSED

Secondary Pho-

Action: ADVISE CUST INFO WILL SE SENT TO DUR: CONTACT CRIM

Dealer: 08822 THOMAS FORD SALES INC

Origin Danc: US CONCERN CASE BASE

Odometer: 5600 Mil Analyst Name: MELISSA NOEL Comm Type: MAIL Analyst: MNOEL

Action Date: 10/05/2001

Action Time: 08.40.23.868

Action Date: No

Caller Information If Offerent From Vehicle Owner:

First Name

Middle initial

Day Phone

Relationship

Comments CUSTOMER 8AYS: - 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 DURSHIP RIGHT NOW PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORDIAM DEALERSHIP - INFORMATION WILL BE SENT TO DUR, CUSTOMER SHOULD CONTACT CRIMISERY MIGR - ADVISE CLIST THAT THEIR ISN'T ANY OPEN F8A ON HER VEH INFERENCE CASE ID: 4905

Action: FORD COVERED REPAIR MADE - WARRANTY

Dealer: 08822 THOMAS FORD SALES INC

Odomála: 6600 Mi

Comm Type: SURVEY

Analyst Name: THOMAS FORD Action Date: 11/01/2001

Analyst B-TROMB1 Action Time: 14.44.27.111 Action Date: No

Origin Desc: DEALER

Comments NO COMMENTS AVAILABLE

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Dasc	Vin/ Case No.	Model Y	eer and Vehicle Line	Isaue Type
11/28/2001	·	1FMCU04101KB70817	2001 ES	EAPE	03
CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	686062551			
11/21/2001		1FMCU04101KB70817	2001 ES	CAPE	02
CLOSED 10/5/2001	PRODUCT - NEGATIVE FEEDBACK	688082661 1FMCU04101KB70817	2001 ES	CAPE	Q 1.
CLOSED	CAC RELATED - FAM CSR FOLLOWING CONTACT	586052561			
10/2/2001	,	1FMCU04101KB70817	2001 ES	CAPE	01
CLOSED 10/2/2001	MISC INQUIRY - GENERAL/OTHER	588062561 1FMCU04101KB70817	2001 ES	CAPE	Of
CLOSED 10/2/2001	MISC INCLURY - CSR OBC	686062551 1FMCU04101KB70817	2001 ES	CAPE	03
OLOSED	PRODYCÓMP DUR/PERF - REGIONAL ASSISTANCE	686062551			
9/13/2001 CLOSED	DEALERSHIP - WORKMANSHIP	1FMCU04101KB70817 586062551	2001 ES	CAPE	02

VIN: 1FMCU04f01KB70817

Year: 2001

Model: ESCAPE

Name:

Owner Status: Original

Cane: 586062551

Symptom Deec: STALL/CUITS AT CRUISE ALL ENGINE TEMP Reason Deed: PROD/COMP DUR/FERF - VEHICLE QUALITY

WSD: 2001-05-21 Primary Phone:

insue Type: 03 CONCERN

lesus Status: CLOSED

Secondary Pho:

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

Origin Deed: US CONCERN CASE BASE

Dealer: 03423 WOODHOUSE FORD, INC. Odometer: 3357 Mil

Comm Type: PHONE

Analyst Name: REGINALD ALSTRON

Analyst: RALSTROM

Action Date: 11/21/2001

Action Time: 18.47,18.493

Action Data: 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 PRIDAY CAC ADVISED; - DEALERSHIP IS IN THE BEST POSITION TO ASSIST - FORWARDED INFORMATION TO CRIMISERY MGR - REQUESTED CRIMISERY MGR CONTACT WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 1807

Action: CUSTOMER REFUSES TO HAVE WORK DONE

Dealer: 03423 WOODHOUSE FORD, INC.

Odometer: 3357 Mil.

Comm Type: VISIT Analyst: C-REGE

Analyst Name: CHAD REGE Action Date: 11/26/2001

Action Time: 16.50.13.621

Origin Desc: DEALER

Action Date: No

Comments SANDRA DVORAK WAS IN OUR DEALERSHIP 10,23,01. SHE WAS MORE THAN UNWILLING TO LET US WORK ON HER EXCAPE 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.

VIN: 1FMCU04101KB70817

Year: 2001

Model: ESCAPE

Case: 686062551

Name: W

Symptom Desc:

Owner Status: Original

W80: 2001-05-21 Primary Phone:

Action Date: No

Resear Desc: PRODUCT - NEGATIVE FEEDBACK

tesus Type: 02 INFORMATION

Secondary Phor.

legue Status: CLOSED

Action: ADVISE CUSTOMER THE PEEDBACK HAS BEEN DOCUMENTED

Duelor: 03423 WOODHOUSE FORD, INC. Odometer: 3357 Mil

Comm Type: PHONE Analyst: RALSTROM

Analyst Name: REGINALO ALSTROM Action Date: 11/21/2001

Action Time: 18,47,15,594

Origin Date: US INQUIRY CASE BASE

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Lest Name

Day Phone

Commants 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

VIN: 1FMCU04101KB70817

Year: 2001

Model: ESCAPE

Case: 588062651

Number :

Symptom Desc:

Owner Status: Original

WSD: 2001-05-21 Primary Phone:

Resear Desc: CAC RELATED - F/M CSR FOLLOWING CONTACT

Becondary Pho:

Issue Type: 01 INQUIRY

leave Status: CLOSED

Action: OUTBOUND CALL TO FORDIMERCURY CUSTOMER.

Degler:

Odometer: 2410 MI

Comm Type: PHONE

Analyst Name: JANELLE WATKINS

Analyst: JWATKINS

Origin Desc: MANUAL - PHONE CSR

Action Date: 10/03/2001

Action Time: 16.58,17.995

Action Date: No

Caller Information if Different From Vehicle Owner:

First Name

Middle Initial

Day Phone

Relationship

Comments CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: 4BC FORM CHAD RIEGE SM AT WODDHOUSE FORD - HE STATES THAT THE VEH HAS BEEN DETAILED, HAD GAS TANK REFILLED AND DELIVERED, DLR BISLEIVES THAT VEH IS FIXED AND THERE SHOULD BE NO MORE PROBLEMS WITH THE VEH SHUTTING OFF CAC ADVISED: -LM FOR CUST STATING THAT I UNEDRISTAND HER VEH HAS BEEN DETAILED, HAD GAS TANK REFILLED AND DELIVERED, DLR BELEIVES 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

Action: OUTBOUND CALL TO FORDIMERCURY CUSTOMER

Danier:

Odometer:

Analyst Name: JANELLE WATKINS Action Date: 10/05/2001

Comm Type: PHONE Analysic JWATKINS

Action Time: 17,06,31,945

Origin Deen: MANUAL - PHONE CSR

Action Date: No

Calter Information if Different From Vehicle Owner:

First Name

Middle initial

Lauri Marca

Day Phone

Relationable

Commonis CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: -CSR 2601 CALLED CUST TO MAKE BURE 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 QUIRLES TO CONTACT THE CAC WHEN SHE SEES FIT

All Action Details for lesus

Print

VIN: 1FMCU04101KB70817

Year: 2001

Model: ESCAPÉ

Name: :

Owner Status: Original

WSD: 2001-05-21

Case: 586082551

Symptons Desc:

Reason Deed: MISC INQUIRY - GENERAL/OTHER

Primary Phone: -**Secondary Phon**

Issue Type: 01 INCLURY

leave States: CLOSED

Action: UNABLE TO ASSIST

Declar:

Comm Type: PHONE

Origin Deec: MANUAL - NO CUSTOMER

Odometer: 1 MI

Analyst Name: VIKAS KUMAR.

Action Date: 10/02/2001

Analysi: VKUMAR Action Time: 19.52.56.620

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name

Middle (nitial

Lest Name

Day Phone

Relationable

Commente CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: CUST HUNG UP

All Action Datalis for Issue

Print

VINE 1FMCU04101KB70817

Year: 2001

Model: ESCAPE

Case: 586082551

Name:

Dwner Status: Original

WSD: 2001-05-21

Symptom Deec:

Region Deed: MISC INCURY-CSR ORC

Primary Phone: Secondary Phor-

issue Type: 01 INQUIRY

lesse Status: CLOSED

Action: CUSTOMER FOCUS - LEFT MESSAGE TO CALLBACK

Dealer:

Comm Type: MAIL

Odemater: 1 Mil

Analyst Name: NICOLE BROWN

Analyst: NIBROWN

Action Date: 08/12/2001

Action Time: 18.14.33.804 Action Data: No.

Caller Information # Different From Vehicle Owner:

First Name

Widdle initial

Lest Name

Day Phone

Origin Deed: MANUAL - CORRESPONDENCE CSR

Relationship

-VP SURVEY---Comments CUSTOMER SAYS: — --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 OL REALIZES HOW DANGEROUS AND POSSIBLEY GFATAL THIS CAN BE. -CUST HAD TO TELL THE DURSHIP TO CONTACT FORD'S TECH HOTILINE. -CUST FEELS THIS IS ANOTHER COVEREUP LIKE THE RECENT IGINITION CAUSING THE VEH TO STALL ANNOUNCEMENT -CUST WANTED TO DISCUSS THIS WITH THE OWNER OF THE DURSHIP 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

Anahart Name: JANELLE WATKING

Odomatur: 2410 MI

Aolion Date: 10/01/2001

Comm Type: PHONE

Analysi: JWATKINS

Action Time: 15.29,63,624

Action Date: No

Caller Information if Different From Vehicle Owner:

First Name

أمنتتما والطائلا

Last Name

Day Phone

Origin Desc: MANUAL - PHONE CSR

Relationable

Comments CUSTOMER SAYS: -CUST STATES THAT THE VEH STALLED AGAIN-- DUR 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 DUR 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 DURLAM FOR SCOTT HENNAN CRAINAT 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 Deec: MANUAL - PHONE CSR

Odometer: 2410 MI

Come Type: PHONE Analyst: JWATKINS

Analyst Name: JANELLE WATKINS Action Date: 10/01/2001

Action Time: 17.37.21.521

Action Date: No

Caller Information if Different From Vehicle Owner:

First Name

Middle initial

Last Nume

Day Phose

Relationship

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

Action: OUTSOUND CALL TO DEALER

Dealer:

Ottometer: 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

l and Marca

Day Phone

ol denotisés

Comments CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: CBC TO DUR SMICHAD 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- LIM FOR CHAD TO CONTACT ME BACK WITH SOME ADDITIONAL INFO.

VIN: 1FMCU04101KB70817

Year: 2001

Model: ESCAPE

Casa: 586062551

Name:

Owner Status: Original Symptom Dose: STALL/QUITS ACCELERATION ALL ENGINE TEMP

WBD: 2001-06-21

Reason Deec: PROD/COMP DUR/PERF - REGIONAL ASSISTANCE

Primary Phone: Secondary Phor

leaue Type: 03 CONCERN

Issue Status: CLOSED

Action: ADVISE CUST INFO WILL BE SENT TO DUR & REGION: CONTACT CRIM Dealer: 03423 WOODHOUSE FORD, INC.

Origin Deec: US CONCERN CASE BASE

Odomalar: 2410 Ni

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

Day Phone

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 EAR 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 HEMMAN IS NOT IN- LIM FOR HIM TO CALL ME BACK- CAC ADVISED: - FORWARDED INFORMATION TO CRIMISERY MGR WITH COPY TO REGIONAL OFFICE - REQUESTED CRIMSERY MGR CONTACT CSR WITHIN 2 BUSINESS DAYS- INFERENCE CASE ID: 1695

Action: FORD COVERED REPAIR MADE - WARRANTY

Dealer: 03423 WOODHOUSE FORD, NG.

Origin Deec: DEALER.

Odometer: 2410 MJ

Analyst Name: CHAD RIEGE

Comm Type: VISIT Anniyet: C-RIEGE

Action Date: 10/02/2001

Action Time: 12:48:20.849

Action Data: No

Comments WE PICKED UP SANDRA'S VEHICLE ON 09,28,01, AFTER REVIEWING PREVIOS REPAIRS TICKETS, TSB'S. AND SOMES, THE HOT LINE WAS USED, WE TOOK A LEAD ON A POSSIBLE STAC RELAY, WHEN TESTED IT FAILED IMEDIETLY, WE REPACED THAT RELAY, WE BELIEVE THE VEHICLE IS REPAIRED AT THIS TIME, CLOSED BY CHAD RIEGE SVC. MGR.

All Action Details for issue

Print

VIN: 1FMCU04101KB70817

Year: 2001

Model: ESCAPE

Name:

Owner Status: Original

WSD: 2001-05-21

Casa: 586062551

Symptom Desc:

Reeson Desc; DEALERSHIP - WORKMANSHIP

Primary Phone: **Secondary Phor**

tsaue Type: 02 INFORMATION

Issue Status: CLOSED

Action: THANK CUST FOR THEIR FEEDBACK AND ADVISE TO CONTACT SERVICE MIGRIF Origin Desc: US PIQUIRY CASE BASE

Odoraster: 2100 Mil

Dealer: 03423 WOODHOUSE FORD, INC.

Court Type: PHONE

Analyst Name: CLINTON GAYADEEN

Annivat: CGAYAD

Action Date: No

Action Date: 09/13/2001

Action Time: 19.19.46.535

Caller Information if Different From Vehicle Owner:

First Name

Middle initial

Lest Name

Relationable

-VP SURVEY--CUST VEH STALLED TWICE, -THE DURSHIP 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 CLIST DOES NOT THINK THE DL REALIZES HOW DANGEROUS AND POSSIBLEY GRATAL THIS CAN BE. -CUST HAD TO TELL THE DURSHIP TO CONTACT FORD'S TECH HOTLINE. -CUST FEELS THIS IS ANOTHER COVEREUP LIKE THE RECENT IGINITION CAUSING THE VEH TO STALL ANNOUNCEMENT -CUST WANTED TO DISCUSS THIS WITH THE OWNER OF THE DURSHIP BUT WAS NOT ALLOWD TO, -CUST'S FAMILY AND INSURANCE AGENT ARE WELL AWARE OF THIS " **YBC FROM DLRYTOOK VIEH IN FOR** SECOND TIME: UNMAPPY THAT I HAD TO BECAUSE DLR SHOULD HAVE CALLED FORD THE FIRST TIME - DLR CALLED ANOTHER DLR WHO ADVISED IT MAY BE THE FUEL PLANP - VEH HAS NOT STALLED SINCE, BUT HAVE NOT USED A/C ETHER - CELL PHONE ADAPTER DOESN'T 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 ACHEVE RESOLUTION, INFERENCE CASE ID: 1037

ISSUE LIST

Lest Hendling Date/ Issue Status	Name/ Reason Deec	Vin/ Case No.	Model Year and Vehicle Line	inaue Type
4/4/2002	•	1FMCU04161KB73303	2001 ESCAPE	08
CLOSED	RAY - NUMBER OF REPAIR ATTEMPTS	1774532141		
1/28/2002		1FMCU04161KB73303	2001 ESCAPE	04
CLOSED	CI - DEMAND LETTER	1774532141		
1/17/2002		1FMCU04161KB73303	2001 ESCAPE	02
CLOSED	SALES - CUST ALLEGES MIGREPRESENTATION	1774632141		
1/17/2002		1FMCU04161KB73303	2001 ESCAPE	02
CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1774532141	· · · · · · · · · · · · · · · · · · ·	
8/2/2001	•	1FMCU04181KB73303	2001 ESCAPE	01
CLOSED	MISC INQUIRY - CSR OBC	1774532141		

All Action Details for leave

Erint

Gase: 1774532141

VIN: 1FMCU04181KB73303

Year: 2001

Model: ESCAPE

Name:

Owner Status: Original Symptom Deed: STALL/QUITS ACCELERATION ALL ENGINE TEMP W6D: 2001-05-09

Reason Deed: RAV - NUMBER OF REPAIR ATTEMPTS

Primary Phone: Secondary Pho-

leaue Type: 08 RAV

letane Status: CLOSED

Action: OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

Dealer: 02824 LITHIA FORD OF CONCORD

Origin Desc: CONSUMER AFFAIRS - REACQUIRED

VEHICLES.

Odometer: 12048 Mil Analyst Name: WILSON,

Comm Type: MAIL

LINDA

Analyst L-WESOR

Action Time:

Action Date: Yes

Action Date: 03/29/2002

12.69.39.833

Comments NO COMMENTS ADDED

Duta Ejement Mana	Deta Valu
	
UPLOAD DATE	02-05-2003
TAG#	2938190

TAG# VEHICLE VALUE AMOUNT **NET LOSS AMOUNT** DEVIATION FOR MILEAGE AMOUNT DEVIATION FOR UPGRADE

18925 5847 1212

DEVIATION FOR OVERALLOWANCE DEVIATION FOR NEGATIVE EQUITY

DEVIATION FOR OTHER

REPLACEMENT VIN

2KB66948

Action: RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT

Dealer: 02624 LITHIA FORD OF CONCORD

Origin Desc: CONSUMER AFFAIRS - REACQUIRED

VEHICLES

Odometer: 12048 MI

Comm Type: MAIL

Analysi Hame: EYVETTE

Analyst: EHANSBER

HANSBERRY

Action Time:

Action Date: 0404/2002

11,49,58,305

Action Data: Yes

Commente NO COMMENTS AVAILABLE

Date Sement Name	Deta Value
	
CHECK REQUEST DATE	04-03-2002
CHECK ISSUE DATE	04-04-2002
CHECK AMOUNT	26,7722002
CHECK#	6471383002
PAYEE	LITHIA FORD OF CONCORD

All Action Details for leave

Print

Case: 1774632141

VIN: 1FMCU04181KB73303

Year: 2001

Model: ESCAPE

Owner Status: Original

Symptom Desc: STALL/QUITS ACCELERATION HOT ENGINE

W3D: 2001-08-09

Reason Deec: Ct - DEMAND LETTER

Primary Phone: Becondary Pho

Isaue Type: 04 REGION

lestre Status: CLOSED

Action: OPEN REGION CONTACT

Dealer: 02824 LITHIA FORD OF CONCORD

Origin Desc: CONSUMER AFFAIRS - CONSUMER

INTERVENTION

Odometer: 11869 MI Analyst Nume: CELESTE

Action Date: 01/24/2002

Comm Type: MAL.

JACKBON

Analysis: CJACKS84

Action Time:

13.27.27.164

Action Date: No.

Comments CI RECEIVED DEMAND LETTER DATED 01/16/02 ON 01/24/02*** CUSTOMER STATES: CONCERNS WITH VEHICLE STALLING WITHOUT WARNING WHILE DRIVING BETWEEN THIRTY TO FORTY FIVE MILES PERHOUR. 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: 02524 LITHIA FORD OF CONCORD

Origin Dusc: CONSUMER AFFAIRS - CONSUMER

INTERVENTION

Odometer: 11869 MI Analyst Name: CELESTE

Action Date: 01/24/2002

Comm Type: MAL Analyst: CJACK884

JACKSON

Action Time:

13.36.47.406

Action Data: Yes

Comments NO COMMENTS AVAILABLE

Date Slement Name Data Value

REGION NUMBER 72 DATE RECEIVED 01-24-2002 TIME RECEIVED 11:48:0002 01-24-2002 DATE FAXED 13:35:0002 TIME FAXED

Action: FORD COVERED REPAIR MADE - WARRANTY

bester: 02624 LITHIA FORD OF CONCORD

Origin Desc: FIELD ORGANIZATION

Odometer: 11869 MI

Analyst Name: MIRANDA PATRICK

Comm Type: PHONE 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 REPUND / REPLACEMENT HAS BEEN REVIEWED AND THE CUSTOMER IS NOT

ELIGBLE AT THIS TIME.

VIN: 1FMCU04181KB73303

Year: 2001

Model: ESCAPE

Case: 1774532141

Name:

Owner Status: Original

W8D: 2001-06-09 Primary Phone:

Symptom Date:

Rasson Desc: SALES - CUST ALLEGES MISREPRESENTATION

Primary Phone:

Issue Type: 02 INFORMATION

lessue Status: CLOSED

Secondary Pho:

Action: THANK CUST FOR THEIR FEEDBACK, INFO WILL BE FORWARDED TO DLR FO

Dealer: 02624 LITHIA FORD OF CONCORD

Origin Deec: US INQUIRY CASE BASE

Odometer: 11700 MF

Comm Type: PHONE

Analyst Name: JENNIFER CORREA

Analysis JCORREIA

Action Date: No

Action Date: 01/17/2002 Action Time: 20.58.21.930 Action
Communic CustoMER SAYS: - CUST STATES VEH SHUT OFF WHILE DRIVE

CONTINUING 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 - DURSHIP REPLACED CPM AFTER THE THIRD STALL - THIS WAS 2000 MILES AGO AND STALLED AGIN TODAY - CUST STATES AC SHIFTS FROM POINTING (B) YOU TO DEFROST AND SHUTS OFF SOMETIME WHEN ACCELERATING ORLSHIP SAYS THAT HAPPENS - CUST HAS A NEW YEH 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

VIN: 1FMCL04161KB73303

Year: 2001

Model: ESCAPE

Case: 1774532141

Name: UF:

Owner Status: Original Symptom Deec: STALL/QUITS AT IDLE ALL ENGINE TEMP

WBD: 2001-08-09 Primary Phone:

Region Desc: DEALERSHIP - UNABLE TO DUPLICATE CONCERN.

Becondary Pho:

lesue Type: 02 INFORMATION

innum Status: CLOSED

ACTION: DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

Dealer: 02824 LITHIA FORD OF CONCORD

Origin Desa: US CONCERN CASE BASE

Odometer: 11700 MI

Cotton Type: PHONE

Analyst Name: JENNIFER CORRESA Action Date: 01/17/2002

Analyse JCORREIA

Action Time: 20.58.18.123

Action Date: No

Caller Information & Different From Vehicle Owner:

First Name

Middle initial

Last Name

Day Phone

Relationship

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 - DURSHIP REPLACED CPM AFTER THE THIRD STALL - THIS WAS 2000 MILES AGO AND STALLED AGIN TODAY - CUST STATES AC SHIFTS FROM POINTING & YOU TO DEFROST AND SHUTS OFF SOMETIME VAKEN ACCELERATING DRUSHP SAYS THAT HAPPENS - CUST HAS A NEW VEHISHE 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 BOON 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

Owner Status: Original

WED: 2001-08-09

Symptom Deec:

Reason Deec: MISC INCURY - CSR CSC

Primary Phone: Secondary Pho:

teems Type: 01 INQUIRY

Indus Status; CLOSED

Action: CUSTOMER FOCUS - LEFT MESSAGE TO CALLBACK

Dealer:

Origin Date: MANUAL - CORRESPONDENCE CSR

Odomatet:

Comm Type: MAIL

Analyst Name: AMAN HASEBENEBI Analyst: AHASEBEN

Action Date: 06/02/2001

Action Time: 21,31,39,036 Action Date: No

Caller Information If Different From Vehicle Owner;

First Name

Middle initial

Last Name

Day Phone

Relationable

Comments CUSTONER 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 AIC SHIFTS FROM POINTING @ YOU TO DEFROST AND SHUTS OFF SCHETIME WHEN ACCELERATING, DRUGHP SAYS THAT HAPPENS . SHIFTER (PARK AND DRIVE) TOO LONG AND IN THE WAY PER CUSTOMER, DEALER BAYS: LITHIA FORD OF CONCORD CAC ADVISED: CLISTOMER FOCUS - LEFT MESSAGE TO CALLBACK >>>> AMSWERING WACHINE >>>>

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

All Action Datails for lesus

Print Model: ESCAPE VIN: 1FMYU03181KC40043 Year: 2001 Came: 723442361 Nume; -Owner Status: Original WSD: 2001-07-10 Symptom Desc: Primary Phone: Resign Desc: ICCD - CUSTOMER INFORMATION ONLY Secondary Pho: leave Status: CLOSED ISSUS Type: 02 INFORMATION Aztion: ICCD - OUTBOUND SURVEY CONDUCTED Origin Desc: ICCD Declar: Comm Type: PHONE Analyst: SBOCO Odometer: 1100 Mil Analyst Name: SUNIL BOODHAI Action Time: 20.05.23.192 Action Date: 08/24/2001 **Action Date: Yes** Caller Information If Different From Validic Owner: First Name Middle initial Relationable Day Phone Comments CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NO RECENT CONTACT CAC ADVISED: ICCD OUTBOUND SURVEY CONDUCTED (NO CONCERNS) Data Element Neme Data Value Y

Last Handling Date/ Insue Status	Name/ Resson Desc	Vin/ Case No.	Model Year and Vehicle Line	iseus Type
1/23/2003		1FMCU04181KF12000	2001 ESCAPE	02
CLOSED	PROD/COMP (UR/PERF - VEHICLE CHALITY	1326590552		
1/23/2003		1FMCU04181KF12000	2001 ESCAPE	02
CLOSED 3/28/2002	RECALL/ONP - VEHICLE INVOLVEMENT	1326590652 1FMCU04181KF12000	2001 ESCAPE	02
CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1326590552		

All Action Details for Issue

Print

VIN: 1FMCU04181KF12000

Year: 2001

Model: ESCAPE

Name:

Owner Status: Original

Casa: 1328590852

Origin Deec: US CONCERN CASE BASE

Symptom Deec: INSTR/DISPLAY ELECTRONIC

WBD: 2001-02-09 Primary Phone:

Retings Dood: PROD/CONP DUR/PERF - VEHICLE QUALITY

Inque Status: CLOSED

Issue Type: 02 INFORMATION

Secondary Pho:

Action: ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM Dealer: 02920 MARKWOOD FORD-MERCURY, INC.

Odcenster: 29000 MB

Comm Type: PHONE

Analyst Name: CHRISTINA HOLT

Analysi: CHQLT

Action Date: 01/23/2003

Action Time: 17.57.41.876

Action Date: No

Community CUSTOMER SAYS: «DISPLAY ON RADIO DOESN'T WORK -DOME LIGHTS AND HEADLIGHTS WORK INTERMITTENTLY PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORDAM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT

CRIMISERY MIGR INFERENCE CASE ID: 4591

All Action Detalls for Issue

Print

VIN: 1FMCU04181KF12000

Year: 2001

Modek ESCAPE Case: 1328590852

Origin Deec: US INQUIRY CASE BASE

Nume:

Owner Status: Criginal

Sympotoms Desic: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Reason Desc: RECALL/ONP - VEHICLE INVOLVEMENT

WBD: 2001-02-09

leaus Type: 02 INFORMATION

ismae Status: CLDSED

Primary Phone: Secondary Phor

Action: ADVISE CUST NO FSA'S AT THIS TIME

Dation: 02820 MARKWOOD FORD-MERCURY, INC.

Comm Type: PHONE

Odometer: 29000 Mil

Analyst Name: CHRISTINA HOLT

Analyst CHOLT

Action Date: 01/23/2003

Action Time: 17.67.40.841

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Cay Phone

Relationable

SLIZABETH

SPOUSE

LARK

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 PRIEFER TO USE AN ELECTRONIC MEDRIAL THIS INFORMATION IS ALSO AVAILABLE AT WWW.FORD.COM, CLICK ON CONTACT US, THEN ASK KATE AND CHOOSE RECALLS AS THE TOPIC.

--ADVISED CUST, THAT (2M01 IS AN EXTENSION OF THE WARRANTY ON THE EGR PRESSURE SENSOR INFERENCE CASE ID: 1040

Print

VIN: 1FMCU04181KF12000

Year: 2001

Model: ESCAPE

Case: 1326620862

Nama:

Owner Status: Original

WBD: 2001-02-09

Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP Remon Date: DEALERSHIP - UNABLE TO DUPLICATE CONCERN

Primary Phone: Secondary Pho:

issue Type: 02 INFORMATION

lease Status: CLOSED

Action: DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

Dealer: 02920 MARKWOOD FORD-MERCURY, INC.

Origin Doce: US CONCERN CASE BASE

Odometer: 18000 MJ

Action Date: 03/26/2002

Comm Type: PHONE

Analyst Hame: SABRINA KNIGHTS

Analysic SKHIGHT6

Action Time: 09.03.53.081

Action Date: No.

Caller Information If Different From Vehicle Owner:

First Name

Middle initial

Last Nume

Day Phone

Relationship

SLIZABETH

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 (INTERNITTENT) CONCERN IS NOTICED -INFORMED CUST THAT THE BEST THING THAT SHE WOULD NEED TO DO IS TO STAY IN CONTACT WITH THE DURKSIP - 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

Lest Handling Date/	Name	Vin/	Model Year and Vehicle	Iseue
lesue Status	Reason Deec	Case No.	Line	Туре
1/7/2003	•	1FMCU04181KE96704	2001 E8CAPE	02
CLOSED	CORRESPONDENCE - WORK IN PROGRESS	567900142		
1/7/2003	1	1FMCU04181KE98704	2001 ESCAPE	02
CLOSED	AWA - AWA DENIED	557900142		
6/17/2002		1FMCU04161KE96704	2001 ESCAPE	02
CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	587900142	•	
6/12/2002	0	1FMCU04161KE98704	2001 ESCAPE	04
CLOSED	PROD/COMP DUR/PERF - REGIONAL ASSISTANCE	567900142		
4/1/2002	**	1FMCU04181KE96704	2001 ESCAPE	03
CLOSED	AWA - WITHIN CRITERIA, REQUESTING AWA	567900142		
1/14/2002		1FMCU04181KE98704	2001 ESCAPE	ᅄ
CL OSED	MISC INQUIRY - GENERAL/OTHER	567900142		

All Action Details for leave

Print

VIN: 1FMCU04181KED6704

Year: 2001

Model: ESCAPE

Name:

Owner Status: Original

Case: 687900142

Symptom Deec:

WBD: 2000-11-16 Primary Phone:

Reason Deed: CORRESPONDENCE - WORK IN PROGRESS Issue Type: 02 INFORMATION

leaue Status: CLOSED

Secondary Phone:

Action: EMAIL - WP - SCHEDULED CALL BACK

Dealer: 03854 TOWER FORD INC

Origin Deec: MANUAL - EMAIL

Odometer:

Comm Type: EMAIL

Analyst Name: MATTHEW MAXWELL

Analysi: MMAXWELL

Action Date: 01/07/2003

Action Time: 17.42.47.265

Action Date: No

Caller Information of Different From Vehicle Owner:

First Name

Middle initial

Comments CUSTOMER BAYS: -E-MAIL CASE #679592= 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

All Action Details for lesue

Print

VM: 1FMCU04181KE98704

Year: 2001

Model: ESCAPE

W8D: 2000-11-16

Case: 557900142

Owner Status: Original Symptom Deec: STALL/QUITS AT IDLE ALL ENGINE TEMP

Primary Phone:

Reason Deec: AWA - AWA DENED

Becondary Phone:

Issue Type: 02 INFORMATION

lesue Status: CLOSED

ACTION: ADVISE CUST VEHICLE IS BEYOND WARRANTY: NO ASSISTANCE

Origin Desc: US CONCERN CARE BASE

Dealer: 03854 TOWER FORD INC Odomater:

Comm Type: PHONE

Analyst Name: LEONARD SSONKO

Analyst: LESONKO

Action Date: 01/07/2003

Action Time: 10.12.05.882

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Aldde Inklai

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: = CUST WANTS TO SPEAK TO A SUPERVISOR. = CUST SAYS THAT HE HAS SPOKE EVERYONE POSSIBLE AT THE DURSHIP FROM THE SRY 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 CALISE 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 FIORD 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: --NOME CONTACTED CAC ADVISED: - I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTES, FSACSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR, CLIST SAYS THAT HE WILL CALL BACK EVERY FIVE MINUTES UNTIL HE GET'S A SUPERVISOR ON THE PHONE. INFERENCE CASE ID: 5413

All Action Details for Issue

<u>Prini</u>

VINE 1FMCU04161KER8704

Year; 2001

Model: ESCAPE

Name: k

Owner Status: Original

Casa: 567900142 WBD: 2000-11-18

Symptom Door: STALL/QUITS ACCELERATION ALL ENGINE TEMP

Primary Phone:

Resson Deec: PROD/COMP DUR/PERF - VEHICLE QUALITY

Secondary Phone:

leses Type: 02 INFORMATION

iesus Status: CLOSED

Action: ADVISE INFO WILL BE SENT TO DUR: CONTACT CRIM

Dealer: 09664 TOWER FORD INC.

Origin Deec: US CONCERN CASE BASE

Odorseter: 21000 MB

COMM Type: PHONE Analysic SEROWN48

Analyst Hame: STACY BROWN Action Date: 08/17/2002

Action Time: 12.00.50.058

Action Date: No

Caller Information W Different From Vehicle Owner:

First Name

أواناها فالتؤللة

Last Name

Day Phone

Relationable

Comments CUSTOMER SAYS; = CUSTOMER IS CALLING BACK WITH THE SAME COMPLAINT AS BEFORE «HAVE REPORTED THIS CONCERN TO THE NEWSPAPERS -COULD NOT CONTACT DUE TO TIME RESTRAINTS. PRIOR TO TODAY...WAS GOING TO CALL IN NEXT WEEK, BUT SINCE VEH STALLED AGAIN HE WILL BE BRUNGING THE VEH IN TODAY = CUST STATES THAT HE IS NOW AT THE DLR WAITING FOR SERVICE

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 FORDALM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRIMISERY MGR INFERENCE CASE ID: 4591

Action: VEHICLE INFORMATION

Dealer: 03654 TOWER FORD INC

Odontatut: 21000 MI

Analyst Hame: STACY BROWN

Action Date: 06/17/2002

Comm Type: PHONE

Analysi: SEROWNUS Action Time: 12.00.60.058 Origin Desc: MANUAL - PHONE CSR

Action Date: No

Caller Information if Different From Vehicle Corner:

First Name

Middle initial

Last Name

Day Phone

Relationship

Commercia CUSTOMER SAYS; = I WANT A COPY OF THIS FILE EITHER PRINTED AND BENT TO ME, OR DO I HAVE TO GET MY LAWYER TO CALL YOU FOR A COPY?????? PER CUSTOMER, DEALER SAYS: CAC ADVISED: "ADVISED CLIST 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 Datals for issue

Print

VIN: 1FMCU04161KE96704

Year: 2001

Model: ESCAPE

Case: 667900142

Nama:

Symptom Date: STALL/CAUTS DECELERATION HOT ENGINE

Owner Status: Original

WSD: 2000-11-18

Reason Desc: PROD/COMP DUR/PERF - REGIONAL ASSISTANCE

Princery Phone: Secondary Phone:

leaus Type: 04 REGION

Inque Statue: CLOSED

Addor: ADVISE CUSTOMER OF DEALER'S RESPONSE

Dealer: 03654 TOWER FORD INC

Origin Deec: US CONCERN CASE BASE

Odometer: 19000 MI

Comm Type: PHONE

Analyst Name: YVONNE LATTY Action Date: 04/30/2002

Analyst: YLATTY

Action Time: 10.43,33,206

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle initial

Last Name

Day Phone

Relationship

Comments Customer Says: -Extremely upset -veh had no brake, steering and acceleration -have CONTACTED HIS LAWYER, THE HOSPITAL, SCHOOL PRINCIPAL SHOULD VIEH HAS AN ACCIDENT PER CUSTOMER, DEALER SAYS: NOME 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 INTERNITTEN -WITH NO CODES, REPAIRS WERE DONE AS PER 88M AND TECH HOTLINE -CURRENTLY THERE IS A CHECK ENGINE LIGHT AND CODES -MILL 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 THITES - WE HAVE DOCUMENTED YOUR CONCERN AND WILL SEND A COPY TO YOUR DEALERSHIP REQUESTING FURTHER. TECHNICAL ASSISTANCE - YOUR CRIMISERY MIGH 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 Analyst Name: RENE KASS

Comm Type: VISIT Analyst: R-KASS2

Action Date: 06/01/2002

Action Time: 09.42.28.992

Action Date: No

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

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 03854 TOWER FORD INC

Comm Type: VISIT

Odometer: 19000 Mi Analyst Name: RENE KASS

Analyst: R-KAS82

Action Date: 05/03/2002

Action Time: 10.40.11.829

Action Date: No

Origin Deet; DEALER

Comments VEHICLE REPAIRED AS PER CODES, REPLACED WAY AND PURGE VALVE, REPLACED IAC. ROADTESTED 50 MILES, CHECKED BRAKING SYSTEM AS PER CUSTOMER REQUEST, REPLACED WEAK MASTER CYLINDER, CUSTOMER PICKING UP VEHICLE TODAY, 6-3-02.

Action: UNABLE TO CONTACT CUSTOMER 8 TIMES Declar: 03654 TOWER FORD INC

Odometer: 19000 Mil Analyst Name: MICHAEL JOHNSON Action Date: 06/12/2002

Comm Type: PHONE Analyst: MJOHN148 Aution Time: 17.14.23.408

Origin Deec: FIELD ORGANIZATION

Action Date: No

Comments OLRSHIP HAS LEFT MESSAGES ASKING CUSTOMER TO CALL IF THEY STILL HAVE PROBLEM, TO

DATE, DLR HASN'T HEARD FROM CUSTOMER

All Action Details for Issue

Print

Case: 587900142

VIN: 1FMCU04181KE98704

Year: 2001

Model: ESCAPE

Name: : i

Overer Status: Original

W80: 2000-11-16

Symptom Dave: STALL/QUITS AT IDLE ALL ENGINE TEMP Resson Deec: AWA - WITHIN CRITERIA, REQUESTING AWA Primary Phona:

leave Type: 03 CONCERN

lesse Status: CLOSED

Secondary Phone:

Action: ADVISE CUSTOMER OF DEALER'S RESPONSE

Dealer: 03654 TOWER FORD INC.

Comm Type: PHONE

Origin Deec: US CONCERN CASE BASE

Odcapate: 18000 MR Analyst Name: NATASHA SEATON

Analyst: NSEATON

Action Date: No

Action Date: 04/01/2002

Action Time: 10.67.30.777

Celler Information If Different From Vehicle Owner:

First Name

Middle initial

Day Phone

Relationable

COMMENDED CUSTOMER SAYS: -WHILE DRIVING DOWN A HILL APPLING THE BRAKES GENTLY THE STEERING WHEEL STARTED TO GET STIFF AND THEN LOCKED UP HE LIGHT DID NOT TURN GREEN CUST WOLLD 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 YHIS 2001 ESCAPE -CUST NO LONGER WANTS THE VEH: NO LONGER FEELS SAFE WITH THE VEH; WANTS THE DURSHIP TO TAKE THE VEH BACK AND GIVE MONEY BACK PER CUSTOMER, DEALER SAYS: TOWER FORD OF GREAT NECK -CLAIMS THAT THE DURSHIP BAID THAT THEY REPAIRED THE VEH; THEN THE CONCERN HAPPENED AGAIN CILAIMS THAT THE OWNER SAID THAT THIS IS A SERVICE ISSUE: TRANSFERED CUST TO SERVICE -CLAIMS THAT THE DURSHP 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? \Longrightarrow advised cust ford goal is to repair the veh-ord to durship spoke to rene say who said THAT FORD HAS JUST SENT OUT \$55 TO REPAIR THIS CONCERN; WILL SPEAK TO REP ABOUT CLUST CONCERN -ADVISED CUST OF THE FOLLOWING -ADVISED CUST THAT REG WILL MAKE FINAL DECISION IN REGARDS TO HIS MATTERIAND DURSHP WILL CONTACT WHEN THEY HEAR FROM REG -PROVIDED CUST WITH FMCC NUMBER INFERENCE CASE ID: 5417

All Action Details for Issue

Edint

VIN: 1FMCU04181KE98704

Year: 2001

Model: ESCAPE

Case: 567900142

Kame: M

Owner Status: Original

WSD: 2000-11-18

Symptom Deec:

Reason Deed: MISC INQUIRY - GENERAL/OTHER

Primary Phone: Secondary Phone:

issus Type: 01 INQUETY

lasue Status: CLOSED

Action: CUSTOMER FOCUS - WIP - SCHEDULED CALL BACK

Dealer:

Origin Deec: MANUAL - CORRESPONDENCE CSR

Odometer: 1 Mi

Comm Type: SURVEY

Analyst Name: JITENDRA TANEJA Analyst: JTANEJA

Action Dista: 01/14/2002

Action Time: 16.41.59.413 Action Data: No.

Caller Information M Different From Vehicle Owner:

First Name

Middle initial

Lest Name Day Phone Relationship

Comments Customer Says: ————Survey————= FEELS THAT EVERYONE FROM THE OWNER TO THE SERVICE PEOPLE ARE RUDE, UNCARING, LLMANNERED, UNIVOLEDGEABLW, UNBYMPATHETIC, 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 FRO THE INCONVINIENCE 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 CLRSHIP 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:

Comm Type: SURVEY

Odometer: 1 Mi Comm Type: SURV Analyst Name: JITENDRA TANEJA Analyst: JTANEJA

Action Date: 01/14/2002

Action Time: 17.49.54.352 Action Date: No

Caller Information if Different From Vehicle Owner:

First Nerse

Middle initial

Lock Name

Day Phone

Origin Deec: MANUAL - CORRESPONDENCE CSR

Relationship

service people are rude, uncaring, illmannered, uknoledgeablw, unsympathetic, obnoxicus, OFFENSIVE -THEY ALSO FEEL THAT A RENTAL CAR WHICH IS PROVIDED SHOULD BE OF EQUIVALENT CLASS AND THEY SHOULD NOT BE PUSHING TO SRING IN A VIEW FOR A FACTORY DEFECT AS WELL AS THEY FEEL THAT THEY SHOULD BE PAID FRO THE INCONVINIENCE 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 THE DATE THEY HAVE NOT RECEIVED ANY REPLY BACK FROM THE OWNER OF THE DURSHIP NOR FROM ANYONE IN THE SERVICE DEPT PER CUSTOMER, DEALER SAYS: TOWER FORD INC CAC ADVISED; CUSTOMER FOCUS - MALED HALLMARK CARD AS BUSY SIGNAL

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	lesu: Typi
4/17/2002		1FMYU04111KF83843	2001 E8CAPE	02
CL08ED	PRODUCT - NEGATIVE FEEDBACK	1414771002		
4/10/2002	••••	1FMYU04111KF63943	2001 ESCAPE	02
CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1414771002		

All Action Details for issue

Print

VIN: 1FMYU04111KF63943

Year: 2001

Modal: ESCAPE

Case: 1414771002-

Name:

Everpton Desc:

Owner Status: Original

WSD: 2001-01-10

Princery Phone: **Becondary Pho**

Reason Deec: PRODUCT - NEGATIVE FEEDBACK

lease Type: 02 INFORMATION

houe Statue: CLOSED

AUTION: ADVISE CUSTOMER THE FEEDBACK HAS BEEN DOCUMENTED Origin Desc: US INQUIRY CASE BASE

Dealer: 01266 TAMIAMI FORD INC

Comme Type: PHONE

Odometer: 18981 MI Analyst Hame: NANCY DI RICO Action Date: 84/17/2002

Analyst: NDRIGO Action Time: 11.00.41.771

Action Date: No

Caller Information & Different From Vehicle Owner:

First Name JACK

Middle initial

Lest Name RYAN

Day Phone

Relationship PARENT

COMMITTED VI. CONSTICUSTOMER 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 -HOW 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 LOCKING 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: -TAMIAMI FORD SERVICED THE VEH-REPLACED AN EMISSION CONTROL SENSOR OF THIS SENSOR GOES OUT AND IT WOULD CAUSE THE ENGINE TO STALL JAPRA. 10,2002 TAMAM FORD REPLACED THE SENSOR THAT WAS REPLACED A WEEK AGO CAC ADVISED: ADVISE CUSTOMER INFORMATION HAS BEEN DOCUMENTED -ADVICK THAT THERE ARE NO RECALLS OR CSP ON THIS VEH-CONCERN HAS BEEN DOC IN OUR RECORDS HET HERE IS ANY FURTHER INFO ON THIS ISSUE, YOU WOULD BE NOTIFIED ADVICX THAT THE VEH IS STILL WITHIN BUMPER TO BUMPER WARRANTY ALSO HAVE AND ESP-PREMILIM CARE THAT VEH HAS ADDITIONAL WARRANTY COVERAGE INFERENCE CASE ID: 867

All Action Details for leave

Print

VIN: 1FMYU04111KF83943

Year: 2001

Modet ESCAPE

Name:

Owner Status: Original

Case: 1414771002

Symptom Desc: STRG/HANDLING FUNCTION LOSS OF STRG

WSD: 2001-01-10 Princip Phone:

Reason Deed: DEALERSHIP - UNABLE TO DUPLICATE CONCERN

Secondary Phor

Issue Type: 02 INFORMATION

lawue Status: CLOSED

AMON: DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

Dealer: 01288 TAMIAMI FORD INC

Origin Desc: US CONCERN CASE BASE

Odometer: 18000 Mi

Comm. Type: PHONE

Analyst Name: INGRID MCLAREN

Action Date: 04/10/2002

Analyst MCLAREN Action Time: 11.28.08.914

Action Data: No

First Name

Caller Information If Different From Vehicle Owner: Middle initial

DEALERSHIP IN DIAGNOSING THE VEHICLE - IF THEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP

Last Name RAYAN

Day Phone 2173700256 Relationship PARENT

JACK

Comments CLISTOMER SAYS: - ONE DAY LAST WEEK WHILE DRIVING DOWN A CITY STEERT THAT VEHICLE POWER STEERING JUST STOP WORKING THE ENGINE WAS STILL RURNING - WHEN THE VEHICLE WAS BROUGHT INTO THE DURSHIP THEY WHERE 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 VIEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE

WILL BE UNABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERLITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

Last Handling Date/ Insue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	lasu: Type
12/20/2002		1FMYU041X1KC38986	2001 ESCAPE	06
CLOSED	DSB-REPLACE/REPUND ROST-LOST CONFID IN VEH	1715411142		
6/28/2002		1FMYUD41X1KC38986	2001 ESCAPE	04
CANCEL	CI - DEMAND LETTER	1716411142		
4/24/2002		1FMYUD41X1KC38066	2001 ESCAPE	02
CLOSED	PRODICOMP DURPERF - VEHICLE QUALITY	1716411142		

All Action Details for Issue

Print

Case: 1715411142

VIN: 1FMYU041X1KG38988

Year: 2001

Modet ESCAPE

Name: N

Owner Status: Original Bymptom Date: STALL/QUITS AT CRUISE ALL ENGINE TEMP

W80: 2001-10-12

Reason Desc: DSB-REPLACE/REFUND ROST-LOST CONFID IN VIEW

Primary Phone:

letus Type: 08 DSB

tesus Status: CLOSED

Secondary Phor

Action: OPEN-OTHER PROVIDED APPLICATION-NO GRAL PRESENTATION

Dealer: 07459 MC CRACKIN FORD

Continu Type: MAIL

Origin Deec: DEMARS

Odemater: 7800 MI Analyst Name: MIKE CONTRERAS

Anabat M-CONTRS

Action Date: No

Action Date: 11/06/2002

Action Time: 09.02.11.299

Comments ELIGIBLE: ENGINE STALLS

Action: DEMARS MAILS REQUESTS FOR DEALER REPORTS

Dualer: 07459 MC CRACKIN FORD

Comm Type: MAIL

Odometer: 7800 MF Analyst Name: CAMPAU , JANIE

Analysis J-CAMPAU

Action Date: 11/06/2002

Action Time: 18.03.00.181

Action Date: Yes

Origin Duec: DEMARS

Comments NO COMMENTS AVAILABLE

Duta Element Name

Data Value

DEALER NAME

DEALER NAME

MCCRAKIN FORD MCKNIGHT FORD

DEALER NAME

CEALER NAME

DEALER NAME

DEALER NAME

DEALER NAME

DEALER NAME

DEALER NAME

Origin Desc: CONSUMER AFFAIRS - DSB

Odornatur: 7800 MI

Analyst Harns: JULE SCHWARTZ

Action: CSM - MAIL SENT - DSB Dealer: 07459 MC CRACKIN FORD

Comm Type: OTHER Analyst: JSCHWA17

Action Date: 11/12/2002

Action Time: 13.46.11.647

Action Date: No

Comments PITTSBURGH 12-13

Action: DEMARS RECEIVES DEALER REPORT

Dealer: 07459 MC CRACKIN FORD

Odometer: 7800 MI

Comm Type: MAR. Analyst: J-CAMPAU

Analyst Norse: CAMPAU , JAME Action Date: 11/18/2002

Origin Deec: DEMARS

Action Time: 15.28.12.948

Action Date: No.

Commercias MCCRACKIN FORD

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

Design: 07459 MC CRACKIN FORD

Odometer: 7800 Mil

Analyst Name: CAMPAU, JAMIE

Action Date: 1202/2002

Comm Type: PHONE Analysis J-CAMPAU

Action Time: 16.39.22.049

Origin Deec: DEMARS

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

DEALER NAME

MCKINIGHT FORD

Action: RECORD DETAILS BOARD DECISION - NO FURTHER ACTION

Dealer: 07489 MC CRACKIN FORD

Odometer: 7800 Mi Analysi Name: CANDY RUEHL

Action Date: 12/20/2002

Comm Type: EMAIL · Analyst: C-RUEHL

Action Time: 10.57.50.852

Action Date: Yes

Origin Desc; DEMARS

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

Date Value

NAME OF BOARD MEETING DATE DECISION LETTER DATE 40 DAY DELAY CODE ORAL HEARING PITTS 12-13-2002 12-17-2002 15

All Action Detelle for lesse

Print

VIN: 1FMYU041X1KC38968

Year: 2001

Model: ESCAPE

Case: 1715411142

Name:

Owner Status: Original

WSD: 2001-10-12

Symptom Deec: STALL/QUITS AT CRUISE ALL ENGINE TEMP Resson Desc: CI - DEMAND LETTER

Primary Phone: Secondary Pho-

Issus Type: 04 REGION

Isono Blatus: CANCEL

Addon: OPEN REGION CONTACT

Dealer: 07459 MC CRACKIN FORD

Origin Deed: CONSUMER AFFAIRS - CONSUMER.

INTERVENTION

Odometer: 4220 MI Analyst Name: TRACY Comm Type: MAIL

BUSH

Analyst: TBUSH3

Action Time:

Action Date: 05/08/2002

09.26.26.821

Action Data: No

Comments "DEMAND LETTER DATED 4/28/02" ""CI RECEIVED 8/8/02"" ""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 ACKHOWLEDGEMENT***

Action: LETTER FAXED TO REGION

Dealer: 07459 MC CRACKIN FORD

Origin Deec: CONSUMER AFFAIRS - CONSUMER:

INTERVENTION

Odometer: 4220 Mil

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

Deta Element Name REGION NUMBER DATE RECEIVED TIME RECEIVED

06-06-2002 08:26:0002 05-08-2002

08:31:0002

Data Value

TAKE FAXED

DATE FAXED

Action: CANCEL ISSUE Dealer: 07459 MC CRACKIN FORD

Origin Deec: FIELD ORGANIZATION

Odometer: 4220 MI

Analyst Name: BELOTE, PAUL (P.S.)

Comm Type: PHONE

Analyst: PEELOTE

Action Date: 05/28/2002 Action Time: 10.25.27.908

Action Date: No

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

All Action Datalle for leave

Patet

VINE 1FMYLI041X1KC38988

Year: 2001

Model: ESCAPE

Case: 1715411142

Name: Mi

Owner Status: Original Symptom Deat: STALL/QUITS AT CRUISE HOT ENGINE

WED: 2001-10-12 Primary Phone:

Reason Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY

Secondary Phon

featibility (2) INFORMATION

Issue Status: CLOSED

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

Origin Deec: US CONCERN CASE BASE

Dealer: 07459 NIC CRACKIN FORD

Comm Type: PHONE

Odometer: 4000 Mil Analyst Harse: HERMAN MCPHERSON

Analysis HMCPHERS

Action Date: 04/24/2002

Action Time: 19.52.15,603

Action Data: No

Caller Information M Officent From Vehicle Owner:

First Name

Middle Initial

Day Phone

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 FORDALM DEALERSHIP - INFORMATION WILL BE SENT TO DUR, CUSTOMER SHOULD CONTACT CRIMISERY MGR INFÉRENCE CASE ID: 4591

Last Hundling Date/ Issue Status	Nume/ Reseon Desc	Vin/ Case No.	Model Year and Vehicle Line	luaue Type
8/13/2002		1FMCU04132KB96202	2002 ESCAPE	06
CLOSED	DSB-REF'D PURCH PRICE ROBT-DLR CAN' REPAIR	411321372		
8/2/2002	1	1FMCU04132/0906202	2002 ESCAPE	- 08
CLOSED	RAY - NUMBER OF REPAIR ATTEMPTS	411321372		

All Action Details for Issue

Print.

VB& 1FMCU04132KB96209

Year: 2002

Model: ESCAPE

Name:

Owner Status: Original

Case: 411321372 W8D: 2002-02-06

Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP

Reason Date: DS8-REFD PURCH PRICE ROST-OLR CAN'T REPAIR

Primary Phone: Secondary Phone:

leese Type: 06 DSB

Insure Status: (LQSEI)

Action: OPEN-OTHER PROVIDED APPLICATION-YES ORAL PRESENTATION

Dealer: 01345 BILL MARSH FORD INC.

Origin Deec: PHOENIX GROUP

Odometer: 3688 MJ Analyst Name: C WEAKS Comm Type: MAL Analyst 2590CW

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: 01346 BILL MARSH FORD INC.

Odomeler: 3598 Mil

Analyst Name: FELICITA LAZU

Origin Deec; DEMARS

Coesta Type: MAIL Analyst: 0886FL

Action Data: 05/20/2002

Action Time: 16,12,57,881

Action Date: Yes

Origin Deet: CONSUMER AFFAIRS - DSB.

Comments 35

Data Element Name

Data Value

DEALER NAME

BILL MARSH FORD

Action: CSM - MAIL SENT - DSB

Dealer: 01345 BILL MARSH FORD INC Odometer: 3599 MI

Commit Type: MAIL

Analyst Name: ALLISE JOHNSON

Analyst: 4725AJ

Action Date: 05/22/2002

Action Time: \$1,06,32,935 **Action Date: No**

Comments SCHEDULED 8/19/02 FOR THE TREVOSE BOARD

Action: DEMARS RECEIVES DEALER REPORT

Duelor: 01846 BILL MARSH FORD INC.

Comm Type: FAX

Odometer: 3589 MI

Analyst: J-SCHR20

Analyst Hums: SCHROEDER, JESSICA Action Date: 05/30/2002

Action Time; 14,10,12,794

Action Data: No

Origin Dees: PHOENIX GROUP

Origin Deec: DEMARS

Comments BELL MARSH FORD

Action: RECORD DETAILS OF BOARD DECISION - VEHICLE REFUND

Dealer: 01345 BILL MARSH FORD INC

Octometer: 3599 Mil

Comm Type: EMAIL

Analyst S-LEW23

Action Date: 08/24/2002

Analyst Name: SHAWN LEWIS

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 (2,97%; RO 325208), PROBLEM IS A SAFETY CONCERN, AND IT STELL EXISTS TPER THE CLISTOMER PRESENTATION OF 6/19.02.

Data Element Name Data Value NAME OF BOARD TREV MEETING CATE 06-18-2002 DECISION LETTER DATE 08-21-2002 40 DAY DELAY CODE **ORAL HEARING** YE8 Action: ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA Design: 01345 BILL MARSH FORD INC Origin Deac: DEMARS Odometer: 3589 Mil Corner Type: MAIL Analyst Name: RYAN CHARLES Analyst: R-CHARL7 Action Date: 07/01/2002 Action Time: 12.02,09.901 **Action Data: Yes** Comments ENTERED BY JAME Data Element Name **Deta Value** DATE OF ACCEPTANCE (DATE ON AIR FORM) 07-01-2002 Action: BOARD-DIRECTED AWARD COMPLETED Dealer: 01346 BILL MARSH FORD INC Origin Deec: CONSUMER AFFAIRS - 088 Comm Type: MAIL. Odometer: 3589 Mil Analyst 4725AJ Analyst Name: ALLISE JOHNSON Action Date: 07/15/2002 Action Time: 11.15.57.860 **Action Data: Yes** Commanda NO COMMENTS AVAILABLE **Data Element Name** Dota Value DATE AWARD PERFORMANCE COMPLETED 07-15-2002 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 Origin Deec: CONSUMER AFFAIRS - DSB Odometer: 3598 Mil CONTROL Types OTHER Analyst Name: MITRE, KELLY (KL.) Analyst: KMITRE Action Time: 11.11.07.217 Action Date: 08/08/2002 Action Data: Yes Comments NO COMMENTS AVAILABLE **Data Element Name** Data Value DATE CHECK RECEIVED 08-05-2002 Action: DEALER PAPERWORK REC'D IN CONSUMER AFFAIRS Dealer: 01345 BILL MARSH FORD INC Origin Desc: CONSUMER AFFAIRS - DSB Odometer: 3589 MI Comm Type: OTHER Analyst Name: MITRE, KELLY (K.L.) Analyst: KMITRE Action Date: 06/13/2002 Action Time: 14.25,38.218 **Action Data: Yes** Comments NO COMMENTS AVAILABLE Data Element Name Date Value

08-06-2002

DATE PAPERWORK REC'D

Action: RAY CHECK RECEIVED IN CONSUMER AFFAIRS

Dealer: 01345 BILL MARSH FORD INC

Odometer: 3599 MI Analysi Name: MITRE, KELLY (K.L.) Action Date: 08/13/2002

Comm Type: OTHER Analyst: KMITRE Action Time: 14.24.41.311

Action Date; Yes

Origin Desc: CONSUMER AFFAIRS - DSB

Commente NO COMMENTS AVAILABLE

Data Element Name

Data Value

DATE CHECK RECEIVED

08-08-2002

All Action Details for lesue

Bini

VIN: 1FMCU04132KB96202

Year: 2002

Model: ESCAPE

Case: 411321372

Name: MRS

Owner Status: Original

WSD: 2002-02-06

Symptom Deec: STALL/QUITS ACCELERATION HOT ENGINE Remon Desc: RAV - NUMBER OF REPAIR ATTEMPTS

Primary Phone: Secondary Phone:

leaus Type; 08 RAV

lesue Status: CLOSED

Action: OPEN CASE FOR OSB REFUND - OWNED

Dealer: 01345 BILL MARSH FORD INC

Origin Dest: CONSUMER AFFAIRS - REACQUIRED

VEHICLES

Odometer: 3599 MJ

Analyst Name: ANTHONY

Comm Type: MAIL Anabat: A-WEAKLA

WEAKLAND

Action Time:

Action Date: Yes

Action Date: 07/31/2002

15.33.65.265

Commente NO COMMENTS ADDED

Data Element Name

Date Value

UPLOAD DATE

TAG#

07-16-2002

VEHICLE VALUE AMOUNT

NET LOSS AMOUNT

2868196 19700

DEVIATION FOR MILEAGE AMOUNT

DEVIATION FOR UPGRADE

DEVIATION FOR OVERALLOWANCE

DEVIATION FOR NEGATIVE EQUITY

DEVIATION FOR OTHER

B162

Action: RECORD CHECK ISSUANCE FOR DSB REFUND

Dealer: 01345 BILL MARSH FORD INC

Origin Deed: CONSUMER AFFAIRS - REACQUIRED

VEHICLES

Odometer: 3599 MI

Analyst Name: GROCE,

Comm Type: MAIL

DARLENE

Analyst: D-GROCE2

Action Date: 08/02/2002

Action Time:

10.51.29.625

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
CHECK REQUEST DATE	08-01-2002
CHECK ISSUE DATE	08-02-2002
CHECK AMOUNT	21863.87
CHECK AMOUNT	5988,53
CHECK AMOUNT	
CHECK AMOUNT	
CHECK #	0002463
CHECK#	0002457
CHECK#	
CHECK	
PAYEE	CITIZENS EQUITY FEDERAL C. U.
PAYEE	KATHLEEN COSTELLO
PAYEE	
PAYEE	

Last Handling Date/ leaus Status 3/13/2002

CLOSED

Name/ Reason Desc

MISC INQUIRY - CSR OBC

ISSUE LIST VII/

Case No.

1FMCU04142KB63195 2002 ESCAPE 735540722

Model Year and Vehicle Line leave Type

All Action Details for leave

Print.

VIN: 1FMCU04142KB53185

Year: 2002

Model: ESCAPE

Case: 736540722

Nume: MF

Owner Status: Original

WSD: 2002-01-05

Secondary Pho-

Primary Phone:

Symptom Desc:

Reason Deet: MISC INQUIRY - CSR OSC

Issue Status: CLOSED

isque Type: 01 INCL/IRY Action: CUSTOMER FOCUS - LEFT MESSAGE TO CALLBACK

Dealer:

Origin Desc: MANUAL - CORRESPONDENCE CSR

Odometer:

Comm Type: MAL.

Analyst Name: EVELINE BOODHAI Analyst: EBOODHAI

Action Date: 03/13/2002

Action Time: 20.26.08.152 Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle initial

Last Name

Day Phone

Relationship

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 1/26/02 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-CACILEFT MESSAGE FOR CUSTOMER TO CALLBACK.

Last Handling Date/ leave Status	Name/ Resson Desc	Vin/ Case No.	Model Year and Vehicle Line	lasue Type
2/14/2002	•	1FMYU04182KC01092	2002 EBCAPE	01
CLOSED	DEALERSHIP - DEALER REFUSING SERVICE	1604370462	•	
2/14/2002	3	1FMYU04182KC01002	2002 ESCAPE	02
CLÓSED	PRODICOMP DUR/PERF - VEHICLE QUALITY	1604370452		

All Action Details for lesue

Print

VIN: 1FMYLID4182KC01082

Year: 2002

Modul: ESCAPE

Case: 1804370462

Name: MR

Owner Statue: Original

W8D: 2002-01-12

Symptom Deec: STALL/QUITS ACCELERATION HOT ENGINE

Resean Deed; DEALERSHIP - DEALER REFUSING SERVICE

Primary Phone: **Becondary Pho**

heaus Type: 01 INQUIRY

lesse Status: CLOSED

Action: ADVISE CUST SITUATION WILL BE REVIEWED

Dealer: 07410 DAY FORD

Origin Desc: US CONCERN CASE BASE

Odometer: 840 MI

Comm Type: PHONE Analyst: RYAP

Analyst Numa: RODOLFO YAP Action Date: 02/14/2002

Action Time: 18.44.42.275

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Leet Name

Day Phone

Relationship

Commands CUSTOMER SAYS: - VEH STALLED ON CLIST - CONTACTED DEALER - CLAIMS DEALERSHIP REFLISED. TO SERVICE VEH BEC DID NOT BUY VEH THERE PER CUSTOMER, DEALER SAYS: MCCRACKIN FORD 7209 MCKNIGHT RD PTT188/JRGH, PA 15237 TEL: (412)831-8980 - POLICY THAT ONLY VEH THAT IS BOUGHT THERE WOULD BE SERVICED CAC 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 OSC TO DEALER - SPOKE WIJOHN CRM - FORD LIKES TO HAVE VEH SERVICED AT SELLING DEALERSHIP FOR THE FIRST 12 MONTHS/12000 MILES - COULD GET APPOINTMENT FOR CUST, BUT DEALERSHIPS CUST WOULD HAVE PRIORITY INFERENCE CASE ID: 4741

Print

Case: 1804370452

VIN: 1FMYU04182KC01092

Year: 2002

Model: ESCAPE

Name: Mi

Owner Status: Original

W8D: 2002-01-12

Origin Deec: US CONCERN CASE BASE

Symptom Desc: STALL/QUITS ACCELERATION HOT ENGINE Reason Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY Primary Phone: Secondary Phone

issue Type: 02 INFORMATION

Issue Statue: CLOSED

Action: ADVISE INFO WILL BE SENT TO DUT: CONTACT CRM

Dealer: 07410 DAY FORD

Comm Type: PHONE

Odometer: 840 MI

Analysic RYAP

Analyst Harne: RODOLFO YAP Action Date: 02/14/2002

Action Time: 18,44.42,183

Action Data: No

COMMINION CUSTOMER SAYS: - VEH STALLED ON CUST - HAPPENED WHILE DRIVING DOWNHILL - WOULD LIKE VEH REPAIRED PER CUSTOMER, DEALER SAYS: DAY FORD 3596 WM PENN HWY MONROEVILLE, PA 15146 TEL: (412) 858-0800 CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORDALM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRIMISERY MGR INFERENCE CASE ID: 4581

Last Hendling Date/ lasue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	lesue Type
9/3/2002		1FMCU03192KAB3500	2002 ESCAPE	. 08
CLOSED	RAV - NUMBER OF REPAIR ATTEMPTS	1614170532		
6/17/2002		1FMCU03192KA93600	2002 ESCAPE	02
CLOSED	PRODUCOMP DURPERF - VEHICLE CLIMITY	1614170632		
2/22/2002		1FMCU09192KA93600	2002 ESCAPE	02
CLOSED	PRODICOMP DUR/PERF - KNOWNING FIX AT PRESENT	1014170532		

All Action Details for Issue

Pikil

VIN: 1FMCU03192KA93500

Year: 2002

Model: ESCAPE Case: 1614170532

Name:

Certor Status: Original Symptom Deec; SPARK KNOCK ELLE ALL ENGINE TEMP

WSD: 2001-10-31

Primary Phone: 1

Reason Desc: RAV - NUMBER OF REPAIR ATTEMPTS

Secondary Phor

leeue Type: 08 RAV

lease Status: CLOSED

Action: OPEN CASE FOR LEMON LAW ELIGIBLE REFUND - OWNED

Dealer: 00877 FAIRWAY FORD INC

Origin Deng: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Odometer: 7983 MI

Comm Type: MAL

Analyst Name: ANTHONY WEAKLAND

Assignt: A-WEAKLA

Action Date: Yes

Action Date: 08/30/2002

Action Time: 11,12,25,524

Comments NO COMMENTS ADDED

Data Element Name

Date Velue

UPLOAD DATE

TAG#

08-08-2002

VEHICLE VALUE AMOUNT

2878063 17500

NET LOSS AMOUNT

DEVIATION FOR MILEAGE AMOUNT

DEVIATION FOR UPGRADE

DEVIATION FOR OVERALLOWANCE DEVIATION FOR NEGATIVE EQUITY

2386

DEVIATION FOR OTHER

Action: RECORD CHECK ISSUANCE FOR LEMON LAW ELIGIBLE REFUND

Dealer: 00977 FAIRWAY FORD INC

Origin Desc. CONSUMER AFFAIRS - REACQUIRED

VEHICLES

Odoraster: 7953 MI

Analyst Name: HLDRETH,

Comm Type: MAL Analyst C-HILDR2

CYNTHIA

Action Date: 09/03/2002

Action Time: 08.37.12.083

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
CHECK REQUEST DATE	06-30-2002
CHECK ISSUE DATE	09-03-2002
CHECK AMOUNT	1690B.85
CHECK AMOUNT	8081,08
CHECK AMOUNT	
CHECK AMOUNT	
CHECK#	52818
CHECK#	52819
CHECK®	
CHECK#	
PAYEE	FINCC-NASHVILLE SERVICE CENTER
PAYEE	THOMAS WOODBURY
PAYEE	•
PAYEE	

All Action Details for leave

Print

VIN: 1FMCU03182KA93600

Year: 2002

Model: ESCAPE Case: 1814170532

Name:

Symptom Desc:

Owner Status: Original

W80: 2001-10-31

Risecon Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY

Primary Phone: Secondary Phot

Issue Type: 02 INFORMATION

lessue Status: CLOSED

Action: SUPPORT DEALER'S/REGION'S DECISION

Dealer: 00977 FAIRWAY FORD INC

Origin Deed: US CONCERN CASE BASE

Odometer: 7112 MI

Comm Type: PHONE Analyst: DDIARIOS

Analyst Name: DARLENE MAE DIARIOS Action Date: 06/17/2002

Action Time: 16.30.08.941

Action Data: No

First Mame

Caller Information & Different From Vehicle Owner: Middle initial

Day Phone

Relationship

COMMISSION VI.CO77TCUSTOMER 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, DLRSHP 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 - CLIST FEELS DURSHIP IS NOT INFORMING HER OF WHAT THEIR DOING PER CLISTOMER, DEALER SAYS: -CUST IS DEALING WITH MR SIZEMORE - GEN MGR IS WORKING WITH FORD IN GETTING HER ANOTHER VEH " - CRC OBC TO DURSHP: - 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 CAC ADVISED: - INFORMATION DOCUMENTED - FORD SUPPORTS DUR/REGION DECISION - ADVISED CUST AS PER CONVERSATION WITH THE DURSHIP (NOTE: CRC TO MAIL \$50 A.) PRINDLE CERTIFICATE TO CUST AS PER CUST DIFF FILOT) INFERENCE CASE ID: 1615

All Action Details for Issue

Print

VIN: 1FMCU03192KA93500

Year: 2002

Model: ESCAPE Case: 1614170532

Name:

Owner Status: Original Symptom Deec: STALL/QUITS AT CRUISE HOT ENGINE

W8D: 2001-10-31

RESENT DIRECT PRODUCOMP DURIPERF - KNOWNING FIX AT PRESENT

Primary Phone:

Secondary Pho-

Issue Type: 02 INFORMATION

lesue Statue: CLOSED

Action: ADVISE CUST NO REPAIR PROCEDURES AVAILABLE

Deniar: 00977 FAIRWAY FORD INC

Origin Desc: US CONCERN CASE BASE

Odometer: 3100 Mi

Comm Type: PHONE

Analyst Name: KEITH GREGORY BOGLE

Analyst: **KBOGLE**

Astion Date: 02/22/2002

Action Time: 17.02.31.836 Action Date: No

Caller Information if Different From Vehicle Comer:

First Name

Mickie initial

Last Nume

Day Phone

Retationalis

SLIBANNE

WOODBLEY

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 RECCCURED 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 RECOMES 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 CLIST TOLD TO KEEP IN TOUCH WITH FRED

SIZEMORE TOUCH, INFERENCE CASE ID: 5401

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	inque Type
4/6/2002		1FMYU04162KB20764	2002 E8CAPE	02
CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	680880962		

All Action Datelle for leave

VIII: 1FMYU04162KB20754

Year: 2002

Model: ESCAPE

Name:

Owner Status: Original

Casa: 680680982

Resson Desc; PROD/COMP DUR/PERF - VEHICLE QUALITY

Symptom Desc: STALL/QUITS AT CRUISE HOT ENGINE

WSD: 2001-12-22 Primary Phone: Secondary Phor

leave Type: 02 INFORMATION

Issue Status: CLOSED

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

Design: 01304 C & C FORD SALES, INC.

Origin Deec: US CONCERN CASE BASE

Odomater: 3800 Mil

Comm Type: PHONE

Analyst Name: ARLENE PEARCE-ELL!OTT

Analysi: APEARCE

Action Date: 04/08/2002

Action Time: 18.64.18.758 Action Date: No

Catter Information If Different From Vahicle Owner:

First Name

Middle initial

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 FORDALM DEALERSHIP - INFORMATION WILL BE SENT TO DUR, CUSTOMER SHOULD CONTACT CRIMISERY MOR INFERENCE CASE ID: 4691

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Rasson Desc	Vin/ Case No.	Model Year and Vehicle Line	leaue Type
11/8/2002		1FMYU04102KA08121	2002 ESCAPE	07
CLOSED 3/11/2002	LEGAL - OTHER ATTORNEY DEMAND	1676050702 1FMYU04102KA06121	2002 ESCAPE	02
CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1876050702		***
3/11/2002	• •	1FMYU04102KA06121	2002 ESCAPE	. 01
CLOSED	LEMON LAW, CUST MENTIONS - DATA ONLY	1676050702		

All Action Details for Jesus

Pilet

Cese: 1676050702

VIN: 1FMYU04102KA08121

Year: 2002

Model: ESCAPE

Name:

Owner Status: Original Symptom Date: STRG/HANDLING STEERING COLUMN

W&D: 2001-10-03

Primary Phona: Secondary Phor

Resson Desc: LEGAL - OTHER ATTORNEY DEMAND Same Type: 07 LEGAL

leave Status; CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Dealer: 01308 HOPKINS FORD INC.

Origin Date: CA-LITIGATION PREVENTION-FRONT DESK

Odometer: 13493 Mil

Comm Type: FAX Analyst Name: CHERIE LEICH Analyst: CLEICH

Action Date: 10/10/2002

Action Time: 09.56.51,729 Action Data: Yes

Continents 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.

Deta Element Name

Data Value

2155408R88

NAME OF LAW FIRM ATTORNEY NAME

KIMMEL & SILVERMAN P.C. ROBERT M. SILVERMAN

ATTORNEY PHONE NUMBER

Action: MAKE OUTBOUND CALL TO ATTORNEY

Dealer: 01306 HOPKINS FORD INC

Origin Dose: CONSUMER AFFAIRS - LITIGATION

PRÉVENTION

Odometer: 13493 Mil Analyst Name: VALMA

Action Date: 10/11/2002

Comm Type: PHONE

SANDERS

Analyst: VSANDERS

Action Time:

10.12.65.780

Action Date: Yes

Comments LPA CONTACTED CUSTOMER ATTORNEY ADVISED WILL RESEARCH CASE.

Data Element Nume

Deta Veltie

CONTACT PERSON

KIMMEL & SLVERMAN

Action: MANAGEMENT APPROVAL OF OFFER

Deblet: 01308 HOPKINS FORD INC.

Origin Deed: CONSUMER AFFAIRS - LITIGATION

PREVENTION

Odometer: 13493 Mil Analyst Kame: BILL

Comm Type: OTHER

Anahet BERLUPS

Action Date: 10/30/2002

Action Times

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: 01305 HOPKINS FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION

PREVENTION

Odomster: 13493 MI

Analyst Name: VALMA SANDERS

Comm Type: PHONE

Analysi: VSANDERS

Action Date: 10/31/2002

Action Time: 11.38.38.223

Action Date: Yes

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

Date Element Name

Data Value

PROJECTED \$ AMOUNT

Action: FINAL CASE DISPOSITION

Dealer: 01305 HOPKING FORD INC

Origin Deet: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 13493 ME Analyst Name: VALMA

Comm Type: FAX

SANDERS.

Analyst: VSANDERS

Action Date: 11/08/2002

Action Time: 09.13.48.208

Action Date: No

Comments CUSTOMER ACCEPTS OFFER OF REPLACEMENT

All Action Details for issue

<u>Patat</u>

VIII: 1FMYU04102KA08121

Year: 2002

Model: ESCAPE

Owner Status: Original

Case: 1676050702 W80: 2001-10-03

Symptom Dene: STRG/HANDLING PUNCTION

Primary Phone:

Respon Deed: DEALERSHIP - UNABLE TO DUPLICATE CONCERN

Secondary Phor

Issue Type: 02 INFORMATION

Issue Status: CLOSED

Action: DEALER CAN'T RESOLVE CONCERN & THEY CAN'T DUPLICATE THE CONCERN

Dealer: 01308 HOPKINS FORD INC

Origin Desc: US CONCERN CASE BASE

Odometer: 5000 MB

Comm Type: PHONE Anglyet: J.EE

Analyst Name: JANET LEE Action Date: 03/11/2002

Artion Time: 18.35.20.983

Action Date: No

Caller Information # Different From Vahicle Owner:

First Name

Middle Initial

Lest Name

Day Phone

Relationship

Comments CUSTOMER SAYS: -LEAKING IN THE POWER STEERING -CLIST DID NOT KNOW WHAT THE LEAK WAS -APPT WAS MADE AND CLIST STOPPED AT THE STOP SIGN AND THE ENGINE SHUT OFF -CUST TOOK VEH IN AND DUR REPLACE POWER STEERING RACK-CUST RECEIVED VEH BACK AND IT STARTED SHAKING AND VIERATING BADLY AGAIN-DUR SAID IT WAS A LOOSE VACCUUM (BACK IN FALL THIS HAS BEEN FIXED) -THIS PAST FRI MARCH 8TH 702- CUST STARTED STALLING 20-35 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 -DLRISHIP 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 VIBHICLE. • 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

Print

VINE 1FMYUD4102KA08121

Year: 2002

Model: ESCAPE

Case: 1876050702

Name: NF

Byraptom Deec:

Owner Status: Original

W3D: 2001-10-03

Primary Phone: : Secondary Phor.

Resear Desc: LEMON LAW, CUST MENTIONS - DATA ONLY

lesue Type: 01 INQUIRY

Isaua Statue: CLOSED

Action: PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY

Dealer: 01306 HOPKINS FORD INC

Origin Deed: US REDIRECT CASE BASE

Odometer: 6000 Mi

Comm Type: PHONE Analyst: JLEE

Analyst Name: JANET LEE Action Date: 03/11/2002

Action Time: 18.35.20.279

Action Date: No

Comments CUSTOMER SAYS: HE CUST DOES NOT GET SATISFACTION WITH THESE REPAIRS FROM THE DUR THE LEMON LAW WOULD BE AN OPTION HE IS LOCKING INTO TO PER CUSTOMER, DEALER SAYS: CAC ADVISED: -LEMON LAWS ENABLE AMERICAN CUSTOMERS TO TAKE SPECIFIC LEGAL ACTION AGAINST VEHICLE MANUFACTURERS FOR NOT HONCURING A NEW VEHICLE WARRANTY; ALL, 60 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 DURSHIP A CHANCE TO REPAIR VEH IF THEY CAN DUPLICATE THE CONCERN -ADVISED CUST OF OTHER OPTIONS - DUR CAN CALL TECH HOTLINE AND AS WELL TECH HOTLINE COULD REQUEST A REGIONAL SERVICE ENGINEER TO COME LOOK AT VEH INFERENCE CASE ID: 90

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	leaue Type
10/9/2002		1FMCU03162KB24511	2002 ESCAPE	08
CLOSED	DSB-REPO PURCH PRICE ROST-DLR CAN'T REPAIR	460682172		
10/6/2002		1FMCU03162/B24611	2002 ESCAPE	80
CLOSED	RAV - NUMBER OF REPAIR ATTEMPTS	480582172		
8/20/2002		1FMCU03182XB24511	2002 EBCAPE	· 04
CANCEL	DSB - APPLICATION REQUEST	480882172	•	

All Action Details for Issue

Pribt

Case: 460682172

VIN: 1FMCU09162KB24511

Year: 2002

Model: ESCAPE

Name: M

Owner Status: Orlginal WBD: 2001-12-01

Symptom Desc: STALL/QUITS AT IDLE ALL ENGINE TEMP

Primary Phone:

RAMSON DANC: DISE-REF'D PURCH PRICE ROST-DUR CAN'T REPAIR tesue Type: 06 DSB

Action Date: 08/22/2002

Issue Status: CLOSED

Secondary Phone:

Action: OPEN-DEALER PROVIDED APPLICATION NO ORAL PRESENTATION

Dealer: 00243 TEAM FORD OF MARIETTA

Comm Type: MAIL

Origin Desc: DEMARS

Odometer: 15240 Mi Analyst Name: JACQUE HAMPTON

Analyst J-HAMPTS

Action Time: 14.18.10.839

Action Deta: No

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

Action: DEMARS MAILS REQUESTS FOR DEALER REPORTS

Dealer: 00243 TEAM FORD OF MARIETTA

Odometer: 15240 M)

Comma Type: MAIL Analyst: J-HAMPT6

Analyst Name: JACQUE HAMPTON Action Date: 06/22/2002

Action Time: 14.21.09.578

Action Data: Yes

Origin Desc: DEMARS

Comments NO COMMENTS AVAILABLE

Date Bernent Name

Deta Value

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

CEALER NAME

Origin Deec: DEMARS

Dealer: 00243 TEAM FORD OF MARIETTA

Action: DEMARS RECEIVES DEALER REPORT

Odometer: 15240 MI

Analyst Name: TREAUDEAU, MICHELLE

Action Date: 08/27/2002

Commit Type: FAX Analyst M-TRUDE2

Action Time: 18.07.07.473

Action Date: No

Comments TEAM FORD

Action: CSM - MAIL SENT - DSB

Dealer: 00248 TEAM FORD OF MARIETTA

Comm. Type: OTHER Analyst AWILL109

Analyst Hame: ANDREA WILLIAMS Action Date: 08/29/2002

Odometer: 15240 MI

Acidén Time: 16.11.51.522

Origin Deec: CONSUMER AFFAIRS - DSB

Action Date: No

Comments ATLANTA BRD. 10/2/02.

ED82-827 0853

Action: DSB-RAVFAST UPLOAD COMPLETED

Dealer: 00243 TEAM FORD OF MARIETTA

Comm Type: OTHER

Origin Days: CONSUMER AFFAIRS - DSB

Odometer: 15240 MI

Analyst Hame: ANDREA WILLIAMS

Analyst: 4483AW

Action Date: 09/19/2002

Action Time: 11.50.62.366

Action Data: Yes

Commente NO COMMENTS AVAILABLE

Data Element Name

Data Value

DATE OF UPLOAD (MAKODAYYYY)

09-19-2002

Action: PRIOR RESOLVE - VEHICLE REFUND - MULTIPLE REPAIRS MON-LEMON LAW

Dealer: 00243 TEAM FORD OF MARIETTA

Odometer: 15240 MI

Comm Type: EMAIL Analyst: J-HAMPT5

Analyst Name: JACQUE HAMPTON Action Date: 09/20/2002

Action Time: 09.54.41.022

Action Date: Yes

Origin Dane: DEMARS

COMMENTAL THE CLUSTOMER ACCEPTED THE PRIOR RESOLVE OF A VEHICLE REFUND WITH MILEAGE CHARGE AT

4,944 MILES.

Data Element Name

Data Value

DATE OF LETTER TO CUSTOMER

09-18-2002

40 DAY DELAY CODE

0

Action: PRIOR RESOLVE AWARD COMPLETED

Dealer: 00243 TEAM FORD OF MARIETTA

Origin Deac: CONSUMER AFFAIRS - DSB

Odometer: 16240 MB

Comm Type: OTHER

Analyst Name: ANDREA WILLIAMS

Analysic AWILL109

Aution Date: 09/28/2002

Action Time: 16.42.24.693 Action Date: Yes

Construction NO COMMENTS AVAILABLE

Date Element Harse

Data Value

DATE AWARD PERFORMANCE COMPLETED

09-20-2002

COST OF AWARD 30 DAY DELAY CODE

0

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00243 TEAM FORD OF MARIETTA

Origin Deec: CONSUMER AFFAIRS - DSB

Odometer: 15240 MJ

Country Type: OTHER

Analyst Name: ANDREA WILLIAMS Action Date: 10/02/2002

Analysis AWILL109

Action Time: 12.48.21.803 **Action Date: No**

Comments RECVD SIGNED CUSTOMER LETTER, FORWARDED IT TO KEN & RAV, SENT CHECK REQUEST EMAIL. ALSO, FWD RECREPT FOR 221.44 ADVERLURUM 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 RECEPT OF THE CORRECTLY SIGNED RAY DOCS.

Action: RAV CHECK RECEIVED IN CONSUMER AFFAIRS

Dealer: 00243 TEAM FORD OF MARIETTA

Odometer: 15240 Mi Analysi Name: MITRE, KELLY (K.L.) Comm Type: OTHER Analyst: KMITRE

Action Date: 10/09/2002

Action Time: 16.18.50.739

Action Date: Yes

Origin Desc: CONSUMER AFFARS - DSB

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

DATE CHECK RECEIVED

10-09-2002

All Action Details for leave

Print

Case: 480682172

VIN: 1FMCLI03162KB24511

Year: 2007

Model: ESCAPE

Norse:

Owner Status: Original Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP WSD: 2001-12-01

Resson Deed: RAY - NUMBER OF REPAIR ATTEMPTS

Primary Phone: Secondary Phone:

lesue Type: 08 RAV

leave Status: CLOSED

Aution: 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: NAIL. Analyst Name: KEN TEBO Analyst: K-TEBO1

Action Date: 10/03/2002 Action Time: 16,49,09,539 Action Date: Yes

Comments NO COMMENTS ADDED

Data Element Name

Data Value

LEPLOAD DATE

09-23-2002

TAG# VEHICLE VALUE AMOUNT - 267B155

15860 9024

NET LOSS AMOUNT

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 MARKETTA

Odomalar: 15420 Mil Comm Type: MAIL Origin Deed: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Analyst Name: KEN TEBO Analyst: K-TEBO1

Action Date: 10/04/2002 Action Time: 16.51,22,005 Action Date: No

Comports NO COMMENTS AVAILABLE

Action: OPEN CASE FOR DSB PRIOR RESOLVE REPLACEMENT - LEASED

Dealer: 00243 TEAM FORD OF MARKETTA Origin Deed: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Odorustar: 15240 MS Comm Type: MAIL

Analyst Marks: KEN TEBO Analyst: K-TEBO1

Action Date: 10/04/2002 Action Time: 18.57.25.385 Action Date: Yes

Comments NO COMMENTS ADDED

Data Element Name Data Value

UPLOAD DATE

TAG#

09-23-2002

VEHICLE VALUE AMOUNT

2878155

15850

NET LOSS AMOUNT

DEVIATION FOR MILEAGE ANOUNT

9428

DEVIATION FOR UPGRADE

DEVIATION FOR OVERALLOWANCE

DEVIATION FOR NEGATIVE EQUITY

DEVIATION FOR OTHER

REPLACEMENT VIN

Action: CANCEL CASE FOR DSB PRIOR RESOLVE REFUND

Dunler: 00243 TEAM FORD OF MARIETTA Origin Owac: CONSUMER AFFAIRS - REACOURED VEHICLES

Odonaster: 15240 Mil Corses Type: MAIL Analyst Name: KEN TEBO Analyst: K-TEBO1

Action Date: 10/07/2002 Action Time: 11.15.00.943 Action Data: No

Comments NO COMMENTS AVAILABLE

Addion: OPEN CASE FOR DSB PRIOR RESOLVE REFLIND - OWNED

Declar: 00243 TEAM FORD OF MARIETTA Origin Deec: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Odometer: 16240 Mil Comme Type: MAIL Analyst Name: KEN TEBO Analyst; K-TEBO1

Action Date: 10/07/2002 Action Time: 11.22.08.103 Action Date: Yes

Comments NO COMMENTS ADDED

Data Element Marse	Data Value
UPLOAD DATE TAG # VEHICLE VALUE AMOUNT NET LOSS AMOUNT DEVIATION FOR MILEAGE AMOUNT DEVIATION FOR UPGRADE DEVIATION FOR OVERALLOWANCE DEVIATION FOR NEGATIVE EQUITY DEVIATION FOR OTHER	09-23-2002 2878155 16850 9429

Action: RECORD CHECK ISSUANCE FOR DSB PRIOR RESOLVE REFUND

Denier: 00243 TEAM FORD OF MARIETTA

Origin Deta: CONSUMER AFFAIRS - REACQUIRED

VEHICLES

Odometer: 15240 MF Analyst Name: HILDRETH,

CYNTHIA

Comes Type: MAIL

Analyst C-HLDR2

Action Time: Action Date: 10/08/2002

11.29.00.131

Action Date: Yes

Commente NO COMMENTS AVAILABLE

Deta Element Name	Deta Value	
CHECK REQUEST DATE	10-07-2002	
CHECK ISSUE DATE	10-06-2002	•
CHECK AMOUNT	1517.85	
CHECK AMOUNT	25760.91	
CHECK AMOUNT		
CHECK AMOUNT		
CHECK#	110980	
CHECK#	110981	
CHECK#	110901	
CHECK#		
PAYEE	DANIELE/MCTOR FISH	
PAYEE	FIDELITY NATIONAL BANK	
	FIDELIT IMITOTAL DARK	
PAYEE PAYEE	FIDELIT INTIIONAL DANK	

Print

VINE 1FMCU03162KB24611

Year: 2002

Model: ESCAPE

Case: 480682172

Name: MS

Owner Status: Original Symptom Deed: STALL/QUITS ACCELERATION ALL ENGINE TEMP W80: 2001-12-01

Primary Phone:

Resear Desc: DSB - APPLICATION RECUEST

Secondary Phone:

leaus Type: 04 REGION

leave Status: CANCEL

Action: ADVISE CLISTOMER OBC TO DUR WILL BE MADE: DSB APP IS BEING SENT

Dealer: 00243 TEAM FORD OF MARIETTA

Origin Deac: US CONCERN CASE BASE

Odometer: 15234 MI

Action Date: 08/05/2002

Comm Type: PHONE

Analyst Neme: DWIGHT SMITH

Analyst: DWSMITH

Action Time: 12.48.32.488

Action Date: No

Caller Information If Different From Vehicle Owner.

First Name

Middle initial

Commonto VLC078UCUSTOMER SAYS: * CUST WAS INFORMED BY THE DURSHIP TO CONTACT THE CRC * THE FIRST TIME THE DURSHIP HAD IT THEY REPROGRAMMED THE CPU * THE VEH HAS BEEN AT THE TEAM FORD OF MARKETTA 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 SACK THE VEH "WHEN THE VEH STALLS THE VEH LOSES POWER STEERING AND BRAKES "CUST WOULD LIKE FORD TO TKAE THE NECESSARY STEPS IN REGARDS TO GETTING THE CUST A NEW VEH PER CUSTOMER, DEALER SAYS: " TEAM FORD OF MARIETTA " " NOME " CAC ADVISED: -REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - NITIATED MALING OF DISB APPLICATION - OBC TO DEALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DIS ESCALATION -FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE INFERENCE CASE ID: 105

Action: DOCLMENT ADDITIONAL INFORMATION

Dealer: 00243 TEAM FORD OF MARKETTA

Orlean Dens: DEALER

Odometer: 15234 Mil

Analyst Hause: ROBERT GUZMAN

Commit Type: PHONE Analyst: R-OUZWAN

Action Date: 08/08/2002

Action Time: 18.58.03.219

Action Date: No

Comments SPOKE WITH THE CUSTOMER \$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 DISP INTERVENTION.

Action: DOCUMENT ADDITIONAL INFORMATION

Dealer: 00243 TEAM FORD OF MARIETTA

Comm Type: PHONE

Odometer: 15234 Mil. Analyst Name: ROBERT GUZMAN

Action Date: 08/08/2002

Anahost: R-GUZMAN

Action Time: 18.68.14.792

Origin Desc: DEALER

Action Date: No

Comments SPOKE WITH THE CUSTOMER 8/3/12 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 NTERVENTION.

Action: DOCUMENT ADDITIONAL INFORMATION

Deeler: 00243 TEAM FORD OF MARIETTA

Odometer: 16234 MI

Analyst Name: ROBERT GUZMAN

Action Date: 08/08/2002

Comm Type: PHONE

Analysi: R-GUZMAN

Action Time: 18.68.25.827

Origin Deed: DEALER

Action Date: No.

Origin Desc: FIELD ORGANIZATION

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: CANCEL ISSUE

Dealer: 00243 TEAM FORD OF MARKETTA

Odometer: 15234 MI

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

Aution Date: 06/20/2002

Comm Type: NTERNET

Analysi: GMOSES2

Action Time: 22.01.24.224 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 FISE

ISSUE LIST

Lest Handling Date/ Issue Status	Name/ Resson Desc	Vin/ Case No,	Model Year and Vehicle Line	lesne Type
7/12/2002	·	1FMYU04121KB28137	2001 ESCAPE	08
CLOSED	RAV - NUMBER OF REPAIR ATTEMPTS	1387130732		
5/9/2002		1FMYU04121KB28137	2001 ESCAPE	07
CLOSED	LEGAL - OTHER ATTORNEY DEMAND	1387130732		

All Action Details for Issue

Print

VIII: 1FMYU04121KB28137

Year: 2001

Model: ESCAPE Case: 1367130732

Owner Status: Original Symptom Deed: STALL/QUITS ACCELERATION ALL ENGINE TEMP

WSD: 2001-06-28 Primary Phone:

Reason Deec: RAV - NUMBER OF REPAIR ATTEMPTS

leaus Type: 08 RAV

leave Status: CLOSEO

Secondary Phone:

Action: OPEN CASE FOR PRE-LITIGATION REFUND - OWNED

Dealer: 07490 BASE CHARAPP FORD

Origin Deec: CONSUMER AFFAIRS - REACOURSED

VEHICLES

Odometer: 12000 MI Analyst Name: LAKEITA Comm Type: MAIL

MCCOGGLE

Analyst L-MCCOGG

Action Time:

Action Data: Yes

Action Date: 07/10/2002

11.53.35.291

Comments NO COMMENTS ADDED

Date Sement Name

Data Value

UPLOAD DATE TAG#

06-18-2002 2898500

VEHICLE VALUE AMOUNT

NET LOSS AMOUNT

17275 10198 683

DEVIATION FOR MILEAGE AMOUNT

DEVIATION FOR UPGRADE

DEVIATION FOR OVERALLOWANCE

DEVIATION FOR NEGATIVE EQUITY

DEVIATION FOR OTHER

Action: RECORD CHECK ISSUANCE FOR PRE-LITIGATION REPUND

Dealer: 07480 BABE CHARAPP FORD

Origin Deec: CONSUMER AFFAIRS - REACQUIRED

VEHICLES

Odomelar: 12000 MI

Comer Type: MAIL

Analyst Name: GROCE,

Action Date: 07/12/2002

Analysi: D-GROCE2

DARLENE

Action Time: 13.49.01.733

Action Date: Yes

Comments NO COMMENTS AVAILABLE

PAYEE

Data Element Name	Deta Value
CHECK REQUEST DATE	07-11-2002
CHECK ISSUE DATE	07-12-2002
CHECK AMOUNT	25971.30
CHECK AMOUNT	1500
CHECK AMOUNT	
CHECK AMOUNT	
CHECK#	6544697
CHECK #	6844698
CHECK #	
CHECK #	•
PAYEE	JOHN H. /SHARON L. NALEPA
PAYEE	KIMMEL & BLVERMAN
····-	NAMED OF BEACHING
PAYEE	

Print

VIII: 1FMYU04121KB28137

Year: 2001

Model: ESCAPE

Owner Status: Original

Case: 1367130732

Symptom Deec: STALL/QUITS ACCELERATION ALL ENGINE TEMP

WBD: 2001-08-26 Primary Phone: Secondary Phone:

Resson Deed: LEGAL - OTHER ATTORNEY DEMAND leeue Type; 07 LEGAL

hous Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Dealer: 07480 BABE CHARAPP FORD

Origin Deep: CONSUMER AFFAIRS - LITIGATION

PREVENTION

Odometer: 7810 Mil Analysi Name: MOLLY Comm Type: FAX

Analyst: MKELSEY2

KELSEY

Action Time:

Action Date: 03/14/2002

10.11.53.961

Action Date: Yes

"ATTORNEY DEMAND LETTER" **** REC10 03/14/02 ATTORNEY ALLEGES DEFECTIVE VEHICLE. ATTORNEY ALLEGES HIS CLIENTS VEHICLE IS DEFECTIVE. "ATTORNEY DEMANDS FORE REPURCHASE HIS CLENTS VEHICLE.**

Data Element Nume

Data Value

NAME OF LAW FRM ATTORNEY NAME

KIMMEL & SELVERMAN ROBERT GILVERMANAN 2155408888VERMANAN

ATTORNEY PHONE NUMBER Action: MAKE OUTBOUND CALL TO ATTORNEY

Dealer: 07480 BABE CHARAPP FORD

Origin Deed: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odornator: 7810 MI

Comm Type; FAX Analyst Name: RUTH DAVISAnalyst: RDAVIS98

Action Date: 03/14/2002

Action Time: 11.28.07.304Action Date: Yes

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

Date Element Name

Data Value

CONTACT PERSON

GRACIE ANNVERMANAN

Action: MANAGEMENT APPROVAL OF OFFER

Dealer: 07480 BABE CHARAPP FORD

Origin Deec: CONSUMER AFFAIRS - LITIGATION

PREVENTION

Odometer: 7810 Mil

Comm Type: OTHER

Analyst Name: TERJETTA

Analyst: TFRAZIER

FRAZER

Action Time:

Action Date: 04/04/2002

15.38.38.338

Action Date: No

Comments "APPROVAL TO OFFER A VEHICLE REPLACEMENT"RA

Author: OFFER

Dealer: 07480 BASE CHARAPP FORD

Origin Date: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odomelar: 7810 Mi

Comm Type: OTHER

Analyst Nume: RUTH DAVISAnalyst: RDAVIS98

Action Date: 04/06/2002

Action Time: 15.07.58.122Action Data: Yes

Comments OFFER REPLACEMENT VEHICLE - SEND ATTORNEY LETTER.

Deta Element Name

Data Value

PROJECTED \$ AMOUNT

8000E ANNVERMANAN

Action: MANAGEMENT APPROVAL OF OFFER

Dealer: 07480 BABE CHARAPP FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION

PRÉVENTION

Odometer: 7910 Mi

Analyst Name: TERIETTA FRAZIER

Comm Type: OTHER

Analysic TFRAZIER

Action Date: 04/10/2002

Action Time: 14.62.21.176

Action Date: No

Comments "APPROVAL TO OFFER A VEHICLE REPUND"

Action: OFFER

Dealer: 07480 BABE CHARAPP FORD

Origin Desc: CONSLIMER AFFAIRS - LITIGATION PREVENTION

Origin Date: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odonater: 7810 MI

Course Type: OTHER

Analyst Name: RUTH DAVISAnsiyst: RDAVIS98

Action Date: 04/15/2002 Action Time: 10.57.22.152Action Date: Yes

Continents CLIENT WANTS A REFUND - SENT ATTORNEY REFUND OFFER LETTER

Date Element Name

Deta Value

PROJECTED \$ AMOUNT

12000É ANNVERMANAN

Action: FINAL CASE DISPOSITION

Dealer: 07480 BABE CHARAPP FORD

Odometer: 7810 MI Comm Type: OTHER

Analysi Name: RUTH DAVISAnsiyst: RDAVIB98

Action Date: 05/09/2002 Action Time: 12.00.21.478Action Date: No

Comments ORDERED REFUND FROM RAY

ISSUE LIST

Lest Handling Date/ Issue Status	Name/ Reason Dasc	Vin/ Case No.	Model Year and Vehicle Line	lesue Type
4/8/2002		1FMYU04162KB20754	2002 ESCAPE	02
CLOSED	PRODICOMP DUR/PERF - VEHICLE QUALITY	680660982		

All Action Details for Issue

Print

Case: 860690982

VIN: 1FMYU04162KB20754

Year: 2002

Model: ESCAPE

Name: •

Owner Status: Original

WSD: 2001-12-22

Symptom Desc: STALL/QUITS AT CRUISE HOT ENGINE Reason Deed: PROD/COMP DURFERF - VEHICLE QUALITY Primary Phone: : Secondary Phor

Issue Type: 02 INFORMATION

lasue Status: CLOSED

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

Dealer: 01304 C & C FORD SALES, INC.

Comm Type: PHONE

Odoraster: 3800 Mil Analyst Name: ARLENE PEARCE-ELLICIT

Analysi: APEARCE

Action Date: 04/08/2002

Action Time: 18.64.18.758 Action Data: No

Caller Information If Different From Vahicle Owner:

First Name

Middle initial

Origin Desc: US CONCERN CASE BASE

Comments CUSTOMER BAYS: -CUST BAYS 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 DUR TOMORROW PER CUSTOMER, DEALER SAYS; NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORDAM DEALERSHIP - INFORMATION WILL BE SENT TO DUR, CUSTOMER SHOULD CONTACT CRIMISERY MGR INFERENCE CASE ID: 4591

ISSUE LIST

Lest Handling Detal Issue Status	Nemel Resson Desc	Vin/ Case No.	Model Year and Vehicle Line	issus Type
7/18/2002		1FMYU04142KA84443	2002 ESCAPE	02
CLOSED	AWA - WIN CRITERIA, REQUEST AWA AFTER REPAIR	1538191082		
7/17/2002	,	1FMYU04142KA84443	2002 ESCAPE	02
CLOSED	DEALER GENERATED INFORMATION ISSUE	1538191082	•	
4/25/2002		1FMYU04142KA84443	2002 ESCAPE	01
CLOSED	MISC INQUIRY - COMPANY ADDRESS REQUEST	1536191082		
4/25/2002		1FMYU04142KA64449	2002 ESCAPE	02
CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1538191082		
4/18/2002	-	1FMYU04142KA84448	2002 ESCAPE	02
CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1536191052		
4/18/2002	1	1FMYU04142KA64443	2002 ERCAPE	Ol
CLOSED	REDIRECTED CALL - ROADSIDE ASSIST/ARITO CLUB	1638191082		. •

All Action Datails for Issue

Print

VIN: 1FMYU04142KA64443

Year: 2002

Model: ESCAPE Case: 1838191082

Name:

Owner Status: Orbinal Symptom Deec: STALL/QUITS AT IDLE ALL ENGINE TEMP

W8D: 2001-10-18

Primary Phone:

RESSON DOSC: AWA - WAN CRITERIA, REQUEST AWA AFTER REPAIR Issue Type: 02 INFORMATION Issue Status: CLOSED

Secondary Pho:

Action: PROVIDE ASSISTANCE

Dealer: 0381B MCDANIEL FORD INC

Corara Type: PHONE

Origin Deec: US CONCERN CASE BASE

Odometer: 7000 Mil Analyst Name: PAUL RICHARDSON

Analysi: PRICHARD

Action Date: Yes

Action Date: 04/20/2002

Action Time: 12.11.33.901

Culter Information if Different From Vehicle Owner:

First Name

Micidia initial

Lust Mame

Relationship

Comments CUSTOMER SAYS: CUSTOMERS VEH IN THE DUR FOR A STALLING CONCERN CUST IS CALLING TO OBTIAN 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 SMICRM 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 REATS 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 DUR OF THE PROCESS

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

Action: OUTBOUND CALL TO DEALER

Dealer: 03618 MCDANIEL FORD INC

THROUGH THEY WILL BE ABLE TO OBTAIN THE AUTHORIZATION FOR THE RENTAL VEH

Origin Deec: MANUAL - PHONE CSR

Odometer: 7000 Mil

Comm Type: PHONE

Analyst Name: PAUL RICHARDSON Action Date: 04/22/2002

Assiyet: PRICHARD

Action Time: 18,20,33,775 **Action Date: No.**

Caller Information # Different From Vehicle Owner:

First Name

Middle Initial

Last Name Day Phone

Relationship

Comments CLISTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED; OBC TO DLR SPOKE TO JOHN -THE CUSTOMERS VEHICLE IS STILL IN THE DEALERSHIP -THEY HAVE NOT SEEN ABLE TO DUPLICATE THE CONCERN -THEY ARE GOING TO REQUIRE MORE TIME TO DIAGNOSE THE CUSTOMERS CONCERN

Action: OUTBOUND CALL TO FORDIMERCURY CUSTOMER.

Caller Information M Different From Vehicle Owner:

Dealer: 03618 MCDANIEL FORD INC

Odometer: 7000 Mil

Anahat Name: PAUL RICHARDSON

Action Date: 04/22/2002

Comm Type: PHONE

Assignt: PRICHARD

Action Thes: 18.20.33.775

Origin Desc: MANUAL - PHONE CSR.

First Name

Middle initial

Action Date: No

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

Denier: 03616 MCDANIEL FORD INC

Odomeler:

Comm Type: PHONE

Anahest Name: JENINNE JAMES Action Date: (17/17/2002)

Analyst: JJAMES1

Action Time: 17.44.49.580

Origin Desc: US CONCERN CASE BASE

Action Date: Yes

Caller Information & Different From Vehicle Owner:

Firet Name

Middle Initial

Lest Name

Day Phone

Reletionship

COMMINION 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 SUBJUT THEM TO (PROVIDE EMPLOYEE NAME) THE SMACRIA FOR REIMBURSEMENT ONCE YOUR SERVICE HAS BEEN COMPLETED. - ADVISE CUSTOMER OF TOTAL PER DAY (\$28 F/M, \$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

Date	Marra
_	

AMOUNT (ROUND UP NEAREST DOLLAR) TYPE (REPAIR, LOANER, CONSEQUENTIAL) WAS REQUEST DUE TO PARTS DELAY

Cata Value

140 LOANER

Action: AWARD SERVICE LOANER

Dealer: 03818 MCDANIEL FORD INC

Odomalar:

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

COMMITMENT CODE: SAYS: PHONE CALL FROM DLR REQUESTING COMMITMENT CODE: PACODE: 03818
REPAIR_ORDER: 0531 LINE_NUMBER: B AMOUNT: 140 VIN: 1FMYU04142KA64443 CUDL: 1538191082 REPAIR_DATE:
04/19/02 CSR_NAME: JAMES1 DATE_OF_SUBMISSION: 07/17/02 TIME_OF_SUBMISSION: 5:33 PM EMAIL:
EMAIL_ADDRESS: MCDFORD@OPTCNLINE.NET PHONE: PHONE YOUR_NAME: JOHN LYDON PHONE_NUMBER:
516-861-8008 EXTENSION: 100 COMMENTS: QCDEALER_NOT_EXHAUSTED_BECAUSE: -QCDLR WAS EXHAUSTED
BUT DLR HAS NOT RECEIVED COMMITMENT CODE PER CUSTOMER; DEALER SAYS: MCDANIEL FORD INC CAC
ADVISED: PROVIDED COMMITMENT CODE TO DLR

Data Element Name	Data Value
DEALER P AND A CODE	03818
AMOUNT OF AWA	140
LAST FOUR OF R.O. #	0531
LINE	*8
COMMITMENT CODE	MOTEX
CAC PARTICIPATION	100
DIO DEALER INITIATE CONTACT?	N
ÇSR NAME	JJAMES1
TEAM LEADER NAME	GROSE
WAS REQUEST DUE TO PARTS DELAY ISSUE?	N ·

All Action Details for leave

Print

VIN: 1FMYLI04142KAB4443

Year: 2002

Model: ESCAPE

Name:

Owner Status: Original

WSD: 2001-10-18

Case: 1538191082

Symptom Deec:

RESIDENCE DESCRIPTION ISSUE

Primary Phone: Secondary Pho:

leaus Type: 02 INFORMATION

leave Status: CLOSED

Action: AWAITING ASSISTANCE - CLISTOMER SERVICE MANAGER

Dealer: 03818 MCDANEEL FORD INC.

Comm Type: EMAIL

Origin Desc: DEALER

Odometer: 7193 MI

Analysi: J-LYDON2

Assignat Name: JOHN LYDON Action Date: 06/20/2002

Action Time: 12.48.57.543

Action Date: No

Comments HI I AM WRITING TO INFORM CAC THAT I HAVE BEEN WAITING FOR A CAC PSS AUTH ON 5 DAYS. RENTAL SINCE APRIL 24, 2002. THE ANCUNT IS \$140,00 AND THE RO IS 010631 LINE B PLEASE REPLY THANK YOU. JOHN LYDON SERVICE MGR.

Action: INCLIRY FROM DEALER

Dealer: 03618 MCDANIEL FORD INC.

Origin Deet: MANUAL - PHONE CSR

Odometer:

Comm Type: PHONE Analyst: JJAMES1

Analyst Name: JENINNE JAMES Action Date: 07/17/2002

Action Time: 17,44,50,401

Action Date: No

Comments CUSTOMER SAYS: -NOME PER CUSTOMER, DEALER SAYS: -NOME CAC ADVISED: -NO IBC FROM JOHN (CRM)-WAS ACTUALLY SPEAKING WITH JOHN ABOUT ANOTHER CUST AND HE ADVISED WE THAT HE DID NOT RECEIVE A COMMITMENT CODE FOR THE ASSISTANCE PROVIDED TO THIS CUST AND HE SUBMITTED THE INFO THROUGH OCDUR -ADVISED JOHN THAT I WOULD LOOK INTO IT FURTHER AND RESUBBIIT 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 -PSA CODE= 03618 -REPAIR ORDER #= 010631 LINE #= B -REPAIR DATE= 04/19/02 -AMOUNT= \$140 -SPOKE WITH JACKIE (LCSR) WHO CONTACTED JACKIE (E-MAIL) JACKIE (LCSR) INFORMED ME THAT THE E-MAIL DEPT HAD NO INFO FOR THIS DLRSHP JACKIE INFORMED. ME THAT JACKIE (E-MAIL) INFORMED HER THAT THERE ARE SOME DURSHPS THAT HAVE HAD PROBLEMS WITH QCOLR -JACKIE ADVISED ME TO FILL OUT THE GOODWILL FORM IN SEARCH ENGINE AND RESUBNIT THE INFO FOR THE DURSHIP TO OSTAIN A COMMITMENT CODE

All Action Details for Issue

VIN: 1FMYU04142KA84443

Year: 2002

Model: ESCAPE

Casa: 1538191082

Mariae:

Symptom Deec:

Owner Status: Original

WSD: 2001-10-18

Primary Phone:

Resident Desc: MISC INQUIRY - COMPANY ADDRESS REQUEST

leave Status: CLOSED

Secondary Pho-

lasue Type: 01 INQUIRY Action: PROVIDE FORD CAC ADDRESS

Dealer: 03818 MCDANIEL FORD INC

Origin Desc: US REDIRECT CASE BASE

Odometer: 6000 Mil Analyst Name: LIZ ALOUCHE

Aution Date: 04/25/2002

Comm Type: PHCNE

Analyst LALOUCHE

Action Time: 16.14.16.433

Action Date: 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 6248 DEARBORN, MICHIGAN, 48121 INFERENCE CASE ID: 78

Pates

VIN: 1FMYU04142KA64443

Year: 2002

Model: ESCAPE

Owner Status: Original

Case: 1588191082

Name:

Symptom Desc: STALLAGUITS AT CRUISE ALL ENGINE TEMP

WSC: 2001-10-18 Primary Phone:

Reason Deec: PRODICOMP DURPERF - VEHICLE QUALITY

Primary Phone:
Secondary Phone

Issue Type: 82 INFORMATION

lease Status: CLOSED

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

Dealer: 03618 MCDANIEL FORD INC

Origin Deet: US CONCERN CASE BASE

Odometer: 6000 MI

Comp Type: PHONE

Analyst Name: LIZ ALOUCHE | Action Date: 04/25/2002 Analysic LALOUCHE

Action Time: 16.14.15.333

Action Date: No

Caller Information & Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

intellerable

COMMENTE CUSTOMER SAYS: -DURSHIP DOES NOT KNOW WHAT IS WIRCHG WITH THE VEH -DURSHIP CALLED TECH HOTLINE AND THEY TOLD CUST THAT THEY HAVE TO REPROGRAM THE PCM -WHEN CUST PICKED UP THE VEHICUST WAS DRIVING AND THE VEHISTALLED AGAIN -CUST IS VERY UPSET BECAUSE OF ALL THE PROBLEMS THAT THEY HAD -CUST TOOK THE VEH BACK ANOTHER DURSHIP -CUST FEELS THAT REPROGRAMING THE POM WILL NOT HELP -CUST DOESN'T WANT THE VEH ANYMORE PER CUSTOMER, DEALER SAYS; -2ND DURISHIP BAYS THAT THEY ARE GOING TO REPROGRAM THE POM AGAIN DURSHIP TOLD CUST THAT IF HE DOESN'T WANT THE VEH ANYMORE HE CAN CONTACT CRC CAC ADVISED; - WE RECOMMEND THE REPAIR SE PERFORMED BY A FORDILIX DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRIMISERY MIGR -CRC MADE OBC TO GET CLARIFICATION FOR CUST-SMI ADMISED CRC THAT A REGIREP WILL PROBERLY SE CONTACTED BUT THE DURSHIP WANTS TO REPAIR THE VEH FIRST -SAM WOULD LIKE CRC TO ADVISE THAT THEY WILL REPAIR THE VEH AND THEY WILL DOCUMENT EVERYTHING THAT HAS HAPPENED AND THAT THE DILRSHIP WILL TAKE CARE OF THIS SITUATION FOR CUST -CRC RELAYED THIS INFO TO CUST AND ADVISED CUST TO CONTINUE WORKING WITH THE PLRSHIP -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 PUTURE FSA/CSP -CUST WILL BE NOTIFIED BY LITERATURE IF ANYTHING IS INSTATED RELATING TO HIS VEH INFERENCE CASE ID: 4591

All Action Details for leave

Print

VIN: 1FMYU04142KA84443

Year: 2002

Model: ESCAPE

Casa: 1538191082

Name:

Owner Statum: Original

WSD: 2001-10-18

Symptom Deep; STALL/QUITS AT CRUISE ALL ENGINE TEMP

Reason Deec: PROD/COMP DUR/PERF - VEHICLE QUALITY

Primary Phone: Secondary Pho-

Issue Type: 02 INFORMATION

lesus Bistus: CLOSED

Addition: ADVISE INFO WILL BE SENT TO DUR: CONTACT CRIM

Dealer: 03616 MCDANIEL FORD INC

Comm Type: PHONE

Origin Desc: US CONCERN CASE BASE

Odometer: 8000 MI Analyst Name: LIZ ALCUCHE

Analysis LALOUCHE

Action Date: 04/25/2002

Action Time: 16.14.16.333

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: -DURSHIP COES NOT KNOW WHAT IS WRONG WITH THE VEH -DURSHIP CALLED TECH HOTLINE AND THEY TOLD CUST THAT THEY HAVE TO REPROGRAM THE PON -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 DURSHIP -CUST FEELS THAT REPROGRAMING THE POM WILL NOT HELP-CUST DOESN'T WANT THE VEH ANYMORE PER CUSTOMER, DEALER SAYS: -2ND DURSHIP SAYS THAT THEY ARE GOING TO REPROGRAM THE POM AGAIN -DURSHIP TOLD CUST THAT IF HE DOCSN'T WANT THE VEH ANYMORE HE CAN CONTACT CRC CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORDAM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRIMISERY MGR -CRC MADE OBC TO GET CLARIFICATION FOR CUST -SM ADVISED CRC THAT A REG REP WILL PROBERLY BE CONTACTED BUT THE DURSHIP WANTS TO REPAIR THE VEH FIRST -8M WOULD LIKE CRC TO ADVISE THAT THEY WILL, REPAIR THE VEH AND THEY WILL DOCUMENT EVERYTHING THAT HAS HAPPENED AND THAT THE DLRISHIP WILL TAKE CARE OF THIS SITUATION FOR CUST -CRC RELAYED THIS IMPO 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 FSAICSP -CUST WILL BE NOTIFIED BY LITERATURE IF ANYTHING IS INSTATED RELATING TO HIS VEH INFERENCE CASE ID: 4591

Print

VIN: 1FMYL04142KA84443

Year: 2002

Model: ESCAPE W8D: 2001-10-18

Name: MF

Owner Status: Orloinal

Case: 1538191082

Symptom Deec: STALL/QUITS ACCELERATION HOT ENGINE Resear Deed: PROD/COMP DUR/PERF - VEHICLE QUALITY

Primary Phone: :

lesus Type: 02 INFORMATION

houe Status: CLOSED

Secondary Phot

Action: ADVISE INFO WILL BE SENT TO DUR: CONTACT ORM

Dealer: 03818 MCDANIEL FORD INC

Comm Type: PHONE

Origin Deed: US CONCERN CASE BASE

Odometer: 6000 MI Analyst Name: CORRIE LAMBIE

Action Date: 04/18/2002

Analyst CLAVBE

Action Time: 14.55.49.870

Action Date: No

Comments CUSTOMER SAYS: -*- VEH KEEPS IN STAILING; WHEN MY IS ON THE HAY IT STARTED TO QUIT -*-BROUGHT IT TO THE DUR ONCE BEFORE ADUR REPAIRED A SENSOR AWANT TO FIND OUT WHAT IS WRONG PER CUSTOMER, DEALER SAYS: ADVISOR SAID WERE NOT ABLE TO DUPLICATE MICDANIEL FORD SERVICING CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORDILM DEALERSHIP - INFORMATION WILL BE SENT TO DUR, CUSTOMER SHOULD CONTACT CRIMISERY MIGR INFERENCE CASE ID: 4591

All Action Details for issue

2161

VIN: 1FMYU04142KA84443

Year: 2002

Model: ESCAPE Case: 1638191082

Name: :

Owner Status: Original

W\$0: 2001-10-19

Symptom Deec:

Reason Desc: REDIRECTED CALL - ROADSIDE ASSIST/AUTO CLUB

Primary Phone:

feeue Type: Of INQUIRY

Status: CLOSED

Secondary Pho-

Aptions FORD ROADSIDE ASSISTANCE: 800-241-3573

Dealer: 03816 MCDANEL FORD INC

Comm Type: PHONE

Origin Door: US REDIRECT CASE BASE

Odometer: 6000 Mi

Analysi Name: CORRE LAMBE

Analyst: CLAMBE

Action Date: 04/16/2002

Action Time: 14.55.49,789

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name

Middle initial

Last Name

Day Phone

Comments CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAG ADVISED: FORD ROADSIDE ASSISTANCE: 800-241-3673 NFERENCE CASE ID: 81

ISSUE LIST

Lest Handling Date/ lesue Status	Name/ Retson Desc	Vin/ Case No.	Model Year and Vehicle Line	iseue Type
11/1/2002		1FMYU04122KC01007	2002 ESCAPE	06
CLOSED	DSB-REPO PURCH PRICE ROST-LOST CONFID IN V	340841072		
10/31/2002		1FMYU04122KC01007	2002 ESCAPE	-08
CLOSED	RAY - REPAIR NOT ACCEPTABLE TO CUSTOMER	340841072		
7/9/2002		1FMYU04122KC01007	2002 ESCAPE	02
CLOSED	PROD/COMP DUR/PERF - REGIONAL ASSISTANCE	340641072		
7/8/2002		1FMYU04122KC01007	2002 ESCAPE	Ot
CLOSED	MISC INQUIRY - CORRESPONDENCE	340841072		
7/8/2002	· 1	1FMYU04122KC01007	2002 ESCAPE	02
CLOSED	SALES - DEPOSIT	340841072		
4/17/2002		1FMYU04122KC01007	2002 ESCAPE	02
CLOSED	PRODICOMP DURIPERF - VEHICLE QUALITY	340841072		-

All Action Datalle for Issue

Print

Case: 340841072

VIN: 1FMYU04122KC01007

Yeer: 2002

Model: ESCAPE

Name: MS

Owner Status: Original

WBD: 2002-03-14

Ration Detc: DSS-REP'D PURCH PRICE ROST-LOST CONFID IN V

Symptom Deec; STALL/QUITS AT CRUISE ALL ENGINE TEMP

Primary Phone;

lesses Type: 06 DSB

Seeum Status: CLOSED

Secondary Pho:

Action: OPEN-DEALER PROVIDED APPLICATION-NO GRAL PRESENTATION

Dealer: 01928 BERT WOLFE FORD INC

Comm Type: MAIL

Orlgan Deec: DEMARS

Odometer: 2233 Mi Analyst Name: CAMPAU , JAMIE

Analyst: J-CAMPAU

Action Date: 08/01/2002 Action Time: 16.56.11.083

Action Data: No

COMMISSION, LOSS OF POWER, AND STEERING.

Action: DEMARS MAILS REQUESTS FOR DEALER REPORTS

Dealer: 01928 BERT WOLFE FORD INC

Odometer: 2233 Mil

Action Date: 08/01/2002

Analyst Name: CALPAU , JAME.

Comm Type; MAIL Analyst: J-CAMPAU

Action Time: 17.02.36.872

Origin Deec: DENIARS

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Deta Value

BERT WOLFE FORD

DEALER NAME

DEALER NAME

CEALER NAME

DEALER NAME

DEALER NAME

DEALER NAME

DEALER NAME

Action: DEMARS RECEIVES DEALER REPORT

Dealer: 01028 BERT WOLFE FORD INC

Odorseter: 2233 Mil

Armyst Nome: PATRICIA MOLDENHAUER

Action Date: 08/08/2002

Comm Type: FAX Analyst: PMOLDENH

Action Time: 17.13.21.960

Origin Desc: DEMARS

Action Date: No

Comments BERT WOLFE FORD

Action: CSM - MAIL SENT - DSB

Dealer: 01928 BERT WOLFE FORD INC Comm Type: FAX

Odometer: 2233 Mil. Analyst Name: TERRA TAYLOR

Action Date: 06/07/2002

Analyst: TTAYLO31

Action Time: 12.19.17.244

Origin Deec: CONSUMER AFFAIRS - DSB

Action Date: No

Commende 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: 01928 BERT WOLFE FORD INC

Origin Deet: CONSUMER AFFAIRS - DSB

Origin Deed: CONSUMER AFFAIRS - USB

Origin Deac: CONSUMER AFFAIRS - DSB

Origin Docs: CONSUMER AFFAIRS - OSB

Odometer: 2233 Mil

Anathet Name: TERRA TAYLOR

Coman Type: FAX Analyst TTAYLO31

Action Date: 08/07/2002

Action Times 14,54,28,787

Action Data: Yes

Comments ADDING A 40 DAY DELAY CODE PER TLW OF "UP DUE TO INSUFFICIENT PREP TRAE.

Ceta Clerani Narsa

Data Value

15

DELAY CODE

Addon: INITIAL CALL MADE TO CUSTOMER

Dealer: 01928 BERT WOLFE FORD INC.

Oriomator: 2233 Mil. Comm Type: FAX

Analyst Name: TERRA TAYLOR

Analyst: TTAYLO31 Action Time: 13.41.44.367

Action Date: 09/03/2002

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.

Aetlen: INBOLIND CALL FROM CUSTOMER.

Dealer: 01928 BERT WOLFE FORD INC.

Odemater: 2233 Mil. Analyst Name: TERRA TAYLOR Comm Type: FAX

Action Date: 09/03/2002

Analyst: TTAYLOS1

Action Time: 15.58.54.073

Action Data: No

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

Action: COMPANY REPORT SUBMITTED

Dealer: 01928 BERT WOLFE FORD INC Odometer: 2233 Mil

Comm Type: FAX Analysis TTAYLO31

Analyst Name: TERRA TAYLOR

Action Date: 08/04/2002

Action Time: 09.20.42.668

Action Date: Yes

Commente NO COMMENTS AVAILABLE

Data Bemerk Name

Data Value

CUSTOMER CONTACTED BY FORD

REGION RESPONDED TO DSB E-MAIL (Y/N)

E002-827 BBTS

Action: RECORD DETAILS OF BOARD DECISION - REPLACEMENTUND

Dealer: 01928 SERT WOLFE FORD INC

Odometer: 2233 Mi Analyst Name: CANDY RUEHL

Action Date: 09/20/2002

Comm Type: EMAIL Analyst: C-RUEHL

Action Time: 18.39.45.575

Action Date: Yes

Origin Desc: DEMARS

COMMINSTER MINED 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 RIR 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 CENTSMILE FOR 873 MILES, BASED ON THE FIRST REPAIR ATTEMPT FOR TRANSMISSION, STEERING, AND LOSS OF POWER.

Dute Element Name	Data Value
	
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

Odorneter: 2233 Mi Analyst Name: FELICITA LAZU

Analyst Name: FELICITA LA: Action Date: 10/02/2002 Comm Type: MAIL

Analyst: F-LAZU Action Time: 15.47.51.413 Origin Deec: DEMARS -

Action Deta: Yes

Origin Deed: CONSUMER AFFARIS - DSB

Origin Deed: CONSUMER AFFAIRS - DSB

Comments NO COMMENTS AVAILABLE

Data Stement Name

Data Valve

DATE OF ACCEPTANCE (DATE ON ARL FORM)

10-01-2002

Action: BOARD-DIRECTED AWARD COMPLETED

Dealer: 01928 BERT WOLFE FORD INC

Odometer: 2233 Mi Anatyst Name: TERRA TAYLOR

Action Date: 10/22/2002

Comm Type; OTHER

Analyst: TTAYLO31

Action Time: 16.04.01.015 Action Data: Yes

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

Data Element Name	Data Value		
DATE AWARD PERFORMANCE COMPLETED	10-21-2002		
COST OF AWARD	O .		
30 DAY DELAY CODE	0		

Action: RAY CHECK RECEIVED IN CONSUMER AFFAIRS

Dealer: 01928 BERT WOLFE FORD INC

Come Type: OTHER

Odometer: 2233 Mil Analyst Name: MITTRE, KELLY (K.L.)

Analyst: XMITRE

Action Date: 11/01/2002

Action Time: 15.23.56.938

Action Data: Yes

Comments NO COMMENTS AVAILABLE

Duta Elepsent Name Data Value

DATE CHECK RECEIVED

11-01-2002

All Action Details for lesue

Print .

Cesa: 340841072

VIN: 1FMYU04122KC01007

YMAT: 2002

Model: ESCAPE

Nume: MS

Owner Status: Original Symptom Daso: LOSS OF POWER ACCELERATION HOT ENGINE

W8D: 2002-03-14

Readon Desc: RAY - REPAIR NOT ACCEPTABLE TO CUSTOMER

Primary Phone: Secondary Phot

lague Type: 08 RAV

lecue Status: CLOSED

Action: OPEN CASE FOR DSB REFUND - OWNED

Dealer: 01926 BERT WOLFE FORD INC

Origin Desc: CONSUMER AFFAIRS - REACCURRED

VENICLES

Odometer: 4233 MI

Corner Type: MAIL

Analyst Nume: EYVETTE HANSBERRY

Analyst: EHANSEER

Action Date: 10/30/2002

Action Time:

07.04.06.119

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Date Element Nume

Data Value

LIPLOAD DATE

10-24-2002

TAG#

288B252002

VEHICLE VALUE AMOUNT

1824062002

NET LOSS AMOUNT

7577052002

Author: RECORD CHECK (SSUANCE FOR DSB REFUND)

Dealer: 01929 BERT WOLFE FORD INC.

Origin Doos: CONSUMER AFFAIRS - REACOURED

VEHICLES.

Odometer: 4233 Mi Analyst Name: HLDRETH,

Action Date: 10/31/2002

Comm Type: MAIL

Analyst: C-HLDR2

CYNTHIA

Action Time:

12.30,19,959

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name

Data Value

CHECK REQUEST DATE

10-30-2002

CHECK ISBUE DATE

10-31-2002

CHECK AMOUNT

1745.54

CHECK AMOUNT. CHECK AMOUNT

24071.73

CHECK AMOUNT

152681

CHECK #

CHECK # CHECK# 152662

CHECK

PAYEE

ANNETTE SHAMBLIN FMCC-GREENVILLE SERVICE CENTER

PAYEE PAYEE

PAYEE

All Action Details for lesus

Print

VIN: 1FMYU04122KC01007

Year: 2002

Model: ESCAPE Case: 340841072

Name: MS

Owner Status: Original

WBD: 2002-03-14

Symptom Deec: STALL/QUITS AT CRUISE COLD ENGINE

Primary Phone:

Reason Desc: PROD/COMP DUR/PERF - REGIONAL ASSISTANCE

Secondary Phon

issue Type: 02 INFORMATION

Isaum Stephy: CLOSED

Action: ADVISE CUST CRC WILL FOLLOW UP

Origin Deec: US CONCERN CASE BASE

Dealer: 01928 BERT WOLFE FORD INC. Odomuter: 3720 Mi Analyst Harse: SYED AHSAN

Comm Type: PHONE

Analysic SAHSAN

Action Date: 07/03/2002

Action Time: 18.25.28.148

Action Date: No

Caller information if Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Community 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 PON RELAY - WHAT DO I DO IF THEY ARENOT ABLE TO DUPLICATE THE PROBLEM - CUST SEEKING TO HAVETHE VEH REPÁIRED ONCE AND FOR ALL AS SHE 16 NOT CONFIDENT IN DRIVING (MAY ASK FOR GETTING OUT OF THE VEHI 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 = - FOUND A NO FIX ON THE ECH SITE RELATING TO CUST CONCERN - THE CLRSHP HAVE PROBABLY LOCKED INTO THE 65M 15589 AS PER CUST - DURSHIP WAS CLOSED AND DID NOT MADE THE OBC -DURSHIP TO SEE IF THIS IS A MULTIPLE REPAIR ISSUE - 2001-2002 ESCAPE 3,0US 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 DOWN/DECEL, AND ALWAYS WITH MAJEDIATE RESTART, SYMPTOM DETAILS 3.01 ENGINE INFERENCE CASE ID: 540B

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

Design: 01926 BERT WOLFE FORD INC

Odometer: 3720 MI

Comm Type: VISIT Analysic K-SKEENS

Analyst Name: KRIS SKEENS Action Date: 07/05/2002

Action Time: 13.08.02.514

Action Date: No.

Orlain Desc: DEALER

Comments CANNOT VERIFY CONCERN

Action: OUTBOUND CALL TO FORDMERCURY CUSTOMER

Dealer: 01928 BERT WOLFE FORD INC

Odomatar: 3720 Mil

Comm Type: PHONE

Analyst: SAHSAN

Origin Dest: MANUAL - PHONE CSR

Analyet Name: SYED AH\$AN Action Date: 07/06/2002 Action Time: 13.23.11.490

Action Date: No

Caller Information of Officiant From Vehicle Dynamic

First Name

Middle Initial

Lest Name

Pey Phone

Relationship

Communic 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 ATRIDAYTIME. NUMBER OR CELL - FOLLOWUP MONDAY 1200

Action: AS PER TEAM LEADER Dealer: 01926 BERT WOLFE FORD INC Origin Days: MANUAL - PHONE CSR Odkimeter: 3720 Mi Comm Type: PHONE Analyst Name: SYED AHSAN Analyst: SAHSAN Action Date: 07/06/2002 Action Time: 13.35.81.708 Action Date: Yes Caller Information & Different From Vahicle Owner: Day Phone First Name Middle Initial Last Name Relationship Comments CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: - WRONG FOLLOWUP DATE RESCHEDULE FOR 07/08 Data Element Marse Date Value TEAM LEADER NAME CHINGO Action: OUTBOUND CALL TO FORDINGERCURY CUSTOMER Dealer: 01826 BERT WOLFE FORD INC Origin Deed: MANUAL - PHONE CSR Odometer: 3720 Mi Comm Type: PHONE Analyst Name: SYED AHSAN Analyst: BAHSAN Action Date: 07/08/2002 Action Time: 11.50.42.044 Action Deb: No Caller Information If Different From Vehicle Owner: First Name Middle Initial Last Hame Day Phone Relationable Comments CUSTOMER BAYS: - 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 DURSHIP CONTACT ON 17/05 THAT THEY WERE NOT ABLE TO DUPLICATE THE CONCERN Action: AS PER TEAM LEADER Dealer: 01926 BERT WOLFE FORD INC Origin Desc: MANUAL - PHONE CSR Odometer: 3720 MI Comm Type: PHONE Arminet: SAHSAN Analyst Name: SYED AHSAN Action Time: 17.19.49.832 Action Date: 07/09/2002 Action Date: 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 CLISTOMER OF THE RESEARCH - NO NEED FOR FOLLOWUP Data Element Name Data Value TEAM LEADER NAME CANINGO

All Action Datalle for Issue

Prini

VIN: 1FMYU04122KC01007

Meane: MS

Year: 2002

Owner Status: Original

Model: ESCAPE W6D: 2002-08-14 Casa: 340841072

Bymptom Deec:

Research Desc: MISC INQUIRY - CORRESPONDENCE

leaus Type: 01 INQUIRY

leave Status: CLOSED

Primary Phone: **Becondary Phys**

Action: CB-INFORM CUSTOMER OF CAC RESPONSE

Dealer: 01928 BERT WOLFE FORD INC

Odometer: 3800 MI Analysi Name: RISH) BISSESSAR Action Date: 07/08/2002

Comm Type: PHONE

Analyst: RBISSESS Action Time: 18.13.38.675

Action Date: No

Origin Deed: US CONCERN CASE BASE

COMMUNICUSTOMER 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. -CBR 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 NECCSESBARY REPAIRS INFERENCE CASE ID: 4883

All Action Details for Insue

Print

VIN: 1FMYU04122KC01007

Year: 2002

Model: ESCAPE

Com: 340841072

Harne:

Ovmer Status: Original

WSD: 2002-03-14

Primary Phone: Secondary Plea

Symptom Desc: Resson Desc: SALES - DEPOSIT

leque Type: 02 INFORMATION

lateuro Bitatiano: CLOSED

Action; ADVISE CUST FORD IS UNABLE TO INTERVENE IN SALES ISSUES Origin Desc: US INQUIRY CASE BASE

Odometar: 3800 MI

Dealer: 01928 BERT WOLFE FORD INC

Comm Type: PHONE

Analyst: RB88E88

Analyst Name: RISHI BUSSESSAR Action Date: 07/08/2002

Action Time: 18.13.34.574

Action Data: No

Caller Information # Different From Vehicle Owner:

First Name

Mickille Inditio

Day Phone

Relationship

COMMITMENTAL CLUSTOMER 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 CRIMISALES ING TO DISCUSS TRADE IN OR BUY BACK OPTIONS INFERENCE CASE ID: 482

All Action Details for issue

Print

VIN: 1FMYLI04122KG01007

Year: 2002

Model: ESCAPE

Casa: 340841072

Name: MS

Owner Status: Original

W8D: 2002-03-14

Symptom Desc: STALL/QUITS AT DLE HOT ENGINE

Primary Phone

Reason Deed: PROD/COMP DUR/PERF - VEHICLE QUALITY Issue Type: 02 INFORMATION Issue Status; CL

HICLE QUALITY Becondary Pinc: Issue Status: CLOSED

Action: ADVISE INFO WILL BE SENT TO DUR, CONTACT CRM

Origin Desc: US CONCERN CASE BASE

Odometer: 1000 MI

Dealer: 01925 BERT WOLFE FORD INC

Comm Type: PHONE

Analyst Name: MARILITT MATZANKE Analyst: MMATZANK

Action Time: 08.27.60.477

Action Date: No

Action Date: 04/17/2002

First Name

Caller Information II Different From Vehicle Owner:

Middle initial

1 and Marrie

Day Phone

Relationship

Comments CUSTOMER SAYS: THE VEHICLE HAS JUST CUT OUT WHILE AT CRUSING 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 FORDALM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRAYSERVINGR INFERENCE CASE ID: 4661

ISSUE LIST

Last Handling Date/ Jesus Status	Name/ Resson Desc	Vini Casa No.	Model Year and Vehicle Line	leaue Type
11/4/2002		1FMCU04172KC2771	2 2002 ESCAPE	04
CANCEL 10/23/2002	CI - DEMAND LETTER	1539012962 1FMCU04172KC2771	2 2002 ESCAPE	06
C1.06ED	DSB-REP'D PURCH PRICE ROST-LOST CONFID IN V	1974371052		
4/16/2002		1FMCU04172KC2771	2 2002 ESCAPE	02.
CLOGED	PRODICOMP DURIPERF - KNOMNING FIX AT PRESENT	1374371052		

All Action Details for Issue

Print

VINE (FMCUD4172KC27712

Year: 2002

Model: ESCAPE

Name:

Owner Status: Original Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP

Cetax: 1539012962 W8D: 2002-02-28

Resear Desc: CI - DEMAND LETTER

Primary Phone:

Secondary Pho:

labue Type: 04 REGION

Issue Status: CANCEL

Action: OPEN REGION CONTACT

Dealer: 04487 COVERT FORD, (NC.

Origin Deed: CONSUMER AFFAIRS - CONSUMER

INTERVENTION

Odemater: 1 Mil

Comm Type: MAIL

Analyst Name: ALICIA

Analyst: ABEASLE1

BEASLEY

Action Time:

Action Date: No

Action Date: 10/23/2002

14,58,21,497

Commission *** 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. *** C: 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 Deec: CONSUMER AFFAIRS - CONSUMER

INTERVENTION

Odometer: 1 Mi

Cones Type: MAIL

Analysis Name: ALICIA

Analyst: ABEASLE1

BEASLEY

Action Time:

Action Date: Yes

Action Date: 10/23/2002

15.01.20.740

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Valua
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 Deet: FIELD ORGANIZATION

Odomoter: ! MI

Comm Type: PHONE

Analysi: Name: CRESTON WHITAKER II (CWHITAKT) Analysi: CWHITAKT

Action Date: 10/31/2002

Action Time: 20.43.21.849 Action Date: No

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

Action: CANCEL ISSUE

Dealer: 04437 COVERT FORD, INC.

Odomater: 1 MI Analysis Name: CRESTON WHITAKER II (CWHITAK7) Analysis CWHITAK7
Action Date: 11/04/2002 Action Time: 16.49.56.973 Action Date: No

Action Date: 11/04/2002

Comm Type: OTHER

Origin Deed: FIELD ORGANIZATION

Comments DLR HAS BEEN UNABLE TO DUPLICATE CUSTOMERS CONCERN, NO MORE ACTION TO BE TAKEN ON

THIS CASE.

All Action Details for Issue

Print

VIN: 1FMCU04172KC27712

Year: 2002

Model: ESCAPE

Cese: 1374371052

Name:

Owner Status: Original

WSD: 2002-02-28

Symptom Deec: STALL/QUITS AT IDLE ALL ENGINE TEMP Reason Desc: DSB-REFT) PURCH PRICE RQST-LOST CONFID IN V Primary Phone: Secondary Phon

lesue Type: 06 DSB

legue Status: CLOSED

Action: OPEN-DEALER PROVIDED APPLICATION-NO ORAL PRESENTATION

Action Date: No

Dealer: 04437 COVERT FORD, INC.

Odometer: 7000 Mil

Comer Type: MAIL

Origin Desc: DEMARS

Analyst Name: DE LEON , EMELIA

Analyst: 5-06LEO1

Action Date: 08/22/2002

Action Time: 15.03.21.479

Constructs CONCERNS WITH STALLING

Action: DEMARS MAILS REQUESTS FOR DEALER REPORTS Dealer: 04487 COVERT FORD, INC.

Action Date: 08/22/2002

Comm Type: MAIL.

Odometer: 7000 Mil Analyst Name: DE LEON , EMELIA

Analysis E-DELEO1

Action Time: 15.15.11.090

Action Date: Yes

Origin Deec: OEMARS

Comments NO COMMENTS AVAILABLE

Data Element Name

Date Value

MAC HAIK FORD

DEALER NAME

DEALER NAME

DEALER NAME

DEALER NAME

CEALER NAME

DEALER NAME

CEALER NAME

DEALER NAME

Action: CSM - MAIL SENT - DSB

Dealer: 04437 COVERT FORD, INC.

Origin Desc: CONSUMER AFFAIRS - DSB

Ociometer: 7000 Mil

Analyst Nams: MARCIE KLEMMER

Comm Type: OTHER Analyst: MR.EMMER

Action Date: 08/28/2002

Action Time: 15.37.49.301

Action Date: 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: 09/06/2002

Comm Type: PHONE Analyst N-TRUDE2

Action Time: 17,07,35,627

Origin Deec: DEMARS

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Dein Soment Hame

Date Value

DEALER NAME

COVERT FORD

Action: RECORD DETAILS OF BOARD DECISION - REPAIRS

Duelor: 04437 COVERT FORD, INC.

Odometer: 7000 M

Analyst Name: JACQUE HAMPTON

Action Date: 09/27/2002

Committype: EMAIL

ANALYSI: J.HAMPTS

Action Time: 09.42.25.710

Action Data: Yes

Origin Desc: CONSUMER AFFAIRS - DSB

Origin Desc: DENARS

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 MOTE THE STALL CONCERN THERE SHOULD BE NO PURTHER ACTION PER THIS CONCERN.

Date Element Name	Data Value
NAME OF BOARD	auon
MEETING DATE	09-20-2002
DECISION LETTER DATE	09-24-2002
40 DAY DELAY CODE	O .
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 Analysi: MKLENINER

Action Time: 18.40.19.062 Action Data: No

Comments NO COMMENTS AVAILABLE

All Action Details for lesses

Print

VIN: 1FMCU04172KC27712

Year: 2002

Owner Status: Original

Model: ESCAPE Case: 1374371062

Marne:

Sempton: Desc: STALL/QUITS DECELERATION ALL ENGINE TEMP

Region Desc: PROD/COMP DUR/PERF - KNOWNING FIX AT PRESENT

WSD: 2002-02-28 Primary Phone: Secondary Phor

issue Type: 02 INFORMATION

lasue Status: CLOSED

Action: ADVISE CUST NO REPAIR PROCEDURES AVAILABLE

Dealer: 04437 COVERT FORD, INC.

Origin Deec: US CONCERN CASE BASE

Odometer: 1001 Mi

Comm Type: PHONE

Analysi Nume: CHUMSE PARRIS Action Date: 04/15/2002

Anaivet: CPARRIS

Action Time: 10:22.34.114

Action Date: No

Caller Information If Different From Valsiola Owner:

First Name

Middle initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: -VEH IS HAVING STALLING CONCERNS , -CLAIMS THE VEH STALLED TWICE IN MARCH(03/25; ABOUT 8:30 & 30 MHP ON A SUGHT 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 FORU) AND THEY HAD CONTACTED THE ENGINEERING WHO RECOMMENDED SEVERAL TEST, WHICH WAS DONE AND THE DUR 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 MOR.-TIM DOUTFY 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 actyised: -OBC TO DER SPOKE WITH 8M 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 ELECOMES. 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:

Action: OUTBOUND CALL TO DEALER

Dealer: 04437 COVERT FORD, INC.

Odometer:

Analyst Name: CHUNSE PARFUS

Action Date: 04/19/2002

Comen Type: PHONE

Assalves: CPARRIB

Action Yime: 12.05.44.194

Origin Desc: MANUAL - PHONE CSR

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone . Relationship

COMMENTO VILCOSZUCUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: OBC TO DUR SPOKE WITH MARCY CRIM WHO STATED THAT THE REP HAS MADE A FINAL DECISION IN REGARDS TO THIS VEH AND HE WAS INFORMED OF THIS, SHE HAD ALSO SENT HIM AN EMAIL ON THURDAY ADVISING THAT IF HE IS STILL NOT SATISFIED WITH THE DECISION HE CAN PURSUE THE DSB SINCE ALL OF THEIR RESOURCES HAVE BEEN EXHAUSTED. -THE DECISION BEING UNTIL THE CONCERN IS DUPLICATED THERE WILL NO REPAIR ATTEMPTS. -CRM ADVISED THAT THE REPAIR WHICH WAS DONE CAME DIRECTLY FROM THE ENGINEERS BUT IT DID NOT SOLVE THE CONCERN.

Action: OUTBOUND CALL TO FORDMERCURY CUSTOMER

Dealer; 04437 COVERT FORD, INC.

Odometer:

Analyst Name: CHUMSIE PARRIS

Action Date: 04/19/2002

Comm Type: PHONE Analyst: CPARRIS

Action Time: 12.05.44.194

Action Date: No

Galler information if Different From Vehicle Owner:

First Name

Middle initial

Last Name

Day Phone

Origin Days: MANUAL - PHONE CSR

lebtioneble

Comments CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: OBC TO CUSTOMER. LEFT MESSAGE FOR CUSTOMER. -IF CUSTOMER CALLS IN PLEASE ADVISED AS FOLLOWS

THAT THE REP HAS MADE A FINAL DECISION IN REGARDS TO THIS VEH AND HE WAS INFORMED OF THIS, SHE HAD ALSO SENT HIM AN EMAIL ON THURDAY ADVISING THAT IF HE IS STILL NOT SATISFIED WITH THE DECISION HE CAN PURSUE THE DSB SINCE ALL OF THEIR RESOURCES HAVE BEEN EXHAUSTED. -THE DECISION BEING UNTIL THE CONCERN IS DUPLICATED THERE WILL NO REPAIR ATTEMPTS. -CRM ADVISED THAT THE REPAIR WHICH WAS DONE CAME DIRECTLY FROM THE ENGINEERS BUT IT DID NOT SOLVE THE CONCERN.

ISSUE LIST

Lest Handling Date/ lesue Status	Name/ Reason Deec	Vin/ Case No.	Model Year and Vehicle Line	issue Type
10/17/2002	;	1FMCU041X2KA39251	2002 ESCAPE	07
CLOSED	LEGAL - OTHER ATTORNEY DEMAND	1392473301		
10/6/2002		1FMCU041X2KA39251	2002 ESCAPE	08
CLOSED	DSB-REFTI PURCH PRICE ROST-DUR CANTI VERIFY	1392473301		
4/23/2002		1FMCU041X2KA38251	2002 ESCAPE	04
CLOSED	CI-DEMAND LETTER	1392473301		
4/23/2002		1FMCU041X2KA38251	2002 ESCAPE	02
CLOSED	DEALERSHIP - POSITME FEEDBACK	1392473301		
4/22/2002	·	1FMCU041X2KA38251	2002 ESCAPE	02
CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	1982473301		
4/18/2002		1FMCU041X2KA39251	2002 ESCAPE	02
CLOSED	DEALER GENERATED INFORMATION ISSUE	1392473301		
4/17/2002	•	1FMCU041X2KA38251	2002 ESCAPE	01
CLOSED	LEMON LAW, CUST MENTIONS - DATA	1392473301		

All Action Details for issue

Print

Case: 1392473301

VIN: 1FMCU041X2KA39261

Year: 2002

Model: ESCAPE

Marne:

Owner Status: Original Symptom Desc: STALL/QUITS AT CRUISE ALL ENGINE TEMP

WSD: 2001-10-22

Reason Desc: LEGAL - OTHER ATTORNEY DEMAND

Primary Phone: Secondary Pho-

Issue Type: 07 LEGAL

lessue Status; CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Dealer: 01373 GARNET FORD INC

Origin Door: CA-LITIGATION PREVENTION-PRONT DESK

Odometer: 10000 MI

Comm Type: MAIL

Analyst Name: CHERIE LEICH Analysi: CLEICH Action Date: 10/07/2002

Action Time: 15.63.26.178 Action Data: Yes

""""ATTORNEY DEMAND""""""""" DATE STAMPED 10-07-02 ATTORNEY ALLEGES CLIENT'S VEHICLE HAS STALLING CONCERNS, ATTORNEY DEMANDS CONTACT WITH FORD

REPRESENTATIVE.

Date Element Nume

Data Value

NAME OF LAW FIRM

POWER & ASSOCIATES, P.C.

ATTORNEY NAME ATTORNEY PHONE NUMBER MICHAEL POWER 6105586220

Action: MAKE OUTBOUND CALL TO ATTORNEY

Dealer: 01373 GARNET FORD NO

Origin Door: CONSUMER AFFAIRS - LITIGATION

PRÉVENTION

Odometer: 10000 MI

Analyst Name: CATHERINA

PAPALIA

Comm Type: FAX

Analyst CPAPALIA

Action Date: 10/08/2002

Action Time:

Action Date: Yes 09.02.49.665

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

Data Element Marse

Date Value

CONTACT PERSON

SENT FAX

Action: FINAL CASE DISPOSITION

Dealer: 01373 GARNET FORD INC

Origin Deec: CONSUMER AFFAIRS - LITIGATION

PRÉVENTION

Odometer: 10000 MJ

Analyst Name: CATHERIN

PAPALIA

Comm Type: FAX

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 PREMIUMCARE 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 leave

Prior

VIN: 1FMCU041X2KA39281

Year: 2002

Model: ESCAPE Case: 1392473301

Marine:

Symptom Dooc; STALL/QUITS AT CRUSE ALL ENGINE TEMP

Owner Status: Original

WSD: 2001-10-22

Realion Deep: DSB-REPD PURCH PRICE ROST-DUR CAN'T VERIFY

Primary Phone: Secondary Pho:

lesus Type: 06 DSB

Inche Status: CLOSED

Action: OPEN-CAC, FORD 800# PROVIDED APPLICATION-NO ORAL PRESENTATION

Declar: 01373 GARNET FORD INC

Origin Deec: DEMARS

Odometer: 8702 MI

Comm Type: MAIL

Analysi Name: CAMPAU , JAME

Analyst: J-CAMPAU

Action Date: 08/20/2002

Action Time: 12,28,16,766

Action Deta: No

Comments CONCERNS WITH ENGINE FAILURE.

Action: DEMARS MAILS REQUESTS FOR DEALER REPORTS

Dealer: 01373 GARNET FORD INC

Odometer: 8702 MI Analyst Name: CAMPAU, JAME Comm Type: MAL. Analyst: J-CAMPAU

Action Date: 08/20/2002

Action Time: 12.28.12.921

Action Date: Yes

Origin Deec: DEMARS

Comments NO COMMENTS AVAILABLE

Cuts Element Name

Data Value

GARNET FORD

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

DEALER NAME

Action: DEMARS RECEIVES DEALER REPORT

Origin Deec: DEMARS

Dealer: 01373 GARNET FORD INC

Odoraster: 8702 Mi

Conne Type: MAIL Analyst M-CONTR6

Ambiest Name: MIKE CONTRERAS

Action Time: 13.09.23.391

Action Data: No

Action Date: 08/27/2002 Comments GARNET FORD

Action: CSM - MAIL SENT - DSB

Dealer: 01373 GARNET FORD INC

Origin Osec: CONSUMER AFFAIRS - DSB

Odometer: 8702 Mil-

Comm Type: OTHER

Analyst: LGROOM

Analyst Name: LETITA GROOM Action Date: 10/08/2002

Action Time: 10.18.28.296

Action Date: No

Comments CSM E-MAIL SENT \$25 BY DRS, LGROCM

Action: RECORD DETAILS BOARD DECISION - NO FURTHER ACTION

Dealer: 01373 GARNET FORD INC

Odometer: 8702 Mil

Analyst Name: CANDY RUEHL

Action Date: 10/08/2002

Comm Type: EMAIL Analyst: C-RUEHL

Action Time: 11.54.36.383

Origin Desc: DEMARS

Action Data: Yes

COMMINION 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 BINCE, BASED ON CUSTOMER FAX OF 8/16 AND COMPANY STATEMENT OF 8/16.

Data Sement Name	Data Value	
NAME OF BOARD	TREV	
MEETING DATE	09-18-2002	
DECISION LETTER DATE	08-20-2002	
40 DAY DELAY CODE	0 .	
ORAL HEARING	NO ·	

All Action Details for Issue

Elot

Case: 1392473301

VIII: 1FMCU041X2KA39251

Year: 2002

Model: ESCAPE

Owner Status: Original

Norma:

Symptom Date: STALL/QUITS AT IDLE ALL ENGINE TEMP

W8D: 2001-10-22

Reason Deec: CI - DEMAND LETTER.

Primary Phone: Secondary Pho-

Indus Type: 04 REGION

Isono Statue: CLOSED

Action: LETTER FAXED TO REGION

Dealer: 01373 GARNET FORD INC

Origin Desc: CONSUMER AFFAIRS - CONSUMER

INTERVENTION

Odometer: 1 MI

Comm Type: MAIL:

Analyst Name: TERRENCE R.

Analyst: TSEARCY

SEARCY

Action Date: 04/23/2002

Action Time: 13.20.18.669

Action Date: Yes

Comments ""DEMAND LETTER DATED 4/18/12 "" ""CI RECEIVED 4/23/02 "" ""CUSTOMER STATES: ENGINE REPEATEDLY SHUTS DOWN WHILE TRAVELING AT 95-40 MPH. ***CUSTOMER SEEKS; RESOLUTION FOR CONCERN. ***CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICES FOR REVIEW, SENT THE CUSTOMER AN ACKNOWLEDGEMENT**

Deta Element Hume	Data Value
REGIÓN NUMBER	16
DATE RECEIVED	04-29-2002
TIME RECEIVED	09:35:00
Date faxed	04-23-2002
TIME FAXED	13:25:00

All Action Datails for Issue

Print

VIII: 1FMCX/041X2KA39251

Year: 2002

Model: ESCAPE

Case: 1392473301

Marne: :

Owner Status: Original

W8D: 2001-10-22 Primary Phone:

Streetom Deec:

Resear Desc: DEALERSHIP - POSITIVE FEEDBACK

Secondary Phot

leaus Type: 02 INFORMATION

Isoue Status: CLOSED

Addion: THANK CUST FOR THEIR FEEDBACK, COMMENTS WILL BE FORWARDED TO THE

Dealer: 01373 GARNET FORD INC

Origin Deet: US INQUIRY CASE BASE

Odorseter: 6300 Mil

COMM Type: EMAIL

Analyst Name: PATRICK PINNOCK

Annivet: PPINNOCK

Action Date: 04/23/2002

Action Time: 11.03.07.118

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Leet Name

Day Phone

Relationship

Comments CUSTOMER SAYS: I SPOKE WITH BRIAN KOVING, A SERVICE ADVISOR AT GARNET FORD, AND HE AND IRA SURGESS 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 CEALRIGHP SO THEY ARE AWARE HOW PLEASED YOU WERE, INFERENCE CASE ID: 1084

Print

VIN: 1FMCUD41X2KA3B261

Year: 2002

Model: ESCAPE

Case: 1392473301

Symptom Desc: STALLQUITS AT DLE HOT ENGINE

Owner Status: Original

WSD: 2001-10-22

Printery Phone:

Remon Dear: DEALERSHIP - UNABLE TO DUPLICATE CONCERN

Secondary Phor

leaue Type: 02 INFORMATION

lesue Status: CLOSED

Action: DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

Dealer: 01873 GARNET FORD INC

Origin Desc: US CONCERN CASE BASE

Odoraeter: 5300 Mil

Comm Type: EMAIL

Analyst Name: PATRICK PINNOCK

Analyst: PPINNOCK

Action Date: 04/22/2002

Action Time: 12.58.04.094

Action Date: No

Caller Information if Different From Vehicle Owner:

First Name

Michiga initial

ast Name

Day Phone

Comments CUSTOMER SAYS: MY ESCAPE ENGINE JUST QUITE FOR THE 4TH TIME IN THE 6 MONTHS THE CHARLED 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**

Ali Action Details for Issue

Print

VBI: 1FMCU041X2KA39251

Year: 2002

Model: ESCAPE

Case: 1392473301

Name:

Symptom Deec:

Owner Status: Original

WSD: 2001-10-22

Primary Phone:

Reason Deed: DEALER GENERATED INFORMATION ISSUE

Seaue Type: 02 INFORMATION

Becondary Phot Isaue Status: CLOSED

Aution: AWAITING ASSISTANCE - FIELD SERVICE ENGINEER

Dealer: 01373 GARNET FORD INC

Course Type: VISIT

Origin Deep; DEALER

Odornatar: 790 Mil

Analysis | BURGIS

Analyst Name: IRA BURGIS Action Date: 11/26/2001

Action Time: 10.47.39.398

Action Date: No

Communic CUSTOMER HAS A INT STALL CONCERN AT 40 MPH SERVICE MANAGER SPOKE TO FEE AND DECIDED. TO INSTALL THE YOR AND HAVE CUSTOMER TRY TO REPRODUCE CONCERN, DEALER HAS PREVOIDELY SPOKEN TO TECH NOTLINE 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.

Comm Type: ViSiT

Oderaster: 790 MI

Analyst: I-BURGIS

Analyst Name: IRA BURGIS Action Date: 12/10/2001

Action Time: 14.46.09.828

Action Date: No.

Orlain Desc: DEALER

Commonto FSE LOCKED AT AND ROADTESTED VEHICLE WITH OUR TECHNIIAN ALSO INSPECTED ALL PIN COMMECTORS 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 \$25 HARD STOP ADJ DUTY OF 47% HAD TO TURN STOP ADJ 2 FULL TURMS. PER FSE SUGESTION DEALER WILL REFUND 1 MONTHS PAYMENT ON VEHICLE AND PROVIDE A ESP PLAN FOR CUSTOMER GOODWILL, SERVICE MANAGER WILL, DRIVE ROUTE THAT THE CUSTOMER TRAVELS AND THAN RELEASE VEHICLE IF THE CONCERN IS NOT REPRODUCED.

Action: CUST, SAT, REST, TOOL UTILIZED - ESP PLAN OFFERED AND ACCEPTED.

Dealer: 01373 GARNET FORD INC

Official Deec: PIELO ORGANIZATION

Odosteter: 790 M

Comm Type: VIBIT

Analyst Name: RITA MURPHY

Analysis 8485RM

Action Date: 12/11/2001

Action Time: 17.09.21.891

Action Date: No

Companie IRA-BASED ON INFORMATION PROVIDED, FORD WILL OFFER CUSTOMERAN ESP PREMILINCARE 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/IRITA 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

Course Type: VISIT

Analysis Names: RITA MURPHY Action Date: 12/12/2001

Analysis BARSRM Action Time: 22.52.39.958

Action Data: No

Comments ESP UPLOADED, RITA

Action: AWAITING ASSISTANCE - FIELD SERVICE ENGINEER

Dealer: 01373 GARNET FORD INC

Odometer: 5247 M Analyst Name: BRIAN IAVINO

Action Date: 04/10/2002

Comm Type: VISIT Analyst: B-IAVINO

Action Time: 14.20,54.791

Origin Deec: DEALER

Action Data: No.

COMMINING CUSTOMERS CONCERN OF VEHICLE STALLING, THIS WILL BE THE THIRD TIME HER VEHICLE HAS HAD THIS CONCERN. WE HAD CHECKED POM 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 CXYEGENATED FUEL. THE STALLING CONCERN HAPPENED ON 4/17/12 @ 7:30 AM WHEN THE TEMP WAS ABOUT 75 TO 60 DEGREES THIS WAS THE FIRST DAY OF UNUSALLY HOT WEATHER.

Print

VIN: 1FMCU041X2KA39251

Name:

Year: 2002

Model: ESCAPE

Cese: 1392473301

Symptom Desc:

Owner Status: Original

W8D: 2001-10-22

Primary Phone:

RESSON DESC: LEMON LAW, CUST MENTIONS - DATA ONLY leave Type: 01 INQUIRY

Imme Status: CLOSED

Secondary Pho-

Action: PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY

Dealer: 01373 GARNET FORD INC.

Conse Type: PHONE

Origin Deac: US REDIRECT CASE BASE

Odometer: 4500 Mil

Action Date: 04/17/2002

Analyst Name: WAYNE CLARKE

Analysi: WCLARKE

Action Time: 19.18.65.637

Action Date: No

Caller Information If Different From Vahicle Owner:

First Name SCOTT

لمتناها والأواليا

Last Name NYLAND

Day Phone

Relationable **SPOLISE**

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 WITHE OTHER LIGHTS HE WILL BE BRINGING THE VEH TO THE DLRSHP TOMORSKOW . WOULD LIKE TO FILE LEMON LAW ON HIS VEH -WOULD LIKE TO KNOW WHAT THE PROCEDURE IS FOR LEMON LAW PER CUSTOMER, DEALER SAYS: GARRNETT FORD BRIAN THE SRY MOR CAC ADVISED: - LEMON LAWS ENABLE AMERICAN CUSTOMERS TO TAKE SPECIFIC LEGAL ACTION AGAINST VEHICLE MANUFACTURERS FOR NOT HONOURING A NEW VEHICLE WARRANTY; ALL SU 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 VIEHICLE - THIS WILL GIVE US THE OPPORTUNITY TO MAKE ANY NEEDED REPAIRS BEFORE YOU PURSUE THE REMEDIES PROVIDED BY YOUR STATES LAW - SEND YOUR WRITTEN NOTIFICATION TO: FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER 18800 EXECUTIVE PLAZA DRIVE DÉARBORN, 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

Last Handling Date/ Issue Status	Name/ Resson Desc	Vin/ Case No.	Model Year and Vehicle Line	issue Type
1/22/2003		1FMYU04112KB37607	2002 ESCAPE	06
ACTION	DSB-REFO PURCH PRICE ROST-DER CANTT REPAIR			••
1/6/2003		1FMYU04112KB37607	2002 ESCAPE	02
CLOSED	DSB - STATUS REQUEST	557523152	•	
12/6/2002	·	1FMYU04112KB37807	2002 ESCAPE	02
CLOSED	CI - DEMAND LETTER	567623162		
11/25/2002		1FMYU04112KB37607	2002 ESCAPE	01
CL08ED	DS8 - STATUS REQUEST	557623152		
11/21/2002		1FMYU04112KR37607	2002 ESCAPE	04
CLOSED	DSB - APPLICATION REQUEST	657623152		
11/12/2002		1FMYU04112KB37607	2002 ESCAPE	01
CLOSED	MISC INQUIRY - COMPANY ADDRESS REQUEST	557523152		
11/11/2002		1FMYU04112KB37807	2002 ESCAPE	02
CLOSED	WARRANTY - COVERAGE INCLURY	867823452		

All Action Details for Issue

Print

VM: 1FMYU04112KB37607

Year: 2002

Model: ESCAPE

Case: 557523152

Owner Status: Original Symptom Deec: STALLIQUITS ACCELERATION ALL ENGINE TEMP W&D: 2002-04-06

Resear Desc: DSB-REFD PURCH PRICE ROST CLR CAN'T REPAIR.

Primary Phone: : Secondary Phon

leaus Type: 06 DSB

Incus Status: ACTION

Action: OPEN-OTHER PROVIDED APPLICATION-NO ORAL PRESENTATION

Dealer: 00137 JERRY'S LEESBURG FORD L-M

Origin Deep: DENARS

Odometer: 12085 MF

Analyst Name: OWENS, ANGELA

Comm Type: MAR. Analyst: A-OWENSS

Action Date: 12/05/2002

Aution Time: 14.29.52.373

Action Date: No.

Comments ELIGIBLE: CONCERNS WITH: STALLING

Action: DEMARS MAILS REQUESTS FOR DEALER REPORTS

Dealer: 00137 JERRY'S LEESBURG FORD L-M

Octometer: 12065 Mil

Comen Type: MAIL Analyst C-PETRI2

Analyst Mame: PETRIE, CRYSTAL Action Date: 12/06/2002

Action Time: 10.37,28.163

Action Date: Yes

Origin Desc: DEMARS

Comments NO COMMENTS AVAILABLE

Data Element Nume

Data Value JERRY'S FORD

DEALER NAME

DEALER NAME

DEALER NAME

DEALER NAME DEALER NAME

DEALER NAME

Dealer: 00137 JERRY'S LEESBURG FORD L-M

DEALER NAME Action: DEMARS RECEMES DEALER REPORT

Comm Type: FAX

Odometer: 12065 MI

Analyst: C-PETRI2

Analyst Name: PETRIE, CRYSTAL Action Date: 12/11/2002

Action Time: 11.02.63.297

Action Date: No

Origin Desc: DEMARS

Comments JERRY'S FORD

Action: CSM - MAIL SENT - DSB

Dealer: 00137 JERRY'S LEESBURG FORD L-M

Origin Desc: CONSUMER AFFAIRS - DSB

Odometer: 12065 MI

Comm Type: FAX

Analyst Name: LAVEFRE NAIZE Action Date: 12/12/2002

Analyst: INAIZE

Action Time: 17.22.54,162

Action Date: No

Comments BOARD MEETING, DC#1 1/6/03

E982-827 9864

Action: COMPANY REPORT SUBMITTED

Dealer: 00137 JERRY'S LEESBURG FORD L-M

Origin Deed: CONSUMER AFFAIRS - DSB Comm Type: OTHER

Odonater: 12065 Mil

Analyst Name: LAVERNE NAIZE

Analyst: LNAIZE

Action Date: 12/17/2002

Action Time: 09.18.21.679

Action Date: Yes

Comments NO COMMENTS AVAILABLE

Duta Element Name	Data Value
CUSTOMER CONTACTED BY FORD	YES
REGION RESPONDED TO DSB E-MAIL (YM)	YES

Action: RECORD DETAILS OF BOARD DECISION - VEHICLE REPUND

Dealer: 00137 JERRY'S LEESBURG FORD L-M

Origin Desc: DEMJARS

Odomater: 12065 MI Analyst Name: CANDY RUEHL Comm Type: EXXL Analyst C-RUEHL

Action Date: 01/22/2003

Action Time: 15.38,57.298

Action Date: Yes

Community DIRECTS FMC TO REPUND VEHICLE, BASED ON LOSS OF CONFIDENCE IN VEHICLE FROM PAST STALLING CONCERNS AND NUMBER OF REPAIR ATTEMPTS. DETERMINES THAT THERE IS INSUFFICIENT EVIDENCE THAT STALLING CONCERN EXISTS AFTER LAST REPAIR ON 11/11/02. NO MILEAGE CHARGE, BASED ON

EARLY ONSET OF STALLING CONCERN.

Date Element Manse	Data Value	
NAME OF BOARD MEETING DATE	DC1 01-08-2003	
DECISION LETTER DATE 40 DAY DELAY CODE	01-10-2003 0	
CRAL HEARING	YES	

Action: ACCEPTANCE FORM RECEIVED - EXCEPT CALIFORNIA

Dealer: 00137 JERRY'S LEESBURG FORD L-M

Origin Dees: DEMARS

Odomater: 12065 M

Analyst Name: CAMPAU, JAMIE

Comm. Type: MAIL Analysi: J-CAMPAU

Action Dute: 01/22/2003

Action Time: 18.19.32.299

Action Data: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
DATE OF ACCEPTANCE (DATE ON A/R FORM)	01-22-2003

All Action Details for Issue

Print

VIN: 1FMYU04112KBS7607

Year: 2002

Model: ESCAPE

Casta: 567623152

Owner Status: Original

WSD: 2002-04-08

Symptom Deec: STALL/QUITS ACCELERATION ALL ENGINE TEMP

Primary Phone: Secondary Phoe

Resear Desc: DSB - STATUS REQUEST leave Type: 92 INFORMATION

facus Status; CLOSED

Action: C8-D88 WILL REVIEW THE INFORMATION APPLICATION & BE IN CONTACT

Dealer: 00137 JERRY'S LEESBURG FORD L-M

Origin Deec: US CONCERN CASE BASE

Odornater: 13500 Mil

Comm Type: PHONE

Analyst Huma: KAREN GREEN

Analyst: KGREEN

Action Date: 01/08/2003

Action Time: 11.07.07.463

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Lest Name

Day Phone

Relationship

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 FORMAPPOED TO THE DISPUTE SETTLEMENT BOARD, FOR FURTHER INFORMATION, PLEASE CONTACT THE DISPUTE SETTLEMENT BOARD IN WRITING AT; PO BOX 6120 SOUTHFIELD, MI 48086-5120" ADVISED CUST THE DATE OF THE HEARING AS PER HISTORICAL ISSUES SUMMARY, ADVISED CUST TO CONTACT THE SMI OR CRM AT THE DLR FOR CLARIFICATION ON ATTENDANCE INFERENCE CASE ID: 1581

Action: CB-DSB WILL REVIEW THE INFORMATION APPLICATION & BE IN CONTACT

Dealer: 00137 JERRY'S LEESBURG FORD L-M.

Origin Deet: US CONCERN CASE BASE

Odometer: 12085 Mil

Analysi Namic PEPPI DMITROPOULOS

Comm Type: PHONE Analyst: PDM/TRO

Action Date: 01/06/2003

Action Time: 11.68.24.369 Action Data: No

Caller Information If Different From Vehicle Owner:

First Name

Middle initial

Day Phone

Relationship

Comments CUSTOMER SAYS: COUST 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 8AYS: JERRY'S FORD 6510 LITTLE RIVER TURNPIKE ALEXANDRIA, VA 22312 TEL: (709) 258-6000 FAX: (709) 258-4406 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 5120 SOUTHFIELD, 14 48086-5120" INFERENCE CASE ID: 1661

All Action Details for issue

Emit

Casa: 557523152

VIN: 1FMYU04112KB37607

Year: 2002

Model: ESCAPE

Name:

Owner Status: Original Symptom Deed: LOSS OF POWER AT CRUISE ALL ENGINE TEMP

WSD: 2002-04-08

Printery Phone

Reason Deed: CI - DEMAND LETTER

Secondary Pho

Issue Type: 02 INFORMATION

lesue Status: CLOSED

Action: OPEN REGION CONTACT

Dualer: 00135 JERRYS FORD SALES INC.

Origin Door: CONSUMER AFFARS - CONSUMER

INTERVENTION

Odometer: 3886 Mi

Action Date: 11/20/2002

Comm Type: MAIL

Analyst Hame: ANNE RCBERTS

Analysi: AROBERSO

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, ***CLE-MAILED A COPY OF THE LETTER TO THE REGIONAL OFFICE FOR REVIEW, SENT CUSTOMER.

FLEM LETTER

Action: LETTER FAXED TO REGION

Depler: 00135 JERRYS FORD SALES INC

Origin Door: CONSUMER AFFAIRS - CONSUMER

INTERVENTION

Odoruster: 3866 Mil

Comm Type: MAIL

Analyst Name: AVIVE

ROBERTS

Analysi: AROBERSO

Action Date: 11/20/2002

Action Time: 11.46.04.394

Action Date: Yes

Consents NO COMMENTS AVAILABLE

Data Element Marse

Data Value

REGION NUMBER DATE RECEIVED

27 11-20-2002 10:11:0002

TIME RECEIVED DATE FAXED TIME FAXED

11-20-2002 11:37:0002

Action: FORD COVERED REPAIR MADE - WARRANTY

Depler: 00135 JERRYS FORD SALES INC

Origin Deec: DEALER

Odometer: 3665 MI

Action Date: 12/06/2002

Analyst Name: FRED JAVIER

Comm Type: PHONE Analysis F-JAVER

Action Time: 10.42.48.288

Action Date: No

Commission REPLACE IDLE AIR CONTROL VALVE AND REPROGRAM PCM PER TSECUST. STILL NOT SATISFIED

VEHICLE IS REPAIRED.HE IS CONTACTING DSB.

All Action Details for lesus

Print

VIN: 1FMYU04112KB37807

Year: 2002

Model: ESCAPE

Norwe:

Owner Status: Original

WSD: 2002-04-08 Primary Phone:

Secondary Phox

Case: 657523152

Symptom Deec:

Reason Desc: DSB - STATUS REQUEST

Issue Type: 01 INQUIRY

Negue Startus: CLOSED

Application DELIVERY Deeler: 00138 JERRYS FORD SALES INC.

Origin Deec: US CONCERN CASE BASE

Odometer: 12065 MI

Analyst Name: DARRYL CONNORS

Comm Type: PHQNE Analyst DCONNORS

Action Date: 11/25/2002

Action Time: 10.27.15.740

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 THERE IS A CONCERN WITH THE VEHICLE STALLING OUT AND HAS BEEN TO THE CLRSHP BUT THE CONCERN IS STILL PRESENT; CUST STATES THAT ON NOV 13/02 SHE REQUESTED A DSB AND STATES SHE STILL HAB NOT RECEIVED ONE BUT DURSHP DID FAX HER A COPY BUT DOES NOT BELIEVE IT TO BE A COMPLETE COPY; PER CUSTOMER, DEALER SAYS: CAC 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 YEN 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: 1865

Print

VIN: 1FMYU04112KB37807

Year: 2002

Model: ESCAPE

Case: 667623182

Name:

Owner States: Original Symptom Dose: STALL/QUITS ACCELERATION ALL ENGINE TEMP

WSD: 2002-04-08 Primary Phone:

Resear Deet: DSB - APPLICATION REQUEST

Secondary Pho:

lesus Type: 04 REGION

Issue Status: CLOSED

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

Dealer: 00135 JERRYS FORD SALES INC

Origin Descr US CONCERN CASE BASE

Odometer: 11980 Mil

Comm Type: PHONE

Analyst Name: DARRYL CONNORS Action Date: 11/13/2002

Analysis DCONNORS

Action Time: 14.10.52.988

Action Date: No.

Caller Information If Different From Vehicle Owner:

First Home

Middle initial

Last Name

Day Phone

Relationable

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 DISB APPLICATION; CUST STATES ON THE OTHER VISITS, THE DURSHP WAS NOT ABLE TO DUPLICATE THE CONCERN AND ON THE 2ND VISIT, THE DURSHP RECALIBRATED THE POM, GUST 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 DLRSHP, PER CUSTOMER, DEALER SAYS: JERRYS FORD SALES INCICAC ADVISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION - OSC TO DEALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DISS 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.

Odometer: 11960 Mil

Analyst Name: DUANE FILEY (DFILEY)

Action Date: 11/21/2002

Come Type: PHONE

Amehot: DFILEY

Action Time: 10.03.02.871

Ovigin Peec: FELD ORGANIZATION

Action Date: No

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

All Action Details for leave

Print

Ven: 1FMYU04112KB37807

Year: 2002

Model: ESCAPE

Case: 557523152

Northe: MS

Symptom Deec:

Owner Status: Orbinal

WSD: 2002-04-08

Primary Phone:

Resign Deed: MISC INCLIRY - COMPANY ADDRESS REQUEST lease Type: 01 INCURY

Innue Status; CLOSED

Secondary Pho-

Action: PROVIDE FORD CAC ADDRESS

Dealer: 00135 JERRYS FORD SALES INC.

Action Date: 11/12/2002

Comm Type: PHONE

Origin Danc: US REDIRECT CASE BASE

Odornaler: 11000 Mil

Analysi Name: CHANTAL GAUTHIER

Analyst: CGAUTHIE

Action Time: 10.32.00.188

Action Date: No

Caller Information # Different From Vehicle Owner:

First Name

Middle initial

Last Name

Day Phone

Relationship

Commends CLISTOMER SAYS: -CLIST, IS LOOKING FOR THE FORD MOTOR COMPANY ADDRESS -LOOKING FOR A REFERENECE #-SHE IS APPLYING FOR LIEMON LAW-SHE HAS CONTACTED THE CONSUMER AFFAIRS DEPT. PER CUSTOMER, DEALER SAYS: CAC ADVISED: -FORD CRC ADDRESS: FORD MOTOR COMPANY CUSTOMER RELATIONISHIP CENTER 16600 EXECUTIVE PLAZA DRIVE P.O. BOX 6248 DEARBORN, MICHIGAN, 48121 -ADVISE CLIST, OF REF # 867623182 INFERENCE CASE ID: 78

All Action Details for feare

Print

VIN: 1FMYU04112KB37607

Year: 2002

Model: ESCAPE

Case: 557523152

Name: MS

Owner Status: Original

W8D: 2002-04-08

Symptom Deec: STALL/QUITS AT CRUISE ALL ENGINE TEMP Resean Deec: WARRANTY - COVERAGE INQUIRY

Primary Phone: Secondary Pho-

iesus Type: 02 INFORMATION

Issue Status: CLOSED

Aution: PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY

Dealer: 00185 JERKYS FORD SALES INC

Contain Type: PHONE

Origin Deec: US CONCERN CASE BASE

Odomeler: 11000 Mi Analyst Name: STEVAN NIKOLOVSKI

Analyst: SNIKOLOV

Action Data: No

Action Date: 11/11/2002

Action Time: 15.28.31.751

Catler information if Different From Vehicle Owner.

First Name

Middle initial

Last Name Day Phone

Comments CUSTOMER SAYS: -VEH STALLS AND ITS BEEN STALLING OVER THREE TIMES. -STEERING WHEEL LOCKS AND THE BRAKES SHUT DOWN, CUST LOCSES CONTROL. CUST WANTS ANSWERS AND WANTS TO KNOW WHY ITS STALLING OUT. -THE VEH ALSO HAS NO ACCELORATION. PER CUSTOMER, DEALER SAYS: -JERRYS FORD SAYS: THEY DON'T KNOW WHY THE VEH IS STALLING., CAC ADVISED: • POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR CONCERN. - PLEASE TAKE YOUR VEHICLE TO THE FILM DEALERSHIP OF YOUR CHOICE TO HAVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WARRANTY/ESP WILL BE APPLICABLE

HASN'T EVEN INSPECTED THE VEH YET., INFERENCE CASE ID: 5409

ISSUE LIST

Last Handling Date/ Isaue Status	Name/ Resison Desc	Vin/ Case No.	Model Year and Vehicle Line	issue Type
6/19/2002		1FMCU04182/G29322	2002 ESCAPE	02
CLOSED	PRODICOMP DURPERF - VEHICLE QUALITY	563441702		

All Action Details for lanua

Print

Gase: 583441702

VIN: 1FMCUD4162KB29322

Yesn: 2002

Model: ESCAPE

Name:

Owner Blatus: Original

Symptom Deec: ENGINE GENERAL CONCERN MECH FAILURE Reason Deed: PROD/COMP DUR/PERF - VEHICLE QUALITY

W8D: 2001-11-30

Issue Type: 02 INFORMATION

lesus Status: CLOSEO

Primary Phone: **Becondury Phon**

Action: ADVISE INFO WILL BE SENT TO DLR: CONTACT CIRM

Dealer: 02884 DAVE GOULD FORD

Comm Type: PHONE

Origin Deep: US CONCERN CASE BASE

Odometer: 6000 MI Analysi Name: HARRY TATALIAS

Action Date: 08/19/2002

Analyst: HTATALIA

Action Time: 15.37.35.880

Action Date: No.

Caller Information W 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 LOCKED ON THE WEBSITE FOR NEITBA AND HE SAID THAT THERE WAS SEVERAL REPORTS FOR THIS BAME CONCERN FOR THE ESCAPES WITH FREQUENT STALLING WITH THERE ENGINE PER CUSTOMER. DEALER SAYS: -DAVE GOULD FORD IN ELLISMORTH MAKINE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORDAM DEALERSHIP - INFORMATION WILL BE SENT TO DUR. CUSTOMER SHOULD CONTACT CRIMISERY MIGRI-OBC TO DAVE GOULD FORD AND SPOKE WITH THE SAM VIC WOOD AND HE SAID THAT THE VEHICLE STARTS FINE AT THIS TIME HOWEVER THEY ARE STILL INVESTIGATING THIS CONCERN THROUGH THERE DASS TO SEE IF THERE IS A FIX FOR THIS ISSUE INFERENCE CASE ID: 4681

ISSUE LIST

Lest Handling Date/ leave Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	bauc Type
10/30/2002	4 ·	1FMYU04122KD02354	2002 ESCAPE	. 02
CLOSED	RAY - OTHER	748781632		
10/23/2002		1FMYU04122K002354	2002 ESCAPE	30
CLOSED	RAY - NUMBER OF REPAIR ATTEMPTS	748781832		
9/6/2002		1FMYU04122ND02354	2002 ESCAPE	02
CLOSED	PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT	748781832		
9/5/2002		1FMYU04122KD02364	2002 ESCAPE	02
CLOSED	SALES - CUST ALLEGES MISSEPRESENTATION	748781832		
8/15/2002		1FMYU04122KD02354	2002 ESCAPE	01
CLOSED	LEMON LAW, CUST MENTIONS - DATA ONLY	748781832		
8/15/2002	e N	1FMYU04122KD02354	2002 ESCAPE	02
CLOSED	DEALERSHIP - LINABLE TO DUPLICATE CONCERN	748781832		
7/2/2002		1FMYU04122KD02354	2002 ESCAPE	02
CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	748761832		

All Action Details for Issue

Print

VBI: 1FMYU04122KDD2364

Year: 2002

Model: ESCAPE Case: 748781832

Name: i

Owner Stehas: Original

Symptom Dead: ENG SPEED-UP DECELERATION ALL ENGINE TEMP

W3D: 2002-06-12 Primary Phone:

Research Desc: RAV - OTHER

lease Type: 02 INFORMATION

Insum Status: CLOSED

Secondary Phor

Action: AWARD ESP PREMIUM CARE 6/76

Dealer: 03834 CHARLES GASUS FORD

Origin Desc: CONSUMER AFFAIRS - REACQUIRED

VEHICLES

Odomala: 2760 MI

Comm Type: MAIL:

Analyst Norse: EYVETTE HANGBERRY

Analyst: EHANSBER

Action Times

Action Date: No

Action Date: 10/30/2002

10.41.35.694

Comments ESP CONTRACT ISSUED

All Action Dotalls for Issue

Brint

VIII: 1FMYU04122KD02354

Year: 2002

Model: ESCAPE

Name:

Owner Status: Original Symptom Deec: STALL/QUITS ACCELERATION ALL ENGINE TEMP

W6D: 2002-08-12

Case: 748781832

Resear Desc: RAV - NUMBER OF REPAIR ATTEMPTS

Primary Phone. Secondary Pho-

leatus Type: 08 RAV

leave Status: CLOSED

Action: OPEN CASE FOR LEMON LAW ELIGIBLE REPLACEMENT - OWNED

Dealer: 03334 CHARLES GABUS FORD

Origin Desc: CONSUMER AFFAIRS - REACQUIRED

VEHICLES

Odometer: 2749 MR

Commit Type: MAL.

Analyst Nerse: SEWELL ANGELA

Apalyst: A-SEWEL2

Action Time:

Action Date: Yes .

Action Date: 10/22/2002

09.04.09.080

Comments NO COMMENTS ADDED

Data Element Name

Deta Value

LIPLOAD DATE

TAG#

09-16-2002 291B360

VEHICLE VALUE AMOUNT

18800 4774

NET LOSS AMOUNT

DEVIATION FOR MILEAGE AMOUNT

DEVIATION FOR UPGRADE

DEVIATION FOR OVERALLOWANCE

DEVIATION FOR NEGATIVE EQUITY

DEVIATION FOR OTHER

REPLACEMENT VIN

9KA77384

Action: RECORD CHECK ISSUANCE FOR LEMON LAW ELIGIBLE REPLACEMENT

Dealer: 03834 CHARLES GABUS FORD

Origin Desc: CONSUMER AFFAIRS - REACQUIRED

VEHICLES

Odometer: 2748 Mil

Comm Type: MAJ.,

Analyst Name: HILDRETH, CYNTHIA

Analyst: CHILDR2

Action Date: 10/23/2002

Action Time: 14.08.21.031

Action Deta: Yes

Comments NO COMMENTS AVAILABLE

Data Blement Name Data Value CHECK REQUEST DATE 10-22-2002 CHECK ISSUE DATE 10-23-2002

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CHECK AMOUNT

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23374.06

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CHARLES GABLIS FORD

Edni

VIN: 1FMYU04122KD02954

Year: 2002

Model: ESCAPE Case: 748781832

Owner Status: Original

Name: M

Symptom Deec; STALL/QUITS AT IDLE ALL ENGINE TEMP

WSD: 2002-06-12

Region Desc: PRODACOMP DURIPERF - KNOWNING FIX AT PRESENT

Primary Phone: Secondary Pho:

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

Odowater, 2900 Mi

Comm Type: PHONE

Analysi Name: ANESHA FORBES

Analyst: ANFORBES

Action Date: 09/05/2002 Action Time: 09.40.13.363 Action Date: No.

Commonts VLC088TCUSTOMER SAYS: - THE VEH IS AT THE FORD DURSHIP - THE VEH IS STALLING OUT - THE DURSHIP SAID FORD IS AWARE OF THE PROBLEM AND THERE IS NO FIX - THE DURSHIP SAID THEY CAN NOT REPAIR THE VEH - SPK TO THE DURHSIP 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 MIGR OR HAVE THE CRC CALL THE ZONE MIGR TO HAVE THE ZONE MIGR 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 LINSAFE = SEEKING TO SPK TO A ZONE REP PER CLISTOMER, DEALER SAYS: NONE CAC ADVISED: - THE DEALERSHIP HAS INSPECTED YOUR VEHICLE AND IS AWARE OF YOUR CONCERN - WE HAVE CONFIRMED THAT FORD ENGINEERING IS CLIRRENTLY 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 SEEN PROVIDED WITH ANY TIMELINES, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP) INFERENCE CASE ID: 5401

All Action Ostalia for Issue

Print

VIN: 1FMYLI04122KD02354

Year: 2002

Model: ESCAPE

Case: 748761832

Name: M

Symptom Desc:

Owner Status: Original

WSD: 2002-08-12

Resean Deec: SALES - CUST ALLEGES MISREPRESENTATION

Primary Phone: **Becondary Pho**

leave Type: 02 INFORMATION

leaue Status: CLOSED

Action: THANK CUST FOR THEIR FEEDBACK, INFO WILL BE FORWARDED TO DUR FO Design: 03334 CHARLES GABUS FORD

Origin Deed: US INQUIRY CASE BASE

Odometer: 2000 Mil

Comm Type: PHONE

Analyst Name: ANESHA FORBES Action Date: 08/05/2002

Analyst ANFORBES

Action Time: 09,40.12.273

Action Date: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Day Phone

Relationship

Comments VLC088TCUSTOMER SAYS: - WANTS THE NAME OF THE ZONE MIGR OR HAVE THE CRC CALL THE ZONE MGRITO HAVE THE ZONE MGRICALL 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 OFFERIED AN EXTENDED WARRANTY AND HE DOES NOT FEEL A WARRANTY WILL DO HIM ANY GOOD IF THE VEH IS LINSAFE = SEEKING TO SPK TO A ZONE REP PER CUSTOMER, DEALER BAYS: NONE CAC 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.

Print

VIII: 1FMYU04122KD02364

Year: 2002

Model: ESCAPE

Case: 748781832

Name:

ame:

Owner Status: Original

WBD: 2002-08-12

Primary Phone: Secondary Pho

Symptom Desc:

Resson Desc: LEMON LAW, CUST MENTIONS - DATA ONLY

tesus Type: 01 INQUIRY

lestre Statue: CLOSEO

Action Date: No

Action: PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY

Dealer: 03334 CHARLES GABUS FORD Odometer: 3000 Mt Co

Gomm Type: PHONE

Analyst Marie: ANISAH PATEL Action Oute: 08/16/2002

Analyst; APATEL Action Time: 20.02.30.360 ·

Origin Dece: US REDIRECT CASE BASE

Comments VLC088TCUSTOMER SAYS: -WITHIN A MONTH OF PURCHASE VEH STALLED AND CILIT IN THE MIDDLE OF TRAFFIC -TOWED VIEH TO DUR AND THEY COULD NOT FIND ANYTHING WRONG WITH IT -WENT TO INTERNET TO NHTSA SITE AND FOUND SEVERAL COMPLAINTS ABOUT THIS ISSUE 4T 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 DUR REGARDING THE ISSUE-VEH COULD FALL UNDER LEWON 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 LLS. 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 - YNOTE TO CSR; REMEMBER TO ALSO USE THE PRODUCT CONCERN CASE BASE ACCORDINGLY TO DOCUMENT THE VEHICLE'S CONCERN'S." -INFORMED CLIST OF ABOVE AND PROVIDED ADDRESS. INFERENCE CASE ID: 99

All Action Details for leave

凹

Cesa: 748781832

VIN: 1FMYU04122KD02354

Year: 2002

Model: ESCAPE

Name: MF.

Owner Status: Original

WSD: 2002-08-12

Research Description DEALERSHIP - UNABLE TO DUPLICATE CONCERN

Symptom Desc: STALL/CUITS ACCELERATION ALL ENGINE TEMP

Primary Phone: 6 Secondary Phon-

Issue Type: 02 INFORMATION

Issue Status: CLOSED

ACTION: DEALER CAN'T RESCLIVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

Dealer: 03334 CHARLES GABUS FORD

Origin Deec: US CONCERN CASE BASE

Odometer: 3000 Mil

· · · · ·

Comm Type: PHONE Analyst; APATEL

Analysis Name; ANISAH PATEL. Action Date: 08/15/2002

Aution Time: 20.02.28.481

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments VLCOBSTCUSTOMER SAYS: -WITHIN A MONTH OF PURCHASE VEH STALLED AND QUIT IN THE MEDDLE OF TRAFFIC -TOWED VEH TO DUR AND THEY COULD NOT FIND ANYTHING WIRCING WITH IT -WENT TO INTERNET THE AGAIN YESTERDAY. FIRST INCIDENT WAS IN JULY -VEH IS CURENTLY AT THE DUR NOW -RECEIVED VOICEMAL FROM DUR 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 DUR AND CALL CUST BACK TOMORROW -ASSUMING DUR DID NOT FIND PROBLEM AGAIN -CONCERN THIS IS A DANGEROUS SITUATION AND BAFETY ISSUE -WANTS TO SPEAK WITH ZONE MGR OR WHOEVER IS ABOVE DUR REGARDING THE ISSUE -VEH COULD FALL UNDER LEMON LAW OF STATE OF IOWA 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 900N AS (INTERNITTENT) CONCERN IS NOTICED -INFORMED CUST OF ABOVE ADVISED CUST TO SPEAK WITH CRIN AT THE DLR. INFERENCE CASE ID: 4462

Print

VIN: 1FMYUU4122KD02364

Year: 2002

Model: ESCAPE

Case: 748781832

Name: F

Owner Status: Original

W8D: 2002-08-12

Symptom Deec: STALL/QUITS DECELERATION ALL ENGINE TEMP

Primary Phone: ·

Resson Desc: DEALERSHP - UNABLE TO DUPLICATE CONCERN

leaus Type: 02 INFORMATION

Isano Status; CLOSED

Secondary Phon:

Action: DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN. Dealer: 03334 CHARLES GABUS FORD

Origin Desc: US CONCERN CASE BASE

Odometer: 600 Mi

Comm Type: PHONE

Analyst MYEMAN

Analyst Name; MAKDA YEMAM Action Date: 07/02/2002

Action Time: 20.47.19.014

Action Date: No

Caller information # Different From Valdele Owner:

First Name

Relationship

Comments VLC068TCUSTOMER SAYS: *CUST CELL # (516) 229 - \$265 =CUST STATED VEH STALLED AT 30-35MILES/HR AND LOST POWER, CHECK ENGINE LIGHT CAME ON FDLR WORKED ON IT TODAY, SUT INFORMED THEY COULD NOT FIND ANY PROBLEM WITH IT SHE HAD READ ON THE INTERNATE ABOUT THE VEH HAVING PROBLEMS =NOW IS ON THE NITSA WEB SITE, AND CAN SEE OVER 25 COMPLAINTS OF THE SAME CONCERNS FROM OTHER CUSTS =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 =CUIST WAS ADVISED BASED ON THE ABOVE DOCUMENTATION INFERENCE CASE ID: 4462

Action: DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN

Dealer: 03334 CHARLES GABUS FORD

Origin Deed: US CONCERN CASE BASE

Odometer: 600 Mil

Comm Type: PHONE

Analyst Name: MAKDA YEMAM

Analyst: MYEMAN

Action Date: 07/02/2002

Action Time: 20.47.19.309

Action Date: No

Cutier Information M Different From Velocie Owner:

First Marrie

Micidia Initial

Day Phone

Relationable

Comments VLC068TCUSTOMER SAYS: =CUST CELL # (616) 229 - 3256 =CUST STATED VEH STALLED AT 30-35MLES/HR AND LOST POWER, CHECK ENGINE LIGHT CAME ON FOLK 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 CUSTS -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.

Lest Handling Date/ Issue Status 7/5/2002

CLOSED

Name/ Resson Desc

MISC INQUIRY - HANGUPS

ISSUE LIST Vin/ Case No.

1FMYU03172KA71453 2002 ESCAPE 537521882

Model Year and Vehicle Line Issue Type

Z ESCAPE

01

All Action Details for leave

Print

Case: 537521862

VIN: 1FMYU03172KA71453

Year: 2002

Model: EBCAPE

Name:

Curser Status: Original

W8D; 2001-10-16

Symptom Desc:

Remain Desc: MISC INCUIRY - HANGUPS

Printery Phone: Secondary Phor-

leave Type: 01 INQUIRY

lacus Status: CLOSED

Action: HANG-UP

Denier:

Comm Type: PHONE

Ociometer:

Analyst: PMOLNTOS

Analyst Harns: PATRICE MCLNTOSH Action Date: 07/06/2002

Action Time: 14.54.47.838

Action Date: No

Caller Information & Different From Vehicle Owner:

First Name

Niddle initial

Last Name

Day Phone

Origin Deec: MANUAL - NO CUSTOMER

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 YERIFY ANY INFORMATION

ISSUE LIST

Last Hendling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	lesue Type
6/26/2002		1FMYU03172KA49438	2002 ESCAPE	01
CLOSED	MISC INQUIRY - CHANGE OF ADDRESS	1689491482		
2/20/2002		1FMYU03172KA40438	2002 ESCAPE	02
CIDBED	PROD/COMP DUR/PERF - VEHICLE QUALITY	677242971		
10/25/2001		1FMYU03172KA49496	2002 ESCAPE	02
CLOSED	DEALERSHIP - UNABLE TO DUPLICATE CONCERN	677242971		٠.
10/24/2001	•	1FMYU03172KA49436	2002 ESCAPE	02
CLOSED	DEALERSHIP-CUST ALLEGES POOR TMT BY DUR EMPL	677242971	· .	

All Action Datalis for issue

VIN: 1FMYU03172KA49438

Year: 2002

Model: ESCAPE

Case: 1699491482

Name:

Symptom Deec:

Owner Status: Subsequent

WSD: 2001-10-05

Primary Phone:

Resean Desc: MISC INQUIRY - CHANGE OF ADDRESS lease Type: 01 INQUIRY

Innue Status: CLOSED

Becondary Phot

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER

Dealer:

Odometer: 4000 MB

Come Type: PHONE

Origin Deec: MANUAL - PHONE CSR

Analyst Name: RICHARD ALLEN

Action Date: 05/26/2002

Analyst: RALLEN

Action Time; 19.24,57.611

Action Date: No

Caller information if Different From Vehicle Owner:

First Name

Uiddle **initi**el

Day Phone

Relationship

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

Print

VIN: 1FMYU03172KA49436

Year: 2002

Model: ESCAPE

Casa: 577242971

Symptom Desc: STALL/QUITS ACCELERATION ALL ENGINE TEMP

Owner Status: Original

WBD: 2001-10-08

Resson Desc: PROD/COMP DUR/PERF - VEHICLE QUALITY

Primary Phone: Secondary Phor

issus Type: 02 INFORMATION

insue Status: CLOSED

Action: ADVISE INFO WILL BE SENT TO DUR: CONTACT CRIM

Dealer: 01057 TOWN & COUNTRY FORD INC

Origin Desc: US CONCERN CASE BASE

Odometer: 3700 MI

Comm Type: PHONE

Analyst Name: TABITHA SAUNDERS Action Date: 02/20/2002

Analysi: TEAUNDER

Action Time: 15.01.02.521

Action Date: No

Catter information if Different From Vehicle Owner:

First Name

Middle initiel

Last Name **UDELSMAN** Day Phone

Relationable PARENT

BETTY

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 MHTSA. CUST SPECIFICALLY WANTS TO KNOW: WHEN DIO FORD KNOW THIS WAS PROSILEM? WHEN DID THEY ISSUE THE SPECIAL SERVICE MESSAGE? PER CUSTOMER, DEALER SAYS: CUST SAYS THAT THE DLR ADVISD HER THAT FORD HAS COME UP WI A COMPUTER CHIP MODULE THAT WILL CORRECT THIS CONCERN, CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORDALM DEALERSHIP - INFORMATION WILL BE SENT TO DLR. CUSTOMER SHOULD CONTACT CRIMISERY MIGRICIEC TO DUR: SPOKE W/KEVIN 8M AND HE ADVSDIME 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 ADVISO CUST OF THE DLR RESPONSE CUST WAS NOT SATISFIED WITHE ANSWER, SAYS THAT DOES NOT ANSWER HER. QUESTIONS, CUST IS REQUESTING TO SPEAK WI A SUP, SPOKE WI SUP (JO-ANNE EXT 7818) AND SHE ADVISO ME TO LET THE CUST KNOW THAT WE DO RELY ON OUR FORD DUR TO PROVIDE US WITHE BEST TECHNICAL ADVC CUST SAYS THAT SHE IS NOT HAPPY WITHE DURSHP, FORD CUST SERV, AND THE SUPERVISOR'S ANSWER THAT FORD CANNOT PROVIDE HER WI AN ANSWER TO HER QUESTIONS CUST GOT VERY ANGRY AND HUNG UP THE PHONE INFERENCE CASE ID: 4591.

Print

VINE 1FMYU03172KA49438

Year: 2002

Model: ESCAPE

Case: 877242971

Name: :

Owner Status: Orkanal

W&D; 2001-10-06

Symptom Deed: STALL/QUITS AT IDLE COLD ENGINE Reason Deed: DEALERSHIP - UNABLE TO DUPLICATE CONCERN Primary Phone:

Secondary Pho:

leave Type: 02 INFORMATION

leave States: CLOSED

Action: DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN Dealer: 01057 TOWN & COUNTRY FORD INC.

Origin Dooc: US CONCERN CASE BASE

Odemeter: 220 Mil.

Comm Type: PHONE

Analyst Name; LEAH OPINALDO Action Date: 10/25/2001

Analyst LOPEWLD Action Time: 17.05.32.597

Action Date: No

Culter information if Different From Vehicle Owner:

First Name

Middle initial

Last Nems LIDELISMAN Day Phone

Relationship PARENT

BETTY

Comments CUSTOMER SAYS: - HEARD THAT FORD IS REIMBURSING CUST THAT HAVE PROBLEM W/ VEHI THAT'S STALLING - DAUGHTER'S CAR IS STALLING PER CUSTOMER, DEALER SAYS: CAC ADMSED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT BUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADMISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERNITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4482 --

Aution: SUPERVISOR REFERRAL FOLLOW-UP

Dealer: 01057 TOWN & COUNTRY FORD INC

Origin Dence MANUAL - PHONE COR

Odometer: 220 Mil

Comm Type: PHONE

Analysi Name: SIMONE DENMS

Analyst SIDENNIS

Action Date: 10/25/2001

Action Time: 22.31.22.882

Action Date: No

Celler Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship PARENT

Composite CUSTOMER SAYS: -CUST HEARD ON CNN THAT FORD WILL BE REFUNDING CUSTS WITH VISIS 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 - ORL CANNOT DUPLICATE THE PROBLEM PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: *****BC FROM LEAH-SUP SIMONE EXT 3062*** -ADVISED CUST FORD NOTIFIES CUST BY MAIL REGARDING ANY CUSTOMER SATISFACTION PROGRAM OR FIGLD SERVICE ACTION ON THE VEH -VEH DOES NOT HAVE ANY CSP AND FSA. -DRI, CAN ONLY RESOLVE ISSUE WHEN DUPLICATED AT THE TIME OF SERVICE

All Action Details for Issue

Print

VIN: 1FMYU03172KA49436

Year: 2002

Model: ESCAPE Case: 677242971

Name:

Owner Status: Original

WED: 2001-10-08

Symptom Deec:

Reason Deed: DEALERSHIP-CUST ALLEGES POOR TMT BY DLR EMPL

Primary Phone: Secondary Pho:

issue Type: 02 INFORMATION

Issue Status: CLOSED

Action: THANK CUST FOR THEIR FEEDBACK, INFO WILL BE FORWARDED TO DLR FO

Dealer: 01057 TOWN & COUNTRY FORD INC

Origin Deec: US INQUIRY CASE BASE

Odometer: 402 MI

Comm Type: PHONE

Amelyet: ETHOMAS

Analyst Name: EDISON THOMAS Action Date: 10/24/2001

Action Time: 18.48.55.458

Action Data: No.

Caller Information If Different From Vehicle Owner:

First Name

Middle initial

Leet Nume

Day Phone

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 MALED 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 IO: 1036

ISSUE LIST

Last Handling Date/ leave Status

Name/ Reason Deec Vin/ Case No.

Model Year and Vehicle Lineiseue Type

3/15/2002

Case No.

1FMCU03182KB77518 2002 ESCAPE

01

CLOSED

MISC NOURY - GENERAL/OTHER

1534810732

All Action Details for lesses

Print

VIN: 1FMCU03182KE77518

Year: 2002

Model: ESCAPE

Case: 1534810732

Name:

Owner Status: Original

WSD: 2002-01-18

Symptom Deec:

Remon Deec: MISC INQUIRY - GENERAL/OTHER

Primary Phone: **Becondary Phone:**

Issue Type: 01 INQUIRY

lasus Sintus; CLOSED

Action: CUSTOMER FOCUS - WIP - SCHEDULED CALL BACK

Origin Desc: MANUAL - CORRESPONDENCE CSR

Dealer:

Conse Type: SURVEY

Odometer:

Analysi Name: TINO SONI Action Date: 03/14/2002

Analyst TSONI

Action Time: 14.60.05.760

Action Date: No

Caller Information of Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Ratationship

Comments CUSTOMER SAYS: =VP=-VEH HAS LOST ALL BRAKING AND STEERING POWER 2X ALREADY -WIFE HAD TO USE BOTH FEET ON THE BRAKE PEDALIN ORDER TO STOP IT WHILE DRIVING DOWN MOUNTAIN ROAD . DUR RE-PROGRAMMED THE COMPUTER AND REPLACED THE MASS ARFILOW SENSOR AS PER FORD ENGINEERING -THEY ALSO SAID THAT CUST HAD TOO MANY KEYS ON THE KEY-CHAIN HANGING FROM THE KINITION AND THEREFORE THE VEH TURNED OFF -HOWEVER, THE PROBLEM RE-OCCURED -AS OF 2/23/02 VEH IS AT THE DUR AGAIN AND THE PROBLEM IS UNDER INVESTIGATION BY NIXTSA -WANTS THE PURCHASE TERMINATED PER CUSTOMER, DEALER SAYS: SANTA MARGARITA FORD CAC ADVISED:

Action: CLISTOMER FOCUS - MAILED HALLMARK CARD

Dealer:

Comm Type: SURVEY

Odometer: Analyst Name: TINO SONI

Analyst: TSON

Action Date: 03/15/2002

Action Time: 22.01,22.054

Action Date: No

Catter Information If Officers From Vehicle Owner:

First Name

Middle inittal

Last Nume

Day Phone

Ovigin Deed: MANUAL - CORRESPONDENCE CSR -

Relationship

COMMENTS CUSTOMER SAYS: = VP= -VEH HAS LOST ALL BRAKING AND STEERING POWER 2X ALREADY -WIFE. HAD TO USE SOTH FEET ON THE SRAKE PEDAL IN ORDER TO STOP IT WHILE DRIVING DOWN MOUNTAIN ROAD -DUR 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 2/22/02 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 -MALED HALLMARK CARD NUMBER PROVIDED ON THE SURVEY IS NOT IN SERVICE, NO LISTING

ISSUE LIST

Lest Handling Date/ leave Status

Resson Deec

Vin/

Model Year and Vehicle Linelscue Type

2/27/2002

1FMYU04152KB13312 2002 ESCAPE

CLOSED

WARRANTY - COVERAGE INQUIRY

499600682

All Action Details for Issue

Print

VIN: 1FMYLI04152KB13812

Name:

Yes: 2002

Owner Status: Original

Model: ESCAPE

Casa: 499500582

Symptom Desc:

WSD: 2001-11-26 Primary Phone: : **Secondary Phon**

Reason Desc: WARRANTY - COVERAGE INQUIRY

issue Type: 01 INQUIRY Intere Status: CLOSED

Action: PROVIDE INFORMATION USING AVAILABLE RESOURCES Dealer:

Odometer: 12000 MI

Comm Type: PHONE

Analyst: 8LLIADIS

Analyst Masse: BETTY LLIADIS Action Date: 02/27/2002

Action Time: 18.62.14.401

Action Data: No

Caller Information If Different From Vehicle Owner,

First Name

Middle Initial

Last Nume

Day Phone

Origin Deec: US INQUIRY CASE BASE

Comments Customer says: -cust had gone to selling dur when veh stalled and dur did not defer 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: 497

ISSUE LIST

Last Handling Date/ Issue Status	Namer Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	isaue Type
4/9/2002	•	1FMYU04122KA92841	2002 ESCAPE	08
CLOSED	RAY - REPAIR NOT ACCEPTABLE TO CUSTOMER	361700942		

All Action Details for Issue

Print

VIN: 1FMYU04122KA92841

Year: 2002

Model: ESCAPE

Come: 381700642

Owner Status: Original Symptom Deec: STALLAJUITS ACCELERATION ALL ENGINE TEMP

WSD: 2001-10-30

Resear Desc: RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER

Primary Phone: Secondary Pho-

leave Type: 06 RAV

lecue Status: CLOSED

Action: OPEN CASE FOR GOODWILL REFUND - OWNED

Dealer: 00193 JACKY W JONES FORD INC

Origin Desc: CONSUMER AFFAIRS - REACQUIRED VEHICLES

Odometer: 5890 Mil

Comm Type: MAIL

Analyst Name: JOE YAMIN Analyst: 22483Y

Action Date: 04/04/2002 Action Time: 10.02.50.152 Action Date: Yes

Comments NO COMMENTS AVAILABLE ...

Data Element Name	Data Value	
UPLOAD DATE	03-14-2002	
TAG#	2673074002	
VEHICLE VALUE AMOUNT	1883074002	
NET LOSS AMOUNT	6882074002	
DEVIATION FOR MILEAGE AMOUNT	5422074002	
		_

Action: RECORD CHECK ISSUANCE FOR GOODWILL REFUND

Dealer: 00183 JACKY W JONES FORD INC

Origin Deec: CONSUMER AFFAIRS - REACQUIRED

VENICLES

Odometer: 5890 Mil

Analyst Name: EYVETTE

Comm Type: MAIL

HANSBERRY

Analyst: EHANSBER

Action Date: 04/08/2002

Action Time: 10.44.25.035

Action Date: Yes

Commercia NO COMMENTS AVAILABLE

Date Element Mame	Date Value
CHECK REQUEST DATE	04-08-2002
CHECK ISSUE DATE	04-09-2002
CHECK AMOUNT	2.019-2002
CHECK AMOUNT	22,6032002
CHECK #	8478202002
CHECK#	6478203002
PAYEE	KIRKLAND A & RAYMOND M REED
PAYEE	FMCC NASHVILLE SERVICE CENTER



Lawsuite and Claime 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	STUMT		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 Werranty	OPEN		06/17/2002	Escape	2001	1FMUU01B01KD97961	Plaintiff alleges engine surging, rough ride, stalling, gas mileage
A3	Consumer Complaint (Lewsuit)	Breach of Warranty	OPEN		08/30/2002	Escape	2001	1FMCU03111KB24298	Plaintiff alleges engine stall and rattling noise
A3 -	Consumer Complaint (Lawsuit)	Breach of Warranty	SILMI	,	08/30/2002	Escape	2001	1FMYU04121KF92643	Plaintiff alleges stall - restart not specified
A3	Consumer Complaint (Lawauit)	Breach of Warranty	STLMT		03/13/2002	Escape	2001	1FMCU04121KE56684	Plaintiff alleges stall restart not specified
A3	Consumer Complaint (Lawsult)	Breach of Warranty	OPEN	·	10/22/2002	Escape	2002	1FMYU04132KD66290	Ptaintiff elleges stall - restart not specified
A3	Consumer Complaint (Lawauit)	Breach of Warranty	OPEN	•	09/25/2002	Escape	2001	1FMYU04181KA44825	Plaintiff alleges engine stats white driving and looses 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.



Lawsuits and Claime that Lack Information Summary Table



ABC	Matter Type		Status	Matter Name	Serv./Notice Date	Model Name	Year	Vin	ALLEGATIONS
В	Product Claim	Subrogation Claim	CLSD		04/25/2002	Escape	2001	1FMYU04151KA47181	Subrogation Claim alleges unspecified engine fallure
В	Consumer Complaint (Lawsult)	Breach of Warranty	DISM		04/19/2002	Escape	2002	1FMYU01112KA31615	Breach of Warranty - Allege non- specified engine concerns
В	Consumer Complaint (Lawsuit)	Breach of Warranty	STLM		06/10/2002	Escape	2001	1FMYU01151KE78513	Non-Specified Breach of Warrenty
В	Consumer Complaint (Lewsuit)	Breach of Warranty	DISM		03/07/2002	Евсаре	2001	1FMYUO11K02430	Plaintiff alleges non-specified engine repairs
В	Consumer Complaint (Arbitration)	Breech of Warranty	OPEN		03/28/2002	Escape	2002	1FMCU04172KA44116	Replaced engine, does not specify if stalling occurred
В	Consumer Complaint (Lawsuit)	Breach of Warranty	OPEN		02/28/2002	Escape	2001	1FMYU04131KA58051	Plaintiff alleges non-specified engine problems
В	Consumer Complaint (Lawsult)	Breach of Werranty	ÖPEN		12/05/2002	Escape	2001	1FMYU04141KF77450	Plaintit alleges "aimost 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	Subregation 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		Plaintiff alleges recurring stalling problem - stall with restart.
A1	Consumer Complaint (Leweuit)	Breach of Warranty	OPEN		09/06/2002	Escape	2001	1FMCU04131KB23913	Plaintiff effeges chronic stalling with re-start and defective engine+J35
A1	Consumer Complaint (Lewsuit)	Breach of Warranty	OPEN		09/12/2002	Escape	2002	1FMYU04172KC58884	Plaintiff alleges chronic stalling with restart
A1	Consumer Complaint (Laweuit)	Breach of Warranty	OPEN		12/11/2002	Escape	2001	1FMYU04151KB70088	Plaintiff alleges vehicle shuts off while driving with restart
A1	Consumer Complaint (Lawsulf)	Breach of Warranty	OPEN		10/14/2002	Escape	2002	1FMYU03182KC48415	Plaintiff alleges stalling with restart
A1	Consumer Complaint (Lawsult)	Breach of Warranty	OPEN		05/06/2002	Escape	2001	1FMYU04181KB23783	Plaintiff elleges vehicle stalls with restart
A1 -	Consumer Complaint (Lawsuit)	Breach of Warrenty	OPEN		08/20/2002	Escape	2001	1FMCU04121KE70567	Pleintiff alleges stalls with restart
A2	Consumer Complaint (Lawsuit)	Breach of Warranty	STLMT		07/30/2002	Escape	2001	1FMYU03101KC82908	Ptaintiff alleges vehicle stall - no restart.
A2	Consumer Complaint (Lawsuit)	Breach of Warrenty	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	STLMIT		02/08/2002	Escape	2001	1FMYU02B81KE85432	
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

ABÇ	Matter Type		Status	Matter Name	Serv./Notice Date	Model Name	Year	VIn	ALLEGATIONS
•	Consumer Complaint (Lawsulf)	Breach of Warranty	OPĒN		08/15/2002	Escape	2002		Plaintiff alleges vehicle stalled on decel, paint problems, roof drips and defective doors
A3	Consumer Complaint (Lewsuit)	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	1FMYU04161KE70674	Plaintiff alleges engine stalling and check engine light on.
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	OPĒN		08/20/2002	Escape	2002	1FMYU041X2KA79500	Plaintiff alleges engine stalling while driving and defective engine
A3	Consumer Complaint (Lawsuit)	Breach of Werranty	OPEN		1/8/2003	Escape	2002	1FMYU04122KA35832	Plaintiff alleges stalling condition, defective bettery, a/c odor and door rattle
A3	Consumer Complaint (Lawauit)	Breach of Warranty	OPEN		10/18/2002	Eecape	2002	1FMYU04122KA34163	Plaintiff alleges chronic stalling
A3	Consumer Complaint (Lawsuit)	Breach of Warranty	ÓPEN		12/04/2002	Escape	2002	1FMCU04142KA79955	Plaintiff elleges chronic stating concern, coclant leak, water pump
Α3	Consumer Complaint (Lewsulf)	Breach of Warranty	OPËN		12/05/2002	Escape	2001		Plaintiff alleges vehicle stalled while driving.
A3	Consumer Complaint (Lawsulf)	Breach of Warranty	OPEN		1/8/2003	Escape	2002	1FMYU03172KB87347	Plaintiff alleges chronic stalling and ignition concerns
A3	Consumer Complaint (Laweuit)	Breach of Warranty	OPEN		08/22/2002	Escape	2001	1FMYU04191KB27261	Plaintiff elleges defective engine, vehicle stalls while driving, defective steering.

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29/387

EP02-027 10

Fond Motor Company

Office of the General Coursel

Part Motor Company Parkiane Towers West Suite 300 Three Parkiane Boulevard Dearborn, Michigen 48125-2868

June 3, 2002

State Farm Insurance -2555 Holly Hell Houston, TX 77054

ATTENTION: PHAEDRA WILLIAMS

Re:

Claimant

Estevan Garza

Your File #

53-C919-031

DÆ:

02-15-2002

Dear Ms. Willams:

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.)

Ø	1.	The date of incident and the city and state in which it occurred.
X	2	A complete description of the incident, including events which occurred prior
_		to and subsequent to the lose.
X	3.	A copy of the police and/or fire report.
X	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.
П	5.	The vehicle year, model, and serial number.
Ħ	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
2-3		alleged defective part(s), from several different ancies.
	8.	Original color photographs of the inside of the vehicle showing the steering wheel,
_		dash and roof areas.
П	9.	Original color photographs of the accident scene showing the grade of the road.
	10.	What is the alleged defect?
茵	11.	Documentation to substantiate your defect allegation, including a copy of your
_		expert's report and the expert's original color photographs.
X	12.	Has the alleged defective part been repaired or replaced?
XXX	13.	The present location of the alleged defective part and the vehicle.
岗	14.	The repair estimate, repair order, or your total loss worksheet for the
8		vehicle's damage and any losses associated with this incident, and
		copies of draft payments.
\boxtimes	15.	A complete service history for the subject vehicle, including any tune-ups or
تعا		oil changes. Please note they were not included with your submitted
		documentation of February 28, 2002.
\times	16.	List any after market additions or modifications that were made to the vehicle.
~ ~	. •	was and with the commence of t

	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 shirp it at your own expense. Please follow the directions listed in the attached shipping instructions.
П	18.	Lost wage verification (if applicable).
	19.	Was the parking brake fully engaged?
M	20.	What gear was the vehicle in at the time of the incident?
茵	21.	Was the engine running?
茵	22.	Were the keys in the ignition?
ā	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. Fort 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

CERTIFIED MAIL - RETURN RECEIPT REQUESTED

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

Astrodome Service Center FORD MOTOR COMPARISE Hally Half RECEIVED Houston, TX 77054 CL AIMS UMAT

MAY 2 3 2002

OFFICE OF THE GENERAL COUNSEL

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^e insured vehicle, a 2001 Ford Escape XLT 4-door wagon, was involved in a one-car collision due to the <u>engine stalling</u>, and the cooling system failing. We settled a claim with our insured in the amount of \$10,171.97, which included our insured a 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,

Pheedra Williams

Claim Representative

State Farm Mutual Automobile Insurance Company

au 3 illy 1

(713) 749-5058

PW/lr/037/0517030r

Enclosure

CHARLIE HINDS PAINT & BODY SHOP 4421 RED BLUFF

PASADENA, TX 77503

PHONE: (281) 479-0645 FAX: (281) 479-0860 WE MEET THE NICEST PEOPLE BY ACCIDENT

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

CHARLIE HINDS PAINT & BODY SHOP:

ADDRESS: 4421 RED BLUFF CITY STATE: PASADENA, TX

ZIP: 77503-

INSP DATE: 02/18/02

CONTACT: PHONE 1:

JOESPH CATTAN (281) 479-0645

PHONE 2:

(281) 479-7474 (281) 479-0880

OWNER:

ADDRESS:

CITY STATE: HOUSTON, TX ZIP: 77061-2218

CLAIM#:

53-0919-03101

INSURED:

LOSS DATE: 02/15/02 POINT OF IMPACT: 2

INS. CO:

LIC#:

STATE FARM

M39-VNV

BODY COLOR: BLACK

STATE:

CONDITION: EXCL

DRIVEABLE: NŌ

PROD.DATE:

FAX:

HOME PHONE: WORK PHONE:

CLAIM REP:

WILLIAMS, PHAEDRA TYPE OF LOSS: COLLISION/SERVICE

FIRST

SUPPLEMENT

CONTACT:

WILLIAMS, PHAEDRA

VIN:

1FMYU03131KE83500 38,513 MILEAGE:

ACCING CIL#:

VEH. INSP#:

PAINT CODE: Ua

**USER-ENTERED VALUE

EC-QUALITY REPLACEMENT PART

EP-SEE PX REPORT

IT-LABOR/PARTIAL REPAIR

BR-BLEND REFINISH

SB=SUBLET

P-CHECK

E=NEW PART

12

TE-PART/PARTIAL REPLACE

I-REPAIR

TT=TWO-TONE

N-ADDITIONAL OPERATION

AA-APPEARANCE ALLOWANCE

NG=REPLACE NAGS

ZU=QUALITY RECYCLED PART ET=LABOR/PARTIAL REPLACE

L-REFINISH

CG-CHIPGUARD RI-R&I ASSEMBLY

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 DANAGE VEHICLE WAS CHECKED BY DEALER CHARLIE THOMAS FORD NO CODES WAS FOUND IN MEMORY CLEARED AIR BAG LIGHT DUE TO DEFECTIVE SEAT BELTS

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

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 TRUISE CONTROL

AUTOMATIC TRANS

v									
		MC	DESCRIPTION		MFG.PART NO.	PRICE		HOURS	
					10-11-11-1 10-00-00-11		 		
			BUMPER, FRONT			64.25		0.8	
L	0005		Bumper, Front		REFINISH	·		0.6	4
					0.5 SURFACE 0.1 TWO STAGE				
B	0047		COVER, FRONT BUMPER COVER, FRONT BUMPER		YL8Z17757DAB	244.08*	SI	0.8	٦
Ľ	0047		COVER FRONT RIMPER		PRFINICH	411100		2.6	
_	00-7		COVER, FROM I BENEFIX		2.6 SURFACE			2.0	•
8	0012	01	BRKT, FRONT LIC PLATE		YL8217A385BB	12.90		0.2	ı
B	0432		BRKT, FRONT BUMPER M I	LT	YL8Z17B762BA	25.20			1
L	0432		BRKT, FRONT BUMPER M I	LT	REFINISH	•		0.2	
			•		0.2 SURFACE				
E	0433		BRKT, FRONT BUMPER M F	RТ		10.32			1
Ĺ	0433		BRKT, FRONT BUMPER M F	PТ	REFINISH			0.2	ā
-	4430		Didti, i iddii Doni Di ii		0.2 SURFACE			V.2	. •
E	0041		HEADLAMP ASSY, HALOG I	T.T		157.28			1
Ē	0041		DESTRUCTE ASSESSMENT	••	VI 071 661 2XX	325.50		1.3	
E.	0003	40	PANEL, HOOD PANEL, HOOD		PERTURE	323.30		5.5	Ä
ь	0003	03	PANEL, ROOD		KELINIOU			3.3	4
					2.9 SURFACE				
					1.2 EDGE	A			
					0.6 TWO STAGE	SETUP			
_					0.8 TWO STAGE	24.40		• -	_
E	0087		LATCH, HOOD PANEL PANEL, UPPER RAD MTG		YL8216700AA	34.40		0.2	
E	0019	07	PANEL, UPPER RAD MTG		YL8Z16138CA	161.80		7.3	1
L	0019		PANEL, UPPER RAD MTG					1.4	4
					1.2 SURFACE				
	ļ				0.2 TWO STAGE				
₹	0086	07	PANEL, LOWER RAD MTG		YL0Z16138AA	93.87	SI	3.01	-1
-		NI	ED TO DRILL HOLES AND	D W	RLD				
L	0086							0.6	4
_			***************************************		0.5 SURFACE			• • • •	-
					0.1 TWO STAGE				
NT	0891		A/C EVAC RECHRG & RCV	UR.	ADDITIONAL OPERAT			1.9	2
Ï	FNIA		FENDER, FRONT I	ו.ידי	REPAIR			2.01	
	0103		FENDER, FRONT I		REFINISH			2.2	
ш	0103		FEMDER, FROM I		1.8 SURFACE			4.4	-
					0.4 TWO STAGE				
_			VINDOV 1655 7550000 7	- m		e 00		^ -	-
Ĕ	0020		NAMEPLATE, FENDER I	LIL	ILDZ/8943ZBAR	6.88		0.2	
ΚĪ	0127	ÕΤ	FLARE, WHEEL OPENING I	LT.	KKI ASSEMBLI			0.3	
		01	FLARE, WHEEL OPENING I	LIT I	KET WASEWELL			0.2	
	0081				YL8216103AA	21.50		0.3	
琀	0105				YL6216103BA	21.50			1
Ē	0418				YL8Z16A024AA	21.97		0.2	
Ļ	0418		BRACE, FRONT FENDER I	LT.	REFINISH			0.2	4
					0.2 SURFACE				
E	0419				YL8Z16A023AA	10.32		0.2	
L	0419		BRACE, FRONT FENDER R	RT	refinish			0.2	4

PAGE 2 04/04/02

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	SI	2
E 0883 DAMPER, ENGINE MOUNT YL8Z6B072AA 62.00	81	0.2 2
E 0890 DAMPER, ENGINE MOUNT YL8Z6A061AB 62.00	Šī	2
E 0890 DAMPER, ENGINE MOUNT YL8Z6A061AB 62.00 E 0671 BEARING, FRONT WHEEL LT YL8Z1215AA 28.68 E 0658 ABSORBER, STRUT L/F YL8Z18124CB 87.95	S1	1.4 2
E 0658 ABSORBER, STRUT L/F YL8Z18124CB 87.95	Šī	0.9 2
	25 51	1.5
E 1884 01 MODULE, INST PANEL YLBZ14B205AA 210.64	81	0.8 2
E 0898 WHL, STEERING & AIRBAG YL8Z78043B13TAA 550.00		0.7 2
E 0949 01 AIRBAG, INSTRUMENT PNL YL8Z78044A74DAB 625.00		0.9 2
E 0945 01 BUCKLE, FRT SEATBELT LT YL8Z7861203BAC 48.25	81	
E 0949 01 AIRBAG, INSTRUMENT PNL YL8Z78044A74DAB 625.00 E 0945 01 BUCKLE, FRT SEATBELT LT YL8Z7861203BAC 48.25 E 0946 01 BUCKLE, FRT SEATBELT RT YL8Z7861202BAC 48.25	Šī	0.1 1
N MO3 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*
BC M20 ANTI-FREEZE-COOLANT ** QUALITY REPL P 10.00*		*ī*
EC M21 REFRIGERANT ** QUALITY REPL P 30.00*		*1*
SB M60 HAZARD, WSTE, REM. SUBLET REPAIR 3.00*		*1*
I PULL BEFORE REPAIR REPAIR	Sı	5.0*3*
INCLUDES SET UP		
SB ALIGMENT SUBLET REPAIR 59,99* +	25 81	1*
E SUPPORT ENGINE MOUNT NEW PART 104.83*	51	0.2+2+
SB BOLT TRANSMISSION MOUN SUBLET REPAIR 1.45* +		1*
B TRANS REMANU NEW PART 2,253.33*	81	8.0*2*
INCLUDES COR PRICE CASE WAS DAMAGED		
SH DIAGNOSTIC SUBLET REPAIR 59.95* +	25 81	1*
PRESS BEARING IN HUB SUBLET REPAIR 25.00* +		Ī*
THIS IS FI; NAL BILL CHECK		
	\$1	1*

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 OTHER PARTS PAINT MATERIAL PARTS TOTAL				
TAX ON PARTS & MATERIAL	4		8.250%	6,106.40 503.78
Labor 1-sheet metal 2,-mech/elec	RATE 36.00 65.00	REPLACE HRS 30.4 13.0	REPAIR HRS 2.0 1.9	1,166.40 968.50

PAGE 3 04/04/02

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

3-FRAME 4-REFINISH 5-PAINT MATERIAL	45.00 36.00 22.00	15.9	S.0	225.00 572.40
LABOR TOTAL TAX ON LABOR		₡.	0.000%	2,932.30
SUBLET REPAIRS TAX ON SUBLET TOWING STORAGE		9	8.250%	427.24 35.25 167.00
GROSS TOTAL LESS: DEDUCTIBLE			. 1	0,171.97 500.00-
NET TOTAL LESS: PREVIOUS NET TO NET SUPPLEMENT TOTAL (FIN	TAL AL BILL)			9,671.97 5,213.34- 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

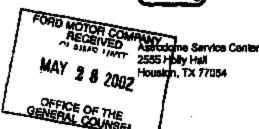
State Farm Insurance Companies•



May 17, 2002

<u>CERTIFIED MAIL - RETURN RECEIPT REQUESTED</u>

Ford Motor Company Park Lane Towers West, Sulte 400 3 Park Lane Blvd. Dearborn, MI 48126-2568



Re:

Claim Number:

53-C919-031

Our Insured:

Estevan Garza February 15, 2002

Date of Loss: 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 angine 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 betts.

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 relimbursement of \$10,171.97.

Sincerely.

Phaedra Williams Claim Representative

State Farm Mutual Automobile Insurance Company

(713) 749-5058

PW/lr/037/0517030r

Endosure



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

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

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

> > INSP DATE:

CONTACT:

PHONE 1:

PHONE 2:

CHARLIE HINDS PAINT & BODY SHOP:

ADDRESS: 4421 RED BLUFF

CITY STATE: PASADENA, TX

ZIP: 77503-

OWNER:

FAX: HOME PHONE:

· 12

ADDRESS: CITY STATE: HOUSTON, TX

77061-2218 ZIP:

53-C919-03101 CLAIM#:

INSURED:

LOSS DATE: 02/15/02 POINT OF IMPACT: 2

INS. CO: STATE PARM

M39-VNV STATE: LIC#:

BODY COLOR: BLACK

CONDITION: EXCL

DRIVEABLE: NÓ

OD.DATE:

WORK PHONE:

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

02/18/02

JOESPH CATTAN

(281) 479-0645

(281) 479-7474

(281) 479-0880

FIRST

SUPPLEMENT

CONTACT:

WILLIAMS, PHABDRA

VIN: 1FMYU03131KE83500 38.513

MILEAGE:

ACCING CTL#:

VEH. INSP#:

PAINT CODE: UA

*=USER-ENTERED VALUE E-NEW PART

EC=QUALITY REPLACEMENT PART

EP-SEE PX REPORT TE-PART/PARTIAL REPLACE

IT-LASOR/PARTIAL REPAIR I-REPAIR

BR-BLEND REFINISH TT=TWO-TONE

SB-SUBLET N-ADDITIONAL OPERATION AA-APPEARANCE ALLOWANCE P-CHECK

UP-UNRELATED PRIOR DAMAGE

MG-REPLACE NAGS

EU=QUALITY RECYCLED PART

ET-LABOR/PARTIAL REPLACE L=REFINISH

CG=CHIPGUARD RI=R&I ASSEMBLY

RP=RELATED PRIOR DAMAGE

FRONT LEFT TIRE IS PUSHED BACK WILL SUPPLEMENT AFTER PULL FOR SUSPENSION PARTS IF NEEDED , CAN'T 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/24ACDJLOR

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		MC	DESCRIPTION		MFG.PART NO.	PRICE	AJ₹		HOURS	
	Ē	0005 0005				YL8Z17757AA REFINISH 0.5 SURFACE 0.1 TWO STAGE	64.25			0.B 0.6	1
	E L	0047 0047		COVER, FRONT BU	mper Mper	YL8Z17757DAB REFINISH 2.6 SURFACE	244.08+		SI	0.8 2.6	
	E E	0012 0432 0432	01	BRKT, FRONT LIC BRKT, FRONT BUM BRKT, FRONT BUM	PLATE SPER M LT SPER M LT	YL8Z17A385BB YL8Z17B762BA REFINISH	12.90 25.20			0.2	1
	E	0433 0433				0.2 SURFACE YL8Z17B762AA REFINISH	10.32			0.2	1
	e E L	0041 0083 0083	09	HEADLAMP ASSY, PANEL, ECCD PANEL, ECCD	HALOG LT	0.2 SURFACE YL8Z13008FB YL8Z16612AA REFINISH 2.9 SURFACE	157.28 325.50			1.3 5.5	14
	Ē	0087		LATCH.HOOD PAN	IRL	1.2 EDGE 0.6 TWO STAGE	•			0.2	
_	Ē	0019 0019	07	PANEL, UPPER RA	D MTG	YL8Z16700AA YL6Z16138CA REFINISH 1.2 SURFACE 0.2 TWO STAGE		•		7.3	1
	E L	0086 0086	NE	PANEL, LOWER RA ED TO DRILL HO PANEL, LOWER RA	Les and i	YLƏZIG138AA WELD REFINISH	93.87		S1	3.0* 0.6	
	N I	0891 0103		A/C EVAC RECHR FENDER.FRONT	G & RCVR LT	0.5 SURFACE 0.1 TWO STAGE ADDITIONAL OPERAT REPAIR				1.9 2.0*	
				FENDER, FRONT FENDER, FRONT		1.8 SURFACE 0.4 TWO STAGE				2.2	4
	RĮ	0020 0127 0278 0081	01	NAMEPLATE, FEND FLARE, WHEEL OP FLARE, WHEEL OP SKIRT, INNER FE	ENING LT ENING LT	R&I ASSEMBLY	6.88 21.50			0.2 0.3 0.2 0.3	1
	Ē E L	0105 0418 0418		SKIRT, INNER PE BRACE, FRONT FE BRACE, FRONT FE	NDER LT NDER LT	YL8216103BA YL8216A024AA REFINISH 0.2 SURFACE	21.50 21.97			0.2 0.2	1
	E L	0419 0419		BRACE, FRONT FE BRACE, FRONT FE		YL8Z16A0Z3AA REFINISH	10.32			0.2	

PAGE 2 04/04/02

_			•	0.2 SURFACE					
	0440	07	SIDE MEMBER ASSEMBL LT		392.17		31	15.2 1	
T	0440		SIDE MEMBER ASSEMBL LT					1.7 4	
_				1.4 SURFACE				_ •	
				0.3 TWO STAGE					
Ē	0768		BRKT, ENGINE MOUNT	YL8Z6031CA	23.73		S1	2	
Ē	0883			YL8Z6BC72AA	62.00		Sì	.0.2 2	
B	0890		DAMPER, ENGINE MOUNT	YL8Z6A061AB	62.00		81	2	
e B E	0671		BEARING, FRONT WHEEL LT		20.68		S 1	1.4 2	
Ē	0658			YL8Z18124CB	87.95		81	0.9 2	
	0143		WINDSHIELD, SHADED	SUBLET REPAIR	185.00*	+25	81	1	
	1884	01		YL8Z14B205AA	210.64		Sl	C.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			BUCKLE, FRT SEATBELT LT		48.25		- 81	0.1 1	
88	0946	01	BUCKLE, PRT SEATBELT RT	YL8Z7861202BAC	48.25		81	0.1 1	
N	MO3		FLEX ADDITIVE	ADDITIONAL OPERAT	8.00*			*1*	
Ŀ	M14		CORROSION PROTECTION	RRFINISH				0.5*4*	
SB	M17		COVER CAR EXTERIOR	SUBLET REPAIR	10.00*			*4*	
	M20		anti-freeze-coolant	** QUALITY REPL P	10.00*			*1*	
	M21		REFRIGERANT	** QUALITY REPL P	30.00*			*1*	
	MEO		HAZARD. WSTE. REM.	SUBLET REPAIR	3.00*			*1*	
I			PULL BEFORE REPAIR	REPAIR			51	5.0*3*	
		ŢĮ	NCLUDES SET UP						
SB			ALIGMENT .	SUBLET REPAIR	59.99*	+25	S 1	1*	
Ē			Support Engine Mount	NEW PART	104.83*		S'1	0.2*2*	
SB			BOLT TRANSMISSION MOUN		1.45*	+25	S1	1*	
E			TRANS REMANU	NEW PART	2,253.33*		S 1	8.0*2*	
		11	NCLUDES COR PRICE CASE N						
~ 39			DIAGNOSTIC	SUBLET REPAIR	59.95*		Sl	1*	
			PRESS BEARING IN HUB		25.00*	+25	S 1	1*	
T			THIS IS FI; NAL BILL	CHECK			S1	1*	
		TI	HIS IS FINAL BILL PLRASE	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 & ENTRI GROSS PARTS OTHER PARTS PAINT MATERIAL	88			5,708.60 48.00 349.80
PARTS TOTAL				6,106.40
TAX ON PARTS & MATERIA	AL #		8.250%	503.78
LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	36.00	30.4	2.0	1,166.40
2-MRCH/RLEC			1.9	968.50
7 - MISCH / ISLANC	65.00	13.0	1.3	766.34

PAGE 3 04/04/02

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

3-FRAME 4-REFINISH 5-PAINT MATERIAL	45.00 36.00 22.00	15.9	5.0	225.00 572.40
LABOR TOTAL TAX ON LABOR		•	0.000%	2,932.30
SUBLET REPAIRS TAX ON SUBLET TOWING STORAGE		•	8.250¥	427.24 35.25 167.00
GROSS TOTAL LESS: DEDUCTIBLE		•	1	.0,171.97 500.00-
NET TOTAL LESS: PREVIOUS NET TOTAL NET SUPPLEMENT TOTAL (FINAL	AL L BILL)			9,671.97 5,213.34- 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 CUN:/// HOST LOG COPYRIGHT 2000, AUTOMATIC DATA PROCESSING, INC.

2.5 HRB 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

	0.2 SURFACE			
E_0440	07 SIDE MEMBER ASSEMBL LT YL8Z7810009AA	392.17	Sl	15.2 1
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	\$1	2
	DAMPER, ENGINE MOUNT YL8Z6B072AA	62.00	Šĩ	$0.2\bar{2}$
E 0890	DAMPER, ENGINE MOUNT YL8Z6A061AB	62.00	\$1	2
B 0671	BEARING, FRONT WHEEL LT YL8Z1215AA	28.68	Š1	1.4 2
E 0893 E 0690 E 0671 E 0658	ABSORBER, STRUT L/F YLSZ18124CB	87.95	31 31	0.9 2
\$B 0143	WINDSHIELD, SHADED SUBLET REPAIR	185.00* +25	81	1
	01 MODULE, INST PANEL YL8Z14B205AA	210.64	S1	0.8 2
E 0898	WHL.STEERING & AIRBAG YL8278043813TAA	550.00	41	0.7 2
E 0949		625.00		0.8 2
	01 BUCKLE, FRT SEATBELT LT YL8Z7861203BAC	48.25	\$1	0.1 1
D 0046	01 BUCKLE, FRT SEATBELT RT YL8Z7861202BAC	48.25	ŠI	0.1 1
N MO3	FLEX ADDITIVE ADDITIONAL OPERAT	8.00*	91	*1*
L M14	CORROSION PROTECTION REFINISH	a.uu		0.5*4*
SB M17	COVER CAR EXTERIOR SUBLET REPAIR	10.00*		*4*
EC M20	ANTI-FREEZE-COOLANT ** QUALITY REPL P	10.00*		*1*
BC M21	REFRIGERANT ** QUALITY REPL P	30.00*		*1*
SB M60	HAZARD. WSTE. REM. SUBLET REPAIR	3.00*		*1*
I NOU	PULL BEFORE REPAIR REPAIR	3.00-	Sl	5.0*3*
-	INCLUDES SET UP		97	5.0"3-
SB	ALIGMENT SUBLET REPAIR	59,99* +25	81	1*
8	SUPPORT ENGINE MOUNT NEW PART	104.83*	S 1	0.2*2*
	BOLT TRANSMISSION MOUN SUBLET REPAIR	1.45* +25	81	1*
sø B	TRANS REMANU NEW PART	2,253.33*	81	8.0+2*
Δ.		4,23,33.	ġ.t	a.u-z-
~~	INCLUDES COR PRICE CASE WAS DAMAGED DIAGNOSTIC SUBLET REPAIR	EG 0E+ .7E	81	1*
SB		59-95* +25		
	PRESS BEARING IN HUB SUBLET REPAIR	25.00* +25	Sl	1* 1*
-	THIS IS FI; NAL BILL CHECK		91	7.
	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 OTHER PARTS PAINT MATERIAL				5,700.60 48.00 349.80
PARTS TOTAL TAX ON PARTS & MATERIAL	@		8.250%	6,106.40 503.78
LABOR 1-SHEET METAL 2-MECH/ELEC	RATE 36.00 65.00	REPLACE HRS 30.4 13.0	REPAIR HRS 2.0 1.9	1,166,40 968.50

PAGE 3 04/04/02

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

3-Frame 4-Refinish 5-Paint Material	45.00 36.00 22.00	15.9	5.0	225.00 572.40
TAX ON LABOR		@	0.000%	2,932.30
SUBLET REPAIRS TAX ON SUBLET TOWING		•	8.250%	427.24 35.25
STORAGE				167.00
GROSS TOTAL LESS: DEDUCTIBLE			1	0,171.97 500.00-
NET TOTAL LESS: PREVIOUS NET TO	· PTAT.			9,671.97 5,213.34-
	AL 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 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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Food Motor Company

Office of the General Counsel

Ford Motor Company Parkiane Towers West Suite 300 Three Parkiane Boulevard Dearborn, Michigan 48128-2588

May 1, 2002

State Ferm 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.)

\boxtimes	1.	The date of incident and the city and state in which it occurred.
X	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.
X	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.
	8.	The mileage on the vehicle at the time of the incident.
茵	7.	Experts original color photographs of the vehicle's collision/fire damage & the
		alleged defective part(s), from several different engles.
	8.	Original color photographs of the inside of the vahicle 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?
	1 1 .	Documentation to substantiate your defect allegation, including a copy of your
		expert's report and the expert's original color photographs.
\boxtimes	12.	Has the alleged defective part been repaired or replaced?
茵	13.	The present location of the alleged defective part and the vehicle.
XXX	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.
\boxtimes	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.

at your own structions.
structions.
se state the s; their claim
ctude his/her
e date of was

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

FORD NOTOR COMPANY Chem Office
RECEIVED
CLARAR LIGHT 300 M. Bellwood Rd.
P. C. Box 747
APR \$ 5 2002 Morristown, TN 37816-0747
Phone: 423-016-2000

OFFICE OF THE GENERAL COUNSEL

Phone: 423-316-2500 PAX: 423-316-0186

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,

Jim Copeland Claim Specialist

Ini Color

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 62-11-6 is being republished in its entirety to update the Model Year and Calibration Information.

ISSUE

Some vehicles equipped with the 3.0L Durateo one may exhibit an intermittent engine guit and restart condition. This is usually a one-time event during closed throttle decaleration 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 ... builetin checklist and all appropriate part replacements should be performed regardless of whether the condition can be duplicated by the technicien. 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, discuse 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.

BERVICE 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.

MOTE

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
- Determine if the Evaporative Vapor. Management (EVAPVM) duty cycle is operating property. 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% durty cycle white FTP holds at approximately 2.6 volts. If the duty cycle dose 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.

- 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 velve 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 purpling property, and in some cases, can cause the condition to occur. Verify corrective action than proceed to Step 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 throttie body with part number 2L6Z-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 16%, replace the MAF sensor with part number 1L2Z-12B579-BARM. If fuel trims atay above 15%, check for vacuum leaks and check the fuel system. Verify corrective action then proceed to Step 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 181, 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-12A650-BC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 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 bercode on the PCM. If the PCM is an MPC 160, then replace with part 1U7Z-12A650-AZD. If the PCM is MPC 181. then fust reprogram with WDS. Verify islast calibration was successfully reprogrammed. WDS should show latest collibration level as WDS should show latest calibration level as 1U7A-12A860-AZD for 2001MY. 2U7A-12A850-CPB for 2002MY or 3L8A-12A660-CC for 2003. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 8.
- 8. 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 Helia service relay that is all black and has stamped lettering on the top surface. Both the new Helia service relay and the old relay have the same part number (FCAZ-14N089-A). Make sure the relay you are installing has stamped lettering. For location, use 2001 Wiring Diagram sections 303-078-00-1 Connector C1016, 700-08-00-37 Battery Junction Box. Proceed to Step 7.

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

- 7. For 2001 and 2002 vehicles, Inspect the DPFE sensor part number. If DPFE sensor is part number 2F1E-9J460-AA, proceed to Step 8 now, if the DPFE sensor is part number YF1E-9J460-AD, check for a white dot on the sensor housing (Note: White dot can be anywhere on housing). If there is a white dot, proceed to Step 8 now. If there is not a white dot, replace the DPFE with part 2F1Z-9J460-AA. Proceed to Step 8.
- Ensure the Mess 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-GA. Proceed to Step 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 white 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 (-12A650-)	Tear Tag	New Part Number (-12A650-)	Old Calibration	New Calibration	NGS/WDS Qualifier
2001 3.0L - Escape	1U7A-AXB	ATF3	1U7Z-AXD	0M11A30512	0M11A30512	WDS 821.3 Release or Later
2001 3.0L - Escape	1U7A-AZB	E8G3	1U7Z-AŽD	OM11630612	OM11B30512	WDS B21.3 Referen or Leter
2002 3.0L - Escapa	2U7A-CZA	NSF1	2U7Z-CZB	2M11A30510	2M11A30610	WDB B21,3 Release or Later
2002 3.0L - Escape	2U7A-CPA	PVN1	2U7Z-CPB	2M11B30610	2M11B30510	WDS B21.3 Release or Later
2003 3.OL - Escape	3LBA-BA	BAR2	3L8Z-BC	3M11A30510	3M11A30511	WDS B21.3 Release or Later
2003 3.0L - Евсяре	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.

$C_{i,j}(x)$	AUTHORIZED MODIFICATIONS
	NG MODE ICATIONS HAVE BEEN MADE:
	eed Powertrein Control Medide
(PCM) Per T	HB 02-13-1
THESE MO	DIFICATIONS HAVE BEEN APPROVED, PRIATE, BY EPA AND CARS.
DEALER NUMB	IER: DATE:
HANGE AUTH	IONITY:
	FORD MOTOR COMPANY PRINTED IN U.S.A.

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

PART NUMBER	PART NAME
1L8Z-8F715-AA 2L8Z-9E928-AB 1L2Z-128578-BARM YL8Z-8E931-CA FOAZ-14N089-A 2F1Z-8J480-AA YL8Z-8C915-AA	IAC - Idle Air Control Valve Throttle Body MAF - Mase Air Flow Sensor Gasket - Mase Air Flow Sensor EEC Relay OPFE Sensor EVAPVM Valve

OTHER APPLICABLE ARTICLES: NONE

SUPERSEDES: 02-11-6

WARRANTY STATUS: INFORMATION ONLY QASIS CODES: 607000, 607400, 607500, 607600,

807700, 811000, 811500, 614000,

614500, 814800

PACTEX The information in Technical Service Bulletins is intended for use by trained, professional lectinicians with the knowledge, book, and equipment to do the job properly and early. It informs these technicians of conditions that may cook on some vehicles, or provides information that could seek in proper vehicles. The procedures should not be performed by "do-it-yourselfers". Do not seeume that a condition described affects your our or truck. Contact a Ford, Lincoln, or Marcary declaratio to determine whether the Skilletin applies to your vehicles.

•	**>								
	Secron	Oil:	6 07	DRVA	BL STALL/QUI	TS TS			
	_		¥eaz, ∜t	Fm Vl I	4dl Trans	Engine	Calib	Axle	
À	Search		/2001 T	MR		. •			
,	Search		Ttiole	Type:	Article	¥:			
	Sel Ar	tiale #		-	 .				
	_ T9:	B 02-23	-01	01-03 E	Cape – interm	DECEL STALL/	RESTRT-R	PL TSB 02-11	-06
	SOME VE	HICLES :	<u>BÕÜL 65EC</u>	WITH T	IE 3.CL DURA	TEC ENGINE MAY	X SXHIBI	T AN	
	INTERMI'	PTENT K	ngine qu	IT AND I	RESTART COND	ITION. THIS IS	S USUALL	Y A CONE-TIME	
	_ TS	B 02-21	-02	99-022	ROL ZETEC &	SPI EQUIPT	SCHRADER	VLV DELETED	
	vehicle:	S EQUIP:	PED WITE	TRE 2.0	il 4V zbiec 2	AND THE 2.0L :	OPI NO LA	ONGER HAVE T	TR.
	FURL PR	essure 1	relief v	alve (b	HRADER VALV	E) . TO RELIEVE	OR MAN	UALLY CRECK	FOEL
	88	M 16112		CK PCV (COMPONENTS	(HOSES/ELSON	S/INT MAI	N PORTS)	
	Some ob	D II EQ1	UIPPED V	ehi Cles	MAY EXHIBIT	A MALFUNCTION	INDICA:	TOR LAMP (MI)	<u>L)</u> '
	ILLUMIN	ATED WI	TH DTCS	P0171 O	R P0174 IN M	emory. To serv	/ICB, FO	LLOW PC/ED	
	891	4 15426	'	AEH ID 3	DICORRECT, CI	K FOR AFTERMAL	rket dev:	ICE/CHIP	
	WHEN OS	ING MDS	TO DIAG	Nose dri	VEABILITY OX	ONDITIONS, THE	VRNICL)	3	
	IDENTIF	CATION	MAY DIS	PLAY DIE	PERBNILY FRO	OM THE ACTUAL	ARRICLE	Bring	
		15159		3.CL 4V,	CK (PCV) H(OSE, IF DAMAGE	ed rer h	ose e clamp :	T.
	SOME 20	11-2002	ESCAPE	BOUIPPE	WITH A 3.01	4V DURATEC I	ingine, i	AAA ETHIBIL	
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	Search Or: 6 07 DRVABL STALL/QUITS
	Year Vt Fm Vl Mdl Trans Engine Calib Axle
	Search On: (2001) MR
Ì	Search Cn: Article Type: Article #:
•	Sel Article #
	SSM 15159 3.0L 4V, CK (PCV) HOSE, IF DAMAGED RER 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 unsrasonably warm weather ** 586 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 Hackward F8 Forward F9 Print Request 10018-BOTTOM OF DATA F12 Meturn LPENH39

LPENH39

· --> Search On: DRVABL STALL/QUITS #68% Vt Fm V1 Mdl Trans Calib Engine Axle (2002)T MR Article Typer -Search On: AFEICIA #: Search On: Bel Article # TSB 02-23-01 01-03 ESCAPE-INTERM DECEL STALL/RESTRT-RPL TSB 02-11-06 some vreicles equipped with the j.ol durated 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 RQUIPPED WITH THE 2.0L 4V ZETEC AND THE 2.0L SPI NO LONGER HAVE THE fuel pressure relief valve (schrader valve). To relieve or mamually check fuel CK PCV & COMPONENTS (HOSES/ELBONS/INT MAN' PORTS) 88M 16112. SOME OBD IF EQUIPPED VEHICLES MAY EXHIBIT A MALFUNCTION INDICATOR LAMP (MIL) ILLUMINATED WITH DTCS P0171 OR P0174 IN MEMORY. TO SERVICE, FOLLOW PC/ED 2.5/3.OL, INTERNAL CRACKS IN A BATCH OF INTAKE VALVES SSM 15482 a small number 2002 escape, taurus/sable and cougar equipped with a duratec ENGINE (2.51/3.CL) MAY EXHIBIT ENGINE DAMAGE AS A RESULT OF MICROSCOPIC SSM 15426 VER ID INCORRECT, CK FOR AFTERMARKET DEVICE/CHIP WHEN USING WDS TO DIAGNOSE DRIVEABILITY CONDITIONS, THE VEHICLE IDENTIFICATION MAY DISPLAY DIFFERENTLY FROM THE ACTUAL VEHICLE BRING FI Eelp F3 Exit F7 Machward F8 Forward F9 Print Request F12 Return

10058-MORE DATA AVAILABLE. PLEASE PRESS \$8 TO SCHOOL DOWN.

Search On: 6 07 DRVABL STALL/QUITS

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SEN 15426 VEH ID INCORRECT, CK FOR AFTERMARKET DEVICE/CHIP

SSM 15426 VEH ID INCORRECT, CK FOR AFTERMARKET DEVICE/CHIP WHEN USING WIS TO DIAGNOSE DRIVEABILITY CONDITIONS, THE VEHICLE IDENTIFICATION MAY DISPLAY DIFFERENTLY FROM THE ACTUAL VEHICLE BRING SSM 15159 3.0L 4V, CK (PCV) HOSE, IF DAMAGED RER 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

P1 Help P3 Exit P7 Buckward P8 Forward P9 Print Request P12 Return 10018-BOTTOM OF DATA LPHNH39

Electronic file for Appendix L on enclosed CD labeled:

Electronic file for Appendix M on enclosed CD labeled:

Electronic file for Appendix I on enclosed CD labeled:

Electronic file for Appendix J on enclosed CD labeled: