

From: Peppone, Gil (J.)
Sent: Monday, July 01, 2002 2:32 PM
To: Jensen, Ted (T.E.)
Cc: Johnson, Jim (J.S.); Blick, John (J.R.); Corbett, Sandra (S.M.); Altonian, Don (D.J.); Aynessazian, Kam (K.); Bauer, Scott (S.C.); Bhojwani, Karan (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Chick, John (J.); Chih, Ming-Niu (M.N.); Chin, Daniel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweiler, Daniel (D.); De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Gokhale, Renuka (R.V.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Jyunichiro (J.); Jensen, Ted (T.E.); McDonald II, John (J.M.); Jordan, Donald (D.E.); King, Robert (R.F.); Koeko, Jeff (J.R.); Kwon, Soon (S.K.); Limlao, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Mandziuk, Roger (R.S.); Marck, Edmond (E.C.); Matea, John (J.); Maurer, James (J.B.); Mazzeita, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigeki (S.); Nematoohi, Sonya (S.); Noteboom, Jim (J.E.); Ortmann, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Aiden (A.P.); Sanders, Muriel (M.S.); Shah, Kiran (K.C.); Shiralehi, Masaru (M.); Stiggenbauer, Jeffrey (J.R.); Suarez, Rhas (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Wakenell, Ray (R.A.); Wettach, Bill (B.); Williams, Lee (L.H.W.); Yeung, Lem (L.); Benintende, Robert (R.F.); Goering, Kimberly (K.L.); Suarez, Rhas (R.); Terzes, Laura (L.D.); Martin, Mike (M.S.); Wexler, Mark (M.A.); Amely, Felix (F.A.); Bradley, Joe (J.C.); Linde, Peter (P.A.); Goering, Kimberly (K.L.); Terzes, Laura (L.D.); Benintende, Robert (R.F.); Wexler, Mark (M.A.); Amely, Felix (F.A.); Peppone, Gil (J.); DiAngelo, Renaldo (R.); Peppone, Gil (J.); DiAngelo, Renaldo (R.)
Subject: RE: PFQS's Investigation Results of Virgin Islands Escape Driveability Concerns

Hi Ted: I took the liberty of sharing my reply with all those previously cc'ed. This may influence the decision makers for the release for an Info Only Oasis Message, advising certain Markets (Caribbean, others??) to check for dirty fuel.

To answer your question: "During your visit did you visit any other OEM dealers?"
Answer: yes.
I took samples on two islands, St. Thomas and St. Croix. The majority had dirty fuel.

As for your statement: "General fuel quality could be improved by a group effort through local governmental units and business groups."
I could not agree more. If the Dealerships receive an Oasis Message, this would lend weight to push for change, not to mention the happy customers and lower Warranty numbers.

Your other statement: "I would be very surprised if this were a Ford only issue."
Again, I agree. This is NOT a Ford Only Concern, since my samples were random.
Also note this quote from one Tech named "Yantis" at St. Thomas Metro Motors: "Gas is terrible on this island".

Here's a proposed Oasis Message. Maybe you can assist me in getting some version of it generated??

Info Only Oasis Message XXX: All vehicle lines, engines. Driveability Concerns may be due to dirty fuel. Check for contamination by removing the fuel filter and blowing backwards to flow into a container, using shop air. Advise Owner to change fuel filling locations as required. If filter is found restricted, replace. This is not a Warranty chargeable item, due to Owner choice of fuel usage.

This is just a framework. I am open to suggestions and improvements. Please advise. This includes those cc'ed.

Thank you,
Gil Peppone
Powertrain Field Quality Specialist-"PFQS" in

South Florida
Office/Answering Machine: 954-753-9989
Cell Phone 954-242-2068
"With Warranty you are Paying for the Sins of the Past"

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

From: Jensen, Ted (T.E.)
Sent: Monday, July 01, 2002 8:50 AM
To: Peppone, Gil (J.)
Subject: RE: PFQS's Investigation Results of Virgin Islands Escape Drivability Concerns

Gil,

Fuel quality should be a common factor for all OEMs. During your visit did you visit any other OEM dealers? It would be very helpful to know the experience of others. General fuel quality could be improved by a group effort through local governmental units and business groups. I would be very surprised if this were a Ford only issue.

Ted

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

From: Peppone, Gil (J.)
Sent: Thursday, June 27, 2002 2:11 AM
To: Johnson, Jim (J.S.); Billich, John (J.R.); Corbett, Sandra (S.M.); Alkonian, Don (D.L.); Aynessaden, Ken (K.); Bauer, Scott (S.C.); Bhojwani, Kamal (K.); Blackburn, Thomas (T.J.); Bogans, John (P.); Chick, John (J.); Chih, Ming-Hsi (M.H.); Chin, Darrel (D.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Rothweiler, Derald (D.); De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Pascoli, Bob (R.J.); Fournelle, Gilbert (G.); Friesland, Mark (M.); Giles, Stuart (S.); Gokhale, Ranjita (R.V.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Herr, George (G.J.); Hoffman, Michael (M.V.); Holmes, Jeffrey (J.R.); Ichikawa, Jyunichiro (J.); Jensen, Ted (T.E.); Macdonald II, John (J.M.); Jordan, Donald (D.E.); King, Robert (R.F.); Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Lintaco, Steven (S.); Linde, Peter (P.A.); Liu, Jane (J.); Mandzuk, Roger (R.S.); Marck, Edmond (E.C.); Matsas, John (J.); Maurer, James (J.S.); Maczala, Gary (G.R.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigeki (S.); Nematollah, Sonya (S.); Noteboom, Jim (J.E.); Orman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Aiden (A.P.); Sanders, Muriel (M.S.); Shah, Kham (K.C.); Shirachi, Masaru (M.); Stigenbauer, Jeffrey (J.R.); Suarez, Rhoe (R.); Takasawa, Keith (K.D.); Takubo, Hirochi (H.); Veenstra, Tim (T.W.); Wakonoff, Ray (R.A.); Westach, Bill (B.); Williams, Lee (L.H.W.); Yeung, Lem (L.); Benintende, Robert (R.F.); Goering, Kimberly (K.L.); Suarez, Rhoe (R.); Terzos, Laura (L.D.); Martin, Mike (M.S.); Wedder, Mark (M.A.); Amoy, Folk (F.A.); Bradley, Joe (J.C.); Linde, Peter (P.A.); Goering, Kimberly (K.L.); Terzos, Laura (L.D.); Benintende, Robert (R.F.); Wedder, Mark (M.A.); Amoy, Folk (F.A.)
Cc: Peppone, Gil (J.); DiAngelo, Rinaldo (R.); Beranter, Joel (J.R.)
Subject: PFQS's Investigation Results of Virgin Islands Escape Drivability Concerns
Importance: High

Good evening everyone:

Here's my report on my trip.

<< File: Results of Virgin Island Escape Decell Stalls Investigation.doc >>

I will be calling in on the Conference all at 2pm today.

Call-in Info: 1-877-870-3529 or Ford net 9-1-954-1144

International Participants: 1-630-693-1704

Passcode: 7673538, then hit #

I thank the Team for all their assistance.

Gil Peppone
Powertrain Field Quality Specialist-"PFQS" in
South Florida
Office/Answering Machine: 954-753-9989
Cell Phone 954-242-2068
"With Warranty you are Paying for the Sins of the Past"

From: Sanders, Muriel (M.S.)
Sent: Tuesday, July 16, 2002 1:08 PM
To: Rothwaller, Daniel (D.); Price, Martin (M.); Limfaco, Steven (S.); Dalbo, Bob (R.J.);
Fournelle, Gilbert (G.); Suarez, Rhae (R.); Altonian, Don (D.J.)
Subject: TSB Revision

Here is the draft of the TSB with everyone's changes. I still need to know what WDS version to use. Rhae/Marti,
can you help with that????



TSB Revision_B.doc

Muriel Sanders

U204 3.0L Calibration

Ford Motor Company

Phone: 313-32-27307

Fax: 313-32-31786

E-mail: msander6@ford.com

ISSUE:

Some vehicles equipped with the 3.0L Duratec engine may exhibit an intermittent engine quit condition. This is usually a one time event during closed throttle deceleration with no Diagnostic Trouble Codes (DTCs) and no Malfunction Indicator Lamp (MIL). The engine will restart immediately. Because of an intermittent nature, the condition may not be possible to duplicate.

ACTION:

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

SERVICE PROCEDURE

Please use the following conditions for all tests described below:

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

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.

1. With WDS version TBD (U.S.) or TBD (Mexico) or later, determine if the Evaporative Vapor Management (EVAPVM) duty cycle is operating properly. If EVAPVM is functioning correctly, the duty cycle should increase to 84-100% with the FTP decreasing to approximately 2.2 volts and then recycle back to 0% duty cycle while FTP holds at approximately 2.6 volts. 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.
2. Disconnect the vent line in the evaporative emissions system from the check valve side (check valve part # is YL8U-9C915-AB). This connection is located just forward of the evaporative emissions canister assembly, underneath the vehicle in the area of the driver side rear seat. Using shop air, blow the vent line from the check valve side forward (towards the brake booster). In the past, spiders have been known to construct webs in vent lines so handle with caution. Possible obstructions in the vent line can prevent the evaporative emissions system from purging properly, and in some cases, can cause the condition to occur. Verify corrective action then proceed to Step 3.
3. Inspect the Idle Air Control (IAC) Valve. If it is part number YF1E-9F715-AA, replace with part number 1L8Z-9F715-AA. If the valve is part number 1L8E-9F715-AA do not replace the valve. Verify that IAC duty cycle is between 32-40% with no purge flow (EVAPVM duty cycle is 0%) and fuel trims (SHRTFT1, SHRTFT2, LONGFT1, LONGFT2) are less than 15%. If IAC duty cycle is within specification proceed to Step 4 now. If IAC duty cycle is out of specification, replace the throttle body with part number 2L8Z-9E928-AB. If the fuel trims are above 15%, disconnect the Mass Air Flow Sensor (MAF) and recheck the fuel trims. If the fuel trims drop to below 15%, replace the MAF

- sensor with part number 1L2Z-12B579-BA. If fuel trims stay above 15%, check for vacuum leaks and check the fuel system. Verify corrective action then proceed to Step 4.
4. For vehicles sold in the U.S. and Canada perform the following: Reprogram PCM with WDS version TBD or later. Only use WDS version TBD or later during this reprogramming. 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 1U7A-12A850-AXC. If the PCM is MPC 161, then just reprogram with WDS version TBD or later. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as 1U7A-12A850-AXC for 2001MY and 2U7A-12A850-CZA for 2002MY. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 5.
 5. For vehicles sold in Mexico perform the following: Reprogram PCM with WDS version TBD or later. Only use WDS version TBD or later during this reprogramming. 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 1U7A-12A850-AZC. If the PCM is MPC 161, then just reprogram with WDS version TBD or later. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as 1U7A-12A850-AZC for 2001MY and 2U7A-12A850-CPA for 2002MY. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 6.
 6. If the Electronic Engine Control (EEC) relay has stamped lettering, proceed to Step 7 now. If the EEC relay has white lettering printed on the top surface, replace with a new Hella service relay that is all black and has stamped lettering on the top surface. Both the new Hella service relay and the old relay have the same part number (FOAZ-14N089-A). Make sure the relay you are installing has stamped lettering. For location, use 2001 Wiring Diagram sections 303-07B-00-1 Connector C1016, 700-06-00-37 Battery Junction Box. Proceed to Step 7.
 7. Inspect the dPFE sensor part number. If dPFE sensor is part number 2F1Z-9J460-AA, proceed to Step 8 now. If the dPFE sensor is part number YF1Z-9J460-AD, check for a white dot on the sensor housing (note: white dot can be anywhere on housing). If there is a white dot, proceed to Step 8 now. If there is not a white dot, replace the dPFE with part 2F1Z-9J460-AA. Proceed to Step 8.
 8. Ensure the Mass Air Flow (MAF) sensor gasket is properly installed and not blocking the air stream by disconnecting the airbox and looking inside the airbox towards the MAF sensor. If gasket is damaged, replace with part YL8Z-9E891-CA. Proceed to Step 9.
 9. Verify the PCM harness integrity by removing the module from the COWL and moving the PCM harness around while the engine is running. If any abnormalities are observed, repair/replace the harness. Proceed to Step 10.
 10. Inform the customer that significant weight (approximately 9 oz or more) hanging from the key ring while the keys are in the ignition may move the ignition cylinder out of the Run position and stop the engine. When this occurs, all gauges immediately shut off (fuel reads "E", tachometer goes to zero, speedometer goes to zero immediately). It is recommended that the customer attach fewer keys to the key ring that retains the vehicle ignition key. Proceed to Step 11.
 11. Road the test vehicle long enough to experience 3 closed throttle decelerations from approximately 40 mph down to 10 mph. Use scan tool to examine engine RPM during test. Ensure there are no engine RPM dips below 680 RPM. If RPM dips are observed, please call the Ford Technical Hotline for possible recommendations.

From: Suarez, Rhac (R.)
Sent: Tuesday, July 16, 2002 1:10 PM
To: Sanders, Muriel (M.S.); Rothweiler, Daniel (D.); Price, Martin (M.); Lintisco, Steven (S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Alcornier, Don (D.J.)
Subject: RE: TSB Revision

Not sure. I think we would have to ask Tom Marianos that (not sure though). Who ever does know will only have that info after the new calibration is released and ready. We might have to take that part out of the verbiage and the calibration chart will include that kind of information when it is released.

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

From: Sanders, Muriel (M.S.)
Sent: Tuesday, July 16, 2002 1:08 PM
To: Rothweiler, Daniel (D.); Price, Martin (M.); Lintisco, Steven (S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Suarez, Rhac (R.); Alcornier, Don (D.J.)
Subject: TSB Revision

Here is the draft of the TSB with everyone's changes. I still need to know what WDS version to use. Rhac/Marti, can you help with that????

<< File: TSB Revision_B.doc >>


Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

From: Sanders, Muriel (M.S.)
Sent: Wednesday, July 17, 2002 11:12 AM
To: Suarez, Rhae (R.)
Cc: Rothweiler, Daniel (D.); Price, Martin (M.); Lintaco, Steven (S.); Dalbo, Bob (R.J.);
Fournelle, Gilbert (G.); Altonian, Don (D.J.)
Subject: RE: TSB Revision

Rhae, this should be the final draft.

FYI...The differences between this draft and the last one I sent are:

1. I took out the WDS number since it will be in the calibration chart.
2. I changed a couple of part numbers per Marti's request.


TSB Revision.doc

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

ISSUE:

Some vehicles equipped with the 3.0L Duratec engine may exhibit an intermittent engine quit condition. This is usually a one time event during closed throttle deceleration with no Diagnostic Trouble Codes (DTCs) and no Malfunction Indicator Lamp (MIL). The engine will restart immediately. Because of an intermittent nature, the condition may not be possible to duplicate.

ACTION:

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

SERVICE PROCEDURE

Please use the following conditions for all tests described below:

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

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.

1. Determine if the Evaporative Vapor Management (EVAPVM) duty cycle is operating properly. If EVAPVM is functioning correctly, the duty cycle should increase to 84-100% with the FTP decreasing to approximately 2.2 volts and then recycle back to 0% duty cycle while FTP holds at approximately 2.6 volts. 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.
2. Disconnect the vent line in the evaporative emissions system from the check valve side (check valve part # is YL8U-9C915-AB). This connection is located just forward of the evaporative emissions canister assembly, underneath the vehicle in the area of the driver side rear seat. Using shop air, blow the vent line from the check valve side forward (towards the brake booster). In the past, spiders have been known to construct webs in vent lines so handle with caution. Possible obstructions in the vent line can prevent the evaporative emissions system from purging properly, and in some cases, can cause the condition to occur. Verify corrective action then proceed to Step 3.
3. Inspect the Idle Air Control (IAC) Valve. If it is part number YF1E-9F715-AA, replace with part number 1L8Z-9F715-AA. If the valve is part number 1L8E-9F715-AA do not replace the valve. Verify that IAC duty cycle is between 32-40% with no purge flow (EVAPVM duty cycle is 0%) and fuel trims (SHRTFT1, SHRTFT2, LONGFT1, LONGFT2) are less than 15%. If IAC duty cycle is within specification proceed to Step 4 now. If IAC duty cycle is out of specification, replace the throttle body with part number 2L8Z-9E928-AB. If the fuel trims are above 15%, disconnect the Mass Air Flow Sensor (MAF) and recheck the fuel trims. If the fuel trim drop to below 15%, replace the MAF sensor with part number 1L2Z-12B670-BA. If fuel trims stay above 15%, check for

vacuum leaks and check the fuel system. Verify corrective action then proceed to Step 4.

4. For vehicles sold in the U.S. and Canada perform the following: Reprogram PCM with WDS. Some 2001 model year PCMs cannot be reprogrammed and must be replaced. This is determined by the MPC # located in upper left corner of the barcode on the PCM. If the PCM is an MPC 160, then replace with part 1U7A-12A850-AXC. If the PCM is MPC 161, then just reprogram with WDS. Verify latest calibration was successfully reprogrammed. WDS should show latest calibration level as 1U7A-12A850-AXC for 2001MY and 2U7A-12A850-CZA for 2002MY. Note that some early 2002 vehicles may have the 2001 calibration. Proceed to Step 5.
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7. Inspect the dPFE sensor part number. If dPFE sensor is part number 2F1E-9J480-AA, proceed to Step 8 now. If the dPFE sensor is part number YF1E-9J480-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-9J480-AA. Proceed to Step 8.
8. Ensure the Mass Air Flow (MAF) sensor gasket is properly installed and not blocking the air stream by disconnecting the airbox and looking inside the airbox towards the MAF sensor. If gasket is damaged, replace with part YL8Z-9E931-CA. Proceed to Step 9.
9. Verify the PCM harness integrity by removing the module from the COWL and moving the PCM harness around while the engine is running. If any abnormalities are observed, repair/replace the harness. Proceed to Step 10.
10. Inform the customer that significant weight (approximately 9 oz or more) hanging from the key ring while the keys are in the ignition may move the ignition cylinder out of the Run position and stop the engine. When this occurs, all gauges immediately shut off (fuel reads "E", tachometer goes to zero, speedometer goes to zero immediately). It is recommended that the customer attach fewer keys to the key ring that retains the vehicle ignition key. Proceed to Step 11.
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From: Dalbo, Bob (R.J.)
Sent: Thursday, July 11, 2002 6:58 PM
To: Lewis, Dennis (D.J.); Fournelle, Gilbert (G.); 'jvisos@visteon.com'
Cc: Shelton, Randy (R.); Huck, Dave (D.E.)
Subject: RE: X5_doav4 and yet another request

Thanks for the info, Dennis.

In the interest of a 6-Sigma vehicle being robust to this stall, can we increase the timer based on your testing? I understand that we have seen fuel disturbances in the 5 second neighborhood and the exit timer condition seems uncomfortably close to that.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Lewis, Dennis (D.J.)
Sent: Thursday, July 11, 2002 2:32 PM
To: Fournelle, Gilbert (G.); 'jvisos@visteon.com'; Lewis, Dennis (D.J.)
Cc: Shelton, Randy (R.); Huck, Dave (D.E.); Dalbo, Bob (R.J.)
Subject: RE: X5_doav4 and yet another request

FYI.

I found what was booting us out most frequently with the cap off regardless of the new logic in there or not. It was due to PG_DC dropping below PGM_PG_DCMIN which is at .5, not the vapor as we initially had thought. I still found it possible to tip in and out some of the time and remain in the monitor. I have drove the car alot to today testing the fix and tipping in and out above and below the phase timer abort criteria of 5 secs and it seems to work perfectly so far.

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

From: Fournelle, Gilbert (G.)
Sent: Thursday, July 11, 2002 2:23 PM
To: 'jvisos@visteon.com'
Cc: Shelton, Randy (R.); Lewis, Dennis (D.J.); Dalbo, Bob (R.J.)
Subject: X5_doav4 and yet another request

John,

First, thanks for all your help so far. Randy, Dennis and I have validated the purge addition from X5_doav4 and feel that it is ready to be bookshelved.

I have another request on the MAF feedback algorithm (which is 2-fold)

1) We need an additional timer to delay updates in IDC1 for about 20 seconds after startup.

<< File: start.doc >> << File: START.VDF >>

The timer should be based of ATMR3.

The logic should be similar to the decel_tm. This mean that we do not want to update IDC1 until ATMR3 > cal parameter. We do not want to reset IDC_CL_KAM to IDC_CL_INIT during this time. We just do not want to update. This is to avoid the situation shown in the attached file where IDC1 and IDC_CL_KAM erroneously become negative.

2) We would like additional code, for stall robustness reason, which resets IDC_CL_KAM = 0 if IDC_CL_KAM < 0 and APT > -1

This is analogous to the current RPM control strategy. During decel and during idle, we would allow IDC_CL_KAM to become negative. However, when we go part throttle, we would like the value in IDC_CL_KAM to have a minimum value of 0. This is for stalls robustness. From the stalls perspective, providing too much air is a lot safer than potentially providing too little air.

Please let me know your thoughts.

Thanks,

Gilbert Fournelle


V6 U204 Calibration Engineering

1AE27 Truck Engine Engineering (TEE)

Phone:(313)3904968 Fax:(313)3231786

From: Sanders, Muriel (M.S.)
Sent: Thursday, July 11, 2002 1:59 PM
To: Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Suarez, Rhae (R.); Price, Martin (M.); Almoonian, Don (D.J.); Lintfaco, Stevan (S.); Rothweiler, Daniel (D.)
Subject: TSB Revision

Here is the revised TSB. The red text is part numbers or other information that we still need. The blue text is information that I want to verify before we release the TSB. Please read the draft and send me your feedback. If you can verify any of the red or blue text that would help me. Thanks.


TSB Revision_A.doc

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msanders@ford.com

ISSUE:

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- Engine temperature should be at least 88°C (190°F)
- All accessories and the engine cooling fan should be off

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 TROTTLE WILL LOWER THE RPM.

1. With WDS version *B17.1* (U.S.) or *B17.15* (Mexico) or later, determine if the Evaporative Vapor Management (EVAPVM) duty cycle is operating properly. If EVAPVM is functioning correctly, the duty cycle should increase to 84-100% with the FTP decreasing to approximately 2.2 volts and then recycle back to 0% duty cycle while FTP holds at approximately 2.6 volts. 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, and then proceed to Step 2.
2. Disconnect the vent line in the evaporative emissions system from the check valve side (check valve part # is YL8U-9C915-AB). This connection is located just forward of the evaporative emissions canister assembly, underneath the vehicle in the area of the driver side rear seat. Using shop air, blow the vent line from the check valve side forward (towards the brake booster). In the past, spiders have been known to construct webs in vent lines so handle with caution. Possible obstructions in the vent line can prevent the evaporative emissions system from purging properly, and in some cases stalling occurs. Verify corrective action, and then proceed to Step 3.
3. Inspect the Idle Air Control (IAC) Valve. If it is part number YF1Z-9F715-AA, replace with part number 1L8E-9F715-AA. If the valve is part number 1L8E-9F715-AA do not replace the valve. Verify that IAC duty cycle is between 32-40% with no purge flow (EVAPVM duty cycle is 0%) and short-term fuel trims (SHRTFT1 and SHRTFT2) are less than 20%. If IAC duty cycle is within specification proceed to Step 4 now. If IAC duty cycle is out of specification, replace the throttle body with part number 2L8Z-9E926-AB. If the fuel trims are above 20%, disconnect the Mass Air Flow Sensor (MAF) and recheck the fuel trims. If the fuel trims drop to below 20%, replace the MAF

- sensor with part number 1L2Z-12B579-BA. If fuel trims stay above 20%, check for insufficient fuel flow. Verify corrective action, and then proceed to Step 4.
4. For vehicles sold in the U.S. and Canada perform the following: For 2001MY and 2002MY vehicles built before 11/2/01 (calibration begins with 0M11...), replace the PCM with part number ###. For 2002 vehicles built on 11/2/01 or later (calibration begins with 2M11...), replace the PCM with part number ###. Proceed to Step 5.
 5. For vehicles sold in Mexico perform the following: For 2001MY and 2002MY vehicles built before 11/2/01 (calibration begins with 0M11...), replace the PCM with part number ###. For 2002 vehicles built on 11/2/01 or later (calibration begins with 2M11...), replace the PCM with part number ###. Proceed to Step 6.
 6. If the Electronic Engine Control (EEC) relay has stamped lettering, proceed to Step 7 now. If the EEC relay has white lettering printed on the top surface, replace with a new Hella service relay that is all black and has stamped lettering on the top surface. Both the new Hella service relay and the old relay have the same part number (FOAZ-14N089-A). Make sure the relay you are installing has stamped lettering. For location, use 2001 Wiring Diagram sections 303-07B-00-1 Connector C1018, 700-08-00-37 Battery Junction Box. Proceed to Step 7.
 7. Inspect the dPFE sensor part number. If dPFE sensor is part number 2F1Z-9J480-AA, proceed to Step 8 now. If the dPFE sensor is part number YF1Z-9J480-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 number 2F1Z-9J480-AA. Proceed to Step 8.
 8. Ensure the Mass Air Flow (MAF) sensor gasket is properly installed and not blocking the air stream by disconnecting the air box (part number ###) and looking inside the air box towards the MAF sensor. Proceed to Step 9.
 9. Verify the PCM harness (part number ###) 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. Warn the customer that significant weight (approximately 9 oz or more) hanging from the key ring while the keys are in the ignition may move the ignition cylinder out of the Run position and stop the engine. When this occurs, all gauges immediately shut off (fuel reads "E", tachometer goes to zero, speedometer goes to zero immediately). It is recommended that the customer attach fewer keys to the key ring that retains the vehicle ignition key. Proceed to Step 11.
 11. Road the test vehicle long enough to experience 3 closed throttle decelerations from approximately 40 mph down to 10 mph. Use scan tool to examine engine RPM during test. Ensure there are no engine RPM dips below 680 RPM. If RPM dips are observed, please call the dealer technical hotline (phone number) for further actions.

From: Steven Lintiac [SLintiac@mazdausa.com]
Sent: Thursday, July 11, 2002 2:50 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Suarez, Rhee (R.); Price, Martin (M.); Altoonian, Don (D.J.); Steven Lintiac; Dan Rothweiler
Subject: RE: TSB Revision

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(step 10) Change "Warn" to "Inform".

Other Comments:

- Last service bulletin did not have warranty labor times included. Please add to the revised bulletin.
- Also, I'm not clear on what all is included in "futher actions". Please clarify.

Thanks for putting this together, Muriel. Looks good so far.

Steve Lintiac
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slintiac@mazdausa.com

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

From: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]
Sent: Thursday, July 11, 2002 10:59 AM
To: Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Suarez, Rhee (R.); Price, Martin (M.); Altoonian, Don (D.J.); Lintiac, Steven (S.);

Rothweiler, Daniel (D.)
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Thanks.

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> Muriel Sanders
> U204 3.0L Calibration
> Ford Motor Company
> Phone: 313-32-27307
> Fax: 313-32-31786
> E-mail: msander6@ford.com
>
>

From: Price, Martin (M.)
Sent: Thursday, July 11, 2002 3:44 PM
To: Limtiaco, Steven (S.); Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Suarez, Rhae (R.); Price, Martin (M.); Altoonian, Don (D.J.); Rothweiler, Daniel (D.)
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Marti Price
Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

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Sent: Thursday, July 11, 2002 2:50 PM
To: 'Sanders, Muriel (M.S.)'; Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Suarez, Rhae (R.); Price, Martin (M.); Altoonian, Don (D.J.); Steven Limtiaco; Dan Rothweiler
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Steve Lintiac

Mazda North American Operations

Tribute Product Support

949-442-6514 (phone)

949-442-6599 (fax)

e-mail: slintiac@mazdausa.com

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> Muriel Sanders

> U204 3.0L Calibration

> Ford Motor Company

> Phone: 313-32-27307

> Fax: 313-32-31786

> E-mail: msander6@ford.com

>

>

From: Sanders, Muriel (M.S.)
Sent: Thursday, July 11, 2002 6:20 PM
To: Price, Martin (M.); Lintiac, Steven (S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.);
Suarez, Rhae (R.); Altoonian, Don (D.J.); Rothweiler, Daniel (D.)
Subject: RE: TSB Revision

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Sent: Thursday, July 11, 2002 3:44 PM
To: Lintiac, Steven (S.); Sanders, Muriel (M.S.); Dalbo, Bob (R.J.);
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Altoonian, Don (D.J.); Rothweiler, Daniel (D.)
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mprice28@ford.com ph. (313)317-9133

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Sent: Thursday, July 11, 2002 2:50 PM
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Steve Lintiac
Mazda North American Operations
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949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slintiac@mazdausa.com

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

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Sent: Thursday, July 11, 2002 10:59 AM
To: Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Suarez, Rhae (R.);
Price, Martin (M.); Altoonian, Don (D.J.); Limtiaco, Steven (S.);
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> U204 3.0L Calibration
> Ford Motor Company
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> Fax: 313-32-31786
> E-mail: msander6@ford.com
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From: Steven Limtiaco [SLimtiac@mazdausa.com]
Sent: Thursday, July 11, 2002 5:31 PM
To: Sanders, Muriel (M.S.); Price, Martin (M.); Steven Limtiaco; Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Suarez, Rhae (R.); Altoonian, Don (D.J.); Dan Rothweiler
Subject: RE: TSB Revision

Muriel and Marti,

To clarify, the part # listed in step 8 is the gasket itself (not the airbox).

Steve Limtiaco
Mazda North American Operations
Tribute Product Support
949-442-6514 (phone)
949-442-6599 (fax)
e-mail: slimtiac@mazdausa.com

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Sent: Thursday, July 11, 2002 2:20 PM
To: Price, Martin (M.); Limtiaco, Steven (S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Suarez, Rhae (R.); Altoonian, Don (D.J.); Rothweiler, Daniel (D.)
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-----Original Message-----

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Sent: Thursday, July 11, 2002 3:44 PM
To: Limtiaco, Steven (S.); Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Suarez, Rhae (R.); Price, Martin (M.); Altoonian, Don (D.J.); Rothweiler, Daniel (D.)

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mprice28@ford.com ph. (313)317-9133

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From: Steven Limtiaco [mailto:SLimtiaco@mazdausa.com]

Sent: Thursday, July 11, 2002 2:50 PM

To: 'Sanders, Mariel (M.S.)'; Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Suarez, Rhae (R.); Price, Martin (M.); Altcornian, Don (D.J.); Steven Limtiaco; Dan Rothweiler

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From: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]
Sent: Thursday, July 11, 2002 10:59 AM
To: Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Suarez, Rhae (R.);
Price, Martin (M.); Altoonian, Don (D.J.); Limtiaco, Steven (S.);
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> E-mail: msander6@ford.com
>
>

From: Dan Rothweiler [DRothwei@mazdausa.com]
Sent: Friday, July 12, 2002 9:08 AM
To: Sanders, Muriel (M.S.); Price, Martin (M.); Steven Limtiaco; Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Suarez, Rhae (R.); Altoonian, Don (D.J.); Dan Rothweiler
Subject: RE: TSB Revision

The 2 stalls I had recordings of that had high positive trims stalled out at 27% and 41% total. I think 15 works as an indication that something may be wrong.

Daniel H. Rothweiler
Mazda North American Operations
Fixed Operations Technical Specialist
Office: 732-868-2135
Fax: 214-442-5222
Cellular: 732-547-8578

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

From: Sanders, Muriel (M.S.) [mailto:msander6@ford.com]
Sent: Thursday, July 11, 2002 5:20 PM
To: Price, Martin (M.); Limtiaco, Steven (S.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Suarez, Rhae (R.); Altoonian, Don (D.J.); Rothweiler, Daniel (D.)
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> Fax: 313-32-31786

> E-mail: msander6@ford.com

>

>

From: Suarez, Rhea (R.)
Sent: Thursday, July 11, 2002 8:39 AM
To: Fournelle, Gilbert (G.); Sanders, Muriel (M.S.); Altoonlan, Don (D.J.); Dalbo, Bob (R.J.)
Cc: Price, Martin (M.)
Subject: stall examples

This is what I was talking about. The techs perform the TSB but with no failures so nothing is done.....

Rpt#: 2GJGAD08 NHL Rpt: 07/10/2002 Odom: 8,118 M
Rvwd: _ File: _ Folder: 02000944 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04182K852671 Bld: 12/12/2001
Engine: 3.0L DUR Callb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 06725 GILLIAM MOTORS, INC. Ph#: (434) 983-2026
State: Virginia City: Dillwyn Orig/Caller: MARK BREVARD
Symptom: 6 07 7 00 DRVABL,STALL/QUITS,DECELERATION,OTHER-CODE NA
Addl Sym: INT STALL ON DECEL St: CCRG/EPRC: _ Rvwd: Dt:
Fb: Caus. Comp: - Condition Code:
Hotliner: MSCHMI56 Phone: 313 317-4280 Regn Cdt: 27 Washington - 27
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR GILLIAMTR@HOVAC.COM

TECH STATES THE VEHICLE HAS A STALL ON DECEL CONCERN. HE HAS FOLLOWED THE TSB TO NO AVAIL. HE IS SEEKING DIRECTION.

RECOMM ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS ADVISED TECH OF ABOVE ISM INFORMATION. MAY NEED TO INSTALL THE VDR IF NO CONCERNS ARE FOUND.

Rpt#: 2GJF8007 NHL Rpt: 07/10/2002 Odom: 4,784 M
Rvwd: _ File: f Folder: 01013473 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMYU04122KA90202 Bld: 10/15/2001
Engine: 3.0L DUR Callb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: A6050 WOODRIDGE L/M SALES LIMITED Ph#: (403) 253-2200
Province Alberta City: Calgary Orig/Caller: BRUCE DOWNIE
Symptom: 6 07 6 92 DRVABL,STALL/QUITS,AT CRUISE,HOT ENGINE
Addl Sym: ALLEGED STALLING AT CRUISE St: CCRG/EPRC: _ Rvwd: Dt:
Fb: Caus. Comp: - Condition Code:
Hotliner: BHEISNER Phone: 313 317-7060 Regn Cdt: 06 06 FCSD REGION-CANADA
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T
REPAIR TECH STS VEHICLE HAS A REPEAT STALLING CONCERN AT CRUISE. NO CODES IN ANY MODULES. TECH COMPLETED ALL STEPS OF TSB 02-11-06 WITH NO CONCERNS FOUND. SEEKING NEXT STEP.

RECOMM TSB 02-11-06 PERFORM NORMAL DIAG, RE-FLASH THE (PCM) ADV TECH TO INSTALL VDR FLIGHT RECORDER AND DRIVE VEHICLE IN ATTEMPT TO DUPLICATE STALL. POSSIBLE TO RELEASE VEHICLE WITH VDR RECORDER.

RECOMM 07/10/2002 01:34PM CALEB PERRITON MSS - FCSD - TECH SVC HOTLINE

Rpt#: 2GJCS004 NHL Rpt: 07/10/2002 Odom: 978 M
Rvwd: Y File: _ Folder: 02005769 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCU04142KC59324 Bld: 03/15/2002
Engine: 3.0L DUR Callb: 2M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 01474 Maguire's Ford, Inc. Ph#: (717) 834-3111
State: Pennsylvania City: Duncannon Orig/Caller: BILL REEVER
Symptom: 6 07 5 93 DRVABL,STALL/QUITS,ACCELERATION,ALL ENGINE TEMP
Addl Sym: STALLS AT CRUISE St: CCRG/EPRC: _ Rvwd: Dt:

Fix: Caus. Comp: — Condition Code:
Hotliner: BUFIMZEF Phone: 313 317-7067 Regn Cd: 16 Philadelphia -16
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

REPAIR CUSTOMER STATES THE VEHICLE HAS A STALL AT CRUISE. TECH HAS PERFORMED TSB FOR STALL A FEW WEEKS AGO AND CUSTOMER STATES STALLS AT CRUISE. SEEKING DIRECTION. HAS NOT DUPLICATED.

RECOMM ISM 02-06-025 VERIFY TSB 02-11-06 HAS BEEN PERFORMED, CK PCM HARNESS SUGGEST TECH TO CK ALL CONNECTIONS AS ISM ABOVE.

REPAIR 07/10/2002 01:21PM ANDREW BARNES MSS - FCSD - TECH SVC HOTLINE TECH HAS GONE THOUGH ALL OF THE OTHER CHECKS. HE DID FIND THAT THE BARO IS 10 HZ LOW AT 147. HAS DISCONNECTED THE BATTERY AND REDROVE THE VEHICLE AND THE BARO IS STILL LOW. SEEKING FURTHER ASSISTANCE.

RECOMM ADVISED THE TECH TO CHECK FOR ANY VACUUM LEAKS, EXHAUST RESTRICTIONS, ETC. IF NONE ARE FOUND REPLACE THE MAF WITH THE REVISED ONE.

From: Suarez, Rhee (R.)
Sent: Wednesday, July 10, 2002 7:47 AM
To: Delbo, Bob (R.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.); Altounian, Don (D.J.); Price, Martin (M.)
Cc: Faust, Mathew (M.F.)
Subject: Stall repeater

Team - Here is a repeater for stalls.

Rpt#: 2GIDK002 NHL Rpt: 07/09/2002 Odom: 11,500 M
Rvw: Y File: _ folder: 01013473 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2002 ESCAPE 4X4,XLT ,WAGON 1FMCU04172KA15148 Bld: 08/17/2001
Engine: 3.0L DUR Calb: 0M11A30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
Dealer Id: 07551 MONONGAHELA FORD CO INC Ph#: (724) 258-8800
State: Pennsylvania City: Monongahela Orig/Caler: FRANK THOMAS
Symptom: 6 07 7 93 DRVABL,STALL/QUITS,DECELERATION,ALL ENGINE TEMP
Add Sym: VEHICLE IN FOR 5TH TIME St: CORG/EPRC: _ Rvw: Dt:
Fic: Caus. Comp: - Condition Code:
Hotliner: RGARZA13 Phone: 313 317-7070 Regn Cd: 44 Pittsburgh - 44
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: SM

REPAIR WARRANTY SPECIALIST (FRANK THOMAS) STS THAT THIS VEHICLE HAS BEEN BROUGHT IN FOR THE 5TH TIME FOR STALLING CONCERN AND VEHICLE CONCERNS HAVE NOT BEEN CORRECTED.WS STS THAT CUSTOMER IS EXTREMELY IRATE AND DOES NOT TRUST THE VEHICLE ANYMORE.TO MY UNDERSTANDING, CUSTOMER DOES NOT WANT VEHICLE POSSESSION ANYMORE.WS STS THAT HE HAS EXTENSIVE CONTACT WITH BRIAN DOMINICK AND REQUESTS A TECH ASSIST.WS SEEKING DIRECTION FOR LEMON LAW ASSIST.W/S STS THAT 2 CONVERSATIONS WITH BRIAN ARE UNVERIFIABLE ABOUT THIS VEHICLE.W/S STS THAT FSE WAS NOT ABLE TO HELP HIS CONCERNS.

RECOMM ADVISED W/S TO PERFORM TSB # 02-11-8 BEFORE PROCEEDING ANY FURTHER. W/S STS THAT HE FEELS THAT THIS TSB WILL NOT FIX THE CONCERN,W/S DID STATE THAT PARTS WERE ON ORDER FOR THIS TSB, BUT AGAIN, HE FELT THIS TSB WOULD NOT FIX THE CONCERN.ADVISED W/S THAT ALL TSB'S MUST BE PERFORMED TO CONFORM TO AVAILABLE REPAIRS WITHIN THEIR MEANS.ADVISED W/S TO CONTACT BRIAN DOMENICK OR MARTI PRICE FOR A TECH ASSIST.

From: C.K. Chang [cchang9@ford.com]
Sent: Friday, July 19, 2002 2:38 AM
To: Hoshino, Jun (J.); Sanders, Muriel (M.S.)
Cc: Jao Jack; Teal, C. Y. (C); Dalbo, Bob (R.J.); Kwon, Soon (S.K.); Kuhnd, Noel (N.); McGee, Brett (B.L.)
Subject: Re: U204/J14 3.0L engine stall issue.


7D61B6.xls

Hoshino and Muriel :

I confirm one J14 3.0L engine stall vehicle today. The attachment file is the detail measurement data before replacing the IAC and EVAP and after replacing them. Please check it and tell me what you think from this message <if possible>.

I also confirm the fuel pressure is about 4.45 bar when engine run. But there is another question is when the vehicle key off, the fuel pressure will decrease quickly till 1.3 bar <in 30min>. Does it have any relation with the engine stall issue ?

Tell me anything you know, thanks.

Best Regards

C.K. Chang

Taiwan Ford Lio Ho

Local Vehicle Team

Vehicle Test and Development Engineer

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

From: "Sanders, Muriel (M.S.)" <msander6@ford.com>

To: "Hoshino, Jun (J.)" <jhoshino@ford.com>; "Chang, Chia Kai (C.)" <cchang9@ford.com>

Cc: "McGee, Brett (B.L.)" <bmcgee@ford.com>; "Kuhnd, Noel (N.)" <nkuhnd@ford.com>; "Kwon, Soon (S.K.)" <skwon@ford.com>; "Dalbo, Bob (R.J.)" <rdalbo@ford.com>

Sent: Thursday, July 18, 2002 10:20 PM

Subject: RE: U204/J14 3.0L engine stall issue.

> Some vehicles do stall after the new calibration. Since the stall can
> be caused by several factors, it is important that all the steps of
the
> TSB (TSB 02-11-06 for North American Markets) are completed. We also
> have an ISM (ISM 02-08-025) for vehicles that continue to stall after
> the TSB is done. In the past few weeks we have received reports of a
> small number of vehicles that continue to stall after everything in
the
> TSB & ISM are done. We are currently in the process of releasing a
new
> calibration to address these vehicles. Let me know if you have
trouble
> accessing the TSB or ISM information. (An ISM is an internal service
> message that is used for the Ford Technical Hotline that dealers
call.)
> TSB 02-11-06 is written for NA Markets, but FCSD said there should be
> one for your market based off of ours.
>
> Hope this helps.
>
>> Muriel Sanders
>> U204 3.0L Calibration
>> Ford Motor Company
>> Phone: 313-32-27307
>> Fax: 313-32-31786
>> E-mail: msander6@ford.com
>>
>
>
> —Original Message—
> From: Hoshino, Jun (J.)
> Sent: Thursday, July 18, 2002 3:12 AM
> To: Chang, Chia Kai (C.)

> Cc: McGee, Brett (B.L.); Kuhnd, Noel (N.); Kwon, Soon (S.K.); Dalbo,
Bob

> (R.J.); Sanders, Muriel (M.S.)

> Subject: RE: U204/J14 3.0L engine stall issue.

>

>

> Chia Kai,

>

> I have not heard engine stall on latest calibration yet, except you.

> What was the stall condition? What has been taken on concerned vehicle

> so far? only PCM refresh??

> My understanding is, stall robustness calibration (2LBA- BD) is effect

> for vehicle at deceleration with vehicle speed over 16km/h (10mi/h).

>

> Bob and Muriel, please correct if I am wrong.

>

> Jun Hoshino

> RHD Escape/Maverick FCSD PVT Program Manager

> PVT & Field Support, Vehicle Service & Programs

> Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220

>

>

> -----Original Message-----

> From: cchang9@ford.com [mailto:cchang9@ford.com]

> Sent: Thursday, July 18, 2002 11:52 AM

> To: Hoshino, Jun (J.); Sanders, Muriel (M.S.)

> Cc: McGee, Brett (B.L.); Kuhnd, Noel (N.); Kwon, Soon (S.K.); Dalbo,
Bob

> (R.J.)

> Subject: Re: U204/J14 3.0L engine stall issue.

>

>

> Muriel & Hoshino san:

>

> How are you ? There is a long time without connection with you. I have

> two

> J14 3.0L engine stall case which has update the PCM software <-BD> to

> the
> robust level before. Do you have the same problem ? I will re-confirm
> the
> vehicle tomorrow. If I have any more detail data, I will let you know.
> But,
> can you tell me "How many vehicle with the robust PCM software have
the
> engine stall concern in your site ?"
>
> C.K. Chang
> Taiwan FLH
> Local Vehicle Team
> Vehicle Test and Development Engineer
>
> — Original Message —
> From: "Hoshino, Jun (J.)" <jhoshino@ford.com>
> To: "Sanders, Muriel (M.S.)" <msanders@ford.com>
> Cc: "McGee, Brett (B.L.)" <bmcgee@ford.com>; "Kuhnd, Noel (N.)"
> <nkuhnd@ford.com>; "Kwon, Soon (S.K.)" <skwon@ford.com>; "Dalbo, Bob
(R.
> J.)"
> <rdalbo@ford.com>; "Chang, Chia Kai (C.)" <cchang@ford.com>
> Sent: Thursday, May 30, 2002 5:02 PM
> Subject: RE: UZ04/J14 3.0L engine stall issue.
>
>
> > Muriel,
> > Did you have chance to investigate idle dip with tip in condition?
> >
> > Jun Hoshino
> > RHD Escape/Maverick FCSD PVT Program Manager
> > PVT & Field Support, Vehicle Service & Programs
> > Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220
> >
> >
> > —Original Message—
> > From: Sanders, Muriel (M.S.)

>> Sent: Thursday, May 23, 2002 5:55 AM
>> To: Hoshino, Jun (J.)
>> Subject: RE: U204/J14 3.0L engine stall issue.

>>

>>

>> We'll investigate and get back to you. Thanks.

>>

>>> Muriel Sanders

>>> U204 3.0L Calibration

>>> Ford Motor Company

>>> Phone: 313-32-27307

>>> Fax: 313-32-31786

>>> E-mail: msander8@ford.com

>>>

>>

>>

>> ~~Original Message~~

>> From: Hoshino, Jun (J.)

>> Sent: Wednesday, May 22, 2002 5:47 AM

>> To: Sanders, Muriel (M.S.)

>> Cc: McGee, Brett (B.L.); Kuhnd, Noel (N.); Kwon, Soon (S.K.); Dalbo,

> Bob

>> (R.J.); Chang, Chia Kai (C.)

>> Subject: RE: U204/J14 3.0L engine stall issue.

>>

>>

>> Muriel,

>>

>> I have got another idle dip situation from Japan dealer.

>> Symptom: engine stall while parking maneuver

>> Mirage: 9074km (8065mi)

>> Calibration: 1L7A-BDB

>>

>> Dealer could not duplicate engine stall at workshop, however they

> found

>> out idle dip condition under the following sequence.

>>

>> 1. Any shift ranges (PNRD..) are ok for confirmation.
>> 2. Vehicle stationary with idle (about 700 to 750rpm).
>> 3. Tip in the accelerator slightly (do not exceed 1000rpm).
>> 4. Engine rpm will dip to less than 600 rpm.
>> 5. Engine rpm will return to about 700 to 750rpm after dipping.
>>
>> According to the dealer technician, engine rpm marked less than 500
> rpm
>> on this concerned vehicle. To shift from 2 to D while dipping will
> make
>> worse this condition (330rpm). Technician has replaced IAC valve
>> (because IAC% was 43% at N range), then dipping condition has been
>> improved (about 600rpm).
>> However, dipping is still remain. (No engine stall has been occurred
> so
>> far.)
>>
>> I also could experience the same condition on my FCSD vehicle
>> (Calibration: 1L7A-BCB, drop to 590rpm).
>> So, I would like to here your thought, is this condition induces
> engine
>> stall condition?
>> I think, engine stall may be not occurred if engine components (such
> as
>> IAC) are everything OK. But once failure has been occurred on the
>> components (ex; IAC valve slight stick), engine stall will be
occurred
>> easily...
>>
>> Jun Hoshino
>> RHD Escape/Maverick FCSD PVT Program Manager
>> PVT & Field Support, Vehicle Service & Programs
>> Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220
>>
>>
>> -----Original Message-----
>> From: Sanders, Muriel (M.S.)

> > Sent: Saturday, May 18, 2002 5:19 AM
> > To: Hoshino, Jun (J.)
> > Subject: RE: U204/J14 3.0L engine stall issue.
> >
> >
> > I haven't been able to get a vehicle with the new calibration to
> > stall
> > (or rpm dip) doing this - I tried again today. I am going to have
> > another person in the group look at this and see what he thinks. He
> > is
> > out of the office until Monday so I'll talk to him then.
> >
> > > Muriel Sanders
> > > U204 3.0L Callbration
> > > Ford Motor Company
> > > Phone: 313-32-27307
> > > Fax: 313-32-31786
> > > E-mail: msander6@ford.com

> > >
> >
> >
> > -----Original Message-----
> > From: Hoshino, Jun (J.)
> > Sent: Friday, May 17, 2002 8:39 AM
> > To: Sanders, Muriel (M.S.)
> > Cc: Hsu, Chord (C.C.); Ting, F k (F.); Jao, Jack (J.); McGee, Brett
> > (B.L.); Kuhnd, Noel (N.); Kwon, Soon (S.K.); Dalbo, Bob (R.J.);
> > Chang,
> > Chia Kai (C.)
> > Subject: RE: U204/J14 3.0L engine stall issue.
> >
> >
> > Muriel,
> > Do you have any comment?
> >
> > Jun Hoshino
> > RHD Escape/Maverick FCSD PVT Program Manager

> > PVT & Field Support, Vehicle Service & Programs
> > Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-5220
> >
> > ~~Original Message~~
> > From: Hoshino, Jun (J.)
> > Sent: Tuesday, May 14, 2002 6:48 PM
> > To: Chang, Chia Kai (C.); Sanders, Muriel (M.S.)
> > Cc: Hsu, Chord (C.C.); Ting, F k (F.); Jao, Jack (J.); McGee, Brett
> > (B.L.); Kuhnd, Noel (N.); Kwon, Soon (S.K.); Dalbo, Bob (R.J.)
> > Subject: RE: U204/J14 3.0L engine stall issue.
> >
> >
> > Chia Kai,
> > Today I have visited Ford Dealer and verified your concern on dealer
> > demo vehicle and FCSD vehicle.
> >
> > Dealer demo vehicle:
> > Mirage: 376km (235mi)
> > Calibration: 1LBU-GE (NO stall robustness calibration)
> > IAC at P range with no load: 34.38%
> > The lowest drop RPM: 530rpm
> >
> > FCSD vehicle:
> > Mirage: 17451km (10807mi)
> > Calibration: 1L7A-BCB (stall robustness calibration)
> > IAC at P range with no load: 38.67.%
> > The lowest drop RPM: 490rpm
> >
> > I have experienced RPM drop when I tried the sequence (while
SHRTFTs
> > were over 30%) on both vehicles.
> > I also tried on D/N range, but not so dropped.
> >
> > Muriel,
> > According to today's verification, FCSD vehicle have similar
condition
> > (RPM drop) with Taiwan on latest calibration (I have reprogrammed

FCSD

>> vehicle to latest level a month ago). However I have never been
>> experienced any engine stall so far(I have been driving this vehicle
> In

>> January '01).

>> So, the sequence is unlikely customer's usage, do you think this
>> phenomenon induces engine stall condition?

>> If yes, we need stall robust robustness at parking maneuver.

>>

>> Jun Hoshino

>> RHD Escape/Maverick FCSD PVT Program Manager

>> PVT & Field Support, Vehicle Service & Programs

>> Hiroshima Japan Tel: 81-82-287-4603 Fax: 81-82-287-6220

>> — Original Message —

>> From: "Sanders, Muriel (M.S.)" <msander6@ford.com>

>> To: "Chang, Chia Kai (C.)" <cchang9@ford.com>

>> Sent: Tuesday, May 14, 2002 3:08 AM

>> Subject: RE: U204/J14 3.0L engine stall issue.

>>

>>

>>> There is a newer calibration than the one you gave
(2L8A-12A850-BD).

>>> This would be the stall robustness calibration.

>>>

>>> I tried a couple more vehicles today. I was able to duplicate
your

>>> problem, but it was on a vehicle without the latest stall
robustness

>>> calibration. The RPM didn't drop every time I did the sequence.

> The

>>> vehicles with the newest calibration did not any problems. Try

>>> updating your calibration and let me know if you still have the
same

>>> situation.

>>>

>>>> Muriel Sanders

>>>> U204 3.0L Calibration

>>>> Ford Motor Company
>>>> Phone: 313-32-27307
>>>> Fax: 313-32-31786
>>>> E-mail: msander6@ford.com

>>>>

>>>

>>>

>>> —Original Message—

>>> From: cchang9 (mailto:cchang9@ford.com)
>>> Sent: Monday, May 13, 2002 12:33 AM
>>> To: Jhoshino@ford.com; Sanders, Muriel (M.S.)
>>> Cc: hsu c. c.
>>> Subject: Re: U204/J14 3.0L engine stall issue.

>>>

>>>

>>> Muriel :

>>>

>>> Refly, you have the normal idle situation. I have tried the three
>>> vehicle. <

>>> one is customer complain engine stall vehicle, the other is new
CKD

>>> vehicle

>>>> All of the vehicle have the same situation of idle dips. Our PCM

>> level

>>> is

>>> 2L8A-12A850-BC. Which level is your vehicle assy ?

>>> I will check more, if any more information, I will let you know.

> Thx.

>>>

>>> By the way, I guess there is "another" air flow into the intake

>> manifold

>>><

>>> not pass through the MAF >. When I apply brake, it make the
"SHRTFT"

>>> become

>>> high. When we release the brake, there are not "another" air flow.

> So,

> > > we
> > > suppose that "SHRTFT" increase to enrich fuel due to some air from
> > > booster
> > > makes lean combustion. Then, the engine is on rich fuel condition,
> #
> > we
> > > release brake and apply PAS a little, additional load may cause
> engine
> > > stall
> > > casually. Up to now, we haven't tried out the engine stall
> condition,
> > > but
> > > engine may down to 450rpm.
> > >
> > > Besides, would you please provide us the relationship between TPS
&
> > MAF.
> > > We
> > > can check these data by WDS.
> > >
> > > Best Regards.
> > > C.K. Chang
> > > Taiwan FLH/LVT
> > > Vehicle Test and Development Engineer
> > >
> > > — Original Message —
> > > From: "Sanders, Murtel (M.S.)" <msander6@ford.com>
> > > To: "Chang, Chia Kai (C.)" <cchang9@ford.com>
> > > Sent: Saturday, May 11, 2002 3:41 AM
> > > Subject: RE: U204/J14 3.0L engine stall issue.
> > >
> > >
> > > > Mr. Chang,
> > > >
> > > > I tried the sequence you listed below on a couple of our
vehicles
> > > > today.

>>>> I did not have any idle dips or high "SHRTFT" during or after
the
>>> test.
>>>> Did this only happen on 1 vehicle? If so, I would check the MAF
>>> sensor
>>>> gasket. There are now several reports (both Mazda and Ford) of
> MAF
>>>> sensor gaskets not installed correctly or missing in some cases.
>>>>
>>>>> Muriel Sanders
>>>>> U204 3.0L Calibration
>>>>> Ford Motor Company
>>>>> Phone: 313-32-27307
>>>>> Fax: 313-32-31786
>>>>> E-mail: msander6@ford.com

>>>>>
>>>>>
>>>>>

>>>>> —Original Message—

>>>>> From: cchang9 [mailto:cchang9@ford.com]
>>>>> Sent: Friday, May 10, 2002 4:24 AM
>>>>> To: McGee, Brett (B.L.); jhoshino@ford.com; Sanders, Muriel
(M.S.)
>>>>> Cc: Jao Jack; hsu c. c.; Ting F.K.
>>>>> Subject: Re: U204/J14 3.0L engine stall issue.

>>>>>
>>>>>

>>>>> Muriel :

>>>>>

>>>>> We find one idle unstable condition from our CKD 3.0L vehicle
and

>> KCAP

>>>>> J14

>>>>> 3.0L vehicle. Maybe you can test follow below situation,

>>>>> 1. Keep your vehicle in "P" or "N" gear.

>>>>> 2. Let A/C on

>>>>> 3. Let the ECT over 88C

>>> 4. Tip In/out several times
>>> 5. Apply heavy brake over "Ten" times.
>>> When you apply your brake, you will see your "SHRTFT" increase
> over
>>> 30%.
>>> 6. Release brake, then turn steering wheel < slight > and
release
>>> steering
>>> wheel.
>>> 7. See the RPM situation, RPM will down to 450~500RPM.
>>>
>>> You can see the attachment file first. One is the WDS file,
> another
>> is
>>> the
>>> pic file. I have test the other model vehicles, include U204
2.0L
>>> model,
>>> no
>>> such condition.
>>>
>>> C.K. Chang
>>> Taiwan FLHLVT
>>> Vehicle Test and Development Engineer
>>> Mailto: cchang@ford.com

>>>
>>>

>>> ----- Original Message -----

>>> From: "Sanders, Muriel (M.S.)" <msander6@ford.com>
>>> To: "Chang, Chia Kai (C.)" <cchang@ford.com>
>>> Sent: Thursday, May 09, 2002 8:35 PM
>>> Subject: RE: U204/J14 3.0L engine stall issue.

>>>
>>>

>>>> I am assuming that you have also preformed all the fixes in
the
>> ISM

>>> I
>>>> sent. The TSB and ISM relate to stalls that occur on Escapes
> and
>>>> Tributes traveling about 30-45mph on closed throttle
> > decelerations.
>>>> This is the first time I have heard about a stall when
shifting
> > from
>>>> drive to reverse.
>>>>>
>>>>> Muriel Sanders
>>>>> U204 3.0L Calibration
>>>>> Ford Motor Company
>>>>> Phone: 313-32-27307
>>>>> Fax: 313-32-31766
>>>>> E-mail: msander6@ford.com

>>>>>>

>>>>>

>>>>>

>>>>> —Original Message—

>>>>> From: cchang9 [mailto:cchang9@ford.com]
>>>>> Sent: Wednesday, May 08, 2002 5:27 AM
>>>>> To: Sanders, Muriel (M.S.)
>>>>> Cc: heu c. c.; Dalbo, Bob (R.J.)
>>>>> Subject: Re: U204/J14 3.0L engine stall issue.

>>>>>

>>>>>

>>>>> Muriel :

>>>>>

>>>>> Today, we deal with one U204 3.0L engine stall vehicle. The
> > vehicle

>>>>> assy

>>>>> PCM

>>>>> with the 2L8A-12A650-BC < latest level > and the millage is
> > 2612km.

>>> it

>>>>> occur

>>>> on the general road while 40kph driving. When the customer drive
>> to
>>>> the
>>>> garage and shift to "R" gear, it occur again. So, the engine
> stall
>>>> occur
>>>> 2
>>>> times. We follow the TSB 02-8-6 to check "step by step", the
IAC
>> is
>>>> normal
>>>> (34%) and the EVAPVM is normal (0% -> 84% -100% -> 0%). We
>> also
>>>> check
>>>> the Ground status (normal). We can't find any defect parts
by
>>> follow
>>>> the
>>>> TSB 02-8-6.
>>>>
>>>> So, how do you deal with your engine stall vehicle while TSB
>> 02-8-6
>>>> can't
>>>> fix the issue ? Does the engine stall have any relation about
>>>> calibration
>>>> problem ? I have seen the ICCD about the NA engine stall
issue.
> it
>>> is
>>>> the
>>>> high rate. What do you do ?
>>>>
>>>> C.K. Chang
>>>> Taiwan FLH/LVT
>>>> Vehicle Test and Development Engineer
>>>> Mailto: cchang9@ford.com

>>>>
>>>>

>>>> — Original Message —

>>>> From: "Sanders, Muriel (M.S.)" <msander6@ford.com>
>>>> To: "Chang, Chia Kal (C.)" <cchang9@ford.com>
>>>> Cc: "Dalbo, Bob (R.J.)" <rdalbo@ford.com>
>>>> Sent: Wednesday, May 01, 2002 3:56 AM
>>>> Subject: RE: U204/J14 3.0L engine stall issue.

>>>>
>>>>

>>>>> Attached is the draft of the ISM that will support the TSB.

> It

>>>> should

>>>>> be submitted by the end of the week.

>>>>>>

>>>>>> Muriel Sanders
>>>>>> U204 3.0L Calibration
>>>>>> Ford Motor Company
>>>>>> Phone: 313-32-27307
>>>>>> Fax: 313-32-31788
>>>>>> E-mail: msander6@ford.com

>>>>>>
>>>>>>
>>>>>>

>>>>> —Original Message—

>>>>> From: Dalbo, Bob (R.J.)
>>>>> Sent: Tuesday, April 30, 2002 2:03 PM
>>>>> To: Sanders, Muriel (M.S.)
>>>>> Cc: Chang, Chia Kal (C.)
>>>>> Subject: RE: U204/J14 3.0L engine stall issue.

>>>>>>
>>>>>>

>>>>>> Please provide status of the stall ISM to Mr. Chang.

>>>>>>

>>>>>> Bob Dalbo
>>>>>> 3.0L Calibration Supervisor
>>>>>> Outfitters Calibration, NAT

>>>>> Phone: (313) 24-84947 Fax: (313) 32-31788
>>>>> Pager: (313) 795-2859 Email: rdalbo@ford.com
>>>>>
>>>>>

>>>>> ~~Original Message~~

>>>>> From: cchang9 [mailto:cchang9@ford.com]
>>>>> Sent: Tuesday, April 30, 2002 12:53 AM
>>>>> To: Dalbo, Bob (R.J.)
>>>>> Subject: Re: U204/J14 3.0L engine stall issue.

>>>>>
>>>>>

>>>>> Bob :

>>>>>

>>>>> From your information, the TSB can fix 85% engine stall
issue.

>> So,

>>>>> there

>>>>> are

>>>>> another ISM can fix the engine stall issue! Can you support

>> about

>>>>> the

>>>>> ISM

>>>>> information? We Taiwan FLH need the overall engine stall

>>>> information

>>>>> to

>>>>> verify all possible cause. Or, you can tell me the ISM

> progress.

>>>>>

>>>>> Best Regards

>>>>>

>>>>> C.K. Chang

>>>>> FLHLVT

>>>>> Vehicle Test and Development Engineer

>>>>> Mailto: cchang9@ford.com

>>>>>

>>>>>

>>>>>

>>>>>

>>>>> — Original Message —

>>>>> From: "Dalbo, Bob (R.J.)" <rdalbo@ford.com>

>>>>> To: "Chang, Chia Kai (C.)" <cchang9@ford.com>; "McGee, Brett
>>> (B.L.)"

>>>>> <bmcgee@ford.com>

>>>>> Cc: "Hoshino, Jun (J.)" <jhoshino@ford.com>; "McGee, Brett
>> (B.L.)"

>>>>> <bmcgee@ford.com>

>>>>> Sent: Tuesday, April 30, 2002 4:50 AM

>>>>> Subject: RE: U204/J14 3.0L engine stall issue.

>>>>>

>>>>>

>>>>>> Our current understanding is that TSB 02-8-6 should fix
> about

>>> 85%

>>> of

>>>>>> stalling complaints. There is an ISM in the approval

> process

>> to

>>>>>> address

>>>>>> the remaining fraction of stalling complaints not covered
by

>>>> normal

>>>>>> diagnostic processes or the TSB.

>>>>>>

>>>>>> Bob Dalbo

>>>>>> 3.0L Calibration Supervisor

>>>>>> Outfitters Calibration, NAT

>>>>>> Phone: (313) 24-84947 Fax: (313) 32-31786

>>>>>> Pager: (313) 795-2859 Email: rdalbo@ford.com

>>>>>>

>>>>>>

>>>>>> —Original Message—

>>>>>> From: cchang9 [mailto:cchang9@ford.com]

>>>>>> Sent: Monday, April 29, 2002 8:02 AM

>>>>>> To: Dalbo, Bob (R.J.); McGee, Brett (B.L.)

>>>>> Cc: jhoshino@ford.com; McGee, Brett (B.L.)

>>>>> Subject: Re: U204/J14 3.0L engine stall issue.

>>>>>

>>>>>

>>>>> Bob & McGee:

>>>>>

>>>>> For U204 3.0L engine stall issue, the TSB 02-8-6 ask as to

>> check

>>>> about

>>>>> 8

>>>>> steps. Our top manager need to understand, does the TSB

> 02-8-6

>>> can

>>>>> effective

>>>>> fix the engine stall issue or the effective percentage ?

>>>>> Another question, we have one U204 2.0L vehicle has the

>> similar

>>>> engine

>>>>> stall

>>>>> issue, it also happened on the idle status <stop at

traffic

>>> light

>>>>.

>>>>> But

>>>>> the

>>>>> vehicle has the Idle RPM unstable issue, when parking "P"

>> gear,

>>>> the

>>>>> RPM

>>>>> will

>>>>> arise to 2700rpm.

>>>>> < For you reference, we have 7 U204 2.0L vehicle, there

are

> 6

>>>>> vehicles

>>>>> are

>>>>> engine stall by our local wiring design issue. (

crankshaft

>>> sensor

>>>>> wire

>>>>>> shorting) Another one is this idle unstable vehicle. >

>>>>>> Please feedback to me ASAP. We have to deal with Taiwan

U204

>>>>> vehicle.

>>>>>> Thx.

>>>>>>

>>>>>>

>>>>>> Best Regards

>>>>>> C.K. Chang

>>>>>> FLHLVT

>>>>>> Vehicle Test and Development Engineer

>>>>>>

>>>>>>

>>>>>>

>>>>>>

>>>>>>

VIN : 22B02024N

Millage : 3414km

PCM Software : 2LSA-BD

IAC Test	Result	EVAP Test	Result
Gear	N	Gear	N
Accs	OFF	Accs	OFF
RPMDSD	800	ECT	95
RPM	790-820	EVAPVM	0% -> 100% -> 0%
EVAPVM	0%	FTP	2.6V -> 1.71V -> 2.6V
ECT	97		
IAC	42.19-42.60%		

Test at dealer

7D6186.xls

Before Replace IAC and EVAP

VIN : 22B02024N

Millage : 3414km

PCM Software : 2L8A-BD

IAC Test		Result	EVAP Test		Result
Gear		N	Gear		N
Accs		OFF	Accs		OFF
RPMDSD		736	ECT		95
RPM		720~770	EVAPVM		0% -> 86% -> 0%
EVAPVM		0%	FTP		2.6V -> 1.8V -> 2.6V
ECT		95			
IAC		37.1%~37.5%			

Test at FLH

New IAC : YF1Z-9F715-AA

EVAPVM : YL8Z-9C915-AB

7D6186.xls

After Replace IAC and EVAP

Fuel Pressure Confirm Test

Fuel Pressure While Engine Run 4.45 Bar

Fuel Pressure After Engine Off

Time After Engine Off	Fuel Pressure
1Min.	4.1 Bar
2Min.	3.9 Bar
3Min.	3.8 Bar
5Min.	3.5 Bar
10Min.	2.8 Bar
15Min.	2.2 Bar
18Min.	2 Bar
20Min.	1.9 Bar
25Min.	1.5 Bar
30Min.	1.3 Bar

From: Suarez, Rhae (R.)
Sent: Friday, July 19, 2002 8:23 AM
To: Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)
Subject: Calibration info

This morning I was ready to submit the TSB so we can get a jump start on approvals, I forgot I need to input all the Calibration info into in a separate section of the TSB template. Calibration is the only part that requires this (see template I gave Muriel).

The info I need is:

- Old Cal
- New Cal
- Old PCM number
- New PCM number
- application
- tear tag
- "White Paper or Cert. Wirs sent to VEE" date.

If this info is available then we can try to get it rolling again.

Thanks!
Rhae

From: Sanders, Muriel (M.S.)
Sent: Friday, July 19, 2002 10:34 AM
To: Suarez, Rhae (R.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Subject: RE: Calibration info

Rhae, everything except the white paper data is in the table below.

Gilbert, please send Rhae the date the White Paper or Cert. Wire was sent to VEE.

Application	Old Part Number	Tear Tag	New Part Number	Old Calibration	New Calibration
2001MY 3.0L Escape - Ford	1U7A-AXB	ATF2	1U7A-AXC	0M11A30512	0M11A30512
2001MY 3.0L Escape - CAA	1U7A-AZB	ESG2	1U7A-AZC	0M11B30512	0M11B30512
2002MY 3.0L Escape - Ford	2L8A-AD	NSF0	2U7A-CZA	2M11A30510	2M11A30510
2002MY 3.0L Escape - CAA	2L8A-BD	PVNO	2U7A-CPA	2M11B30510	2M11B30510

Muriel Sanders
U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

-----Original Message-----
From: Suarez, Rhae (R.)
Sent: Friday, July 19, 2002 8:23 AM
To: Dalbo, Bob (R.J.); Sanders, Muriel (M.S.); Fournelle, Gilbert (G.)
Subject: Calibration info

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The info I need is:
- Old Cal
- New Cal
- Old PCM number
- New PCM number
- application
- tear tag
- "White Paper or Cert. Wire sent to VEE" date.

If this info is available then we can try to get it rolling again.

Thanks!
Rhae

From: Fournelle, Gilbert (G.)
Sent: Friday, December 06, 2002 8:41 AM
To: Holter, Corey (C.K.); Veenstra, Tim (T.W.)
Cc: Corbett, Sandra (S.M.); Dalbo, Bob (R.J.)
Subject: RE: Escape stalling issue

Corey,

At this point in time, we think that we have adequately addressed the stall issue. A TSB 02-23-1 has been released on 11/14/02 with a comprehensive procedure to diagnose and fix this stall issue. Since the release of the latest calibration on 9/11/02 there have been no complaints with phantom stall issues. The call volume to both the Mazda Tribute and Ford Escape hotline has declined by more than 50% since the release of the TSB. The attached meeting agenda lists all the actions we have taken with implementation dates. We still have weekly meetings to discuss this issue. I will send a meeting notice and meeting agenda to you for the next meeting (possibly not until December 19th due to a calibration trip).

Regards,

■ ■
sting minutes for J204 Phantom Stall
14/02 3... meeting age...

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231788

---Original Message---

From: Holter, Corey (C.K.)
Sent: Friday, December 06, 2002 8:49 AM
To: Veenstra, Tim (T.W.)
Cc: Fournelle, Gilbert (G.); Corbett, Sandra (S.M.)
Subject: RE: Escape stalling issue

Thanks. Apparently the sister of a Ford employee was told not to buy an Escape (by the Ford dealer) due to the stalling issue. Would like a brief status to give to him. thanks - and I'll also be following-up with the dealer!

Corey Holter
Ford Division - Escape Marketing Manager
P: 313-845-1042
F: 313-845-0310
Regent Court - 9S152
chopter@ford.com

---Original Message---

From: Veenstra, Tim (T.W.)
Sent: Friday, December 06, 2002 7:01 AM
To: Holter, Corey (C.K.)
Cc: Fournelle, Gilbert (G.); Corbett, Sandra (S.M.)
Subject: RE: Escape stalling issue

I would contact Gilbert (Calibration) or Sandra (Powertrain PMT Leader) to discuss the current status of stalled

—Original Message—

From: Holter, Corey (C.K.)
Sent: Thursday, December 05, 2002 12:51 PM
To: Veerstra, Tim (T.W.)
Subject: Escape stalling issue

Tim,

I am the new Escape Marketing Manager, replacing Vivian Palmer. Look forward to meeting you in person.

I've been asked to look into this issue. It is getting a lot of discussion on the Edmunds.com bulletin boards.

Was this a real problem? Is it still a problem? Is there a fix? Thanks in advance.

Corey Holter
Ford Division - Escape Marketing Manager
P: 313-845-1042
F: 313-845-0310
Regent Court - 9S152
chopter@ford.com

From: Corbett, Sandra (S.M.)
Sent: Tuesday, December 10, 2002 10:16 AM
To: Ahoonien, Don (D.J.); Dalbo, Bob (R.J.)
Cc: Fournelle, Gilbert (G.); Fascetti, Bob (R.J.)
Subject: FW: Stall CQIS after 9/11

Don,

Can you give the dealer a call and run the VIN on this CQIS call. Doesn't sound like our typical stalls but need to be sure since this is past our clean date.

Sandy Corbett

Escape Powertrain PMT & QRT

Phone/Fax: (313)59-44351

Product Development Center 2H-E66

---Original Message---

From: Suarez, Rhae (R.)
Sent: Tuesday, December 10, 2002 10:13 AM
To: Corbett, Sandra (S.M.)
Subject: Stall CQIS after 9/11

Rpt#: 2KLF0008 NHL Rpt: 11/12/2002 Odom: 94 M
Rvwrd: Y File: _ Folder: 02012236 2 Attachmts: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2003 ESCAPE 4X2,XLT ,MPV 1FMYU03103KB32739 Bld: 10/29/2002
Engine: 3.0L DUR Calib: 3M11A30A Trans: CD4E E Axle: 3B00F2.73C A/C:
Dealer Id: 01521 Friendly Ford, Inc. Ph#: (630) 924-8686
State: Illinois City: Roselle Orig/Caller: SEAN KELLETT
Symptom: 6 07 4 93 DRVABL,STALL/QUITS,AT IDLE,ALL ENGINE TEMP
Addl Sym: STALLS AT IDLE St: CCRG/EPRC: _ Rvwrd: Dt:
Fix: Caus, Comp: -- Condition Code:
Hotliner: CPERRITO Phone: 313 317-4487 Regn Cd: 41 Chicago - 41
Engineering: Phone: TAR:
Dir Contact: Phone: Title Cde: T

REPAIR TECH STATES THAT VEHICLE WILL STALL AT IDLE. CUST ALLEGES IT ALSO WILL STALL AT CRUISE. NO CODES. LATEST CALIB. TECH STATES THAT HE NOTICES THAT CYL START TO MISS AND ALSO THAT IT FEELS AS IF IGN JUST SHUTS OFF. ALSO STATES THAT HEGOS GO RICH AFTER STALL.

RECOMM ADVISED TECH TO MONITOR RPM PID FOR GLITCHES, DROPPING OUT, ETC. IF SO THEN MONITOR CKP CKT, OVERLAY CKT AND/OR REPLACE CKP AS NEEDED. ALSO ADVISED TO MONITOR FRP AND FOR COMM WITH NGS/WDS AT TIME OF CONCERN.

From: Moorhouse, Scott (S.R.)
Sent: Tuesday, December 10, 2002 3:31 PM
To: Corbett, Sandra (S.M.); Hansen, George (G.C.); Altoonian, Don (D.J.); Daibo, Bob (R.J.)
Subject: Escape Stalls

Still all good news relative to stalls at this time. Bob Sauer, our quality analyst here at KCAP is running SWDC on it every week. Stalls show an incredible downward trend.

Relative to claims identified, I contacted the dealer in Rolla Mo relative to the one stall claim there on vehicle built September 24. This is not a customer vehicle, and is still on the dealer lot. The stall was treated as part of the dealers pre-delivery service at 4 miles on the vehicle. There was no additional info on the vehicle. Though I have doubts that the vehicle actually exhibited the phantom stall, I will review the vehicle next week (as long as I am not slated to cover for Ken Powers, who is going to Japan with Takasawa the last working week).

Scott Moorhouse
U204 FTSE Resident Engineer
Kansas City Assembly Plant
(ph) 816-459-1965 (fax) 816-459-1728
smoorhou@ford.com

From: Goodwin, William (W.R.)
Sent: Tuesday, October 29, 2002 2:24 PM
To: Fournelle, Gilbert (G.)
Subject: RE: 3.0L U204 Phantom stall meeting

Gilbert,

We have yet to have any issues with stalls with the low resistance spark plugs. I have obtained a Mazda MPV and we have changed out half the spark plugs without incident. At this point, I would propose that you drop me from your agenda and I will contact you with any pertinent information.

Regards,

Bill Goodwin
Product Design Engineer, Ignition Systems
V Engine Engineering, Ford Motor Company
Tel: 313 337-9579 Fax: 313 390-4084
email: wgoodwin@ford.com
faxpage mailto:3137960571@alphapage.airtouch.com

---Original Appointment---

From: Fournelle, Gilbert (G.)
Sent: Wednesday, October 23, 2002 1:58 PM
To: Fournelle, Gilbert (G.); Alzonian, Don (D.J.); Bauer, Scott (S.C.); Brojwani, Karan (K.); Blackburn, Thomas (T.J.); Bogema, John (P.); Cary Powell (E-mail); Chick, John (J.); Chih, Ming-Hui (M.H.); Chin, Daniel (D.); Corbett, Sandra (S.H.); Dalbo, Bob (R.J.); De Pena, Juan (J.E.); Diaz, Timothy (T.P.); Duvel, Allen (A.W.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Freeland, Mark (M.); Giles, Stuart (S.); Goldsale, Renuka (R.V.); Goodwin, William (W.R.); Grewal, Bill (B.S.); Grimes, Jeff (J.R.); Hansen, George (G.C.); Hart, George (G.J.); Hofman, Michael (M.V.); Holmes, Jeffrey (J.R.); Hoshino, Jun (J.); Ichikawa, Jiyunchiro (J.); Jensen, Ted (T.E.); Jones, Andy; Jordan, Donald (D.E.); Karal, Shing (S.); Khan, Naveed; Kosko, Jeff (J.R.); Kwon, Soon (S.K.); Lawler, Dave (D.A.); Le, Dzong (D.H.); Limitaco, Steven (S.); Lunde, Peter (P.A.); Liu, Jane (J.); Marck, Edmond (E.C.); Marlanos, Tom (T.E.); Matosa, John (J.); Mauns, James (J.B.); Mazzella, Gary (G.R.); McDonaldi, John; McGee, Brett (B.L.); Mooney, Larry (L.); Moorhouse, Scott (S.R.); Morgan, Tomiko (T.T.); Morishima, Shigeki (S.); Nekano, Hideki (H.); Nemotohshi, Sonya (S.); Nifical, bernie; Noseboom, Jim (J.E.); Orman, James (J.W.); Powers, Ken (K.W.); Price, Martin (M.); Raquepau, Alden (A.P.); Rothweiler, Daniel (D.); Sheh, Kiran (K.C.); Shirahishi, Masaru (M.); Stigenbauer, Jeffrey (J.R.); Suarez, Rhoe (R.); Takasawa, Keth (K.D.); Takubo, Hirochi (H.); Veestra, Tim (T.W.); Wakonell, Ray (R.A.); Weltach, Bill (B.); Williams, Lea (L.H.W.)
Cc: Hofman, Michael (M.V.)
Subject: Updated: 3.0L U204 Phantom stall meeting
When: Thursday, October 31, 2002 2:00 PM-3:00 PM (GMT-05:00) Eastern Time (US & Canada).
Where: TIZ CR#1

I made a mistake in the previous meeting notice (it was one continuous meeting instead of a weekly 1 hour meeting). Sorry for the inconvenience.

Meeting agenda and meeting minutes will be send separately on a weekly basis.

toll free: 1-888-227-7015
Ford net: 954-1205
International: 1-630-693-6145

pass code: 8402370#
moderator code: 3457370

From: Shelton, Randy (R.)
Sent: Tuesday, November 12, 2002 9:18 AM
To: Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Bogema, John (P.); Austin, James (J.E.); Young, Dan (D.G.); Huck, Dave (D.E.); Cianciolo, David (D.A.); Bulck, Jeffrey (J.)
Cc: Shelton, Randy (R.)
Subject: U204 PAT 11/11/02 Meeting Minutes

2:30 2.3L

1) Review Japan EGR concerns for emissions. (Young)

JOBID has never required measurement of emissions. So OBD did not run data on the 10-15 for emissions nor tie thresholds of codes to emissions levels.

OBD currently does not plan to do this work since it is not a regulation requirement. Data was supplied that was completed on the FTP to Mazda. Dan Young has agreed to send a note stating our position. Due to the current workload upper management must re-allocate our priorities for us to complete this. Currently 2005 is seen as the #1 priority.

2) Review codes and feedback from trip (All)

The following codes have been identified. An open issues list will be started to track them with responsible OBD engineer

- 1) P0481 (Stanowski/Weiss) CCM
- 2) P0482 (Stanowski/Weiss) CCM
- 3) P0400 (Shelton) EGR
- 3) P0448 (Stanowski/Weiss) CCM
- 4) P0645 (Stanowski/Weiss) CCM
- 5) P0660 (Stanowski/Weiss) CCM
- 6) P0109 (Stanowski/Weiss) CCM
- 7) P0606 (Stanowski/Weiss) CCM

Codes that are intermittent will be tracked using the VDR to gain more info

3) CCM Hego Updates (Stanowski / Weiss)

- Time reserved for wind tunnel? (Stanowski/Weiss)

The current radiator is not correct for the 2.3L. The 3.0L should be ready. Paul will check into wind tunnel availability to run these tests. It is desirable to complete this work ASAP due to vehicles being used for lab work later and not being available. Doing this early will also give us more real world time to verify our calibration.

- Fuel fills with new tank (Weiss)

2 fuel tanks were delivered by fuel systems. One tank has been installed in the 2.3L and the other will be installed in the 3.0L. Rob plans to begin doing the fuel fills for the FLI Stuck calibration. Shelton will follow to verify the EVAP monitor function. Feedback is due the fuel systems people this week if possible

4) Review the process currently in place for calibration changes and release (All)

More feedback is desired from our base counterparts when they return. The OBD team will organize a meeting to review their internal process and release of the OBD content for all markets.

5) Profile learning issue Update on 2.3L Auto (Shelton)

The current calibration will be verified next week at APTL for learning. Concerns are currently about the amount of time before the injectors are turned back on during the decel due to torque reasons. The number of pipes delayed are now at the APR limit. We are trying not to have unnecessary APR violations.

If the profiles fail to learn on the NS 49 then changes will need to be made to the calibration to comply.

6) Emissions Status

Work is ongoing to meet standards at sea level. The altitude trip has been delayed since the sea level numbers have not been met

7) Cat Order Status (Taylor/Shelton)

Shelton to follow up with Stephanie on current status

7) Walkins

Catalyst monitor continues to clear counts (Shelton)

Currently the CAT monitor has been seen to clear counts due to the MAP FFG and issue seen on the Focus. Will evaluate with experimental to see if issues are resolve with this experimental

3:00 Common Areas

1) Lab time reserved next week for 1/2 days in the afternoon all week (Shelton)

Plan to begin evaluation of monitor performance on the FTP. Fuel and CAT monitor are the first for evaluation of road calibration vs FTP performance
Rob/Paul and Randy will coordinate testing during the week.

3:30 3.0L Auto

1) Review feedback from trip for OBD

P0300 has been reported from Bob Dalbo. Shelton to follow up on this and add to the issues list.

2) Review the process currently in place for calibration changes and release (AM)

No 3.0L folks available for review

3) Emissions Status

Work is ongoing to meet emissions standards

4) Cat Order Status (Taylor/ Shelton)

Cats have been received. Spoke with Dennis Makota and is currently making a chart showing delivery schedule for cats

5) Walkins

John Bogema needs to provide update on the cat monitor proposed changes and the test results (Shelton/ Bogema)

Coll Error Code investigation is ongoing. Module has been instrumented to identify the concern (Weiss)

From: Dakhilfah, Hassan (H.A.)
Sent: Wednesday, November 13, 2002 11:07 AM
To: Sloan, Burt (B.E.); Adams, Kerry (K.N.); Sabin, Scott (S.M.); Hart, Jenny (J.); Boyk, Greg (G.J.); Lyon, Peter (P.M.); Hedges, John (J.E.); Whitehead, Joe (J.P.); Lockhart, Marek (M.C.); Perlick, Don (D.A.); Ross, Ann (A.M.)
Cc: Lockhart, Marek (M.C.); Klarr, Jerry (G.T.); Holman, Michael (M.V.); Corbett, Sandra (S.M.); Van Wiemeerech, John (J.R.); Adams, Kerry (K.N.); Austin, James (J.E.); Bogema, John (P.); Coffey, Dan (D.C.); Crowley, Pat (P.J.); Dakhilfah, Hassan (H.A.); Dalbo, Bob (R.J.); Delarodaris, Jim (J.A.); Dennis, Matt (M.A.); Dixon, Mark (M.R.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Gavner, Larry (L.J.); Gibson, Patrick (P.W.); Hansen, George (G.C.); Hart, Jenny (J.); Hille, Kevin (K.T.); Kieliszewski, Mark (M.D.); King, Brian (B.M.); Kosko, Jeff (J.R.); Lewis, Marvin (M.A.); Lilmatta, Gary (G.D.); Liller, David (D.J.); Matkovich, Dale (D.M.); Mazzella, Gary (G.R.); McIntee, Brian (B.E.); Newman, Chris (C.W.); Perlick, Don (D.A.); Putney, Bill (W.); Ross, Ann (A.M.); Sabin, Scott (S.M.); Schwobert, Steven (S.P.); Scott, Darnon (D.A.); Sloan, Burt (B.E.); Squires, Mark (D.M.); Stelmazczak, Robert (R.); Turner, Donald (D.A.); Wettsch, Bill (B.); Young, Dan (D.G.)
Subject: FW: U152, UP207, & U204 Drivability Team Meeting 11/20/02 Agenda

U152, UP207, & U204 Drivability Team
Nov. 20, 2002
8:00 am to 10:00 am
TEE - Conference Rm 1

Call In Phone Number: 9-1-877-877-7126
Participant Code: 6341969 #

Nov. 20, 2002 Meeting Agenda:

- | | |
|---|----------------------------|
| 1) UP207 Lacks Power issue
Report on strategy analysis
Root Cause of low Baro Status | Scott Sabin
Kerry Adams |
| 2) U152 4.0L Hesitation / Rough Running On Cold Start after engagement
Discuss Root Cause Status - Review Flahbone
Report on acquiring a Vehicle
Report on Fuel Sample Analysis Status | Jenny Hart
Greg Boyk |
| 3) U152 4.6L Hesitation/Stalls/Rough Running On Cold Start
Report on Minnesota Dealer Trip | Pete Lyon
Greg Boyk |
| 4) UP207 Stalls due to Fuel Pump Issues
a) Discuss findings on diagnostic procedures from dealership interviews
b) Discuss Visteon Teardown Analysis data | Marek Lockhart |
| 5) U152 4.6L D02 No Start
Review Claims Analysis and Discuss Next Steps | Pete Lyon/Ann Ross |
| 6) U152 4.0L D02 No Start | John Hedges |

Review Claims Analysis

- 7) UP207 D02 No Start
Results of LAP Electrical Repairmen Discussions

Don Perlick

Oct. 30, 2002 Meeting Minutes:

- 1) UP207 Runs Rough / Lacks Power Issue
Team is investigating if a corrupted MAFS Signal can cause this concern. This is being done by inducing noise on MAFS circuit. This testing will be completed this week. The team will also be running EMC test on a 2002.5 UP207 vehicle in an effort to duplicate the concern. It was reported that the MAFS wiring is very close to the alternator on the UP207 application and that may contribute to EMC related issues.

- 2) U152 4.0L Hesitation / Rough Running On Cold Start after engagement (Vehicles start extremely rich, issue occurs at 1,100 to 26,000 miles)
Changing fuel has fixed 9 of the South Carolina vehicles. Fuel sample from those vehicles will be analyzed this week. Team is also investigating Hego contamination issue as a potential root cause for this concern. Greg and Jenny are working with Mark Dixon's Driveability team to investigate issue on management lease vehicles.

- 3) U152 4.8L Hesitation/Surge (D38) Upturn In July 02 Production
Pete Lyon reported that the upturn was caused by 3 claims. One of the claims was a stalls concern which was corrected with PCM replacement. The other two claims were TNI. The team agreed to put this item in monitor status.

From: Shah, Kran (K.C.)
Sent: Wednesday, November 20, 2002 2:00 PM
To: Fournella, Gilbert (G.)
Cc: Dalbo, Bob (R.J.); Chih, Ming-Nku (M.N.); Favor, Richard (FLA.)
Subject: FW: Escape Stalls

Gilbert:

As per our telephone conversation, the details on the stall are in the note below. Would you please guide Marek Lockhart related to the fix (TSB) and cc me? Thanks.

Regards,

Kiran C. Shah

Supervisor - U204/283 Fuel Systems Engineering
North American Truck - Outfitters
Telephone: (313) 32-31594 Fax: (313) 39-00652
Address: Room: 2B-K29, PDC/Mail Drop: 222
Email: kahah1@ford.com

—Original Message—

From: Lockhart, Marek (M.C.)
Sent: Wednesday, November 20, 2002 8:16 AM
To: Shah, Kran (K.C.)
Subject: Escape Stalls

Guess what?

My 3.0L Escape stalled during a decel event this morning (8% downhill grade, going from 30 to 20 mph, very light braking, 1/2-tank of gas, 45F, dry pavement).

Are you aware of any stall concerns?

Marek C. Lockhart
Supervisor, Outfitter Truck Fuel Systems
Ford Motor Company
PDC, Room 2B-J20
Phone: (313) 323-7482

From: Dalbo, Bob (R.J.)
Sent: Wednesday, November 20, 2002 4:55 PM
To: Hansen, George (G.C.)
Cc: Fournelle, Gilbert (G.)
Subject: RE: Stalling Claim

George,
Was this related to the fuel pump impeller swelling issue that was discussed at the 8:00 meeting?

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2859 Email: rdalbo@ford.com

—Original Message—

From: Hansen, George (G.C.)
Sent: Wednesday, November 20, 2002 10:59 AM
To: Dalbo, Bob (R.J.)
Subject: Stalling Claim

I found the Stalling Claim that I was talking about. It was a failed Fuel Sender. I can give you more information if you want it....

—
George Hansen
Escape, PTQRT
2H-D63, PDC
(313) 84-61800
ghansen4

From: Dalbo, Bob (R.J.)
Sent: Wednesday, December 04, 2002 9:39 AM
To: Bodjack, Scott (S.A.); Bottenberg, John (J.A.)
Cc: Buick, Jeffrey (J.); Ciandolo, David (D.A.); Fascetti, Bob (R.J.); Austin, James (J.E.); Gilbert Fournella; Hockaday Jr., John (J.C.); John Bopema; John Melessa; Mikota, Dennis (D.P.); Robert Hurley
Subject: RE: 1PP Drive Evaluation

Scott,
We'd like to include a 3.0L truck in this plan as well.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84847 Fax: (313) 32-31788
Pager: (313) 796-2868 Email: rdalbo@ford.com

—Original Message—

From: Bodjack, Scott (S.A.)
Sent: Wednesday, December 04, 2002 9:12 AM
To: Austin, James (J.E.); Bottenberg, John (J.A.)
Cc: Buick, Jeffrey (J.); Ciandolo, David (D.A.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.)
Subject: RE: 1PP Drive Evaluation

Great idea. Just to clarify, these are actually CP3 units, our 1PP will not be until July 2003. I will work with the users to see if we can free up a couple of trucks early. One other risk is that the units will not be built and released until early March. Does that make this proposal infeasible? Thanks.

Scott A. Bodjack

Escape/Tribute Vehicle Integration

2H-d161, Product Development Center

(313) 206-2708 Office

(313) 206-2708 Fax

sbodjack@ford.com (email/textpager)

—Original Message—

From: Austin, James (J.E.)
Sent: Tuesday, November 26, 2002 1:27 PM
To: Bottenberg, John (J.A.); Bodjack, Scott (S.A.)
Cc: Austin, James (J.E.); Buick, Jeffrey (J.); Ciandolo, David (D.A.); Dalbo, Bob (R.J.); Fascetti, Bob (R.J.)
Subject: 1PP Drive Evaluation

John, as you know a major concern we have is the 60% turnover in parts between the CP and 1PP builds. As stated, we do not have enough time before the R05 final signoff in April to take our CP units out of service and update the units with the latest parts (also not sure if we will get the all the new parts in time and that we changed all the correct parts that could affect powertrain calibration/drivability). To validate the 1PP units we will be driving from Dearborn to Naples on 2/24 and returning on March 7. We would need the vehicles one week earlier on 2/17 to debug and install some instrumentation i.e. ATI, UHEGO, catalyst thermocouples, etc. We would return the vehicles to you on March 5 in Naples or around March 11 in Dearborn. We would like one 1PP auto and one 1PP manual for this drive. Scott/John appreciate your help in accommodating this request?

Regards,
Jim Austin

2.3L/3.0L Ranger & I4 Escape Calibration Supervisor
313-594-9831
fax 313-323-1786

From: Ramseyer, Mark (M.) [mramseye@visteon.com]
Sent: Wednesday, December 04, 2002 1:16 PM
To: 'Khall, Imran (I.); Jones, Andy (A.); Fournelle, Gilbert (G.)
Cc: Fisher, Rollie (R.M.); McDonald, John (J.R.); Dalbo, Bob (R.J.); Falandino, Mike (M.P.); Lewis, Bill (B.C.); Smith, Jeffrey (J.M.)
Subject: RE: CALVIN problems

Gilbert, Imran,

I haven't seen Andy around in the last hour or so and he is the one who has the history of the modules you mentioned. He is also the one who would know whether we have any available to ship.

I did look closely at 2 modules from Gilbert in the last few months. Both of these were described as having "resets", but further explanation indicated that the display would sometimes stop for a few seconds and then continue on correctly. I also saw this phenomenon and after much time examining most of the signals did not find anything unusual. Conversations with the Ford Calvin people (Jeff Smith) helped me to record some internal Calvin variables. Examination of these recorder files showed that the PCM and its communication to the Calvin ADS was just fine. Further discussion of this issue with Ford Calvin people led them to believe that the freezing of the display was due to PC software, specifically Windows. I also heard that LBO-5xx modules have exhibited this same behaviour, but I have not heard of any returns because of this.

I looked at your recording and agree that it does seem to indicate a PCM reset. I am not familiar with most of the variables, including atmr1, but having RPM (N) change from 700 to 0 to 600 within 0.2 seconds is strange. This occurs at the same time atmr1 is cleared and starts counting again, along with some other variables that seem to start acting strangely. I am a little bothered that putmr is not captured after 3.7 seconds, and also that all channels are not recorded except 1 after about 30% of the recording. I am not familiar enough with Calvin to know if this is unusual or not, or if it provides any clues.

This does seem similar to an HSO-4xx module which recently was having some unexpected resets. This was traced to a problem in the TPU microcode. I am not certain whether these would use the same

microcode since this is a Black Oak module and the HSO is a Spanish Oak, but it is certainly something to consider. I've attached the email that has some of the explanation. (I understand that the same software is used in all 3 modules and 1 works fine but 2 don't. I'm just trying to think of anything that might be helpful.)

I can't think of anything else right now. If I can think of some other data to capture to resolve this, or some other experiment I'll let you know.

Mark Ramseyer

Powertrain Digital Devices - Energy Management Systems
Visteon Corporation
17000 Rotunda Dr.
Dearborn, MI 48121
Room C324-55

phone/fax: (313) 755-5163
<mailto:mramseye@visteon.com>

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

From: Khalil, Imran (I.) [<mailto:ikhalil@ford.com>]
Sent: Wednesday, December 04, 2002 11:35 AM
To: 'mramseye@visteon.com'; 'ajones8@visteon.com'
Cc: 'rfisher1@visteon.com'; 'jmccona3@visteon.com'; Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Falandino, Mike (M.P.); Lewis, Bill (B.C.); Smith, Jeffrey (J.M.)
Subject: FW: CALVIN problems
Importance: High

Andy/Mark,

Please look at this issue, if you have couple of LBO51s in a good working condition. Please FedEx overnight to Gilbert in Denver or give it to me, I will ship today. I have his strategy files if you need them to test the PCM here with CALVIN let me know.

Address is:

4600 Ironton
Denver, CO 80239

phone: 1-303-3715680

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

From: Fournelle, Gilbert (G.)
Sent: Tuesday, December 03, 2002 7:16 PM
To: Khalil, Imran (I.)
Cc: Dalbo, Bob (R.J.)
Subject: CALVIN problems

Imran,

I have three Calvin vehicles in Denver. One vehicle, w274, is a vehicle which I have been running in the lab. Another, w275, is one you looked at a while ago when I had problems with the first batch of CP processors.

W274 is running fine with no issues. The other 2 experience processor resets at random times. This time I do not see the message that the processor goes into LOS. However, atmr1 does reset to 0 when the vehicle has a "hiccup", as can be seen in the attached file. The vehicles run without any issues when Calvin is turned off. I do not know what I can do at this point. I don't have spare processors, these are processors which I previously returned to Visteon and Visteon could not find any problems. I cannot do my work if the processor keeps resetting.

If the processor from 275 is placed in 274, 274 starts having issues. I do not think that it is an issue with my Calvin hardware. I do think it follows the processor. Something went wrong when we switched to CP processors LBO51, I did not have any such issues with the LBO50 processor. Do you have any suggestions? I cannot use my 1 good processor between vehicles since I need updated KAM values for my emissions tests.

<<STALLHDF>>

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

From: Ramseyer, Mark (M.) [mailto:mr Ramseyer@visteon.com]
Sent: Wednesday, November 13, 2002 11:57 AM
To: Marcum, Michael (M.P.); Murphy, Kevin (K.); Suffredini, Joe (G.D.); Coats, Mike (M.D.); Zammit, Joe (J.); Skodack, Gary (G.J.); Figurski, Patrick (P.M.); Murphy, Kevin (K.); Schram, Tim (T.D.); Courtney, Bill (W.L.); Bailey, Owen (O.R.); Grahor, Joe (J.H.); Sabarwal, Dev (D.); Bekheet, Takohin (T.); Laird, Todd (T.D.); Ramseyer, Mark (M.)
Subject: RE: Update S197 Vref Dropouts

Just a small clarification so we don't get confused.

It wasn't the PowerOak (power supply) that was resetting and Vref didn't really dropout at J1.

It was the Spanish Oak (microprocessor) resetting which caused the data acquisition list (M5 RAM) to be initialized and caused ATI to see a Vref dropout which didn't exist.

Thanks.

Mark Ramseyer
Powertrain Digital Devices - Energy Management Systems
Visteon Corporation
17000 Rotunda Dr.
Dearborn, MI 48121
Room C324-55

phone/fax: (313) 755-5163
<mailto:mr Ramseyer@visteon.com>

> ---Original Message---

> From: Marcum, Michael (M.P.) [mailto:mmarcum2@ford.com]
> Sent: Wednesday, November 13, 2002 11:37 AM
> To: Murphy, Kevin (K.); Suffredini, Joe (G.D.); Coats, Mike (M.D.);
> Zammit, Joe (J.); Skodack, Gary (G.J.); Figurski, Patrick (P.M.);
> Murphy, Kevin (K.); Schram, Tim (T.D.); Courtney, Bill (W.L.); Bailey,
> Owen (O.R.); Grahor, Joe (J.H.); Sabarwal, Dev (D.); Bekheet, Takohin
> (T.); Laird, Todd (T.D.); Ramseyer, Mark (M.)
> Subject: Update S197 Vref Dropouts

>

>

> It appears we have found what has been causing the Vref Drop
> outs during crack on V6 S197. The Power Oak was resetting
> causing Vref to drop to zero. When an error occurs to cause
> the microprocessor to reset it is recorded in a Kernel error
> log. Looking at these logs along with the strategy version
> we can follow the software paths at the time of the error.
> Analysis of the Kernel Logs from this PCM point to a TPU HSR
> Time Reset. After a detailed look into the error logs it has

> been confirmed that the error records were caused by a call
> to "FatalErrTrap" in the "poll_hse" routine of the lldio/tpu
> feature. Apparently this was a know problem and there is
> already a software fix in the works. The TPU microcode fix
> is part of the official release of FBBDO and FBICD, HCR 1374
> which are planned for today. The FBBC1 and FBIB1, HCR 1285
> releases did not include the TPU fix which is what this
> module was running.
>
>
> Thanks
>
> Michael Marcum
> Product Design Engineer
> PCM Systems and planning
> mmarcum2@ford.com
> Phone: 313-390-3978 (Ford)
>
>
>

From: Lopez, Al [al.lopez@perkinelmer.com]
Sent: Thursday, December 05, 2002 9:51 AM
To: 'Penkevich, Steven (S.P.); Lopez, Al; Fournelle, Gilbert (G.); Grimes, Jeff (J.R.); Fedeson, Ken (K.S.); Daniel, Paul (P.A.); Kosko, Jeff (J.R.); Wadley, Jeffrey (J.G.); Smaldone, Ronald (R.P.)
Cc: Bogema, John (P.); Bond, Stacy; Zalontz, Mike
Subject: RE: PerkinElmer EGR Problem.

Steve, Jeff, Gilbert,
The calibration files from Gilbert were installed and the orifice plates with 29.5mm orifice. The EGR activity is the same. For the 1850rpm/43lb-ft stage, EGR goes to zero with a base MINDES_CL = .06.

Back pressure increased slightly with the smaller orifice. Right now, the engine is running at 29.81 EBP with a 29.61 barometric reading. AM = 2.21.
MINDES_SR = .0703

I have reset the MINDES_CL to .01 to continue the test while we continue to evaluate. Is that OK? The cell is equipped with a controllable back pressure valve. If you want to use it for more pressure, let us know.

Thanks
AL

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

From: Penkevich, Steven (S.P.) [SMTP:spenkevi@ford.com]
Sent: Tuesday, December 03, 2002 04:27 PM
To: Penkevich, Steven (S.P.); 'Lopez, Al'; Fournelle, Gilbert (G.); Grimes, Jeff (J.R.); Fedeson, Ken (K.S.); Daniel, Paul (P.A.); Kosko, Jeff (J.R.); Wadley, Jeffrey (J.G.); Smaldone, Ronald (R.P.)
Cc: Bogema, John (P.)
Subject: RE: PerkinElmer EGR Problem.

Al, ignore my last note regarding the calibration. Use the calibration files that Gilbert sent down since he has modified it for PATS.

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

From: Penkevich, Steven (S.P.)
Sent: Tuesday, December 03, 2002 4:54 PM
To: 'Lopez, Al'; Fournelle, Gilbert (G.); Grimes, Jeff (J.R.); Penkevich, Steven (S.P.); Fedeson, Ken (K.S.); Daniel, Paul (P.A.); Kosko, Jeff (J.R.); Wadley, Jeffrey (J.G.); Smaldone, Ronald (R.P.)
Cc: Bogema, John (P.)
Subject: RE: PerkinElmer EGR Problem.

Shouldn't be an issue. When you run the ORI testing you are manually

setting

borderline spark so you should be o.k. The only area you'd be off would be during the deposit formation cycle and even a 2° drift in spark shouldn't cause any problems.

Install the new smaller diameter orifice plates in the exhaust and see how the EGR parameters look with the original values of MINDES. If levels look good continue, if not set the MINDES to give you the desired EGR flow. Either way, continue using the calibration originally provided as it has been modified to run on the dynamometer.

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

From: Lopez, Al [mailto:al.lopez@perkinelmer.com]
Sent: Tuesday, December 03, 2002 3:15 PM
To: Lopez, Al; 'Fournelle, Gilbert (G.)'; 'Grimes, Jeff (J.R.)'; 'spenkevi@ford.com'; 'Fedeson, Ken (K.S.)'; 'Daniel, Paul (P.A.)'; 'Kosko, Jeff (J.R.)'; 'Wadley, Jeffrey (J.G.)'; 'Smaldone, Ronald (R.P.)'
Cc: 'Bogema, John (P.)'
Subject: RE: PerkinElmer EGR Problem.

Gilbert, Steve,

How will this new calibration affect the spark. I have a bad feeling that the ORI measurements we have performed to date will be void.

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

From: Lopez, Al
Sent: Tuesday, December 03, 2002 02:13 PM
To: 'Fournelle, Gilbert (G.)'; Lopez, Al; Grimes, Jeff (J.R.); 'spenkevi@ford.com'; 'Fedeson, Ken (K.S.)'; 'Daniel, Paul (P.A.)'; 'Kosko, Jeff (J.R.)'; 'Wadley, Jeffrey (J.G.)'; 'Smaldone, Ronald (R.P.)'
Cc: Bogema, John (P.)
Subject: RE: PerkinElmer EGR Problem.

Jeff K, Steve,

We will switch calibrations as per Gilbert's note below. The orifice plates at 29.5mm will be installed as well.

Thanks
Al

-----Original Message-----
From: Fournelle, Gilbert (G.)
[SMTP:gfournel@ford.com]
Sent: Tuesday, December 03, 2002 10:13 AM
To: 'Lopez, Al'; Fournelle, Gilbert (G.);
Grimes, Jeff
(J.R.)
Cc: Bogema, John (P.)
Subject: RE: PerkinElmer EGR Problem.

The calibration you are using is for a strategy
which was
never released for production with a 3.0L V6 U204. Please use the
attached
VRF and MCS file (latest release for MY 2001, with no PATS and
no
MIL for
blank VID block).

Regards,

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TER)
Phone: (313)3904968 Fax: (313)3231786

-----Original Message-----
From: Lopez, Al
[mailto:al.lopez@perkinelmer.com]
Sent: Tuesday, December 03, 2002 10:54 AM
To: 'Fournelle, Gilbert (G.)'; Grimes, Jeff
(J.R.)
Cc: Bogema, John (P.)
Subject: RE: PerkinElmer EGR Problem.

Gilbert, below is the calibration:

Ford ORI/SBG Test 1
2001 Model 3.0L 4V V6 (Escape)
Calibration: (doap0.vrf) /
(u204pv.mcs)

Thanks
Al

-----Original Message-----
From: Fournelle, Gilbert (G.)
[SMTP:gfournel@ford.com]
Sent: Tuesday, December 03, 2002 09:46
AM
To: Grimes, Jeff (J.R.); Lopez, Al
Cc: Bogema, John (P.)

Subject: RE: PerkinElmer EGR

Problem.

Jeff/Al,

Could you please tell me what calibration you are running. It looks like EGR_DES at .29 load and 1850 RPM should be somewhat higher 6.5% as opposed to 3%.

If you are asking for 3% at this speed load, the

delpr value is very small.

Since we cannot accurately control the

EGR flow at

small delpr

values, we

turn EGR off below a certain mass flow

rate

(desem <

mindea_cl) and

we turn

it back on if desem > mindea_sh. With

the

small

delpr values you are

reporting, it looks like you are

bouncing of the

minimum clip.

EGR_DES will

not be equal to zero if the clip is

active

and you

will not have an

agreement between EGR_RATE_DES and

EGR_RATE_ACT

during this

condition even

though the hardware is functioning

properly.

Regards

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TRB)
Phone: (313)3904968 Fax: (313)3231786

AM

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

From: Bogema, John (P.)
Sent: Tuesday, December 03, 2002 10:11

To: Fournelle, Gilbert (G.)
Subject: FW: PerkinElmer EGR Problem.
Importance: High

Gilbert,

Please expand my earlier explanation.

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

From: Grimes, Jeff (J.R.)
Sent: Tuesday, December 03, 2002 8:19 AM
To: Bogema, John (P.)
Cc: ''
Subject: RE: PerkinElmer EGR Problem.
Importance: High

John, can I ask you to expand a little,

and
help Al

out. He is

running a

Sludge DV test for us (new TB, IAC

robustness,
etc)...

We need to make sure EGR is functionally

normally,

as it obviously

contributes to contamination...

Thank

Jeff Grimes
OPD & Value Engineering
Duratec Engine Programs, U204
Ford Motor Company
ph: (313) 322-5237 fax: (313) 594-7323
e-mail: jgrimes1@ford.com

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

From: Bogema, John (P.)
Sent: Monday, December 02, 2002 5:18

PM

To: Grimes, Jeff (J.R.)
Subject: RE: PerkinElmer EGR

Problem.

Jeff,

Without going into too much detail, it

looks

like
you are crossing a
load /
minimum egr mass line. That would result
in
the
observations seen.

John P. Bogema
3.0L Escape Calibration Engineering
Phone:313.33.75133
Location:TEE 1AE22
Email:JBOGEMAFORD.COM

-----Original Message-----
From: Grimes, Jeff (J.R.)
Sent: Wednesday, November 27, 2002 12:46

PM

To: Bogema, John (P.)
Subject: FW: PerkinElmer EGR Problem.

Can you comment on the notes
below...This is
an

engine we shipped
for
"sludge" testing...

Thank

Jeff Grimes
OPD & Value Engineering
Duratec Engine Programs, U204
Ford Motor Company
ph: (313) 322-5237 fax: (313) 594-7323
e-mail: jgrimes1@ford.com

-----Original Message-----
From: Lopez, Al

[mailto:al.lopez@perkinelmer.com]
Sent: Wednesday, November 27, 2002

12:04
PM

To: 'Grimes, Jeff (J.R.)'
Subject: RE: PerkinElmer EGR

Problem.

It was generated with the new sensor.

The
original
sensor never
worked at
all.

-----Original Message-----
From: Grimes, Jeff (J.R.)

[SMTP:jgrimes1@ford.com]
Sent: Wednesday, November 27,

2002
10:47
AM

To: 'Lopez, Al'
Subject: RE: PerkinElmer

EGR
Problem.

OK, thanx.
Was the data below generated with the

old or
new
sensor?

Jeff Grimes
OPD & Value Engineering
Duratec Engine Programs, U204
Ford Motor Company
ph: (313) 322-5237 fax: (313) 594-7323
e-mail: jgrimes1@ford.com

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

From: Lopez, Al
[mailto:al.lopez@perkinelmer.com]
Sent: Wednesday, November 27,

2002
10:02
AM

To: 'Grimes, Jeff (J.R.)'
Subject: RE: PerkinElmer

EGR
Problem.

Jeff,
The original sensor that came with the
engine and
was no good has

the
following part numbers stamped on it:
YFIE-9J460-AB
PBT-GF30
The sensor that was purchased from the

local
dealer:

2FIE-9J460-AB
PBT-GF30

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

(J.R.)
[SMTP:jgrimes1@ford.com]

From: Grimes, Jeff

Sent: Wednesday,

November
27, 2002
07:55 AM

To: 'Lopez, Al'
Subject: RE:

PerkinElmer EGR
Problem.

Al, can you get me the Delta PF sensor

part
number...

Thank
Jeff Grimes
OPD & Value Engineering
Duratec Engine Programs, U204
Ford Motor Company
ph: (313) 322-5237

fax:
(313)
594-7323

jgrimes1@ford.com

e-mail:

-----Original

Message-----

From: Lopez, Al
[mailto:al.lopez@perkinelmer.com]
Sent: Tuesday,
November
26, 2002
1:16 PM

To:

'spenkevi@ford.com';
'Fedeson, Ken (K.S.)';
'Daniel,
Paul
(P.A.)'; 'Kosko, Jeff (J.R.)';
'Wadley,
Jeffrey (J.G.)';
'Walsh, Tim
(T.)';
'Sauldone, Ronald (R.P.)';
'Grimes,
Jeff
(J.R.)'

Cc: Schoppe, Dean; Bond,

Stacy

Subject: PerkinElmer EGR

Problem.

Stacy, below is the EGR data for the 3
stages. I noticed
that in
second
stage the EGR actual is correct but then
it
cuts out
to
zero. Not
sure what
is happening first - a loss of DELPR
signal
or a
loss of
flow. Our
recent
experience with the bad DELPR sensor may

indicate a
faulty signal.

Or, the
calibration is on a borderline and is

toggling
between off and on.

EGR_DES	EGR_ACT DELPR	Stage	Speed	EEC	Load
0		1	750	0.17	
0					
0		2	1850	0.29	
2.8					
- 3.0					
0 - 3.1	0 -				
	2.0	3	2600	0.37	
4.0					
- 4.2					
4.0 - 4.2	8.8				
	- 9.2				

Thanks

Al

<< File: DOAR6.VRF >> << File: 01_FNP.MCS >>

From: Holter, Corey (C.K.)
Sent: Friday, December 06, 2002 8:49 AM
To: Veenstra, Tim (T.W.)
Cc: Fournelle, Gilbert (G.); Corbett, Sandra (S.M.)
Subject: RE: Escape stalling issue

Thanks. Apparently the sister of a Ford employee was told not to buy an Escape (by the Ford dealer!) due to the stalling issue. Would like a brief status to give to him. thanks - and I'll also be following-up with the dealer!

Corey Holter
Ford Division - Escape Marketing Manager
P: 313-845-1042
F: 313-845-0310
Regent Court - 9S152
chopter@ford.com

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

From: Veenstra, Tim (T.W.)
Sent: Friday, December 06, 2002 7:01 AM
To: Holter, Corey (C.K.)
Cc: Fournelle, Gilbert (G.); Corbett, Sandra (S.M.)
Subject: RE: Escape stalling issue

I would contact Gilbert (Calibration) or Sandra (Powertrain PMT Leader) to discuss the current status of stalls!

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

From: Holter, Corey (C.K.)
Sent: Thursday, December 05, 2002 12:51 PM
To: Veenstra, Tim (T.W.)
Subject: Escape stalling issue

Tim,

I am the new Escape Marketing Manager, replacing Vivian Palmer. Look forward to meeting you in person.

I've been asked to look into this issue. It is getting a lot of discussion on the Edmunds.com bulletin boards.

Was this a real problem? Is it still a problem? Is there a fix? Thanks in advance.

Corey Holter
Ford Division - Escape Marketing Manager
P: 313-845-1042
F: 313-845-0310
Regent Court - 9S152
chopter@ford.com

From: Holter, Corey (C.K.)
Sent: Friday, December 06, 2002 9:55 AM
To: Fournelle, Gilbert (G.)
Subject: RE: Escape stalling issue

Thanks for the quick response. Sounds like you've got it handled at this point.

Regards,

Corey Holter
Ford Division - Escape Marketing Manager
P: 313-845-1042
F: 313-845-0310
Regent Court - 9S152
chopter@ford.com

—Original Message—

From: Fournelle, Gilbert (G.)
Sent: Friday, December 06, 2002 9:41 AM
To: Holter, Corey (C.K.); Veenstra, Tim (T.W.)
Cc: Corbett, Sandra (S.M.); DeRo, Bob (R.J.)
Subject: RE: Escape stalling issue

Corey,

At this point in time, we think that we have adequately addressed the stall issue. A TSB 02-23-1 has been released on 11/14/02 with a comprehensive procedure to diagnose and fix this stall issue. Since the release of the latest calibration on 9/11/02 there have been no complaints with phantom stall issues. The call volume to both the Mazda Tribute and Ford Escape hotline has declined by more than 50% since the release of the TSB. The attached meeting agenda lists all the actions we have taken with implementation dates. We still have weekly meetings to discuss this issue. I will send a meeting notice and meeting agenda to you for the next meeting (possibly not until December 19th due to a calibration trip).

Regards,

<< Message: Meeting minutes for 11/14/02 3.0L U204 Phantom stall meeting >> << Message: U204 Phantom Stall meeting agenda 11/14/02 >>

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

—Original Message—

From: Holter, Corey (C.K.)
Sent: Friday, December 06, 2002 9:49 AM
To: Veenstra, Tim (T.W.)
Cc: Fournelle, Gilbert (G.); Corbett, Sandra (S.M.)
Subject: RE: Escape stalling issue

Thanks. Apparently the sister of a Ford employee was told not to buy an Escape (by the Ford dealer) due to the stalling issue. Would like a brief status to give to him. thanks - and i'll also be following-up with the dealer!

Corey Holter

Ford Division - Escape Marketing Manager
P: 313-845-1042
F: 313-845-0310
Regent Court - 9S152
chohler@ford.com

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

From: Veenstra, Tim (T.W.)
Sent: Friday, December 06, 2002 7:01 AM
To: Hoyer, Corey (C.K.)
Cc: Fournelle, Gilbert (G.); Corbett, Sandra (S.M.)
Subject: RE: Escape stalling issue

I would contact Gilbert (Calibration) or Sandra (Powertrain PMT Leader) to discuss the current status of stalls!

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

From: Hoyer, Corey (C.K.)
Sent: Thursday, December 05, 2002 12:51 PM
To: Veenstra, Tim (T.W.)
Subject: Escape stalling issue

Tim,

I am the new Escape Marketing Manager, replacing Vivian Palmer. Look forward to meeting you in person.

I've been asked to look into this issue. It is getting a lot of discussion on the Edmunds.com bulletin boards.

Was this a real problem? Is it still a problem? Is there a fix? Thanks in advance.

Corey Hoyer
Ford Division - Escape Marketing Manager
P: 313-845-1042
F: 313-845-0310
Regent Court - 9S152
chohler@ford.com

From: Jones, Andy (A.) [ajones8@visteon.com]
Sent: Friday, December 06, 2002 10:27 AM
To: 'Fournelle, Gilbert (G.)'
Subject: RE: CALVIN problems

Gilbert,

We received your module yesterday afternoon. In order to try to reproduce the issue on our Calvin bench we need the Strategy Database files you were running on your Calvin. We would like to test the PCM as received and not have to re-flash it before we test. Please send these files to me ASAP so we can get started on the analysis.

Thanks.

Regards,

Andy Jones (AJONES8)
Visteon Powertrain Control Systems
e-mail: ajones8@visteon.com
C309, Visteon Technical Center, Dearborn
Tel: (313) 75-51593 Fax: (313) 75-52857

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

From: Fournelle, Gilbert (G.) [mailto:gfournel@ford.com]
Sent: Wednesday, December 04, 2002 6:53 PM
To: Lewis, Bill (B.C.); Khalil, Imran (I.); 'Jones, Andy (A.); Smith, Jeffrey (J.M.)
Cc: 'McDonald, John (J.R.); Falandino, Mike (M.P.)
Subject: RE: CALVIN problems

Attached is the KAM save from W275

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Fournelle, Gilbert (G.)
Sent: Wednesday, December 04, 2002 3:37 PM
To: Lewis, Bill (B.C.); Khalil, Imran (I.); 'Jones, Andy (A.); Smith, Jeffrey (J.M.)
Cc: 'McDonald, John (J.R.); Falandino, Mike (M.P.)
Subject: RE: CALVIN problems

I did a KAM save on 1 on W273 vehicles. The other vehicle is scheduled to run in 3 hours, and I will do the KAM save after the test (today I will just run without Calvin on in W275,

there seem to be only issues when Calvin is powered up).

Attached is the Kam data

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Lewis, Bill (B.C.)

Sent: Wednesday, December 04, 2002 2:42 PM

To: 'Ramseyer, Mark (M.); Khalil, Imran (I.); Jones, Andy (A.); Fournelle, Gilbert (G.)

Cc: Fisher, Rollie (R.M.); McDonald, John (J.R.); Dalbo, Bob (R.J.); Falandino, Mike (M.P.); Lewis, Bill (B.C.); Smith, Jeffrey (J.M.)

Subject: RE: CALVIN problems

We have asked Imran to get in touch with Gilbert and do a KAM save on one or both of the modules after an assumed reset. Our KAM save includes the Kernel error log and this may have some valuable information.

Is it possible that a peripheral controller would cause a reset and how do we know if peripheral devices on all 3 modules are programmed the same?

Bill Lewis

R&VT_Cape-PCSE
Software and Calibration Tools Department
POEE Building, MD# 74
E-Mail, blewis30@ford.com
Phone (313)-845-5301

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

From: Ramseyer, Mark (M.) [mailto:mramseye@visteon.com]

Sent: Wednesday, December 04, 2002 1:16 PM

To: 'Khalil, Imran (I.); Jones, Andy (A.); Fournelle, Gilbert (G.)

Cc: Fisher, Rollie (R.M.); McDonald, John (J.R.); Dalbo, Bob (R.J.); Falandino, Mike (M.P.); Lewis, Bill (B.C.); Smith, Jeffrey (J.M.)

Subject: RE: CALVIN problems

Gilbert, Imran,

I haven't seen Andy around in the last hour or so and he is the one who has the history of the modules you mentioned. He is also the one who would know whether we have any available to ship.

I did look closely at 2 modules from Gilbert in the last few months. Both of these were described as having "resets", but further explanation indicated that the display would sometimes stop for a few seconds and then continue on correctly. I also saw this phenomenon and after much time examining most of the signals did not find anything unusual. Conversations with the Ford Calvin people (Jeff Smith) helped me to record some internal Calvin variables. Examination of these recorder files showed that the PCM and its communication to the Calvin ADS was just fine. Further discussion of this issue with Ford Calvin people led them to believe that the freezing of the display was due to PC software, specifically Windows. I also heard that LBO-5xx modules have exhibited this same behaviour, but I have not heard of any returns because of this.

I looked at your recording and agree that it does seem to indicate a PCM reset. I am not familiar with most of the variables, including atmrl, but having RPM (N) change from 700 to 0 to 600 within 0.2 seconds is strange. This occurs at the same time atmrl is cleared and starts counting again, along with some other variables that seem to start acting strangely. I am a little bothered that putmr is not captured after 3.7 seconds, and also that all channels are not recorded except 1 after about 30% of the recording. I am not familiar enough with Calvin to know if this is unusual or not, or if it provides any clues.

This does seem similar to an HSO-4xx module which recently was having some unexpected resets. This was traced to a problem in the TPU microcode. I am not certain whether these would use the same microcode since this is a Black Oak module and the HSO is a Spanish Oak, but it is certainly something to consider. I've attached the email that has some of the explanation. (I understand that the same software is used in all 3 modules and 1 works fine but 2 don't. I'm just trying to think of anything that might be helpful.)

I can't think of anything else right now. If I can think of some other data to capture to resolve this, or some other experiment I'll let you know.

Mark Ramseyer

Powertrain Digital Devices - Energy Management Systems
Visteon Corporation
17000 Rotunda Dr.
Dearborn, MI 48121
Room C324-55

phone/fax: (313) 755-5163
<mailto:mrmaeye@visteon.com>

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

From: Khalil, Imran (I.) [<mailto:ikhalil@ford.com>]
Sent: Wednesday, December 04, 2002 11:35 AM
To: 'mrmaeye@visteon.com'; 'ajones8@visteon.com'
Cc: 'rfisher1@visteon.com'; 'jmcdona3@visteon.com'; Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Falandino, Mike (M.P.); Lewis, Bill (B.C.); Smith, Jeffrey (J.M.)
Subject: FW: CALVIN problems
Importance: High

Andy/Mark,

Please look at this issue, if you have couple of LBO51s in a good working condition. Please FedEx overnight to Gilbert in Denver or give it to me, I will ship today. I have his strategy files if you need them to test the PCM here with CALVIN let me know.

Address is:

4600 Ironton
Denver, CO 80239

phone: 1-303-3715680

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

From: Fournelle, Gilbert (G.)
Sent: Tuesday, December 03, 2002 7:16 PM
To: Khalil, Imran (I.)
Cc: Dalbo, Bob (R.J.)
Subject: CALVIN problems

Imran,

I have three Calvin vehicles in Denver. One vehicle, w274, is a vehicle which I have been running in the lab. Another, w275, is one you looked at a while ago when I had problems with the first batch of CP processors.

W274 is running fine with no issues. The other 2 experience processor resets at random times. This time I do not see the message that the processor goes into LOS. However, atm1 does reset to 0 when the vehicle has a "hiccup", as can be seen in the attached file. The vehicles run without any issues when Calvin is turned off. I do not know what I can do at this point. I don't have spare processors, these are processors which I previously

returned to Visteon and Visteon could not find any problems. I cannot do my work if the processor keeps resetting.

If the processor from 275 is placed in 274, 274 starts having issues. I do not think that it is an issue with my Calvin hardware. I do think it follows the processor. Something went wrong when we switched to CP processors LBO51, I did not have any such issues with the LBO50 processor. Do you have any suggestions? I cannot use my 1 good processor between vehicles since I need updated KAM values for my emissions tests.

<<STALL.HDF>>

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering

1AE27 Truck Engine Engineering (TEE)

Phone:(313)3904968 Fax:(313)3231786

From: Hurley, Robert (R.E.)
Sent: Monday, December 09, 2002 5:49 PM
To: Hale, Tony (A.S.)
Cc: Bopema, John (P.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.);
Matassa, John (J.); Mikota, Dennis (D.P.)
Subject: RE: 2005 Calibration Vehicles

Ship the parts to the TEE building attention John Hockaday. We'll have them installed when we get back. We need 16 to update the fleet.

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

From: Hale, Tony (A.S.)
Sent: Monday, December 09, 2002 12:04 PM
To: Hurley, Robert (R.E.); Mach, Dennis (D.M.)
Cc: Dalbo, Bob (R.J.)
Subject: 2005 Calibration Vehicles

Robert/Dennis,

You recently failed another engine in Colorado. One of the three possible issues I think may be responsible is Oil Aeration caused a dropped exhaust valve. We have a fix for this issue. Or at least, a vast improvement that has helped us pass our DV. A new Oil Pan Baffle that allows the Oil to flow back in the pan more easily.

Are you interested in retrofitting your calibration vehicles with them. I think it will help a great deal. Please let me know.

If the answer is yes, please let me know how many you need, and where you want them shipped. It should be easy to install. Drop the oil pan, replace baffle, re-install oil pan.

Tony Hale
U204 Duratec Systems Engineer
1-313-248-8482
Ahale7@ford.com

From: Boggs, Dave (D.L.)
Sent: Tuesday, December 10, 2002 11:02 AM
To: Fournelle, Gilbert (G.)
Cc: Dalbo, Bob (R.J.)
Subject: RE: Calibration files for O2 Escape

Thank you Gilbert.

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

From: Fournelle, Gilbert (G.)
Sent: Tuesday, December 10, 2002 10:16 AM
To: Boggs, Dave (D.L.)
Subject: RE: Calibration files for O2 Escape

Attached are the files for the latest level (with pats_drm_flg=1 and P1639sw=0 for development)

<< File: O2FLEVNP.MCS >> << File: DOAR6.VRF >>

Regards,

Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904988 Fax:(313)3231786

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

From: Boggs, Dave (D.L.)
Sent: Tuesday, December 10, 2002 9:38 AM
To: Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Subject: RE: Calibration files for O2 Escape

Bob, Gilbert,

Can you give me the latest level release for O2 MY that has the fixes for stall and whatever else? I'm not looking into the stall issue but trying to determine if the Evap monitor meets the entry conditions but then load increases or duty cycle decreases to the point where the tank pressure cannot drop to the target level in time and sets the P0455 (Gross Leak) code. I want to record manifold vacuum, tank pressure, and duty cycle while the monitor is running to see why the MIL is coming on.

I've also asked Randy Shelton for the files but haven't heard back from him yet and don't know if he has the right ones for me.

Dave

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

From: Dalbo, Bob (R.J.)
Sent: Monday, December 09, 2002 4:48 PM
To: Boggs, Dave (D.L.); Gilbert Fournelle
Subject: RE: Calibration files for O2 Escape

Dave,

If you know the build date for the truck, Gilbert Fournelle can provide the files.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 796-2858 Email: rdaibo@ford.com

—Original Message—

From: Boggs, Dave (D.L.)
Sent: Monday, December 09, 2002 2:59 PM
To: Dalbo, Bob (R.J.)
Subject: Calibration files for 02 Escape

Bob, I need to get the calibration files (MCS, VRF) for the 2002 V8 Escape in order to look at data with RCON. Can you tell me who your engineer is responsible for the release and ask him to send me the files please?

Thanks,
David Boggs
6-Sigma Black Belt
(313) 322-5938 fax: (313) 322-1315

From: Ramseyer, Mark (M.) [mramsey@visteon.com]
Sent: Tuesday, December 10, 2002 11:27 AM
To: 'Smith, Jeffrey (J.M.); Jones, Andy (A.); 'gjournel@ford.com'
Cc: Khalil, Imran (I.); Falandino, Mike (M.P.); Lewis, Bill (B.C.)
Subject: RE: CALVIN problems

All,

This module was received last week.

I hooked it up on our Calvin system and ran it without stimulus while watching PUTMR and a few other variables. (I had ATMR1 displayed but it didn't change because there was no stimulus.)

About 5 minutes of evaluation showed nothing unusual. There were no resets.

I took the module to the Ford Calvin lab and had Jeff Smith and Bill Lewis put it on their Calvin system, again with no stimulus. About 60 minutes of evaluation showed nothing unusual. There were no resets.

Andy Jones and I hooked up the module to our HIL while having Calvin attached. We set the HIL

to 750 RPM and setup a Calvin recording with a trigger on atmr1 < 1 for 0.1 seconds.

Manually

resetting the module via Calvin tripped this trigger and caused a recording just like we expected.

This made sure we set up the trigger correctly. After 6 hours of testing with the HIL and Calvin,

we didn't get any triggers on atmr1. Additionally atmr1 was very large when we stopped the evaluation, indicating it did not reset.

This module has remained completely intact as it was received. NO disassembly of any hardware has been done and NO erasing or programming of the flash has been done.

The HIL for this module is being used for other development on this module this morning. Andy is investigating getting a vehicle so we can get to even more realistic testing to try to duplicate the issue. We plan to hook this module up to the HIL/vehicle for more testing when

it becomes available.

One potential way to continue to make progress on this is for Gilbert to capture several more kernel logs and send them back for evaluation. The more (in)consistency we see the more we might be guided to the problem. Gilbert, could you also please describe when & how

this situation occurs? how soon after crank? when in the day? after a soak? Does it do it

repeatedly during any run or only a few times after cranking? The more we know the better we can test.

Any other ideas?
Thanks.

Mark Ramseyer
Powertrain Digital Devices - Energy Management Systems
Visteon Corporation
17000 Rotunda Dr.
Dearborn, MI 48121
Room C324-55

phone/fax: (313) 755-5183
mailto:mramseye@visteon.com

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

From: Smkh, Jeffrey (J.M.) [mailto:jsmk350@ford.com]
Sent: Thursday, December 05, 2002 12:51 PM
To: 'Jones, Andy (A.); Ramseyer, Mark (M.)'
Cc: Khalil, Imran (I.); Falandino, Mike (M.P.); Lewis, Bill (B.C.)
Subject: RE: CALVIN problems

Was this module received? Is this being debugged as a module problem or a TAB board problem? The CALVIN team is willing to offer any assistance needed to resolve this issue if it is seen as a TAB board issue.

Jeffrey Smith

Ford Motor Company
Powertrain Operations Engine Engineering
21500 Oakwood Blvd.
Dearborn, MI USA 48121
Phone: (313) 323-8419
Lab:(313)845-0498
Mail Drop 76, Cube ER161

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

From: Fournelle, Gilbert (G.)
Sent: Wednesday, December 04, 2002 3:43 PM
To: 'Jones, Andy (A.); Khalil, Imran (I.); Ramseyer, Mark (M.)'
Cc: Fisher, Rolfe (R.M.); McDonald, John (J.R.); Fournelle, Gilbert (G.); Dalibo, Bob (R.J.); Falandino, Mike (M.P.); Lewis, Bill (B.C.); Smith, Jeffrey (J.M.); Laginess, Mark (M.S.); MacArthur, David (D.R.); Krentkowski, Theodore (T.E.); Gould, Robert (R.M.)
Subject: RE: CALVIN problems

The processor from w273 is being shipped with Airborne Express to the address mentioned below. I would like to hold on to the other processor since the vehicle can driven with it if Calvin is not powered up.

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968 Fax:(313)3231786

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

From: Jones, Andy (A.) [mailto:ajones8@visteon.com]

Sent: Wednesday, December 04, 2002 3:08 PM

To: 'Khalil, Imran (I.); Ramseyer, Mark (M.)

Cc: Fisher, Rollie (R.M.); McDonald, John (J.R.); Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Falandino, Mike (M.P.); Lewis, Bill (B.C.); Smith, Jeffrey (J.M.); Lagness, Mark (M.S.); MacArthur, David (D.R.); Krentkowski, Theodore (T.E.); Rob Gould (E-mail)

Subject: RE: CALVIN problems

Imran, Gilbert,

Unfortunately we do not have any LBO-A51 PCMs in stock to send as replacements. The suggestion I have is for you to FedEx one or both of the suspect PCMs to us back in Dearborn and we will attempt to reproduce the fault and find what is causing it. I spoke with the Supervisor of our PCM hardware design group and he has committed to prioritizing this analysis as soon as the modules arrive. If you would prefer send the PCMs back one at a time so you maintain some functionality on two of your vehicles that is fine.

Please ship the modules to:

Attention: Dave MacArthur
Visteon Energy Management Applications Building
15200 Commerce Drive North
Dearborn, MI 48120

We will also need copies of the files you are running in your Calvin so that we can duplicate your setup.

Regards,

Andy Jones (AJONES8)

Visteon Powertrain Control Systems

e-mail: ajones8@visteon.com

C309, Visteon Technical Center, Dearborn

Tel: (313) 75-51593 Fax: (313) 75-52857

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

From: Khalil, Imran (I.) [mailto:ikhalil@ford.com]

Sent: Wednesday, December 04, 2002 11:35 AM

To: 'mramseye@visteon.com'; 'ajones8@visteon.com'

Cc: 'rfisher1@visteon.com'; 'jmcldona3@visteon.com'; Fournelle, Gilbert (G.); Dalbo, Bob (R.J.); Falandino, Mike (M.P.); Lewis, Bill (B.C.); Smith, Jeffrey (J.M.)

Subject: FW: CALVIN problems
Importance: High

Andy/Mark,

Please look at this issue, if you have couple of LBO51s in a good working condition. Please FedEx overnight to Gilbert in Denver or give it to me, I will ship today. I have his strategy files if you need them to test the PCM here with CALVIN let me know.

Address is:

4600 Ironton
Denver, CO 80239

phone: 1-303-3715880

—Original Message—

From: Fournelle, Gilbert (G.)
Sent: Tuesday, December 03, 2002 7:16 PM
To: Khali, Imran (I.)
Cc: Dalbo, Bob (R.J.)
Subject: CALVIN problems

Imran,

I have three Calvin vehicles in Denver. One vehicle, w274, is a vehicle which I have been running in the lab. Another, w275, is one you looked at a while ago when I had problems with the first batch of CP processors.

W274 is running fine with no issues. The other 2 experience processor resets at random times. This time I do not see the message that the processor goes into LOS. However, atm1 does reset to 0 when the vehicle has a "hiccup", as can be seen in the attached file. The vehicles run without any issues when Calvin is turned off. I do not know what I can do at this point. I don't have spare processors, these are processors which I previously returned to Visteon and Visteon could not find any problems. I cannot do my work if the processor keeps resetting.

If I the processor from 275 is placed in 274, 274 starts having issues. I do not think that it is an issue with my Calvin hardware. I do think it follows the processor. Something went wrong when we switched to CP processors LBO51, I did not have any such issues with the LBO50 processor. Do you have any suggestions? I cannot use my 1 good processor between vehicles since I need updated KAM values for my emissions tests.

<<STALL.HDF>>

Regards,

Gilbert Fournelle

V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904988 Fax:(313)3231786

From: Hale, Tony (A.S.)
Sent: Thursday, December 12, 2002 8:25 AM
To: Hockaday Jr., John (J.C.); Hurley, Robert (R.E.); Page, James (J.A.)
Cc: Bogema, John (P.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Matosa, John (J.); Mikota, Dennis (D.P.); Hale, Tony (A.S.)
Subject: RE: 2005 Calibration Vehicles

I hope to have gaskets next week before the holidays.

Tony Hale
U204 Duratec Systems Engineer
1-313-248-8482
Ahale7@ford.com

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

From: Hockaday Jr., John (J.C.)
Sent: Tuesday, December 10, 2002 8:42 AM
To: Hale, Tony (A.S.); Hurley, Robert (R.E.); Page, James (J.A.)
Cc: Bogema, John (P.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Matosa, John (J.); Mikota, Dennis (D.P.)
Subject: RE: 2005 Calibration Vehicles

It would be nice if we could get gaskets also.. Is this possible?

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

From: Hale, Tony (A.S.)
Sent: Tuesday, December 10, 2002 7:16 AM
To: Hurley, Robert (R.E.); Page, James (J.A.)
Cc: Bogema, John (P.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Matosa, John (J.); Mikota, Dennis (D.P.)
Subject: RE: 2005 Calibration Vehicles

Robert,

Thanks. Will Do.

Jim,

I've put 15 Oil Pan Baffles on your desk. Can you get these over to John Hockaday at TEE for me please.

Thanks,

Tony Hale
U204 Duratec Systems Engineer
1-313-248-8482
Ahale7@ford.com

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

From: Hurley, Robert (R.E.)
Sent: Monday, December 09, 2002 5:49 PM
To: Hale, Tony (A.S.)
Cc: Bogema, John (P.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.); Hockaday Jr., John (J.C.); Matosa, John (J.); Mikota, Dennis (D.P.)
Subject: RE: 2005 Calibration Vehicles

Ship the parts to the TEE building attention John Hockaday. We'll have them installed when we get back. We need 15 to update the fleet.

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

From: Hale, Tony (A.S.)
Sent: Monday, December 09, 2002 12:04 PM

To: Hurley, Robert (R.E.); Mach, Dennis (D.M.)
Cc: Galbo, Bob (R.L.)
Subject: 2005 Calibration Vehicles

Robert/Dennis,

You recently failed another engine in Colorado. One of the three possible issues I think may be responsible is Oil Aeration caused a dropped exhaust valve. We have a fix for this issue. Or at least, a vast improvement that has helped us pass our DV. A new Oil Pan Baffle that allows the Oil to flow back in the pan more easily.

Are you interested in retrofitting your calibration vehicles with them. I think it will help a great deal. Please let me know.

If the answer is yes, please let me know how many you need, and where you want them shipped. It should be easy to install. Drop the oil pan, replace baffle, re-install oil pan.

Tony Hale
U204 Duratec Systems Engineer
1-313-248-8482
Ahale7@ford.com

From: Dalbo, Bob (R.J.)
Sent: Friday, December 13, 2002 9:50 AM
To: Suarez, Rhae (R.); Lawler, Dave (D.A.)
Cc: Young, Lam (.); Durfee, Tom (T.P.); Grimes, Jeff (J.R.); Corbett, Sandra (S.M.); Hansen, George (G.C.); Terzes, Laura (L.D.); Gilbert Fournelle
Subject: RE: Stalls Claim, without SSM or TSB being performed...

Dave/Rhae,
 Did the SSM alerting dealers to use TSB 02-23-01 for Escape stalling go out yet?

Bob Dalbo

3.0L Calibration Supervisor
 Outfitters Calibration, NAT
 Phone: (313) 24-84947 Fax: (313) 32-31788
 Pager: (313) 795-2858 Email: rdalbo@ford.com

—Original Message—

From: Grimes, Jeff (J.R.)
Sent: Friday, December 13, 2002 9:18 AM
To: Suarez, Rhae (R.); Dalbo, Bob (R.J.); Corbett, Sandra (S.M.); Hansen, George (G.C.)
Cc: Young, Lam (.); Durfee, Tom (T.P.)
Subject: Stalls Claim, without SSM or TSB being performed...
Importance: High

The customer claim here indicates a repeating stalls customer...Tech states clearly that no TSB or SSM's exist related to the failure mode...All test codes passed...and the tech STILL swapped the IAC???? I realize tech's don't always enter EVERYTHING...but what title was put in is unacceptable!

Rhae, I think FCSD needs to call this dealer, and clarify procedures...This claim should NOT be paid... Please advise on how we plan to follow up...This type of "Warranty work" does nothing for our customers...

Note: All costs are in US dollars

Model Year = 2003; Claim Key = 142257

Vehicle Information		Claim Information	
Model Year:	2003	Document Number:	04248401
Market Derived:	T/F - FORD DIVISION DERIVATIVE	Repair Date:	16-OCT-2002
Body/Cab Type:	* - [N/A]	Distance:	1839
Version/Series:	T/EF-FORD SERIES	TIS:	2
Drive Type:	T/A-2 WHL L/H FRONT DRIVE		
Vehicle Line:	T/M1-ESCAPE (U204) [2001]		
Warranty Start Date:	28-AUG-2002		
Production Date:	31-JUL-2002		

VIN:	1FMCU04123KA08206		
		<u>Expense Information</u>	
<u>Dealer Information:</u>			
		Customer Paid Amount:	.00
<u>Dealer Name</u>	CARL GREGORY FORD L-M OF AUBUR	Deductible Amount:	.00
<u>Dealer Code:</u>	02684 - *	<u>Dealer Paid Amount:</u>	.00
<u>Address:</u>	2305 SOUTH COLLEGE	<u>Labor Cost:</u>	45.26
<u>City:</u>	AUBURN	<u>Misc. Expense Amount:</u>	.00
<u>State:</u>	AL Zip Code:36832	<u>Part Markup Amount:</u>	.00
<u>Country:</u>	USA Region Code: NA	<u>Material Cost:</u>	.00
<u>Phone:</u>	(334)687-8571	<u>Total Cost Gross:</u>	45.26

<u>Cust. Concern Code:</u>	D21 - ENGINE STALLS
<u>Condition Code:</u>	42 - DOES NOT OPERATE PROPERLY
<u>Technician Comment:</u>	TESTED EEC, ALL PASS CODES. TEST DROVE VEHICLE WHILE MONITOR PIDS WITH NGS, NO PROBLEM FOUND. NO SSM OR TSB REGARDING
<u>Customer Comment:</u>	CUSTOMER STATES VEHICLE STALLED TWICE WHILE DRIVING

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
12650D	EEC - (QUICK TEST) DIAGNOSIS	11.31
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	5.88
12650D81	NGS RECORDER / MONITOR ROAD TEST DIAGNOSIS	28.29

<u>Causal</u>	<u>Full Part Number</u>			<u>Part</u>	<u>Part</u>	<u>Extended</u>	
<u>Flag</u>	<u>PREF</u>	<u>BASE</u>	<u>SUFF</u>	<u>Description</u>	<u>CPSC</u>	<u>Quantity</u>	<u>Amount</u>
Y	*	9F715	*	VALVE-AIR BYPASS	030403 0	0	.00

DTC Sections: ||| ||| MIL Light On = *

<u>Flag</u>	<u>Test Type</u>	<u>Malfunction Cd</u>	<u>Malfunction Cd Description</u>	<u>Monitor Cd</u>	<u>Monitor Cd Description</u>

Jeff Grimes
OPD & Value Engineering
Duratec Engine Programs, U204
Ford Motor Company
ph: (313) 822-6237 fax: (313) 694-7323
e-mail: jgrimes1@ford.com

From: Fournelle, Gilbert (G.)
Sent: Wednesday, December 18, 2002 9:15 AM
To: Bogema, John (P.)
Subject: RE: DHAEL Test Completion 566W386 [5208694]

The vehicle did not start, it seems like it was flooded in fuel. Do you think you have a typo in the lost fuel table?

Gilbert Fournelle
V6 U204 Calibration Engineering
IAE27 Truck Engine Engineering (TEE)
Phone: (313)3904968 Fax: (313)3231786

-----Original Message-----
From: Bogema, John (P.)
Sent: Wednesday, December 18, 2002 9:07 AM
To: Fournelle, Gilbert (G.)
Subject: RE: DHAEL Test Completion 566W386 [5208694]

I looked at the RMT, it is all at the start, 10:1 A/F must have been a stall.

If you concur, I will just let it run tomorrow with no change. (weird though, this was the vehicle that I saved the KAMs on)

-----Original Message-----
From: Bogema, John (P.)
Sent: Wednesday, December 18, 2002 8:53 AM
To: Fournelle, Gilbert (G.)
Subject: FW: DHAEL Test Completion 566W386 [5208694]

Gilbert,

This was the good vehicle, however TH HC on in bag 1 was .5011111

Can you have a look at the 8-brush and let me know what the heck happened, was this a restart?????

-----Original Message-----
From: Denver Notification [mailto:emismail@drv100.pd7.ford.com]
Sent: Wednesday, December 18, 2002 8:36 AM
To: JBOGEMA@ford.com
Subject: DHAEL Test Completion 566W386 [5208694]

Below are results of your completed emissions test from the Denver High Altitude Lab with a link to second by second modal data if available. This report is sent to the requesting engineers cdsid contained within the Testnet test request.

The rmt file link at the bottom of the note is an ftp link to the second by second data. To download this file it is best to

use Internet Explorer. (Netscape adds carriage returns)
Click on the ftp link at the bottom of this note,
and do a "File-Save As" function.
The second by second file is an ASCII tab delimited file
that contains most of the information generated during
modal emissions.

If you have any problems accessing the data or other
issues related to this data report or you would like
to request a resend of this report
Please contact:

Bob Zoller - bzoller
Denver High Altitude Laboratory
303-371-5680

WARNING: Email Notifications will be purged in 3 weeks.
and test data will be archived in about 2 months.

Please review the contents of the report for
completeness and accuracy. Forward all comments to
mkerske. Feel free to comment on the report, the link
or the usefulness of the application.

Mike Kerske - mkerske
IT/PYS/APTL
313-323-0391

BOGEMA, JOHN Vehicle 566W386 [5208694] 17 Dec 2002 14:51

Test Type : EPA_75 Test Order : VA7196 Driveability : Good

Driver : TMORRIS7

Comments :

Comments :

Comments :

Comments :

		HC	CO	NOX	CO2	CH4	NM-HC	FECON	DIST
Bag 1	1 grms	8.754	13.421	0.477	1724.828	0.266	8.556	18.020	3.610
	1 g/mi	2.425	3.717	0.132	477.743	0.074	2.370		
PG	1 grms	13.997	44.858	19.645	1585.690				
	1 g/mi	3.877	12.425	5.441	439.205				
TP	1 grms	7.062	8.856	0.607	1688.704				
	1 g/mi	1.955	2.453	0.168	467.738				
Bag 2	2 grms	0.030	0.093	0.115	1817.452	0.003	0.027	18.843	3.867
	2 g/mi	0.008	0.024	0.030	470.042	0.001	0.007		
PG	2 grms	7.586	40.791	17.820	1687.549				
	2 g/mi	1.962	10.550	4.609	436.446				
TP	2 grms	0.021	0.032	0.111	1792.846				
	2 g/mi	0.005	0.008	0.029	463.678				
Bag 3	3 grms	0.011	0.081	0.028	1502.937	0.004	0.007	21.137	3.589
	3 g/mi	0.003	0.023	0.008	418.772	0.001	0.002		
PG	3 grms	5.754	35.190	20.201	1397.878				
	3 g/mi	1.603	9.805	5.629	389.499				
TP	3 grms	0.016	0.069	0.030	1484.601				
	3 g/mi	0.005	0.019	0.008	413.663				
78/CH	g/mi	0.509	0.792	0.045	457.593	0.016	0.497	19.220	

Grams To Total (g/mi)	Bag1	Bag2	Bag3
THC	0.5034	0.0040	0.0008
CO	0.7718	0.0125	0.0062
NOX	0.0274	0.0155	0.0022
NM-HC	0.4921	0.0036	0.0006

		Ref Cat	Aft Cat	Aft Cat	Catalyst System
GAS PHASE	Mdl	Mdl	Bag	Eff	Eff
THC	1	3.877	1.956	2.425	49.544 37.456
THC	2	1.962	0.005	0.008	99.723 99.608
THC	3	1.603	0.005	0.003	99.715 99.810
Total		2.470	0.642	0.795	74.029 67.828

Weighted	2.261	0.410	0.508	81.858	77.522
CO 1	12.425	2.453	3.717	80.257	70.082
CO 2	10.550	0.008	0.024	99.921	99.771
CO 3	9.805	0.019	0.023	99.804	99.769
Total	10.920	0.809	1.229	92.587	88.749
Weighted	10.735	0.519	0.791	95.166	92.636
NOX 1	5.441	0.168	0.132	96.911	97.571
NOX 2	4.609	0.029	0.030	99.378	99.353
NOX 3	5.629	0.008	0.008	99.850	99.860
Total	5.211	0.068	0.056	98.703	98.923
Weighted	5.061	0.052	0.045	98.971	99.110
CO2 1	439.205	467.738	477.743	-6.496	-8.775
CO2 2	436.446	463.678	470.042	-6.240	-7.698
CO2 3	389.499	413.663	418.772	-6.204	-7.516
Total	422.120	448.782	455.927	-6.316	-8.009
Weighted	424.137	450.798	457.573	-6.286	-7.883

HC FG grams (Seconds 0-20) 2.818 - Hill 1 grams 7.663 - % Contrib 36.77
 HC TP grams (Seconds 0-20) 3.307 - Hill 1 grams 6.940 - % Contrib 47.64

HC Inefficiency @ 50 Seconds : 6031.9
 HC Inefficiency @ 125 Seconds : 7176.6
 NOX Inefficiency @ 50 Seconds : 298.1
 NOX Inefficiency @ 125 Seconds : 1550.1

rmt file link = ftp://dmv100.pd7.ford.com/pub/5208694-rmt.txt expires 02 Jan 2003

From: Wood, Paul (P.)
Sent: Thursday, December 19, 2002 7:06 AM
To: Dalbo, Bob (R.J.)
Cc: Suarez, Rhae (R.); Fournelle, Gilbert (G.)
Subject: RE: WF0CU041621102062

Bob,

I have a further question which you may be able to help with. The 2002MY we used as an example with the cal details has the latest level cal.

- Would this be the cal the vehicle was built with.

I am trying to understand if there is any difference between the cal mentioned in the TSB for 2002MY (2M11A 30510) released on B21.3 and the cal 2U7A-CSB on this 2002MY vehicle in the UK. CD B21 in Europe was released around Oct 02 so this would indicate a later cal was available than the production cal. If the cal on B21.3 is a later cal than the production cal, then was this cal ever released on B21x in Europe, if so can you tell us what the cal is called for Europe.

I guess it is possible that the example vehicle has been updated with WDS but I have no way of verifying that.

Thanks.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit, Transit Connect & Import Vehicles
PCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 233287 - Internal: (8)734 3287
email: pwood2@ford.com

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

From: Dalbo, Bob (R.J.)
Sent: 17 December 2002 16:53
To: Suarez, Rhae (R.); Wood, Paul (P.); Fournelle, Gilbert (G.)
Subject: RE: WF0CU041621102062

Paul/Rhae,

The 2U7A-CSB is the latest calibration for 2002 Maverick. However, we repeatedly demonstrated that the calibration alone may not cure the issue. TSB 02-23-01 must be performed in its entirety (as well as the standard diagnostic procedures) to address the stalling concern.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31788
Pager: (313) 795-2858 Email: rdalbo@ford.com

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

From: Suarez, Rhae (R.)
Sent: Tuesday, December 17, 2002 10:55 AM
To: Wood, Paul (P.); Dalbo, Bob (R.J.); Fournelle, Gilbert (G.)
Subject: FW: WF0CU041621102062

Paul - yes I believe the concern also effects UK.

Bob/Gilbert - can you verify this and what (if available) are the latest calibration information for UK Maverick vehicles to address stalling.

Thanks!

Rhae M. Suarez

Rhae Michael Suarez
Product Concern Engineer - Escape / Tributs / Maverick
PVT & Field Support / FCSD
DSC II (room 548) / 1800 Fairlane Dr. / Allen Park, MI 48101
Phone: 313-82-23344 Pager: 313-796-6242
Fax: 313-82-78337
Email: rsuarez8@ford.com

—Original Message—

From: Wood, Paul (P.)
Sent: Tuesday, December 17, 2002 10:51 AM
To: Suarez, Rhae (R.)
Subject: FW: WF0CU041621102062

Rhae,

With regards to Russell's query below, is the intermittent engine stall issue as described in TSB 02-23-01 also an issue that could be found in the calibration for this vehicle in the UK.

Thanks.

Regards Paul Wood

Ford Motor Company
Product Concern Engineer - Transit, Transit Connect & Import Vehicles
FCSD - VS&P, GB-1/589
Phone: (0) 1277 251654 - Internal: (8)734 1654
Fax: (0) 1277 253287 - Internal: (8)734 3287
email: pwood2@ford.com

—Original Message—

From: Wheeler, Russell (R.F.)
Sent: 17 December 2002 15:16
To: Wood, Paul (P.)
Subject: WF0CU041621102062

Paul

I have just learnt that CRC re-purchased a 3.0 V8 Maverick for 'intermittent engine stalling', the VIN does come up in GCNIS as Hotline calls EH U2102208 and EH U2J01113 and the second dealer does claim for 'programme module to latest level'. Since those contacts, the owner has lost sufficient trust in the vehicle that CRC Executive Office were obliged to repurchase it (if you want to see that file # 1189330, Tony Martin x 4302 can help).

There was a US OASIS message - copy below - and American TSB 02-23-01 which takes their dealers through some diagnosis and ends up doing a recal.

What I can't piece together, and seek your guidance/help with is trying to match the US cal numbers listed in the TSB with those read from a 2002 model 3.0 british spec sample vehicle so we can confirm:

? is the calibration issue that caused the complaint on the Escape present on the Maverick ?

? if yes, do we already have the recal ; it was on cd B21.3 in america but I'm not sure when the CDs stopped being 'global' and became market specific

? if we need the recal, can we get it (hopefully quicker than the still unresolved 2.0 timing retard)

According to TSB 02-23-01 the cal for a 2002 MY NAAO Escape is 2M11A 30510

From the College 2002 MY Maverick;
DQAR8 Strategy
DQAR634 File Name
2U7ACSB Part
0X521D ID
JMJ3 Tag
2L8A 12A050 GD

thanks

Russell

XX
XX

Nov 4
9956 - 2001-2003 ESCAPE 3.0L - REPROGRAM PCM AND TSB DRIVEABILITY CHECKLIST

SOME 2001-2003 ESCAPE VEHICLES EQUIPPED WITH A 3.0L DURATEC ENGINE MAY EXHIBIT AN INTERMITTENT ENGINE QUIT AND RESTART CONDITION. THIS IS USUALLY A ONE-TIME EVENT DURING CLOSED THROTTLE DECELERATION WITH NO DIAGNOSTIC TROUBLE CODES (DTCS) AND NO MALFUNCTION INDICATOR LAMP (MIL). TO SERVICE, PERFORM 'ALL' STEPS IN TSB 02-11-06 AND REPROGRAM PCM WITH LATEST CALIBRATION FROM WDS VERSION 21.3 OR LATER. 2001 & EARLY BUILD 2002 MODELS WILL UPDATE TO 1U7A-AXD, ALL OTHER 2002 MODELS WILL UPDATE TO 2U7A-CZB, AND EARLY 2003 MODELS WILL UPDATE TO 3L8A-BC. UPDATED TSB TO FOLLOW.

XX
XX

OASIS RESULT:
WF0CU041821102082

208 292 671 TECH HOTLINE CONTACT ID
EXPIRES IN 5 DAYS FOR
WF0CU041821102082
12/17/2002
08:29:26

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VEHICLE INFORMATION
VEHICLE DESCRIPTION
2002 MAVERICK 2001
 BODY STYLE
 4 DR MPV
 ENGINE
 3.0L EFI DOHC
 ENGINE CALIBRATION
 0000

TRANSMISSION
CD4E AUTO TRANSAXLE
 AXLE CODE

GENERAL WARRANTY INFORMATION
WARRANTY START DATE
05/30/2002

BUILD DATE
03/13/2002

SALE MILEAGE

WARNING MESSAGES
VERIFY VIN/WARRANTY COVERAGE

VEHICLE SOLD IN UNITED KINGDOM

SERVICE INFO MAY BE UNAVAILABLE

FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

**N3DD - GBR 3/ 60000 MLS CLASSIC
STANDARD DEDUCTIBLE: 0 GBP
OWNER NAME: . CROSS HULLER
OPTIONS:
EXPIRATION DATE: 05/30/2005
DISTANCE: 60,000
RENTAL: 0 UP TO 0 DAYS
TOWING: 0 GBP
CONTRACT SOLD BY: GBR 33305 CL**

REPAIR HISTORY

**10/04/2002
DEALER: GORDONS (BOLTON) LIMITED
WARRANTY CLAIM NUMBER: 483312
ODOMETER: 005890M**

**CARRY OUT WDS,REMOVE CJB & CHECK M/PLUGS,CHECK & REWORK ALL MAIN
GROUNDS,REMOVE &
CHECK BJB,FOUND TERMINALS LOOSE ON POWER HOLD RELAY & REWORK
TERMINALS,REPLACE RELAY
FMC TECH NO U2J01113**

**08/28/2002
DEALER: POLAR MOTOR COMPANY LIMITED
WARRANTY CLAIM NUMBER: 036434
ODOMETER: 003642M**

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CODE	CONDITION DESC
28253						
		000				
			330000			
				07		IMPROPERLY ADJUSTED/

; WDS.REPROGRAMME MODULE TO LATEST LEVEL

SYMPTOM CODE INFORMATION

**807000 - DRIVEABILITY STALLS/QUITS
THERE ARE NO SSMS FOR SYMPTOM ENTERED
THERE ARE NO TSBS FOR SYMPTOM ENTERED**

**807400 - DRIVEABILITY STALLS/QUITS AT IDLE
THERE ARE NO SSMS FOR SYMPTOM ENTERED
THERE ARE NO TSBS FOR SYMPTOM ENTERED**

**807500 - DRIVEABILITY STALLS/QUITS - ACCELERATION
THERE ARE NO SSMS FOR SYMPTOM ENTERED
THERE ARE NO TSBS FOR SYMPTOM ENTERED**

**807600 - DRIVEABILITY STALLS/QUITS - CRUISE
THERE ARE NO SSMS FOR SYMPTOM ENTERED**

From: Sloan, Burt (B.E.)
Sent: Friday, December 20, 2002 8:57 AM
To: Hart, Jenny (J.); Boyk, Greg (G.J.); Gibson, Patrick (P.W.); Lyon, Peter (P.M.); Klarr, Jerry (G.T.); Hofman, Michael (M.V.); Corbett, Sandra (S.M.); Van Wiemeersch, John (J.R.); Adams, Kerry (K.N.); Austin, James (J.E.); Bogema, John (P.); Boyk, Greg (G.J.); Coffey, Dan (D.C.); Crowley, Patrick (P.J.); Dalchallah, Hassan (H.A.); Dalbo, Bob (R.J.); Delaroderie, Jim (J.A.); Dennis, Matt (M.A.); DiGasbarro, Thomas (T.R.); Dixon, Mark (M.R.); Fascetti, Bob (R.J.); Fournelle, Gilbert (G.); Gawnier, Larry (L.J.); Gibson, Patrick (P.W.); Hansen, George (G.C.); Hart, Jenny (J.); Hille, Kevin (K.T.); Kieliezewski, Mark (M.D.); King, Brian (B.M.); Kosko, Jeff (J.R.); Lewis, Marvin (M.A.); Limatta, Gary (G.D.); Liller, David (D.J.); Lyon, Peter (P.M.); Matkovich, Dale (D.M.); Mazzella, Gary (G.R.); McInroe, Brian (B.E.); Newman, Chris (C.W.); Perlick, Don (D.A.); Putney, Bill (W.); Ross, Ann (A.M.); Sabin, Scott (S.M.); Schwochert, Steven (S.P.); Scott, Damon (D.A.); Sloan, Burt (B.E.); Squires, Mark (D.M.); Stalmaszczak, Robert (R.); Turner, Donald (D.A.); Wettach, Bill (B.); Young, Dan (D.G.)
Cc:
Subject: U152, UP207, & U204 Drivability Team Meeting 1/8/03

**U152, UP207, & U204 Drivability Team
January 8, 2003
8:00 am to 10:00 am
TEE - Conference Rm 1**

Call In Phone Number: 9-1-877-877-7126
Participant Code: 6341969 #

Jan. 8, 2003 Meeting Agenda:

- | | |
|---|-------------------------|
| 1) Review Drivability AWS Charts | Burt Sloan |
| 2) U152 4.0L Hesitation / Rough Running On Cold Start after engagement
Discuss Root Cause Status
Report on acquiring a Vehicle
Report on Fuel Sample Analysis Status | Jenny Hart
Greg Boyk |
| 3) U152 4.6L Hesitation / Stalls / Rough Running on Cold Start
Report on Minnesota Trip Data Analysis | Pete Lyon |
| 4) No Start due to IPATS | Pat Gibson |
| 5) No Start due to PCM electrical overstress | Pat Gibson |
- EECV base applications (P/U207 and Escape)

From: Dalbo, Bob (R.J.)
Sent: Friday, January 03, 2003 11:04 AM
To: Gilbert Fournelle
Cc: Price, Martin (M.); Suarez, Rhae (R.); Marianos, Tom (T.E.)
Subject: RE: pcm updating

Gilbert,

Please set up an audio during the Thursday stall meeting timeslot to address the issue of reprogramming a new (MPC-161) PCM with the old (MPC-160) calibration. You, the other addressees and I should attend.

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Marianos, Tom (T.E.)
Sent: Friday, January 03, 2003 10:47 AM
To: Dalbo, Bob (R.J.); Suarez, Rhae (R.)
Cc: Price, Martin (M.)
Subject: RE: pcm updating

Sure. We turn off the inhale and exhale feature and make the technician use As-Built Data. It's not pretty, but it would stop the issue and hopefully get them to follow the TSB.

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

From: Dalbo, Bob (R.J.)
Sent: Friday, January 03, 2003 10:44 AM
To: Marianos, Tom (T.E.); Suarez, Rhae (R.)
Cc: Price, Martin (M.)
Subject: RE: pcm updating

I wonder if this condition has been responsible for the "fix doesn't work" comments we occasionally received.

Tom,

Any thoughts on how to ansure against reprogramming with the (very old) YL8F-CE calibration? If we need to do some testing I can support it.

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

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

From: Price, Martin (M.)
Sent: Friday, January 03, 2003 7:59 AM
To: 'Nikolai, Bernie (B.E.)'; Dalbo, Bob (R.J.)

Cc: Suarez, Rhae (R.); Marianos, Tom (T.E.); Price, Martin (M.)
Subject: RE: pcm updating

yes but a 1u7a-axa module can be programmed to y18f-ce.

Marti Price
Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

-----Original Message-----
From: Nikolai, Bernie (B.E.) [mailto:bnikolai@visteon.com]
Sent: Friday, January 03, 2003 6:31 AM
To: 'Dalbo, Bob (R.J.)'
Cc: Suarez, Rhae (R.); Marianos, Tom (T.E.); Price, Martin (M.)
Subject: RE: pcm updating

Bob,

The YL8F-CE is a MPC-160 module. The MPC-161 series of modules began with the P/N of 1L8U.

Bernie Nikolai
Visteon Powertrain Control Systems
PH: 313-755-1401
FAX: 313-755-3585
PAGER: 313-814-0418
bnikolai@visteon.com

-----Original Message-----
From: Dalbo, Bob (R.J.) [mailto:rdalbo@ford.com]
Sent: Thursday, January 02, 2003 3:35 PM
To: 'bnikolai@visteon.com'; Price, Martin (M.)
Cc: Suarez, Rhae (R.); Marianos, Tom (T.E.)
Subject: RE: pcm updating

Marti,
Programming an MPC-160 with the latest software will work, but may result in false indications (DTCs) of ignition coil failures. We should replace MPC-160 modules with MPC-161s as recommended in the TSB.

Bernie,
For the 3.0L U204, were any pre-2001-R10 modules built that had YL8F prefixes AND MPC-161 hardware?

Bob Dalbo
3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 795-2859 Email: rdalbo@ford.com

> -----Original Message-----

> From: Price, Martin (M.)
> Sent: Thursday, January 02, 2003 3:24 PM
> To: Dalbo, Bob (R.J.); Suarez, Rhae (R.); Marianos, Tom (T.E.)
> Subject: RE: pcm updating
>
> so are the stickers wrong? and if so why can we reprogram it to
1U7A-AXB,
I have actually gone through and done this on the phone with a tech!
Are
you all sure that a YLSF-CE cannot be a MPC 161?? The WDS database that
is
sent out also lists YLSF-CE as MPC 160 or 161, how do explain this?

>
> Marti Price
> Cleveland Engine Specialist, DSC I #353
> 1700 Fairlane Dr, Allen Park, MI 48101
> mprice28@ford.com ph. (313)317-9133
>

> -----Original Message-----

> From: Dalbo, Bob (R.J.)
> Sent: Thursday, January 02, 2003 2:39 PM
> To: Suarez, Rhae (R.); Marianos, Tom (T.E.); Price, Martin (M.)
> Subject: RE: pcm updating
>

> Rhae,
> The other way to tell is by part number prefix. A YLSF- prefix with
any
suffix apparently covers all the MPC-160 modules.

>
> Bob Dalbo
> 3.0L Calibration Supervisor
> Outfitters Calibration, NAT
> Phone: (313) 24-84947 Fax: (313) 32-31786
> Pager: (313) 795-2859 Email: rdalbo@ford.com
>

> -----Original Message-----

> From: Suarez, Rhae (R.)
> Sent: Thursday, January 02, 2003 2:11 PM
> To: Dalbo, Bob (R.J.); Marianos, Tom (T.E.); Price, Martin (M.)
> Subject: RE: pcm updating
>

> is there a different way to tell if a PCM is a 160 level?

>
> I don't think I will be able to persuade the OASIS group to release
the
same information that is in the TSB already.

> ****from TSB 02-11-06****

> 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

> XXXX-12A650-XXX. If the PCM is MPC 161, then just reprogram with WDS.
Verify

> latest calibration was successfully reprogrammed. WDS should show latest
> calibration level as 1U7A-12A650-AXD for 2001MY, 2U7A-12A650-CZB for
> 2002MY or 3L8A-12A650-BC for 2003. Note that some early 2002 vehicles may

> have the 2001 calibration.

> *****

>

> -----Original Message-----

> From: Dalbo, Bob (R.J.)

> Sent: Thursday, January 02, 2003 2:04 PM

> To: Marianos, Tom (T.E.); Price, Martin (M.); Suarez, Rhae (R.)

> Subject: RE: pcm updating

>

> Marti,

> It sounds like it isn't clear that YL8F-C* PCMs must be replaced to get

the latest calibration. What do you think should we (Ford) do to clarify

this necessity?

>

> Bob Dalbo

> 3.0L Calibration Supervisor

> Outfitters Calibration, NAT

> Phone: (313) 24-84947 Fax: (313) 32-31786

> Pager: (313) 795-2859 Email: rdalbo@ford.com

>

> -----Original Message-----

> From: Marianos, Tom (T.E.)

> Sent: Thursday, January 02, 2003 1:58 PM

> To: Price, Martin (M.); Dalbo, Bob (R.J.); Suarez, Rhae (R.)

> Subject: RE: pcm updating

>

> The PCM cannot be both YL8F-CE and an MPC-161.

>

> Before the try to reprogram this module, make sure the module is an MPC-161.

>

> -----Original Message-----

> From: Price, Martin (M.)

> Sent: Thursday, January 02, 2003 1:43 PM

> To: Dalbo, Bob (R.J.); Suarez, Rhae (R.); Marianos, Tom (T.E.)

> Subject: RE: pcm updating

>

> I have had several techs tell me the part# on the pcm is YL8F-CE and MPC

161? I didn't even tell them what to look for I just asked for the part# and

MPC#. Plus a few of these have been replacement pcm's? I can get them to

reprogram to 1U7A-AXB by telling WDS to, but it isn't linking them automatically. >

>

> Marti Price

> Cleveland Engine Specialist, DSC I #353

> 1700 Fairlane Dr, Allen Park, MI 48101

> mprice28@ford.com ph. (313)317-9133

>

> -----Original Message-----

> From: Dalbo, Bob (R.J.)
 > Sent: Thursday, January 02, 2003 1:26 PM
 > To: Price, Martin (M.); Suarez, Rhae (R.); Marianos, Tom (T.E.)
 > Subject: RE: pcm updating
 >
 > Marti,
 > I'm not sure I understand the question. The YL8F-CE PCM is an MPC-160
 and
 cannot be reflashed to the latest calibration. The PCM must be replaced
 with an MPC-161 type. The replacement part number is 1U7Z-12A650-ARD
 per
 TSB 02-23-1.
 >
 > What must I do to address this situation?
 >
 > Rhae,
 > Should we issue a separate SSM telling dealers that Escapes/Tributes
 built
 with MPC-160 PCMs that have driveability complaints must get the
 replacement
 part listed above in order to have the latest calibration?
 >
 > Bob Dalbo
 > 3.0L Calibration Supervisor
 > Outfitters Calibration, NAT
 > Phone: (313) 24-84947 Fax: (313) 32-31786
 > Pager: (313) 795-2859 Email: rdalbo@ford.com
 >
 > -----Original Message-----
 > From: Price, Martin (M.)
 > Sent: Thursday, January 02, 2003 12:13 PM
 > To: Suarez, Rhae (R.); Marianos, Tom (T.E.); Dalbo, Bob (R.J.)
 > Subject: pcm updating
 >
 > PCM part# YL8F-CE still isn't updating! Bob can your dept request WDS
 to
 update the calibration connection in WDS?
 >
 > Marti Price
 > Cleveland Engine Specialist, DSC I #353
 > 1700 Fairlane Dr, Allen Park, MI 48101
 > mprice28@ford.com ph. (313)317-9133
 >

From: Fournelle, Gilbert (G.)
Sent: Tuesday, January 07, 2003 3:34 PM
To: Dalbo, Bob (R.J.)
Co: Grimes, Jeff (J.R.)
Subject: 3.0L U204 stalls update

Bob

Attached is the an updated stalls presentation for the 3.0L U204 stalls issue.


u204_stall_2_6.ppt

Regards,

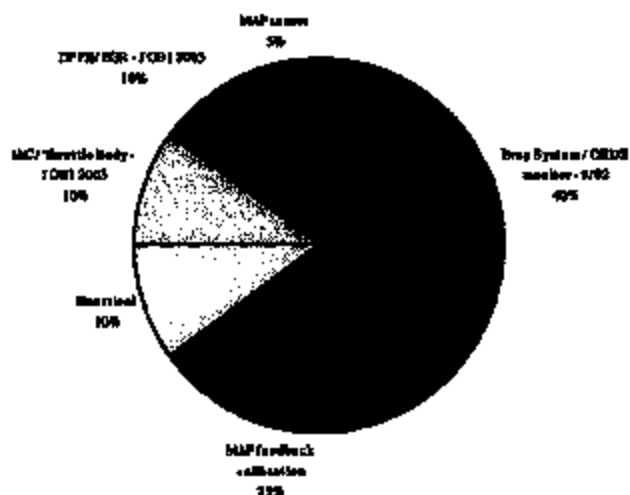
Gilbert Fournelle
V6 U204 Calibration Engineering
1AE27 Truck Engine Engineering (TEE)
Phone:(313)3904968. Fax:(313)3231786

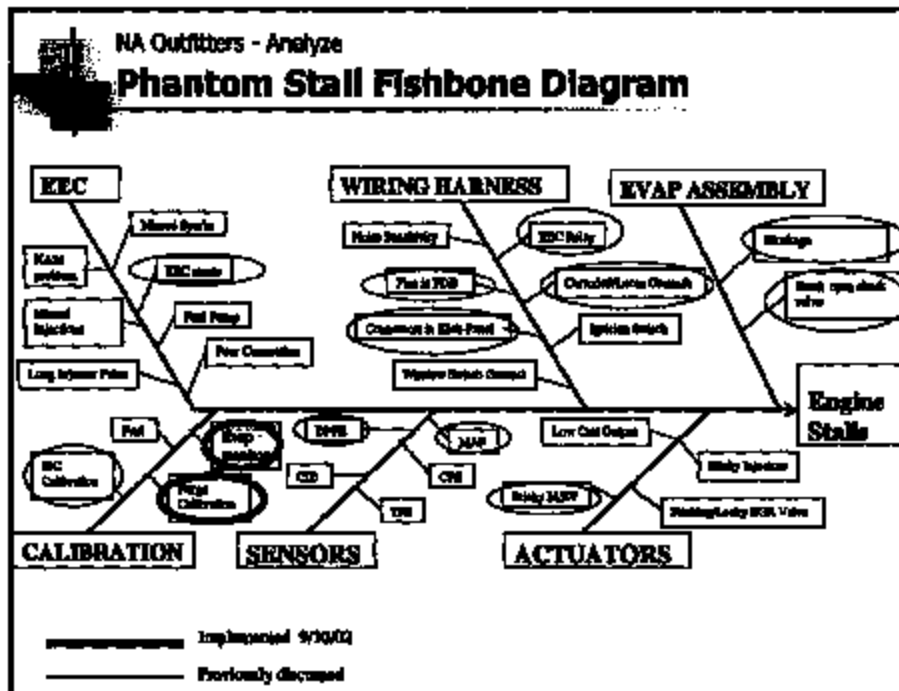
Escape V6 Stalls

Concern	Production Implementation Date	Svc Parts Y- N - NA	Verification
Escape V6 stalls ----- Unrelated Issues	11/12/02 (TR-02-23-1) Calibration 8/11/02	Y Calibration available 8/15/02	Monitoring AWG, CGR, JCCD
Problem Description	V6 Escape can experience a phantom (no codes set) stall during low speed (<40mph) closed throttle deceler.		
Vehicles Affected	2001 and 2002 MY Escape/Tribute		
Root Cause	Multiple contributors: airflow, evap system, O2D, electrical system, EMC		
Corrective Action	<ul style="list-style-type: none"> -R11 calibration minimizes RPM dip during EVAP monitor test. It adds air flow during closed throttle decel. -Design changes: IAC, Evap System, Electrical System and MAF sensor -DPFE resourced to Motorola 		
Production Implementation Date	<ul style="list-style-type: none"> -Calibration: 8/11/02 -IAC-8/02, Evap Vent line - 9/3/02, MAF Sensor- 6/02, -PCM for EMC - 8/5/02 		
Service Parts Available Date	<ul style="list-style-type: none"> -Calibration available on Ford Star 9/09/02 -MAF, DPFE, IAC, and PCM available as released above 		
Verification Description	<ul style="list-style-type: none"> -All known root causes (including evap monitor fix) have been addressed in service and production as of 8/11/02. -Weekly Field Service Engineer review (immediate field feedback). VDRs in Mazda management Sect, Hassell dealer update (Midpac Auto Center). 		

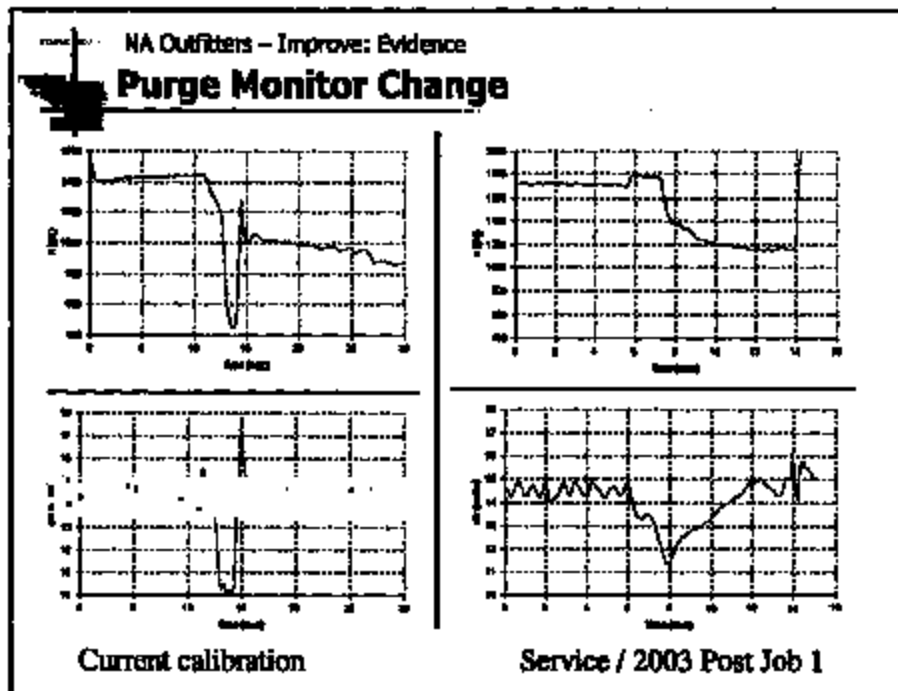
NA Outfilters - Measure

Escape V6 Stalls Pie Chart





- NA Outfitters - Improve
OBDII Evap monitor
- A rich A/F occurs when the purge monitor enters phase 0 (when the Canister Vent Valve closes).
 - above 40 mph, 6 hour vehicle soak, 7/8 > fuel level > 1/8, > 75% PG DC
 - If the vehicle enters a closed throttle decel during phase 0, the rich A/F causes an extreme RPM dip and possible stall.
 - A strategy fix has been implemented to abort the monitor if a closed throttle decel occurs during the first 7 seconds of phase 0 of the purge monitor.



NA Outfitters - Control

Containment / Service

- TSB released 4/24/2002 (TSB 02-08-06).
 - Includes: replacing the IAC valve and the throttle body if the ISC duty cycle is out of spec (spec is 32%-40%), updating the calibration, Evaporative Vapor Management Duty Cycle (EVAPVM) check and VMV replacement if EVAPVM is not correct, vent line check for possible obstruction, EBC power relay, significant key chain weight warning.
- First ISM released 5/6/2002 (ISM 02-05-017).
 - Inspect PCM/harness connection & check pins for signs of arcing or corrosion, replace MAPS, replace iPPB, inspect C270B, C, D, C110, C133 for water intrusion/pin problems, inspect G300, G100, G104/105 and G101 grounds, inspect CKP harness near AC compressor. Check MAP gasket installation.

• TSB was not always performed due to difficulty in reproducing the stall. TSB was rewritten (02-23-1) so that TSB is always performed, regardless of being able to reproduce the stall (release 11/12/02). TSB was updated with latest available calibration and new ISC valve part numbers.

NA Outfitters - Control

Verification

- 4 Experimental processors were given to customers 8/1/02 with frequent stalls, before service calibration release on 9/4/02. No issues reported.
- Continued contact with Hawaii dealerships (MIDPAC AUTO CENTER, J&N Mazda) which has 12 stalling vehicles (Escape & Tribute). No stall complaints since latest service calibration.
- Mazda buy-back fleet has been successfully repaired with no stall complaints since resale.
- Weekly conference call with field service engineers (Jim Noteboom FMC, Gil Peppone FMC, Dan Rothweller MC, Don Altoonian FMC, Randy Corlew FMC) and FCSD (Rhee Suarez FMC, Steve Limbaco MC).
- Monitor ICCD. For 2003 MY since 9/16/02. 5 total stall complaints (3 hardware failures, 2 erroneous premature application of TSB).

From: Grimes, Jeff (J.R.)
Sent: Friday, January 10, 2003 1:58 PM
To: Price, Martin (M.); Corbett, Sandra (S.M.); Durfee, Tom (T.P.); Fournelle, Gilbert (G.); Hinds, Brett (B.S.); Knoll, Alexander (A.); Kraus, Robert (R.T.); Lawler, Dave (D.A.); Moorhouse, Scott (S.R.); Roberts, Janet (J.); Schmidt, Matthew (M.); Suarez, Rhoe (R.); Young, Lam (.)
Subject: RE: ISM draft

I'll leave TSE approval to the appropriate function. However, please note the following warranty claim(s)

2003	FMCU93123KA92906	10-Oct-02	9D473	D034929	29-Oct-02	128	EGR VALVE STUCK OPEN RUN W/DIAG, PINPOINT TEST EGR SYSTEM P0402 REMOVE AND INSP EGR VALVE, REMOVE METAL SLAG THAT WAS JAMMED IN PINTAL AREA, INSTALL AND RETEST, OK	ENGINE DIFFICULT TO START, EXCESSIVE CRANKING TIME. VERY ROUGH WHEN RUNNING, IDLE IS ERRATIC. CHECK ENGINE LAMP IS ON.
2003	FMCU93123KA92906	10-Oct-02	9D473	E29484	Dec-02	2800	TEST PIN PINT TEST AGAIN REMOVE MORE METAL SLAG FROM EGR VALVE	SPOKE WITH FORD ENGINEERING AND THEY ADVISED CHECK ENGINE TO REMOVE METAL SLAG THAT KEEPS STICKING TO EGR VALVE LAMP IS ON ENGINE IS HARD TO START AND HEBITATES BADLY FROM A STOP

Happy New Year

Jeff Grimes

OPD & Value Engineering
Duratec Engine Programs, U204
Ford Motor Company
ph: (313) 322-6237 fax: (313) 694-7323
e-mail: jgrimes1@ford.com

---Original Message---

From: Price, Martin (M.)
Sent: Friday, January 10, 2003 11:54 AM
To: Corbett, Sandra (S.M.); Durfee, Tom (T.P.); Fournelle, Gilbert (G.); Grimes, Jeff (J.R.); Hinds, Brett (B.S.); Knoll, Alexander (A.); Kraus, Robert (R.T.); Lawler, Dave (D.A.); Moorhouse, Scott (S.R.); Roberts, Janet (J.); Schmidt, Matthew (M.); Suarez, Rhoe (R.)
Subject: ISM draft

I had some free time, so I wrote up this draft. I would like submit it by monday afternoon at the latest so if you have input please respond before then?

Martin Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

From: Roberts, Janet (J.)
Sent: Friday, January 10, 2003 2:20 PM
To: Grimes, Jeff (J.R.); Price, Martin (M.); Corbett, Sandra (S.M.); Durfee, Tom (T.P.); Fournelle, Gilbert (G.); Hinds, Brett (B.S.); Knoll, Alexander (A.); Kraus, Robert (R.T.); Lawler, Dave (D.A.); Moorhouse, Scott (S.R.); Schmidt, Matthew (M.); Suarez, Rhae (R.); Yeung, Lem (.)
Cc: Zhou, Steven (S.)
Subject: RE: ISM draft

Can we try to get the build dates on the suspect vehicles? Thanks.

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

From: Grimes, Jeff (J.R.)
Sent: Friday, January 10, 2003 1:56 PM
To: Price, Martin (M.); Corbett, Sandra (S.M.); Durfee, Tom (T.P.); Fournelle, Gilbert (G.); Hinds, Brett (B.S.); Knoll, Alexander (A.); Kraus, Robert (R.T.); Lawler, Dave (D.A.); Moorhouse, Scott (S.R.); Roberts, Janet (J.); Schmidt, Matthew (M.); Suarez, Rhae (R.); Yeung, Lem (.)
Subject: RE: ISM draft

I'll leave TSB approval to the appropriate function. However, please note the following warranty claim(s)

2003	FMCU83123KA92906	10-Oct-02	9D473	D034923	10-Oct-02	128	128 EGR VALVE STUCK OPEN RUN WDS DIAG.
							PINPOINT TEST EGR SYSTEM P0402 REMOVE AND INSP EGR VALVE, REMOVE METAL SLAG THAT WAS JAMMED IN INTAL AREA, INSTALL AND RETEST, OK
							ENGINE DIFFICULT TO START, EXCESSIVE CRANKING TIME. VERY ROUGH WHEN RUNNING, IDLE IS ERRATIC. CHECK ENGINE LAMP IS ON.
2003	FMCU83123KA92906	10-Oct-02	9D473	E29494	4-Dec-02	2800	28008888 TEST PIN PINT TEST AGAIN REMOVE MORE
							METAL SLAG FROM EGR VALVE
							SPOKE WITH FORD ENGINEERING AND THEY ADVISED
							TO REMOVE
							METAL SLAG THAT KEEPS STICKING TO EGR VALVE
							CHECK ENGINE
							LAMP IS ON ENGINE IS HARD TO START AND HEBITATES BADLY FROM A STOP

Happy New Year

Jeff Grimes

OPD & Value Engineering
Duratec Engine Programs, U204
Ford Motor Company
ph: (313) 322-5237 fax: (313) 594-7323
e-mail: jgrimes1@ford.com

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

From: Price, Martin (M.)
Sent: Friday, January 10, 2003 11:54 AM
To: Corbett, Sandra (S.M.); Durfee, Tom (T.P.); Fournelle, Gilbert (G.); Grimes, Jeff (J.R.); Hinds, Brett (B.S.); Knoll, Alexander (A.); Kraus, Robert (R.T.); Lawler, Dave (D.A.); Moorhouse, Scott (S.R.); Roberts, Janet (J.); Schmidt, Matthew (M.); Suarez, Rhae (R.)
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Marti Price

Cleveland Engine Specialist, DSC I #353
1700 Fairlane Dr, Allen Park, MI 48101

mprice28@ford.com ph. (313)317-9133

From: Grimes, Jeff (J.R.)
Sent: Friday, January 10, 2003 2:21 PM
To: Roberts, Janet (J.); Price, Martin (M.); Corbett, Sandra (S.M.); Durfee, Tom (T.P.); Fournelle, Gilbert (G.); Hinda, Brett (B.S.); Knoll, Alexander (A.); Kraus, Robert (R.T.); Lawler, Dave (D.A.); Moorhouse, Scott (S.R.); Schmidt, Matthew (M.); Suarez, Rhas (R.); Young, Lam (.)
Cc: Zhou, Steven (S.)
Subject: RE: ISM draft

October 10th

Happy New Year

Jeff Grimes

OPD & Value Engineering
 Duratec Engine Programs, U204
 Ford Motor Company
 ph: (313) 322-5237 fax: (313) 594-7323
 e-mail: jgrimes1@ford.com

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

From: Roberts, Janet (J.)
Sent: Friday, January 10, 2003 2:20 PM
To: Grimes, Jeff (J.R.); Price, Martin (M.); Corbett, Sandra (S.M.); Durfee, Tom (T.P.); Fournelle, Gilbert (G.); Hinda, Brett (B.S.); Knoll, Alexander (A.); Kraus, Robert (R.T.); Lawler, Dave (D.A.); Moorhouse, Scott (S.R.); Schmidt, Matthew (M.); Suarez, Rhas (R.); Young, Lam (.)
Cc: Zhou, Steven (S.)
Subject: RE: ISM draft

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Subject: RE: ISM draft

I'll leave TSB approval to the appropriate function. However, please note the following warranty claim(s)

2003	FMCU93123KA92906	10-Oct-02	9D473	D034923	Oct-02	128	128 EGR VALVE STUCK OPEN RUN WDS DIAG, PINPOINT TEST EGR SYSTEM P0462 REMOVE AND RSP EGR VALVE, REMOVE METAL SLAG THAT WAS JAMMED IN PINTAL AREA, INSTALL AND RETEST, OK	ENGINE DIFFICULT TO START, EXCESSIVE CRANKING TIME VERY ROUGH WHEN RUNNING, IDLE IS ERRATIC. CHECK ENGINE LAMP IS ON.
2003	FMCU93123KA92906	10-Oct-02	9D473	E29484	Dec-02	2600	2600BBS TEST PIM PINT TEST AGAIN REMOVE MORE METAL SLAG FROM EGR VALVE	SPOKE WITH FORD ENGINEERING AND THEY ADVISED TO REMOVE METAL SLAG THAT KEEPS STICKING TO EGR VALVE CHECK ENGINE LAMP IS ON ENGINE IS HARD TO START AND HESITATES BADLY FROM A STOP

Happy New Year

Jeff Grimes

OPD & Value Engineering

Duratec Engine Programs, U204
Ford Motor Company
ph: (313) 322-5237 fax: (313) 504-7323
e-mail: jgrimes1@ford.com

—Original Message—

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Sent: Friday, January 10, 2003 11:54 AM
To: Corbett, Sandra (S.M.); Durfee, Tom (T.P.); Fournelle, Gilbert (G.); Grimes, Jeff (J.R.); Hinds, Brett (B.S.);
Knoll, Alexander (A.); Kraus, Robert (R.T.); Lawler, Dave (D.A.); Moorhouse, Scott (S.R.); Roberts, Janet
(J.); Schmidt, Matthew (M.); Suarez, Rhee (R.)
Subject: ISM draft

I had some free time, so I wrote up this draft. I would like submit it by monday afternoon at the latest so if you have input please respond before then?

Martin Price

Cleveland Engine Specialist, DSC 1 #353
1700 Fairlane Dr, Allen Park, MI 48101
mprice28@ford.com ph. (313)317-9133

From: Sanders, Muriel (M.S.)
Sent: Friday, June 28, 2002 3:08 PM
To: Fournelle, Gilbert (G.)
Subject: FW: 2001 & 2002 Escape MORS Search

Here's the MORS data...

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
Fax: 313-32-31786
E-mail: msander6@ford.com

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

From: Fascetti, Bob (R.J.)
Sent: Thursday, June 27, 2002 2:20 PM
To: Sanders, Muriel (M.S.)
Subject: FW: 2001 & 2002 Escape MORS Search

Muriels, here is the data

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

From: Terzes, Laura (L.D.)
Sent: Thursday, June 20, 2002 4:17 PM
To: Le, Dzang (D.H.); Fascetti, Bob (R.J.); Dalbo, Bob (R.J.)
Subject: FW: 2001 & 2002 Escape MORS Search



01-02 ESCAPE
Stall/Quits (Jch...)

Subject: FW: MORS Symptom Code listing (data report includes customer verbatims)

STALLS/QUITS	STALL/QUITS AT IDLE COLD ENGINE	807491
	STALL/QUITS AT IDLE HOT ENGINE	807492
	STALL/QUITS AT IDLE ALL ENGINE TEMP	807493
	STALL/QUITS ACCELERATION COLD ENGINE	807581
	STALL/QUITS ACCELERATION HOT ENGINE	807582
	STALL/QUITS ACCELERATION ALL ENGINE TEMP	807583
	STALL/QUITS AT CRUISE COLD ENGINE	807681
	STALL/QUITS AT CRUISE HOT ENGINE	807682
	STALL/QUITS AT CRUISE ALL ENGINE TEMP	807683
	STALL/QUITS DECELERATION COLD ENGINE	807781
	STALL/QUITS DECELERATION HOT ENGINE	807782
	STALL/QUITS DECELERATION ALL ENGINE TEMP	807783

* ATTN: CONSUMER AFFAIRS MANAGER
*
*
*
*
*
* SALES AND SERVICE CONTACTS COUNTRY: USA
*
* OPENED BETWEEN 01/01/2000 AND 06/14/2002
*
* ISSUE TYPES : ALL
*
*
* MODEL YEARS : 2001 OR 2002
*
*
* MODEL NAMES : ESCAPE\$*
*
*
*
* BODY CODES : ALL
*
*
* REASON CODES: ALL
*
*
* SYMPTOMS : 607491 OR 607492 OR 607493 OR 607591 OR 607592
*
* OR 607593
*
* ENGINE CODES: ALL
*
* ACTION CODES: ALL
*
*
* OPENING ALL
*
* ORIGIN CODES:

djohn02

*
* VEH. LINES : ALL
*

* STATE/PROV. : ALL
*

* REGION CODES: ALL
*

* DEALER CODES: ALL
*

* OPENING ALL
*

* ANALYST ID:
*

* ODOMETER: FROM: 000000 TO: 999999
*

CONSUMER AFFAIRS

CONTACT COUNTS BY TYPE

CONCERN	DSB	INFORMATION	INQUIRY	LEGAL	PRI
ORITY	RAV	REGION	TOTAL		

djohn02

3 130 31 51 595 5 15

SORT SEQUENCE: (DEFAULT AND FINAL IS ISSUE TYPE)

1. BY A02MDLNBR	2. BY A30VEH_08
3. BY A17SYMP_CD	4.
5.	6.
7.	8.
9.	10.
11.	

OWNER RELATIONS 06/18/2002 MMFAXPRG

1

* ATTN: CONSUMER AFFAIRS MANAGER

*
* _____
*
*
* _____
*

* SALES AND SERVICE CONTACTS COUNTRY: USA

* OPENED BETWEEN 01/01/2000 AND 06/14/2002

* ISSUE TYPES : ALL

* MODEL YEARS : 2001 OR 2002

* MODEL NAMES : ESCAPE\$*

* BODY CODES : ALL

* REASON CODES: ALL

* SYMPTOMS : 607491 OR 607492 OR 607493 OR 607591 OR 607592

djohn02

```
*
* OR 607593
*
* ENGINE CODES: ALL
*
* ACTION CODES: ALL
*
*
* OPENING ALL
*
* ORIGIN CODES:
*
* VEH. LINES : ALL
*
*
* STATE/PROV. : ALL
*
* REGION CODES: ALL
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* DEALER CODES: ALL
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*
* OPENING ALL
*
* ANALYST ID:
*
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* ODOMETER: FROM: 000000 TO: 999999
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djohn02

CONSUMER AFFAIRS

*
*

CONTACT COUNTS BY SORT FIELDS

A02MDLNBR	A30VEH_08	A17SYMP_CD	
2001	ESCAPE	607491	42
		607492	40
		607493	138
		607591	15
		607592	63
		607593	167
2002	ESCAPE	607491	14
		607492	9
		607493	38
		607591	6
		607592	15
		607593	48
TOTAL			595

SORT SEQUENCE: (DEFAULT AND FINAL IS ISSUE TYPE)

- 1. BY A02MDLNBR
- 2. BY A30VEH_08
- 3. BY A17SYMP_CD
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.

OWNER RELATIONS 06/18/2002 MMFAKPRG
1

BEGINNING OF CONTACT

06/18/2002 MASTER OWNER RELATIONS SYSTEM III
13.41.19

=====

312621622	INFORMATION ISSUE	CASE NBR: 0
REGION: 10 SDR	ZONE: F1	OPENED: 0
6/11/2002		
VIN: 1FMYU03181KC21309	ENGINE: 1	VEH TYPE: T
6/11/2002		CLOSED: 0

=====

djohn02

LAST NAME: SWIFT STATUS: C
 TITLE: MRS FIRST NAME: MI: 8
 ADDRESS: WAKE FOREST STATE: NC ZIP:
 HOME PHONE: MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE: 14000
 DEALER NAME: BOYD BROTHERS FORD, SALES CODE: F21612 P & A: 0
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: GBRANDFO GERI-ANNE BRANDFORD
 ACTION DATA/COMMENTS:

2002/06/11
 08.38.21 CUSTOMER SAYS: - INTERMITTEN STALLING CONCERN; AT 4
 5 MP H GOING DOWN HILL. VEH HAS BEEN TO DLR 2 X. VEH WILL BE
 AT DLR THIS MORNING. WILL BE CONTACTNG THE ATTRONEY GENERA
 L. SEEKING THE VEH TO BE REPAIRED. PER CUSTOMER, DEALER
 SAY S: - N/A CAC ADVISED: - WE RECOMMEND THE REPAIR B
 R PE RFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE S
 ENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE C
 ASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

```

=====
=====
                                INFORMATION ISSUE                                CASE NBR: 0
369801251
REGION: 16 PHILADELPHIA    ZONE: G1                                OPENED: 1
1/06/2001
VIN: 1FMYU04101KB28265    ENGINE: 1    VEH TYPE: T                    CLOSED: 1
1/06/2001
=====
=====

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=====
=====
LAST NAME: ██████████                                STATUS: C
LOSED
TITLE: ██████████                                FIRST NAME: ██████████    MI:
ADDRESS: ██████████
CITY: BETHLEHEM                                STATE: PA                    ZIP: 1
██████████
HOME PHONE: ██████████
MODEL YEAR: 2001                                MODEL: ESCAPE XLT 4X4
MILEAGE: 3900
DEALER NAME: DICK MILHAM FORD    SALES CODE: F16463    P & A: 0
0797
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE
=====
=====

```

```

-----
ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: NALI NURUS SABA ALI
ACTION DATA/COMMENTS:

```

2001/11/06

10.52.52

CUSTOMER SAYS: THE VEH STALLED THRICE ON THE CUST --
 WITHIN THE FIRST WEEK / THEN A NMONTH LATER / THEN THI

S PA

EH I
HAS
HAS
DLR
==
FOR
FORM
CAN
SE C
CONC

djohn02
ST FRIDAY THE VHE STALLS ON A COLD ENGINE THE V
S CURRENTLY AT DICK MILHAM FORD THE SELLING DLR === WHO
NOT BEEN ABLE TO SUPPLICATE THE CONCERN === THE CUST
REQUESTED THE DLR TO KEEP THE VHE FOR A WEEK SO THAT THE
MAY BE ABLE TO VERIFY THE CONCERN DURING THE TIME FRAME
= CUST WANTS TO BRING HIS CONCERN TO THE ATTENTION OF
D === PER CUSTOMER, DEALER SAYS: CAC ADVISED: - IN
WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY
NOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVI
USTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT)
ERN IS NOTICED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS
1

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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384521161 INFORMATION ISSUE CASE NBR: 0

djohn02

REGION: 11 BOSTON ZONE: E1 OPENED: 0
 7/24/2001
 VIN: 1FMYU04151KF63721 ENGINE: 1 VEH TYPE: T CLOSED: 0
 7/24/2001

=====

LAST NAME: ██████████ STATUS: C
 LOSED
 TITLE: ██████████████████████████████ FIRST NAME: ██████████ MI: J
 ADDRESS: ██████████████████████████████
 CITY: BARNSTEAD STATE: NH ZIP: ██████████
 ██████████
 HOME PHONE: ██████████████████████████████
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 15000
 DEALER NAME: BILL DUBE FORD SALES CODE: F11544 P & A: 0
 8986
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: MMATZANK MARLITT MATZANKE
 ACTION DATA/COMMENTS:

2001/07/24
 17.51.59 CUSTOMER SAYS: THE VEHICLE IS STALLING THE CUST HAS
 HAD THE VEHICLE BACK TO THE DEALER 2 TIMES NOW THE VEHICLE
 HAS CUT OUT 3 TIMES NOW CUST HAS LOST CONFIDENCE IN THIS VE
 HICL E PER CUSTOMER, DEALER SAYS: CAC ADVISED: - WE
 RECO MMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP -
 INF ORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CR
 M/SE RV MGR INFERENCE CASE ID: 4904

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 0
557780422		
REGION: 71 CALIFORNIA	ZONE: C1	OPENED: 0
2/11/2002		
VIN: 1FMYU01B31KA04004	ENGINE: B VEH TYPE: T	CLOSED: 0
2/11/2002		

=====

LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED] MI:
ADDRESS:	[REDACTED]	
CITY:	RIVERSIDE	STATE: CA ZIP: 9
HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLS 4X2	
MILEAGE: 23359		
DEALER NAME: KEN GRODY FORD	SALES CODE: F71089	P & A: 0
7946		
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: IPREBTAN ISPAN PREBTANI
ACTION DATA/COMMENTS:

djohn02

2002/02/11
15.23.08
G AN
IT W
T TI
E C
FOR
OMER

CUSTOMER SAYS: CUST CALLING AND SAID THAT HE IS DRIVIN
D SAID THAT HE DROVE 45 MINS AND WHEN HE DRIVES HIS VEH
ILL NOT IDLE AND TURNS -CUST SAID THAT THIS IS THE FIRS
ME CUST SEEKING A TOW PER CUSTOMER, DEALER SAYS: NON
AC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A
D/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUST
SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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598961012	INFORMATION ISSUE	CASE NBR: 0
REGION: 41 CHICAGO	ZONE: A2	OPENED: 0

djohn02

4/11/2002

VIN: 1FMCU04101KE97508

ENGINE: 1

VEH TYPE: T

CLOSED: 0

4/11/2002

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LAST NAME: [REDACTED] STATUS: C
 CLOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: CHICAGO HEIGHTS STATE: IL ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 4985
 DEALER NAME: SUTTON FORD, INC. SALES CODE: F41043 P & A: 0
 1527
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: TMENTORE TSHI MENTORE
 ACTION DATA/COMMENTS:

2002/04/11
 16.37.42 CUSTOMER SAYS: - VEH WILL NOT START - DROVE VEH EARL
 IER
 AND WAS FINE BUT WHEN TRYING TO START A 2ND TIME VEH S
 TALL
 ED - SHEKING ROADSIDE ASSISTANCE PER CUSTOMER, DEALER
 SAY
 S: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PE
 RFOR
 MED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT
 TO D
 LR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE
 ID:
 4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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633243390	INFORMATION ISSUE	CASE NBR: 0
REGION: 13 NEW YORK	ZONE: E1	OPENED: 0
9/07/2001		
VIN: 1PMYU04151KD92629	ENGINE: 1	VEH TYPE: T
9/07/2001		CLOSED: 0

=====

LAST NAME: [REDACTED]		STATUS: C
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI:
ADDRESS: [REDACTED]		
CITY: MARTINSVILLE	STATE: NJ	ZIP: 0
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XL/T 4X4	
MILEAGE: 12260		
DEALER NAME: FULLERTON FORD	SALES CODE: F13475	P & A: 2
0651		
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR		
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
DOCUMENT: ANALYST: TREEVES TRICIA REEVES
ACTION DATA/COMMENTS:

2001/09/07

17.10.57 CUSTOMER SAYS: djohn02
 G SH =CUST SAY'S ENGINE STALLS AND EVERYTHIN
 NE L UTS DOWN. =CUST SAY'S WHEN ENGINE STALLS THE CHECK ENGI
 LIG IGH T WILL BE ON , AND IF CUST TAKES VEH INTO DLRSHIP THE
 E PR HTS COME OFF. =DLRSHIP WILL NOT BE ABLE TO DUPLICATE TH
 ISS OBLEM. =CUST SAY'S VEH HAS BEEN TO DLRSHIP FOR THE SAME
 HIS UE AND DLRSHIP COULD NOT FIND THE PROBLEM. =CUST SAID T
 WAS ISSUE BEGAN ON THE 2ND DAY OF PURCHASE. =CUST SAY'S VEH
 COME AT DLRSHIP LAST THEN A MONTH. =CUST SAY'S LIGHT WILL
 EALE ON AND VEH STALLS QUITE FREQUENTLY. = PER CUSTOMER, D
 LER R SAYS: -NONE CAC ADVISED: - CRC UNABLE TO REACH DEA
 SS I - CRC WILL RE-CONTACT DEALER NEXT BUSINESS DAY TO DISCU
 SSUE - FOLLOW UP WITH CUSTOMER INFERENCE CASE ID: 4909

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

djohn02

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645603550	INFORMATION ISSUE	CASE NBR: 0
REGION: 44 PITTSBURGH	ZONE: C4	OPENED: 1
0/29/2001		
VIN: 1FMYU04181KF16621	ENGINE: 1 VEH TYPE: T	CLOSED: 1
0/29/2001		

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LAST NAME: [REDACTED]		STATUS: C
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: MENTOR	STATE: OH	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 19000		
DEALER NAME: MULLINAX EAST INC	SALBS CODE: P44006	P & A: 0
2157		
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: TKHANUM TOUSEEF KHANUM
ACTION DATA/COMMENTS:

2001/10/29
16.31.14 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: NONE CA
C AD VISED: - CRM/SERV MGR UNAVAILABLE - FORWARDED INFORMAT
ION TO CRM/SERV MGR - REQUESTED CRM/SERV MGR CONTACT CUSTOM
ER W ITHIN 2 BUSINESS DAYS - OBC TO DLR - SVS MGR WASNT A
VAIL ABLE INFERENCE CASE ID: 1546

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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                                INFORMATION ISSUE                                CASE NBR: 0
684962881
REGION: 24 ORLANDO                ZONE: C1                                OPENED: 1
0/15/2001
VIN: 1FMCU031X1KF53780           ENGINE: 1   VEH TYPE: T                CLOSED: 1
0/15/2001
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LAST NAME: ██████████                STATUS: C
LOSED
TITLE: ██████████                   FIRST NAME: ██████████                MI: █
ADDRESS: ██████████
CITY: LAKE WORTH                    STATE: FL                               ZIP: █
██████████
HOME PHONE: ██████████
MODEL YEAR: 2001                     MODEL: ESCAPE XLT 4X2
MILEAGE: 17000
DEALER NAME: AL PACKER FORD          SALES CODE: F24218                    P & A: 0
4870
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE
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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: VNEMB HAR VAUGHN NEMB HARD

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djohn02

ACTION DATA/COMMENTS:

2001/10/15
18.54.51
TIME

TO
IS
ING
AC A
D/LM
SHO

CUSTOMER SAYS: -SO MANY PROBLEMS SINCE PURCHASE -7TH
AT DLRSHIP -VEH IS NOT STARTING, CUST HAS TO JERK KEY
START VEH -, BACK RIGHT SHOCK IS LEAKING FLUID DLRSHIP
CURRENTLY ORDERING PRT -DLRSHIP IS ALSO CURRENTLY ORDER
IGNITION CYLINDER PER CUSTOMER, DEALER SAYS: -NONE C
ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FOR
DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER
ULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4904

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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djohn02
INFORMATION ISSUE

CASE NBR: 0

693462211

REGION: 16 PHILADELPHIA

ZONE: F1

OPENED: 0

4/23/2002

VIN: 1FMYU04151KE79382

ENGINE: 1

VEH TYPE: T

CLOSED: 0

4/23/2002

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LAST NAME: [REDACTED] STATUS: C
LOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LEBANON STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11000
DEALER NAME: PHILLIPS FORD SALES SALES CODE: F16510 P & A: 0
1224
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 66B - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: HMCIPHERS HERMAN MCPHERSON
ACTION DATA/COMMENTS:

2002/04/23
14.01.16 CUSTOMER SAYS: - CUST SAYS VEH IS NOT YET FIXED - WAN
TS T O KNOW WHY PER CUSTOMER, DEALER SAYS: - NONE CAC ADV
ISED : - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM D
SALE RSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOUL
D CO NTACT CRM/SERV MGR - OBC TO DLR SPOKE TO CHRIS GEIB -
ADV ISED THAT VEH CHECKED OUT OK AT THE DLRSHIP, THEY COULDN'T
GET IT TO EXHIBIT THE CONCERNS - EVERYTHING WAS WITHIN SPE
CS - CHRIS WAS IN CONTACT WITH LES WILLIAMS (TECH FROM DEAR
BORN) AND HE SAID HE WAS SATISFIED THAT THEY DID ALL THEY CO
ULD DO FOR THE CUST - IF THE VEH IS NOT DOING NOTHING WRONG
, TH ERE IS NO CONCERN - CUST ADVISED SAME INFERENCE CASE ID
: 4

CONSUMER AFFAIRS
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06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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770403320	INFORMATION ISSUE	CASE NBR: 0
REGION: 1	ZONE:	OPENED: 1
1/27/2000		
VIN: 1PMYU04161KD91439	ENGINE: 1	VEH TYPE: T
1/27/2000		CLOSED: 1

=====

LAST NAME: [REDACTED]		STATUS: C
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: WAIKOLOA	STATE: HI	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 2000		
DEALER NAME:	SALES CODE:	P & A:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY		
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE		

djohn02

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: NBURKE NOVELETTE BURKE
ACTION DATA/COMMENTS:

2000/11/27
21.23.26

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VEHI
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TO

CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE VEHICLE STALLING. THE CUSTOMER STATED THAT THE VEHICLE WAS PURCHASED ON OCTOBER 13, 2000 AND THE VEHICLE HAS EXHIBITED THE CONCERN TWICE ALREADY. THE PROBLEM OCCURED WITHIN THE FIRST WEEK OF PURCHASE. THE FUEL USED IS THE MIDDLE OR THE UPPER GRADE UNLEADED , SHE DOES NOT KNOW THE OCTANE LEVEL BEING USED. THE CONCERN IS NOTICED WHEN SHE IS DRIVING ON A LEVELED ROAD SURFACE. THERE ARE NO NOISES ASSOCIATED WITH THE CONCERN. THE KEY WILL TURN IN THE IGNITION WHEN TRYING TO START THE VEHICLE WITH NO PROBLEMS. THERE ARE THREE LIGHTS WHICH COME ON, OIL, BATTERY AND THE ENGINE LIGHTS. THE CONCERN IS INTERMITTENT. THE TEMPERATURE DOES NOT AFFECT THE PROBLEM. THE VEHICLE ONLY SITS OVERNIGHT AND DURING THE DAY TIME APPROXIMATELY 1 HOURS BEFORE IT IS DRIVEN AGAIN. *****

***** -THE CUSTOMER PLANS TO GO BACK TO THE DEALERSHIP TO HAVE THE MATTER RESOLVED. THE CUSTOMER, DEALER SAYS: -THE DEALERSHIP HAS ALREADY DONE A CHECK AND WAS NOT ABLE TO DIAGNOSE THE PROBLEM. CAUSED: THE CUSTOMER WILL BE GOING BACK TO THE DEALERSHIP TO SEE IF THE PROBLEM CAN BE RESOLVED.

djohn02

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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814441871	INFORMATION ISSUE	CASE NBR: 0
REGION: 24 ORLANDO	ZONE: A2	OPENED: 0
7/06/2001		
VIN: 1FMYU04111KE74552	ENGINE: 1	VEH TYPE: T
7/06/2001		CLOSED: 0

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LAST NAME:	██████████	STATUS: C
LOSED		
TITLE:	██████████	FIRST NAME: ██████████
ADDRESS:	██████████	MI: ██████████
CITY:	MIAMI	STATE: FL
██████████		ZIP: ██████████
HOME PHONE:	██████████	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:		
DEALER NAME:	WORLD FORD/KENDALL	SALES CODE: F24005
4920		P & A: 0
REASON CODE:	0206 RENTAL/LOANER - RENTAL/LOANER REQUEST	
SYMPTOMS:	607491 STALL/QUITS AT IDLE COLD ENGINE	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 537 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION; NO ASSISTANCE
DOCUMENT: ANALYST: SWATKIS1 SAUNIA WATKIS
ACTION DATA/COMMENTS:

2001/07/06
22.38.31 CUSTOMER SAYS: =CUST SEEKING RENTAL =VEH WAS NOT DIAG
NOSE
D =WOULD LIKE A RENTAL VEH PER CUSTOMER, DEALER SAYS:
NO
NE CAC ADVISED: - ADVISE CUSTOMER THAT VEHICLE HAS NOT

Page 21

ER02-027-A 0029

djohn02

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NER PROVISIONS. FORD WILL NOT PROVIDE ASSISTANCE FOR A L
R VEHICLE. INFERENCE CASE ID: 5326

1 CONSUMER AFFAIRS

06/18/2002 MMFAI PRG

BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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347951431          INFORMATION ISSUE          CASE NBR: 1
  REGION: 16 PHILADELPHIA  ZONE: F1          OPENED: 0
5/23/2001
  VIN: 1FMYU04131KE81258  ENGINE: 1    VEH TYPE: T    CLOSED: 0
5/23/2001
=====
=====
LAST NAME: ██████████          STATUS: C
LOSED
TITLE: ██████          FIRST NAME: ██████          MI: █

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d1ohn02

ADDRESS: [REDACTED]
 CITY: COCHRANVILLE STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 7300
 DEALER NAME: FAULKNER FORD, INC. SALES CODE: F16403 P & A: 0
 1414
 REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
 CATE THE CONCERN
 DOCUMENT: ANALYST: DGERO DONNA GERO
 ACTION DATA/COMMENTS:

2001/05/23
 09.38.09 CUSTOMER SAYS: ==CUST SAID THAT ON 11/30/2000 WITH 6
 26 MILES ON THE VEHICLE THE ENGINE CUT OFF ON THE FREEWAY.
 A ALL THE RED LIGHTS CAME ON AND SHE ALSO LOST POWER STEE
 RING WHILE DRIVING AT 35 TO 40 MPH CUST SAID THAT THIS HA
 PPEH ED ON A COLD ENGINE =CUST SAID THAT AFTER SHE TURN T
 HE V EHICLE OFF AND START AGAIN IT TOOK OFF =SECOND TIME IT
 HAP PENDED ON 05/07/2001 WITH 7230 MILES AT 30-40 MPH ON
 A CO LD ENGINE THE VEHICLE STOPPED AND ALL THE LIGHT CAME ON
 AND THE VEHICLE CAME TO A STOP, CUST ALMOST GOT HIT BY ON C
 OMMI NG TRAFFIC ==CUST SAID THAT SHE NEEDS A REPLACEMENT VE
 HICL E IF THEY CANNOT DETERMINE HAT IS WRONG WITH THE VEHICLE
 REC AUSE THE NEXT TIME THIS HAPPEN SHE MAY NOT BE SO LUCKY
 PER CUSTOMER, DEALER SAYS: CAC ADVISED: - INFORM WHY TH
 E DE ALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUP
 LICA TE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER
 TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS
 NOTI

djohn02

MAN
FOR
ENCE

CED OBC TO SM MARK BERGER WHO SAID THAT THE CUST SHOULD
E AN APPOINTMENT TO BRING THE VEHICLE IN, HE WILL CHECK
UPDATED BULLETINS AND TEST DRIVE THE VEHICLE AGAIN INFER
CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAFPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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378353110	INFORMATION ISSUE	CASE NBR: 1
REGION:	ZONE:	OPENED: 0
7/17/2001		
VIN: 1FMYU03151KE84745	ENGINE: 1 VEH TYPE: T	CLOSED: 0
7/17/2001		

=====

LAST NAME:	██████████	STATUS: C
LOSED		
TITLE:	████████████████████	FIRST NAME: ██████████
ADDRESS:	████████████████████	MI:
CITY:	DALLAS	STATE: TX ZIP: ██████
HOME PHONE:	████████████████████	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X2
MILEAGE:	16800	
DEALER NAME:		SALES CODE: P & A:
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN	
SYMPTOMS:	607491 STALL/QUITS AT IDLE COLD ENGINE	

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE

djohn02

ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
DOCUMENT: ANALYST: JSPIEGEL JODY SPIEGEL
ACTION DATA/COMMENTS:

2001/07/17
21.39.55 CUSTOMER SAYS: CUST HAS EXPERIENCED VEH STALLING FROM
15 0 00 MILES; DLR UNABLE TO DUPLICATE CONCERN; IS GOING TO D
LR T HIS WEEK PER CUSTOMER, DEALER SAYS: CAC ADVISED: -
INF ORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF T
HEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - A
DVIS E CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTEN
T) C ONCERN IS NOTICED ===== NO RECALLS ON VE
H IN FERENCE CASE ID: 4462

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: GNOVAK GLENN NOVAK
ACTION DATA/COMMENTS:

2001/07/18
18.35.11 CUSTOMER SAYS: -AS PER PRVIOUS CONTACTS, CUST HAS EXPE
RIEN CED INTERMITTENT STALLING CONCERN W/ VEH -OCCURS MOST O
FTEN WHEN GOING FROM DRIVE TO REVERSE, BUT HAS ALSO OCCURRED
WHE N COASTING TO STOP AND GOING OVER SMALL BUMPS -TAKEN VE
H TO DLR TWICE FOR THIS CONCERN -DLR RESET IDLE, BUT THIS H
AS N OT SOLVED PROBLEM -CUST IS STARTING TO WORRY ABOUT SAFE
TY O F VEH (STALL IN INTERSECTION WILL BE DANGEROUS) AND WOULD
D LI KE FORD'S ASSISTANCE IN ADDRESSING PROBLEM PER CUSTOMER
, DE ALER SAYS: -NONE CAC ADVISED: -SPOKE TO WAYNE OSBORN
(S/ M) -HE ADVISED THAT VEH HAD AIR BYPASS VALVE REPLACED
-ADV ISED THAT THEY DID NOT RE-SET IDLE, AS IDLE IS CONTROLLE
D BY

djohn02

TO D
ED F
DRI
-WAY
LL B

PCM (CAN'T BE MANUALLY RESET) -ADVISED HE IS PREPARED
O WHATEVER IS NECESSARY TO CORRECT CONCERN -CSR SUGGEST
LIGHT RECORDER OR PROVIDE CUST W/ LOANER SO THAT DLR CAN
VE VEH FOR A FEW DAYS TO ATTEMPT EXHIBITION OF CONCERN
NE ADVISED HE WOULD PREFER TO START W/ 2ND OPTION AND WI

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MASTER OWNER RELATIONS SYSTEM III

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378353110          INFORMATION ISSUE          CASE NBR: 1
REGION:           ZONE:                     OPENED: 0
7/17/2001
VIN: 1FMYU03151KE84745  ENGINE: 1   VEH TYPE: T   CLOSED: 0
7/18/2001
=====

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2001/07/18
18.35.11
-LF

ADVI
FO

R TH
ATE

E HAPPY TO ARRANGE LOANER FOR THIS CUST ***OBC TO CUST
T MSG ADVISING CUST TO CALL WAYNE TO MAKE ARRANGEMENTS,
SED OF LOANER, INTENDED PROCEDURE ETC. -PROVIDED PHONE
R DLR AND CRC, IN CASE CUST NEEDS FURTHER CLARIFICATION
NXT CSR -IF CUST CALLS IN, PLEASE CLARIFY THIS INFO FO
EM -ARRANGEMENTS HAVE ALREADY BEEN MADE W/ S/M TO INITI
THIS PROCEDURE

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378833001          INFORMATION ISSUE          CASE NBR: 1
  REGION:          ZONE:          OPENED: 0
1/08/2002
  VIN: 1FMCU04191KE79573  ENGINE: 1  VEH TYPE: T  CLOSED: 0
1/08/2002
=====
=====
  LAST NAME:      BAUM          STATUS: C
LOSED

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djohn02

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: CHICAGO STATE: IL ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 16000
 DEALER NAME: SALES CODE: P & A:
 REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
 CATE THE CONCERN
 DOCUMENT: ANALYST: AGREEN ALICIA GREEN
 ACTION DATA/COMMENTS:

2002/01/08
 16.07.49 CUSTOMER SAYS: *- FROM OCTOBER THERE WAS A CONCERN WIT
 H TH E VEH NOT STARTING IN COLDER WEATHER *- VEH WAS IN FO
 R TH REE TIMES FOR THE SAME CONCERN *- CUST WANTS VEH TO BE
 REPA IRED -PREVIOUS CSR INFORMED HER THAT THE DLRSHIP WAS UN
 ABLE TO DUP CONCERN -WAS TOLD THAT THE PROCESSOR WAS REPLAC
 ED A ND A WHOLE NEW KEY SYSTEM WAS REPLACED AND NOW PREVIOUS
 CSR TOLD HER NO WORK DONE BECAUSE THEY WERE UNABLE TO DUP CO
 NCER N -WANTS TO KNOW WHO IS TELLING THE TRUTH PER CUSTOM
 ER, DEALER SAYS: -NONE CAC ADVISED: - INFORM WHY THE DEA
 LERS HIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICAT
 E TH E CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO C
 ONTA CT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTIC
 ED *****OBC TO DLR***** -SPOKE TO MIKE ALLAN SM -MIKE IN
 FORM ED CRC THAT A PROCESSOR WAS REPLACED LAST WEEK -MIKE SA
 ID T HERE NO PROBLEMS WITH VEH SO VEH WAS RELEASED ON SATURD
 AY -ON MONDAY CUST SAID VEH WON'T START AND HAD IT TOWED TO
 THE

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DLRSHIP -THE VEH IS CURRENTLY AT THE DLRSHIP AND THE D
 LRSH IP IS UNABLE TO DUP CONCERN,SO THAT IS WHY PREVIOUS CSR
 TOLD HER NO WORK HAS BEEN DONE -UNTIL DLRSHIP CAN DUP CONC
 RN T HIS TIME NOTHING CAN BE DONE -WILL HAVE TO FOLLOW UP WI
 TH C UST BECAUSE SHE HAD TO GO TO A MEETING -CUST ADVISED I
 F CR C DOESN'T GET HER THEN LEAVE MESSAGE INFERENCE CASE ID:
 446 2

 ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
 DOCUMENT: ANALYST: AGREEN ALICIA GREEN
 ACTION DATA/COMMENTS:
 2002/01/14
 19.23.57 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NO
 NE

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 13.41.19
 =====
 INFORMATION ISSUE CASE NBR: 1
 378833001 ZONE: OPENED: 0
 REGION: 1/08/2002
 VIN: 1FMCU04191KE79573 ENGINE: 1 VEH TYPE: T CLOSED: 0
 1/14/2002
 =====
 2002/01/14
 19.23.57 CAC ADVISED: *****OBC TO CUST***** -LEFT A MESSAGE, W
 ILL TRY TO REACH HER AGAIN -IF CUST CALLS BACK BEFORE CRC I
 S AB LE TO CONTACT HER, NEXT CSR PLS INFORM HER OF ANSWER

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CASE NBR: 1

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djohn02

497853171

REGION: 44 PITTSBURGH ZONE: C2 OPENED: 0
1/24/2002
VIN: 1FMYU04151KA34477 ENGINE: 1 VEH TYPE: T CLOSED: 0
1/24/2002

=====
LAST NAME: [REDACTED] STATUS: C
LOSER
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: STRONGSVILLE STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11500
DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44130 P & A: 0
2173
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT
CRM
DOCUMENT: ANALYST: JGUERRER JOSELITO GUERRERO
ACTION DATA/COMMENTS:

2002/01/24
16.47.36 CUSTOMER SAYS: ===== VEH STALLING=====

= H
E WANT TO BE TRANSFERED TO 2099 = NEED TO KNOW WHAT HAP
PERNE D TO HIS REQUEST TO ESCALATE THE PROBLEM PER CUSTOMER,
DEAL ER SAYS: = NONE CAC ADVISED: - CRM/SERV MGR UNAVAILA
BLE - FORWARDED INFORMATION TO CRM/SERV MGR - REQUESTED CR
M/SE RV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS =====
== = ADVISED CUST WHAT WAS DOCUMENTED ON THE SYTEM =====
=== HISTORICAL===== =CAC ADVISED: ==OBC TO SM GARY S
MITH WHO SAID HE HAS DONE EVERY THING FORD TOLD THEM TO DO
BUT THE ;PROBLEM STILL EXIST. MR. SMITH WILL SPEAK WITH TH
E FIELD ENGINEER AND CRM AND CONTACT THE CUST WHEN HE HAS
AN

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507891861	INFORMATION ISSUE	CASE NBR: 1
REGION: 10 SDR	ZONE: G1	OPENED: 0
7/05/2001		
VIN: 1FMCU04121KA34009	ENGINE: 1	VEH TYPE: T
7/05/2001		CLOSED: 0

=====

LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
ADDRESS:	[REDACTED]	MI: [REDACTED]
CITY:	MARKED TREE	STATE: AR
[REDACTED]		ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	1500	
DEALER NAME:	EUGENE VAUGHN FORD	SALES CODE: F23604
5937		P & A: 0
REASON CODE:	30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR	
SYMPTOMS:	607491 STALL/QUITS AT IDLE COLD ENGINE	

 ORIGIN: CACI3B - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
 DOCUMENT: ANALYST: RFRATER RENEE FRATER
 ACTION DATA/COMMENTS:

2001/07/05
 19.18.29 CUSTOMER SAYS: CUST CALLED REGARDING HER VEH --CUST S
 AYS
 E SA
 FEE
 FIDE
 SSIS
 REPL
 CERN
 EERI
 W IG
 --CU
 ER,
 ACH
 O DI
 : 4
 909

THAT THE VEH HAS BEEN IN THE SHOP 6 TIMES 5 TIMES FOR TH
 ME CONCERN --CUST SAYS THAT THE VEH IS A LEMON --CUST
 LS THAT EVEN IF THE VEH IS NOW FIXED SHE WILL NOT BE CON
 NT IN IT -- CUST SAYS HER DLR ADVISED HER TO CALL FOR A
 TANCE FROM FORD IN REGARDS TO THE LEMON LAW OR STEPS TO
 ACE THE VEH --CUST SAYS THAT THE VEH HAS A NO START CON
 WHERE THE KEY WILL NOT START IN THE IGNITION AND THE ST
 NG WHEEL WILL NOT TURN --CUSTS DLR HAS NOW ORDERED A NE
 NITION SWITCH ASSEMBLY FOR THE VEH TO FIX THE CONCERN
 ST SAYS THAT SHE JUST WANTS OUT OF THE VEH PER CUSTOM
 DEALER SAYS: = NONE CAC ADVISED: - CRC UNABLE TO RE
 DEALER - CRC WILL RE-CONTACT DEALER NEXT BUSINESS DAY T
 SCUSS ISSUE - FOLLOW UP WITH CUSTOMER INFERENCE CASE ID

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	INFORMATION ISSUE	CASE NBR: 1
569353401		
REGION: 44 PITTSBURGH	ZONE: A2	OPENED: 1
2/06/2001		
VIN: 1FMCU04121KA44829	ENGINE: 1 VEH TYPE: T	CLOSED: 1
2/06/2001		

=====

LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY: FREEDOM	STATE: PA	ZIP: [REDACTED]

HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 6900		
DEALER NAME: MOON TOWNSHIP FORD	SALES CODE: F44022	P & A: 0
7495		
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR		
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE		

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 524 - SUPPORT DEALER'S POSITION
 DOCUMENT: ANALYST: KCHRISTI KEVIN CHRISTIE
 ACTION DATA/COMMENTS:

2001/12/06
 15.47.32 CUSTOMER SAYS: -CUSTOMER IS CALLING ABOUT HIS VEH. AND HIS
 ER, VEH. SHUT OFF WITH NO STEERING OR BRAKING PER CUSTOM
 ER, DEALER SAYS: -NONE CAC ADVISED: - SUPPORT REPAIR PRO
 CRDU RE COMPLETED BY DEALER -ADVISED CUSTOMER TO TAKE HIS VE
 H. I N FOR REPAIR AND SPEAK WITH THE SERVICE MANAGER DAVE WHI
 TE

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578052821	INFORMATION ISSUE	CASE NBR: 1
REGION:	ZONE:	OPENED: 1
0/20/2001		
VIN: 1FMUU01B81KE84779	ENGINE: B	VEH TYPE: T
0/20/2001		CLOSED: 1

=====

=====

LAST NAME:	[REDACTED]	STATUS: C
LOSER		
TITLE:	[REDACTED]	MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY:	WINTHROP HARBOR	STATE: IL
[REDACTED]		ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	

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MODEL YEAR: 2001

MODEL: ESCAPE XLS 4X2

MILEAGE:

DEALER NAME:

SALES CODE:

P & A:

REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR

SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 524 - SUPPORT DEALER'S POSITION

DOCUMENT: ANALYST: NMORNIX NKEM MORNIX

ACTION DATA/COMMENTS:

2001/10/20

11.48.35 CUSTOMER SAYS: =THE VEH STALL AGAIN =THE VEH AT THE D
 LRSR IP ON THE OCT/16/2001 AND THE CUST TOOK VEH BACK ON THE
 OCT/ 18/2001 AND VEH STALL.. =CUST IS FED UP AND WANTS THIS
 TO BE TAKEN CARE OFF AND WANTS INFO ON THE LEMON LAW... =
 CUST WANTS TO SPEAK WITH SOMEONE HIGHER UP =CUST DOESN'T WAN
 T TO SPEAK TO KNOW CSR AT THE CRC =CUST WANTS A RETURN CAL
 L FR OM A SUPERVISOR OR TL FOR CLARIFICATION... PER CUSTOME
 R, D EALER SAYS: NONE CAC ADVISED: - SUPPORT REPAIR PROC
 EDUR E COMPLETED BY DEALER =====OBC TO DLRSHIP =====
 ===== =SPOKE TO THE SERVICE MANAGER (JASON) HE STATED
 THE CUST VEH WAS IN AT THE DLRSHIP FOR A REPAIR ON THE PAN S
 YSTE MS IT NEEDED TO BE RESET BECAUSE IT WAS IN THEFT MODE...
 . AN D THAT CAUSE VEH TO STALL...OR MAY THE CUST MIGHT HAVE A
 BAD KEY... =ADVISED CUST THAT THIS INFO IS DOCUMENTED =
 ADVI SED CUST THE CSR WOULD CALL HER BACK ON MONDAY TO HAVE T
 HIS RESOLVED... (10/22/2001) AT 12.30PM INFERENCE CASE ID:
 4906

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE

ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP

DOCUMENT: ANALYST: NMORNIX NKEM MORNIX

ACTION DATA/COMMENTS:

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2001/10/22
 13.09.38 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NON
 E
) = CAC ADVISED: =TRANSFER CALL TO THE SUPERVISOR (JONATHAN
 THE JONATHAN STATED HES GOING TO CONTACT THE CUST TO EXPLAIN
 CUS CUST CONCERN THATS BEEN DOCUMENTED ON LAST CONTACT WITH
 T.....

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 =====
 =====
 INFORMATION ISSUE CASE NBR: 1
 578052821 REGION: ZONE: OPENED: 1
 0/20/2001 VIN: 1FMUU01B81KE84779 ENGINE: B VEH TYPE: T CLOSED: 1
 0/23/2001
 =====
 =====

 ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
 DOCUMENT: ANALYST: JGRIMM JONATHON GRIMM
 ACTION DATA/COMMENTS:

2001/10/23
 15.02.39 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
 VISE
 D: *****SUPERVISOR; JGRIMM; 3503*****

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592511012	INFORMATION ISSUE	CASE NBR: 1
REGION: 24 ORLANDO	ZONE: D2	OPENED: 0
4/15/2002		
VIN: 1FMYU03181KC23108	ENGINE: 1	VEH TYPE: T
4/15/2002		CLOSED: 0

=====

LAST NAME: [REDACTED] STATUS: C

djohn02

LOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: LOS ANGELES STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE: 15000
 DEALER NAME: GARY YEOMANS FORD SALES CODE: F24461 P & A: 0
 4790
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: LKING1 LISA KING
 ACTION DATA/COMMENTS:

2002/04/15
 20.09.43 CUSTOMER SAYS: - STALLS WHEN VEH IS PUT IN REVERSE -
 CUST WANTS VEH REPAIRED - CUST ALSO WANTS TO KNOW ABOUT TH
 E LE MON LAW IN CALIFORNIA WHERE THE VEH WAS BOUGHT PER CUST
 OMER , DEALER SAYS: CAC ADVISED: *****CSR TO CUST - W
 E RE COMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP
 - I NFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT
 CRM/ SERV MGR INFERENCE CASE ID: 4591

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616433201	INFORMATION ISSUE	CASE NBR: 1
REGION: 56 DENVER	ZONE: A1	OPENED: 0
1/07/2002		
VIN: 1FMCU04BX1KE88193	ENGINE: B VEH TYPE: T	CLOSED: 0
1/07/2002		

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LAST NAME:	██████████	STATUS: C
TITLE:	MR	FIRST NAME: ██████████ MI: ██████████
ADDRESS:	████████████████████	
CITY:	COLO SPGS	STATE: CO ZIP: ██████████
HOME PHONE:	██████████████████	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	7230	
DEALER NAME:	PHIL LONG FORD, LLC	SALES CODE: F56200 P & A: 0
3140		
REASON CODE:	3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT	
SYMPTOMS:	607491 STALL/QUITS AT IDLE COLD ENGINE	

ORIGIN:	CACI38 - US CONCERN CASE BASE	COMMUNICATION: PHONE
ACTION:	685 - ADVISE CUSTOMER CRC WILL INVESTIGATE - REFER TO	
RESEARCH		
DOCUMENT:	ANALYST: ETAVARES EMILE TAVARES	
ACTION DATA/COMMENTS:		

2002/01/07
 11.30.32 CUSTOMER SAYS: CUST HAS A ESCAPE AND IS PROBLEM WITH I
 DLE
 CUST HAS BEEN IN 3 TIMES CUST SAYS THAT DLRSHF SAYS
 THAT
 THEY ARE NOT SURE IF THEY CAN FIX THE PROBLEM CUST SA

djohn02

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T TH
IS

HAT VEH STALLS ON INTERSTATE EXIT AND ON THE RIDE HOME F
DLRSHP CUST WANTS THIS REPAIRED HE IS GOING ON VACATIO
CUST SAYS THAT THIS IS THE 4 TIME GOING IN FOR REPAIRS
T WANTS VEH FIXED OR TRADE VEH IN 1143660 IS CUST PIN
PAGER CUST IS GOING ON VACATION ON THE 16 PER CUSTOME
EALER SAYS: CUST SAYS THAT THE LAST TIME VEH HAD BEEN
OR 21 BUISNESS DAYS AND WHEN CUST PICKED VEH IN THE VEH
NOT FIXED DLRSHP SAYS THAT THEY ARE WAITING ON A DOWNL
FROM COMPUTER OBC TO DLRSHP SPOKE TO MARGIE AND THEY A
AITING FOR FORD TECH INFO AND EVEN SEV MGR AND SHOP TECH
WAITING FOR FORD TECH DLRSHP SAYS THAT THIS IS A NATIO
DE ISSUE AND PROBLEM IS OCCURING WITH ONE OF THERE EMPLO
CAC ADVISED: - INFORM CUSTOMER WE WILL RESEARCH ISSUE
CRC WILL RE-CONTACT CUSTOMER WITH UPDATE CAC ADVISE CUS
AT DRLSHP WILL KEEP IN CONTACT WITH CUST AS SOON AS INFO
SENT TO THEM INFERENCE CASE ID: 4900

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND
ACCEPTED
DOCUMENT: ANALYST: LHESTER1 HESTER, LESLIE (L.A.)
ACTION DATA/COMMENTS:

2002/03/28
16.33.23 CUSTOMER HAD NUMEROUS PROBLEMS WITH ENGINE IDLING. GAVE
CUS
TOMER A \$2000 OAC TO HELP INTO ANOTHER FORD VEHICLE.

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INFORMATION ISSUE                                CASE NBR: 1
750470182
REGION: 10 SDR                                ZONE: R1                                OPENED: 0
1/18/2002
VIN: 1FMJU01B61KE00474    ENGINE: B    VEH TYPE: T                                CLOSED:
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=====
LAST NAME: [REDACTED]                                STATUS: 0
PEN
TITLE: [REDACTED]                                FIRST NAME: [REDACTED]                                MI:
ADDRESS: [REDACTED]
CITY: BLYTHE                                STATE: CA                                ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                                MODEL: ESCAPE XLS 4X2
MILEAGE: 7000
DEALER NAME: BLYTHE FORD CENTER    SALES CODE: F71417                                P & A: 0
0423
REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: PMANDAL POMPA MANDAL
ACTION DATA/COMMENTS:

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2002/01/18
20.50.37 CUSTOMER SAYS: = HAVING PROBLEM WITH THE VEH FROM THE
BEGINING = THE VEH DIED IN THE FREEWAY WHILE DRIVIN
G IN
THE CHRISTMAS EVE = TOOK THE VEH TO THE DLRSHP VE
H WA
S REPAIRED = A WEEK AGO IT DIED AGAIN = TOOK THE VEH
TO T
HE DLRSHP AGAIN THEY STATED CALL WHEN IT DIES HAVE R
ETUR
NED THE VEH = CUST IS SCARED TO DRIVE THE VEH WITH
HER
THREE CHILDREN = CUST SEEKING ANOTHER VEH TILL DL
RSHP
FINDS THE PROBLEM = CUST SEEKING REPAIR PER CUSTO
MER,
DEALER SAYS: = FOUND NOTHING WRONG CAC ADVISED: -
I WO

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E TO
CONV
LD N
ESEA
S DA

djohn02

ULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATION. TO ENSUR
UR REQUEST RECEIVES PROPER CONSIDERATION, PLEASE ALLOW M
RESEARCH THIS FURTHER. - IS THERE A TIME THAT IS MOST
ENIENT FOR ME TO CONTACT YOU? === OBC TO THE DLRSHF COU
OT REACH ANYONE DLRSHF WAS CLOSED , ADVISED CUST WILL R
RCH THE ISSUE AND FOLLOW UP WITH HER WITHIN TWO BUISSNES
YS ===== INFERENCE CASE ID: 5408

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: PMANDAL POMPA MANDAL
ACTION DATA/COMMENTS:

2002/01/22
19.45.55
NON
LS P
STAY
OBC
ER
VEH
HE C
H CO

CUSTOMER SAYS: = NONE PER CUSTOMER, DEALER SAYS: =
B CAC ADVISED: === TO THE NEXT CSR , IF THE CUST CAL
LEASE INFORM THAT THE DLRSHF IS LOOKING INTO THE ISSUE
IN CONTACT WITH THE DLRSHF ===THANKS =====
TO THE DLRSHF SPOKE WITH GARRY THE S/M HE STATED S/ WRIT
ALSO EXPERIENCED THE SAME PROBLEM WITH THE VEH WHEN THE
DIED SO PICKED UP THE CUST AND PROVIDED A LOANER TO T
UST AND TOWED THE VEH TO HE DLRSHF, TEST DROVE THE VE

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750470182	INFORMATION ISSUE	CASE NBR: 1
REGION: 10 SDR	ZONE: R1	OPENED: 0
1/18/2002		

djohn02

VIN: 1FMUJ01B61KE00474 ENGINE: B VEH TYPE: T CLOSED:

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2002/01/22
19.45.55

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ITH
NTER
GETS
TIME
LLED
INT
D CA

UPLE OF TIMES COULD NOT DUPLICATE THE CONCERN, SO GARR
NTACTED THE REG REP TO SEE IF THE CUST CAN BE PROVIDED W
A VEH TILL THE THE PROBLEM CAN BE DUPLICATED, IT IS AN I
MITTENT PROBLEM ===== HE WILL CONTACT THE CUST ONCE HE
SOME INFO ===== ===== OBC TO THE CUST TO FOLOW UP DAY
IS INCORRECT NO ONE BY THAT NAME WORKS THERE , SO CA
HOME PH # AND LEFT A MESSAGE THAT THE DLRSHF IS LOOKING
O THE ISSUE STAY IN CONTACT WITH THE DLRSHF AND IF NEEDE
LL CRC =====

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13.41.19

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311822781	CONCERN ISSUE	CASE NBR: 0
REGION: 11 BOSTON	ZONE: C1	OPENED: 1
0/05/2001		
VIN: 1PMYU04171KA34450	ENGINE: 1	VEH TYPE: T
0/05/2001		CLOSED: 1

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	FIRST NAME:	MI:
ADDRESS:	[REDACTED]	[REDACTED]
CITY:	DANVERS	STATE: MA
[REDACTED]		ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	5600	
DEALER NAME:	THOMAS FORD SALES I	SALES CODE: F11045
8822		P & A: 0
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER	
SYMPTOMS:	607491 STALL/QUITS AT IDLE COLD ENGINE	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: SURVEY
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

M

DOCUMENT: ANALYST: MNOEL MELISSA NOEL
ACTION DATA/COMMENTS:

2001/10/05

08.40.23 CUSTOMER SAYS: - MY VEH STALLED WHILE I WAS COMING OFF
THE

HIGHWAY CAN YOU TELL ME IF THEIR IS ANY OPEN RECALL TO

Page 45

EA02-827-R 8853

djohn02

MY V
PER
MEND
RMAT
V MG
H I

EH - MY VEH IS GETTING TOWED TO MY DLERSHIP RIGHT NOW
CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOM
THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFO
ION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SER
R - ADVISE CUST THAT THEIR ISN'T ANY OPEN FSA ON HER VE
NFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: SURVEY
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-TROMB1 THOMAS FORD
ACTION DATA/COMMENTS:

2001/11/01
14.44.27

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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341100031	CONCERN ISSUE	CASE NBR: 0
REGION: 0/18/2001	ZONE:	OPENED: 1
VIN: 1FMYU04111KF17898	ENGINE: 1 VEH TYPE: T	CLOSED: 1

0/18/2001

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LAST NAME: [REDACTED] STATUS: C
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED] D
 CITY: CHESTER STATE: NJ ZIP: [REDACTED]

HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 15000
 DEALER NAME: SALES CODE: P & A:
 REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
 SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
 M DOCUMENT: ANALYST: AFAIRCLO ANGRENE FAIRCLOUGH
 ACTION DATA/COMMENTS:

2001/10/18
 10.24.39 CUSTOMER SAYS: CUST VEH STALLS WHEN SHE IS DRIVING SE
 PT 2 6 AND OCT 18 ARE THE 2 TIMES THE VEH HAS STALL SINCE CUS
 T HA S BOUGHT VEH WHILE DRIVING CUST TOOK VEH TO DEALERSHIP
 THE FIRST IME IS STALL, THE DEALERSHIP COULD NOT RECREATE TE
 H PR OBELM. CUST WANTS WHAT IS GOING TO BE DONE TO FLX THE V
 EH CUST DOESN;T FEEL SAFE PER CUSTOMER, DEALER SAYS: NO
 NE =====CUST GOT MARRIED SHE WANTS TO CHANGE HER MADIAN NAM
 E TO MARRIED NAME ON OUR FILES. NEW NAME DITTMAR OLD NAME
 HOR BAN CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORME
 D BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR
 , CU STOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4
 905

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
 ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER -
 "OTHER"

djohn02

DOCUMENT: ANALYST: K-DAV11 KEITH DAVIS
ACTION DATA/COMMENTS:

2001/10/25
14.02.02 UNABLE TO DUPLICATE CONCERN ON TEST DRIVE. CUSTOMER TOLD
TO
RETURN IF CONCERN OCCURS AGAIN

ORIGIN: CACM03 - MANUAL - CORRESPONDENCE CSR COMMUNICATION: MAIL
ACTION: 335 - F7 - US - SUPPORT PREVIOUS DECISION MADE BY YOUR
DEALER
DOCUMENT: 2847418 ANALYST: MRUTHER MATT RUTHERFORD
ACTION DATA/COMMENTS:

2002/01/08
14.52.56 CUSTOMER SAYS: SURVEY SENT = VEH STALLS WHEN CUST IS
DRI
VING AT A FAIRLY HIGH RATE OF SPEED = BEEN TO DLR TWIC
E A
ND IS SCHEDULED FOR ANOTHER VISIT 12/26 = STALLING HAS
HAP
PENED 5 TIMES SINCE SEPTEMBER ; CUST DISAPPOINTED THIS
HAS

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE CASE NBR: 0
341100031 REGION: ZONE: OPENED: 1
0/18/2001 VIN: 1FMYU04111KF17898 ENGINE: 1 VEH TYPE: T CLOSED: 0
1/08/2002
=====

2002/01/08
14.52.56 YET TO BE CORRECTED ; FRIGHTENING TO DRIVE A VEH THAT MA
Y ST
P AT ANY MOMENT PER CUSTOMER, DEALER SAYS: MAPLECRS
T FO
RD CAC ADVISED: FORM LETTER - SUPPORT PREVIOUS DECISI
ON M
ADE BY DLR ****DLR HISTORICALS 10/25/01***** UNABLE T
O DU

djohn02

F CO

ELICATE CONCERN ON TEST DRIVE. CUSTOMER TOLD TO RETURN I
NCERN OCCURS AGAIN

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

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djohn02

13.41.19

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CONCERN ISSUE                                CASE NBR: 0
401422971                                     OPENED: 1
REGION: 10 SDR                               ZONE: E1
0/24/2001                                     CLOSED: 1
VIN: 1FMCU04141KD91577   ENGINE: 1   VEH TYPE: T
0/24/2001
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LAST NAME: [REDACTED]                        STATUS: C
LOSERD
TITLE: [REDACTED]   FIRST NAME: [REDACTED]   MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ROANOKE   STATE: VA   ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001   MODEL: ESCAPE XLT 4X4
MILEAGE: 14000
DEALER NAME: TRIANGLE FORD-MERCU SALES CODE: F27567   P & A: 0
6774
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M
DOCUMENT: ANALYST: TKHANUM TOUSEEF KHANUM
ACTION DATA/COMMENTS:
2001/10/24
11.08.21 CUSTOMER SAYS: REGD A COMPLAINT FAULTIN VEH - CUTS OF
F - VEH ENGINE DIES AND STALLS REPAIR DONE 6- 8 MTHS AGO
-CU ST WANTS FORD TO REPAIR THIS. PER CUSTOMER, DEALER SAY
S: - HAD IT CHECKED ONE TIME HE MADE A DIAGNOSIS AND DID N
OT M AKE ANY REPAIRS TRIANGLE FORD-MERCURY, -HOUGH ROURK CAC
ADV ISED: AB NO TSB'S FOUND IN THE ECH SITE OR TECH MESSGS
- WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALER
SHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CON
TACT CRM/SERV MGR INFERENCE CASE ID: 4905
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djohn02

ORIGIN: DEALER - DEALER COMMUNICATION; VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-DOUGL2 CARSON DOUGLAS
ACTION DATA/COMMENTS:

2002/03/27

15.50.51 CAME REPAIRED VEC SEND TO BE HAPPY WITH REPAIR

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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490160241	CONCERN ISSUE	CASE NBR: 0
REGION: 21 ATLANTA	ZONE: E3	OPENED: 0
9/07/2001		
VIN: 1FMYU04121KF57116	ENGINE: 1	VEH TYPE: T
9/07/2001		CLOSED: 0

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
MI: [REDACTED]		
ADDRESS:	[REDACTED]	
CITY: CARY	STATE: NC	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 12000		
DEALER NAME: CROSSROADS FORD, IN SALES CODE: F21026	P & A: 0	

0998

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djohn02

REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M DOCUMENT: ANALYST: JGONZA56 JESSICA GONZALEZ
ACTION DATA/COMMENTS:

2001/09/07
12.36.16 CUSTOMER SAYS: CUST HAS A PROBLEM WITH THE VEH IT QUIT
ON THE ROAD WHILE SHE WAS TURNING; CUST HAS BEEN TO THE DLR
SHP; CUST IS UP SET BECAUSE SHE HAS HAD MANY PROBLEMS FOR TH
E VE H; THE BRAKE FLUID LEAKED OUT HOURS AFTER SHE BOUGHT THE
VEH ; THER EWAS NOISE IN THE WINDOWS; THE BATTERY WAS NOT GR
OUND ED; THE LIGHT CAME ON FOR THE EMMISION SYSTEM ; CUST WAN
TS T O CALL AN PLACE A COMPLAINT PER CUSTOMER, DEALER SAYS
: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORM
ED B Y A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DL
R, C USTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID:
4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC073 - VEHICLE OPERATING CHARACTERISTIC - REPAIR NOT AT
TEMPTED DOCUMENT: ANALYST: M-INNERA MIKE INNERARITY
ACTION DATA/COMMENTS:

2001/09/18
19.27.24 VEHICLE HAS BEEN ROAD-TESTED 115 MILES AND CANNOT DUPLIC
ATE COMPLAINT. TESTS PERFORMED HAVE FOUND NO FAILURE CODES.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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                    CONCERN ISSUE                                CASE NBR: 0
577562211
  REGION: 47 CINCINNATI    ZONE: C2                                OPENED: 0
8/25/2001
  VIN: 1FMCU03151KE41243  ENGINE: 1    VEH TYPE: T    CLOSED: 0
8/25/2001
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LAST NAME: [REDACTED]                                STATUS: C
LOSER
TITLE: [REDACTED]    FIRST NAME: [REDACTED]    MI:
ADDRESS: [REDACTED]
CITY: CARMEL    STATE: IN    ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001    MODEL: ESCAPE XLT 4X2
MILEAGE: 22000
DEALER NAME: TOM WOOD FORD    SALES CODE: F47019    P & A: 0
4695
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION; VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

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M
DOCUMENT: ANALYST: KPEREZ KARIM PEREZ
ACTION DATA/COMMENTS:

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2001/08/25
14.08.03 CUSTOMER SAYS: - REOCCURRING PROBLEM 2001 ESCAPE - VE
H IS HAVING CONCERNS STALLING, CUST BROUGHT THE VEH TO ALDER
MAN FORD WHO WERE UNABLE TO DUPLICATE THE CONCERN - CUST W
OULD LIKE TO BRING THIS VEH TO ANOTHER DLR FOR SECOND PER

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djohn02

CUST

OMER, DEALER SAYS: - NONE - TOM WOODS CAC ADVISED:

- W

E RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERS

HIP

- INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONT

ACT

CRM/SERV MGR INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: D-ROACH3 DAVE ROACH
 ACTION DATA/COMMENTS:

2001/09/12
09.10.38

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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583681061	CONCERN ISSUE	CASE NBR: 0
REGION: 13 NEW YORK	ZONE: D1	OPENED: 0
4/16/2001		
VIN: 1FMYU04141KF64150	ENGINE: 1 VEH TYPE: T	CLOSED: 0
4/16/2001		

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LAST NAME: XXXXXXXXXX

STATUS: C

djohn02

LOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: NEWARK STATE: NJ ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 2708
 DEALER NAME: OZZIE'S FORD STORE SALES CODE: F13045 P & A: 0
 0418
 REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
 SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

M

DOCUMENT: ANALYST: ALINARES ARACELI LINARES
 ACTION DATA/COMMENTS:

2001/04/16

16.03.39 CUSTOMER SAYS: CUST SAYS THAT HER BOYFRIEND VEH START

AND

THEN DIES DOWN CUST SAYS THAT SHE PUT THE VEH INTO DRI

VE A

ND IT WOULD GO BACKWARDS. WANTS TO TOW VEH INTO THE DEA

ALERS

HIP. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED:

- W

E RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERS

HIP

- INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONT

ACT

CRM/SERV MGR INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: F13045 OZZIE'S FORD STONC
 ACTION DATA/COMMENTS:

2001/06/26

13.49.11 TESTED FOUND PFE SENSOR OUT OF RANGE REPLACE PFE SENSOR
 ROAD TEST CUST SATIASFIED

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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625300401                CONCERN ISSUE                CASE NBR: 0
  REGION: 10 SDR          ZONE: D3                      OPENED: 0
2/09/2001
  VIN: 1FMYU04181KF92968  ENGINE: 1    VEH TYPE: T          CLOSED: 0
2/09/2001
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LAST NAME:                [REDACTED]                STATUS: C
LOSED
TITLE:                    [REDACTED]                FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS:                  [REDACTED]
CITY:                     WOODSTOCK                STATE:      VA          ZIP: [REDACTED]
HOME PHONE:              [REDACTED]
MODEL YEAR:              2001                      MODEL:      ESCAPE XLT 4X4
MILEAGE:                  330
DEALER NAME:             MUHLENBERG MOTORS I SALES CODE: F27470    P & A: 0
0116
REASON CODE:             1012 PARTS - BACKORDER DELAY
SYMPTOMS:                 607491 STALL/QUITS AT IDLE COLD ENGINE
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ORIGIN:    CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION:    684    - ADVISE CUSTOMER CAC WILL FOLLOW-UP
DOCUMENT:  ANALYST: MARSENAU MARGARET ARSENAULT
ACTION DATA/COMMENTS:

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2001/02/09

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17.21.31  CUSTOMER SAYS:  CHECK ENGINE LIGHT CAME ON . VEH BEEN A
T DL
ON B      RSHP SINCE LAST MONDAY. DEFECTIVE EGR VALVE AND PART IS

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djohn02

ACK ORDER. PER CUSTOMER, DEALER SAYS: CAC ADVISED:

CRC UNABLE TO REACH DEALER - CRC WILL RECONTACT DEALER

NEXT

BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER

R IN

REFERENCE CASE ID: 4893

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC004 - PARTS ORDER STATUS - NATIONAL BACKORDER
DOCUMENT: ANALYST: F27470 MUHLENBERG MOTORNC
ACTION DATA/COMMENTS:

2001/02/12
12.19.57 PART STATUS AS OF 2/12/01 SHIPPER AND CARRIER HAS BEEN ASSIG
SSIG
NED SHOULD BE IN ROUTE TO DEALERSHIP PER DOES II

ORIGIN: CACM08 - MANUAL - OWNER ADVANTAGE COMMUNICATION: PHONE
ACTION: 822 - UPDATED CONTACT INFO
DOCUMENT: ANALYST: MARSENAU MARGARET ARSENAULT
ACTION DATA/COMMENTS:

2001/02/15
18.09.21 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED
D:

CONSUMER AFFAIRS

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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625300401	CONCERN ISSUE	CASE NBR: 0
REGION: 10 SDR	ZONE: D3	OPENED: 0
2/09/2001	ENGINE: 1	VEH TYPE: T
VIN: 1PMYU04181KF92968		CLOSED: 0

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djohn02

2/27/2001

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ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F27470 MUHLENBERG MOTORNC
ACTION DATA/COMMENTS:

2001/02/27
10.39.11

1 CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE                                CASE NBR: 0
637721501                                     OPENED: 0
REGION: 10 SDR                               ZONE: R1
7/10/2001                                     CLOSED: 0
VIN: 1FMCU03181KF61294   ENGINE: 1   VEH TYPE: T
7/10/2001
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LAST NAME: [REDACTED]                        STATUS: C
LOSER                                           MI: [REDACTED]
TITLE: [REDACTED]                            FIRST NAME: [REDACTED]
ADDRESS: [REDACTED]                          STATE: GA           ZIP: [REDACTED]
CITY: ATLANTA
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                               MODEL: ESCAPE XLT 4X2
MILEAGE: 7000
DEALER NAME: PAGE FORD, INC.   SALES CODE: F71469   P & A: 0
3775
REASON CODE: 1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 715 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: AKING2 ALICIA KING
ACTION DATA/COMMENTS:

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2001/07/10
12.06.15 CUSTOMER SAYS: - CUST WAS BEING PROVIDED WITH LOANER E
TA I
NER
LOA
DVIS
EAL
R CONTACT CUSTOMER TO PROCESS LOANER REQUEST - THE CAC

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djohn02

HAS
ENCE

ASSISTED WITH A TOTAL OF \$216.00 LOANER ASSISTANCE INFER

CASE ID: 5224

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: SMATTHE2 STEVE MATTHEWS
ACTION DATA/COMMENTS:

2001/07/19
18.33.37 BILLIE IS WORKING WITH ALICIA KING AT CAC TO GET REIMBUR
SED
FOR MISCELLANEOUS EXPENSES WHILE CUSTOMER WAS BROKEN DOW
N IN
AZ. CUSTOMER RESIDES IN GEORGIA NOW.

CONSUMER AFFAIRS
1

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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726963531	CONCERN ISSUE	CASE NBR: 0
REGION: 10 SDR	ZONE: A1	OPENED: 1
2/19/2001		
VIN: 1FMYU04121KB23973	ENGINE: 1	VEH TYPE: T
2/19/2001		CLOSED: 1

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LAST NAME: [REDACTED]		STATUS: C
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]

djohn02

ADDRESS: [REDACTED]
 CITY: QUINCY STATE: MA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 1
 DEALER NAME: PAUL CLARK INC SALES CODE: F11494 P & A: 0
 8806
 REASON CODE: 0914 BSP/ESC - RENTAL ASSISTANCE
 SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
 DOCUMENT: ANALYST: TPHILLIP TROY PHILLIPS
 ACTION DATA/COMMENTS:

2001/12/19
 20.10.39 CUSTOMER SAYS: - VEH STALLED WHILE DRIVING - CUST MAN
 AGED TO GET VEH STARTED - CUST HAD STOPPED AT A STORE -
 WHEN CUST TRIED TO START VEH, IT WOULD NOT START - CUST CAL
 LED ROADSIDE - VEH WAS TOWED TO PAUL CLARK FORD, IN BROCKTO
 N, M ASS - DOES NOT KNOW HOW LONG VEH WILL BE AT DLR - CUST
 CON SIDERING GETTING A RENTAL VEH - WONDERING IF FORD COULD
 ASS T WITH RENTAL PER CUSTOMER, DEALER SAYS: - CANNOT FI
 ND S OURCE OF PROBLEM CAC ADVISED: - CUST ADVISED THAT THEY
 WIL L BE CONTACTING DLR TOMORROW, BEFORE LOOKING INTO A RENT
 AL V EH, TO SEE HOW LONG VEH WILL BE AT DLR - ADVISED CUST R
 ENTA L PROVISIONS ARE NOT INCLUDED IN BTB WARRANTY - ADVISED
 CUS T CRC CAN REVIEW FOR ASST FOR RENTAL COST IF CUST DECIDE
 S TO GET A RENTAL - CUST WILL CALL BACK ONCE DECISION HAS B
 ERN MADE - CRC UNABLE TO REACH DEALER - CRC WILL RECONTA
 CT D EALER NEXT BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WI
 TH C USTOMER INFERENCE CASE ID: 5227

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	CONCERN ISSUE	CASE NBR: 1
347951431		
REGION: 16 PHILADELPHIA	ZONE: F1	OPENED: 0
5/23/2001		
VIN: 1FMYU04131KE81258	ENGINE: 1 VEH TYPE: T	CLOSED: 0
5/23/2001		

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	MS	FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY:	COCHRANVILLE	STATE: PA ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	7300	
DEALER NAME:	PAULKNER FORD, INC.	SALES CODE: F16403 P & A: 0
1414		
REASON CODE:	30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR	
SYMPTOMS:	607491 STALL/QUITS AT IDLE COLD ENGINE	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 692 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: DGERO DONNA GERO
ACTION DATA/COMMENTS:

djohn02

2001/05/23
09.38.09
26

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CUSTOMER SAYS: ==CUST SAID THAT ON 11/30/2000 WITH 6 MILES ON THE VEHICLE THE ENGINE CUT OFF ON THE FREEWAY. ALL THE RED LIGHTS CAME ON AND SHE ALSO LOST POWER STEERING WHILE DRIVING AT 35 TO 40 MPH CUST SAID THAT THIS HAPPENED ON A COLD ENGINE =CUST SAID THAT AFTER SHE TURN THE VEHICLE OFF AND START AGAIN IT TOOK OFF =SECOND TIME IT HAPPENED ON 05/07/2001 WITH 7230 MILES AT 30-40 MPH ON A COLD ENGINE THE VEHICLE STOPPED AND ALL THE LIGHTS CAME ON THE VEHICLE CAME TO A STOP, CUST ALMOST GOT HIT BY ON COMING TRAFFIC ==CUST SAID THAT SHE NEEDS A REPLACEMENT VEHICLE IF THEY CANNOT DETERMINE WHAT IS WRONG WITH THE VEHICLE BECAUSE THE NEXT TIME THIS HAPPEN SHE MAY NOT BE SO LUCKY CUSTOMER, DEALER SAYS: CANNOT DUPLICATE CONCERNS CACASED: - INFORM CUSTOMER OF UPDATED INFORMATION - REQUEST DEALER TO CONTACT CUSTOMER TO INFORM WHEN REPAIR WILL BE SCHEDULED/COMPLETED. INFERENCE CASE ID: 4907

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER -
"OTHER"
DOCUMENT: ANALYST: F16403 FAULKNER FORD, INC
ACTION DATA/COMMENTS:

2001/06/05
10.05.28

GR S
E IF
FULL
VER
EMEN

VEH TO BE IN AS OF 6.5.01 CUST GOING AWAY 1 WEEK SRVC MGR SPOKE WITH CUST AGREED OK TO DRIVE HOME DURING WEEK TO SEE IF WE CAN DUPLICATE CONCERN UNTIL WE CAN REPRODUCE HOPEFULLY SRVC MGR WILL NO RAPAIR PROCEDURE AT THIS TIME HAPPENS IF INT LAST TIME WAS APPROX 3-4MOS I BELIEVE PER CUST STA

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CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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CONCERN ISSUE                                CASE NBR: 1
375212611
REGION: 24 ORLANDO                            ZONE: A2                                OPENED: 0
9/18/2001
VIN: 1FMYU03171KE57742                       ENGINE: 1    VEH TYPE: T                CLOSED: 0
9/18/2001
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LAST NAME: ██████████                        STATUS: C
LOSED
TITLE: M&M                                FIRST NAME: ██████████                MI: ██████████
ADDRESS: ████████████████████████████████
CITY: MIAMI                                STATE: FL                                ZIP: ██████████
██████████
HOME PHONE: ██████████████████████████████
MODEL YEAR: 2001                            MODEL: ESCAPE XLT 4X2
MILEAGE: 6000
DEALER NAME: BEACH FORD                     SALES CODE: F24001                    P & A: 0
4039
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 692 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: ECAMPBEL EVERTON CAMPBELL
ACTION DATA/COMMENTS:

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2001/09/18

10.24.55

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CUSTOMER SAYS: -I HAVE A 2001 ESCAPE -BEEN TO THE DL
ON A FEW OCCASIONS -VEH INTERMITTENTLY SEEMS TO EXHIBI
LOSS OF POWER EVEN WITH ACCELERATOR APPLIED -ON SOME A
PS THE VEH WOULD SIMPLY DIE -IF LEFT IN IDLE FOR A FEW
UTES IT STARTS -ONCE INITIALLY PUT IN DRIVE THE VEH WO

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djohn02

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JERK -SPEEDOMETER FLUCTUATED ONCE WHEN ENGAGING PARK
FORMED BY A FORD SERVICE ADVISOR THERE WAS A SERVICE MES
FOR THIS PROBLEM -DLRSHP HAS BEEN DRIVING THE VEH FOR
PAST WEEK -I AM NOW VERY NERVOUS DRIVING THIS VEH -
HAS BROUGHT ME TO THE BRINK OF TEARS -I TALE MY GRAND
LDREN FOR DRIVE IN THIS VEH -I AM SEEKING HELP FROM F
FOR THIS PROBLEM PER CUSTOMER, DEALER SAYS: -DLRSHP
OT ABLE TO DUPLICATE THE CONCERN CAC ADVISED: - INFOR
STOMER OF UPDATED INFORMATION *****OBC TO DLRSHP*
***** -VEH FINALLY EXHIBITED THE CONCERN -TECH HOTL
WAS CONTACTED -RECOMMENDED TO REPLACE THE FUEL PUMP AN
S AIR FLOW SENSOR -VEH WILL BE KEPT FOR A FEW DAYS TO
SURE EVERYTHING IS FINE -CUST CAN KEEP THE RENTAL TIL
EN INFERENCE CASE ID: 4907

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-PER16 CARY PEREZ
ACTION DATA/COMMENTS:

2001/09/19
23.22.22

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

djohn02
CONCERN ISSUE

CASE NBR: 1

378833001

REGION: 41 CHICAGO

ZONE: C1

OPENED: 1

2/10/2001

VIN: 1FMCU04191KE79573

ENGINE: 1

VEH TYPE: T

CLOSED: 1

2/10/2001

=====

LAST NAME: [REDACTED]

STATUS: C

LOSED

TITLE: MS

FIRST NAME: [REDACTED]

MI:

ADDRESS: [REDACTED]

CITY: CHICAGO

STATE: IL

IL

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001

MODEL: ESCAPE XLT 4X4

ESCAPE XLT 4X4

MILEAGE: 15000

DEALER NAME: BERT WEINMAN FORD I SALES CODE: F41036

P & A: 0

1510

REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE

SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 492 - ADVISE CUST INFO WILL BE SENT TO DLR & REGION; C
ONTACT CRM
DOCUMENT: ANALYST: SMCCALLA SIMONE MCCALLA
ACTION DATA/COMMENTS:

2001/12/10

13.13.52

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CUSTOMER SAYS: I HAVE BEEN EXPERIENCING PROBLEMS WITH
001 FORD ESCAPE AND HAVE BEEN UNABLE TO DETERMINE WHAT I
USING THESE PROBLEMS. THE FOLLOWING IS A LOG OF THESE PR
MS. I HAVE CONTACTED THE DEALER FROM WHOM I PURCHASED TH
R TODAY AND AM WAITING ON A RESPONSE FROM THEM. 1- S
DAY, OCTOBER 27TH IN IOWA COLD NIGHT, CAR OUTSIDE. IN
ING, CAR WOULD NOT START. CAR MADE SLIGHT WHIRRING NOISE
T NOTHING ELSE. NOT A BATTERY PROBLEM- LIGHTS WENT ON, R
... CALLED FORD. HAD TRUCK COME OUT. TRIED TO JUMP, BUT
ING HAPPENED. TWO OTHER INDIVIDUALS TRIED TO START THE C
TOWED CAR TO SERVICE PLACE (NOT A FORD DEALER AS THEY WE

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NABLE TO SERVICE). AS SOON AS THE CAR WAS TAKEN OFF OF T
OW TRUCK, IT STARTED (APPROXIMATELY 1 HOUR AFTER INITIAL
BLEM). - 2- FRIDAY, NOVEMBER 9TH- ON CLARK COLD NIGHT
R OUTSIDE. IN MORNING, CAR WOULD NOT START. CAR MADE SAM
ISES, BATTERY NOT A PROBLEM. TOWING SERVICE CAME AND TRI
O JUMP. TOOK TO BURT WEIMANN- THEY COULD NOT SERVICE AT
TIME, BUT SAID THAT IF I LEFT THE CAR, THEY WOULD LOOK A
OW TRUCK DRIVER TRIED TO START BEFORE TAKING IT OFF THE
K. CAR STARTED (APPROXIMATELY 1 HOUR AFTER INITIAL PROBL
TOOK CAR AND MADE APPT. FOR SERVICE THE FOLLOWING WEEK.
- THURSDAY, NOVEMBER 15TH TOOK CAR FOR SERVICE. EXPLAI
PROBLEMS THAT HAVE BEEN HAVING. LOOKED AT DURING DAY AND
D NO PROBLEMS. 4- FRIDAY, NOVEMBER 23RD- ON STOCKTON
D MORNING, CAR OUTSIDE. CAR WOULD NOT START, SAME PROBLE
CALLED TOWING SERVICE. ASKED DRIVER TO SEE IF HE COULD S
, CAR STARTED (APPROX. 20 MINUTES FROM INITIAL TIME OF P
EM). DID NOT TAKE CAR TO DEALER. 5- MONDAY, DECEMBER 1
ON LINCOLN PARK WEST COLD MORNING. CAR WOULD NOT STAR
AME PROBLEMS. ONE OTHER INDIVIDUAL TRIED TO START. LEFT
AS HAD TO GO TO WORK. PER CUSTOMER, DEALER SAYS: NON

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE

CASE NBR: 1

378833001

REGION: 41 CHICAGO

ZONE: C1

OPENED: 1

2/10/2001

VIN: 1FMCU04191KE79573

ENGINE: 1

VEH TYPE: T

CLOSED: 1

2/10/2001

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2001/12/10

13.13.52 AC ADVISED: - FORWARDED INFORMATION TO CRM/SERV MGR WITH
H CO

PY TO REGIONAL OFFICE - REQUESTED CRM/SERV MGR CONTACT

WITH

IN 2 BUSINESS DAYS INFERENCE CASE ID: 1595

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT

ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY

DOCUMENT: ANALYST: F-MASHEI BERT WEINMAN FORD

ACTION DATA/COMMENTS:

2001/12/15

16.29.53 CUST BROUGHT VEHICLE IN ON 12/10/01 VEHICLE DIAGNOSED &
FAUL

TY PATS TRANSCEIVER REPLACED WARRANTY RO#12611 TECH#125

BILL

ELLENBECKER THANK YOU FRED

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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497853171	CONCERN ISSUE	CASE NBR: 1
REGION:	ZONE:	OPENED: 1
1/13/2001		
VIN: 1FMYU04151KA34477	ENGINE: 1	VEH TYPE: T
1/13/2001		CLOSED: 1

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
ADDRESS:	[REDACTED]	MI: [REDACTED]
CITY: STRONGSVILLE	STATE: OH	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 9500		
DEALER NAME:	SALES CODE:	P & A:
REASON CODE: 1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR		
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
 DOCUMENT: ANALYST: SMCCALLA SIMONE MCCALLA
 ACTION DATA/COMMENTS:

2001/11/13
 13.48.33 CUSTOMER SAYS: MY FORD ESCAPE HAS A VERY SERIOUS PROBL
 EM O F STALLING FOR NO REASON IN THE MIDDLE OF TRAFFIC, THE

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ER ASSIST ON THE BRAKES AND STEERING GO OUT AT THIS TIME
O AND IT ALWAYS SEEMS TO HAPPEN IN AN INCLINE (THIS IS A
MON PROBLEM THAT HAS NOT BEEN ADDRESSED BY FORD). I WOULD
KE TO TAKE THE VEHICLE IN TO MY DEALERSHIP TO HAVE IT LO
AT, BUT THAT HAS TO WAIT BECAUSE THEY DO NOT GIVE OUT L
R CARS TO ANYONE EXCEPT THOSE WITH EXTENDED WARRANTIES.
SHOULD IT BE THIS WAY? IF MY CAR IS UNDER WARRANTY AND I
ED SOMETHING LOOKED AT, ESPECIALLY SOMETHING THAT COULD
E AN ACCIDENT OR EVEN DEATH, I THINK YOUR DEALERSHIPS SH
PROVIDE LOANER CARS FOR PEOPLE THAT MAY NEED THEM. I WO
THINK THE COST OF HAVING AN ESCORT AVAILABLE IT MUCH LES
AN WHAT YOU MAY HAVE TO PAY IF I GET INTO AN ACCIDENT BE
E OF A PROBLEM WITH A CAR THAT YOU PRODUCED. IF I WAS TO
R-END SOMEONE BECAUSE OF MY ESCAPE STALLING I KNOW THAT
D IS THE FIRST PLACE I WOULD LOOK FOR COMPENSATION AND T
IS ALREADY A RECORD OF MY COMPLAINT ON FILE NOT ONLY
H YOU, BUT WITH THE NHTSA. I WOULD LIKE TO BE ABLE TO TAK
ESCAPE INTO WILLIAMS FORD, 739 FRONT STREET, BEREA, OHI
107 AND GET A LOANER CAR TO USE AT NO CHARGE TO ME WHILE
Y TRY TO DETERMINE WHAT MAY BE CAUSING THIS TERRIBLE PRO
. PLEASE GET BACK TO ME ASAP SO I CAN GET THIS FIXED. TH
YOU FOR YOU TIME. PER CUSTOMER, DEALER SAYS: NONE C
DVISIED: I CONTACTED THE CUSTOMER AND LEFT MESSAGE TO CO
T THE CRC ***** - INFORM CUSTOMER OF DEALER'S RES
E - REQUEST DEALER CONTACT CUSTOMER REGARDING REQUEST

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D TH
WHEN

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***** I SPOKE TO ED ONE OF THE SERVICE ADVOSR WHO S
THAT SINCE THE CUSTOMER PURCHASED THE VEHICLE FROM THE DL
L HE AS TO DO IS CALL AN MAKE AN APPOINTMENT AND INFORME
AT APPOINTMENT PERSON THAT HE WOULD LIKE AN APPOINTMENT

CONSUMER AFFAIRS

06/18/2002 MMPAXPRG

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE                                CASE NBR: 1
497853171                                     OPENED: 1
REGION:                                       ZONE:
1/13/2001                                     CLOSED: 1
VIN: 1PMYU04151KA34477 ENGINE: 1  VEH TYPE: T
1/13/2001
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2001/11/13
13.48.33  A LOANER IS AVAILABLE.  INFERENCE CASE ID: 5232
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ORIGIN:  CACM00 - MANUAL - NO CUSTOMER COMMUNICATION: PHONE
ACTION:  204 - DEALER INFORMATION
DOCUMENT: ANALYST: DDANDIE  DAREN DANDIE
ACTION DATA/COMMENTS:

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14.25.35  CUSTOMER SAYS:  -VEH HAS STALLED TWICE STILL CUST PURCH
ASED
VEH.  MY FORD ESCAPE HAS A VERY SERIOUS PROBLEM OF STAL
LING
FOR NO REASON IN THE MIDDLE OF TRAFFIC, THE POWER ASSIS
T ON
THE BRAKES AND STEERING GO OUT AT THIS TIME  - IT ALWA
YS S
EEMS TO HAPPEN IN AN INCLINE (THIS IS A COMMON PROBLEM T
HAT
HAS NOT BEEN ADDRESSED BY FORD).  I WOULD LIKE TO TAKE TH
E VE
HICLE IN TO MY DEALERSHIP TO HAVE IT LOOKED AT, BUT THAT
HAS
TO WAIT BECAUSE THEY DO NOT GIVE OUT LOANER CARS TO ANY
ONE

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EXCEPT THOSE WITH EXTENDED WARRANTIES -IF MY CAR IS UN
WARRANTY AND IT NEED SOMETHING LOOKED AT, ESPECIALLY SOM
NG THAT COULD CAUSE AN ACCIDENT OR EVEN DEATH, I THINK Y
DEALERSHIPS SHOULD PROVIDE LOANER CARS FOR PEOPLE THAT M
EED THEM A CAR THAT YOU PRODUCED. IF I WAS TO REAR-END S
NE BECAUSE OF MY ESCAPE STALLING I KNOW THAT FORD IS TH
RST PLACE I WOULD LOOK FOR COMPENSATION AND THERE IS ALR
A RECORD OF MY COMPLAINT ON FILE NOT ONLY WITH YOU, BU
TH THE NHTSA. PER CUSTOMER, DEALER SAYS: -NONE CAC A
ED: *****OBC TO DLR***** -SPOKE TO GARY SER DIR
H MUST FIRST BE LOOKED AT TO DETERMINE HOW LONG IT WILL
TO SER VEH. -SHUTTLE SER IS PROVIDED AT WILLIAMS MOTO
-LOANERS ARE ONLY WORKED OUT AFTER VEH. IS LOOKED AT AND
DLR KNOWS THAT THE VEH. WILL TAKE MORE THAN A DAY -

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

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ERC2-027-A 0000

06/18/2002
13.41.19

djohn02
MASTER OWNER RELATIONS SYSTEM III

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518730361	CONCERN ISSUE	CASE NBR: 1
REGION: 21 ATLANTA	ZONE: E2	OPENED: 0
2/05/2001		
VIN: 1FMYU01151KA25816	ENGINE: 1	VEH TYPE: T
2/05/2001		CLOSED: 0

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LAST NAME: [REDACTED]	STATUS: C	
LOSER		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: TITUSVILLE	STATE: FL	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLS 4X2	
MILEAGE: 1680		
DEALER NAME: GREEN FORD INC	SALES CODE: F21221	P & A: 0
1131		
REASON CODE: 0914 ESP/ESC - RENTAL ASSISTANCE		
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 692 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: MANOEL MAURICE NOEL
ACTION DATA/COMMENTS:

2001/02/05
14.22.49

ER C CUSTOMER SAYS: -CUST IS SEEKING A LOANER VEH BECAUSE H
ER S AR BROKE DOWN 10 HRS AWAY FROM HOME PER CUSTOMER, DEAL
'S R AYS: -NONE CAC ADVISED: - INFORM CUSTOMER OF DEALER
- R ESPONSE - REQUEST CUSTOMER STAY IN CONTACT WITH DEALER
GARD EQUEST DEALER CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS RE
NNET ING REQUEST -OBC MADE TO GREEN FORD INC AND SPOKE TO KE
WORK H THE SERVICE ADVISOR WHO INDICATED THAT HE WILL TRY TO
LOAN THE VEH IN AND IF HE CAN NOT THEN WE WILL SEE ABOUT A
ME ER VEH -KENNETH WILL ADVISED THE CUST OF ANY NEW OUTCO

djohn02

-ADVISED CUST TO DLRWSHIP CONVERSTION INFERENCE CASE I

D:

5231

 ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: F21221 GREEN FORD INC
 ACTION DATA/COMMENTS:

2001/02/07

12.36.13 NOTE THE CUSTOMER BROUGHT THE CAR IN ON 02/05/01 AND ALL HIS CONCERNS REPAIR.

THANK YOU
 JERRY BLAKLEY
 SERVICE MANGER

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	CONCERN ISSUE	CASE NBR: 1
563352761		
REGION: 10 SDR	ZONE: C1	OPENED: 1
0/03/2001		
VIN: 1FMCU04151KF18806	ENGINE: 1 VEH TYPE: T	CLOSED: 1
0/03/2001		

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LAST NAME:	██████████	STATUS: C
LOSED		
TITLE:	████████████████████	FIRST NAME: ██████ MI: █████
ADDRESS:	████████████████████	
CITY:	POTTSVILLE	STATE: PA ZIP: █████
HOME PHONE:	570-6282835	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	15000	

djohn02

DEALER NAME: HERITAGE FORD INC SALES CODE: F16581 P & A: 0
1253

REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: INTERNET
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M
DOCUMENT: ANALYST: NCORRIDO NAYLAN CORRIDON
ACTION DATA/COMMENTS:

2001/10/03
17.50.28 CUSTOMER SAYS: CUST VEHICLE STALLS IN COLD START UP WA
NT T
O KNOW WHAT TO DO PER CUSTOMER, DEALER SAYS: NONE CA
C AD
VISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD
/LM
DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER
SHOU
LD CONTACT CRM/SERV MGR INFORM CUST THAT THERES A PROCE
EDUR
E TO REPAIR IN THE WORKS AS PER DLR INFERENCE CASE ID:
490
5

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: DAC076 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER -
TECH HOTLINE
DOCUMENT: ANALYST: J-SWEITZ LES DAVIES
ACTION DATA/COMMENTS:

2001/10/17
13.17.55 CALLED TECH LINE PRODUCT PROBLEM FORD WORKING ON REPAIR

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CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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CONCERN ISSUE                                CASE NBR: 1
565452501
REGION: 71 CALIFORNIA                        ZONE: CA                                OPENED: 0
9/07/2001
VIN: 1FMCU03171KA16283                      ENGINE: 1    VEH TYPE: T                CLOSED: 0
9/07/2001
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LAST NAME: ██████████                        STATUS: C
LOSED
TITLE: MR                                FIRST NAME: ██████████                MI:
ADDRESS: ████████████████████████████████
CITY: LOS ANGELES                        STATE: CA                                ZIP: ████████
██████████
HOME PHONE: ████████████████████████████████
MODEL YEAR: 2001                            MODEL: ESCAPE XLT 4X2
MILEAGE: 10463
DEALER NAME: MIDWAY FORD SALES             SALES CODE: F71011                    P & A: 0
5488
REASON CODE: 1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 715 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: GROBINS GEORGETTE SHARON ROBINSON
ACTION DATA/COMMENTS:

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2001/09/07
15.17.29 CUSTOMER SAYS: CUST SEEKING LOANER - THE VEH HAS AN
ELE
CTRAL CONCERN - THE VEH STALLED ON ME PER CUSTOMER,
DEAL
ER SAYS: NONE - WE HAVE NO MORE TAP DAYS - WE WOULD
ASS
IST. - THIS IS A SOUND BUSS. DICISION. CAC ADVISED: -
INF
ORM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER CONT
ACT
CUSTOMER TO PROCESS LOANER REQUEST - BRADLEY THE FLEET

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djohn02

MAN.

WILL CALL BACK ONCE VEH IS REPAIRED. -CSR WILL FOLLOW-

UP

 ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: GROBINS GEORGETTE SHARON ROBINSON
 ACTION DATA/COMMENTS:

2001/09/10
 18.33.23 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
 VISE
 D: OBC TO S/A - BRADLEY - S/A ADVISED CSR EVERYTHING
 IS
 GOING OK - HE IS JUST AWAITING A COMM. CODE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
 ACTION: 821 - AWARD SERVICE LOANER
 DOCUMENT: ANALYST: HFORAN HEATHER FORAN
 ACTION DATA/COMMENTS:

19.37.07 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
 VISE
 D: ***AS PER EMAIL DATED SEPTEMBER 7, 2001 ***CODE ISS
 UED
 FOR \$140.00 ***PREFERRED CONTACT METHOD: EMAIL

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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565452501	CONCERN ISSUE	CASE NBR: 1
REGION: 71 CALIFORNIA	ZONE: C4	OPENED: 0
9/07/2001		
VIN: 1FMCU03171KA16283	ENGINE: 1	VEH TYPE: T
0/18/2001		CLOSED: 1

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djohn02

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-RUNYON BRETT RUNYON
ACTION DATA/COMMENTS:

2001/10/18
16.54.49

CONSUMER AFFAIRS

djohn02

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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569211571	CONCERN ISSUE	CASE NBR: 1
REGION: 72 SAN FRANCISCO	ZONE: A3	OPENED: 0
6/06/2001		
VIN: 1FMYU03181KE78387	ENGINE: 1 VEH TYPE: T	CLOSED: 0
6/06/2001		

=====

LAST NAME: [REDACTED]	STATUS: C
TITLE: MR	FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]	
CITY: ATLANTA	STATE: GA ZIP: [REDACTED]

HOME PHONE: [REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2
MILEAGE: 10000	
DEALER NAME: SALINAS VALLEY FORD	SALES CODE: F72412 P & A: 0
7725	
REASON CODE: 1103 AWA - W/N CRITERIA,	REQUEST AWA PRIOR REPAIR
SYMPTOMS: 607491 STALL/QUITS AT IDLE	COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
 DOCUMENT: ANALYST: VNEMHAR VAUGHN NEMHARD
 ACTION DATA/COMMENTS:

2001/06/06
 15.47.36 CUSTOMER SAYS: -VEH STALLED, CUST IS AT FORD DLRSHIP A
 ND WANTS A LOANER PER CUSTOMER, DEALER SAYS: CAC ADVISE
 D: *****OBC TO DLR***** SPOKE WITH DAVID (SRV
 ADV) , HE STATED THAT THE VEH HAS NOT BEEN DIAGNOSED YET. **

 VEH *****CSR ADVISED CUST***** ONCE THE
 IS OFFICIALLY DIAGNOSED, THEN HE CAN CALL BACK FORD CRC
 ,TO SEE IF RENTAL ASSISTANCE CAN BE PROVIDED - INFORM CUST
 OMER

T WI
EQUE

djohn02
OF DEALER'S RESPONSE - REQUEST CUSTOMER STAY IN CONTACT
TH DEALER - REQUEST DEALER CONTACT CUSTOMER REGARDING R
ST INFERENCE CASE ID: 5232

1 CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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601991901	CONCERN ISSUE	CASE NBR: 1
REGION: 27 WASHINGTON	ZONE: F1	OPENED: 0
8/31/2001		
VIN: 1FMYU04191KB61152	ENGINE: 1	VEH TYPE: T
8/31/2001		CLOSED: 0

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LAST NAME: VOORHEES	STATUS: C	
TITLE: MRS	FIRST NAME: KAREN	MI: S
ADDRESS: 4790 NORTHFORK RD		
CITY: MARTINSVILLE	STATE: VA	ZIP: 2
4112		
HOME PHONE: 540-6502262		

djohn02

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 3000
DEALER NAME: NELSON FORD INC SALES CODE: F27572 P & A: 0
6636
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M
DOCUMENT: 2611824 ANALYST: LMITCHEL LYNTHIA MITCHEL
ACTION DATA/COMMENTS:

2001/08/31
17.00.59 CUSTOMER SAYS: LETTER DATED JULY 22,01 =CUST STATES T
HAT
HE PURCHASED THE 2001 FORD ESCAPE ON JUNE 13TH =THIS V
EH H
AS BEEN IN THE SHOP TWICE BECAUSE IT CUT OFF ON CUST AS
SHE
WAS DRIVING DOWN THE ROAD =CUST IS PAYING WHAT HE CONS
IDER
TO BE A FORTUNE FOR THIS VEHICLE-YET CUST HAVE NOT HAD
THE
PLEASURE OF ENJOYING VEH THE WAY HE SHOULD BECAUSE HE K
EEP
HEARING THAT THIS PROBLEM WILL OCCUR AGAIN =CUST SAYS
THAT
THE DLRSHIP CONSIDERS IT FIXED BUT CUST DOES NOT THINK S
O AS
IT IS STILL SOUNDS LIKE IT IS NOT IDLING PROPERLY =C
UST
WANTS TO FIND OUT IF THERE IS ANYTHING THAT FORD COULD D
O TO
MAKE CUST FEEL BETTER =MADE CONTACT =CUST SAYS THAT
THE
Y WORKED ON THE VEH AND IT HAS NOT DONE SINCE, THE CUTT
ING
OFF STOPPED, BUT THE IDLING IS STILL THERE, THE DLRSHIP B
ELIE
VES THAT THE IDLING WAS TAKEN CARE OF DURING THE REPAIR
FOR
THE CUTTING OFF PROBLEM PER CUSTOMER, DEALER SAYS:
CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY
A F
ORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CU
STOM
ER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4905

djohn02

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: E-PAGEJR TERRY PAGE
ACTION DATA/COMMENTS:

2001/10/10
13.43.03 HAVE REPAIRED VEHICLE UNDER WARRANTY AND HAVE NOT BEEN I
N TO UCH WITH CUSTOMER SINCE

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG
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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III
13.41.19

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789871921	CONCERN ISSUE	CASE NBR: 1
REGION: 74 SEATTLE	ZONE: A1	OPENED: 1
2/19/2001		
VIN: 1FMYU04141KA34888	ENGINE: 1	VEH TYPE: T
2/19/2001		CLOSED: 1

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LAST NAME: [REDACTED]	STATUS: C	
LOSER		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: FAIRBANKS	STATE: AK	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 12000		
DEALER NAME: SBEKINS FORD-LINCOL SALES CODE: F74542	P & A: 0	
8621		
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER		
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE		

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M
DOCUMENT: ANALYST: LKING1 LISA KING
ACTION DATA/COMMENTS:

djohn02

2001/12/19
19.44.10 CUSTOMER SAYS: - CUST IS WAITING TO HAVE VEH TOWED PRO
M AL ASKA ~ ROADSIDE ASSISTANCE SAYS THEY CANNOT TOW VEH UN
TIL AFTER CHRISTMAS - CUST WOULD LIKE TO SPEAK TO DISTRI
CK C UST CARE REPRESENTATIVE FOR ALASKA - CUST WANTS TO SP
EAL TO A SUPERVISOR - THEY WOULD NOT GET TO IT UNTIL JAN 10
TO WORK ON VEH - THEY HAVE NO RENTAL VEH - WILL REFUND \$2
8 A DAY IF CUST CAN FIND RENTAL VEH - FEELING VERY ABUSED
PE R CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: *****CS
R TO CUST - WILL TRANSFER CUST TO SUPERVISOR MARK *****
*TRA NSFERRED CUST TO SUPERVISOR MARK INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: T-EDSELL SEEKINS FORD LINCOLN MERCURY
ACTION DATA/COMMENTS:

2001/12/31
19.45.32 VEHICLE WAS REPAIRED THE DAY AFTER IT ARRIVED.

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MASTER OWNER RELATIONS SYSTEM III

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djohn02

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793973301                CONCERN ISSUE                CASE NBR: 1
  REGION: 13 NEW YORK    ZONE: A1                OPENED: 1
1/26/2001
  VIN: 1FMCU04101KA45123  ENGINE: 1    VEH TYPE: T    CLOSED: 1
1/26/2001
=====

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LAST NAME: [REDACTED]                STATUS: C
LOSED
TITLE: MR                FIRST NAME: [REDACTED]    MI:
ADDRESS: [REDACTED]
CITY: FLUSHING            STATE: NY                ZIP: [REDACTED]
HOME PHONE: 718-9692452
MODEL YEAR: 2001                MODEL: ESCAPE XLT 4X4
MILEAGE: 8000
DEALER NAME: PHILBOR MOTORS, INC SALES CODE: F13079    P & A: 0
3684
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M
DOCUMENT: ANALYST: JTHUSYAN JACQUELINE THUSYANTH
ACTION DATA/COMMENTS:

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2001/11/26
21.57.03 CUSTOMER SAYS: -CUST IS RETURNING A CALL FROM AN EMAIL
HE
RD T RECVD -CUST VEH KEEPS STALLING OUT -THE SECOND OR THI
G TH IME HE BOUGHT THE VEH TO THE DLR -THE DLR FOUND NOTHIN
HING E FIRST TIME AND THE SECOND TIME THE DLR STILL FOUND NOT
ARE -ALL THREE STALLS HAVE BEEN IN THE SAME PLACE BUT THEY
ABO SPREAD APART IN TIMES -CUST WANTS FORD TO BE NOTIFIED
-NON UT THIS STALLING PROBLEM PER CUSTOMER, DEALER SAYS:
BY A E CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED
CUST FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR,
OMER SHOULD CONTACT CRM/SERV MGR ***** INFERENCE CA

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djohn02

SE I

D: 4905

 ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: P-WHITCO PETER WHITCOMB
 ACTION DATA/COMMENTS:

2001/11/27
 14.23.28 PLEASE NOTE WILL SET UP APPT WITH CUSTOMER FOR DIAG AS
 PER
 TECH HOT LINE REPAIR NOT MADE YET

CONSUMER AFFAIRS

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312621622	REGION: 10 SDR	REGION ISSUE	ZONE: F1	CASE NBR: 0
6/11/2002	VIN: 1FMYU03181KC21309	ENGINE: 1	VEH TYPE: T	OPENED: 0
				CLOSED:

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LAST NAME:	[REDACTED]	STATUS: 0
PEN		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY:	WAKE FOREST	STATE: NC ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X2
MILEAGE:	14000	
DEALER NAME:	BOYD BROTHERS FORD,	SALES CODE: F21612 P & A: 0

djohn02

3838

REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607491 STALL/QUITS AT IDLE COLD ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 620 - CB-ADVISE CUST OBC TO DLR WILL BE MADE; DSB APP
IS BEING SENT
DOCUMENT: ANALYST: GBRANDFO GERI-ANNE BRANDFORD
ACTION DATA/COMMENTS:

2002/06/11
08.38.21 CUSTOMER SAYS: - INTERMITTEN STALLING CONCERN; AT 4
5 MP H GOING DOWN HILL. VEH HAS BEEN TO DLR 2 X. VEH WILL BE
AT DLR THIS MORNING. WILL BE CONTACTNG THE ATTRONEY GENERA
L. SEEKING THE VEH TO BE REPAIRED. PER CUSTOMER, DEALER S
AYS: - N/A CAC ADVISED: - REQUESTED DEALERSHIP TO CON
TACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING OF
DSB APPLICATION - FORWARDED INFORMATION TO THE DEALERSHIP,
WIT H A COPY TO THE REGIONAL OFFICE INFERENCE CASE ID: 1982

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CONSUMER AFFAIRS

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06/18/2002
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MASTER OWNER RELATIONS SYSTEM III

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                                INFORMATION ISSUE                                CASE NBR: 0
430803471
  REGION: 56 DENVER                ZONE: A1                                OPENED: 1
2/26/2001
  VIN: 1FMYU02BX1KA19730          ENGINE: B    VEH TYPE: T                                CLOSED: 1
2/26/2001
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LAST NAME: ██████████                                STATUS: C
LOSER
TITLE: ██████████                                FIRST NAME: ██████████                                MI: ██████████
ADDRESS: ██████████
CITY: STRALLINGHEIGHT                                STATE: MI                                ZIP: ██████████
HOME PHONE: ██████████
MODEL YEAR: 2001                                MODEL: ESCAPE XLS 4X4
MILEAGE: 19000
DEALER NAME: PHIL LONG FORD OF C SALES CODE: F56201                                P & A: 0
3134
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 650 - CB-ADVISE DSB APP IS BEING SENT; ADDRESS CONCERN
AS NEXT ISSUE
DOCUMENT: ANALYST: AHASEBEN AMAN HASEBENEBI
ACTION DATA/COMMENTS:

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2001/12/26
13.48.35 CUSTOMER SAYS: = CUST STATES THE DRLSHP CANNOT FIX/REP
AIR
DOE
R CU
R MAT
SE I
THE CONCERN = WHEN DRIVING ON THE HIGHWAY VEH SOMETIMES
S NOT GO OVER 60 MPH = WOULD LIKE TO GET OUT OF VEH PE
STOMER, DEALER SAYS: CAC ADVISED: - DOCUMENTED INFO
ION - INITIATED MAILING OF DSB APPLICATION INFERENCE CA
D: 1997

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djohn02

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MASTER OWNER RELATIONS SYSTEM III

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491722951	INFORMATION ISSUE	CASE NBR: 0
REGION: 44 PITTSBURGH	ZONE: A2	OPENED: 1
0/22/2001		
VIN: 1FMYD04131KE82460	ENGINE: 1	VEH TYPE: T
0/22/2001		CLOSED: 1

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LAST NAME: [REDACTED]		STATUS: C
LOSER		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: ALIQUIPPA	STATE: PA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 13300		

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djohn02

DEALER NAME: MOON TOWNSHIP FORD SALES CODE: F44022 P & A: 0
7495

REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: EMAIL
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: SOSBOURN SUSAN OSBOURNE
ACTION DATA/COMMENTS:

2001/10/22

13.32.56 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
CA

ID

C ADVISED: *****OBC TO DLR --SPOKE TO SERV/ADV DAV

LR C

--AS PER DAVID DLR WAS UNABLE TO DUPLICATE CONCERNS --D

LE

ONTACTED TECH HOTLINE (NO INFO) AND TEST DROVE THE VEHIC

NO PROBLEM FOUND --CRC WILL ADVISE ACCORDINGLY

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: EMAIL
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: SOSBOURN SUSAN OSBOURNE
ACTION DATA/COMMENTS:

CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE

CA

C ADVISED: *****OBC TO CUS --LM FOR CUS TO CONTACT THE

CRC

--NEXT CSR PLS ADVISE CUS AS PER NOTES: *****OBC

TO D

LR --SPOKE TO SERV/ADV DAVID --AS PER DAVID DLR WAS UN

ABLE

TO DUPLICATE CONCERNS --DLR CONTACTED TECH HOTLINE (NO

INF

O) AND TEST DROVE THE VEHICLE NO PROBLEM FOUND --ADVIS

E CU

S TO STAY IN CONTACT WITH DLR AS SOON AS CONCERN PRESENT

S IT

SELF

djohn02

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MASTER OWNER RELATIONS SYSTEM III

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=====
                    INFORMATION ISSUE                      CASE NBR: 0
507063640
  REGION: 21 ATLANTA      ZONE: A2                      OPENED: 1
0/31/2001
  VIN: 1FMYU03111KE57493  ENGINE: 1    VEH TYPE: T          CLOSED: 1
0/31/2001
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=====
LAST NAME: [REDACTED]                      STATUS: C
LOSED
TITLE: M&M                                FIRST NAME: [REDACTED]    MI:
ADDRESS: [REDACTED]
CITY: TRUSSVILLE                        STATE: AL                ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                          MODEL: ESCAPE XLT 4X2
MILEAGE: 30000
DEALER NAME: JIM SKINNER FORD             SALES CODE: F21012      P & A: 0
0224
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: PVASSAL PERSIS VASSAL
ACTION DATA/COMMENTS:

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2001/10/31
12.22.28 CUSTOMER SAYS: WHILE DRIVING THE VEH STALLED (INTERMIT
TENT
) THE VEH WAS BROUGHT TO THE DLRSHIP AND SHE WAS INFORMED
NO
PROBLEM WAS FOUND; WOULD LIKE TO KNOW IF THERE IS A FSA/
CSP
PERTAINING TO THE VEH PER CUSTOMER, DEALER SAYS: INFO

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djohn02

RMED
WHY
OT D
STOM
RN I
/CSP

CUST THAT NO PROBLEM WAS FOUND CAC ADVISED: - INFORM
THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANN
UPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CU
ER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCE
S NOTICED CUST WAS INFORMED THAT THERE IS NO OPEN PSA
PERTAINING TO THE VEH INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	INFORMATION ISSUE	CASE NBR: 0
516360792		OPENED: 0
REGION: 21 ATLANTA	ZONE: E2	
3/20/2002		CLOSED: 0
VIN: 1FMUU01B61KE85073	ENGINE: B	VEH TYPE: T
3/20/2002		

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djohn02

LAST NAME: EBERT STATUS: C
 LOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: MADISON STATE: NC ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
 MILEAGE: 31000
 DEALER NAME: GREEN FORD INC SALES CODE: F21221 P & A: 0
 1131
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: SBROWN48 STACY BROWN
 ACTION DATA/COMMENTS:

2002/03/20
 14.18.46 CUSTOMER SAYS: =THE ALTERNATOR SEEMS TO BE GIVING TOO L
 ITTL E PROBLEM NOW =THE RPM GOES FROM HIGH TO LOW WHEN IDLIN
 G OR WHEN STARTING OFF...THE VEH ALSO ACTS LIKE IT WANTS TO
 SHUT OFF =WHEN TRYING TO START THE VEH, THERE IS A SQUEAK
 ING SOUND (PISTON) =POWER LOCKS INTERMITTENTLY WON'T WORK
 =SE EKS SERVICE FROM A DIFFERENT DLR SINCE HER ORIGINAL DLR
 HRS HAVE CHANGED PER CUSTOMER, DEALER SAYS: CAC ADVISED
 : - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALE
 RSHI P - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CO
 NTAC T CRM/SERV MGR INFERENCE CASE ID: 4591

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=====
                    INFORMATION ISSUE                                CASE NBR: 0
525500382
REGION: 53 KANSAS CITY      ZONE: A2                                OPENED: 0
2/07/2002
VIN: 1FMCU021K1KE86566    ENGINE: 1      VEH TYPE: T      CLOSED: 0
2/07/2002
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LAST NAME: [REDACTED]                                STATUS: C
LOSER
TITLE: [REDACTED]      FIRST NAME: [REDACTED]      MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LIBERTY      STATE: MO      ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001      MODEL: ESCAPE XLS 4X4
MILEAGE: 8640
DEALER NAME: GARY CROSSLEY FORD, SALES CODE: F53014      P & A: 0
5126
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE
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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO
DEALER
DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:
    
```

2002/02/07
14.35.50 ANNETTE MC CALL, CSM, KANSAS CITY

djohn02

ATTN: RORY JOYCE
SUBSEQUENT OWNER DEVIATION APPROVED BY JANICE MAC RITCHI

E.

DOM

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC034 - ESP ISSUE RESOLVED - CONTRACT REGISTERED
DOCUMENT: ANALYST: T-CROSSL TODD CROSSLEY
ACTION DATA/COMMENTS:

2002/03/25
09.52.38

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED
DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/05/10
10.38.07

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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548682411	INFORMATION ISSUE	CASE NBR: 0
REGION: 71 CALIFORNIA	ZONE: B2	OPENED: 0
8/29/2001		
VIN: 1FMYU03171KB22979	ENGINE: 1	VEH TYPE: T
8/29/2001		CLOSED: 0

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djohn02

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LAST NAME:	[REDACTED]	STATUS:	C
LOSED			
TITLE:	[REDACTED]	FIRST NAME:	[REDACTED]
ADDRESS:	[REDACTED]	MI:	[REDACTED]
CITY:	HAKERSFIELD	STATE:	CA
		ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]		
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2
MILEAGE:	2800		
DEALER NAME:	JIM BURKE FORD	SALES CODE:	F71439
		P & A:	0

5471

REASON CODE: 1104 AWA - OUT CRITERIA, REQUEST AWA PRIOR REPAIR
 SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 537 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION; NO A
 SSISTANCE
 DOCUMENT: ANALYST: NLAURENC NATALIE LAWRENCE
 ACTION DATA/COMMENTS:

2001/08/29
 14.09.54

CUSTOMER SAYS: -SAID THAT THE VEH KEEPS STALLING -WAN
 TS T O KNOW IF SHE CAN GET A LOANER WHEN SHE TAKES THE VEH I
 NTO THE DLR -SAID THAT THE VEH HAS NOT YET BEEN DIAGNOSED
 PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - ADVISE CU
 STOM ER THAT THERE IS NO LOANER VEHICLE PROVISIONS OFFERED FO
 R TH IS REPAIR. - FORD WILL NOT PROVIDE FINANCIAL ASSISTANC
 E FO R THE LOANER VEHICLE -ADVISE CUST THT ONCE THE DLR HA
 S DI AGNOSE THE VEH, AND THE VEH WILL BE QT THE DLR OVER NIGH
 T, C UST CN CONTACT THE CRC TO SEE WHAT IF WE ARE ABLE TO ASS
 IST HER WITH A LOANER INFERENCE CASE ID: 5220

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13.41.19

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728042671	INFORMATION ISSUE	CASE NBR: 0
REGION: 52 SOUTHWEST	ZONE: E2	OPENED: 0
9/24/2001		
VIN: 1FMYU031X1KF09865	ENGINE: 1 VEH TYPE: T	CLOSED: 0
9/24/2001		

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY: FLATONIA	STATE: TX	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 18000		
DEALER NAME: MAXWELL FORD	SALES CODE: F52303	P & A: 0
2923		
REASON CODE: 1104 AWA - OUT CRITERIA, REQUEST AWA PRIOR REPAIR		
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 537 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION; NO ASSISTANCE
DOCUMENT: ANALYST: NGONZALE NADIYAH GONZALE
ACTION DATA/COMMENTS:

djohn02

2001/09/24

20.12.14

VEH
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AT T

CUSTOMER SAYS: -CUST IS REQUESTING A RENTAL VEH -THE
IS BEING TOWED TO THE DLRSHF AT THIS TIME -THE VEH HA
VER BEEN TO THIS DLRSHF -THE DLRSHF HAS ADVISED CUST TH
C IS THE ONLY ONE THAT CAN AUTHORIZE A LOANER/RENTAL PE
STOMER, DEALER SAYS: -NONE CAC ADVISED: - ADVISE CUS
R THAT THERE IS NO LOANER VEHICLE PROVISIONS OFFERED FOR
S REPAIR. - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE
THE LOANER VEHICLE -ADVISED CUST THERE IS NO RENTAL
ISIONS WITH THIS WARRANTY(BTB) AND THERE IS NO ESP REGIS
D TO THE VEH SO THE DLRSHF NOR FORD IS OBLIGATED TO PROV
A LOANER/RENTAL -ADVISED CUST THAT ONCE THE VEH HAS BEE
AGNOSED, CONTACT THE CRC AND WE WILL SEE WHAT WE CAN DO
HAT TIME INFERENCE CASE ID: 5220

CONSUMER AFFAIRS

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MASTER OWNER RELATIONS SYSTEM III

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ERG2-027-A 0705

djohn02

13.41.19

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=====
730183060          INFORMATION ISSUE          CASE NBR: 0
REGION: 24 ORLANDO  ZONE: D1                OPENED: 0
7/11/2001
VIN: 1FMYU01121KE78713  ENGINE: 1    VEH TYPE: T    CLOSED: 0
7/11/2001
=====

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=====
LAST NAME: [REDACTED]          STATUS: C
LOSED
TITLE: [REDACTED]             FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: TOWNSEND                STATE: GA                ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001              MODEL: ESCAPE XLS 4X2
MILEAGE: 15000
DEALER NAME: KINGS COLONIAL FORD SALES CODE: F24452    P & A: 0
4847
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE
=====

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: CDECHER CHELSEY I. DECHER
ACTION DATA/COMMENTS:

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2001/07/11
08.13.45 CUSTOMER SAYS: ENGINE STALLS, THEN WILL JUMP FORWARD
-WAN TS THIS FIXED PER CUSTOMER, DEALER SAYS: RAN ON COMFU
TER, NO CODES COME UP -NOTHING WRONG WITH IT- -FORD KNOWS
THER E IS A PROBLEM, THEY ARE WORKING ON IT CAC ADVISED:
- IN FORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF
THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE -
ADVI SE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTE
NT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

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MASTER OWNER RELATIONS SYSTEM III

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747323120          INFORMATION ISSUE          CASE NBR: 0
  REGION: 24 ORLANDO      ZONE: D1          OPENED: 1
1/02/2001
  VIN: 1FMYU03141KE57083  ENGINE: 1    VEH TYPE: T    CLOSED: 1
1/02/2001
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=====
LAST NAME: [REDACTED]          STATUS: C
LOSED
TITLE: [REDACTED]          FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SAINT MARYS          STATE: GA          ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001          MODEL: ESCAPE XLT 4X2
MILEAGE: 47000
DEALER NAME: KINGSLAND FORD-MERC SALES CODE: F24474    P & A: 0
4895
REASON CODE: 0445 DEALERSHIP - REPAIR PROCEDURE
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: PREDDY PUSHPA REDDY
ACTION DATA/COMMENTS:

2001/11/02

20.07.04 CUSTOMER SAYS: =ENGINE IS CUTTING OFF =VEH HAS BEEN T
O TH E DLRSHP 3 TIMES FOR THE SAME PROBLEM =LAST FRIDAY VEH
WAS OUT OF THE DLRSHP AND AGAIN THE SAME CONCERN =TIRED OF
TAKI NG VEH TO DLRSHP =ITS RIDICULOUS. =FORD SHOULD TAKE CA
RE O F THIS VEH I MIGHT GET INVOLVED IN AN ACCIDENT. =NOT GO
ING TO PAY TO FMCC =FORD DLRSHP IS NOT GIVING CUST SATISFAC
TION . =I WILL CALL A LAWYER IF THIS TIME MY CONCERN IS NO
T TA KEN CARE OF. PER CUSTOMER, DEALER SAYS: CAC ADVISED
: - APOLOGIZE - DEALERSHIP IS THE BEST TECHNICAL RESOURCE
- SUPPORT DEALER'S DIAGNOSIS - DOCUMENTED CONCERN =====
===== INFERENCE CASE ID: 1602

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747323120	INFORMATION ISSUE	CASE NBR: 0
REGION:	ZONE:	OPENED: 1
0/17/2001		
VIN: 1FMYU03141KE57083	ENGINE: 1 VEH TYPE: T	CLOSED: 1
0/17/2001		

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	FIRST NAME:	MI:
ADDRESS:	[REDACTED]	[REDACTED]
CITY: SAINT MARYS	STATE: GA	ZIP: [REDACTED]

HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 44400		
DEALER NAME:	SALES CODE:	P & A:
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR		
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
DOCUMENT: ANALYST: CTITI CHIMU TITI
ACTION DATA/COMMENTS:

2001/10/17
19.21.15 CUSTOMER SAYS: -THIS PROB STARTED IN JULY -VEH CUTS
OFF WHEN SHE DRIVES IT TOOK IT TO DLR TWICE BUT IT STILL HA
PPEN S -DOES NOT WANT THE TRUCK ANYMORE AS IT DOES NOT WORK
-D DOES NOT WANT TO TAKE VEH TO DLR TO FIX IT -THIS PROBLE
M IS GETTING WORSE AS TIME GOES ON PER CUSTOMER, DEALER SA
YS: -DLR TOOK BATTERY OUT AND CLEANED 2ND TIME FIRST TIME
FOUN D NO PROB -TOLD HER THEY SAW NO PROBLEM CAC ADVISED:
- CR C UNABLE TO REACH DEALER - CRC WILL RE-CONTACT DEALER N

djohn02

EKT

BUSINESS DAY TO DISCUSS ISSUE - FOLLOW UP WITH CUSTOMER
OBC TO DLR SPOKE TO ANDREWS THE DLR PRINCIPAL WHO SAID
L BACK TOMORROW AND SPEAK TO RANDY THE P/S DIRECTOR I
ENCE CASE ID: 4909

CAL
NFER

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JSTAINTO JOSHUA STAINTON
ACTION DATA/COMMENTS:

2001/10/18

14.59.43 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NO

NE

CAC ADVISED: OUTBOUND CALL TO DEALER SPOKE WITH BECKY (

ASM)

ADVISED THAT VEH WAS IN SEPT 18, 2001 AND WHEAT TECH HOT

LINE

CLEAN GROUND POINTS ON VEH AND REPLACE POWER RELAY -SH

E HA

S ONLY HAD VEH IN ONCE AT DEALER FOR THIS CONCERN -ADVI

SED

THAT CUST SHOULD BRING VEH IN FOR FURTHER DYIGNOSIS

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: JSTAINTO JOSHUA STAINTON
ACTION DATA/COMMENTS:

CAC ADVISED: OUTBOUND CALL TO FORD/MERCURY CUSTOMER -U

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747323120 INFORMATION ISSUE CASE NBR: 0
REGION: ZONE: OPENED: 1
0/17/2001
VIN: 1FMYU03141KE57083 ENGINE: 1 VEH TYPE: T CLOSED: 1
0/18/2001

djohn02

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2001/10/18
14.59.43 E TO REACH AT HOME OR AT WORK WAS ADVISED THAT CUST WOUL
D AR
RIVE HOME AT 7PM WILL CALL BACK CUST THEN TO ADVISE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: JSTAINTO JOSHUA STAINTON
ACTION DATA/COMMENTS:

19.30.12 CAC ADVISED: OUTBOUND CALL TO FORD/MERCURY CUSTOMER -A
DVIS
ED CUST AS PER HISTORICALS -ADVISED CUST TO TAKE TO DEA
LER
ASAP FOR CONCERN
CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NO
NE

djohn02

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13.41.19

MASTER OWNER RELATIONS SYSTEM III

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306573451	INFORMATION ISSUE	CASE NBR: 1
REGION: 27 WASHINGTON	ZONE: C1	OPENED: 1
2/11/2001		
VIN: 1FMYU02181KE82473	ENGINE: 1	VEH TYPE: T
2/11/2001		CLOSED: 1

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
MI:	[REDACTED]	[REDACTED]
ADDRESS:	[REDACTED]	
CITY:	WESTMINSTER	STATE: MD
ZIP:	[REDACTED]	[REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLS 4X4
MILEAGE:	27000	
DEALER NAME:	CROUSE FORD SALES I	SALES CODE: F27410
P & A:	0	
0095		
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN	
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: MMATZANK MARLITT MATZANKE
ACTION DATA/COMMENTS:

2001/12/11
08.29.57 CUSTOMER SAYS: THE VEHICLE JUST CUTS OUT IN WHEN IN CR
USE
THE ENGINE IS WARM AN INTERMITTANT CONCERN. CUST CL
AIMS
THAT THIS HAS HAPPENED TWICE NOW CUST WANTS TO KNOW IF
THI
S IS KNOWN CONCERN OR FSA PER CUSTOMER, DEALER SAYS:

djohn02

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CERN
ALER
NCE

C ADVISED: - ADVISED CUST TO TAKE VEHICLE TO DEALER -
ERE ARE NO FSA AT THIS TIME - THE VEHICLE IS UNDER WAR
Y TO 36000 MILES OR 3 YRS - INFORM WHY THE DEALERSHIP C
OT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CON
AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DE
SHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFERE
CASE ID: 4462

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06/18/2002
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413613630          INFORMATION ISSUE          CASE NBR: 1
REGION:           ZONE:                   OPENED: 0
5/14/2001
VIN: 1FMYU03191KD92151  ENGINE: 1    VEH TYPE: T    CLOSED: 0
5/14/2001
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djohn02

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LAST NAME:	[REDACTED]	STATUS:	C
LOSER:	[REDACTED]	FIRST NAME:	[REDACTED]
TITLE:	[REDACTED]	MI:	[REDACTED]
ADDRESS:	[REDACTED]	STATE:	MA
CITY:	WINTHROP	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]	MODEL:	ESCAPE XLT 4X2
MODEL YEAR:	2001	SALES CODE:	P & A:
MILEAGE:	15000	REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
DEALER NAME:	[REDACTED]	SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 608 - ADVISE CUST THAT INFORMATION WILL BE DOCUMENTED;
 THANK/APOLOGIZE
 DOCUMENT: ANALYST: DGOODRID DENISE GOODRIDGE
 ACTION DATA/COMMENTS:

2001/05/14

19.05.37 CUSTOMER SAYS: VEHICLE STALLED TODAY ON THE FREEWAY
 HA
 S BEEN HAVING NUMEROUS CONCERNS WITH THE VEHICLE
 DASH BOARD LIGHT SOMETIMES COME ON ALSO NUMEROUS RECA
 LLS THAT WAS ISSUED ON THE VEHICLE IS NOT HAPPY WITH THI
 S VE HICLE AND IS CONCERNED FOR THE SAFETY OF HIS FAMILY
 P ER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - INFORM
 ATIO N HAS BEEN FORWARDED TO APPROPRIATE DEPARTMENTS - THANK
 YOU CUSTOMER FOR PROVIDING US THEIR FEEDBACK INFERENCE CASE
 ID: 4489

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462773321                INFORMATION ISSUE                CASE NBR: 1
REGION: 44 PITTSBURGH    ZONE: C2                        OPENED: 1
1/28/2001
VIN: 1FMCU03161KA88785  ENGINE: 1    VEH TYPE: T        CLOSED: 1
1/28/2001
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=====
LAST NAME: [REDACTED]                STATUS: C
LOSED
TITLE: [REDACTED]                    FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED]    PARMA                STATE: OH                ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                    MODEL: ESCAPE XLT 4X2
MILEAGE: 9823
DEALER NAME: LIBERTY FORD SOLOM, SALES CODE: F44116    P & A: 0
2319
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE
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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO
DEALER
DOCUMENT: ANALYST: CKKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

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2001/11/28
12.51.17 TOM OZBOLT, CSM, PITTSBURGH

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djohn02

APIN: DAVE CATTERALL

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-CATTER LIBERTY FORD SOLON
ACTION DATA/COMMENTS:

2001/12/07
09.10.32 THIS VEHICLE WAS ROADTESTED FOR 500 MILES COULD NOT VERIFY A
NY STALL CONTACTED TECH LINE ADJUSTED IDLE AND REPLACED
IAC
PER FORDS INSTRUCTIONS, PER TOM OZBOLT RELEASE CAR BACK
TO C
USTOMER...12/07/2001

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/12/12
17.36.34

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497853171	INFORMATION ISSUE	CASE NBR: 1
REGION: 44 PITTSBURGH	ZONE: C2	OPENED: 1
2/04/2001		
VIN: 1FMYU04151KA34477	ENGINE: 1 VEH TYPE: T	CLOSED: 1

2/04/2001

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LAST NAME: ██████████ STATUS: C
LOSED
TITLE: ██████████ FIRST NAME: ██████████ MI: ██████████
ADDRESS: ██████████
CITY: STRONGSVILLE STATE: OH ZIP: ██████████
HOME PHONE: ██████████
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10180
DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44130 P & A: 0
2173
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: MYGANA MARILYN YGANA
ACTION DATA/COMMENTS:

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2001/12/04
10.47.45 CUSTOMER SAYS: - CUST STATES THAT THEY NEED TO SPEAK T
O TH
N. T
HAS
THEY
COMM
ARE
TO
ES ,
ER T
Y TH
DUP
OMER
IS

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E REGIONAL OFFICE. THEY ARE UN-ABLE TO VERIFY ANY CONCER
 HEY HAVE JUST INSTALLED A PART. - VEH STALLING PROBLEM
 OCCURED THRERE TIMES. WHILE DRIVING WHEN GOING DOWN HILL.
 HAVE RESEARCH THIS FURTHER AND FOUOD OUT THAT THIS IS A
 ON PROBLEM WITH OTHER DLRSHIP. - CUST STATES THAT THEY
 VERY VERY CONCERN. PER CUSTOMER, DEALER SAYS: - OBC
 THE DLRSHIP SPOEK TO (SM) MR. SMITH, VEH HAS SEVERAL TIM
 HE WILL SPEAK TO THE CSM AND REVIEW THE SITUATION FURTH
 ODAY AND CALL THE CUST BACK. CAC ADVISED: - INFORM WH
 E DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CANNOT
 LICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE CUST
 TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN

ONTA
T TH
OR H

djohn02
NOTICED - ADVISED CUST THAT THE SERVICED MANAGER WILL C
CT THE REGIONAL DEPT AND GET BACK TO HIM. - ADVISED CUS
AT WE APOLOGIZE FOR THE INCONVENIENCE AND WE THANK HIM F
IS PATIENCE. INFERENCE CASE ID: 4462

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MASTER OWNER RELATIONS SYSTEM III

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525711061	INFORMATION ISSUE	CASE NBR: 1
REGION:	ZONE:	OPENED: 0
4/16/2001		
VIN: 1FMYU04121KD91700	ENGINE: 1	VEH TYPE: T
4/16/2001		CLOSED: 0

=====

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
MI:		[REDACTED]
ADDRESS:		
CITY:	DENVER	STATE: CO
ZIP:		[REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	6200	
DEALER NAME:		SALES CODE: P & A:
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN	
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE	

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 ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
 CATE THE CONCERN
 DOCUMENT: ANALYST: SKNIGHTS SABRINA KNIGHTS
 ACTION DATA/COMMENTS:

2001/04/16
 14.34.37 CUSTOMER SAYS: CUST HAS BEEN HAVING A PROBLEM WITH HER
 ESC APE -CUST HAD A PROBLEM WITH THE SERVICE SHE RECIEVED
 AT T HE DLRSHIP FROM THE START -VEH HAS STALLED ABOUT TWICE
 WIT H IN THE LAST 2 WEEKS -THE VEH HAS BEEN TO THE DLRS
 HIP TWICE -CUST IS VERY UNHAPPY WITH FORD -CUST IS NOT S
 URK WHAT SHE WANTS FORD TO DO -CUST THINKS THAT SHE MAY HA
 VE A LEMON -CUST NOT HAPPY WITH OUTCOME -REQ TO SPEAK TO
 SUP ERVISOR PER CUSTOMER, DEALER SAYS: -STATES THE DLRSH
 IP I S UNABLE TO DUPLICATE THE PROBLEM CAC ADVISED: - INFO
 RM W HY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY C
 ANNO T DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE
 CUS TOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CO
 NCER N IS NOTICED =====OBC TO DLR===== -SPOKE TO SE
 RVIC E MGR WAS INFORMED AT THIS IS NOT A KNOWN PROBLEM ====
 =====
 T -FILLED OUT SUPERVISOR REQ. FORM FOR CUS
 8HRS -INFOMRED CUST THAT SUPERVISOR WILL CONTACT HER WITHIN 4

 ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
 DOCUMENT: ANALYST: FMALVO FRANTZ MALVOISIN
 ACTION DATA/COMMENTS:

2001/04/19
 10.45.29 CUSTOMER SAYS: -THE VEH HAS STALLED MORE THAN ONCE -
 DLR

EEKI
VEH

CUST
HAVE
NOT
M IS

djohn02
SEEM UNABLE TO DUPLICATE CUST CONCERN -NOT HAPPY AND S
NG FORD TO DO SOMETHING IN HAVING THE DLR REPAIR CUST'S
PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: **
SUPERVISOR OBC (FRANTZ, EXT 2204)*** -OBC TO
ON -1ST ATTEMPT; -EDUCATED CUST THAT THE VEH WOULD
TO BE DIAGNOSE AND THE PROBLEM DUPLICATED -FORD WILL
REPLACE PARTS IF THEY(DLR) DOES NOT KNOW WHAT THE PROBLE

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13.41.19

MASTER OWNER RELATIONS SYSTEM III

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525711061	INFORMATION ISSUE	CASE NBR: 1
REGION: 4/16/2001	ZONE:	OPENED: 0
VIN: 1FMYU04121KD91700 4/19/2001	ENGINE: 1	VEH TYPE: T
		CLOSED: 0

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2001/04/19
10.45.29 -ISSUE HAS BE HANDLED CORRECTLY *****

ISSUE IS CLOSED**

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553013601	INFORMATION ISSUE	CASE NBR: 1
REGION: 2/26/2001	ZONE:	OPENED: 1
VIN: 1FMCU04141KF99250 2/26/2001	ENGINE: 1 VEH TYPE: T	CLOSED: 1

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LAST NAME: [REDACTED]	STATUS: C
LOSED	
TITLE: MR	FIRST NAME: [REDACTED] MI: [REDACTED]

djohn02

ADDRESS: [REDACTED]
 CITY: LAFAYETTE STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 11400
 DEALER NAME: SALES CODE: P & A:
 REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLICATE THE CONCERN
 DOCUMENT: ANALYST: VAINSWOR VICTORIA AINSWORTH
 ACTION DATA/COMMENTS:

2001/12/26
 15.20.50 CUSTOMER SAYS: - STALLING PROB WITH IT, STALLS AT LOW
 SPEE DS OR STOPS - TAKEN INTO DLR 5 TIMES - LAST BIT OF REP
 AIRS MADE IT BETTER, BUT WHEN THE IDLE KICKS DOWN, THE VEH S
 TALL S, DROPS FROM 400 TO 200 RPM - THAT'S WHEN IT STALLS -
 WANT S CERTIFICATION THAT THIS IS FIXED - FIRST CHOICE - IS
 TO G ET THE REPAIR VERIFIED AND COMPLETE - OCCURS WHEN VEH I
 S HO T PER CUSTOMER, DEALER SAYS: WALNUT CREEK FORD -
 REP LACED FUEL PUMP, ROAD TEST, FUEL FILTER, CLEANED FUEL LI
 NES - REPLACED SPARK PLUGS, EGR VALVE/GASKET, POWERTRAIN CO
 NTRO L MODULE - TWO DIFFERENT TECHS - UNABLE TO REPRODUCE PR
 OBLE M CAC ADVISED: - OBC TO DLR, TALKED TO TIM LOTSY - SER
 V DI RECTOR - HE IS GOING TO LOOK IT THE ISSUE FOR ME AND GE
 T BA CK TO ME - WILL CALL BACK THE CUSTOMER WHEN INFO IS FOU
 ND - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCER
 N IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVI
 CE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTE
 RMIT TENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

djohn02

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: VAINSWOR VICTORIA AINSWORTH
ACTION DATA/COMMENTS:

16.55.11 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
CA
C ADVISED: IBC BACK FROM TIM @ DLR EXT 37; - BEEN IN T
OUCH
WITH TECH HOTLINE, PERFORMED SERV MSG THROUGH OASIS -
SO I
INTERMITTENT, NOT ABLE TO CONFIRM PROBLEM - REPLACED FUE
L PU
MP, SPEED CONTROL, REPAIR ON CONNECTOR TO THE BYPASS VAL
VE
- ROADTEST FOR 10 & 12 MILES BOTH ON FREEWAY AND ON STRE
ETS

CONSUMER AFFAIRS

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13.41.19

MASTER OWNER RELATIONS SYSTEM III

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553013601	INFORMATION ISSUE	CASE NBR: 1
REGION:	ZONE:	OPENED: 1
2/26/2001		
VIN: 1FMCU04141KF99250	ENGINE: 1	VEH TYPE: T
2/26/2001		CLOSED: 1

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: VAINSWOR VICTORIA AINSWORTH
ACTION DATA/COMMENTS:

2001/12/26
16.55.11 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: WALN
UT C
REEK - DLR HAS NO OTHER OPTIONS FOR HIM CAC ADVISED:
THE
BEST THING WOULD BE TO TAKE YOUR VEH BACK TO THE DLR AND

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djohn02

LET
G.
E TH
R, I
TO O
IC I
ES O

THEM KNOW THAT THERE IS STILL AN ISSUE WITH THE STALLIN
THEY ARE OUR BEST RESOURCE, AND THE S/M CAN ALSO ESCALAT
IS ISSUE UP THROUGH HIS CHANNELS AT THE DLRSHIP. HOWEVE
HAVE DOCUMENTED THE ISSUE HERE, AND IT WILL BE SENT UP
UR ENGINEERS - THEY WILL BE ABLE TO RESEARCH THIS SPECIF
SSUE WITH THE ESCAPE. IF THERE IS A FSA/RECALL THAT COM
F THIS IN THE FUTURE, YOU WILL BE CONTACTED BY MAIL.

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djohn02

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MASTER OWNER RELATIONS SYSTEM III

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                    INFORMATION ISSUE                                CASE NBR: 1
559153171
  REGION: 72 SAN FRANCISCO    ZONE: A4                                OPENED: 1
1/13/2001
  VIN: 1FMYU01B91KB84850    ENGINE: B    VEH TYPE: T    CLOSED: 1
1/13/2001
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LAST NAME: ██████████                                STATUS: C
LOSED
TITLE: MS                                FIRST NAME: ██████████    MI: ██████████
ADDRESS: ████████████████████████████████
CITY: OAKLAND                                STATE: CA                                ZIP: ██████████
HOME PHONE: ████████████████████████████████
MODEL YEAR: 2001                                MODEL: ESCAPE XLS 4X2
MILRAGE: 3800
DEALER NAME: MICHAEL STEAD'S HIL SALES CODE: F72016    P & A: 0
0669
REASON CODE: 0445 DEALERSHIP - REPAIR PROCEDURE
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: FKNIGHT FRANK KNIGHT
ACTION DATA/COMMENTS:

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2001/11/13
14.32.46 CUSTOMER SAYS: - VEH STALLS ON THE FREEWAY - FORD EN
GINE
-
HE L ER HAS LOOKED AT VEH THE LAST TIME AND VEH WAS REPAIRED
-
VEH HAS BEEN TO THE DLR THREE TIMES - CUST MENTIONED T
HE L EMON LAW - FORD ENGINEER IS COMING TOMMORROW TO LOOK AT
VEH PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: -
DEA LERSHIP HAS DETERMINED THAT THE REPAIR IS COMPLETE - NO
CUR RENT CONCERNS FOUND WITH THE VEHICLE ****OBC TO HILLTOP
FOR D*** -SPOKE TO HOLLY S/M WHO ADV THAT THE CUST HAS NOT
HAD THREE REPAIRS SO LEMON LAW DOES NOT APPLY -ENGINEER WAS

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djohn02

OUT
RESE
VEH

AND LOOKED AT VEH TODAY - HRE ADV THAT THE VEH HAS NO P
NT CONCERNS -ADV THAT CUST SHOULD COME AND PICK UP THE
BECAUSE NO REPAIRS WOULD BE MADE AT THIS TIME -----
-- -ADV CUST OF S/M RESOLUTION INFERENCE CASE ID: 4473

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INFORMATION ISSUE

CASE NBR: 1

593112221

REGION: 53 KANSAS CITY

ZONE: B1

OPENED: 0

6/11/2002

VIN: 1FMYU04121KF63871

ENGINE: 1

VEH TYPE: T

CLOSED: 0

6/11/2002

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LAST NAME:

STATUS: C

LOSED

TITLE:

FIRST NAME:

MI:

ADDRESS:

CITY:

LINCOLN

STATE:

NE

ZIP:

HOME PHONE:

djohn02

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 40000
DEALER NAME: ANDERSON FORD LINCO SALES CODE: F53027 P & A: 0
7116
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 725 - ADVISE CUST TO SUBMIT RECEIPTS TO DLR FOR REVIEW
DOCUMENT: ANALYST: TCHINAPP THOMAS CHINAPPAN
ACTION DATA/COMMENTS:

2002/06/11
15.45.48 CUSTOMER SAYS: - CUST HAS HAD A LOT OF PROBS WITH THE
VEH.
S TH - CUST HAS HAD THE BRAKES, ROTORS REPLACED. - SHE SAY
OFF AT SHE HAD THE COMP. REPROGRAMMED, BECAUSE THE VEH SHUT
- C ON HER. SHE SAYS THAT HER BATTERY LIGHT KEPT BLINKING.
ENT UST SAYS HAS NOT SPOKEN TO A DLRSHIP ABOUT THE REIMBURSEM
EASE PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - PL
AL F SUBMIT YOUR ORIGINAL RECEIPTS TO THE CRM/SM OF YOUR LOC
DET /L/M DEALER FOR REIMBURSEMENT REVIEW. - THE DEALER WILL
E ID DETERMINE IF REIMBURSEMENT IS POSSIBLE OR NOT INFERENCE CAS
: 5363

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MASTER OWNER RELATIONS SYSTEM III

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INFORMATION ISSUE                                CASE NBR: 1
612233091
REGION: 52 SOUTHWEST          ZONE: H1          OPENED: 1
1/05/2001
VIN: 1FMYU03191KE72064      ENGINE: 1        VEH TYPE: T      CLOSED: 1
1/05/2001
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LAST NAME: [REDACTED]                                STATUS: C
LOSED
TITLE: [REDACTED]          FIRST NAME: [REDACTED]      MI:
ADDRESS: [REDACTED]
CITY: LA PORTE          STATE: TX          ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001          MODEL: ESCAPE XLT 4X2
MILEAGE: 10650
DEALER NAME: LA PORTE FORD          SALES CODE: F52043          P & A: 0
3826
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: VFRASER VIRGINIA FRASER
ACTION DATA/COMMENTS:

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2001/11/05
15.47.44 CUSTOMER SAYS: CUST IS EXHIBITING CONCERNS WITH THE VE
H DY ING ON THE CUST AT 70 MILES -CUST WIFE NAME IS TAMI -C
UST BROUGHT VEH 'TO THE DLRSHIP AND WAS ADVISED THAT THERE W
AS N O CONCERN WITH THE VEH -CUST WIFE ALMOST GOT INTO AN AC
CIDE

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CUST
FOR
ADVI
NCER
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INF

djohn02
NT ON THE FREEWAY -CUST VEH DIES ONLY AT HOT ENGINE -
WANTS A NEW VEH PER CUSTOMER, DEALER SAYS: AS PER LA
TE FORD IN TEXAS; THERE IS NO CONCERN WITH THE VEH CAC
SED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CO
N IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF S
CE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (R
MITTENT) CONCERN IS NOTICED -FURTHER ADVISED CUST THAT
D DOES NOT BUY BACK VEH WE LOOK AT REPAIRING THE CONCERN
ERENCE CASE ID: 4462

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668572961	INFORMATION ISSUE	CASE NBR: 1
REGION: 52 SOUTHWEST	ZONE: D1	OPENED: 1
2/28/2001		
VIN: 1FMYU03171KC41082	ENGINE: 1 VEH TYPE: T	CLOSED: 1
2/28/2001		

djohn02

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LAST NAME: [REDACTED] STATUS: C
LOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOUSTON STATE: TX ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 3000
DEALER NAME: JOE MYERS FORD SALES CODE: F52023 P & A: 0
4402
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: CMYERS CHRIS MYERS
ACTION DATA/COMMENTS:

2001/12/28
17.37.41 CUSTOMER SAYS: -PROBLEMS WITH THE VEH -IDLED YESTERDA
Y -
HAS IDLED TODAY AGAIN -THE DLRSHIP CAN NOT DUPLICATE TH
E CO
NCERN -CALLS TO UPDATE FILE - TO KEEP FORD INFORMED -C
UST
CLAIMING THIS HAPPENS INTERMITTENTLY. PER CUSTOMER, DEAL
ER S
AYS: -NONE CAC ADVISED: - INFORM WHY THE DEALERSHIP
CAN
NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE C
ONCE
RN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT
DEAL
ERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED INFE
RENC
E CASE ID: 4462

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MASTER OWNER RELATIONS SYSTEM III

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	INFORMATION ISSUE	CASE NBR: 1
737450361		
REGION: 71 CALIFORNIA	ZONE: C3	OPENED: 0
2/05/2001		
VIN: 1FMCU041X1KE98617	ENGINE: 1 VEH TYPE: T	CLOSED: 0
2/05/2001		

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LAST NAME:	██████████	STATUS: C
LOSED		
TITLE:	████████████████████	FIRST NAME: ██████████
ADDRESS:	████████████████████	MI: ██████████
CITY:	REDONDO BEACH	STATE: CA ZIP: ██████████
HOME PHONE:	████████████████████	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	2200	
DEALER NAME:	PEYTON CRAMER FORD	SALES CODE: F71025 P & A: 0
5524		
REASON CODE:	4102 ICCD - CUSTOMER INFORMATION ONLY	
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE	

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: AOULTON ANGELA OULTON
ACTION DATA/COMMENTS:

2001/02/05

20.38.28
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djohn02

CUSTOMER SAYS: ONE WEEK AFTER PURCHASE, THE VEHICLE ST
D SEVERAL TIMES WITHIN THE SPAN OF 2 DAYS. SHE NOTICED T
HAPPENED WHEN SHE WAS STOPPING AT A RED LIGHT AND THE EN
WAS WARM. SHE DID NOT HAVE A PROBLEM RESTARTING THE ENG
THE CUSTOMER SAYS THE BATTERY SEEMED TO BE OKAY AND THE
AS NO INDICATION THAT THE VEHICLE WAS GOING TO STALL. T
HECK ENGINE LIGHT AND THE YELLOW INDICATOR TO THE LEFT O
CAME ON AFTER THE VEHICLE STALLED. THE CHECK ENGINE LIG
AS STEADY. WEATHER CONDITIONS WERE NOT A FACTOR WITH THI
NCERN. THERE WERE NO CHANGES IN THE VEHICLE'S PERFORMANC
D NO NOISES ASSOCIATED WITH THIS CONCERN. SHE USES 87 OC
. THE DEALERSHIP COULD NOT LOCATE A PROBLEM WHEN SHE TOO
E VEHICLE TO THEM THE NEXT DAY. PER CUSTOMER, DEALER SA
NONE CAC ADVISED: THIS CUSTOMER WAS CONTACTED ON BEH
OF THE ESCAPE ASSEMBLY PLANT THROUGH THE ICCD PROGRAM, A
ICH TIME WE WERE MADE AWARE OF THIS CONCERN. - WE ARE S
NG YOU THIS CONCERN AS AN EARLY INDICATOR THAT THIS CUST
MAY ADDRESS THIS ISSUE AT YOUR DEALERSHIP IN THE NEAR F
E. - WE ARE TRACKING THIS ISSUE FOR THE ESCAPE ENGINEER
TEAM. - PLEASE DETAIL OASIS WITH SPECIFIC REPAIR INFORM
N AT YOUR EARLIEST CONVENIENCE - QUESTIONS/COMMENTS PLE
CONTACT ME AT 888-933-4223 ANGELA X2301

djohn02

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	CONCERN ISSUE	CASE NBR: 0
363560572		
REGION: 27 WASHINGTON	ZONE: B1	OPENED: 0
2/26/2002		
VIN: 1FMYU04141KA46278	ENGINE: 1	VEH TYPE: T
2/26/2002		CLOSED: 0

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
MI:	[REDACTED]	[REDACTED]
ADDRESS:	[REDACTED]	
CITY:	STEPHENS CITY	STATE: VA
		ZIP: [REDACTED]

HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	27000	
DEALER NAME:	WINCHESTER FORD, IN SALES CODE: F27464	P & A: 0
3568		
REASON CODE:	1140 AWA - WITHIN CRITERIA, REQUESTING AWA	
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
 DOCUMENT: ANALYST: DWALTON4 DENISE WALTON
 ACTION DATA/COMMENTS:

2002/02/26
 10.04.42 CUSTOMER SAYS: =LAST 6MTHS HAVING CONCERNS VEH STALLS
 AND LOOSES PWR VEH IS AT THE DLR FOR 5TH -6TH TIME =DLR NOT
 ABL E TO REPAIR OR EXPLAIN WHY THIS IS HAPPENING =CUST IS
 SEEK ING REIMBURSEMENT OR A NEW VEH CUST WIFE WHO THE VEH BEL
 ONGS DOES FEEL SAFE PER CUSTOMER, DEALER SAYS: =TODAY WE
 HOP E WE CAN FIX CALL THE NUMBER IN YOUR BOOK =CONTACTED TE

djohn02

CH A
IS
ATE
R CO
- IS
YOU?
ECH
NFER

ND LOOKED AT ANOTHER VEH WITH THE SAME CONCERN AND THERE
NO REPAIR CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVOC
IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPE
NSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER.

THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT

-OBC TO DLR CSR SPOKE WITH PETE WHO STATES THAT BEST T
WORKING ON VEH AND CUST CAN SPEAK TO HIM ABOUT CONCERN I
ENCE CASE ID: 5417

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526141931          CONCERN ISSUE          CASE NBR: 0
REGION: 47 CINCINNATI  ZONE: A1          OPENED: 0
7/31/2001
VIN: 1FMYU04171KA33959  ENGINE: 1    VEH TYPE: T    CLOSED: 0
7/31/2001
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djohn02

LAST NAME: [REDACTED] STATUS: C
 LOSED
 TITLE: M&M FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: MASON STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 3000
 DEALER NAME: KINGS FORD INC SALES CODE: F47016 P & A: 0
 1970
 REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
 SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

M DOCUMENT: ANALYST: CEDWARDS CHARMAINE EDWARDS
 ACTION DATA/COMMENTS:

2001/07/31
 15.06.34 CUSTOMER SAYS: -TOOK IT IN YESTERDAY TO HAVE IT LOOKED
 AT
 -THE DLR IS KING'S FORD -I REQUESTED A REGIONAL REP
 TO L
 OOK AT THE DLR -I AM VERY ANNOYED -I WANT YOU TO GIVE
 ME A
 NUMBER THAT I COULD CALL TO GET THIS RESOLVED -I DO N
 OT F
 EEL THAT FORD IS DOING ANYTHING TO ASSIST ME PER CUST
 OMER
 , DEALER SAYS: -REGIONAL INSPECTOR COMES WHEN HE COMES
 C
 AC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A
 FOR
 D/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUST
 OMER
 SHOULD CONTACT CRM/SERV MGR ----- -KING
 'S F
 ORD -REPLACED THE LWR INTAKE MANIFOLD GASKET -WARRANT
 Y TE
 STED NGL 07/20/2001 -ROAD TEST VEH CUTTING OUT OVER BUM
 PS 0
 /05/2001 -REPALCED LEFT REAR DOOR WEATHER STRIP 05/11/
 2001
 ----- -APOLOGIZED AND ADVISED CU
 STOM
 ER THAT THE REGIONAL REP IS NOT DONE THROUGH THE CAC -
 IT I
 S DONE THROUGH THE SERVICE DEPT VIA OF THE S/M -CUSTOM

djohn02

ER I
ALL
AT T
PROR
:
4

S NOT HAPPY WITH THIS SHE WANTS ANOTHER # THAT SHE CAN C
TO GET TO THE VEH RESOLVED -TRIED TO ADVISE CUSTOMER TH
HE DLR'SHIP IS OUR TECHNICAL SOURCE AND THEY HAVE THE AP
IATE RESOURCES FOR REPAIR PROCEDURES INFERENCE CASE ID
905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: M-HUBER MATT HUBER
ACTION DATA/COMMENTS:

2001/08/27
22.33.42 VEHICLE REPAIRED

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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543400241 CONCERN ISSUE CASE NBR: 0
REGION: 13 NEW YORK ZONE: H1 OPENED: 0
8/20/2001
VIN: 1FMCU04141KF54468 ENGINE: 1 VEH TYPE: T CLOSED: 0
8/20/2001
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LAST NAME:	[REDACTED]	STATUS:	C
LOSER			
TITLE:	[REDACTED]	FIRST NAME:	[REDACTED]
ADDRESS:	[REDACTED]	MI:	[REDACTED]
CITY:	MIDDLETOWN	STATE:	NY
		ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]		
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4
MILEAGE:	9400		
DEALER NAME:	HEALEY FORD, LLC	SALES CODE:	F13507
4352		P & A:	0

djohn02

REASON CODE: 1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: LOPINALD LEAH OPINALDO
ACTION DATA/COMMENTS:

2001/08/20

DLR 10.40.09 CUSTOMER SAYS: JIM LATIMER - ESCAPE WAS TOWED TO FORD
MIL , SUNDAY MORNING - PULLEY FELL OFF THE FRONT - I'M 350
- HA ES AWAY FROM HOME; WAS ON VACATION - NEED LOANER VEHI
E I' VE TO GO BACK TO WORK TOMORROW MORNING - MY NUMBER WHEN
POT M STAYING NOW IS [REDACTED] - THERE'S A ENTERPRISE IN
D SE SDAM - BUT THERE'S NO ENTERPRISE IN MIDDLETOWN - CALLE
THE LLING DLR (HEALEY FORD) TO SEE IF THEY CAN HELP OUT, BUT
COTT Y HAVEN'T GOT BACK TO ME PER CUSTOMER, DEALER SAYS: S
AC A FORD, POTSDAM : - CAN'T GET PART IN UNTIL TOMORROW C
ST C DVICE: - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUE
NTAC USTOMER STAY IN CONTACT WITH DEALER - REQUEST DEALER CO
ALY T CUSTOMER REGARDING REQUEST OBC TO STEVE, SERV MGR (HE
T FO FORD) : - WE'RE GOING TO HELP CUST; HE'S BEEN OUR CUS
'VE R A LONG TIME - WILL PUT CUST IN AN ENTERPRISE CAR - I
TACT RESERVED - HAVE CUST GET IN TOUCH W/ ENTERPRISE - CON
I WH : 315-265-0700 - CUST WOULD HAVE TO ROUND TRIP THE VEH
OWN EN CUST PICKS UP HIS VEHI (BRING LOANER BACK AND PICK UP
VEHI, HIMSELF) INFERENCE CASE ID: 5232

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567142551	CONCERN ISSUE	CASE NBR: 0
REGION: 53 KANSAS CITY	ZONE: D2	OPENED: 0
9/12/2001		
VIN: 1FMCU04161KB03218	ENGINE: 1 VEH TYPE: T	CLOSED: 0
9/12/2001		

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	M&M	FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY:	EUREKA	STATE: MO ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	8900	
DEALER NAME:	LONG FORD SALES, IN SALES CODE: F53333	P & A: 0
8276		
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER	
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE	

ORIGIN:	CACI38 - US CONCERN CASE BASE	COMMUNICATION: PHONE
ACTION:	139 - ADVISE CUST INFO WILL BE SENT TO DLR;	CONTACT CR

M DOCUMENT: ANALYST: CGRANT2 CAROL GRANT
ACTION DATA/COMMENTS:

2001/09/12
15.44.23 CUSTOMER SAYS: ***AS PER CUST'S E-MAIL*** -I HAVE HAD
MY ESCAPE FOR SEVERAL MONTHS AND IT HAS BASICALLY BEEN PROB

LEM

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E MO
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IS I
WHO
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SERV
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NCE

djohn02

FREE UNTIL THIS PAST WEEKEND. THE ENGINE STALLED WHILE I
DRIVING AND FORTUNATELY WAS ABLE TO PULL OVER. ALTHOUGH
STARTED AGAIN, IT CONCERNS ME. IN REVIEWING SOME OF THE
EVENTS AT THE EDMUNDS AUTOSITE, IT APPEARS I AM NOT ALONE
THIS PROBLEM BUT I CANNOT SEEM TO FIND WHERE FORD INDIC
WHAT THE "FIX" IS. I AM TAKING IT IN TO LONG FORD IN TH
MORNING BUT WOULD LIKE TO HEAR WHAT FORD HAS TO SAY ABOUT
SINCE IT DOES NOT APPEAR TO BE AN ISOLATED INCIDENT. TH
IS A VERY DANGEROUS SITUATION ESPECIALLY FOR THOSE OF US
DO A LOT OF DRIVING. PLEASE ASSIST--THANK YOU. -CUST C
E REACHED AT [REDACTED] -CUST WANTED FORD TO HA
HIS CONCERN ON RECORD. PER CUSTOMER, DEALER SAYS: L
FORD THE DEALER CONTACTED FORD HOTLINE AND SPOKE TO
TECHNICIANS, THEY SAID NOT TO TOUCH ANYTHING UNLESS THE CONCER
N BE DIAGNOSED. -DEALER ADVISE CUST TO BRING THE VEH BA
CK WHEN ITS EXPERIENCING THE CONCERN. CAC ADVISED: - WE RE
COMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - I
ADDITIONAL INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/
MGR -OBC TO CUST AND SPOKE WITH MRS GILLIES --SHE STA
TES THAT SHE TOOK THE VEH TO LONG FORD AND YESTERDAY. INFERE
CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-BOHANO BRIAN BOHANON
ACTION DATA/COMMENTS:

2001/10/11
12.50.19 VERIFIED AND REPAIRED VEHICLE

djohn02

CONSUMER AFFAIRS

06/18/2002 MMFAKFRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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637721501	CONCERN ISSUE	CASE NBR: 0
REGION: 10 SDR	ZONE: R1	OPENED: 0
5/30/2001		
VIN: 1FMCU03181KF61294	ENGINE: 1	VEH TYPE: T
5/30/2001		CLOSED: 0

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LAST NAME:	[REDACTED]	STATUS: C
TITLE:	[REDACTED]	FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY:	ATLANTA	STATE: GA ZIP: [REDACTED]

HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X2
MILEAGE:	7000	
DEALER NAME:	PAGE FORD, INC.	SALES CODE: F71469 P & A: 0

3775

REASON CODE: 1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR
 SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 715 - PROVIDE ASSISTANCE
 DOCUMENT: ANALYST: HRASHID HARUN RASHID
 ACTION DATA/COMMENTS:

2001/05/30

17.00.07 CUSTOMER SAYS: - CUST IS IN GRAND CANNYNON, NORTH RIM
 - V EH BROKE DOWN AND BEING TOWED TO PAGE FORD, ARIZONA WHIC
 H IS ABOUT 120 MILES FROM GRAND CANNYON - CUST IS REQUESTIN
 G A LOANER PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED
 : - INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER
 CONT ACT CUSTOMER TO PROCESS LOANER REQUEST - OBC TO DLR AND
 SPO KE TO S/M BILLIE BROOKS; DLR DOES NOT PROVIDE LOANER BUT

djohn02

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LING TO PROCESS P96; SHE ALSO SAID WE ARE AT A REMOTE AR
AND THERE IS HARDLY ANY RENTAL AGENCY; SHE CALLED THE ON
ENTAL AGENCY AND FOUND THERE IS ONLY ONE VEH AVAILABLE A
ILL COST \$40 A DAY; DLR WILL RESERVE VEH FOR 2 DAY FOR C
AND WHICH IS \$80; PROVIDED RENTAL ASSISTANCE FOR 2 DAY A
OST IS \$80; ADVISE S/M TO EMAIL FOR THE COMMITMENT CODE
DVISE CUST OF ABOVE INFERENCE CASE ID: 5224

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 227 - INQUIRY FROM DEALER
DOCUMENT: ANALYST: HRASHID HARUN RASHID
ACTION DATA/COMMENTS:

2001/06/01
14.57.13 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: -
NONE
CAC ADVISED: - RECEIVED A CALL FROM S/M MS. BILLIE BR
OOKS
THAT DLR WILL NOT GET THE PART UNTILL MONDAY, JUNE 4, 2
001
AND WANTS US TO EXTEND LONER FOR ADDITIONAL 3 DAYS FOR \$
40 A
DAY; THEREFORE TOTAL RENTAL ASSISTANCE IS (\$120+\$80)=
\$ 20
O NOW

CONSUMER AFFAIRS
1

06/18/2002 MMFAXPRG

06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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637721501	CONCERN ISSUE	CASE NBR: 0
REGION: 10 SDR	ZONE: R1	OPENED: 0
5/30/2001		

djohn02

VIN: 1FMCU03181KF61294 ENGINE: 1 VEH TYPE: T CLOSED: 0
6/18/2001

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ORIGIN: CACM02 - MANUAL -- PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: HRASHID HARUN RASHID
ACTION DATA/COMMENTS:

2001/06/18
14.22.11 CUSTOMER SAYS: - PER CUSTOMER, DEALER SAYS: CAC
ADVI SED:

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC103 - UNABLE TO CONTACT CUSTOMER - INCORRECT CUSTOMER
INFORMATION ANALYST: F71469 PAGE FORD
DOCUMENT: ANALYST: F71469 PAGE FORD
ACTION DATA/COMMENTS:

2001/06/25
13.32.27 THIS CUSTOMER WAS A VISITING OWNER PREVIOUSLY. CUSTOMER
CAN NOT BBRING VEHICLE TO PAGE FORD SINCE SHE HAS MOVED TO T
HE S TATE OF GEORGIA

djohn02

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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	CONCERN ISSUE	CASE NBR: 0
775423320		
REGION: 10 SDR	ZONE: K2	OPENED: 0
8/09/2001		
VIN: 1FMYU04141KD92749	ENGINE: 1	VEH TYPE: T
8/09/2001		CLOSED: 0

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LAST NAME: [REDACTED]			STATUS: C
LOSED			
TITLE: [REDACTED]	FIRST NAME: [REDACTED]		MI:
ADDRESS: [REDACTED]			
CITY: BLACKLICK	STATE: OH		ZIP: 4
[REDACTED]			
HOME PHONE: [REDACTED]			
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4		
MILEAGE: 13000			
DEALER NAME: COUGHLIN FORD	SALES CODE: F47651	P & A: 0	
2303			
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE			

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

M

DOCUMENT: ANALYST: FAROMOLA FLORENCE AROMOLARAN
ACTION DATA/COMMENTS:

2001/08/09

09.15.07 CUSTOMER SAYS: - I HAVE A QUESTION ABOUT MY ESP - I W

ANT

TO MAKE SURE I'LL HAVE A CAR WHEN MY VEH IS SERVICED -

VEH

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ERR2-827-A 8743

djohn02

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NOT

JUST QUIT RUNNING IN THE MIDDLE OF THE ROAD PER CUSTOMER
DEALER SAYS: - BRING VEH IN TOMORROW MORNING CAC ADVISED
- WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALER
SHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER - OBC TO THE
R/MGR---RICH-----SPOKE TO CUSTOMER THIS MORNING - ESP DOES
NOT PROVIDE LOANER VEH INFERENCE CASE ID: 4905

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: 6610FT FERDINAN TALAN
ACTION DATA/COMMENTS:

2001/08/20

14.21.30 CSM COMMENTS: VEHICLE NEVER TOWED INTO COUGHLIN FORD.
CLOSING OUT CONTACT.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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824000331	CONCERN ISSUE	CASE NBR: 0
REGION: 74 SEATTLE	ZONE: C1	OPENED: 0
8/23/2001		CLOSED: 0
VIN: 1FMYU02B51KF45098	ENGINE: B VEH TYPE: T	
8/23/2001		

djohn02

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LAST NAME: [REDACTED] STATUS: C
LOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: VANCOUVER STATE: WA ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 13683
DEALER NAME: COURTESY FORD SALES CODE: F74013 P & A: 0
8502
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M
DOCUMENT: ANALYST: DJARRETT DONNA JARRETT
ACTION DATA/COMMENTS:

2001/08/23
11.54.15

STIG CUSTOMER SAYS: THIS IS A FOLLOW-UP TO THE PENDING INVE
PURC ATION INTO A F= ORD ESCAPE (VIN: 1FMYU02B51KF45098)WE
AT T HASED IN NOVEMBER, 2000. WE HAVE GOTTEN NO SATISFACTION
THAT HE DEALER LEVEL, MY WIFE AND I HAVE BEEN TOLD REPEATEDLY
CONT THERE IS NOTHING THAT CAN BE DONE. IF I WENT INTO THIS
OF M RACT BELIEVING THAT, I WOULD NOT HAVE COMMITTED \$20,500
ITLE Y INCOME TO MY FAITH IN FORD. . AS CONSUMERS, WE ARE ENT
A C D, BY VIRTUE OF THE BUMPER TO BUMPER WARRANTY, TO EXPECT
G WI AR TO USE DURING THE TIME IT TAKES TO ASSESS WHAT'S WRON
CAN TH OURS. UNFORTUNATELY, WE DIDN'T EVEN GET THAT, AND IT
PON, BE DOCUMENTED. WE THEREFORE NEEDED A CAR WE CAN DEPEND U
FOR IF A CAR CAN'T BE ASSESSED, IT CAN'T BE FIXED. NEITHER
NYTH D MOTOR COMPANY NOR THE DEALER, COURTESY FORD IS DOING A
ING YET TO HELP US OR TO HONOR THEIR PRODUCT AND THERE H

djohn02

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EEN NO APPARENT ATTEMPT BY ANYONE BUT ME TO ADDRESS THIS
E GENERAL MANAGER AT COURTESY SUGGESTED I CONTACT FORD A
IT, AND I HAVE. SO FAR, I AM TOLD NOTHING CAN BE PROMIS
BUT AN INVESTIGATION WILL OCCUR. THE FACT STILL REMAINS
IF WE COULD GO WITHOUT A CAR FOR DAYS OR WEEKS, WE WOUL
T NEEDED ONE AT ALL. SO FAR, OUR PREDICAMENT HAS FALLEN UP
EAF EARS AT THE DEALER LEVEL PER CUSTOMER, DEALER SAYS:
NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFOR
BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO D
CUSTOMER SHOULD CONTACT CRM/SERV MGR *****
SR MAE OBC TO DLRSH, SVC MGR WAS UNAVAILABLE, IN MEETIN
POKE WITH ALAN MAILLET, SVC ADVISOR. ALAN SAID CUST BRO
VEH IN 08/03/01 RE STALLING CONCERN. DLRSH WAS UNABLE
UPPLICATE CONCERN AND REQUESTED CUST BRING VEH BACK WHEN
ENIENT AND LEAVE FOR FURTHER TESTING. DLRSH STILL WAITI
O HEAR FROM CUST. INFERENCE CASE ID: 4905

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE                                CASE NBR: 0
824000331                                     OPENED: 0
  REGION: 74 SEATTLE                          ZONE: C1
8/23/2001                                     CLOSED: 0
  VIN: 1FMYU02B51KF45098                     ENGINE: B   VEH TYPE: T
8/29/2001
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djohn02

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC084 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: A-SMI15 MARK HARPER
ACTION DATA/COMMENTS:

2001/08/29

17.08.37 DEALERSHIP HAS BEEN WAITING FOR CUSTOMER TO MAKE AN APPT
AT
TO V A CONVENIENT TIME FOR HIM. DEALERSHIP HAS NOT BEEN ABLE
AND ERIFY CUSTOMERS ENGINE DYING CONCERN. DEALERSHIP'S PARTS
AND SERVICE DIRECTOR HAS NOW LEFT A MESSAGE FOR CUSTOMER. P
S DIR MARK HARPER

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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322591741                CONCERN ISSUE                CASE NBR: 1
REGION:                  ZONE:                OPENED: 0
7/13/2001
VIN: 1FMCU04121KF33389  ENGINE: 1    VEH TYPE: T    CLOSED: 0
7/13/2001
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LAST NAME: [REDACTED]                STATUS: C
LOSED
TITLE: [REDACTED]    FIRST NAME: [REDACTED]    MI:
ADDRESS: [REDACTED]
CITY:    PARAMUS    STATE:    NJ    ZIP:    0
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001    MODEL:    ESCAPE XLT 4X4
MILEAGE:    4200
DEALER NAME: [REDACTED]    SALES CODE:    P & A:
REASON CODE: 2203 SPECIAL LIAISON - EXECUTIVE REFERRAL
SYMPTOMS:    607492 STALL/QUITS AT IDLE HOT ENGINE
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ORIGIN:    CASL    - CONSUMER AFFAIRS - SPECIAL LIAISON COMMUNICATIO
N: PHONE
ACTION:    SL307    - DECISION - OFFER PERSONAL APPROACH MAINTENANCE P
ROGRAM
DOCUMENT:    ANALYST: FBREWING    FAY BREWINGTON
ACTION DATA/COMMENTS:

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2001/07/13
16.40.53  CUSTOMER E-MAIL/LETTERS ADDRESSED TO J. NASSER W/MULTIPL
E DA
ING
ESC
ELOP
TES 1ST REC'D 6/28 CORRESPONDENCE STATES: ** SHE IS WRIT
TO EXPRESS HER LESS THAN SATISFYING EXPERIENCE W/HER NEW
APE ** WITH APPROXIMATELY 4K MILBS ON IT, THE ENGINE DEV
ED MASSIVE PROBLEMS THAT REQUIRED IT TO BE REPLACED. **

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djohn02

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RIE

IS VERY UNHAPPY WITH THE WAY OUR "BLUE OVAL" DEALER DEAL
AS TREATED HER DURING THE ENTIRE ORDEA. ** FEELS LIKE FM
BUILDING CARS FROM THE EARLY 80'S AGAIN CUSTOMER SEEKS:
SUGGESTIONS OF HOW TO RECTIFY HER LESS THAN SATISFACTORY
UATION OBC TO DLR: ** UPPER ENGINE NOISE - TECH HOTLINE
SED TO REPLACE THE ENGINE. ETA 8 DAYS (-7/6) OBC TO CSM
TO ADVISE OF THE SITUATION AND TO ASSIST THE DEALER IN
WAY TO GET THE ENGINE IN ASAP. OBC TO CUSTOMER: ** PER C
MER - VEHICLE STALLED ON A SUNDAY - PISTILLI WAS THE CLO
DEALER FOR THE TOW TRUCK. IT TOOK ~3 DAYS BEFORE THEY W
LOOK AT THE VEHICLE. SHE FEELS SHE WAS TREATED RUDELY
E SHE DID NOT PURCHASE THE VEHICLE FROM THEM. SHE HAD V
ION SCHEDULED WITH DEPOSITS MADE AND NOW ALL OF THAT WOU
E LOST BECAUSE OF THIS. CUSTOMER PAID FOR RENTAL 5 DAYS
ORE THE DEALER PUT HER INTO A LOANER VEHICLE. PER NJ LE
LAW IF THE VEHICLE IS DOWN 20 DAYS SHE IS ENTITLED TO A
ND/REPLACEMENT. ** THE WAY SHE FEELS RIGHT NOW ONCE THE
CLE IS REPAIRED SHE WILL GET A TOYOTA. OCE ADVISED CUSTO
** WILL WORK IN CLOSE CONTACT W/DEALER AND REGION TO EN
THAT THE VEHICLE IS REPAIRED AS QUICKLY/EFFICIENTLY AS
IBLE. WILL REVIEW AFTER VEHICLE IS REPAIRED TO RETAIN F
OYALTY. REC'D CALL FROM CUSTOMER 7/9: ** NO ENGINE AT TH
ALER YET AND 20 DAYS (LEMON LAW) IS ON FRIDAY (7/13) OBC
DEALER: ** PER JOHN, SM, THE ENGINE IS NOT IN YET - PROV
REFERENCE # (ENGINE EXCHANGE PLANT) 1FYE5018 OBC ANN MA

djohn02

VEECHIO, PVT, FCSD FOR ASSISTANCE TRACING THE ENGINE. RE

C'D

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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322591741                CONCERN ISSUE                CASE NBR: 1
REGION:                  ZONE:                        OPENED: 0
7/13/2001
VIN: 1FMCU04121KF33389  ENGINE: 1    VEH TYPE: T    CLOSED: 0
7/13/2001
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2001/07/13
16.40.53  E-MAIL FROM MARTI PRICE, CLEVELAND ENG SPECIALIST - THE
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OFF
LE.

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NE WAS SHIPPED ON 6/29 AND ARRIVED AT THE DEALER ON 7/3.
WAS IN THE PARTS DEPARTMENT - NO ONE NOTIFIED HIM THAT
AD ARRIVED. VEHICLE WILL BE REPAIRED BY THURSDAY, 7/12.
VISED [REDACTED] OF THE STATUS (LESS THE ARRIV
ATE OF THE ENGINE) REC'D CALL FROM [REDACTED] (7/13),
VEHICLE HAS BEEN REPAIRED THERE WAS SOME DAMAGE TO THE
ND EFFECTS BUT THE DEALER IS TAKING CARE OF IT. ** THEY
E THE VEHICLE AND WANT TO KEEP IT BUT DO NOT HAVE THE SA
ONFIDENCE THEY ONCE HAD. OCE OFFERED (WITH CONCURRENCE O
M) A 5/75 PREMIUMCARE ESP (TO BE UPLOADED BY CSM) AND FR
CE 3/45K MAINTENANCE CARE ESP. CUSTOMER HAS ACCEPTED THE
RRS AND IS SATISFIED AND ONCE AGAIN ENJOYING THEIR VEHIC

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ORIGIN:  CACM10 - CRC- PRIORITY GROUP COMMUNICATION: PHONE
ACTION:  14    - EXEC REF DOCUMENT ADDITIONAL INFORMATION

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djohn02

DOCUMENT: ANALYST: CTANG6 CHOUNG TANG
ACTION DATA/COMMENTS:

2001/07/18

15.41.07 CUSTOMER SAYS: *****EXECUTIVE OFFICE***** AS PER CONTACT
ON 7/18/01 AT 8:45 AM EST VEH. IS WORKING FINE, EVERYTHING IS OK- THANKS FOR CALLING [HUNG UP] PER CUSTOMER, DEALER SAYS: AS PER CONTACT WITH PAV BREWINGTON OF CEO'S OFFICE ON 7/18/01 - CX HAS BEEN COACHED BY SOMEONE, IT APPEARS THEY ARE FROM THE SHARONVILLE TRANSMISSION ASSEMBLY PLANT OH IO - 513 782 7333 - MAIN PLANT MGR MR. VIC KANE : MS. MARIE JOHNSON, ASSISTANT PLANT MGR 513 782 7810 _ FMC DID HOLD A MEETING EARLIER WITH ITS EMPLOYEES STATING THAT CRC WAS BEING MOVED TO CANADA, PERHAPS THATS HOW THEY RECEIVED NAME AND D/OR EMAIL - I AM NOT AWARE OF OF ANY LETTERS BEING SENT TO NEW ESCAPE OWNERS WITH MR. ERICKSON'S NAME ON IT- ADVI SED: AFTER PROBING DETAILS ON HOW CX CONTACTED EXEC. OF FICE - IT WAS DISCOVERED THAT CX HAS POSSIBLY LOCATED MR. ERICKSON'S CONTACT THROUGH FORD WEBSITE- GLAD TO HEAR VEH. IS CKSO REFORMING WELL AND THAT CX IS CONTENT - COMPLETED S PE

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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djohn02

BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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337370131	CONCERN ISSUE	CASE NBR: 1
REGION: 10 SDR	ZONE: C1	OPENED: 0
1/13/2001		
VIN: 1FMYU04141KF54203	ENGINE: 1	VEH TYPE: T
1/13/2001		CLOSED: 0

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LAST NAME: [REDACTED]	STATUS: C	
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: SEWELL	STATE: NJ	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 900		
DEALER NAME: LEHIGHTON FORD, INC	SALES CODE: F16476	P & A: 0
8463		
REASON CODE: 0206 RENTAL/LOANER - RENTAL/LOANER REQUEST		
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 538 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION; DEALER POLICY
DOCUMENT: ANALYST: DENGLIS2 DUWANE ENGLISH
ACTION DATA/COMMENTS:

2001/01/13
10.06.17 CUSTOMER SAYS: VEHICLE TOWED TO A DEALERSHIP LAST NIGHT HO
T HO
NEVER THE DEALERSHIP IS NOT OPEN AND SO WORK CANNOT BE DONE,
ONE,
ET T
BE
EALD
RAVE
ENTA
ON M
,, I AM 2 AND A HALF HOURS AWAY FROM HOME AND I NEED TO GET
HE REPAIRS DONE,,, THE VEHICLE DIED ON ME AND IT SEEMS TO
THE TRANS,, WOULD LIKE TO GET THE VEHICLE TOWED TO HOME D
RSHIP SO THAT AFTER REPAIRS ARE DONE I WILL NO HAVE TO TR
L THIS DISTANCE TO PICK IT UP,,, I WOULD LIKE TO GET A R
L VEHICLE FOR THE REST OF THE WEEKEND SO AS TO CONTINUE

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BY H
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OF
DEA
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djohn02
Y TRIP,,, (HOME DEALERSHIP IS MILLER FORD IN MOUNT HOLLY,
) VEHICLE AT BENNETT FORD IN LEHIGHTON,N.J. TEL #610 37
70 PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - V
LE DOES NOT HAVE ANY LOANER PROVISIONS - DEALERSHIP MAY
VIDE THIS SERVICE - DOCUMENTED , FORWARDED INFO TO CRM/
MGR - REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 2
INESS DAYS,,,,OBC TO DEALERSHIP TO GET FEEDBACK: SPOKE T
ALER PERSONNEL WHO ADVISED THAT THE SERVICE DEPT IS CLOS
, THE DEALERSHIP CLOSE BY CANNOT DO THE WORK EITHER AS TH
AVE ONLY ONE STAFF ON DUTY AND HE IS BOOKED UNTIL CLOSIN
ADVISED CUSTOMER TO GO AHEAD AND GET RENTAL FOR THE REST
THE WEEKEND AND FORD WILL REIMBURSE HIM THROUGH HIS HOME
LERSHIP,,,CSR WILL FOLLOW UP ON MONDAY WITH DEALERSHIP W
THE VEHICLE IS FOR REPAIRS. INFERENCE CASE ID: 4040

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F16476 BENNETT LEHIGHTON FORD
ACTION DATA/COMMENTS:

2001/01/16
10.28.55 CONTACTED CUSTOMER AND CUSTOMER WAS AUTHORIZED BY CUST A
SSIS
TANCE CENTER TO RENT A VEHICLE AND APPLY THRU SELLING

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

337370131
REGION: 10 SDR

CONCERN ISSUE
ZONE: C1

CASE NBR: 1
OPENED: 0

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djohn02

1/13/2001

VIN: 1FMYU04141KF54203 ENGINE: 1 VEH TYPE: T CLOSED: 0
1/16/2001

2001/01/16

10.28.55 DEALER FOR A REFUND FOR RENTAL

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ATHOMP22 ANTHONY THOMPSON
ACTION DATA/COMMENTS:

2001/01/17

09.01.14 CUSTOMER SAYS: CUST SAYS THE DLRSHF WAS TOLD BY FORD N
OT T O GO AHEAD WITH ANY REPAIRS; CUST SAYS THE DLRSHF WAS TO
LD Y ESTERDAY TO REMOVE THE TRANSMISSION AND REPLACE IT WITH
A NE W ONE; HAS BEEN TOLD THEY CANNOT GET A NEW TRANSMISSION
UNTI L FRIDAY; CUST SAYS DLRSHF IS CLOSED ON MONDAY; VEH PROB
ABLY WILL NOT BE READY UNTIL NEXT WEEK; CUST IS UPSET THAT T
HE V EH IS 2 1/2 HRS. AWAY; WANTS THE TRUCK DELIVERED TO HIM
WHEN IT IS READY PER CUSTOMER, DEALER SAYS: TRANSMISSION
WILL NOT ARRIVE UNTIL 01/19/01 CAC ADVISED: - OBC TO DLRSH
P; S POKE WITH S.M. JOHN KREBS; WAS ADVISED THAT VEH WOULD MO
RE T HAN LIKELY BE READY NEXT MONDAY OR TUESDAY; DISCUSSED WI
TH S .M. ON HAVING THE VEH DELIVERED TO CUST; ADVISED THAT CR
C WA S WILLING TO ASSIST ON THIS (RENTAL FOR 1 EMPLOYEE, 2ND
EMPL OYEE DRIVES CUST'S VEH - EMPLOYER TIME); DLRSHF WILL CAL
L CR C WHEN THEY CAN DETERMINE EMPLOYEE AVAILABILITY - WILL
FOLL OW UP WITH DLRSHF CUST ON 01/19/01 AT 1:30 P.M.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 208 - FOUND IN OUTSIDE SOURCE
DOCUMENT: ANALYST: DENGLIS2 DUWANE ENGLISH

djohn02

ACTION DATA/COMMENTS:

2001/01/18
 10.19.53 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
 VISE
 D: ECH CSR DUWANE NEED TO GET UPDATED WITH CONCERN BY C
 SR A
 THOMP2,,

 ORIGIN: CACM08 - MANUAL - OWNER ADVANTAGE COMMUNICATION: PHONE
 ACTION: 822 - UPDATED CONTACT INFO
 DOCUMENT: ANALYST: ATHOMP22 ANTHONY THOMPSON
 ACTION DATA/COMMENTS:

2001/01/22
 12.39.26 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
 CA
 C ADVISED: - OBC TO DLRSHIP; SPOKE WITH S.M. JOHN KREBS
 WHO
 SAID THEY ARE STILL WAITING FOR THE TRANSMISSION FROM AS
 SEMB
 LY PLANT; WILL HAVE MORE INFO AVAILABLE TOMORROW APTERNO
 ON
 - WILL FOLLOW UP ON 01/23/01 AT 2:00 P.M.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
 13.41.19

MASTER OWNER RELATIONS SYSTEM III

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337370131	CONCERN ISSUE	CASE NBR: 1
REGION: 10 SDR	ZONE: C1	OPENED: 0
1/13/2001	VIN: 1FMYU04141KF54203	ENGINE: 1
	VEH TYPE: T	CLOSED: 0
1/23/2001		

=====

 ORIGIN: CACM08 - MANUAL - OWNER ADVANTAGE COMMUNICATION: PHONE
 ACTION: 822 - UPDATED CONTACT INFO
 DOCUMENT: ANALYST: ATHOMP22 ANTHONY THOMPSON
 ACTION DATA/COMMENTS:

djohn02

2001/01/23

15.25.51

CA

WHO
CALL
T; L
AT

CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
C ADVISED: - OBC TO DLRSH; SPOKE WITH S.M. JOHN KREBS
SAID THE TRANSMISSION ARRIVED THIS AFTERNOON; S.M. WILL
CRC WITH INFO ON EMPLOYEE TIME AND RENTAL - OBC TO CUS
EFT MESSAGE WITH UPDATED INFO - WILL FOLLOW UP TOMORROW
4:00 P.M.

ORIGIN: CACM08 - MANUAL - OWNER ADVANTAGE COMMUNICATION: PHONE
ACTION: 822 - UPDATED CONTACT INFO
DOCUMENT: ANALYST: TSPENCER TRICIA SPENCER
ACTION DATA/COMMENTS:

ORKI
E CU
ST W
E AN
-
HIM
MGR
E AT
SED:
P; S
VED
TIM
NFO
EFT
O SE

16.16.34 CUSTOMER SAYS: - CUST WANTS ANTHONY, THE CSR THAT IS W
NG ON HIS ISSUE TO TELL THE SERV MGR THE FOLLOWING IF TH
ST'S VEH IS READY: - WHEN SERV MGR SAYS VEH IS READY CU
OULD LIKE SERV MGR TO DELIVER THE VEH TO THE CUST'S HOUS
D LOCK THE KEYS IN THE VEH BECAUSE CUST HAS A SPARE KEY
CSR, ANTHONY DOES NOT NEED TO CALL CUST AT 4:00 TO TELL
THAT HIS VEH IS READY. CUST WOULD LIKE CSR TO GIVE SERV
THE ABOVE INSTRUCTIONS AS CUST STATES HE WILL NOT BE HOM
4:00PM PER CUSTOMER, DEALER SAYS: - NONE CAC ADVI
*** AS PER CSR'S NOTES, CUST WAS TOLD: - OBC TO DLRSH
POKE WITH S.M. JOHN KREBS WHO SAID THE TRANSMISSION ARRI
THIS AFTERNOON; S.M. WILL CALL CRC WITH INFO ON EMPLOYEE
E AND RENTAL - OBC TO CUST; LEFT MESSAGE WITH UPDATED I
- WILL FOLLOW UP TOMORROW AT 4:00 P.M. *** NOTES ARE L
THAT THE CSR WHO IS WORKING ON THE ISSUE CAN RELAY MSG T
RV MGR

djohn02

ORIGIN: CACM08 - MANUAL - OWNER ADVANTAGE COMMUNICATION: PHONE
ACTION: 822 - UPDATED CONTACT INFO
DOCUMENT: ANALYST: ATHOMP22 ANTHONY THOMPSON
ACTION DATA/COMMENTS:

2001/01/24

09.08.34 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
CA

WHO

C ADVISED: - OBC TO DLRSHF; SPOKE WITH S.M. JOHN KREBS

AT

SAID THE VEH IS IN TRANSIT; ADVISED FOR CRC TO CALL BACK

COD

4:00 P.M. TO GET THE R.O., LINE, ETC. AND TO THEN GIVE A

E - WILL FOLLOW UP AT 4:00 P.M.

CONSUMER AFFAIRS

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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CONCERN ISSUE                                CASE NBR: 1
337370131                                     OPENED: 0
REGION: 10 SDR                               ZONE: C1
1/13/2001                                     CLOSED: 0
VIN: 1FMYU04141KF54203   ENGINE: 1   VEH TYPE: T
1/24/2001
=====
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ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: F16476 BENNETT LEHIGHTON FORD
ACTION DATA/COMMENTS:

2001/01/24

15.23.05 CUSTOMER REQUESTED VEHICLE BE DELIVERED TO THEIR HOME
IN NEW JERSEY. DEALER COMPLETED REPAIR AND DELIVERED BAC

K

TO THEI HOME IN NEW JERSEY LEFT VEHICLE IN DRIVE WAY AND
LOCK KEYS IN VEHICLE AS PER CUSTOMER INSTRUCTED

CUST ASSISTANCE CENTER AUTHORIZED DELIVERY OF VEHICLE
CUST DID NOT SIGN REPAIR ORDER VEHICLE WAS DROPPED OF AN

D

djohn02
CUST NOT HOME WHEN DELIVERED

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 819 - AWARD CONSEQUENTIAL FINANCIAL ASSISTANCE
DOCUMENT: ANALYST: ATHOMP22 ANTHONY THOMPSON
ACTION DATA/COMMENTS:

15.49.49 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
CA
C ADVISED: - OBC TO DLRSH; SPOKE WITH S.M. JOHN KREBS
WHO SAID THE VEH HAS BEEN DELIVERED P.A. 20614 R.O. 5241
LINE 02 \$125.00 - NO FURTHER FOLLOW UP

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG
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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III
13.41.19

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378833001	CONCERN ISSUE	CASE NBR: 1
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djohn02

REGION: 41 CHICAGO ZONE: C1 OPENED: 1
0/27/2001
VIN: 1FMCU04191KE79573 ENGINE: 1 VEH TYPE: T CLOSED: 1
0/27/2001

=====

LAST NAME:	██████████	STATUS:	C
TITLE:	MS	FIRST NAME:	██████████
ADDRESS:	████████████████████	MI:	
CITY:	CHICAGO	STATE:	IL
		ZIP:	██████████
HOME PHONE:	██████████		
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4
MILEAGE:	14000		
DEALER NAME:	BERT WEINMAN FORD I	SALES CODE:	F41036
		P & A:	0
1510			
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER		
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

M
DOCUMENT: ANALYST: NGONZALE NADIYAH GONZALE
ACTION DATA/COMMENTS:

2001/10/27
10.31.36 CUSTOMER SAYS: -CUST IS OUT OF TOWN -ROADSIDE ASSIST
ANCE
IS TOWING THE VEH -THE DLRSHPS IN THE AREA CANNOT LOOK
AT
THE VEH IN IOWA -THE CUST IS IN IOWA AND WOULD LIKE TO
KNOW
IF SHE TAKES THE VEH INTO AN INDEPENDANT IF THE REPAIRS
WIL
L BE COVERED PER CUSTOMER, DEALER SAYS: -NONE CAC AD
WISE
D: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM
DEAL
ERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOU
LD C
ONTACT CRM/SERV MGR -ADVISED CUST THAT FORD WILL ONLY
REI
MBURSE FOR EMERGENCY EMISSION-RELATED REPAIR IF A FORD D
EAL
RSHIP IS NOT AVAILABLE -IN THIS CASE THE DLRSHP IS AVAI
LABL
E AND THE CUST HAS TO HAVE THE REPAIRS COMPLETED BY THAT
DLR
SHP INPERENCE CASE ID: 4905

djohn02

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC022 - CUSTOMER PAID REPAIR MADE
DOCUMENT: ANALYST: F-MASHEI BERT WEINMAN FORD
ACTION DATA/COMMENTS:

2001/10/30
18.50.28 SPOKE TO CUST ON 10/30/01 CUST HAD VEHICLE REPAIRED IN I
OWA
VEHICLE IS NOW RUNNING PROPERLY THANK YOU FRED

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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416013311	CONCERN ISSUE	CASE NBR: 1
REGION: 13 NEW YORK	ZONE: I1	OPENED: 1
1/27/2001		
VIN: 1FMCU04171KB62360	ENGINE: 1	VEH TYPE: T
		CLOSED:

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LAST NAME:		STATUS: 0
PEN		
TITLE:		FIRST NAME:
ADDRESS:		MI:
CITY: NAUGATUCK		STATE: CT
		ZIP:
HOME PHONE:		
MODEL YEAR: 2001		MODEL: ESCAPE XLT 4X4
MILEAGE: 9500		
DEALER NAME: MILLER FORD INC		SALES CODE: F13203
3645		P & A: 0
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER		
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE		

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djohn02

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

M

DOCUMENT: ANALYST: DPENDER DEBORAH PENDER
ACTION DATA/COMMENTS:

2001/11/27

11.28.00 CUSTOMER SAYS: -VEH IS STALLING -LOSES POWER BRAKES
AND STEERING -HAS STALLED FOUR TIMES SINCE PUR. -VEH. IS A
T DL RSHF NOW -HAS NOT BEEN DIAGNOSED YET -HAS SEEN INFO. O
N TH E INTERNET REGARDING OTHER PEOPLE HAVING THIS PROBLEM (W
ITH THIS VEH.) -SECOND TIME DLRSHF HAS HAD VEH. -HAS ALL T
HE F AITH IN THE WORLD IN DLRSHF PER CUSTOMER, DEALER SAYS
; MILLER FORD INC. (203) 335 - 3181 -DLRSHF DOESN'T SEEM
TO K NOW WHAT IS WRONG WITH CAR (SER. MGR.)--FIRST REPAIR
CA C ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A
FORD /LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTO
MER SHOULD CONTACT CRM/SERV MGR --CSR OBC DLRSHF -UNABLE
TO CONTACT CRM OR SER. MGR -CUST. IS IN FOLLOW-UP FOR THU
RS. AT 3:00 P.M. -WILL RECONTACT DLRSHF IN REGARDS TO CUST.
CON CERNS AFTER VEH. HAS BEEN DIAGNOSED INFERENCE CASE ID:
49 05

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: DBUDHOO DORIS BUDHOO
ACTION DATA/COMMENTS:

2001/11/28

09.51.38 CUSTOMER SAYS: CUST EMAIL AGAIN IN REGARDS TO PREVIOUS
HIS TORY PER CUSTOMER, DEALER SAYS: NAUGATUCK, CT 06770
DAY TIME -- 860-241-3834 EVENING -- 203-723-4553 CAC A

djohn02

DVIS
FOR

ED: CAC ADVISE CUST THERE HAS BEEN A SCHEDULE FOLLOUP
THURS @3:00

1 CONSUMER AFFAIRS

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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416013311          CONCERN ISSUE                      CASE NBR: 1
  REGION: 13 NEW YORK      ZONE: I1                      OPENED: 1
1/27/2001
  VIN: 1FMCU04171KB62360  ENGINE: 1      VEH TYPE: T      CLOSED:
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ORIGIN:  CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION:  231   - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: DPENDER DEBORAH PENDER
ACTION DATA/COMMENTS:

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2001/11/29
14.28.00  CUSTOMER SAYS:  -SECOND TIME THERE-AT DERSHP  -SPOKE TO
DLR
BSIT      SHP. YESTERDAY  -HAS SEEN HUNDREDS OF OTHER PEOPLE ON WE
AS O      E STATING THE SAME PROBLEM (SPECIFICALL NHTSA WEBSITE--H
CAR       VER ONE HUNDRED COMPLAINTS)  -DOES NOT WANT TO DRIVE THE
TO G      AGAIN UNTIL IT GETS FIXED  -CUST. WANTED TO KNOW WHERE
ALER      O FROM HERE IF VEH. DOES NOT GET FIXED  PER CUSTOMER, DE
THE       SAYS:  MILLER FORD. (203) 335 - 3181  -CAN'T DUPLICATE
OKIN      PROBLEM  -EXPECTING A CALL FROM SER. MGR  -WILL KEEP LO
THE       G AT IT  CAC ADVISED:  OBC CUST.  -ADVISED CUST. TO GIVE

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djohn02

HP O
REP.
THAT

DLRSHP MORE TIME TO WORK ON VEH. -OFFERED TO CALL DLRS
N HER BEHALF -ADVISED CUST. SHE MAY REQUEST A REGIONAL
FROM DLRSHP IF PROBLEM IS NOT RESOLVED -ADVISED CUST.
IT IS UP TO THE DLRSHP TO GET ONE INVOLVED

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: R-VREELA ROBERT VREELAND
ACTION DATA/COMMENTS:

2001/12/05
14.18.41 REPLACED A RELAYFOR POWER DISTRIBUTION, PER TSB, AND DUR
ING
ALL THE TIME DEALER HAD VEHICLE WE COULD NOT DUPLICATE C
ONCE
RN CUSTOMER PICKING UP 12/5/01

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BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

482891931
REGION:

CONCERN ISSUE

CASE NBR: 1

ZONE:

OPENED: 0

djohn02

8/29/2001

VIN: 1FMYU01121KD99378

ENGINE: 1

VEH TYPE: T

CLOSED: 0

8/29/2001

=====

LAST NAME: [REDACTED] STATUS: C
LOSED
TITLE: MRS FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: VIRGINIA BEACH STATE: VA ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE:
DEALER NAME: SALES CODE: P & A:
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

M DOCUMENT: ANALYST: MREECE MARIETTA REECE
ACTION DATA/COMMENTS:

2001/08/29

12.42.14 CUSTOMER SAYS: =CUST SAID STALLS IN THE MIDDLE OF THE
HIGH WAY =CUST SAID VEH IS STILLING SHAKING PER CUSTOMER, D
EAL E R SAYS: = CAC ADVISED: - WE RECOMMEND THE REPAIR BE
PERF ORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SEN
T TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CAS
E ID : 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-WILS37 RAY WILSON
ACTION DATA/COMMENTS:

2001/08/30

10.42.09 VEHL IN SHOP NOW WILL TRY TO VERIFY CUSTOMER CONCERN AND
COM E TO A RESOLUTION TO RESOLVE ISSUE. THANKS RAY WILSON, S
SERVI CE MGR.

djohn02

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: AHAUGHT2 ANGELAH HAUGHTON
ACTION DATA/COMMENTS:

16.16.58 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
WISE
- O D: ***** SUPERVISOR OBC (ANGELAH EXT.2041) *****
T; L BC TO CUST ON --(08/30/01 @ 3:42 PM EST)-- - 1ST ATTEMP
EFT MSG; WILL TRY AGAIN.

CONSUMER AFFAIRS

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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482891931	CONCERN ISSUE	CASE NBR: 1
REGION:	ZONE:	OPENED: 0
8/29/2001		
VIN: 1FMYU01121KD99378	ENGINE: 1	VEH TYPE: T
8/31/2001		CLOSED: 0

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: AHAUGHT2 ANGELAH HAUGHTON
ACTION DATA/COMMENTS:

2001/08/31
13.52.01 D: ***** SUPERVISOR OBC (ANGELAH EXT.2041) *****
- O
T; L BC TO CUST ON --(08/31/01 @ 1:46 PM EST)-- - 2ND ATTEMP
EFT MSG; WILL TRY AGAIN.

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djohn02

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: AHAUGHT2 ANGELAH HAUGHTON
ACTION DATA/COMMENTS:

18.20.03 D: ***** SUPERVISOR OBC (ANGELAH EXT.2041) *****
-OB C TO CUST ON -(08/31/01 @ 5:46 PM EST) -UNABLE TO CONTA
CT C UST -FINAL ATTEMPT TO CONTACT CUST -NEXT CSR PLEASE AD
VISE CUST THAT THE ISSUE HAS BEEN REVIEWED BY A SUPERVISOR
-RE SOLUTION IS: FORD WILL NTO BE ABLE TO PROVIDE A LOANER V
EH W HILE WAITING TO MEET WITH THE DSB, SINCE THE LOANER IS N
OT P ART OF THE BUMPER-TO-BUMPER WARRANTY. *****

*****ISSUE CLOSED*****
VISE CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

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06/18/2002
13.41.19

djohn02
MASTER OWNER RELATIONS SYSTEM III

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612552061	CONCERN ISSUE	CASE NBR: 1
REGION: 21 ATLANTA	ZONE: B2	OPENED: 0
7/25/2001		
VIN: 1FMYU03191KB73075	ENGINE: 1	VEH TYPE: T
7/25/2001		CLOSED: 0

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=====

LAST NAME:	[REDACTED]	STATUS: C
LOST		
TITLE:	MS	FIRST NAME: [REDACTED]
MI:		[REDACTED]
ADDRESS:	[REDACTED]	
CITY:	CLOMBIA	STATE: SC
ZIP:		[REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X2
MILEAGE:	1	
DEALER NAME:	BOB BENNETT FORD IN SALES CODE: F21271	P & A: 0
0946		
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER	
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE	

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M
DOCUMENT: ANALYST: TMASH TIANA MASH
ACTION DATA/COMMENTS:

2001/07/25
17.00.18

LAIM CUSTOMER SAYS: - CLAIM THE VEH SHUTT OFF ON HER.. - C
ESTI THAT VEH WAS CRANKING.. - CLAIM CALLED DEALERSHIP REQU
CLAI NG .. - CLAIM WILL LIKE THE WORK DONE ON THE VEH... -
SHE M SHE IS A NURSE, DOES NOT KNOW A SOLE IN THE CITY.. -
NEEDS A LOANER.. PER CUSTOMER, DEALER SAYS: -NONE
OBC TO BOB BENNETT FORD. - SPOKE TO SARA IN RESERVA
TION ... - APPOINTMENT FOR 07/27/2001 @ 7:20AM.. - A LOANER
WIL L BE PROVIDED..... - SARA WIL GET BACK TO CSR, IN FIND
ING OUT HOW LONG THE VEH IS NEEDED FOR. CAC ADVISED: - WE

djohn02

RECO

MMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP -

INF

ORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CR

M/SE

RV MGR INFERENCE CASE ID: 4905

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: TMASH TIANA MASH
ACTION DATA/COMMENTS:

2001/07/26

17.29.53 CUSTOMER SAYS: ==OBC TO CUST.. - NO ANSWER ON THE PHO
NE
PER CUSTOMER, DEALER SAYS: CAC ADVISED: -- CSR WAS
JUST FOLLOWING UP ON THE PREVIOUS ISSUE.. -- LOANER VEH,
WHIL E VEH IS IN THE SHOP.....

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-TINDAL JONI TINDALL
ACTION DATA/COMMENTS:

2001/07/27

13.57.29 WARRANTY REPAIR MADE ON 7/27/01 LOANER PROVIDED.

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

CONCERN ISSUE		CASE NBR: 1
612552061		
REGION: 21 ATLANTA	ZONE: B2	OPENED: 0
7/25/2001		
VIN: 1FMYU03191KB73075	ENGINE: 1	VEH TYPE: T
7/31/2001		CLOSED: 0

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE

djohn02

ACTION: 208 - FOUND IN OUTSIDE SOURCE
DOCUMENT: ANALYST: TMASH TIANA MASH
ACTION DATA/COMMENTS:

2001/07/31

19.49.40 CUSTOMER SAYS: -NON PER CUSTOMER, DEALER SAYS: CA
C AD VISED: ==PLEASE BE INFORM DEALER WAS SUPPOSED TO GET BA
CK T O CSR, FOR HOW LONG THEY NEEDED THE LOANER FOR... - THE
Y NE VER DID SO UNTIL 07/31/2001 JONI TENDALL CONTACTED...
- IT 'S NOTATED ON 07/25/2001, CONVERSATION BETWEEN DEALER AN
D CS R....

djohn02

CONSUMER AFFAIRS

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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650930502	CONCERN ISSUE	CASE NBR: 1
REGION: 47 CINCINNATI	ZONE: C2	OPENED: 0
2/19/2002		
VIN: 1FMYU02B21KD97377	ENGINE: B VEH TYPE: T	CLOSED: 0
2/19/2002		

=====

LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY:	BRAZIL	STATE: IN ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLS 4X4
MILEAGE:	1	
DEALER NAME:	TERRE HAUTE FORD IN SALES CODE: F47490	P & A: 0
2B17		
REASON CODE:	1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR	
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: TMENTORE TSHI MENTORE
ACTION DATA/COMMENTS:

2002/02/19

18.03.44 CUSTOMER SAYS: - HAS 2001 ESCAPE IS CURRENTLY EXP A CO
NCER
N WITH - LOANER REQUEST - INTERMITTANT CONCERN -
WHEN
SLOWING DOWN THE VEH STARTS TO IDLE REALLY LOW TO THE
POI
NT WHERE ALMOST PER CUSTOMER, DEALER SAYS: NONE CAC
ADV
ISED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUAT
ION.
LEAS
TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, P

THAT
NTAC
N 8A

djohn02
E ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME
IS MOST CONVENIENT FOR ME TO CONTACT YOU? WILL BE CO
TING CUST IN 24 HRS WAS ADVISED BY SPOUSE ANYTIME BETWEE
M AND 4 PM INFERENCE CASE ID: 5388

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TMENTORE TSHI MENTORE
ACTION DATA/COMMENTS:

2002/02/20
13.04.16 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
CA
C ADVISED: OBC TO DEALER SPOKE WITH RECEPTIONIST - S/
M OR CRM ARE NOT AVAILABLE - LEFT MESSAGE FOR EITHER TO C
ALLB ACK OBC TO CUST - ADVISED CUST STILL RESEARCHING A
SIST ANCE WILL TRY AGAIN IN A COUPLE OF HOURS - CUST ADVISE
D TH AT DLRSEP WAS SUPPOSE TO CALLBACK CUST WITH INFO ON A
NOTH ER ISSUE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: TMENTORE TSHI MENTORE
ACTION DATA/COMMENTS:

16.03.22 C ADVISED: OBC TO CUST -LEFT MESSAGE STATING THAT CON
CERN

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG
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06/18/2002 MASTER OWNER RELATIONS SYSTEM III
13.41.19

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650930502	CONCERN ISSUE	CASE NBR: 1
REGION: 47 CINCINNATI	ZONE: C2	OPENED: 0
2/19/2002		

djohn02

VIN: 1FMYU02B21KD97377 ENGINE: B VEH TYPE: T CLOSED: 0
2/20/2002

=====

2002/02/20
16.03.22 IS STILL BEING LOOKED AT AND WILL BE IN TOUCH IN 24 HRS

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: TMENTORE TSHI MENTORE
ACTION DATA/COMMENTS:

18.48.17 C ADVISED: *****NOTE TO CSR ***** -S
ORRY
E RE FOR THE DOCUMENTATION.. CUST IS SEEKING A LOANER DUE TH
TOP PAIR OF VEH..CONCERN VEH CURRENTLY WHEN APPROACHING A S
WHE LIGHT OR SIGN, THE VEH WILL IDLE REALLY LOW TO THE POINT
ROM RE IT ALMOST QUIT..CUST IS ALSO EXPECTING A CALL BACK F
N CO THE DLRSHIP ABOUT A PART FOR THE AIRBAG (JUST MENTIONED I
CA NVERSATION) AGAIN SORRY FOR THE DOCUMENTATION
CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-REBMAN TERRE HAUTE FORD
ACTION DATA/COMMENTS:

2002/03/01
08.25.06 CUSTOMER REQUESTED LOANER, NONE SUPPLIED UNDER FORD WARA
NTY CUST HAD NO ESP

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BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE                                CASE NBR: 1
650930502                                     OPENED: 0
REGION: 47 CINCINNATI                        ZONE: C2
2/25/2002                                     CLOSED: 0
VIN: 1FMYU02B21KD97377                      ENGINE: B   VEH TYPE: T
2/25/2002
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=====
LAST NAME: [REDACTED]                        STATUS: C
LOSER                                           FIRST NAME: [REDACTED] MI: [REDACTED]
TITLE: [REDACTED]                             ADDRESS: [REDACTED]
ADDRESS: [REDACTED]                            CITY: BRAZIL STATE: IN ZIP: [REDACTED]
CITY: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                               MODEL: ESCAPE XLS 4X4
MILEAGE: 28000
DEALER NAME: TERRE HAUTE FORD IN SALES CODE: F47490 P & A: 0
2817
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
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M

DOCUMENT: ANALYST: TSONI TINO SONI
ACTION DATA/COMMENTS:

2002/02/25

18.02.10 CUSTOMER SAYS: djohn02
REGA -CALLED A WEEK AGO TO REPORT A CONCERN
ULD RDING STALLING/IDLE PROBLEMS -PREVIOUS REP SAID THEY WO
HEAR FOLLOW UP TO TRY TO GET A LOANER FROM THE DLR -HAS NOT
D SO D ANYTHING YET -THE SELLING DLR WENT OUT OF BUSINESS AN
TE F CUST HAS NO ALTERNATIVE TO GO TO ANOTHER DLR (TERRE HAU
THIS ORD INC) -VEH IS SCHEDULED TO GO IN TOMMOROW REGARDING
T AND A REPAIR TO THE AIR BAG PER CUSTOMER, DEALER SAYS:
IP C ERRE HAUTE FORD INC CAC ADVISED: - ADVISE PER DEALERSH
RWAR ONVERSATION - DECISION IS STILL UNDER REVIEW - WILL FO
V MG D INFORMATION TO CRM OR SERV MGR - REQUESTED CRM OR SER
E , R CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - PROVIDE NAM
M NO NUMBER OF CRM OR SERV MGR =OBC TO DLR BY CRC= -SM/CR
D TH T AVAILABLE -SPOKE TO ASSISTANT SM RICK WEBER WHO STATE
REGA E VEH HAS YET TO BE INSPECTED AND THEREFORE NO DECISION
LING RDING LOANER VEH CAN BE MADE UNTIL IT IS DIAGNOSED -WIL
TO USE A TAP DAY IF NEEDED INFERENCE CASE ID: 1585

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-REBNAN TERRE HAUTE FORD
ACTION DATA/COMMENTS:

2002/03/01
08.22.37 ORDERED PART CAME IN WAS INSTALLED CAR REPAIRED

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djohn02

BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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652333181	CONCERN ISSUE	CASE NBR: 1
REGION: 24 ORLANDO	ZONE: D1	OPENED: 1
1/14/2001		
VIN: 1FMYU04101KF93757	ENGINE: 1	VEH TYPE: T
1/14/2001		CLOSED: 1

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	MS	FIRST NAME: [REDACTED]
ADDRESS:	[REDACTED]	MI: [REDACTED]
CITY:	JACKSONVILLE	STATE: FL
[REDACTED]		ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	15400	
DEALER NAME:	MIKE DAVIDSON FORD	SALES CODE: F24206
4864		P & A: 0
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER	
SYMPTOMS:	607492 STALL/QUITS AT IDLE HOT ENGINE	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M

DOCUMENT: ANALYST: KMUIRHEA KERRY-ANN MUIRHEAD
ACTION DATA/COMMENTS:

2001/11/14
18.07.45 CUSTOMER SAYS: - VEH IS STALLING WHEN IT IS IN REVERSE
-
AT STALL TWICE WHEN CUST WAS AT THE STOP SIGN - CUST W
ANTS
VEH TO BE REPAIRED PER CUSTOMER, DEALER SAYS: NONE
CAC
ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FO
RD/L
M DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOME
R SH
OULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY

djohn02

DOCUMENT: ANALYST: R-PECK1 MIKE DAVIDSON FORD
ACTION DATA/COMMENTS:

2001/11/16
05.35.18

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06/18/2002
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MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE                                CASE NBR: 1
689733120
REGION: 47 CINCINNATI                        ZONE: D1                                OPENED: 1
1/07/2000
VIN: 1FMYU04191KE81250                      ENGINE: 1    VEH TYPE: T                CLOSED: 1
1/07/2000
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LAST NAME: [REDACTED]                        STATUS: C
LOSED
TITLE: [REDACTED]                            FIRST NAME: [REDACTED]                MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: FRENCH LICK                            STATE: IN                                ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                             MODEL: ESCAPE XLT 4X4
MILEAGE: 2600
DEALER NAME: RUKER FORD-LINCOLN- SALES CODE: F47067    P & A: 0
5705
=====

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djohn02

REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: LGOUDIE LORNE GOUDE
ACTION DATA/COMMENTS:

2000/11/07

19.09.49

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CUSTOMER SAYS: - WITH ALMOST 1000 MILES ON THE VEHICLE
CUSTOMER HAD A ONE TIME INSTANCE WHERE THE ENGINE STALL
N HER. - SHE WAS DRIVING AT ROUGHLY 30 MILES PER HOUR W
THE ENGINE QUIT. - THIS HAS NOT HAPPENED SINCE. - THE
OMER USES 87 OCTANE FUEL. - SHE BELIEVES THE FUEL SHE H
N THE VEHICLE AT THE TIME WAS FROM MARATHON. - THE CUST
HAS NOT BOUGHT GAS FROM THAT MARATHON STATION AGAIN. -
CUSTOMER WAS ON A VERY SLIGHT UPHILL GRADE AT THE TIME.
SHE HAS SUBSEQUENTLY DRIVEN UP THE SAME HILL WITH NO PRO
S. - THE CUSTOMER DID NOT NOTICE WHAT THE RPM'S WERE AT
TIME OF THE CONCERN. - THE ENGINE WAS WARM WHEN THIS H
NED. - THE WEATHER WAS DRY AND WARM AS WELL. - THE ENG
STILL HAS THE ORIGINAL FACTORY INSTALLED FLUIDS. - THER
RE NO WARNING LIGHTS THAT CAME ON AT THE TIME. - THE AI
NDITIONING WAS NOT ON WHEN THIS HAPPENED. - THE VEHICLE
TARTED RIGHT AWAY AFTER SHE STOPPED THE VEHICLE. PER CU
ER, DEALER SAYS: NO RECENT CONTACT CAC ADVISED: - TH
USTOMER WAS CONTACTED ON BEHALF OF THE ESCAPE ASSEMBLY P
THROUGH THE ICCD PROGRAM, AT WHICH TIME WE WERE MADE AW
OF THIS CONCERN - WE HAVE DOCUMENTED THIS ISSUE ON BEHA
F THE ESCAPE ENGINEERING TEAM ** PER DISCUSSION WITH T

djohn02

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D TH
IS W
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23 E

STOMER: - THE CUSTOMER FEELS IT MAY HAVE BEEN A ONE TIM
CURANCE - SHE WILL BRING THE CONCERN TO THE DEALERSHIP
T HAPPENS AGAIN - I HAVE GIVEN THE CUSTOMER MY PHONE NU
IN CASE THE CONCERN RECURS SO THAT I CAN LET THE ESCAPE
INEERS KNOW - OTHERWISE, WE WILL FOLLOW UP ON THE 30 DA
LLOW UP SURVEY ** TO THE DEALERSHIP: - THIS CONTACT I
BRING THE CUSTOMER'S CONCERN TO YOUR ATTENTION - SHOUL
E CUSTOMER HAVE THIS CONCERN ADDRESSED PLEASE DETAIL GAS
ITH SPECIFIC REPAIR INFORMATION AT YOUR EARLIEST CONVENI
- QUESTIONS/COMMENTS PLEASE CONTACT ME AT 1-888-933-42

CONSUMER AFFAIRS

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13.41.19

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CONCERN ISSUE                                CASE NBR: 1
689733120                                     OPENED: 1
REGION: 47 CINCINNATI                        ZONE: D1
1/07/2000                                     CLOSED: 1
VIN: 1FMYU04191KE81250                      ENGINE: 1   VEH TYPE: T
1/07/2000
=====
=====
2000/11/07
19.09.49  XT 3512 - THANK YOU IN ADVANCE FOR YOUR ASSISTANCE - S
INCE
RELY, LORNE
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ORIGIN:      ICCD - ICCD COMMUNICATION: PHONE
ACTION:      ICD002 - ICCD CUSTOMER - UPDATE/INFORMATION ONLY
DOCUMENT:    ANALYST: LGOUDIE LORNE GOUDE
ACTION DATA/COMMENTS:

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2000/12/08

20.17.55 CUSTOMER SAYS: djohn02 PER CUSTOMER, DEALER SAYS: CAC AD
WISE
S BE
WIL
L WI
D: OBC TO CUSTOMER: - COMPLETED FOLLOW UP SURVEY - HA
EN VERY BUSY AND NOT REPORTED ISSUE TO DEALERSHIP YET -
L DO SO JANUARY 03/2001 WHEN SHE HAS OIL CHANGED - WIL
LL FOLLOW UP AT THAT TIME

1 CONSUMER AFFAIRS

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

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djohn02

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477492121 REGION ISSUE CASE NBR: 1
 REGION: 47 CINCINNATI ZONE: A1 OPENED: 0
 8/07/2001
 VIN: 1FMYU04131KA45087 ENGINE: 1 VEH TYPE: T CLOSED: 0
 8/07/2001

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LAST NAME: [REDACTED] STATUS: C
 LOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: SPRINGDALE STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 5000
 DEALER NAME: MONTGOMERY FORD SALES CODE: F47006 P & A: 0
 6339
 REASON CODE: 2354 DSB - APPLICATION REQUEST
 SYMPTOMS: 607492 STALL/QUITS AT IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP
 IS BEING SENT
 DOCUMENT: ANALYST: AALFRED ALEX ALFRED
 ACTION DATA/COMMENTS:

2001/08/07
 10.39.41 CUSTOMER SAYS: -THE VEH HAS BEEN AT THE DEALER OVER A
 WEEK
 BUT THEY ARE UNABLE TO VERIFY THE CONCERN -THE CUSTOM
 ER D
 OES NOT FEEL SAFE DRIVING THE VEH -SHE WOULD LIKE A D
 SB A
 PPLICATION, AS WELL AS TRAVEL ASSISTANCE BECAUSE SHE WIL
 L NO
 T DRIVE THE VEH -CUSTOMER BELIEVES THE PROBLEM TO BE EL
 ECTR
 ICAL PER CUSTOMER, DEALER SAYS: -DID NOT CONTACT CAC
 ADV
 ISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN
 2 B
 USINESS DAYS - INITIATED MAILING OF DSB APPLICATION -
 OBC
 TO DEALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO
 DSB
 ESCALATION - FORWARDED INFORMATION TO THE DEALERSHIP, W
 ITH

djohn02

ER -
VEH
BE
RENC

A COPY TO THE REGIONAL OFFICE -OBC TO KATHY AT THE DEAL
SHE SAID THAT THERE HAS BEEN NO PROBLEM FOUND WITH THE
AT ALL, THEY HAVE DONE NUMEROUS TESTS AND THE VEH SHOULD
SAFE TO DRIVE, IT HAS NEVER STALLED ON THE DEALER INFE
E CASE ID: 105

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: WMURPHY1 MURPHY, WALT (W.R.)
ACTION DATA/COMMENTS:

2001/08/27
17.31.28 INFORMED JUDY MCLAUGHLIN OF THE CONCERN AND REPAIR HISTO
RY.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: JMCLAUG8 MCLAUGHLIN, JUDY (J.B.)
ACTION DATA/COMMENTS:

2001/08/29
15.28.37 CUSTOMER STATES VEHICLE STALLED WHILE DRIVING AS WELL AS
SET

CONSUMER AFFAIRS

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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477492121	REGION: 47 CINCINNATI	ZONE: A1	ENGINE: 1	VEH TYPE: T	CASE NBR: 1	OPENED: 0	CLOSED: 0
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8/07/2001
VIN: 1FMYU04131KA45087
8/29/2001
=====

2001/08/29
15.28.37 TING STILL. FORD/DEALER OFFERED CUSTOMER A \$2,000 OAC TO
TRA
DE OUT OF VEHICLE. CUSTOMER PURCHASED A NEW TAURUS.

djohn02

CONSUMER AFFAIRS

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06/18/2002
13.41.19

djohn02
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717863551	RAV ISSUE	CASE NBR: 0
REGION: 72 SAN FRANCISCO	ZONE: A2	OPENED: 0
5/14/2002		
VIN: 1FMCU03101KE98319	ENGINE: 1	VEH TYPE: T
5/14/2002		CLOSED: 0

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LAST NAME: [REDACTED]			STATUS: C
LOSED			
TITLE: [REDACTED]	FIRST NAME: [REDACTED]		MI:
ADDRESS: [REDACTED]			
CITY: HONOLULU	STATE: HI		ZIP: [REDACTED]
HOME PHONE: [REDACTED]			
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2		
MILEAGE: 7400			
DEALER NAME: CUTTER FORD, INC.	SALES CODE: F72204	P & A: 0	
7908			
REASON CODE: 0532	RAV - UNABLE TO REPAIR (SCRAP, DONATE ONLY)		
SYMPTOMS: 607492	STALL/QUITS AT IDLE HOT ENGINE		

ORIGIN: CARAV	-	CONSUMER AFFAIRS	-	REACQUIRED VEHICLES	COMMUNIC
ATION: MAIL					
ACTION: RAV101	-	OPEN CASE FOR GOODWILL REFUND	-	OWNED	
DOCUMENT: ANALYST: A-WEAKLA		ANTHONY WEAKLAND			
ACTION DATA/COMMENTS:					

2002/05/14
11.49.31 VEHICLE TO BE SCRAPPED ALL WARRANTIES CANCELLED

ORIGIN: CARAV	-	CONSUMER AFFAIRS	-	REACQUIRED VEHICLES	COMMUNIC
ATION: MAIL					
ACTION: RAV111	-	RECORD CHECK ISSUANCE FOR GOODWILL REFUND			
DOCUMENT: ANALYST: EHANSBER		EYVETTE HANSBERRY			
ACTION DATA/COMMENTS:					

2002/05/16
09.07.14

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 06/18/2002 MASTER OWNER RELATIONS SYSTEM III
 13.41.19

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624050872	INQUIRY ISSUE	CASE NBR: 1
REGION: 10 SDR	ZONE: D3	OPENED: 0
4/11/2002		
VIN: 1FMYU04131KE58644	ENGINE: 1	VEH TYPE: T
		CLOSED:

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LAST NAME:	[REDACTED]	STATUS: 0
FEN		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
ADDRESS:	[REDACTED]	MI: [REDACTED]
CITY: MOOREFIELD	STATE: WV	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE:		
DEALER NAME: ROTH FORD, INC.	SALES CODE: F27474	P & A: 0
0033		
REASON CODE: 3017	PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT	
SYMPTOMS: 607493	STALL/QUITS AT IDLE ALL ENGINE TEMP	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 739 - ADVISE CUST CRC WILL INVESTIGATE-REFER TO RESEAR
 CH

djohn02

DOCUMENT: ANALYST: KWILLIA2 KURL WILLIAMS-SHEPHARD
ACTION DATA/COMMENTS:

2002/04/11
17.21.46

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- A
DAY
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DLR
IN

CUSTOMER SAYS: - JUST GOT HTE VEH BACK YESTERDAY - V
AD BEEN TO DLRSHIP 3 TIMES FOR SAME PROBLEM - VEH JUST J
STALL WHILE DRIVING - DLRSHIP HAS CALLED THE HOTLINE F
NGINES, CHANGED THE COMPUTER AND FUEL LINE SENSOR -VEH
LL SHUTTING OFF , DLRSHIP REPROGRAMMED THE COMPUTER AND
GHTED CUST KEYCHAIN AND CHECKED SOME GROUND WIRES - SI
PICKING UP VEH YESTERDAY VEH HAS STALLED 2 ALREADY WITHI
HR - CONCERNED THAT HIS 4 YR OLD DAUGHTER IS A PASSENG
N THE VEH PER CUSTOMER, DEALER SAYS: CAC ADVISED:
ADVISE CUSTOMER CRC WILL RESEARCH THE SITUATION FURTHER
RESEARCH ANALYST WILL CONTACT YOU WITHIN THREE BUSINESS
S TO PROVIDE YOU WITH AN UPDATE - OBC TO DLRSHIP - SP
WITH JERRY S\M - HAS ALREADY CONTACTED TECH HOTLINE - D
VERYTIM AS DIRECTED - THE PCM LINE HAS ALREADY BEEN TIGH
- WILL FOLLOW-UP WITH TECH HOTLINE - WILL FOLLOW-UP WITH
SHIP - ADVISED CUST DLRSHIP WILL FOLLOW-UP TOMMORROW
FERENCE CASE ID: 5402

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 449 - RESEARCH REQUEST RECEIVED
DOCUMENT: ANALYST: MMILUTIN MIROSLAV MILUTINOVIC
ACTION DATA/COMMENTS:

2002/04/15
11.03.11
WISE

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
D:

djohn02

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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624050872                INQUIRY ISSUE                CASE NBR: 1
REGION: 10 SDR          ZONE: D3                OPENED: 0
4/11/2002
VIN: 1FMYU04131KE58644  ENGINE: 1    VEH TYPE: T    CLOSED:
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ORIGIN:  CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION:  447   - NO REPAIR PROCEDURE: REGION
DOCUMENT: ANALYST: JQUEJADA JENNIFER QUEJADA
ACTION DATA/COMMENTS:

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2002/04/16
16.08.13

WISE
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AGE
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CUS
- ON
CUS
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ER &

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CUSTOMER SAYS:      PER CUSTOMER, DEALER SAYS:      CAC AD
D: - ISSUE HAS BEEN ESCALATED TO THE REGION - THIS IS
AN ISSUE BETWEEN THE CUSTOMER, DEALERSHIP, AND REGION -
FURTHER ACTION FROM RESEARCH - OBC TO CUST - LEFT MESS
ON CUST'S MACHINE - RCSR ADVISED THAT CUST'S ISSUE HAS
ESCALATED TO REGION - PURPOSE IS TO MAKE THEM AWARE OF
T'S CONCERN & TO HOPEFULLY EXPEDITE A REPAIR PROCEDURE
CB REGION RECEIVES RCSR'S CONTACT, THEY'LL BE CONTACTING
T'S DLRSH - FROM THERE, DLRSH WILL BE CONTACTING CUST
IF CUST DOES NOT HEAR FROM THEM WITHIN 48-72 HRS, PLEASE
E THEM A CALL FOR AN UPDATE - PROVIDED CRC'S 1-800 NUMB
CUST'S FILE NUMBER

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	INFORMATION ISSUE	CASE NBR: 0
302221592		
REGION: 21 ATLANTA	ZONE: C1	OPENED: 0
6/11/2002		
VIN: 1FMCU03101KB04690	ENGINE: 1	VEH TYPE: T
6/11/2002		CLOSED: 0

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LAST NAME:	██████████	STATUS: C
LOSER		
TITLE:	MR	FIRST NAME: ██████████
MI:		
ADDRESS:	██	
CITY:	ATLANTA	STATE: GA
		ZIP: ██████████

djohn02

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 8800
DEALER NAME: WORLD FORD SANDY SP SALES CODE: F21002 P & A
0460
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NWATSON NORDIA WATSON
ACTION DATA/COMMENTS:

2002/06/11
10.51.40 CUSTOMER SAYS: =CUSTOMER SAYS HE BOUGHT A VEH FOR
DAUG HTER AND THE VEH WAS BOUGHT IN MARCH. =CUSTOMER SAYS
AT O N APRIL THE VEH STALL WHILE HIS DAUGHTER WAS DRIVING
CUST OMER SAYS HE TOOK THE VEH TO THE DLRSHP AND THEY FIXE
HE V EH. =CUSTOMER SAYS 300 MILES LATER THE VEH STALLED W
HIS DAUGHTER AGAIN AND THEY DLRSHP HAD ANOTHER ESCAPE WI
THE SAME CONCERN. =CUSTOMER SAYS THE DLRSHP WAS VERY GOO
ND H E IS CONCERNED THE VEH IS STALLING EVEN THOUGH IT STA
UP AGIAN. =CUSTOMER SAYS THAT HE IS CALLING BEFORE THE
LLIN G CONCERNS. =CUSTOMER SAYS THAT THERE IS TSB ON THE
PER CUSTOMER, DEALER SAYS: =NONE CAC ADVISED: - W
ECOM MEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP
INFO RMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT
/SER V MGR INFERENCE CASE ID: 4591

djohn02

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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335802991	INFORMATION ISSUE	CASE NBR: 0
REGION: 10 SDR	ZONE: A2	OPENED: 1
0/26/2001		
VIN: 1FMYU04111KCS6871	ENGINE: 1	VEH TYPE: T
0/26/2001		CLOSED: 1

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LAST NAME:	[REDACTED]	STATUS: C
LOSER		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
MI:		[REDACTED]
ADDRESS:		
CITY:	SEYMOUR	STATE: CT
ZIP:		[REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	2263	
DEALER NAME:	FORD OF BRANFORD	SALES CODE: F13213
P & A:		0
7400		
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN	
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: MBROWN1 MARR BROWN
ACTION DATA/COMMENTS:

2001/10/26
09.18.52 CUSTOMER SAYS: THE TRUCK WILL STALL FOR NO REASON. IT
WAS

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ER82-827-A 8789

HOSE
FORD
S AP
EAL
ANT
INF
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DVIS
T) C

djohn02
AT THE DEALERSHIP 2 TIMES ALREADY IN 6 DAYS. THE VACUUM
WAS REPLACED BUT THE PROBLEM IS STILL THERE. SHE WANTS
TO TAKE THE VEHICLE BACK. SHE WANTS THE NUMBER FOR FORD
EAL BOARD. PER CUSTOMER, DEALER SAYS: NONE =OBC TO D
RSHIP. SPOKE TO CLIFF THE SERVICE ADVISOR. THE PROBLEM C
BE DUPLICATED. NO CODES IN THE SYSTEM. CAC ADVISED: -
ORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF T
CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - A
E CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTEN
ONCERN IS NOTICED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

13.41.19

MASTER OWNER RELATIONS SYSTEM III

335802991

INFORMATION ISSUE

CASE NBR: 0

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EP02-027-A 0700

REGION: 1/07/2001
VIN: 1FMYU04111KC56871
1/07/2001

djohn02
ZONE: ENGINE: 1 VEH TYPE: T

OPENED: 1
CLOSED: 1

=====

LAST NAME: [REDACTED] STATUS: C
LOSER
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SEYMOUR STATE: CT ZIP: [REDACTED]

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE:
DEALER NAME: SALES CODE: P & A:
REASON CODE: 30MR PROD/COMP DUR/PERF ~ MULTIPLE REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: DBROOKER DANIELLE BROOKER
ACTION DATA/COMMENTS:

2001/11/07
09.17.59

07 * CUSTOMER SAYS: ** CALL TRANSFERRED TO SUP ALLAN EXT 27
OW D ** - CUST WANTS TO GO TO A NEW DLR - CLAMIS SHE CAN SH
CH T LR HOW TO DUPLICATE STALL CONCERN - ADV CUST TO TAKE VE
ATES O FAMILY FORD - ADV CUST TO CALL CRC FROM DLR IF DLR ST
S DL THERE IS A DIAGNOSTIC FEE PRIOR TO REPAIR. - CUST WANT
S: R TO HAVE FORD REP GET INVOLVE PER CUSTOMER, DEALER SAY
SUP FORD OF BRANFORD CAC ADVISED: ** CALL TRANSFERRED TO
LAMI ALLAN EXT 2707 *** - CUST WANTS TO GO TO A NEW DLR - C
CUS S SHE CAN SHOW DLR HOW TO DUPLICATE STALL CONCERN - ADV
OM D T TO TAKE VECH TO FAMILY FORD - ADV CUST TO CALL CRC FR
IR. LR IF DLR STATES THERE IS A DIAGNOSTIC FEE PRIOR TO REPA
E CA - CUST WANTS DLR TO HAVE FORD REP GET INVOLVED INFERENC
SE ID: 4906

djohn02

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: AGOPAUL ALLAN GOPAUL
ACTION DATA/COMMENTS:

15.41.30 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
VISE
D: **** SUP OBC ALLAN EXT 2707 *** - CUST HAS SET UP
APPT
AT NEW DLR - WILL CALL CRC IF THERE ARE ANY PROBLEMS

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 446 - AS PER SOS
DOCUMENT: ANALYST: AGREEN ALICIA GREEN
ACTION DATA/COMMENTS:

16.36.14 SOS NAME KEITH
CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NO
NE
CAC ADVISED: *****AB-AG*****

CONSUMER AFFAIRS
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13.41.19

MASTER OWNER RELATIONS SYSTEM III

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335802991	INFORMATION ISSUE	CASE NBR: 0
REGION:	ZONE:	OPENED: 1
1/07/2001		
VIN: 1FMYU04111KC56871	ENGINE: 1	VER TYPE: T
1/07/2001		CLOSED: 1

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2001/11/07
16.36.14 *****SUP HISTORICAL*****
** C
ALL TRANSFERRED TO SUP ALLAN EXT 2707 *** - CUST WANTS
TO G
O TO A NEW DLR - CLAMIS SHE CAN SHOW DLR HOW TO DUPLICA
TE S
TALL CONCERN - ADV CUST TO TAKE VECH TO FAMILY FORD -
ADV

OSTI
P GE
FRO

djohn02
CUST TO CALL CRC FROM DLR IF DLR STATES THERE IS A DIAGN
C FEE PRIOR TO REPAIR. - CUST WANTS DLR TO HAVE FORD RE
T INVOLVED -ESCALATED TO SUP -FOLLOW UP NO LONGER NEED
M CRC

CONSUMER AFFAIRS

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djohn02

BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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349840572                INFORMATION ISSUE                CASE NBR: 0
REGION: 27 WASHINGTON    ZONE: A1                OPENED: 0
2/26/2002
VIN: 1FMCU04181KB61556 ENGINE: 1    VEH TYPE: T            CLOSED: 0
2/26/2002
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LAST NAME: ██████████                STATUS: C
LOSED
TITLE: MR                FIRST NAME: ██████████            MI: ██████████
ADDRESS: ██████████
CITY: NORTH POTOMAC    STATE: MD                ZIP: ██████████
HOME PHONE: ██████████
MODEL YEAR: 2001        MODEL: ESCAPE XLT 4X4
MILEAGE: 21000
DEALER NAME: OURISMAN FORD COMPA SALES CODE: F27006    P & A: 0
0129
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 568 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: GBREAM GARTH BEAM
ACTION DATA/COMMENTS:

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2002/02/26
09.42.38 CUSTOMER SAYS: == ENGINE STALLS OUT WHILE THE VEH IS R
UNNI
ERIN NG == SHORTLY AFTER THE DASH LIGHTS LIGHT UP & THE STE
E FO G WHEEL GETS STIFF == == VEH HAS BEEN TO THE DLRSHIP ONC
T IS R THE CONCERN == PROBLEM HAS RE-OCCURRED == == [IF CUS
ACTI INJURED WHILE DRIVING THE VEH, CUST WILL PURSUE LEGAL
D: ON] PER CUSTOMER, DEALER SAYS: == NONE == CAC ADVISE
ERSH - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEAL
ONTA IP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD C
CT CRM/SERV MGR INFERENCE CASE ID: 4591

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1 CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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                                INFORMATION ISSUE                                CASE NBR: 0
358402741                                                                OPENED: 0
REGION: 13 NEW YORK                ZONE: 11
2/07/2002
VIN: 1FMYU04141KC40566            ENGINE: 1   VEH TYPE: T                CLOSED: 0
2/07/2002
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=====
LAST NAME:    HANBERRY                                STATUS: C
LOSED
TITLE:        MRS                                FIRST NAME:  ROXANNE    MI:
ADDRESS:      511 REVERE AVE                        STATE:       NY        ZIP:    1
CITY:         BRONX
0465
HOME PHONE:   718-8924969
MODEL YEAR:   2001                                MODEL:        ESCAPE XLT 4X4
MILEAGE:      14000
DEALER NAME:  QUALITY FORD OF MT SALES CODE:  F13072    P & A:  0
3671
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djohn02

REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 613 - CB-SUPPORT DEALERSHIP'S/REGION'S POSITION
DOCUMENT: ANALYST: JGONZA56 JESSICA GONZALEZ
ACTION DATA/COMMENTS:

2002/02/07

10.47.05 CUSTOMER SAYS: CUST HAS GONE THROUGH THE PROCES TO HAV
E VE H BOUGHT BACK CUST HAS BEEN GIVEN AN OFFER BY THE FORD R
EP; CUST DOES NOT LIKE THE OFFER AND WANTS TO SPEAK TO SOMEO
NE O VER THE FORE REGINAL REP PER CUSTOMER, DEALER SAYS: T
OLD CUST THAT THEY WILL GIVE HIM \$3500 OAC CAC ADVISED: -
INF ORMATION DOCUMENTED - FORD SUPPORTS DLR/REGION DECISION
INF ERENCE CASE ID: 1539

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djohn02

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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385763420          INFORMATION ISSUE          CASE NBR: 0
REGION:           ZONE:                      OPENED: 1
0/12/2001
VIN: 1FMYU04171KE77438  ENGINE: 1    VEH TYPE: T    CLOSED: 1
0/12/2001
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LAST NAME: [REDACTED]          STATUS: C
LOSED
TITLE: [REDACTED]          FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WASHINGTON          STATE: NJ          ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001          MODEL: ESCAPE XLT 4X4
MILEAGE: 1
DEALER NAME: [REDACTED]          SALES CODE: P & A:
REASON CODE: 30MR PROD/COMP DUR/PERF ~ MULTIPLE REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
DOCUMENT: ANALYST: KDOCTROV KRISTA DOCTROVE
ACTION DATA/COMMENTS:

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2001/10/12
11.57.41  CUSTOMER SAYS: - THE VEHICLE HAS BEEN BROUGHT BACK TO
THE
OING
IENC
DN'T
R CO
E PR
T TH
IS A
DEALER TWICE....CONTINUES TO STALL AT STOP LIGHTS\WHEN G
FROM REVERSE TO DRIVE.....THE DEALER HAS ACTUALLY EXPER
ED THE PROBLEM AT ONE TIME - THEY FIRST TIME THEY COUL
FIND ANYTHING WRONG - SECOND TIME THEY REPLACED THE AI
NTROL VALVE....MONDAY 8 OCT. 2001 - AS OF YESTERDAY, TH
OBLEM RETURN....CALLED THE DEALER AND THEY INDICATED THA
EY'D HAVE TO CONTACT HIS REPS - LOOKING TO SEE IF FORD
WARE OF ANY TSB'S - LOOKING TO HAVE THIS ISSUE DOCUMENT

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djohn02

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FOLL

N FILE AND SEE WHAT EXTRA CAN BE DONE PER CUSTOMER, DEA
SAYS: - GOING TO CONTACT THE ENGINEER TO SEE WHAT CAN
DONE - NOTHING SHOWS UP ON THE COMPUTER ...DIAGNOSTIC M
NE CAC ADVISED: - CRC UNABLE TO REACH DEALER - CRC WI
E-CONTACT CUST\DEALER LATER TODAY - FOLLOW UP WITH CUST
***REMINDED CUST OF THE SAFETY RECALL FOR THE WINDSHIE
IPER*** - ALSO ADVISED MR FEDON THAT A CONCERN CANN'T B
SOLVED IF IT CAN'T BE DUPLICATED AT THE TIME OF SERVICE.
TAYING IN TOUCH WITH THE DEALER IS IMPORTANT... - WILL
OW UP WITH HIM AT WORK AT 2PM INFERENCE CASE ID: 4909

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: KDOCTROV KRISTA DOCTROVE
ACTION DATA/COMMENTS:

15.20.36 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: -
NONE
CAC ADVISED: - OBC TO THE DEALER AND SPOKE TO NORM HO
NEY
WHO WAS IN CONFERENCE WITH THE SERVICE MAGR... - THEY'R
E FA
MILIAR WITH MR FEDON'S SITUATION AND LOOKING INTO IT FOR
HIM
- AS SOON AS INFORMATION IS FOUND OUT, HE'LL BE CONTAC
TED
AND ASKED TO COME IN...NO APPOINTMENT WILL BE NECESSARY

CONSUMER AFFAIRS

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06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

385763420

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INFORMATION ISSUE

CASE NBR: 0

REGION: djohn02 ZONE: OPENED: 1
0/12/2001
VIN: 1FMYU04171KE77438 ENGINE: 1 VEH TYPE: T CLOSED: 1
0/12/2001
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2001/10/12
15.20.36 OBC TO THE CUSTOMER TO UPDATE HIM.....WASN'T AVAILABLE.
.....
LEFT A MESSAGE ON HIS MACHINE.....SHOULD HE REQUIRE ANY
FURT HER ASSISTANCE, HE'S WELCOME CONTACT THE CRC

djohn02

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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389400161	INFORMATION ISSUE	CASE NBR: 0
REGION: 10 SDR	ZONE: L2	OPENED: 0
1/22/2001		
VIN: 1FMYU04171KD99727	ENGINE: 1	VEH TYPE: T
1/22/2001		CLOSED: 0

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
MI:		[REDACTED]
ADDRESS:	[REDACTED]	
CITY:	HUNTINGTON	STATE: IN
ZIP:		[REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	1	
DEALER NAME:	TRIER FORD LINCOLN	SALES CODE: F48667
P & A:		0
4644		
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY	
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: EMAIL
ACTION: 613 - CB-SUPPORT DEALERSHIP'S/REGION'S POSITION
DOCUMENT: ANALYST: VCLARKE1 VANESSA CLARKE
ACTION DATA/COMMENTS:

2001/01/22
11.05.38 CUSTOMER SAYS: WHILE WAITING IN LINE AT MY BANK DRIVE-
UP,
MY ESCAPE STALLED AGAIN. AS I WAS SITTING WAITING, I NOT
ICED
THE
THAT THE TACH WAS GRADUALLY DROPPING REIMS JUST PRIOR TO
STALL. IMMEDIATELY AFTER IT STALLED I TRIED IN VAIN TO

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FR22-027-A 0000

djohn02

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D AN
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D TO
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R VE
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TO

ART THE ENGINE BUT IT JUST CRANKED. I ALSO NOTICED THAT
D HAD THE HEADLIGHTS ON AT THE TIME. SHORTLY AFTER IT ST
D, THE LIGHTS TURNED OFF ON THEIR OWN. I DID NOT KNOW
THE VEHICLE HAD THIS FEATURE. AFTER WAITING ABOUT FIVE
YES I ATTEMPTED TO RESTART THE ENGINE AND IT BEGAN TO RU
THIS WAS THE FIFTH TIME THAT THIS HAS HAPPENED TO ME ER
LLY. I HAVE AN APPOINTMENT WITH TRIER FORD TO HAVE IT LO
AT ON MONDAY, JANUARY 22ND. I AM GETTING VERY FRUSTRATE
D WAS QUITE EMBARRASSED AT THE BANK MAKING THE FOLLOWING
TOMERS WAIT WHILE I WAITED ON THE VEHICLE TO RUN AGAIN.
CUSTOMER, DEALER SAYS: NONE CAC ADVISED: WE APPRECI
THE TIME YOU HAVE TAKEN TO WRITE US CONCERNING THE STALL
CONCERN THAT YOU ARE STILL EXPERINCING. WE ARE PLEASE
HEAR THAT YOU HAVE AN APPOINTMENT TODAY WITH TRIER FORD
OM, WE WOULD LIKE YOU TO UPDATE US ON THE OUTCOME OF YOU
HICLE REPAIR, ONCE EVERYTHING IS COMPLETED. WE KNOW T
THIS MUST HAVE BEEN A VERY FRUSTRATING TIME FOR YOU, AND
LD LIKE TO THANK YOU FOR ALLOWING OUR SERVICE DEPARTMENT
TRY AND ASSIST YOU ONCE AGAIN. INFERENCE CASE ID: 1539

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djohn02

BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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397760831                INFORMATION ISSUE                CASE NBR: 0
  REGION: 23 MEMPHIS      ZONE: B1                      OPENED: 1
0/15/2001
  VIN: 1FMYU04131KF87273  ENGINE: 1        VEH TYPE: T        CLOSED: 1
0/15/2001
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LAST NAME: [REDACTED]                STATUS: C
LOSER
TITLE: [REDACTED]                    FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED]                     STATE: KY                ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                      MODEL: ESCAPE XLT 4X4
MILEAGE: 18000
DEALER NAME: GREENWOOD FORD          SALES CODE: F23052      P & A: 0
5672
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP
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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: SCABA SUSAN CABACUNGAN
ACTION DATA/COMMENTS:

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2001/10/15
13.43.16 CUSTOMER SAYS: = VEH KEPT ON QUITTING = VEH HAD BEEN
TO 2      DIPP DLRSHPS FOR 4X IN THE PAST FOR THE SAME PROBLEM
=
ST I      YESTERDAY, THE VEH QUIT ON HRR AND SHE TWISTED HER WRI
RE        N TAKING THE VEH OFF THE ROAD = CUST IS SEEKING PROPER
TOLD      PAIR PER CUSTOMER, DEALER SAYS: = B F EVANS DLRSHP
-         CUST THAT THEY COULD NOT FIND THE PROBLEM CAC ADVISED:
TH        INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF
- AD      EY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE

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djohn02

VICE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMIT
) CONCERN IS NOTICED INFERENCE CASE ID: 4462

TENT

1 CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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401923391          INFORMATION ISSUE          CASE NBR: 0
REGION:           ZONE:                      OPENED: 1
2/05/2001
VIN: 1FMYU041X1KC38496  ENGINE: 1   VEH TYPE: T   CLOSED: 1
2/05/2001
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LAST NAME: [REDACTED]          STATUS: C
LOSER
TITLE: [REDACTED]          FIRST NAME: [REDACTED]          MI:
ADDRESS: [REDACTED]
CITY: BARBOURSVILLE          STATE: WV          ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001          MODEL: ESCAPE XLT 4X4
MILEAGE: 5100
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djohn02

DEALER NAME: SALES CODE: P & A:
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: JJAMES1 JENINNE JAMES
ACTION DATA/COMMENTS:

2001/12/05
11.49.26 CUSTOMER SAYS: EXT 144 -CUST STATES THAT THE VEH IS
DYIN G -CUST STATES THAT THE VEH HAS BEEN @ THE DLRSHP 3X F
OR T HE SAME CONCERN -CUST STATES THAT THE IAC VALVE AND PC
M RE LAY HAVE BEEN REPLACED -CUST STATES THAT HE E-MAILED T
HE C RC AND RECEVED A RESPONSE INDICATING TO CONTACT THE CRC
P ER CUSTOMER, DEALER SAYS: ** TURNPIKE FORD ** -DLRSH
P ST ATED THAT THEY CANNOT REPAIR THE VEH -DLRSHP STATED TH
AT I T IS A NATIONAL CONCERN CAC ADVISED: -MADE OBC TO DLR
SHP SPOKE WITH MIKE (ASS. SER MGR) -MIKE INFORMED ME THAT
IN 1 0/01 THE CUST BROUGHT THE VEH IN AND THE REPLACED THE IA
C VA LVE AND PCM RELAY -MIKE INFORMED ME THAT THERE HAVE BE
EN O THER ESCAPES THAT HAVE BEEN IN FOR THE SAME CONCERN BUT
REPL ACING THE IAV VALVE CORRECTED THE CONCERN WITH THEIR VEH
- MIKE STATED THAT THE LAST TIME THE CUST VEH WAS IN (12/0
4/01) THEY WERE UNABLE TO DUPLICATE THE CONCERN -MIKE INFOR
MED ME TO HAVE THE CUST COME IN AND THEY CAN ESCALTE IT TO S
EE I F THEY CAN GET ASSISTANCE ON REPAIRING THE CONCERN - S
UPPO RT REPAIR PROCEDURE COMPLETED BY DEALER INFERENCE CASE I
D: 4906

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: OTHER

djohn02

ACTION: 199 - VEHICLE INFORMATION
DOCUMENT: ANALYST: MMARSHAL MARSHA MARSHALL
ACTION DATA/COMMENTS:

2001/12/06
15.10.35 CUSTOMER SAYS: - CUST IS CONCERNED FOR HIS FRIEND AND
THE VEHICLE IS STILL DYING - CUST WANTS TO GET IN CONTACT
FOR THE REGIONAL REP FOR HIS FRIEND - CUST IS A PURCHASING
MGR OF THE FORD DLR IN DEARBORN MICH AND IS A FRIEND OF THE
CUS TOMER - CUST WANTS TO HELP HIS FRIEND PER CUSTOMER,
DEAL

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06/18/2002 MASTER OWNER RELATIONS SYSTEM III
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401923391	INFORMATION ISSUE	CASE NBR: 0
REGION:	ZONE:	OPENED: 1
2/05/2001		
VIN: 1FMYU041X1KC38496	ENGINE: 1	VEH TYPE: T
2/06/2001		CLOSED: 1

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2001/12/06
15.10.35 ER SAYS: NONE CAC ADVISED: ADVISED THE CUST FORD CR
C WI LL DOCUMENT INFO AND FORWARD THE INFO TO THE APPROXIMATE
DEPT S WITHIN FORD BUT CRC CAN NOT CONTACT THE REGION AND MAK
E AN APPOINTMENT FOR THE REGIONAL REP TO LOOK AT HIS FRIENDS
VEH ICLE

djohn02

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BEGINNING OF CONTACT

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404780792                INFORMATION ISSUE                CASE NBR: 0
REGION: 53 KANSAS CITY  ZONE: A2                        OPENED: 0
3/20/2002
VIN: 1FMCU04171KC55010  ENGINE: 1   VEH TYPE: T          CLOSED: 0
3/20/2002
=====
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djohn02

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LAST NAME:	[REDACTED]	STATUS:	C
LOSER			
TITLE:	[REDACTED]	FIRST NAME:	[REDACTED]
ADDRESS:	[REDACTED]	MI:	[REDACTED]
CITY:	KANSAS CITY	STATE:	MO
		ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]		
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4
MILEAGE:	7400		
DEALER NAME:	BILL WOODS FORD	SALES CODE:	F53007 P & A: 0
5079			
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: GCHARLIC GEORGETTE NAO CHARLIECOMBE
ACTION DATA/COMMENTS:

2002/03/20
11.14.16 CUSTOMER SAYS: -----VEH DIED WHILE DRIVING LAST YEAR -
---T
VEH
RAMM
UP
ED:
LERS
CONT
IF V
4591

OOK VEH BACK TO DLR -----DLR REPLACED RELAY VALVE -----
SHUT OFF AGAIN LAST WEEK -----DLR CALLED FORD AND REPROG
ED THE IDLE CONTROL VALVE AND THE VEH IS READY FOR PICK
PER CUSTOMER, DEALER SAYS: BILL WOODS FORD CAC ADVIS
- WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DRA
HIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD
ACT CRM/SERV MGR -----CSR ADVISED CUST TO CALL THE CRC
EH DIES AGAIN -----NO FSA'S ON VEH INFERENCE CASE ID:

CONSUMER AFFAIRS
1

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BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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=====
412342131                INFORMATION ISSUE                CASE NBR: 0
REGION: 10 SDR           ZONE: G1                        OPENED: 0
8/01/2001
VIN: 1FMYU03131KE58399  ENGINE: 1    VEH TYPE: T        CLOSED: 0
8/01/2001
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LAST NAME: [REDACTED]                STATUS: C
LOSED
TITLE: [REDACTED]                    FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SMACKOVER                      STATE: AR                ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                      MODEL: ESCAPE XLT 4X2
MILEAGE: 15000
DEALER NAME: SMACKOVER MOTORS IN SALES CODE: F23282    P & A: 0
5890
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 683 - ADVISE CUSTOMER OF UPDATED INFORMATION
DOCUMENT: ANALYST: ADAWNS ANDRAE DAWNS
ACTION DATA/COMMENTS:

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2001/08/01
11.17.45 CUSTOMER SAYS: - 2001 ESCAPE HAVING STALLING CONCERN

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djohn02

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G RE
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Y, S
RE-

HO I
NG F
EEDS

ATIO
INFE

EH STALLS FOR SEVERAL SECONDS AND HAS ALMOST BEEN BROAD-
D/ KILLED ON MORE THAN ONE OCCASION - CUST STATES THAT
HP HAS BENT OVER BACKWARDS TO TRY AND HELP HER - SEEKIN
PAIR FOR THE VEH - DANNY HIRCHFIELD , BUTCH WILKINS J
LANGLEY OWNER PER CUSTOMER, DEALER SAYS: AS PER DANN
ERV MGR- FORD ENGINEER STATES THIS IS A SAFETY ISSUE -
CALIBRATION FOR THE COMPUTER CAC ADVISED: #####
OBC TO DLR ##### - SPK TO DANNY, SERV MGR, W
NFORMED CRC THAT VEH IS A HAZARD - THEY ARE STILL WAITI
OR A FIX FROM FORD ENGINEERING - SEEMS AS THOUGH VEH N
RECALIBRATION- FORD STILL WORKING ON IT #####
- INFORM CUSTOMER UPDATED INFORM
N FOUND - REQUEST CUSTOMER STAY IN CONTACT WITH DEALER
RENCE CASE ID: 4899

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djohn02

13.41.19

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=====
422083160          INFORMATION ISSUE          CASE NBR: 0
REGION:           ZONE:                      OPENED: 1
1/11/2000
VIN: 1FMYU03191KE77507  ENGINE: 1    VEH TYPE: T    CLOSED: 1
1/11/2000
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=====
LAST NAME: [REDACTED]          STATUS: C
LOSER
TITLE: [REDACTED]          FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY:          SAN ANTONIO    STATE:          TX          ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR:   2001          MODEL:          ESCAPE XLT 4X2
MILEAGE:
DEALER NAME:          SALES CODE:          P & A:
REASON CODE:  4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS:     607493 STALL/QUITS AT IDLE ALL ENGINE TEMP
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ORIGIN:       ICCD - ICCD COMMUNICATION: PHONE
ACTION:       ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT:     ANALYST: AMCCALLA ADRIAN MCCALLA
ACTION DATA/COMMENTS:

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2000/11/11
11.44.02  CUSTOMER SAYS:  THE VEHICLE SHUT DOWN COMPLETELY WHILE
DRIV
1 W
ING
IS C
E NO
ESSI
L TH
E VE
WAS
HUT

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THE VEHICLE SHUT DOWN COMPLETELY WHILE DRIVING. THIS HAS ONLY OCCURED ONCE AND IT WAS FIRST NOTICED WEEK AGO. THE CUSTOMER HAS NOT USED ANY OIL SINCE PURCHAS THE VEHICLE. THE CUSTOMER USES REGULAR UNLEADED FUEL. TH CONCERN OCCURED WHILE DRIVING ON A CITY STREET. THERE WER NOISES ASSOCIATED WITH THE CONCERN. THE CUSTOMER WAS PR NG ON THE GAS PEDAL WHEN THE VEHICLE JUST SHUT DOWN. AL E WARNING LIGHTS CAME ON. THE CUSTOMER TRIED TO START TH HICLE BUT THE VEHICLE WOULD NOT TURN OVER. THE CUSTOMER ABLE TO START THE VEHICLE 20 MINUTES AFTER THE VEHICLE S

CON
RED.
ER S
N BE
RAM,
ARE
CUS
EAR
TEA
N AT
OR C
THAN

djohn02

DOWN. THE CUSTOMER WAS DRIVING 30 MILES AN HOUR WHEN THE
CERN OCCURED. THE ENGINE WAS WARM WHEN THIS CONCERN OCCU
THIS CONCERN HAS ONLY OCCURED ONCE. PER CUSTOMER, DEAL
AYS: NONE CAC ADVISED: THIS CUSTOMER WAS CONTACTED O
HALF OF THE ESCAPE ASSEMBLY PLANT THROUGHT THE ICCD PROG
AT WHICH TIME WE WERE MADE AWARE OF THIS CONCERN. -WE
SENDING YOU THIS CONTACT AS AN EARLY INDICATOR THAT THIS
TOMER MAY ADDRESS THIS ISSUE AT YOUR DEALERSHIP IN THE N
FUTURE. -WE ARE TRACKING THIS ISSUE FOR THE ENGINEERING
M. -PLEASE DETAIL OASIS WITH SPECIFIC REPAIR INFORMATIO
YOUR EARLIEST CONVENIENCE. -IF YOU HAVE ANY QUESTIONS
OMMENTS PLEASE CONTACT ME AT 1-888-933-4223 EXT 2661. -
K YOU IN ADVANCE FOR YOUR ASSISTANCE. ***ADRIAN***

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICD002 - ICCD CUSTOMER - UPDATE/INFORMATION ONLY
DOCUMENT: ANALYST: AMCCALLA ADRIAN MCCALLA
ACTION DATA/COMMENTS:

2000/12/13
16.18.02 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
VISE

CONSUMER AFFAIRS 06/18/2002 MMFAZPRG
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13.41.19

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422083160	INFORMATION ISSUE	CASE NBR: 0
REGION:	ZONE:	OPENED: 1
1/11/2000	ENGINE: 1	VEH TYPE: T
VIN: 1FMYU03191KE77507		CLOSED: 1
2/13/2000		

djohn02

=====

2000/12/13

16.18.02 D: OBC TO THE CUSTOMER -THE CUSTOMER WAS UNAVAILABLE.
A ME
MESSAGE WAS LEFT ON THE CUSTOMER'S ANSWERING MACHINE, REQU
ESTI
NG THAT THE CUSTOMER CONTACT ME.

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICD002 - ICCD CUSTOMER - UPDATE/INFORMATION ONLY
DOCUMENT: ANALYST: AMCCALLA ADRIAN MCCALLA
ACTION DATA/COMMENTS:

2001/01/09
16.44.07 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
WISE
D: -OBC TO THE CUSTOMER IN REGARDS TO THE ENGINE STALL
CON
CERN THAT THEY MENTIONED. THE CUSTOMER WAS UNAVAILABLE,
SO A
MESSAGE WAS LEFT ON THE CUSTOMER'S ANSWERING MACHINE, R
EQUE
STING THAT THEY CONTACT ME.

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MASTER OWNER RELATIONS SYSTEM III

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443103171                INFORMATION ISSUE                CASE NBR: 0
REGION: 21 ATLANTA      ZONE: B1                        OPENED: 1
1/13/2001
VIN: 1FMCU04141KB02746  ENGINE: 1    VEH TYPE: T        CLOSED: 1
1/13/2001
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LAST NAME: [REDACTED]                STATUS: C
LOSED
TITLE: MISS                FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ALPHARETTA          STATE: GA                ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001          MODEL: ESCAPE XLT 4X4
MILEAGE: 4385
DEALER NAME: BILLY HOWELL FORD L SALES CODE: F21449    P & A: 0
0341
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP
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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO
DEALER
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

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2001/11/13
12.18.30 NICOLE COUVREUR, CSM, ATLANTA
ATTN: RANDY MANKOVITCH
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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL

djohn02

ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED

DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH

ACTION DATA/COMMENTS:

2001/11/26

16.30.21

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MASTER OWNER RELATIONS SYSTEM III

13.41.19

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447202981	INFORMATION ISSUE	CASE NBR: 0
REGION: 27 WASHINGTON	ZONE: E1	OPENED: 1
0/25/2001		
VIN: 1FMYU04101KF78370	ENGINE: 1	VEH TYPE: T
0/25/2001		CLOSED: 1

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LAST NAME:	[REDACTED]	STATUS: C
LOSER		
TITLE:	[REDACTED]	MI: [REDACTED]
ADDRESS:		
CITY: ARARAT	STATE: NC	ZIP: [REDACTED]

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djohn02

HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 17000
 DEALER NAME: JOHNSON FAMILY FORD SALES CODE: F27512 P & A: 0
 1364
 REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
 CATE THE CONCERN
 DOCUMENT: ANALYST: SPOWELL SHUSHANA POWELL
 ACTION DATA/COMMENTS:

2001/10/25
 12.24.18 CUSTOMER SAYS: CUST STATES THAT HIS DAUGHTER HAS A FOR
 D ES CAPE THE VEH WAS BOUGHT IN JAN THE VEH LOST ALL PO
 WER STEARING THE MOTOR STOPS RUNNING. CUST STATES 12 DAY
 DAY LATER THE VEH DID THE SAME THING . A WEEK AN GO THE VEH
 DID THE SAME THING AGAIN CUST STATES THAT IF IT HAPPENS
 AGAI N IT COULD BE A SAFTY HAZARD. - CUST STATES HE HAS CONT
 ACT THE GENERAL OFFICE. - CUST STATES HE HAS HAD THE VEH IN
 4 T IMES JOHNSON FAMILY FORD IS WHERE THE VEH IS AT -
 R NO PER CUSTOMER, DEALER SAYS: THE DRLSHIP STATES THERE AR
 INF BAD CODES SHOWING THERE IS A PROBLEM. CAC ADVISED: -
 HEY ORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF T
 DVIS CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - A
 T) C E CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTEN
 THE ONCERN IS NOTICED== OBC TO DRLSHIP SPOKE WITHB OBBIE S/M
 T VE ENGING SHUT OFF SIENCE JUNE THEY DROVE THE VEH COULD NO
 H7S RFY THE CONCERN. CALLED FORD AND THEY HAVE A CASE NUMBER
 CON IK003. -BOBBIE STATES THAT THEY CAN NOT DOUPLICATE THE
 CERN AND ITS AN INTERMEDIATE CONCERN. INFERENCE CASE

djohn02

ID:

4462

CONSUMER AFFAIRS
1

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BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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447202981	INFORMATION ISSUE	CASE NBR: 0
REGION: 27 WASHINGTON	ZONE: E1	OPENED: 1
2/07/2001		
VIN: 1FMYU04101KF78370	ENGINE: 1 VEH TYPE: T	CLOSED: 1
2/07/2001		

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY: ARARAT	STATE: NC	ZIP: [REDACTED]

HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE:		
DEALER NAME: JOHNSON FAMILY FORD	SALES CODE: F27512	P & A: 0
1364		
REASON CODE: 3025	PROD/COMP DUR/PERF - VEHICLE QUALITY	
SYMPTOMS: 607493	STALL/QUITS AT IDLE ALL ENGINE TEMP	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: SURVEY
 ACTION: 613 - CB-SUPPORT DEALERSHIP'S/REGION'S POSITION
 DOCUMENT: 2812466 ANALYST: VCLARKE VIVIANNE CLARKE
 ACTION DATA/COMMENTS:

djohn02

2001/12/07
15.12.43 CUSTOMER SAYS: ==VP SURVEY== -CUST DESLIKES VEH -VEH
HAS
CUT OFF 4 TIMES, CUST FEELS UNSAFE -CUST STATED FORD D
ID N
OT DEAL WITH PROBLEM IN A TIMELY MANNER -TOOK 3 DAYS TO
GET
RENTAL PER CUSTOMER, DEALER SAYS: JOHNSON FAMILY FO
RD-M
ERC, INC CAC ADVISED: - INFORMATION DOCUMENTED - FORD
SUP
PORTS DLR/REGION DECISION INFERENCE CASE ID: 1539

ORIGIN: CACM03 - MANUAL - CORRESPONDENCE CSR COMMUNICATION: SURV
BY
ACTION: 335 - F7 - US - SUPPORT PREVIOUS DECISION MADE BY YOUR
DEALER
DOCUMENT: 2812466 ANALYST: VCLARKE VIVIANNE CLARKE
ACTION DATA/COMMENTS:
DES L CUSTOMER SAYS: CUSTOMER SAYS: ==VP SURVEY== -CUST
CUST IKES VEH -VEH HAS CUT OFF 4 TIMES, CUST FEELS UNSAFE -
R - STATED FORD DID NOT DEAL WITH PROBLEM IN A TIMELY MANNE
ER S TOOK 3 DAYS TO GET RENTAL PER CUSTOMER, DEAL
US AYS: JOHNSON FAMILY FORD-MERC, INC CAC ADVISED: F7 -
MATI - SUPPORT PREVIOUS DECISION MADE BY YOUR DEALER - INFOR
RENC ON DOCUMENTED - FORD SUPPORTS DLR/REGION DECISION INFE
E CASE ID: 1539

CONSUMER AFFAIRS

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06/18/2002
13.41.19

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INFORMATION ISSUE                                CASE NBR: 0
474002281
REGION: 16 PHILADELPHIA    ZONE: D1                OPENED: 0
8/16/2001
VIN: 1FMCU04121KE56684    ENGINE: 1    VEH TYPE: T    CLOSED: 0
8/16/2001
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LAST NAME: [REDACTED]                                STATUS: C
LOSER
TITLE: [REDACTED]    FIRST NAME: [REDACTED]    MI:
ADDRESS: [REDACTED]
CITY: NEWARK    STATE: DE    ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001    MODEL: ESCAPE XLT 4X4
MILEAGE: 18000
DEALER NAME: CHAPMAN FORD SALES    SALES CODE: F16213    P & A: 0
1402
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: CGAYAD CLINTON GAYADEEN
ACTION DATA/COMMENTS:

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2001/08/16
13.00.45 CUSTOMER SAYS: - VEH HAS BEEN EXPERIENCING A STALLING
PROB LEM - HAVE TAKEN VEH TO DLR TWICE AND THEY CANNOT FIND
ANYT HING WRONG - LOOKED ON INTERNET AND FOUND OUT THERE ARE
OTH ER USERS HAVING SAME CONCERN - SEEKING REPAIR ASSISTANC
E P ER CUSTOMER, DEALER SAYS: CHAPMAN FORD CAC ADVISED:
- WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSH
IP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTA
CT C RM/SERV MGR INFERENCE CASE ID: 4904

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13.41.19

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486060331	INFORMATION ISSUE	CASE NBR: 0
REGION: 71 CALIFORNIA	ZONE: A1	OPENED: 0
7/02/2001		
VIN: 1FMYU03171KE70782	ENGINE: 1 VEH TYPE: T	CLOSED: 0
7/02/2001		

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LAST NAME:	[REDACTED]	STATUS: C
LOSER		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY: BURBANK	STATE: CA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 34100		
DEALER NAME: STAR FORD	SALES CODE: F71031	P & A: 0

djohn02

5537

REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: MPALOM MARIANO ABARACA-PALOM
ACTION DATA/COMMENTS:

2001/07/02

11.22.28 CUSTOMER SAYS: -LAST WEEK CUST VEH STALLED CUST WAS A
BLR TO PULL VEH OVER TO SIDE -VEH WAS BROUGHT TO CLOSEST DL
R - DLR COULD NOT DUPLICATE CONCERN -DLR SAID THAT IF CONCE
RN S HOULD HAPPEN AGAIN VEH COULD BE BROUGHT TO DLR AGAIN FOR
DIA GNOSIS -WHEN CUST GOT HOME AND LOOKED AT HER PAPER WORK
AND FOUND THAT THERE WERE A WHOLE BUNCH OF THINGS THAT NEED
ED T O BE DONE -CUST WONDERED WHY DLR DIDN'T NOTIFY HER OF T
HIS -CUST THEN TOOK VEH TO ORIGINAL SELLING DLR AND THEY SA
ID T HERE WAS NOTHING WRONG -CUST DOESN'T FEEL SAFE IN THE V
EH PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - INFOR
M WH Y THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF THEY CA
NNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - ADVISE
CUST OMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CON
CERN IS NOTICED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

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13.41.19

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491023201                INFORMATION ISSUE                CASE NBR: 0
REGION:                  ZONE:                            OPENED: 1
1/16/2001
VIN: 1FMCU03181KD97464  ENGINE: 1    VEH TYPE: T        CLOSED: 1
1/16/2001
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LAST NAME: [REDACTED]                STATUS: C
LOSER
TITLE: [REDACTED]                    FIRST NAME: [REDACTED]    MI:
ADDRESS: [REDACTED]
CITY: AUSTIN                        STATE: TX                ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                    MODEL: ESCAPE XLT 4X2
MILEAGE:
DEALER NAME:                        SALES CODE:             P & A:
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: MSUTHER MICHELLE SUTHERLAND
ACTION DATA/COMMENTS:

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2001/11/16
13.38.12 CUSTOMER SAYS: >> PURCHASE A 2000 EXCAPE >> CONCERNS
W/ S TALLING INTERMITTENTLY >> DEALING W/ THIS A YEAR - DLR
SHP HAS TRIED TO REPAIR >> W/O WARNING ENGINE JUST CUTS OF
F >> S/M MGR ADVISE PER CUSTOMER, DEALER SAYS: >>NOTHI

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djohn02

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CAN
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DEAL
LEF
D:

AN BE DONE << CAC ADVISED: - INFORM WHY THE DEALERSHIP
NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE C
RN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT
ERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED >>>
T MESSAGE FOR CRM TO CONTACT US BACK - INFERENCE CASE I
4462

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: MAIL
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: MSUTHER MICHELLE SUTHERLAND
ACTION DATA/COMMENTS:

2001/11/19
10.22.51 CUSTOMER SAYS: >> NONE PER CUSTOMER, DEALER SAYS:
>> N ONE CAC ADVISED: >>> MESSAGE LEFT BY CRM - ADVISE TO
CALL HER BACK MONDAY >> OBC TO DLRSH - CRM NOT AVAILABLE
AS Y ET! WILL TRY AGAIN LATER

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: MAIL
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: MSUTHER MICHELLE SUTHERLAND
ACTION DATA/COMMENTS:

2001/11/26
11.04.31 CUSTOMER SAYS: >> NONE PER CUSTOMER, DEALER SAYS:
>> N ONE CAC ADVISED: >> CUST WAS ALREADY PROVIDED INFO IN
REG ARDS TO CONCERNS

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MASTER OWNER RELATIONS SYSTEM III

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INFORMATION ISSUE

CASE NBR: 0

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djohn02

544640872

REGION: 21 ATLANTA ZONE: C3 OPENED: 0
3/28/2002
VIN: 1FMYU03121KF56288 ENGINE: 1 VEH TYPE: T CLOSED: 0
3/28/2002

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LAST NAME: [REDACTED] STATUS: C

LOSER

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: SUMMERVILLE STATE: SC ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2

MILEAGE: 19000

DEALER NAME: JONES FORD, INC. SALES CODE: F21291 P & A: 0

1025

REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN

SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: MAIL

ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI

CATE THE CONCERN

DOCUMENT: ANALYST: ALAWRENC ANDREA LAWRENCE

ACTION DATA/COMMENTS:

2002/03/28

15.07.23 CUSTOMER SAYS: -VEH AS BEEN AT THE DLRSHIP TWICE FOR S

TALL

ING CONCERN WHILE ACCELERATING -STALLING HAPPENS MOSTLY

WHE

N VEH COMES TO A STOP AND IN THE MORNING -DOES NOT MATT

ER W

HAT WEATHER CONDITION -ALSO CUST WOULD LIKE DLRSHIP TO

CHEC

K LIGHT FOR THE GEAR SHIFT WILL NOT LIGHT UP -CUST HAS

ESP

ON VEH AND WOULD LIKE RENTAL PER CUSTOMER, DEALER SAYS:

-

LOWCOUNTRY FORD CAN NOT DUPLICATE CONCERN -VEH HAS BEEN

AT

DLRSHIP TWICE FOR THE SAME CONCERN CAC ADVISED: - FOR

THE

VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED

TO D

UPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHI

P IN

DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE

CON

CANN
AS
INFO
UST
D:

djohn02
CERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY
OT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON
(INTERMITTENT) CONCERN IS NOTICED -OBC TO RECEPTIONIST
RMED ME THAT MR GARY HOOKS HAD LEFT FOR THE DAY -GAVE C
NUMBER FOR DLRSHIP TO SETUP APPOINTMENT INFERENCE CASE I
4462

1 CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002
13.41.19

MASTER OWNER RELATIONS SYSTEM III

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555941202	INFORMATION ISSUE	CASE NBR: 0
REGION: 44 PITTSBURGH	ZONE: A2	OPENED: 0
4/30/2002		
VIN: 1FMCU04181KD98001	ENGINE: 1	VEH TYPE: T
4/30/2002		CLOSED: 0

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
ADDRESS:	[REDACTED]	MI: [REDACTED]
CITY:	NEW SALEM	STATE: PA
[REDACTED]		ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL:	ESCAPE XLT 4X4

djohn02

MILEAGE: 22000
DEALER NAME: WASHINGTON FORD INC SALES CODE: F44443 P & A: 0
7313
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT: ANALYST: MMATZANK MARLITT MATZANKE
ACTION DATA/COMMENTS:

2002/04/30
15.25.45 CUSTOMER SAYS: THERE IS A STALLING PROBLEM WITH THE VE
HICL E VEHICLE HAS BEEN IN FOR SERVICE ONCE SINCE THEN THE
VEH ICLE HAS STALLED OUT AGAIN DOES NOT FEEL SAFE IN THE VE
HICL E PER CUSTOMER, DEALER SAYS: ADVISED THEY ARE WAIT
ING FOR A BULLITIN FROM TECH HOTLINE CAC ADVISED: ADVISED
CUST THAT THIS IS A NO FIX ISSUE THAT THEY ARE WAITING ON A
REPA IR PROVIDE - THE DEALERSHIP HAS INSPECTED YOUR VEHICLE
AND IS AWARE OF YOUR CONCERN - WE HAVE CONFIRMED THAT FORD
ENGI NEERING IS CURRENTLY DEVELOPING A REPAIR PROCEDURE - P
LEAS E STAY IN CONTACT WITH YOUR DEALERSHIP FOR ANY UPDATES
- TH EY WILL CONTACT YOU AS SOON AS A REPAIR PROCEDURE BECOME
S AV AILABLE - (NOTE TO CSR: IF CUSTOMER ASKS FOR TIMELINES,
INF ORM THEM THAT WE HAVE NOT BEEN PROVIDED WITH ANY TIMELIN
ES, AND TO STAY IN CONTACT WITH THEIR DEALERSHIP) INFERENCE
CASE ID: 5401

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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574963101	INFORMATION ISSUE	CASE NBR: 0
REGION: 10 SDR	ZONE: K1	OPENED: 0
4/29/2002		
VIN: 1FMYU03151KB22107	ENGINE: 1 VEH TYPE: T	CLOSED: 0
4/29/2002		

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LAST NAME:	[REDACTED]	STATUS: C
LOSER		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY:	BLOOMFIELD	STATE: IN ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X2
MILEAGE:	22000	
DEALER NAME:	SULLIVAN FORD INC	SALES CODE: F47605 P & A: 0
2788		
REASON CODE:	0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN	
SYMPTOMS:	607493 STALL/QUITS AT IDLE ALL ENGINE TEMP	

ORIGIN: CACI30 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
 CATE THE CONCERN
 DOCUMENT: ANALYST: KMIGHTY KAREN MIGHTY
 ACTION DATA/COMMENTS:

2002/04/29
 12.30.27 CUSTOMER SAYS: CUST HAS CONCERN WITH VEH STALLING HAS
 BEEN TO DLR FOUR TIMES IN LESS THAN A MONTH HAS BEEN HAVING
 CONC

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djohn02

ERN SINCE 05/01 IS NOT HAPPY WANTS TO HAVE VEH BOUGHT BA
UST SAYS SHE WILL BE TAKING VEH TO DLR FOR THE LAST TIME
PER CUSTOMER, DEALER SAYS: LINTON FORD @ (812) 847
0 CUST ALLEGES DLR ADVISED VEH SHOULD BE REPLACED D
AS EMERGENCY ORDERED PARTS FOR VEH CAC ADVISED: -
THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST
TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEAL
IP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICAT
E CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT
CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS
N AS (INTERMITTENT) CONCERN IS NOTICED > OBC TO DLR SPO
ITH ARLA/CRM ADVISED DLR WAS NEVER ABLE TO DUPLICATE THE
CERN WHEN VEH COMES INTO DLR SSM 15589 WAS ATTEMPTED AND
T STILL HAS CONCERN THERE IS A NEW TSB OUT THAT SEEMS TO
RELATING TO CUST CONCERN THEY HAVE ORDERED PARTS WHICH S
D BE ARRIVING TOMORROW 04/30/02 CUST CAN BRING VEH IN O
/01 SHOULD TAKE A DAY TO INSTALL PARTS CSR WILL COVER A
ER VEH FOR CUST FOR TWO DAYS @ \$28/DAY DLR WILL ATTEMPT
ORRECT PROB WITH VEH AS OPPOSED TO GOING THROUGH BUYBACK
OBC TO CUST ADVISED THAT PARTS FOR VEH SHOULD BE IN TOM
W CAN BRING VEH IN TO DLR ON 05/01 WILL BE PROVIDED WITH
OANER VEH FOR TWO DAYS WHILE VEH IS BEING REPLACED ADVIS
UST IF SHE DOES NOT WANT VEH ANYMORE SHE CAN CONTACT SER
GR OR SLS MNGR AT DLR TO DISCUSS HER OPTIONS AT FORD WE
ER TO REPAIR OUR VEH AS OPPOSE TO REPLACING THEM * * *

*CSR ASSIGNING DLR ON FILE AS DLR IS NOT LISTED INFERE

djohn02

NCE

CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.41.19

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                    INFORMATION ISSUE                                CASE NBR: 0
574963101
  REGION: 10 SDR                ZONE: K1                            OPENED: 0
4/29/2002
  VIN: 1FMYU03151KB22107      ENGINE: 1    VEH TYPE: T                CLOSED: 0
4/29/2002
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LAST NAME: [REDACTED]                                STATUS: C
LOSED
TITLE: [REDACTED]                FIRST NAME: [REDACTED]        MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: BLOOMFIELD                STATE: IN                ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                MODEL: ESCAPE XLT 4X2
MILEAGE:
DEALER NAME: SULLIVAN FORD INC  SALES CODE: F47605        P & A: 0
2788
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607493 STALL/QUITS AT IDLE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 732 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: KMIGHTY KAREN MIGHTY
ACTION DATA/COMMENTS:

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2002/04/29
12.30.30 CUSTOMER SAYS: CUST HAS CONCERN WITH VEH STALLING HAS
BEEN
CONC TO DLR FOUR TIMES IN LESS THAN A MONTH HAS BEEN HAVING
CK C ERN SINCE 05/01 IS NOT HAPPY WANTS TO HAVE VEH BOUGHT BA
AND UST SAYS SHE WILL BE TAKING VEH TO DLR FOR THE LAST TIME

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*****
* ATTN: CONSUMER AFFAIRS MANAGER
*
* _____
*
* _____
*
* SALES AND SERVICE CONTACTS          COUNTRY: USA
*
* OPENED BETWEEN 01/01/2000 AND 06/14/2002
*
* ISSUE TYPES : ALL
*
*
* MODEL YEARS : 2001 OR 2002
*
*
* MODEL NAMES : ESCAPE$*
*
*
*
* BODY CODES : ALL
*
*
* REASON CODES: ALL
*
*
* SYMPTOMS      : 607691 OR 607692 OR 607693 OR 607791 OR 607792
*
*                OR 607793
*
* ENGINE CODES: ALL
*
* ACTION CODES: ALL
*
*
* OPENING      ALL
*
* ORIGIN CODES:

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*
 * VEH. LINES : ALL
 *
 *
 * STATE/PROV. : ALL
 *
 * REGION CODES: ALL
 *
 *
 * DEALER CODES: ALL
 *
 *
 *
 * OPENING ALL
 *
 * ANALYST ID:
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 * ODOMETER: FROM: 000000 TO: 999999
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CONSUMER AFFAIRS

CONTACT COUNTS BY TYPE

CONCERN	INFORMATION	INQUIRY	LEGAL	PRIORITY	RAV
REGION	TOTAL				

29 43 29 111 216 1 2 1

- SORT SEQUENCE: (DEFAULT AND FINAL IS ISSUE TYPE)
- 1. BY A02MDLNBR
 - 2. BY A30VEH_08
 - 3. BY A17SYMP_CD
 - 4.
 - 5.
 - 6.
 - 7.
 - 8.
 - 9.
 - 10.
 - 11.

OWNER RELATIONS 06/18/2002 MMFAKPRG

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* ATTN: CONSUMER AFFAIRS MANAGER

*
* _____
*
*
* _____
*

* SALES AND SERVICE CONTACTS COUNTRY: USA

* OPENED BETWEEN 01/01/2000 AND 06/14/2002

* ISSUE TYPES : ALL

* MODEL YEARS : 2001 OR 2002

* MODEL NAMES : ESCAPE\$*

* BODY CODES : ALL

* REASON CODES: ALL

* SYMPTOMS : 607691 OR 607692 OR 607693 OR 607791 OR 607792

*
*

CONTACT COUNTS BY SORT FIELDS

A02MDLNR	A30VEH_08	A17SYMP_CD	
2001	ESCAPE	607691	5
		607692	30
		607693	79
		607791	5
		607792	8
		607793	29
2002	ESCAPE	607691	3
		607692	8
		607693	30
		607791	1
		607792	3
		607793	15
TOTAL			216

SORT SEQUENCE: (DEFAULT AND FINAL IS ISSUE TYPE)

- | | |
|------------------|-----------------|
| 1. BY A02MDLNR | 2. BY A30VEH_08 |
| 3. BY A17SYMP_CD | 4. |
| 5. | 6. |
| 7. | 8. |
| 9. | 10 |
| 11. | |

OWNER RELATIONS 06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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544940962	INFORMATION ISSUE	CASE NBR: 0
REGION: 74 SEATTLE	ZONE: A1	OPENED: 0
4/06/2002	VIN: 1FMCU04111KF93552	ENGINB: 1
	VEH TYPE: T	CLOSED: 0
4/06/2002		

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djohn03

LAST NAME: [REDACTED] STATUS: C
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED] STATE: WA ZIP: [REDACTED]
 CITY: BOTHELL
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 26011
 DEALER NAME: BRIEN MOTORS INC SALES CODE: F74527 P & A: 0
 8601
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607691 STALL/QUITS AT CRUISE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: EMAIL
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: CAMERESE CHARLES AMRESEKERE
 ACTION DATA/COMMENTS:

2002/04/06

15.01.15 CUSTOMER SAYS: EMAIL RECEIVED 4/5/02 SAYS: A MONTH AF
 TER BUYING MY VEH WHEN I TRAVELING DOWNHILL AND USUALLY 10 M
 INUT ES OR LESS AFTER STARTING THE CAR FROM A COLD START, THE
 ENG INE JUST SHUTS OFF, WHICH MEANS I LOSE ALL POWER, STEERI
 NG, BRAKES, ETC. - I THOUGHT WAS JUST A FLUKE OR THAT I HAD
 DON E SOMETHING WRONG IN DRIVING THE CAR. - SEVERAL MONTHS
 LATE R THE SAME THING HAPPENED AND AGAIN I JUST LET IT GO. AG
 AIN A FEW MONTHS PASSED AND THE SAME THING HAPPENED BUT SEVE
 RAL TIMES IN ONE WEEK AND IT ALMOST RESULTED IN ME REAR-ENDI
 NG T HE CAR IN FRONT OF ME. - I IMMEDIATELY TOOK IT INTO MY
 DEAL ER WHO REPLACED A PART BUT HAD NEVER HEARD OF THIS HAPPE
 NING BEFORE. I ASSUMED THAT IT HAD BEEN TAKEN CARE OF, UNTI
 L YE STERDAY TO MY SURPRISE, ONCE AGAIN TRAVELING DOWN A HILL
 , I LOST MY STEERING AND ALMOST HIT A GUARD RAIL. IN ORDER T
 O GE T GOING AGAIN I HAVE TO COMPLETELY STOP USING THE EMERGE
 NCY

FINE
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GE I
THE
AND
YOU
ONE
WE
R PR
AIR
BE
NCE

djohn03
BRAKE, PUT THE CAR IN PARK AND THE ENGINE RESTARTS JUST
. - I FEEL THIS IS A LIFE THREATENING SITUATION AND I R
E TO DRIVE MY CAR UNTIL SOMETHING IS FOUND, THIS IS A HU
NCONVENIENCE FOR ME. I AM SCHEDULED TO TAKE MY CAR INTO
DEALER ON MONDAY, APRIL 8TH AND I HOPE THEY CAN DIAGNOSE
FIX THIS PROBLEM. - IS THIS AN ISOLATED EVENT OR HAVE
HEARD OF THIS BEFORE?? PER CUSTOMER, DEALER SAYS: -N
CAC ADVISED: - AS THE CRC IS NOT A TECHNICAL FACILITY,
ARE UNABLE TO INFORM YOU OF THE CAUSE FOR THIS CONCERN O
VIDE A REPAIR PROCEDURE FOR IT. - WE RECOMMEND THE REP
BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL
SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERE
CASE ID: 4591

CONSUMER AFFAIRS
1

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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610343101	INFORMATION ISSUE	CASE NBR: 0
REGION: 24 ORLANDO	ZONE: D1	OPENED: 1
1/06/2001		
VIN: 1FMCU04131KF13457	ENGINE: 1	VEH TYPE: T
1/06/2001		CLOSED: 1

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
MI:		[REDACTED]
ADDRESS:	[REDACTED]	
CITY:	JACKSONVILLE	STATE: FL
		ZIP: [REDACTED]

djohn03

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 20000
DEALER NAME: MIKE SHAD FORD SALES CODE: F24207 P & A: 0
4867
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607691 STALL/QUITS AT CRUISE COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: PEKPO PATRICIA EKPO
ACTION DATA/COMMENTS:

2001/11/06
16.37.59 CUSTOMER SAYS: -VEH STALLS WHEN DRIVING -CUST HAS BRO
UGHT
VEH TO DLRSHIP 3 TIMES FOR REPAIR AND PROBLEM HAS OCCU
RRED
AGAIN -WANTS TO KNOW IF WE HAVE RECORD OF THIS BEING A
KNO
WN PROBLEM PER CUSTOMER, DEALER SAYS: NONE CAC ADV
ISED
: -NO KNOWN PROBLEM WITH VEH - WE RECOMMEND THE REPAIR
BE
PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE
SEN
T TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE
CAS
E ID: 4904

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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INFORMATION ISSUE                                CASE NBR: 0
698242930                                         OPENED: 1
REGION:                                           ZONE:
2/07/2000                                         ENGINE: 1   VEH TYPE: T   CLOSED: 1
VIN: 1FMYU03111KE57087
2/07/2000
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LAST NAME: [REDACTED]                            STATUS: C
LOSED
TITLE: [REDACTED]                                FIRST NAME: [REDACTED]  MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SARASOTA                                STATE: FL              ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                                MODEL: ESCAPE XLT 4X2
MILEAGE: 2000
DEALER NAME: [REDACTED]                        SALES CODE:           P & A:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607691 STALL/QUITS AT CRUISE COLD ENGINE
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ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: TCHINAPP THOMAS CHINAPPAN
ACTION DATA/COMMENTS:

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2000/12/07
19.35.32

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CUSTOMER SAYS: THE CUSTOMER IS HAVING A CONCERN WITH T
HE VEHICLE NOT STARTING ON FIRST CRANK. HE SAYS THAT HE HAS
TO CRANK IT AT LEAST 3 TIMES BEFORE THE VEHICLE STARTS. HE
SAYS THAT THE CONCERN STARTED ABOUT A MONTH AGO. HE SAYS TH
AT WHEN HE DOES TRY TO START THE VEHICLE THE ENGINE TEMPERAT
URE

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djohn03

IS COLD. HE HAS NOT YET CHECKED THE BATTER AND DOES NOT
W WHAT THE COLOR IS IN THE EYE OF THE BATTERY. THE CUST
SAYS HE WAITS AT LEAST TWO SECONDS BEFORE TRYING TO RES
THE VEHICLE. HE SAYS THAT WHEN HE DOES TRY TO RESTART
VEHICLE SOMETIMES THE STEERING WHEEL DOES LOCK. THE CUS
R HAS NOT YET CHANGED THE OIL AND DOES NOT KNOW WHAT TYP
S USED IN THE VEHICLE. THE ONLY NOISE HE SAYS HE CAN HE
S THE ENGINE TRYING TO TURN OVER. HE HAS NOT NOTICED AN
RNING LIGHT ILLUMINATE. THE CONCERN IS INTERMITTENT AND
URS AT LEAST 3 TO 4 TIMES A WEEK. THE CUSTOMER HAS THE
CLE PARKED IN THE GARAGE. -CUSTOMER IS TAKING THE VEHI
INTO THE DEALERSHIP NEXT WEEK. PER CUSTOMER, DEALER SAY

CAC ADVISED: -THIS CUSTOMER WAS CONTACTED ON BEHALF
HE ESCAPE ASSEMBLY PLANT THROUGHT THE ICCD PROGRAM, AT
H TIME WE WERE MADE AWARE OF THIS CONCERN. -WE ARE SEND
YOU THIS CONTACT AS AN EARLY INDICATOR THAT THIS CUSTOME
Y ADDRESS THIS ISSUE AT YOUR DEALERSHIP IN THE NEAR FUTU
-WE ARE TRACKING THIS ISSUE FOR THE ESCAPE ENGINEERING
. -PLEASE DETAIL OASIS WITH SPECIFIC REPAIR INFORMATION
YOUR EARLIEST CONVENIENCE. -IF YOU HAVE ANY QUESTIONS O
MMENTS PLEASE CONTACT ME AT 1-888-933-4223 EXT 2067. -T
YOU IN ADVANCE FOR YOUR ASSISTANCE. ***THOMAS*** - I
MED THE CUSTOMER THAT I WILL CONTACT HIM IN A WEEK TO SE
HE HAS HAD THE CONCERN RESOLVED.

CONSUMER AFFAIRS

djohn03

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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663880112                CONCERN ISSUE                CASE NBR: 0
REGION: 71 CALIFORNIA    ZONE: A1                OPENED: 0
1/15/2002
VIN: 1FMYU03101KC41487  ENGINE: 1    VEH TYPE: T    CLOSED: 0
1/15/2002
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LAST NAME: [REDACTED]                STATUS: C
LOSED
TITLE: [REDACTED]                FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SIMI VALLEY                STATE: CA                ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                MODEL: ESCAPE XLT 4X2
MILEAGE: 3170
DEALER NAME: SIMI VALLEY FORD    SALES CODE: F71447    P & A: 0
7022
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607691 STALL/QUITS AT CRUISE COLD ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: NUHSSANE NOOR HUSSANEE
ACTION DATA/COMMENTS:

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2002/01/15
21.51.55 CUSTOMER SAYS: CLAIMS AT 12/27/01 AT 2825 MILES SIMI V
ALLE
Y FORD REPLACED LEFT HEAD LIGHT DUE TO LEAKAGE IN HEADLI
GHT
FROM RAIN. CLAIMS ESCAPE WAS READY 01/14/02 & RETURNED
RENT
AL VEH. TODAY ENGINE SENSOR LIGHT CAME ON & VEH DIED AGA
IN O
N FREEWAY! SIMILAR SITUATION RECENTLY, CALLED SIMI FORD
WHO
. S
INSTRUCTED VEH TO BE TOWED TO THEM NEXT MORNING 01/17/02
PAY
SEEKING LOANER ASSISTANCE & IF YOU ARE UNABLE THEN I WILL

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djohn03

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GNOS
EREN

FOR RENTAL BUT WHO WILL REFUND COST? PER CUSTOMER, DE
SAYS: SIMI VALLEY FORD. CA 93065 (PREFERRED DLR) TEL
05) 583-0333 UNABLE TO ASSIST IN LOANER PROVISION. CAC
ISED: CSR REP UNAVAILABLE IN MORNING. CAC ADVISED CUST
MART REFERENCE # AND TO CALL CAC IN MORNING WHEN VEH TOW
O SIMI VALLEY FORD IF NO LOANER ASSISTANCE. DIAGNOSIS OF
CERN WILL HAVE TO BE DETERMINED BY CASE BY CASE BASIS FI
BEFORE AUTH OF LOANER VEH. IF PAY OUT OF POCKET EXPENSE
POSSIBLE ASSISTANCE WITH DLR/CRC AGAIN DEPENDING ON DIA
IS OF CONCERN. NEXT CRC REP PLS HANDLE ACCORDINGLY. INF
CE CASE ID: 5388

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: N-JORDAN SIMI VALLEY FORD
ACTION DATA/COMMENTS:

2002/01/24
14.04.00 REPAIR MADE AND COMPLETED ON 1-17-02. CUSTOMER HAS NOT B
EEN
BACK SINCE. THANKS NATE JORDAN

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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560893411 CONCERN ISSUE CASE NBR: 1
REGION: 47 CINCINNATI ZONE: A1 OPENED: 1
2/07/2001 VIN: 1FMYU04161KB83190 ENGINE: 1 VEH TYPE: T CLOSED: 1

2/07/2001

 LAST NAME: [REDACTED] STATUS: C
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: CINCINNATI STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 11000
 DEALER NAME: JOHN NOLAN FORD INC SALES CODE: F47009 P & A: 0
 1954
 REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
 SYMPTOMS: 607691 STALL/QUITS AT CRUISE COLD ENGINE

 ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
 M
 DOCUMENT: ANALYST: ABINGHAM ANDREW BINGHAM
 ACTION DATA/COMMENTS:

2001/12/07
 15.34.07 CUSTOMER SAYS: -VEH CUTS OUT ON ME AS I AM DRIVING -T
 HE V EH JUST SHUTS OFF -THIS STARTED HAPPENING THREE MONTHS
 AGO OR AT 5000 MILES -HAVE BROUGHT THE VEH TO DLRSH (KER
 RY FORD & JOHN NOLON FORD) -AT THIS POINT AND TIME THE CU
 ST I S TERRIFIED TO BE IN THIS VEH -IF THE VEH SHUTS OFF IN
 THE MIDDLE OF RUSH HOUR IT COULD CAUSE A TERRIBLE ACCIDENT
 -JUS T RECENTLY W/ THE WEATHER CHANGING THE BATTERY LIGHT WI
 LL C OME ON -WOULD LIKE SOMETHING TO BE DONE BY FORD TO FIX
 THIS VEH PROPERLY PER CUSTOMER, DEALER SAYS: -DLRSH (KE
 RRY FORD & JOHN NOLON FORD) SAY THAT IF THE ENGINE LIGHT I
 S NO T COMING ON IT WILL BE DIFFICULT FOR THE DLRSH TO DIAG
 NOSE THE VEH CAC ADVISED: - WE RECOMMEND THE REPAIR BE PER
 FORM ED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT T
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D MR
ID:

djohn03
R, CUSTOMER SHOULD CONTACT CRM/SERV MGR *****OBC T
RSHP***** -CAC SPK TO SER. MAN (ED) -ED SAYS THAT
CUST VEH WILL PROBABLY NEED TO BE LOOKED AT OVER AN EXTE
PERIOD OF TIME BY THE DLRSHP -INSTRUCT THE CUST TO CAL
E SER MAN (ED) AND ARRANGE AN APPT -THE DLRSHP WILL P
HE CUST IN A LOANER FOR THE TIME THE VEH IS BEING DIAGNO
*****CAC ADVISED THE CUST OF THE ABOVE INFO AND ASKE
S. BLACK TO CONTACT THE SER. MAN. (ED) INFERENCE CASE
4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: S-DATTIL JOHN NOLAN FORD INC
ACTION DATA/COMMENTS:

2001/12/12
19.14.49 REPAIRS HAVE BEEN MADE

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CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III
13.27.38

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353020152	INFORMATION ISSUE	CASE NBR: 0
REGION: 52 SOUTHWEST	ZONE: H1	OPENED: 0
3/04/2002		
VIN: 1FMYU03121KE79454	ENGINE: 1	VEH TYPE: T
3/04/2002		CLOSED: 0

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LAST NAME:	[REDACTED]	STATUS: C
LOSER		
TITLE:	[REDACTED]	MI: [REDACTED]
ADDRESS:		
CITY: PALACIOS	STATE: TX	ZIP: [REDACTED]

[REDACTED]

djohn03

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 22000
DEALER NAME: LEONARD KOVAR FORD SALES CODE: F52246 P & A: 0
4485
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: URAMRICK UMESH RAMRICK
ACTION DATA/COMMENTS:

2002/03/04
10.49.22 CUSTOMER SAYS: -THE CUST SAYS THAT THE VEH HAS BEEN IN
THE
AVE
HAS
T OU
:
RSHI
NTAC
-ONL
REP

SHOP FOR THE LAST 8 WEEKS -THE CUST SAYS THAT 2 DLRS H
TRIED TO REPAIR IT FOR STALLING/SHUT DOWN CONCERN -FSE
TRIED AND THEY CANNOT FIX THE VEH -THE CUST WANTS TO GE
T OF THE VEH PER CUSTOMER, DEALER SAYS: CAC ADVISED
WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALE
P - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CO
T CRM/SERV MGR -CRC CANNOT ASSIST WITH VEH REPLACEMENT
Y THE DLR CAN GET IT ESCALATE THIS ISSUE IN AN EFFORT TO
LACE THE VEH INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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356540632                INFORMATION ISSUE                CASE NBR: 0
    REGION: 21 ATLANTA    ZONE: A1                    OPENED: 0
3/04/2002
    VIN: 1FMYU03131KA16660  ENGINE: 1    VEH TYPE: T    CLOSED: 0
3/04/2002
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LAST NAME: [REDACTED]                STATUS: C
LOSER
TITLE: [REDACTED]    FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY:    SENOIA                STATE:    GA                ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                MODEL:    ESCAPE XLT 4X2
MILEAGE:    16000
DEALER NAME: ALLAN VIGIL FORD    SALES CODE: F21022    P & A: 0
0509
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS:    607692 STALL/QUITS AT CRUISE HOT ENGINE
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ORIGIN:    CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION:    668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT:    ANALYST: URAMRICK UMESH RAMRICK
ACTION DATA/COMMENTS:

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2002/03/04
09.53.43  CUSTOMER SAYS:  -THE CUST SAYS THAT HER VEH HAS BEEN TO
THE
SHOP 11 TIMES FOR DIFFERENT REPAIRS -THE VEH IS CURREN
TLY
STALLING INTERMITTENTLY WHILE DRIVING ALONG ON A WARM EN
GINE
- THE CUST WANTS TO GET OUT OF THE VEH PER CUSTOMER,
DEAL

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NOT
THIS
SE I

djohn03
ER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR
PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE
T TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR -CRC CAN
ASSIST WITH VEH REPLACEMENT -ONLY THE DLR CAN ESCALATE
ISSUE HIGHER TO FACILITATE VEH REPLACEMENT INFERENCE CA
D: 4591

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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374420021	INFORMATION ISSUE	CASE NBR: 0
REGION: 24 ORLANDO	ZONE: A1	OPENED: 0
1/02/2001		
VIN: 1FMCU03111XF45003	ENGINE: 1	VEH TYPE: T
1/02/2001		CLOSED: 0
=====		
LAST NAME: FISHER		STATUS: C

djohn03

LOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CORAL SPRINGS STATE: FL ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 72
DEALER NAME: MAROONE FORD SALES CODE: F24008 P & A: 0
4843
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO
DEALER
DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/01/02
10.24.02 CERTIFICATE AMOUNT 3500
WARREN HERMENAU, CSM, ORLANDO
ATTN: MIKE JORDAN

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND
ACCEPTED
DOCUMENT: ANALYST: F24008 MAROONE FORD
ACTION DATA/COMMENTS:

2001/01/04
13.04.14 CUST TRADED INTO ANOTHER VEHICLE WITH OAC ASSIST

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED
DOCUMENT: ANALYST: SMILLE68 SUSAN MILLER
ACTION DATA/COMMENTS:

2001/03/01
13.44.14 REDEEMED DATE 02-20-2001
REPLACEMENT VIN 1KA37220

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CONSUMER AFFAIRS

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MASTER OWNER RELATIONS SYSTEM III

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526740932	INFORMATION ISSUE	CASE NBR: 0
REGION: 27 WASHINGTON	ZONE: H1	OPENED: 0
4/03/2002		
VIN: 1PMYU04121KA73365	ENGINE: 1 VEH TYPE: T	CLOSED: 0
4/03/2002		

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY: STERLING	STATE: VA	ZIP: [REDACTED]

HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 7000		
DEALER NAME: SHEEHY FORD OF SPRI	SALES CODE: F27003	P & A: 0
0070		
REASON CODE: 3025	PROD/COMP DUR/PERF - VEHICLE QUALITY	
SYMPTOMS: 607692	STALL/QUITS AT CRUISE HOT ENGINE	

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: DGUNNIS DOUGLAS GUNNIS
 ACTION DATA/COMMENTS:

2002/04/03

14.36.56 CUSTOMER SAYS: = CUST STATE VEH QUIT WHILE DRIVING, TH
 IS I
 S THE 3RD TIME, I DONT WANT THIS VEH ANYMORE, I DONT FEE
 L SA
 FB IN THIS VEH ... PER CUSTOMER, DEALER SAYS: = NONE
 CA
 C ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A

djohn03

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OKE
POIN
ADVI
PDAT

/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTO
SHOULD CONTACT CRM/SERV MGR (((((((((((OBC TO DLR SP
TO S/M (MIKE) WHO SAID, WE ARE DOING ALL WE CAN AT THIS
T, WE WILL CONTACT TECHLINE AS WELL)))))))))) = CAC
SED CUST, CSR WILL FOLLOW UP TOMORROW AT 12 NOON W/ AN U
E ... INFERENCE CASE ID: 4591

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: DGUNNIS DOUGLAS GUNNIS
ACTION DATA/COMMENTS:

2002/04/04
11.49.30 CUSTOMER SAYS: = NONE PER CUSTOMER, DEALER SAYS: =
NON
VEH
ID,
PROC
HT N
E CAC ADVISED: (((((((((((OBC TO DLR REGARDING CUSTS
, S/M NOT AVAILABLE, CSR SPOKE TO S/A (RALPH) WHO SA
THERES NO NEW TSB'S THAT WE ARE AWARE OF, WE ARE IN THE
ESS OF REPROGRAMING THE PROCESSOR THATS WHERE WE ARE RIG
OW))))))))))

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: DGUNNIS DOUGLAS GUNNIS
ACTION DATA/COMMENTS:

CUSTOMER SAYS: = NONE PER CUSTOMER, DEALER SAYS: =
NON
ST**
ABLE
E CAC ADVISED: *****CSR FOLLOWING UP W/CU
***** (((((((((((OBC TO CUST, CUST NOT AVAIL

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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526740932	INFORMATION ISSUE	CASE NBR: 0
REGION: 27 WASHINGTON	ZONE: B1	OPENED: 0
4/03/2002		
VIN: 1FMYU04121KA73365	ENGINE: 1	VEH TYPE: T
4/04/2002		CLOSED: 0

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2002/04/04
11.49.30 , CSR LEFT VOICE MESSAGE FOR CUST ADVISING CUST AS PER C
ONVE
ONCE
W/ T

RSATION W/ DLR, THAT THE DLR IS STILL LOOKING ONTO THE C
RN W/ THE VEH, CSR ALSO ADVISED CUST TO STAY IN CONTACT
HE DLR)))))))))

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06/18/2002 MMFAXPRG

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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	INFORMATION ISSUE	CASE NBR: 0
570002611		
REGION: 13 NEW YORK	ZONE: B1	OPENED: 0
3/12/2002		
VIN: 1FMYU04151KF57160	ENGINE: 1	VEH TYPE: T
3/12/2002		CLOSED: 0

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
MI:		
ADDRESS:	[REDACTED]	
CITY: BROOKLYN	STATE: NY	ZIP: 1
[REDACTED]		
HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 18000		
DEALER NAME: PREMIER FORD INC	SALES CODE: F13011	P & A: 0
3635		
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN		
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: MMATZANK MARLITT MATZANKE
ACTION DATA/COMMENTS:

2002/03/12

13.09.27 CUSTOMER SAYS: CUST CLAIMS THAT THAT THE VEHICLE IS ST

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NG OUT THE SENSOR FOR THE COOLANT IS COMING ON THEN A
HE OTHER INDICTORS COME ON THEN THE VEHICLE WILL CUT OUT
HE CUST HAS TO LEAVE THE VEHICLE SIT FOR 20 MINUTES AND
IT WILL START AGAIN THE CUST CLAIMS THAT THIS HAPPENS
EAST 2 TIMES DAY THE CUST CLAIMS THAT THE VEHICLE WAS T
TO THE DLR NOW CUST IS NOT HAPPY WITH THE VEHICLE T
ANTS SOMETHING ELSE PER CUSTOMER, DEALER SAYS: OBC
SM IS NOT AVAILBLE LEFT A MESSAGE TO PLS CALL CRC AT
88-364-0916 EXT 2681 CAC ADVISED: -- ADVISED CUST
IS FORDS GOAL TO GET THIS VEHICLE REPAIRED - ISSUE IS
G RESEARCHED MARLITT TO FOLLOW UP 03/13/2002 - FOR THE
ICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO
ICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP I
AGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CO
N, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CAN
FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS
TERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: MMATZANK MARLITT MATZANKE
ACTION DATA/COMMENTS:

2002/03/13
13.05.07 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: OBC SPO
KE W
ITH KATHY ADVISED SM IS AT LUNCH TO CALL BACK AFTER 2
PM
MARLITT TO FOLLOW UP 03/13/2002 CAC ADVISED: ISSUE IS
STIL
L BEING RESEARCHED

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CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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577541072 INFORMATION ISSUE CASE NBR: 0
 REGION: 16 PHILADELPHIA ZONE: A1 OPENED: 0
 4/17/2002
 VIN: 1FMCU04141KF60805 ENGINE: 1 VEH TYPE: T CLOSED: 0
 4/17/2002
 =====

LAST NAME: [REDACTED] STATUS: C
 LOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: PHILADELPHIA STATE: PA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 22000
 DEALER NAME: MAGARITY FORD INC SALES CODE: F16020 P & A: 0
 1236
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: EBOOD ELIZABETH BOODHAI
 ACTION DATA/COMMENTS:

2002/04/17
 16.00.29 VLC068TCUSTOMER SAYS: - VEH WILL STALL, AND NO POWDER
 TO T HE POWDER STEERING, THE BRAKES - CHECK ENGINE LIGHT
 , O IL AND TEMP LIGHT WILL COME ON - THIS HAS HAPPENED 3 TI
 ME A ND THE CUST WAS COASTING DOWN HILL - THE APPROX MILAGE
 IS 30-40 WHEN THE CONCERN OCCURES - CUST CONTACTED NHTSA A
 ND F OUND SEVERAL OF THE SAME VEH'S HAVING THE SAME CONCERN
 - CU

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AYS:
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ASE

ST SEEKING TO INFO FORD ON THE CONCERN TO ASST OTHER CUS
AT MAYBE HAVING THE SAME CONCERN PER CUSTOMER, DEALER S
- DLR IS VERY GOOD AND HAVE ALWAY TAKEN VERY GOOD CAR
HER - DLR WILL ENSURE SHE GETS A RENTAL AND IS AWARE
HE SITUATION CAC ADVISED: - WE RECOMMEND THE REPAIR B
RFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE S
TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE C
ID: 4591

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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594161492	INFORMATION ISSUE	CASE NBR: 0
REGION: 41 CHICAGO	ZONE: C1	OPENED: 0
5/29/2002		CLOSED: 0
VIN: 1FMCU02111KB01282	ENGINE: 1	VEH TYPE: T
5/29/2002		

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LAST NAME: [REDACTED] STATUS: C

djohn03

LOSED

TITLE: FIRST NAME: MI:
 ADDRESS: [REDACTED]
 CITY: ABBOTT PARK STATE: IL ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
 MILEAGE: 25057
 DEALER NAME: SESSLER FORD, INC. SALES CODE: F41082 P & A: 0
 1711
 REASON CODE: 2014 WARRANTY - REMANUFACTURED PART COVERAGE
 SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
 ACTION: DSB312 - INBOUND CALL FROM CUSTOMER
 DOCUMENT: ANALYST: 1870SC STEVE CARPENTER
 ACTION DATA/COMMENTS:

2002/05/29
 16.30.16 FLEET: MANNY SEEKS TO FIND OUT IF THERE ARE RECALLS/ONP
 S ON THE REPLACEMENT MOTOR THAT WAS INSTALLED ON 5/7/
 02. THE VEHICLE WAS TOWED BACK TO THE DEALER ON 5/23
 FOR ANOTHER ENGINE CONCERN. THE VEHICLE STALLED OUT
 NCE WHILE IN USE. MANNY NOT PLEASED W/ THE PERFORMA
 OF THE VEHICLE.
 DEALER: N/A
 NAFS: DOCUMENTED FLEET CONCERN AND ADVISED THAT THE DE
 ALER IS THE BEST TECHNICAL RESOURCE TO ADDRESS YOUR V
 EH. CONCERN. ADVISED MANNY THAT THERE ARE NO OPEN
 RECALL/ONP AT THIS TIME.

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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INFORMATION ISSUE                                CASE NBR: 0
613681281
REGION: 41 CHICAGO                                ZONE: D1                                OPENED: 0
5/08/2001
VIN: 1FMYU04181KB03162    ENGINE: 1    VEH TYPE: T    CLOSED: 0
5/08/2001
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LAST NAME: [REDACTED]                                STATUS: C
LOSED
TITLE: [REDACTED]                                FIRST NAME: [REDACTED]    MI:
ADDRESS: [REDACTED]                                STATE: IL                                ZIP: [REDACTED]
CITY: CAROL STREAM
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                                MODEL: ESCAPE XLT 4X4
MILEAGE: 500
DEALER NAME: BRAD MANNING FORD I SALES CODE: F41496    P & A: 2
0053
REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 685 - ADVISE CUSTOMER CRC WILL INVESTIGATE - REFER TO
RESEARCH
DOCUMENT: ANALYST: DALDERS DESIREE ALDERSON
ACTION DATA/COMMENTS:

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2001/05/08
17.01.32 CUSTOMER SAYS: =CUST HAD CAR TWO WEEKS AND THE ANTI TH
EFT
LIGHT WOULD COME ON AND CUT THE ENGINE LIGHT WHILE MOVIN
G

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DEAL
AVE
AND
T WA
IS N
FRAM
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OBC
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TIME
CERN
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=CUST HAD TO STOP AT THE NEAREST FORD DEALER AND THEY HA
AD HIS VEH SINCE APRIL 20/01 =CUST SAYS WHEN HE CALLS
ER THEY TELL HIM THEY DO NOT NO WHAT IS WRONG AND THEY H
NO IDEA WHEN VEH WILL BE READY =CUST IS VERY FRUSTRATED
HE FEELS FORD SHOULD JUST GIVE HIM A NEW VEHICLE =CUS
NTS A TIME WHEN HIS VEH WILL BE FIXED AND HE FEELS THIS
OT ACCEPTABLE THAT HE SHOULD HAVE TO WAIT WITHOUT A TIME
E PER CUSTOMER, DEALER SAYS: DLR DOES KNOW WHAT IS WR
WITH IT AND THEY ARE WAITING FOR FORD TO CALL THEM BACK
TO DEALER SPOKE TO ALEX AND THEY HAVE CALLED TECH HOTLI
ND THEY HAVE DONE EVERYTHING THEY TOLD THEM TO DO THREE
S AND VEH IS STILL NOT FIXED CSR ASKED SRV MGR WHAT CON
THE VEH IS HAVING IN ORDER TO LOOK UP INFO ON THE ECH S
AND SRV MGR STATED HE DID NOT HAVE TIME TO ANSWER MY QUE
NS CAC ADVISED: - INFORM CUSTOMER WE WILL RESEARCH ISS
- CRC WILL RE-CONTACT CUSTOMER WITH UPDATE INFERENCE CAS
: 4900

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: PSINGH5 PRIYA SINGH
ACTION DATA/COMMENTS:

2001/05/09
13.01.35 -OBC TO CUST ON MAY 9, 12:56 PM -1ST ATTEMPT; LEFT MSG;
WIL
L TRY AGAIN

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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613681281          INFORMATION ISSUE          CASE NBR: 0
REGION: 41 CHICAGO      ZONE: D1          OPENED: 0
5/08/2001
VIN: 1FMYU04181KB03162  ENGINE: 1    VEH TYPE: T    CLOSED: 0
5/09/2001
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ORIGIN:  CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION:   228   - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: PSINGH5  PRIYA SINGH
ACTION DATA/COMMENTS:
    
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2001/05/09
15.43.02 -OBC TO CUST ON MAY 9, 3:37 PM -2ND ATTEMPT; LEFT MSG;
WILL
          TRY AGAIN
CUSTOMER SAYS:      PER CUSTOMER, DEALER SAYS:      CAC AD
WISE
          D: *****SUPERVISOR OBC (PRIYA, EXT 2660)*****
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ORIGIN:  CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION:   228   - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: PSINGH5  PRIYA SINGH
ACTION DATA/COMMENTS:
    
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2001/05/10
10.16.52 CUSTOMER SAYS:      PER CUSTOMER, DEALER SAYS:      CAC AD
WISE
          D: *****SUPERVISOR OBC (PRIYA, EXT 2660)*****
**
          -OBC TO CUST ON MAY 9, 10:10 AM -UNABLE TO CONTACT CUST
-3
          RD AND FINAL ATTEMPT TO CONTACT CUST -NEXT CSR PLEASE A
DVIS
          E CUST THAT THE ISSUE HAS BEEN REVIEWED BY A SUPERVISOR
-RE
          SOLUTION IS:      -FORD CRC CANNOT AUTHORIZE A BUYBACK, GO
AL I
          S TO PROPERLY REPAIR, NOT REPLACE THE VEH -APOLOGIZE FO
R VE
    
```

PLEA
, AS
E WE
ISSU

djohn03
H CONCERNS, WE ARE LOOKING INTO A PROPER FIX FOR THIS,
SE CONTINUE TO WORK WITH AND STAY IN TOUCH WITH YOUR DLR
THEY ARE ALSO RESEARCHING THIS, WE WILL CONTACT YOU ONC
HAVE ANY MORE INFORMATION *****
E CLOSED*****

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC095 - CUSTOMER REFUSES TO HAVE WORK DONE
DOCUMENT: ANALYST: F41496 BRAD MANNING FORD INC
ACTION DATA/COMMENTS:

12.55.56 VEHICLE WAS TOWED IN FOR STALL/HESITATION WE VERIFIED CO
NCER
N WE CALLED FORD HOTLINE AND WE REPLACED PCM AND REPROGR
AMME
D WE RECALLED FORD HOTLINE THEY WANTED US TO TRY TO CHEC
K TH
E GROUNDS AND POWER SUPPLY TO VEHICLE WE CHECKED DIODES
AND
FUSES OK WE WERE WAITING FOR FORD HOTLINE TO CALL BACK A
ND V
EHICLE WAS TOWED OUT OF DEALERSHIP DUE TO DEALERSHIP TAK
ING
TO LONG TO REPAIR VEHICLE CUSTOMER FROM OUT OF TOWN VEHI
CLE
WAS TOWED TO ORGINATING DEALER

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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693462211	INFORMATION ISSUE	CASE NBR: 0
REGION: 16 PHILADELPHIA	ZONE: F1	OPENED: 0
4/25/2002	ENGINE: 1	CLOSED: 0
VIN: 1FMYU04151KE79382	VEH TYPE: T	
4/25/2002		

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LAST NAME: [REDACTED] STATUS: C
LOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: LEBANON STATE: PA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11902
DEALER NAME: PHILLIPS FORD SALES SALES CODE: F16510 P & A: 0
1224
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: RDSOUZA RUTH D'SOUZA
ACTION DATA/COMMENTS:

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2002/04/25
17.08.22 CUSTOMER SAYS: --CUST HAS BEEN HAVING ONGOING CONCERNS
WIT
H VEH --VEH WAS TAKEN TO DLR 5 TIMES --VEH HAS STALLIN
G IS
SUE, WHICH DLR WAS UNABLE TO DUPLICATE --CUST LOCATED W
EB S
ITE "ESCAPE-CENTRAL.COM" (WITH COMPLAINTS ON THE ESCAPE
STAL
LING ISSUE --CUST NOTED ON WEBSITE THAT SOME VEHs HAD B
EEN
REPLACED --CUST UPSET THAT DLR AND FORD WILL NOT ACKNOW
LEDG
E THIS CONCERN PER CUSTOMER, DEALER SAYS: --DLR HAS B
EEN
UNABLE TO DUPLICATE CONCERN CAC ADVISED: ****ADVISED C
UST
TO TAKE VEH IN TO THE DLRSHIP AS SOON AS THE SYMPTOM RE-
OCCU
RS ****ADVISED CUST THAT THERE ARE NO CURRENT RELATED F
SAS
OR CSPTS ON THE VEH - FOR THE VEHICLE TO BE REPAIRED, TH
E DE
ALERSHIP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - T
HIS
WOULD ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE.
- IF
THEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL

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djohn03

BE U
TO
NOTI

NABLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER
CONTACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS
CED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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	INFORMATION ISSUE	CASE NBR: 0
699383251		
REGION: 72 SAN FRANCISCO	ZONE: A2	OPENED: 0
3/18/2002		
VIN: 1FMYU03111KB92803	ENGINE: 1 VEH TYPE: T	CLOSED: 0
3/18/2002		

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY: HAIKU	STATE: HI	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 3365		
DEALER NAME: VALLEY ISLE MOTORS	SALES CODE: F72444	P & A: 0
7839		
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY		
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE		

djohn03

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO
DEALER

DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI

ACTION DATA/COMMENTS:

2002/03/18

15.01.08 DOM RANDY BERGSRUD SAN FRANCISCO
DATE OF SALE DEVIATION RANDY BERGSRUD
ATT:CHARLES O'STEEN

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED

DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH

ACTION DATA/COMMENTS:

2002/04/10

12.52.05

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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ER82-827-A 8881

djohn03

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727763270	INFORMATION ISSUE	CASE NBR: 0
REGION: 1/22/2000	ZONE:	OPENED: 1
VIN: 1FMCU03191KE76965	ENGINE: 1	VEH TYPE: T
1/22/2000		CLOSED: 1

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LAST NAME: [REDACTED]		STATUS: C
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI:
ADDRESS: [REDACTED]		
CITY: MIAMI	STATE: FL	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 1		
DEALER NAME:	SALES CODE:	P & A:
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY		
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE		

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
 ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
 DOCUMENT: ANALYST: LGOUDIE LORNE GOUDE
 ACTION DATA/COMMENTS:

2000/11/22
 20.11.22 CUSTOMER SAYS: - THE CAR STALLED WHILE HE WAS CRUISING AT 45 MILES PER HOUR. - THIS ONLY HAPPENED ONCE. - THE CONCERN OCCURED ABOUT THREE WEEKS AGO. - THE CUSTOMER USES 87 GALLONS PER MONTH AND BUYS THE GAS FROM DIFFERENT SERVICE STATIONS. - THERE WERE NO WARNING LIGHTS PRIOR TO THE ENGINE STALLING. - THE ELECTRICAL POWER WAS FINE. - THE CUSTOMER PULLED OVER TO THE SIDE OF THE ROAD AND RESTARTED THE VEHICLE WITH NO PROBLEMS. - THE ENGINE WAS WARM. - THE CUSTOMER BROUGHT TO THE DEALER. - THEY COULD NOT FIND ANY PROBLEM. PER CUSTOMER, DEALER SAYS: NO RECENT CONTACT CAC ADVISED: - THIS CUSTOMER WAS CONTACTED ON BEHALF OF THE ESCAPE ASSEMBLY PLANT

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DEAL
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* T
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LEAS
ADVA

djohn03
THROUGH THE ICCD PROGRAM, AT WHICH TIME WE WERE MADE AWARE
THIS CONCERN - WE HAVE DOCUMENTED THIS ISSUE ON BEHALF
THE ESCAPE ENGINEERING TEAM ** PER DISCUSSION WITH CUSTOMER:
- DEALERSHIP RAN DIAGNOSIS BUT COULD NOT FIND A CONCERN
- CUSTOMER ASKING FORD ENGINEERING WHY THIS MAY HAVE HAPPENED
- ADVISED CUSTOMER THAT I WILL ASK, HOWEVER THERE ARE ANY REASONS FOR SOMETHING LIKE THIS TO HAPPEN - IF THE DEALERSHIP IS UNABLE TO VERIFY THE CONCERN AND DIAGNOSTICS SHOWS NO PROBLEM, IT IS DIFFICULT TO SAY WHY THIS OCCURRED *
TO THE DEALERSHIP: - THIS CONTACT IS SOLELY TO DOCUMENT THE CONCERN DESCRIBED IN THE SURVEY - QUESTIONS/COMMENTS PLEASE CONTACT ME AT 1-888-933-4233 EXT 3512 - THANK YOU IN ADVANCE FOR YOUR ASSISTANCE - SINCERELY, LORNE

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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727763270	INFORMATION ISSUE	CASE NBR: 0
REGION:	ZONE:	OPENED: 1
1/22/2000	ENGINE: 1	CLOSED: 0
VIN: 1FMCU03191KE76965	VEH TYPE: T	
1/04/2001		

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djohn03

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICD002 - ICCD CUSTOMER - UPDATE/INFORMATION ONLY
DOCUMENT: ANALYST: LGOUDIE LORNE GOUDE
ACTION DATA/COMMENTS:

2001/01/04
14.48.40 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
VISE D: OBC TO CUSTOMER: - NO ANSWER - ENGINEERS UNCERTAIN
WHY THE VEHICLE WOULD HAVE STALLED - IF DEALERSHIP RAN DIA
GNOS IS AND FOUND NO CONCERN, THEY CAN NOT SAY WHY THE ENGINE
STA LLED - WAS CALLING TO CONDUCT FOLLOW UP SURVEY AND SEE
IF T HE CONCERN HAPPENED AGAIN - I BELIEVE I HAVE RAN OUT OF
FOL LOW UP SURVEY ATTEMPTS - I HAD GIVEN THE CUSTOMER MY TO
LL F REE NUMBER IS HE HAS ANY CONCERNS OR NEEDS ASSISTANCE -
I A M CLOSING THIS FOLLOW UP

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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              INFORMATION ISSUE                      CASE NBR: 0
745962421
REGION: 56 DENVER          ZONE: DL                OPENED: 0
8/30/2001
VIN: 1FMYU04171KF92461   ENGINE: 1      VEH TYPE: T      CLOSED: 0
8/30/2001
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LAST NAME: [REDACTED]                STATUS: C
LOSED
TITLE: [REDACTED]                    FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ARVADA                        STATE: CO                ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                    MODEL: ESCAPE XL/T 4X4
MILEAGE: 10000
DEALER NAME: SILL-TERHAR MOTORS, SALES CODE: F56012    P & A: 0
3297
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: SURVEY
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: 2606681 ANALYST: JTHUSYAN JACQUELINE THUSYANTH
ACTION DATA/COMMENTS:

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2001/08/30

20.39.22 CUSTOMER SAYS: ***** CONTACT W/ CUST ***** -

THE

VEH HAS NOT YET STALLED ON THE HIGHWAY SINCE THE SURVEY

THE ENGINE LIGHT AND GAS LIGHT COMES ON AND THEN THE STA

LLS

VEH
TOLD
OOK
LICA
E
E TH
IME
OON
446

djohn03

- THEN CUST HAS TO PUT THE VEH IN PARK AND RESTART THE
- CUST IS NOW FEELING MORE SAFE WITH THE VEH - DLR
CUST THAT IF IT HAPPENS AGAIN THEY WILL TOW IT IN AND L
AT THE VEH PER CUSTOMER, DEALER SAYS: DLR CANNOT DUP
TE THE CONCERN AND THAT IS WHY THEY CANNOT FIND THE ISSU
CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLV
E CONCERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE T
OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS S
AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID:
2

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002

13.27.38

MASTER OWNER RELATIONS SYSTEM III

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789320812

REGION: 74 SEATTLE

3/22/2002

INFORMATION ISSUE

ZONE: B1

CASE NBR: 0

OPENED: 0

djohn03

VIN: 1FMCU04191KB64014 ENGINE: 1 VEH TYPE: T CLOSED: 0
3/22/2002

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LAST NAME: [REDACTED] STATUS: C
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: AUBURN STATE: WA ZIP: [REDACTED]

HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XL/T 4X4
 MILEAGE: 9000
 DEALER NAME: BOWEN SCARFF FORD S SALES CODE: F74026 P & A: 0
 8588
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: CGAYAD CLINTON GAYADEEN
 ACTION DATA/COMMENTS:

2002/03/22
21.55.27

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E -
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-
R CU
- WE
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CT C
HANG
ERED

CUSTOMER SAYS: - WHILE DRIVING VEH STOPPED RUNNING; FI
 OCCURRENCE - CHK ENG AND OIL INDICATOR CAME ON SAME TIM
 TRIED RESTARTING VEH AND IT WORK; NO INDICATOR LIGHTS C
 BACK ON - HAD OIL CHANGED THREE WEEKS AGO AT JIFFY LUBE
 CALLED DLR AND THEY ARE CLOSED - SEEKING ASSISTANCE PE
 STOMER, DEALER SAYS: BOWEN SCARFF FORD CAC ADVISED:
 RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSH
 - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTA
 RM/SERV MGR - ADV CUST THAT IF CONCERN RELATED TO OIL C
 E DONE BY JIFFY LUBE, DLR MAY INFORM THAT REPAIR NOT COV
 BY BTB INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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455772071	INFORMATION ISSUE	CASE NBR: 1
REGION: 52 SOUTHWEST	ZONE: A1	OPENED: 0
7/26/2001		
VIN: 1FMYU011X1KC39930	ENGINE: 1 VEH TYPE: T	CLOSED: 0
7/26/2001		

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LAST NAME:	██████████	STATUS: C
LOSER		
TITLE:	██████████	FIRST NAME: ██████████
ADDRESS:	██████████	MI: ██████████
CITY: SOUTHLAKE	STATE: TX	ZIP: ██████████
HOME PHONE:	██████████	
MODEL YEAR: 2001	MODEL: ESCAPE XLS 4X2	
MILEAGE: 7073		
DEALER NAME: DON DAVIS FORD, INC	SALES CODE: F52016	P & A: 0
2417		
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY		
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE		

ORIGIN:	CAMA - MARKETING ASSOCIATES	COMMUNICATION: INTERNET
ACTION:	OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO	DEALER

DOCUMENT: ANALYST: djohn03
ACTION DATA/COMMENTS: CKEITH5 CHRISTIN KEITH

2001/07/26
12.39.37 ANNA SALIH, CSM, SOUTHWEST
APTN: DON DAVIS FORD

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND
ACCEPTED
DOCUMENT: ANALYST: C-CRAIG1 CHRISTOPHER S. CRAIG
ACTION DATA/COMMENTS:

2001/08/01
20.18.03

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC005 - ISSUE OAC TO PREVIOUS VIN
DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

2001/08/14
10.12.55

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/08/17
16.45.28

CONSUMER AFFAIRS

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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INFORMATION ISSUE

CASE NBR: 1

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djohn03

529410212

REGION: 48 DETROIT ZONE: D1 OPENED: 0
1/21/2002
VIN: 1FMYU04121KC40582 ENGINE: 1 VEH TYPE: T CLOSED: 0
1/21/2002

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LAST NAME: [REDACTED] STATUS: C
LOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: WEST BLOOMFIELD STATE: MI ZIP: [REDACTED]

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10677
DEALER NAME: HAGGIN-WIMBERLEY FO SALES CODE: F48566 F & A: 0
2587
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: SCHURCH STEVEN CHURCH
ACTION DATA/COMMENTS:

2002/01/21
14.39.23 CUSTOMER SAYS: -VEH AT DLR(2) 2X WITHIN LAST WEEK FOR
STAL LING WHILE AT CRUISE-70/80 MPH TYPICALLY. -SEEKING PROP
ER R EPAIR.NOT A SAFE CONCERN AT THESE SPEEDS. -CUST HAS REN
TAL AND WILL SUBMIT RECEIPTS FOR PROCESSING PER CUSTOMER, D
EAL E R SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR
BE P ERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE
SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR -OBC TO H
AGGI N-WIMBERLEY FORD-COREY, SERVICE-VEH HAS NOT BEEN DIAGNOSE
D YE T. -PLEASE CALL STEVE AT CRC IF ANY PROBLEM AREA WITH R
EPAI R IS CONCERNED. 888 364 0916 X2821 INFERENCE CASE ID:
45 91

djohn03

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC008 - AWAITING ASSISTANCE - TECHNICAL HOTLINE
DOCUMENT: ANALYST: M-DAWSON MARVIN DAWSON
ACTION DATA/COMMENTS:

2002/01/22

12.02.54 CUSTOMERS VEHICLE WAS IN ANOTHER DEALERSHIP RECENTLY AND HAD PCM REPLACED/ CUSTOMER NOW TRAVELING AND HAS WHAT APPEARS AS A T THIS TIME TO BE SERIOUS ENGINE PROBLEM POSSIBLY REQUIRING ENGINE REPLACEMENT. UNABLE TO DETERMINE WHY CAC (STEVE) WOULD ISSUE (CLOSED INFORMATIONAL) TYPE CUDL CASE WHEN INDEAD CUSTOMER HAS MAJOR CONCERN WITH VEHICLE WHICH IS NOW IN MY SHO P. WILL UPDATE AS MORE INFORMATION BECOMES AVAILABLE.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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616433201          INFORMATION ISSUE          CASE NBR: 1
  REGION: 56 DENVER      ZONE: A1          OPENED: 1
1/16/2001
  VIN: 1FMCU04BX1KE88193  ENGINE: B    VEH TYPE: T    CLOSED: 1
1/16/2001
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LAST NAME: [REDACTED]          STATUS: C
LOSER
TITLE: [REDACTED]          FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED]          COLO SPGS          STATE: CO          ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YKAR: 2001          MODEL: ESCAPE XLT 4X4

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djohn03

MILEAGE: 7000
DEALER NAME: PHIL LONG FORD, LLC SALES CODE: F56200 P & A: 0
3140
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: EDUNLOP ELEANOR DUNLOP
ACTION DATA/COMMENTS:

2001/11/16
17.08.00 CUSTOMER SAYS: -6 MONTHS AGO PURCHASED AN ESCAPE -CUS
T IS HAVING MANY CONCERNS WITH VEH -VEH WAS BROUGHT TO DLRS
HIP 3 TIMES AND IT IS STILL NOT REPAIRED -IDLE IS GOING UP
AND DOWN AND VEH STALLS OUT -VEH HAS STALLED WHILE CUST IS
DRIV ING -CUST WOULD LIKE TO TRADE VEH -CUST IS NOT INTERE
STED IN HAVING VEH REPAIRED ANYMORE PER CUSTOMER, DEALER SA
YS: -CUST CLAIMS DLRSHIP KEEPS ADVISING VEH IS REPAIRED -
CUST CLAIMS MICHEAL REYES ADVISED TO CALL CRC FOR ASSISTANCE
CA C ADVISED: -CSR MADE OBC TO DLRSHIP -SPOKE WITH MICHEA
L RE YES S/A -MICHEAL ADVISED DID NOT TELL CUST TO CALL CRC
-MI CHEAL ADVISES BELIEVES IT IS CRC RESPONSIBILITY TO BEGIN
BUY BACK PROCESS -CSR ADVISED MICHEAL THAT CRC IS UNABLE T
O IN Tervene IN SALES ISSUES -MICHEAL ADVISED TO HAVE CUST C
ALL HIM BACK AND PROCEEDED TO HANG UP -CSR ADVISED CUST UNA
BLE TO ASSIST WITH HAVING VEH BOUGHT BACK -CSR ADVISED CUST
DLR SHIP IN BEST POSITION TO ASSIST -CSR ADVISED CUST TO SP
EAK WITH MICHEAL FOR FURTHER ASISSTANCE INFERENCE CASE ID:
4906

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

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MASTER OWNER RELATIONS SYSTEM III

13.27.38

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INFORMATION ISSUE                                CASE NBR: 1
668572961                                         OPENED: 1
REGION:                                           ZONE:
2/28/2001                                         CLOSED: 1
VIN: 1FMYU03171KC41082   ENGINE: 1   VEH TYPE: T
2/28/2001
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LAST NAME: [REDACTED]                               STATUS: C
LOSER
TITLE: [REDACTED] FIRST NAME: [REDACTED]           MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: HOUSTON STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 3000
DEALER NAME: SALES CODE: P & A:
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT
CRM

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DOCUMENT: ANALYST: TSPENCER TRICIA SPENCER
ACTION DATA/COMMENTS:

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2001/12/28

19.24.47 CUSTOMER SAYS: - VEH STALLS WHILE DRIVING AT 0-50 M/P/

H. I

djohn03

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DLRS
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BC T
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WOU
ROM
LICA

T NEVER STALLS AT IDLE OR WHEN I STOP - JOE MYERS FORD
THE VEH WOULD NOT STALL FOR THEM. THIS IS WHERE I PURCH
THE VEH - THIS IS AN INTERMITTENT PROBLEM AND IT IS VE
RUSTRATING THAT THE DLRSP IS NOT FINDING THE PROBLEM AND
S COME TO THE POINT WHERE I WAS ALMOST KILLED 4 DIFFEREN
MES. I NEVER KNOW WHEN THE VEH WILL STALL - THIS IS THE
H TIME IT'S STALLED ON ME AND THE DLRSP JUST KEEPS TELLI
E THAT ONCE I START IT UP JUST TO KEEP DRIVING AS IT WIL
T STALL FOR THEM. IT'S AS THOUGH THEY DON'T CARE THAT I
GET KILLED IN THIS VEH - I END UP PAYING FOR THE RENTAL
BECAUSE THE DLRSP CANNOT DUPLICATE THE PROBLEM -I HAD
CURITY ALARM PUT ON AND THEN I HAD IT TAKEN OFF AND THEN
DROVE WELL FOR A WHILE BUT STARTED STALLING AGAIN - I W
TAKE IT TO TOMBALL FORD TOMORROW - THE VEH STALLS MORE
I AM TURNING PER CUSTOMER, DEALER SAYS: CAC ADVISE
- CSR WILL CONTACT TOMBALL FORD AND WORK ALONG WITH THE
P FOR A RESOLUTION OF CUSTOMER CONCERN. AFTERWARDS CSR W
CALL CUST - IF DLRSP CANNOT DUPLICATE PROBLEM AND CUST
S A VEH, CSR WILL LOOK INTO RENTAL REIMBURSEMENT **** O
O JOE MYERS FORD, SPOKE WITH MARK STEVENSON, CRM, WHO SA
HAT CSR SHOULD SPEAK WITH THE SERV MGR, JASON PRYOS AT E
270 AS HE IS THE ONLY ONE THAT COULD APPROVE A LOANER VE
R THE CUST AND HELP HER WITH THIS PROBLEM - CRM SAID HE
LD NOT HAVE A PROBLEM IF THE CUST GOT A SECOND OPINION F
ANOTHER FORD DLRSP AS HIS DLRSP HAS NOT BEEN ABLE TO DUP
TE THE PROBLEM AND THEREFORE CANNOT FIX THE VEH - LEFT

djohn03

MSG

FOR JASON, SERV MGR INFERENCE CASE ID: 1586

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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                                INFORMATION ISSUE                                CASE NBR: 1
668572961                                                                OPENED: 1
  REGION:                                                                ZONE:
2/28/2001                                                                ENGINE: 1   VEH TYPE: T   CLOSED: 1
  VIN: 1FMYU03171KC41082
2/29/2001
=====
=====

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-----
ORIGIN:      CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION:      214   - OUTBOUND CALL TO DEALER
DOCUMENT:    ANALYST: TSPENCER TRICIA SPENCER
ACTION DATA/COMMENTS:

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2001/12/29
14.11.11  CUSTOMER SAYS:  - NONE PER CUSTOMER, DEALER SAYS:  -
NONE
          CAC ADVISED:  ***** OBC TO DAVE, SERV MGR AND HE SAID
THE
          CUST WILL BRING THE VEH IN NEXT WEDNESDAY AND THEY WILL
INST
          ALL A FLIGHT RECORDER IN THE VEH AND IT WILL SHOW WHAT T
HE P
          ROBLEM IS AND BE ABLE TO GET THE VEH FIXED  - SERV MGR C
ALLE
          D THE CUST THIS MORNING AND CUST WAS HAPPY WITH THE RESP
ONSE
-----

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ORIGIN:      CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION:      231   - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT:    ANALYST: TSPENCER TRICIA SPENCER
ACTION DATA/COMMENTS:
          CUSTOMER SAYS:  - I AM HAPPY WITH THE FACT THAT THE SER

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V MG

AT C
CUST
LLOW

djohn03
R IS LOOKING INTO THE PROBLEM FOR ME - CUST IS HAPPY TH
SR CALLED BACK TO SEE HOW THINGS WERE WITH THE VEH PER
OMER, DEALER SAYS: - NONE CAC ADVISED: - CSR WILL FO
UP ON FRIDAY OF NEXT WEEK

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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715411142	INFORMATION ISSUE	CASE NBR: 1
REGION: 44 PITTSBURGH	ZONE: A2	OPENED: 0
4/24/2002		
VIN: 1FMYU041X1KC38966	ENGINE: 1 VEH TYPE: T	CLOSED: 0
4/24/2002		

=====

LAST NAME: [REDACTED]

STATUS: C

djohn03

LOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: GIBSONIA STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 4000
DEALER NAME: MC CRACKIN FORD SALES CODE: F44007 P & A: 0
7459
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 658 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: HMCIPHERS HERMAN MCPHERSON
ACTION DATA/COMMENTS:

2002/04/24
19.52.15 CUSTOMER SAYS: - THE VEH JUST STALLS - IT HAS DONE T
HIS
W WH 3 TIMES - KNOWS THAT THIS IS A PROBLEM - WANTS TO KNO
- N AT FORD WILL DO ABOUT THIS PER CUSTOMER, DEALER SAYS:
D BY ONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORME
, CU A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR
591 STOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE                                CASE NBR: 0
429662961                                     OPENED: 1
REGION: 27 WASHINGTON                         ZONE: B1
0/23/2001                                     CLOSED: 1
VIN: 1FMYU04191KE76484                       ENGINE: 1   VEH TYPE: T
0/23/2001
=====

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=====
LAST NAME: [REDACTED]                        STATUS: C
LOSER                                           FIRST NAME: [REDACTED]   MI: [REDACTED]
TITLE: [REDACTED]                             STATE: MD                ZIP: [REDACTED]
ADDRESS: [REDACTED]
CITY: HYATTSVILLE
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                               MODEL: ESCAPE XLT 4X4
MILEAGE: 13500
DEALER NAME: DARCARS FORD                      SALES CODE: F27021      P & A: 0
0143
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M

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DOCUMENT: ANALYST: RDEEN RAY DEEN
ACTION DATA/COMMENTS:

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2001/10/23
11.56.24 CUSTOMER SAYS: - THE VEH STALL AT TIMES ~ NOT ALL THE
TIME
- VEH DOES START AFTER STALLING - NO PROBLEM - I DON
'T F
BEL SAFE - I TOOK VEH INTO DLR LAST WEK FOR DIAGNOIS -

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djohn03

NO C
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APP
THE
E RE
- I
CRM/

CONCERN FOUND PER CUSTOMER, DEALER SAYS: - NO CODES SH
G WHEN ITAKE IT TO THE DLR FOR DIAGNOIS - CAN'T FIND A
ERN CAC ADVISED: - OBC TO ASSIST CRM - LIZ - WILL SET
T FOR SRV TO LOOK AT THE VEH ONCE MORE AND LIZ WILL CALL
CUST BACK WITH APPT. DATE AND TIME (APPT. DETAILS) - W
COMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP
NFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT
SERV MGR INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-MAYS4 JACKIE MAYS
ACTION DATA/COMMENTS:

2001/11/01
12.13.46 CUSTOMER CAME IN ON 10/26 AND THE CAR WAS REPAIRED

CONSUMER AFFAIRS

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MASTER OWNER RELATIONS SYSTEM III

13.27.38

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429662961
REGION:
1/15/2002

CONCERN ISSUE
ZONE:

CASE NBR: 0
OPENED: 0

VIN: 1FMYU04191KE76484 ENGINE: 1 VEH TYPE: T CLOSED: 0
1/15/2002

djohn03

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LAST NAME:	[REDACTED]	STATUS:	C
LOSED			
TITLE:	[REDACTED]	FIRST NAME:	[REDACTED]
MI:			[REDACTED]
ADDRESS:	[REDACTED]		
CITY:	HYATTSVILLE	STATE:	MD
ZIP:			[REDACTED]
HOME PHONE:	[REDACTED]		
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4
MILEAGE:	16300		
DEALER NAME:		SALES CODE:	P & A:
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS:	607692 STALL/QUITS AT CRUISE HOT ENGINE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: NDOCKERY NICOLE DOCKERY
ACTION DATA/COMMENTS:

2002/01/15
10.25.31

LL O
E DO
NTAC
STIL
LER
TIME
UT O
MGR
SIST
RM/S
E CA

CUSTOMER SAYS: -SPOKE TO PREVIOUS REP -VEH WOULD STA
UT WHILE DRIVING -TOOK VEH INTO THE DLRSHIP REPIARS WER
NE LAST YEAR -NOW HAVING PROBLEMS STARTING THE VEH -CO
TED DLR LEFT MESSAGEWAITING FOR CB (DAN BEAVERS) -VEH
L STALLING -SEEKING APPT FOR REPAIRS PER CUSTOMER, DEA
SAYS: -NONE CAC ADVISED: **CUST REQUEST CB FOR APPT
*** **OBC TO CRM/SRVC MNGR NO ANSWER SET UP APPT FOR C
1/17/2002 8AM ADVISE CUST TO SEE DAN BEAVERS - CRM/SERV
UNAVAILABLE - DEALERSHIP IS IN THE BEST POSITION TO AS
- FORWARDED INFORMATION TO CRM/SERV MGR - REQUESTED C
ERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENC
SE ID: 1533

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE

djohn03

ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: NDOCKERY NICOLE DOCKERY
ACTION DATA/COMMENTS:

CAC ADVISED: **OBC TO CUST NO ANSWER CALL INTERCEPT **

FOLL

OW UP 01/15/2002 RE: APPT

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: NDOCKERY NICOLE DOCKERY
ACTION DATA/COMMENTS:

11.45.53 CAC ADVISED: **OBC TO CUST HOME/DAY NUMBER NO ANSWER
**FO

LLOW UP 01/16/2002

CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NO

NE

CONSUMER AFFAIRS

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13.27.38

MASTER OWNER RELATIONS SYSTEM III

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429662961	CONCERN ISSUE	CASE NBR: 0
REGION:	ZONE:	OPENED: 0
1/15/2002		
VIN: 1FMYU04191KE76484	ENGINE: 1	VEH TYPE: T
1/16/2002		CLOSED: 0

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: NDOCKERY NICOLE DOCKERY
ACTION DATA/COMMENTS:

2002/01/16

09.41.43 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NO

NE

CAC ADVISED: **OBC TO CUST LEFT MESSAGE ON WORK VOICE M

AIL

djohn03

APPT AT DARCARS FORD & NUMBER 01/17/2002 8AM SEE DAN BEA

VERS

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MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE

CASE NBR: 0

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ERR2-027-A 8802

djohn03

586202081

REGION: 11 BOSTON

ZONE: F1

OPENED: 0

8/01/2001

VIN: 1FMYU04111KB61789

ENGINE: 1

VEH TYPE: T

CLOSED: 0

8/01/2001

LAST NAME:

STATUS: C

LOSED

TITLE:

FIRST NAME:

MI:

ADDRESS:

CITY:

OAKHAM

STATE:

MA

ZIP:

HOME PHONE:

MODEL YEAR:

2001

MODEL:

ESCAPE XLT 4X4

MILEAGE:

2055

DEALER NAME:

MILLBURY MOTOR COMP SALES CODE: F11213

P & A: 0

8961

REASON CODE:

2010 WARRANTY - BUMPER-TO-BUMPER

SYMPTOMS:

607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN:

CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT

ACTION:

139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

M

DOCUMENT:

ANALYST: AWHITELE ALTHEA WHITELEY

ACTION DATA/COMMENTS:

2001/08/01

THE
RESS
UN D
ELAY
P
OMME
FORM
ERV

21.43.21 CUSTOMER SAYS: ==VEH SHUT OFF WHILE SHE IS DRIVING ON
ROAD ==VEH CHECK ING LIGHT COME ON BRAKE HAVE TO BE P
ON HARD TO STOP THIS HAS HAPPEN THREE TIME ==DEALER R
CL AND NOTHING WAS FOUND ==DEALER CHECK THE PCM POWER R
THEY COULD NOT FOUND ANY THING WRONG. === THIS KEEP ON
ER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE REC
ND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - IN
ATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/S
MGR INFERENCE CASE ID: 4905

ORIGIN:

DEALER - DEALER COMMUNICATION: VISIT

ACTION:

DAC012 - FORD COVERED REPAIR MADE - WARRANTY

DOCUMENT:

ANALYST: D-BROW31 DANIEL J. BROWNE

djohn03

ACTION DATA/COMMENTS:

2001/08/23
10.17.32 VEHICLE WAS WORKED ON BY DSE-STEVE SEIFERT AND SERVICE M
ANAG
ER MANNY TIMOTREO-CUSTOMER HAS HAD VEHICLE FOR A WEEK AN
D CO
NCERN HAS NOT HAPPENED SINCE REPAIRS WERE PERFORMED

CONSUMER AFFAIRS

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MASTER OWNER RELATIONS SYSTEM III

13.27.38

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693462211 CONCERN ISSUR CASE NBR: 0
REGION: 16 PHILADELPHIA ZONE: F1 OPENED: 0
8/09/2001
VIN: 1FMYU04151KE79382 ENGINE: 1 VEH TYPE: T CLOSED: 0
8/09/2001
=====

=====

LAST NAME:	[REDACTED]	STATUS:	C
LOSER			
TITLE:	[REDACTED]	FIRST NAME:	[REDACTED]
MI:		MI:	[REDACTED]
ADDRESS:	[REDACTED]	STATE:	PA
CITY:	LEBANON	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]		
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4
MILEAGE:	5261		
DEALER NAME:	PHILLIPS FORD SALES	SALES CODE:	F16510
1224		P & A:	0
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER		
SYMPTOMS:	607692 STALL/QUITS AT CRUISE HOT ENGINE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

DOCUMENT: ANALYST: EHOPLKINS EULA CHIVERTON-HOPKINSON
 ACTION DATA/COMMENTS:

2001/08/09
 19.15.30 CUSTOMER SAYS: = PROBLEM WITH VEH STALL WHILE CUST IS
 DRIV ING = CUST HAS TAKE VEH TO DLRSHIP WHEN VEH WAS AT 300
 0 MI LES, DLRSHIP REPAIR VEH AND ADVISE CUST THAT IT WAS THE
 BASE IDLE, DRLSHIP REPAIR VEH = CUST VEH AGAIN STALL AND CU
 ST T OOK VEH TO DLRSHIP ON 08/07/2001 = DLRSHIP DIAGNOSED THE
 VEH AND RESET BASE IDEL = CUST WANT TO KNOW IF THE PROBLEM
 HAP PENS AGAIN WHAT TO DO = CUST STATE THAT SHE WOULD CON
 TACT THE DEPART. OF MV PER CUSTOMER, DEALER SAYS: PHILLIP
 S FO RD SALES (717) 665 - 3551 CAC ADVISED: - WE RECOMMEND
 THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMAT
 ION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MG
 R OF COURSE, I CANNOT COMMENT ON EVENTS THAT HAVE NOT OCC
 URRE D, HOWEVER WE ARE DOING EVERYTHING POSSIBLE TO ENSURE YO
 UR V EHICLE IS REPAIRED PROPERLY AND PROMPTLY. PLEASE STAY I
 N TO UCH WITH YOUR DEALERAS THEY ARE OUR TECHNICAL EXPERTS.

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: C-GEIB CHRISTOPHER GEIB
 ACTION DATA/COMMENTS:

2001/09/07
 09.36.19 ADVISED CUSTOMER THE FUEL ODOR WAS CAUSED BY THE LEAKING
 INTAKE MANIFOLD GASKET.WE ACKNOWLEDGED THE CUSTOMER WAS UPS
 ET W ITH THE PROBLEMS ON SUCH A NEW VEHICLE AND APOLOGIZED FO

R IN

CONVENIENCED. NO FURTHER ACTION NECESSARY.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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=====
348250942                CONCERN ISSUE                CASE NBR: 1
REGION: 27 WASHINGTON    ZONE: A1                OPENED: 0
4/04/2002
VIN: 1FMYU04191KC35556  ENGINE: 1    VEH TYPE: T    CLOSED: 0
4/04/2002
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=====
LAST NAME:                [REDACTED]                STATUS: C
LOSED
TITLE:                    [REDACTED]                MI: [REDACTED]
ADDRESS:                  [REDACTED]
CITY:                     WASHINGTON                STATE: DC                ZIP: [REDACTED]
HOME PHONE:               [REDACTED]
MODEL YEAR:               2001                    MODEL: ESCAPE XLT 4X4
MILEAGE:                  1
DEALER NAME:              KOONS COLLEGE PARK        SALES CODE: F27022    P & A: 0
0010
REASON CODE:              1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS:                  607692 STALL/QUITS AT CRUISE HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: CGRAHAM CHURNLEY GRAHAM
ACTION DATA/COMMENTS:
    
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2002/04/04
09.28.50 CUSTOMER SAYS: =VEH HAS STALLED FOR THE 2ND TIME =CU
ST N
EEDS LOANER VEH =DLR CAN'T FIND CUST'S ESP ON RECORD
=CUS
T DID PURCHASE AN EXTENED WARRANTY PER CUSTOMER, DEAL
    
```

djohn03

ER S
DVIS
N. T
ASE
AT I
OONS
ID:

AYS: =WE ARE UNABLE TO VERIFY ESP REGISTRATION CAC A
ED: - I WOULD LIKE TO BE YOUR ADVOCATE IN THIS SITUATIO
O ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION, PLE
ALLOW ME TO RESEARCH THIS FURTHER. - IS THERE A TIME TH
S MOST CONVENIENT FOR ME TO CONTACT YOU? +++ =OBC TO K
FORD =LEFT MESSAGE FOR CRM TO CALL CRC INFERENCE CASE
5388

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: CGRAHAM CHURNLEY GRAHAM
ACTION DATA/COMMENTS:

ST N
=CUS
ER S
ERIC
++
ATE

CUSTOMER SAYS: =VEH HAS STALLED FOR THE 2ND TIME =CU
EEDS LOANER VEH =DLR CAN'T FIND CUST'S ESP ON RECORD
T DID PURCHASE AN EXTENED WARRANTY PER CUSTOMER, DEAL
AYS: NONE CAC ADVISED: =OBC TO KOONS FORD-SPOKE TO
A BURR CRM ...WE WILL REVIEWISSUE AND CONTACT CUST +
=OBC TO CUST =LEFT MESSAGE FOR CUST TO CALL CRC FOR UPD

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 199 - VEHICLE INFORMATION
DOCUMENT: ANALYST: CGRAHAM CHURNLEY GRAHAM
ACTION DATA/COMMENTS:

E
WILL
TION

13.40.51 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NON
CAC ADVISED: =CUST CALLED IN AND WAS INFORMED THAT DLR
REVIEW HER ISSUE AND RECONTACT HER =NO FURTHER CRC AC
REQUIRED

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djohn03

BEGINNING OF CONTACT

06/18/2002

13.27.38

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE                                CASE NBR: 1
578052821
REGION: 41 CHICAGO                          ZONE: A2                                OPENED: 1
0/09/2001
VIN: 1FMUU01B81KE84779                     ENGINE: B   VEH TYPE: T                CLOSED: 1
0/09/2001
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=====
LAST NAME: [REDACTED]                        STATUS: C
LOSED
TITLE: [REDACTED]                            FIRST NAME: [REDACTED]                 MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: WINTHROP HARBOR                       STATE: IL                               ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                             MODEL: ESCAPE XLS 4X2
MILEAGE: 2000
DEALER NAME: SUTTON FORD, INC.              SALES CODE: F41043                    P & A: 0
1527
REASON CODE: 1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: SURVEY
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
DOCUMENT: ANALYST: KINGRAM KERRY-ANN INGRAM
ACTION DATA/COMMENTS:

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2001/10/09
18.36.10 CUSTOMER SAYS: =THE CUST VEH STOPED ON HER ON FRIDAY
=TH
DLR
LLED
URE
MOND
D SO
=THE
WAS
E CUST CALLED AAA AND THEY TOOK THE VEH INTO A NONE FORD
BUT THEY WOULD NOT HONER HER ESP WARRANTY =THE CUST CA
THE CRC AND WAS TOLD THAT THAT WAS NOT THE RIGHT PROCED
TO DO =THE CUST'S VEH WAS NO WHERE TO BE FOUND UNTILL
AY EVELING =THE CUST VEH WAS NOT LOOKED AT BY MOTRO FOR
SHE DECIEDED TO GET HER VEH TOWED TO HER SELLING DLR
CUST CALLED MOTRO FORD TODAY AND FOUND OUT THAT HER VEH
NOT TOWED TO THE DLR AS YET =THE CUST WANTS TO GET HER

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djohn03

VEH
AL V
ILL
C WI
- FO

TO THE DLR BEFOR IT CLOSE =THE CUST WILL NEED A RENT
EH PER CUSTOMER, DEALER SAYS: SUTTON FORD IN MATTSON,
IONOIS CAC ADVISED: - CRC UNABLE TO REACH DEALER - CR
LL RECONTACT DEALER NEXT BUSINESS DAY TO DISCUSS ISSUE
LLOW UP WITH CUSTOMER INFERENCE CASE ID: 5228

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825193130	CONCERN ISSUE	CASE NBR: 1
REGION: 41 CHICAGO	ZONE: E2	OPENED: 1
1/08/2000		
VIN: 1FMYU041X1KD97616	ENGINE: 1 VEH TYPE: T	CLOSED: 1
1/08/2000		

=====

LAST NAME: [REDACTED]		STATUS: C
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: OSHKOSH	STATE: WI	ZIP: [REDACTED]

djohn03

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1300
DEALER NAME: SERVICE MOTORS, INC SALES CODE: F41550 P & A: 0
6169
REASON CODE: 4102 ICCD - CUSTOMER INFORMATION ONLY
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
DOCUMENT: ANALYST: JCARTER JUDY CARTER
ACTION DATA/COMMENTS:

2000/11/08
22.20.22 CUSTOMER SAYS: TWO DAYS AFTER PURCHASE, THE CUSTOMER W
AS T URNING RIGHT SLOWLY AROUND A CORNER WHEN THE VEHICLE STA
LLED . THE CUSTOMER WAS ABLE TO COAST TO THE SIDE OF THE ROA
D BU T IMMEDIATELY SMELLED GAS. WHEN THE CUSTOMER GOT OUT OF
THE VEHICLE, SHE NOTICED FUEL ON THE GROUND. THE CUSTOMER
USES REGULAR OCTANE FUEL. THIS ONLY HAPPENED THE ONE TIME.
NO NOISES WERE HEARD AND NO LIGHTS CAME ON THE INSTRUMENT P
ANEL . THE VEHICLE WOULD NOT START AGAIN. THE ENGINE TEMPER
ATUR E WAS WARM. NOTHING WAS WRONG WITH THE BATTERY. PER CU
STOM ER, DEALER SAYS: CAC ADVISED: THE CLIPS ON THE FUEL
LIN E FELL OFF. THE DEALER REPAIRED THIS AS PER RO #114618
ON 1 0/02/00.

djohn03

CONSUMER AFFAIRS

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06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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531801341	REGION ISSUE	CASE NBR: 0
REGION: 16 PHILADELPHIA	ZONE: B1	OPENED: 0
5/14/2001		
VIN: 1FMCU04191KE80710	ENGINE: 1	VEH TYPE: T
5/14/2001		CLOSED: 0

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
MI:		[REDACTED]
ADDRESS:	[REDACTED]	
CITY:	FOLCROFT	STATE: PA
ZIP:		[REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	10000	
DEALER NAME:	SPRINGFIELD FORD IN	SALES CODE: F16028
P & A:		0

1471

REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CAIN TV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: MAIL
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: DSIERENS DEBRA SIERENS
ACTION DATA/COMMENTS:

2001/05/14

14.46.20

*****DEMAND LETTER DATED 05/05/01 CI RECEIVED 05/14/01
***CUSTOMER STATES: THAT VEHICLE STALLS WHEN DRIVING AND

CUST

RELEASES FOOT OFF OF THE GAS PEDAL
***CUSTOMER SEEKS: REPAIR OR REPLACEMENT UNDER PA LEMON

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EP02-027-A 8891

djohn03

LAW
AND

****CI FAXED A COPY OF LETTER TO REGION FOR THEIR REVIEW
SENT CUSTOMER AN ACKNOWLEDGEMENT LETTER

ORIGIN: DEALER - DEALER COMMUNICATION: MAIL
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: F16028 SPRINGFIELD FORD INC
ACTION DATA/COMMENTS:

2001/05/31
07.56.36 REPAIRED 5/17/01 REGION TO CLOSE

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: MAIL
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: CJACKS84 CELESTE JACKSON
ACTION DATA/COMMENTS:

2001/06/07
11.57.37

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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531801341	REGION ISSUE	CASE NBR: 0
REGION: 16 PHILADELPHIA	ZONE: B1	OPENED: 0
5/14/2001		
VIN: 1PMCU04191KE80710	ENGINE: 1	VEH TYPE: T
6/14/2001		CLOSED: 0

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djohn03

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: 8485RM RITA MURPHY
ACTION DATA/COMMENTS:

2001/06/14

23.05.01 PER DEALER, VEH IS REPAIRED. NO FURTHER ACTION REQUIRED

RCM

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CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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REGION ISSUE                                CASE NBR: 1
497853171
REGION: 44 PITTSBURGH        ZONE: C2                OPENED: 0
1/28/2002
VIN: 1FMYU04151KA34477    ENGINE: 1    VEH TYPE: T    CLOSED: 0
1/28/2002
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LAST NAME: [REDACTED]                STATUS: C
LOSED
TITLE: [REDACTED]                    FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: STRONGSVILLE                STATE: OH                ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                    MODEL: ESCAPE XLT 4X4
MILEAGE: 11500
DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44130    P & A: 0
2173
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE
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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP
IS BEING SENT
DOCUMENT: ANALYST: SBINNOM SHAWN BINNOM
ACTION DATA/COMMENTS:

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```

2002/01/28
09.44.22 CUSTOMER SAYS: -VEH ALWAYS STALLS -TAKING IT TO DLR A
GAIN
TODAY FOR THE FOURTH TIME FOR THE SAME CONCERN -VEH AL
WAYS
STALLS WHEN DRIVING 30 MILES PER HOUR WHILE GOING DOWNH
ILL
-WAITING FOR CSR TO GET BACK WITH INFO FOR HIM OTHER TH
AN T
O BRING VEH TO DLR -CUST WILL CONTACT BETTER BUSINESS B
UREA
U -WANTS TO KNOW WHAT LAST CSR MESSAGE IS -NO OTHER CO
NCER
NS PER CUSTOMER, DEALER SAYS: -WE ARE GOING TO REPROG

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djohn03

RAM
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GET
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TO
E PC
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MORR
TION

CAC ADVISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION - OBC TO DEALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DSB ESCALATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE ***TOLD CUST THE DEALER AND THAT PREVIOUS CSR LEFT NOTE STATING THAT THEY WILL GET BACK IN CONTACT WITH CUST TODAY*** -WILL FOLLOW UP WITH CUST 01/29/2002 ===OBC TO DLR=== +++CRM TRANSFERRED CALL TO SRV+++ -SPOKE TO GARY SMITH (SRV-MGR) -REPROGRAMMING THE PCM WITH THE SUPERVISION OF FIELD TECH -LAST TIME THEY TRIED TO DO THE REPROGRAMMING THE SOFTWARE HAD A GLITCH -TOMMORROW DLR WILL BE TRYING A NEW METHOD TO RECTIFY CUST SITUATION

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: SBINNOM SHAWN BINNOM
ACTION DATA/COMMENTS:

11.41.44 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: ===OBC TO CUST=== -TOLD HIM THAT GARY SMITH (SRV-MGR) WILL BE REPROGRAMMING THE PCM WITH THE SUPERVISION OF FIELD TECH -LAST TIME THEY TRIED TO DO THE REPROGRAMMING THE SOFTWARE HAD A GLITCH -TOMMORROW DLR WILL BE TRYING A NEW METHOD TO RECTIFY CUST SITUATION

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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REGION ISSUE                                CASE NBR: 1
497853171
REGION: 44 PITTSBURGH    ZONE: C2                OPENED: 0
1/28/2002
VIN: 1FMYU04151KA34477  ENGINE: 1    VEH TYPE: T          CLOSED: 0
2/04/2002
=====
=====
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-----
ORIGIN:    FIELD - FIELD ORGANIZATION  COMMUNICATION: VISIT
ACTION:    DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT:  ANALYST: TOZBOLT TOM        OZBOLT
ACTION DATA/COMMENTS:
```

```
2002/02/04
17.01.03  DLR TO REPROGRAM PCM PER ENGINEERING DIRECTION AT CUSTOM
ER'S
          CONVENIENCE. SM CONTACTED CUSTOMER AND SET UP APPOINTME
NT.
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CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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                    REGION ISSUE                      CASE NBR: 1
520793451
REGION: 71 CALIFORNIA    ZONE: C4                      OPENED: 0
6/14/2002
VIN: 1FMYU03101KC62808  ENGINE: 1    VEH TYPE: T    CLOSED:
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=====
LAST NAME: ██████████                      STATUS: 0
PEN
TITLE: MS                      FIRST NAME: ██████████    MI:
ADDRESS: ████████████████████████████████
CITY: LOS ANGELES              STATE: CA                      ZIP: ██████████
HOME PHONE: ████████████████████
MODEL YEAR: 2001                MODEL: ESCAPE XLT 4X2
MILEAGE: 3600
DEALER NAME: BEVERLY HILLS FORD  SALES CODE: F71024    P & A: 0
2557
REASON CODE: 2405 LEMON LAW, CUST MENTIONS - WI RESIDENT
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PEONE
ACTION: 492 - ADVISE CUST INFO WILL BE SENT TO DLR & REGION; C
ONTACT CRM
DOCUMENT: ANALYST: KINGRAM KERRY-ANN INGRAM
ACTION DATA/COMMENTS:
```

```
2002/06/14
16.15.36 CUSTOMER SAYS: =THE VEH LOST ALL POWER AND STALL =TH
IS H
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BAC
VEH'
THE
N TH
E AN
=
DEAL
R WI
SPEA
HT H

djohn03

APPNES INTERMITTENTLY =THE CUST WOULD LIKE FORD TO TAKE
K THE VEH =SHE STATES THAT THE DLR COULD NOT FIND THE
S PROBELM IN THE VEH =THE CUST WANTS TO GET INFO ABOUT
LEMON LAW =THE STEERING WHEEL WILL LOCK UP ON HER WHE
IS HAPPNES ALSO THE BRAKES =SHE FEELS ITS A SAPTY ISSU
D SHE IS AFRAID OF THE VEH - PER CUSTOMER, DEALER SAYS:
==NONE=== CAC ADVISED: - FORWARDED INFORMATION TO THE
ERSHIP, REGION - REQUESTED CRM/SERV MGR CONTACT CUSTOME
THIN 2 BUSINESS DAYS =ADVISED THE CUST THAT SHE SHOULD
K WITH THE SALES DEPT. ABOUT ANY BUY BACK ISSUES SHE MIG
AVE WITH THE VEH INFERENCE CASE ID: 1465

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

06/18/2002

13.27.38

MASTER OWNER RELATIONS SYSTEM III

RAV ISSUE

CASE NBR: 0

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djohn03

692921801

REGION: 71 CALIFORNIA ZONE: A1 OPENED: 0

8/29/2001

VIN: 1FMYU03181KA00325 ENGINE: 1 VEH TYPE: T CLOSED: 0

8/29/2001

=====

=====

LAST NAME: [REDACTED] STATUS: C

ANCEL [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

TITLE: [REDACTED]

ADDRESS: [REDACTED]

CITY: SIMI VALLEY STATE: CA ZIP: [REDACTED]

[REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2

MILEAGE: 5300

DEALER NAME: VISTA FORD SALES CODE: F71043 P & A: 0

7923

REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS

SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC

ATION: MAIL

ACTION: RAV102 - OPEN CASE FOR GOODWILL REFUND - LEASED

DOCUMENT: ANALYST: M-MCLAND MINDY MCLANDRESS

ACTION DATA/COMMENTS:

2001/08/29

14.45.09 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC

ATION: MAIL

ACTION: RAV104 - CANCEL CASE FOR GOODWILL REFUND

DOCUMENT: ANALYST: NTHOMA16 NADINE THOMAS

ACTION DATA/COMMENTS:

15.23.23

CONSUMER AFFAIRS

06/18/2002 MMFAFPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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451372571                RAV ISSUE                CASE NBR: 1
REGION: 44 PITTSBURGH    ZONE: C1                OPENED: 0
1/28/2002
VIN: 1PMYU04131KF42964  ENGINE: 1    VEH TYPE: T    CLOSED: 0
1/28/2002
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LAST NAME:                [REDACTED]                STATUS: C
LOSED
TITLE:                    [REDACTED]                FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS:                  [REDACTED]
CITY:                     PARMA                    STATE: OH                ZIP: [REDACTED]
[REDACTED]
HOME PHONE:               [REDACTED]
MODEL YEAR:               2001                    MODEL: ESCAPE XLT 4X4
MILEAGE:                  10242
DEALER NAME: ED MULLINAX FORD IN SALES CODE: F44577    P & A: 0
2283
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607692 STALL/QUITS AT CRUISE HOT ENGINE
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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ACTION: RAV205 - OPEN CASE FOR DSB REPLACEMENT - OWNED
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

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2002/01/28

djohn03

14.45.56

 ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
 ACTION: MAIL
 ACTION: RAV211 - RECORD CHECK ISSUANCE FOR DSB REPLACEMENT
 DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
 ACTION DATA/COMMENTS:

2002/02/01
 10.05.05

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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430571122	INQUIRY ISSUE	CASE NBR: 1
REGION:	ZONE:	OPENED: 0
4/22/2002		
VIN: 1FMCU03191KB27126	ENGINE: 1	VEH TYPE: T
4/22/2002		CLOSED: 0

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djohn03

LAST NAME: [REDACTED] STATUS: C
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED] STATE: GA ZIP: [REDACTED]
 CITY: KENNESAW
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE: 23000
 DEALER NAME: SALES CODE: P & A:
 REASON CODE: 3801 TECHNICAL INQUIRY - GENERAL/OTHER
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: NAFS - NORTH AMERICAN FLEET SERVICE COMMUNICATION: PHONE
 ACTION: DSB312 - INBOUND CALL FROM CUSTOMER
 DOCUMENT: ANALYST: JMCOWAN4 JAMES MCGOWAN
 ACTION DATA/COMMENTS:

2002/04/22
11.57.37

BOUT
 AME
 AND
 TH
 HE
 FTER
 MED
 IS
 ED
 AS
 EEN
 AT

CUSTOMER (DIANE CARTER) CALLED AND WAS EXTREMELY UPSET A
 HER VEHICLE BEING IN THE SHOP FOR THE 2ND TIME FOR THE S
 STALLING CONCERN. THE CUSTOMER IS NOT A FLEET (HER HUSB
 WORKS FOR HEWLETT PACKARD AND BOUGHT THE UNIT FOR HER WI
 HIS DISCOUNT) BUT THE CRC SENT HER TO NAFS ANYWAY. HER
 CONCERN IS THAT THE UNIT IS DESTINED TO FAIL AGAIN AND S
 WANTS TO HAVE FORD BUY THE UNIT BACK. NAFS EXPLAINED, A
 SPEAKING WITH THE SERVICE TECH, THAT THE TBCH HAD PERFOR
 THE MOST UPDATED BULLETINS ON THE REPAIR AND THE VEHICLE
 RUNNING FINE ACCORDING TO THE DEALER. NAFS ALSO EXPLAIN
 THAT WE COULD NOT PREDICT IF THE VEHICLE MAY FAIL AGAIN.
 CUSTOMER WAS NOT SATISFIED AND WANTED TO SPEAK WITH A
 SUPERVISOR, NAFS EXPLAINED THAT THE SUPERVISOR WAS NOT
 AVAILABLE (IT WAS 5:30PM ON A FRIDAY) AND THE CUSTOMER W
 FRUSTRATED AND HUNG UP. FLEET SERVICE SHOULD NOT HAVE B
 INVOLVED WITH THIS RETAIL CUSTOMER. CUSTOMER DID STATE
 THE BEGINNING OF THE CONVERSATION THAT SHE EXPLAINED TO
 THE CAC (RICK) THAT SHE WAS NOT A FLEET.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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294182571                INFORMATION ISSUE                CASE NBR: 0
REGION: 21 ATLANTA      ZONE: D3                        OPENED: 0
3/27/2002
VIN: 1FMCU04191KB27996  ENGINE: 1    VEH TYPE: T    CLOSED: 0
3/27/2002
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=====
LAST NAME: [REDACTED]                STATUS: C
LOSERD
TITLE: [REDACTED]    FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED]    MATTHEWS                STATE: NC    ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                MODEL: ESCAPE XLT 4X4
MILEAGE: 14401
DEALER NAME: MOORESVILLE FORD ME SALES CODE: F21725    P & A: 0
4180
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO
DEALER
DOCUMENT: ANALYST: CREITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:
    
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djohn03

2002/03/27

12.36.21 CERTIFICATE AMOUNT 2500
DAVID RETTEW, CSM, ATLANTA
ATTN: JEFF SHOE

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: G-MAYHO1 GRETCHEN MAYHORN
ACTION DATA/COMMENTS:

13.56.38

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: OTHER
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/04/18

11.02.55 REDEEMED DATE 03-05-2002
REPLACEMENT VIN 2KB76391

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38
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352480932	INFORMATION ISSUE	CASE NBR: 0
REGION: 13 NEW YORK	ZONE: E1	OPENED: 0
4/03/2002	ENGINE: 1 VEH TYPE: T	CLOSED: 0
VIN: 1FMYU04171KC37242		

4/03/2002

=====

LAST NAME: [REDACTED] STATUS: C
 LOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: EDISON STATE: NJ ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 10750
 DEALER NAME: MALOUF FORD, INC. SALES CODE: F13055 P & A: 2
 0527
 REASON CODE: 2002 WARRANTY - COVERAGE INQUIRY
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 698 - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
 DOCUMENT: ANALYST: LDARKO LAURIEANN DARKO
 ACTION DATA/COMMENTS:

2002/04/03

09.47.11 CUSTOMER SAYS: =SOMBODY WANTS TO BUY THE MAZDA VERSION
 OF
 THE ESCAPE =THIS MORNING WHILE COASTING THE VEH CUT OFF
 -STA LLED =FELT THE STEERING GO HEAVY =THE BRAKES FAILED AS
 WEL L =HAD TO PRESS REAL HARD FOR THE VEH TO EVEN SLOW =AP
 PEAR S TO BE A PROBLEM WITH THE PCM VALVE =THERE IS A TSB FO
 R TH IS PROBLEM =CALLED TO SEE IF THERE IS ANYTHING RELATED
 TO T HIS PROBLEM =WILL BRING THE VEH TO THE DLRSHIP TOMORROW
 MORN ING =WILL NEED A LOANER VEH IF VEH HAS TO STAY AT THE D
 LRSH P OVERNIGHT =VEH WAS PURCHASED AT MALOUF AND IS SERVICE
 D TH ERE AS WELL =HAS BOUGHT TWO FORDS THIS YEAR =LOVES FOR
 D BU T THIS IS A SERIOUS CONCERN PER CUSTOMER, DEALER SAYS:
 CONC CAC ADVISED: - POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR
 OF ERN. - PLEASE TAKE YOUR VEHICLE TO THE F/L/M DEALERSHIP
 F AN YOUR CHOICE TO HAVE THE VEHICLE INSPECTED TO DETERMINE I

djohn03

Y WARRANTY/ESP WILL BE APPLICABLE ***** =WILL FO

LLOW

UP WITH CUST TOMORROW TO LOOK INTO LOANER REQUEST IF NE

EDED

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LDARKO LAURIEANN DARKO
ACTION DATA/COMMENTS:

2002/04/04

09.54.13 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
VISE D: =====OBC TO DLR =CRM UNAVAILABLE FOR DISCUSSION
=ME SSAGE LEFT ON VOICEMAIL =CSR NEEDS TO DETERMINE STATUS
OF V EH AND IF REQUIRED FOR REPAIRS OVERNIGHT =WOULD LIKE TO
LOO K INTO CUSTS LOANER REQUEST =WILL FOLLOW UP

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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352480932	INFORMATION ISSUE	CASE NBR: 0
REGION: 13 NEW YORK	ZONE: E1	OPENED: 0
4/03/2002		
VIN: 1FMYU04171KC37242	ENGINE: 1	VEH TYPE: T
4/04/2002		CLOSED: 0

=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 199 - VEHICLE INFORMATION
DOCUMENT: ANALYST: LDARKO LAURIEANN DARKO
ACTION DATA/COMMENTS:

2002/04/04

18.02.48 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD

djohn03

WISE
WITH

D: =NO MESSAGE RECEIVED FROM DLR =UNABLE TO FOLLOW UP
CUST AS PREFERRED CONTACT IS THROUGH PAGER

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.27.38

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djohn03

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424522921

INFORMATION ISSUE

CASE NBR: 0

REGION: 52 SOUTHWEST

ZONE: H1

OPENED: 1

0/23/2001

VIN: 1FMYU03141KC23283

ENGINE: 1

VEH TYPE: T

CLOSED: 1

0/23/2001

=====

LAST NAME:

STATUS: C

LOSED

TITLE:

FIRST NAME:

MI:

ADDRESS:

CITY:

PASADENA

STATE:

TX

ZIP:

HOME PHONE:

MODEL YEAR:

2001

MODEL:

ESCAPE XLT 4X2

MILEAGE:

3933

DEALER NAME:

CHARLIE THOMAS FORD SALES CODE: F52024

P & A: 0

4473

REASON CODE:

30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR

SYMPTOMS:

607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN:

CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION:

524 - SUPPORT DEALER'S POSITION

DOCUMENT:

ANALYST: ABINGHAM ANDREW BINGHAM

ACTION DATA/COMMENTS:

2001/10/23

19.22.07

CUSTOMER SAYS: -HAVE BEEN HAVING A BAD EXPERIENCE -V

EH H

AS BROKE DOWN ONCE - AND NOW AFTER THE DLRSHP ATTEMPTED

TO

REPAIR THE VEH -THE VEH IS NOT RUNNING PROPERLY AGAIN (

STA

LL) -WOULD JUST LIKE TO RETURN THE VEH AND GO SOMEWHER

E EL

SE -WILL NOT BE PAYING ANOTHER CENT FOR THIS VEH -WILL

BE

GIVING THIS VEH BACK TO THE DLRSHP AND CONTACTING THE BB

B AN

D MY LAWYER PER CUSTOMER, DEALER SAYS: -DLRSHP (CHAR

LIE

THOMAS FORD) SER. ADV. (RANDY) SAYS THAT THE FUEL

PUMP

WAS JUST RRPAIRED -DOES NOT KNOW WHY THE VEH IS NOT W

ORKI

NG CAC ADVISED: - SUPPORT REPAIR PROCEDURE COMPLETED B

Y DE

ALER *****OBC TO DLRSHP***** -CAC SPK TO SER.

djohn03

MAN.
DER
THER
E DL
LOWI
EH

(RON) -RON SAYS THAT THE VEH NEEDS TO BE REPAIRED UN
WARRANTY -CUST CAN CONTACT THE SER. MAN (RON) FOR FUR
ASSISTANCE *****CAC ADVISED THE CUST TO CONTACT TH
RSHF SER. MAN. (RON) -CUST CLAIMS THAT SHE IS NOT FOL
NG REPAIR PROCEDURES OF FORD AND WILL BR RETURNING THE V
-CUST HUNG UP ! INFERENCE CASE ID: 4906

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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425340792	INFORMATION ISSUE	CASE NBR: 0
REGION: 21 ATLANTA	ZONE: A2	OPENED: 0
3/20/2002		
VIN: 1FMYU03161KC20014	ENGINE: 1	VEH TYPE: T
3/20/2002		CLOSED: 0

=====

LAST NAME:	[REDACTED]	STATUS: C
LOSER		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
ADDRESS:	[REDACTED]	MI: [REDACTED]
CITY:	TRUSSVILLE	STATE: AL
[REDACTED]		ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	

djohn03

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE: 8700
 DEALER NAME: JIM SKINNER FORD SALES CODE: F21012 P & A: 0
 0224
 REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

 ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
 CATE THE CONCERN
 DOCUMENT: ANALYST: GCHARLIC GEORGETTE NAO CHARLIECOMBE
 ACTION DATA/COMMENTS:

2002/03/20
 11.48.16 CUSTOMER SAYS: ----DRIVING ALONG AND VEH CUT OUT IN NO
 VEMB ER ----DLR COULD NOT FIND ANYTHING WRONG WITH VEH ----
 -VEH DID THE SAME THING YESTERDAY ----CUST WANTS VEH FIXED
 --- --CUST CONTACTED DLR AND DLR SAID CANNOT VERIFY IF ITS A
 N IN TERMITTENT CONCERN ---CUST SEEKS ASSISTANCE PER CUSTOM
 ER, DEALER SAYS: JIM SKINNER FORD CAC ADVISED: - FOR THE
 VEH ICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO
 DUPL ICATE THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP I
 N DI AGNOSING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CO
 NCER N, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CAN
 NOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS
 (IN TERMITTENT) CONCERN IS NOTICED ----CSR ADVISED CUST TH
 AT T HERE ARE NO FSA'S ON VEH ---CSR GAVE CUST TEL # FOR NHT
 SA I NFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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440200282                INFORMATION ISSUE                CASE NBR: 0
REGION: 71 CALIFORNIA    ZONE: B2                OPENED: 0
1/28/2002
VIN: 1FMCU01161KE71094  ENGINE: 1    VEH TYPE: T    CLOSED: 0
1/28/2002
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LAST NAME: [REDACTED]                STATUS: C
LOSERD
TITLE: [REDACTED]    FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SANTA CLARITA    STATE: CA    ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                MODEL: ESCAPE XLS 4X2
MILEAGE: 29000
DEALER NAME: MAGIC FORD        SALES CODE: F71491    P & A: 0
1864
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: JJAMES1 JENINNE JAMES
ACTION DATA/COMMENTS:

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2002/01/28
12.08.28 CUSTOMER SAYS: -CUST STATES THAT THE VEH IS @ THE DLRS
HP
-CUST STATES THAT THE VEH STALLS WHILE DRIVING (ALL ENG

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djohn03

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TEMPS) -CUST STATES THAT THE VEH HAS BEEN TO THE DLRSH
X FOR THE SAME CONCERN -CUST STATES THAT SHE LOVES HER
-CUST STATES THAT SHE IS PAYING FOR A RENTAL (\$22.99)
UST WOULD LIKE TO KNOW WHAT TO DO -CUST STATES THAT SH
OKED INTO THE LEMON LAW BUT HER VEH NO LONGER FALLS WITH
HE LEMON LAW CRITERIA -CUST WOULD LIKE FORD TO ASSIST
THE COST OF THE RENTAL -CUST WOULD LIKE FOR THE DLRSH
REPAIR THE VEH OR GIVE HER A DIFFERENT VEH PER CUSTOM
DEALER SAYS: ** MAGIC FORD ** CAC ADVISED: -ADVIS
UST THAT I WILL FOLLOW UP WITH HER LATER TODAY -MADE O
O DLRSH SPOKE WITH GREG (SER MGR) -GREG INFORMED ME TH
E IS UNAWARE OF THE CUST SITUATION -GREG STATED THAT T
UST 1ST BROUGHT THE VEH IN @ 15,000 MILES -GREG STATED
T THE CUST HAS BEEN THERE APPROX. 3X FOR THIS CONCERN AN
THEY WERE NOT ABLE TO DUPLICATE THE CONCERN -GREG INFO
ME THAT HE WOULD CONSIDER THE CUST ISSUE TO BE AN INTER
ANT CONCERN NOT A MULTIPLE REPAIR ISSUE -GREG STATED T
THE REGIONAL REP WILL BE IN ON THURSDAY SO THEY CAN HAVE
REP INSPECT THE VEH ON THURSDAY -ADVISED GREG THAT I
INFORM THE CUST THAT THE REP WILL BE THERE ON THURSDAY
OR THE VEHICLE TO BE REPAIRED, THE DEALERSHIP WOULD FIRS
ED TO DUPLICATE THE SYMPTOM. - THIS WOULD ASSIST THE DE
SHIP IN DIAGNOSING THE VEHICLE. - IF THEY CANNOT DUPLIC
THE CONCERN, THE DEALERSHIP WILL BE UNABLE TO REPAIR WHA
BY CANNOT FIND - ADVISE CUSTOMER TO CONTACT DEALERSHIP

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ER02-027-A 0012

djohn03

OCN AS (INTERMITTENT) CONCERN IS NOTICED INFERENCE CASE

ID:

4462

1 CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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440200282	INFORMATION ISSUE	CASE NBR: 0.
REGION: 71 CALIFORNIA	ZONE: B2	OPENED: 0
1/28/2002		
VIN: 1FMCU01161KE71094	ENGINE: 1 VEH TYPE: T	CLOSED: 0
1/28/2002		

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS:		
CITY: [REDACTED]	SANTA CLARITA	STATE: CA
		ZIP: [REDACTED]

HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLS 4X2	
MILEAGE: 29000		
DEALER NAME: MAGIC FORD	SALES CODE: F71491	P & A: 0
1864		
REASON CODE: 1140 AWA - WITHIN CRITERIA,	REQUESTING AWA	
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 725 - ADVISE CUST TO SUBMIT RECEIPTS TO DLR FOR REVIEW
DOCUMENT: ANALYST: JJAMES1 JENINNE JAMES
ACTION DATA/COMMENTS:

2002/01/28
12.08.28 CUSTOMER SAYS: -CUST STATES THAT THE VEH IS @ THE DLRS
HP
-CUST STATES THAT THE VEH STALLS WHILE DRIVING (ALL ENG
INE
TEMPS) -CUST STATES THAT THE VEH HAS BEEN TO THE DLRSHP
5-6
X FOR THE SAME CONCERN -CUST STATES THAT SHE LOVES HER

djohn03

VEH
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MINE
535

-CUST STATES THAT SHE IS PAYING FOR A RENTAL (\$22.99)
UST WOULD LIKE TO KNOW WHAT TO DO -CUST STATES THAT SH
OKED INTO THE LEMON LAW BUT HER VEH NO LONGER FALLS WITH
HE LEMON LAW CRITERIA -CUST WOULD LIKE FORD TO ASSIST
THE COST OF THE RENTAL -CUST WOULD LIKE FOR THE DLRSH
REPAIR THE VEH OR GIVE HER A DIFFERENT VEH PER CUSTOM
DEALER SAYS: ** MAGIC FORD ** CAC ADVISED: - FOR RE
RSEMENT CONSIDERATION PLEASE SUBMIT YUR ORIGINAL RECEIPT
THE CRM/SM OF YOUR LOCAL DEALER. THE DEALER WILL DETER
IF REIMBURSEMENT IS POSSIBLE OR NOT INFERENCE CASE ID:

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CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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462783511

INFORMATION ISSUE

CASE NBR: 0

REGION: 16 PHILADELPHIA

ZONE: B1

OPENED: 1

Page 86

EQ02-027-A 0014

djohn03

2/18/2001

VIN: 1FMYU04161KA79203 ENGINE: 1 VEH TYPE: T CLOSED: 1

2/18/2001

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LAST NAME: [REDACTED] STATUS: C

LOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:

ADDRESS: [REDACTED]

CITY: SOUTHAMPTON STATE: PA ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4

MILEAGE: 10181

DEALER NAME: DUNPHY MOTORS INC SALES CODE: F16011 P & A: 0
1337

REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY

SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO
DEALER

DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH

ACTION DATA/COMMENTS:

2001/12/18

12.27.28 RITA MURPHY, CSM, PHILADELPHIA

APTN: KEVIN DUNPHY

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-SANDS2 DUNPHY FORD
ACTION DATA/COMMENTS:

2001/12/27

21.22.04 CUSTOMER IS IN A NEW VEHICLE. CONCERN RESOLVED

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED

DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH

ACTION DATA/COMMENTS:

2001/12/28

09.47.17

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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                                INFORMATION ISSUE                                CASE NBR: 0
486682181
REGION: 44 PITTSBURGH           ZONE: A3                                OPENED: 0
2/16/2002
VIN: 1FMYU04191KB51446        ENGINE: 1   VEH TYPE: T                    CLOSED: 0
2/16/2002
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LAST NAME: [REDACTED]                                STATUS: C
LOSED
TITLE: [REDACTED]           FIRST NAME: [REDACTED]           MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED]           PITTSBURGH           STATE: PA           ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001           MODEL: ESCAPE XLT 4X4
MILEAGE: 9208
DEALER NAME: STURMAN & LARKIN FO SALES CODE: F44017   P & A: 0
7430
REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: AAMATO ANTOINETTA AMATO
ACTION DATA/COMMENTS:

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2002/02/16

12.41.23 CUSTOMER SAYS: - CUST HAVING A PROBLEM WITH THE VEH CU

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VEH
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OR M
& LA
CT T
N MO

djohn03

G OUT WHILE DRIVING - WHEN TRAVELLING 50-60 MPH, THE
SHUTS OFF AND LOOSES POWER BRAKES AND STEERING - DLR
TRIED TO REPAIR IT 3 TIMES TO NO AVAIL - SEEKING PROPE
PAIR PER CUSTOMER, DEALER SAYS: - DLR CANNOT LOOK AT
VEH UNTIL WED. - CAC ADVISED: - I WOULD LIKE
BE YOUR ADVOCATE IN THIS SITUATION. TO ENSURE YOUR REQUE
ECEIVES PROPER CONSIDERATION, PLEASE ALLOW ME TO RESEARC
IS FURTHER. - IS THERE A TIME THAT IS MOST CONVENIENT F
E TO CONTACT YOU? - TONI 2030 - OBC TO DLR 7 STURMAN
RKIN FORD, INC. TEL: (412) 892-2300 UNABLE TO CONTA
HE SM - GARY D'ANGELIS WILL FL WITH THE DLR AND CUST O
NDAY INFERENCE CASE ID: 5408

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: AAMATO ANTOINETTA AMATO
ACTION DATA/COMMENTS:

2002/02/18
13.47.03
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CUST
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CUSTOMER SAYS: - CUST HAVING A PROBLEM WITH THE VEH CU
G OUT WHILE DRIVING 50-60 MPH, THE VEH SHUTS OFF
AND LOOSES POWER BRAKES AND STEERING - DLR HAS TRIED TO RE
PAIR IT 3 TIMES TO NO AVAIL - SEEKING PROPER REPAIR PER
CUSTOMER, DEALER SAYS: CAC ADVISED: TONI 2030 - OBC
DLR- STURMAN & LARKIN FORD, INC. TEL: (412) 892-2300
SPOKE - THE SM - GARY D'ANGELIS - DLR HAS ONLY DUPLICAT
T ONCE IN OCT. WHEN THEY MADE A REPAR, CUST HAS AN
APPOINTMENT WITH THEM ON WED. - WE WILL FL ON FRI TO CHECK
STATUS OF THE VEH OBC TO CUST - LEFT A MESSAGE ADVISING

djohn03

WILL FL ON FRIDAY

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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486682181	INFORMATION ISSUE	CASE NBR: 0
REGION: 44 PITTSBURGH	ZONE: A3	OPENED: 0
2/16/2002		
VIN: 1FMYU04191KB51446	ENGINE: 1	VEH TYPE: T
2/19/2002		CLOSED: 0

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ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: B-TOTH2 BETTY TOTM
ACTION DATA/COMMENTS:

2002/02/19
22.03.01 SVC MGR CALLED CSTR 2/18/02. VEHICLE HERE 11/23/01 AND
EEC
POWER RELAY REPLACED. VEHICLE COMING IN TO GET CHECKED
OUT.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: AAMATO ANTOINETTA AMATO
ACTION DATA/COMMENTS:

2002/02/22
17.39.38 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
WISE
D: TONI 2030 - OBC TO DLR- STURMAN & LARKIN FORD, INC
TEL: (412) 892-2300 - UNABLE TO CONTACT THE DLR, NO
ANSW
ER - I WILL FL ON MONDAY

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: AAMATO ANTOINETTA AMATO

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djohn03

ACTION DATA/COMMENTS:

2002/02/25
 14.59.08 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
 VISE D: TONI 2030 - OBC TO DLR- STURMAN & LARKIN FORD, INC
 THE TEL: (412) 892-2300 - SPOKE - SM - GARY D'ANGELIS -
 PECT Y HAVE A RACK & PINION ON ORDER AS PER TECH HOTLINE, EX
 HAS THAT THE PART WILL BE IN NEXT WEEK - CUST PRESENTLY
 THE THE VEH - OBC TO CUST @ WORK NUMBER - ADVISED THAT
 Y MA PARTS ARE EXPECTED IN NEXT WEEK - WE WILL FL ON TUESDA
 RCH 5

 ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
 DOCUMENT: ANALYST: B-TOTH2 BETTY TOTH
 ACTION DATA/COMMENTS:

2002/03/02
 15.27.09 SVC MGR GARY DEANGELIS SPOKE TO CSTR & ADV S.O.P. ARE HE
 RE. VEHICLE TO COME IN TO GET CONCERN RESOLVED. 3/2, BETTY
 TOTH LEFT ANOTHER MSG THAT PARTS ARE HERE & TO CALL FOR APPT

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG
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06/18/2002 MASTER OWNER RELATIONS SYSTEM III
 13.27.38

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486682181	INFORMATION ISSUE	CASE NBR: 0
REGION: 44 PITTSBURGH	ZONE: A3	OPENED: 0
2/16/2002		
VIN: 1FMYU04191KB51446	ENGINE: 1 VEH TYPE: T	CLOSED: 0
3/05/2002		

djohn03

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TBYNDLOS TIFFANY BYNDLOSS
ACTION DATA/COMMENTS:

2002/03/05

11.07.09 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NON
E
CAC ADVISED: STURMAN & LARKIN FORD, INC. (412) 892-23
00
====OBC TO DLRSHP==== == SPOKE TO GARY D'ANGELIS S/M
==
VEH IS COMMING IN ON THURSDAY TO HAVE RACK AND PINION A
ND C
OMPUTER REPLACED AS PER TEC HOTLINE == CUST WILL BE PR
OVID
ED WITH LOANER == VEH SHOULD BE REPAIRED THURSDAY EVEN
ING

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: TBYNDLOS TIFFANY BYNDLOSS
ACTION DATA/COMMENTS:

CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NON
E C
AC ADVISED: OBC TO CUST HOME # LEFT MESSAGE OBC TO DA
Y #
LEFT MESSAGE == ADVISED CUST THAT CSR WOULD FOLLOWUP W
ITH
HIM ON MONDAY @ 11 AM EST REGARDING REPAIR OF VEH

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TBYNDLOS TIFFANY BYNDLOSS
ACTION DATA/COMMENTS:

2002/03/11

11.36.08 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: ST
URMA
N & LARKIN FORD, INC. (412) 892-2300 =====OBC TO DLRS
HP==
== == SPOKE TO GARY D'ANGELIS S/M ==VEH IS @ DLRSHP R
IGHT
NOW SHOULD BE REPIARED BY TOMORROW CAC ADVISED: NO
NE

djohn03

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: TBYNDLOS TIFFANY BYNDLOSS
ACTION DATA/COMMENTS:

C
LOWI
NO
CUST
EST
CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
AC ADVISED: OBC TO CUST HOME # LEFT MESSAGE ==CSR FOL
NG UP REGARDIGN REPAIR ON THURSDAY ==OBC TO CUST DAY #
ANSWER ===OBC TO CUST CELL # LEFT MESSAGE == ADVISED
THAT CSR WILL TRY TO CONTACT HIM BACK TOMORROW @ 11 AM

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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486682181	INFORMATION ISSUE	CASE NBR: 0
REGION: 44 PITTSBURGH	ZONE: A3	OPENED: 0
2/16/2002		
VIN: 1FMYU04191KB51446	ENGINE: 1	VEH TYPE: T
3/12/2002		CLOSED: 0

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TBYNDLOS TIFFANY BYNDLOSS
ACTION DATA/COMMENTS:

2002/03/12
11.25.08 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: STU
RMAN
& LARKIN FORD, INC. (412) 892-2300 =====OBC TO DLRSH
P===

djohn03

== SPOKE TO GARY D'ANGELIS S/M ==VEH SHOULD BE REPI
ARED
BY 5 TODAY CAC ADVISED: NONE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JKALU JACQUELINE KALU
ACTION DATA/COMMENTS:

2002/03/14
14.22.11 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
VISE
D: SPOKE TO SRV. MGR GARY DEANGELIS WHO ADVISED THAT CU
ST P
ICKED UP VEH AND RETURNED THE LOANER - CUSTS PROBLEM HAS
BEE
N RESOLVED

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: JKALU JACQUELINE KALU
ACTION DATA/COMMENTS:

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
VISE
D: LEFT MESS AT HO # STATING THAT JUST WANTED TO ENSURE
THA
T EVERYTHING RAN SMOOTHLY WITH REPAIR SPOKE TO CUST AT D
AY #
AND HE STATED THAT THE DLRSHF WENT OUT OF THEIR WAY TO
PROV
IDE SERVICE ANS HE WAS VERY PLEASED WITH THE SERVICE AND
THE
REPAIR THUS FAR

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-TOTH2 BETTY TOTH
ACTION DATA/COMMENTS:

19.31.17 CSTR GIVEN LOANER CAR WHILE VEHCL IN FOR RPRS;RPRS COMPL
ETED
ON 3/13/02,RO 23458,WITH HOTLINE ASSIST. SVC MGR SPOKE
TO
CSTR;CONCRN RESOLVED. ON FUP CALL THIS DATE, CSTR SAID S
VC W
AS OUTSTANDING FROM STURMAN-LARKIN,BUT IS NOT ENTHUSED W
/FOR
D PRODUCT OR QUALITY. HE & HIS FAMILY HAVE LOST ALL CONF

djohn03

IDEN

CE IN FORD. SAID CHUCK, SVC ADV. WAS GREAT.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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INFORMATION ISSUE                                CASE NBR: 0
498160431
REGION: 71 CALIFORNIA    ZONE: E1                OPENED: 0
4/21/2001
VIN: 1FMUU01B21KE85586  ENGINE: B    VEH TYPE: T    CLOSED: 0
4/21/2001
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LAST NAME: [REDACTED]                                STATUS: C
LOSED
TITLE: [REDACTED]                                FIRST NAME: [REDACTED]    MI:
ADDRESS: [REDACTED]
CITY: RAMONA                                STATE: CA                ZIP: [REDACTED]
[REDACTED]
HOME PHONE:
MODEL YEAR: 2001                                MODEL: ESCAPE XLS 4X2
MILEAGE: 6000
DEALER NAME: PERRY FORD                        SALES CODE: F71103    P & A: 0
1469
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: GNOVAK GLENN NOVAK
ACTION DATA/COMMENTS:

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2001/04/21
11.23.41 CUSTOMER SAYS: --CUST SENT E-MAIL-- -CUST WAS DRIVING
VEH
WHEN SUDDENLY, ALL POWER WAS LOST -VEH SHUT DOWN AND W
OULD
N'T RE-START -VEH WAS TOWED TO DLR, BUT VEH STARTED PRO
PERL

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NNOU
CUST
INF
HEY
DVIS
T) C
VISE
446

djohn03
Y AT DLRSHIP -CUST HEARD THERE MAY HAVE BEEN A RECALL A
NCED RECENTLY AND WOULD LIKE TO KNOW IF IT RELATES PER
OMER, DEALER SAYS: -UNABLE TO EXHIBIT CAC ADVISED: -
ORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCERN IF T
CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVICE - A
E CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTERMITTEN
ONCERN IS NOTICED -ADVISED CUST OF ABOVE BY E-MAIL -AD
D NO OPEN RECALLS OR ONPS AT PRESENT INFERENCE CASE ID:

2

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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557081402	INFORMATION ISSUE	CASE NBR: 0
REGION: 71 CALIFORNIA	ZONE: E2	OPENED: 0
5/20/2002		CLOSED: 0
VIN: 1FMYU03121KE77784	ENGINE: 1 VEH TYPE: T	

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5/20/2002

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LAST NAME: [REDACTED] STATUS: C
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: RIALTO STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE: 24000
 DEALER NAME: FAIRVIEW FORD SALES SALES CODE: F71156 P & A: 0
 7852
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: LALOUCHE LIZ ALOUCHE
 ACTION DATA/COMMENTS:

2002/05/20
 15.24.16

ST S CUSTOMER SAYS: -CUST SAYS THAT HE HAS RECEIVED POOR CU
 NOT ERVICE FROM THE DLRSHIP -CUST IS AWARE THAT FORD DOES
 H HA APPROVE OF THIS POOR SERVICE -THE BRAIN UNIT IN THE VE
 -CUS S A PROBLEM -THE VEH SHUTS OFF WHILE SHE IS DRIVING
 ITH T SAYS THAT SHE WAS IN A LIFE THREATENING CIRCUMSTANCE W
 D HA HER CHILDREN IN HER VEH -CUST VEH IS AT DLRSHIP NOW AN
 HIP S NOT BEEN REPAIRED PER CUSTOMER, DEALER SAYS: -DLRS
 DS F TOLD CUST TO KEEP DRIVING THE VEH UNTIL THE PART SHE NEE
 E RE OR THE REPAIR COMES IN CAC ADVISED: - WE RECOMMEND TH
 WIL PAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION
 -CRC L BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR
 CUS FOUND NO FSA/CSP ON VEH FOR THIS CONCERN -CRC ADVISED
 UST T THAT THIS INFO WILL BE SENT TO OUR ENGINEERS -SINCE C
 DID TAKE THE PROACTIVE APPROACH BY CONTACTING US TODAY T

djohn03

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SP
ATED
INFE

WILL ASSIST OUR ENGINEERS FOR INSTATING ANY FUTURE FSA/C
-CUST WILL BE NOTIFIED BY LITERATURE IF ANYTHING IS INST
RELATING TO HIS VEH -CUST SHOULD HOLD ON TO RECEIPTS
RENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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	INFORMATION ISSUE	CASE NBR: 0
563783611		
REGION: 56 DENVER	ZONE: D1	OPENED: 0
3/11/2002		
VIN: 1FMYU02181KE87981	ENGINE: 1 VEH TYPE: T	CLOSED: 0
3/11/2002		

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY: EVERGREEN	STATE: CO	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLS 4X4	
MILEAGE: 46500		
DEALER NAME: O'NEARA FORD CENTER	SALES CODE: F56003	P & A: 0
3294		
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY		

djohn03

SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO
DEALER
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/03/11
11.27.42 JESSICA GEIST, CSM, DENVER
ATTN: BRIAN HAMMERMAN

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-HAMMER
ACTION DATA/COMMENTS:

2002/03/15
10.32.40

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/03/20
14.46.22

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002

MASTER OWNER RELATIONS SYSTEM III

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13.27.38

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576342081 INFORMATION ISSUE CASE NBR: 0
 REGION: 21 ATLANTA ZONE: B3 OPENED: 0
 7/27/2001
 VIN: 1PMYU01171KB62305 ENGINE: 1 VEH TYPE: T CLOSED: 0
 7/27/2001

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LAST NAME: [REDACTED] STATUS: C
 LOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: GASTONIA STATE: NC ZIP: [REDACTED]
 [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
 MILEAGE: 3000
 DEALER NAME: CHAMPION FORD LINC- SALES CODE: F21775 P & A: 0
 0093
 REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 524 - SUPPORT DEALER'S POSITION
 DOCUMENT: ANALYST: NSALDAN NEVILLE SALDANHA
 ACTION DATA/COMMENTS:

2001/07/27
 15.59.24 CUSTOMER SAYS: - CUST SAYS THAT VEH HAS CUT OFF 4 TIME
 S
 , DE TOOK VEH TO DLR NOW CUST WANTS LOANER PER CUSTOMER
 , DE ALER SAYS: - DLR SAID DIAGNOSTICS SAY VEH IS OK BRI
 NG V EH BACK IN CASE OF PROBLEM CAC ADVISED: *** OBC TO DLR
 - S ERV. MGR. MR R. ROBINSON - ADVISED TO BRING VEH IN ON M
 ONDA Y - WILL LOOK INTO THE ISSUE - ADVISED CUST OF ABOV
 E IN FERENCE CASE ID: 4906

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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                    INFORMATION ISSUE                      CASE NBR: 0
579292961
REGION: 21 ATLANTA          ZONE: E3                      OPENED: 1
0/23/2001
VIN: 1FMYU03181KE72167    ENGINE: 1    VEH TYPE: T          CLOSED: 1
0/23/2001
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LAST NAME: [REDACTED]                      STATUS: C
LOSER
TITLE: [REDACTED]    FIRST NAME: [REDACTED]    MI:
ADDRESS: [REDACTED]
CITY:    RALEIGH          STATE:    NC          ZIP:    [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001          MODEL:    ESCAPE XLT 4X2
MILEAGE:    16563
DEALER NAME: CAPITAL FORD INC    SALES CODE: F21019    P & A: 0
0978
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS:    607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO
DEALER
DOCUMENT: ANALYST: C-KEITH4 CHRISTINA KEITH
ACTION DATA/COMMENTS:

2001/10/23

16.03.25 PATRICIA JONES, CSM, ATLANTA; ATTN: PETER DUERKSEN

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: DAC053 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND
REJECTED
DOCUMENT: ANALYST: S-WICKEL SCOTT WICKER
ACTION DATA/COMMENTS:

2001/10/24

11.18.17 SUBSEQUENT OWNER. NO OAC.

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: CAB009 - RECORD ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

2002/01/10

13.05.48 NAME CHANGED TO TOSIA PER PATRICIA JONES CSM

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: INTERNET
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/01/25

13.20.56

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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613182691                INFORMATION ISSUE                CASE NBR: 0
REGION: 21 ATLANTA      ZONE: E1                OPENED: 1
1/20/2001
VIN: 1FMCU03181KB59212  ENGINE: 1    VEH TYPE: T        CLOSED: 1
1/20/2001
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LAST NAME: [REDACTED]                STATUS: C
LOSER
TITLE: [REDACTED]    FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED]    CORNELIUS    STATE: NC    ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001    MODEL: ESCAPE XLT 4X2
MILEAGE: 7000
DEALER NAME: LAKE NORMAN FORD    SALES CODE: F21655    P & A: 0
3914
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: SWALTERS SHANE WALTERS
ACTION DATA/COMMENTS:

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2001/11/20
17.41.12  CUSTOMER SAYS:  **** SURVEY **** - VEH HAS CUT OUT ON
CUST      TWICE - 1ST TIME HAPPENED 5 DAYS AFTER PURCHASE - D
LR F      IXED THE PROBLEM BUT SAME PROBLEM REOCCURED ON 10-24-01
- D      LR CAN NOT DUPLICATE THE CONCERN - FEELS IT IS DANGERO
US S      ITUATION AS VEH BREAKS DOWN WHILE DRIVING - NO FOLLOW
-UP      CALLS FROM DLRSHF SINCE LAST SERVICE *****INBO
UND      CALL***** - CUST VEH HAS STALLED TWICE SINCE
THE      TIME OF PURCHASE - DLR FIXED THE CONCERN THE FIRST TIM
E BU     T DLR COULD NOT FIND THE PROBLEM THE SECOND TIME - CUST
FEE     LS THAT THIS IS A SAFETY ISSUE AND NO LONGER WANTS THE V

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djohn03

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NLESS IT CAN BE FIXED PER CUSTOMER, DEALER SAYS: - NO
CAC ADVISED: - FORDS GOAL IS TO PROPERLY REPAIR THE VEH
HER THAN REPLACE OR REFUND - NO FSA/CSP IN REGARDS TO T
ONCERN - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE
ERN IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF
VICE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS
TERMITTENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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625243111	INFORMATION ISSUE	CASE NBR: 0
REGION: 21 ATLANTA	ZONE: C2	OPENED: 1
1/07/2001		
VIN: 1FMCU03101KC58526	ENGINE: 1 VEH TYPE: T	CLOSED: 1
1/07/2001		

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	MI: [REDACTED]
ADDRESS:		
CITY: MACON	STATE: GA	ZIP: [REDACTED]

djohn03

HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE: 1000
 DEALER NAME: RIVERSIDE FORD INC SALES CODE: F21210 P & A: 0
 0348
 REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 524 - SUPPORT DEALER'S POSITION
 DOCUMENT: ANALYST: NDEBOURG NADINE DE BOURG
 ACTION DATA/COMMENTS:

2001/11/07
 17.21.38 CUSTOMER SAYS: CUST IS HAVING PROBLEMS WITH VEH. VEH
 IS S TALLING WHEN DRIVING. IT HAPPENED THREE TIMES. DLR FIX
 ED I DLE CONTROL VALVE. IGNITION FIX REPAIR WIRING WITH CORR
 OSIO N. DLR TRIED TO FIX PROBLEM TWO TIMES , NO FIX. CUST W
 OULD LIKE FORD TO REPLACE THE VEH OR REFUND HER MONEY. PER
 CUST OMER, DEALER SAYS: CAC ADVISED: OBC TO DLR AND SPOK
 E TO SVR MGR THOMAS DAILY WHO SAYS TO ADVISE CUST TO BRING T
 HE V EH IN TOMORROW MORNING. OR FRIDAY. MORNING. WHICH HE WI
 LL G IVE CUST PERSONAL ATTENTION. =====
 ===== - SUPPORT REPAIR PROCEDURE COMPLETED B
 Y DE ALER INFERENCE CASE ID: 4906

CONSUMER AFFAIRS

06/18/2002 MFPAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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371472121          INFORMATION ISSUE          CASE NBR: 1
REGION: 23 MEMPHIS      ZONE: A1          OPENED: 0
8/30/2001
VIN: 1FMYU03131KA14990  ENGINE: 1    VEH TYPE: T    CLOSED: 0
8/30/2001
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=====
LAST NAME: [REDACTED]          STATUS: C
LOSED
TITLE: [REDACTED]      FIRST NAME: [REDACTED]      MI:
ADDRESS: [REDACTED]
CITY: SHERWOOD          STATE: AR          ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001          MODEL: ESCAPE XLT 4X2
MILEAGE: 7000
DEALER NAME: NORTH POINT FORD  SALES CODE: F23205    P & A: 0
6033
REASON CODE: 11MR AWA - MULTIPLE REPAIR
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
DOCUMENT: ANALYST: JSPIEGEL JODY SPIEGEL
ACTION DATA/COMMENTS:

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2001/08/30
16.37.50 CUSTOMER SAYS: =IN PROCESS OF FILING LEMON LAW =WROTE
LET
LAW TER, AS PROCESS ENTAILS, TO MANUFACTURER CLAIMING LEMON
FORD =WAS SENT OUT DSB APPLICATION =HAD VEH ONCE AT CRAINS

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H LE
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R CU
OMER
T WI
M WH
: 5

djohn03
AND THE LAST THREE TIMES AT NORTHPOINT FORD =CUST WAS
BY CSM WHO WAS AT CRAINS THAT DSB HAS NOTHING TO DO WIT
MON LAW =CUST WANTS THIS CASE ASSIGNED TO NORTH POINT F
NOT CRAINS =OTHER CSRS HAVE SENT THE CASE TO CRAINS BY
TAKE =CUST WAS WAITING TO PURSUE THIS BECAUSE THOUGHT T
NORTHPOINT FORD HAD FOUND A FIX BUT THEY DID NOT PE
STOMER, DEALER SAYS: NONE CAC ADVISED: - INFORM CUST
OF DEALER'S RESPONSE - REQUEST CUSTOMER STAY IN CONTAC
TH DEALER - REQUEST DEALER TO CONTACT CUSTOMER TO INFOR
EN REPAIR WILL BE SCHEDULED/COMPLETED. INFERENCE CASE ID
237

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

378353110

REGION: 52 SOUTHWEST

INFORMATION ISSUE

ZONE: A1

CASE NBR: 1

OPENED: 0

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djohn03

7/27/2001

VIN: 1FMYU03151KE84745 ENGINE: 1 VEH TYPE: T CLOSED: 0

7/27/2001

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LAST NAME: [REDACTED] STATUS: C
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: DALLAS STATE: TX ZIP: [REDACTED]

HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE: 16000
 DEALER NAME: LEADERSHIP FORD SALES CODE: F52006 P & A: 0
 2490
 REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
 CATE THE CONCERN
 DOCUMENT: ANALYST: MSAYA SAYA MAURICIO
 ACTION DATA/COMMENTS:

2001/07/27
 18.03.31 CUSTOMER SAYS: CUST CALLING REGARDING A CONTINUOUS PROB
 LEM THAT VEH HAS BEEN HAVING. VEH STALLS AT ANY TIME, ANYWH
 ERE. CUST STATES THAT FORD ALREADY SENT AN ENGINEER TO CH
 ECK VEH AT THE DEALERSHIP, BUT ENGINEER COULD NOT FIND WHAT
 THE PROBLEMS IS WITH THE VEH. CUST CALLS NOW TO FIND OUT
 WHAT TO DO WITH VEH CUST IS TAKING VEH AGAIN ON SATURDAY
 TO T HE DEALERSRHIP. PER CUSTOMER, DEALER SAYS: NONE CAC
 ADVI SED: - INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CO
 NCER N IF THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF S
 ERVI CE - ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (R
 INTE MITTENT) CONCERN IS NOTICED CSR ADVISED CUST ON THE
 OUTC OME AND CSR WILL FOLLOW UP WITH CUST BY MONDAY TO SEE IF
 DEA

Y IN

djohn03
LSERSHIP WAS ABLE TO FIND ANYTHING ON THE VEH BY SATURDA
REFERENCE CASE ID: 4462

1 CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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396750742                INFORMATION ISSUE                CASE NBR: 1
REGION: 44 PITTSBURGH   ZONE: C3                        OPENED: 0
3/15/2002
VIN: 1FMYU03181KB82494 ENGINE: 1   VEH TYPE: T        CLOSED: 0
3/15/2002
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LAST NAME: [REDACTED]                STATUS: C
LOSER
TITLE: [REDACTED]                    FIRST NAME: [REDACTED]   MI: [REDACTED]
ADDRESS: [REDACTED]                  STATE: OH                ZIP: [REDACTED]
CITY: CUYAHOGA FALLS
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                      MODEL: ESCAPE XLT 4X2
MILEAGE: 15000
DEALER NAME: T E CLARKE FORD, IN SALES CODE: F44077   P & A: 0
2257
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: JWYNTER JASON WYNTER
ACTION DATA/COMMENTS:

2002/03/15
11.00.31 CUSTOMER SAYS: -VEH HAS A STALL -HAD TAKE VEH TO DLR
AND
IF
IR
CAC
HIP
ASS
CAN
TO
CT D
-CUS
AT T
LICA
: 4
THEY COULD NOT DUPLICATE PROBLEM -WOULD LIKE TO KNOW
THIS A KNOWN CONCERN AND WHAT ARE THERE OPTIONS FOR REPA
PER CUSTOMER, DEALER SAYS: -CANNOT DUPLICATE CONCERN
ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEALERS
WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WOULD
IST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF THEY
NOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNABLE
REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CONTA
EALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED
T ASK ABOUT TAKING VEH TO ANOTHER DLR -ADVSIED CUST TH
HEY MAY, WARRANTY VALID AT ANY DLR, BUT THE DLR MUST DUP
TE CONCERN BEFORE REPAIRING THE VEH INFERENCE CASE ID
462

CONSUMER AFFAIRS
1

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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399751241                INFORMATION ISSUE                CASE NBR: 1
REGION: 24 ORLANDO      ZONE: A2                OPENED: 0
2/14/2002
VIN: 1FMYU03121KA16097 ENGINE: 1    VEH TYPE: T        CLOSED: 0
2/14/2002
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LAST NAME: ██████████                STATUS: C
LOSED
TITLE: MRS                FIRST NAME: ██████████    MI: ██████████
ADDRESS: ██████████████████████████
CITY: MIAMI                STATE: FL                ZIP: ██████████
HOME PHONE: ██████████████████████
MODEL YEAR: 2001            MODEL: ESCAPE XLT 4X2
MILEAGE: 11000
DEALER NAME: FORD OF CORAL GABLE SALES CODE: F24004    P & A: 0
3896
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: MEBRAHIM MOHAMED EBRAHIM
ACTION DATA/COMMENTS:

2002/02/14
12.07.28 CUSTOMER SAYS: CUST CALLED YESTERDAY TO FILE A COMPLAI
N AN
D WANTS TO KNOW THE NAME OF CSR WHO TOOK DOWN THE DETAIL
S.
CUST SAID THE VEH IS AT THE DLRSHF FOUR TIMES. THE LAST
INC
IDENT WAS THE THIRD TIME IT HAS HAPPENED. CUST IS NERVO
US A
BOUT THE VEH DIES WHILE DRIVING AND THE WHEELS LOCKED AT
HIG

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AND
S:
MED
LR,
459

djohn03
H SPEED. CUST SAID THIS A VERY DANGEROUS VEH TO DRIVE.
WANTS SOMETHING DONE ABOUT IT. PER CUSTOMER, DEALER SAY
NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFOR
BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO D
CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID:

1

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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420592001	INFORMATION ISSUE	CASE NBR: 1
REGION: 53 KANSAS CITY	ZONE: C1	OPENED: 0
7/19/2001		
VIN: 1PMYU03171KP86015	ENGINE: 1	VEH TYPE: T
7/19/2001		CLOSED: 0
=====		
LAST NAME: [REDACTED]		STATUS: C
LOSED		

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EA02-027-A 0948

TITLE: [REDACTED] @john03 FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED] CITY: CARTHAGE STATE: MO ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE: 6000
 DEALER NAME: JOPLIN FORD-LINCOLN SALES CODE: F53498 P & A: 0
 1850
 REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
 CATE THE CONCERN
 DOCUMENT: ANALYST: GROBINS GEORGETTE SHARON ROBINSON
 ACTION DATA/COMMENTS:

2001/07/19

11.40.01 CUSTOMER SAYS: -SOME TIMES I AM DRIVING AND I LOSE AL
 L PO WER AND ALL THE LIGHT COME ON IN THE DASH. - TODAY IT H
 APPE NED AGAIN. - THIS IS THE 3RD TIME IT HAPPENED. - THE F
 IRST TIME THE DEALERSHIP SAID IT WAS A HOSE CLAMP. - THE FI
 RST TIME THEY ALSO REPLACED THE STARTED. - I ASKED THEM TO
 KEEP IT AND THEY SAYED NO. - THIS VEH IS NOT RELYABLE , THI
 S IS A SAFTY ISSUE. PER CUSTOMER, DEALER SAYS: WE CAN NO
 T DU PCLATE THE CONCERN - WE DO NOT HAVE A BLACK BOX THAT WO
 ULD FIT INTO THE VEH. CAC ADVISED: - INFORM WHY THE DEALE
 RSHI P CAN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE
 THE CONCERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO CON
 TACT DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED
 INF
 FRENCH CASE ID: 4462

CONSUMER AFFAIRS

06/18/2002 MMPAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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422873371	INFORMATION ISSUE	CASE NBR: 1
REGION: 13 NEW YORK	ZONE: E1	OPENED: 0
5/02/2002		
VIN: 1FMYU041X1KF45375	ENGINE: 1	VEH TYPE: T
5/02/2002		CLOSED: 0

=====

LAST NAME:	[REDACTED]	STATUS: C
LOSER		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
ADDRESS:	[REDACTED]	MI: [REDACTED]
CITY: WARREN	STATE: NJ	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 20000		
DEALER NAME: FULLERTON FORD	SALES CODE: F13476	P & A: 2
0651		
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: CDSOUZA1 CAROL DSOUZA
 ACTION DATA/COMMENTS:

2002/05/02

10.45.37 CUSTOMER SAYS: djohn03 -THE VEH JUST DIES WHEN DRIVING -THE
VEH HAS NO POWER AT ALL -THE VEH STARTS BUT THEN IT DIES A
GAIN
E DL
WAS
NTED
AW
RECO
INF
M/SE
LAW
HASI
THE
IN

-THIS IS THE FOURTH TIME THAT THIS IS HAPPENING -TH
RSHP FIXES THIS BUT HAVE THE SAME PROBLEM AGAIN -CUST
DRIVING AND ADVISED ME SHE ONL;Y WANTED THIS INFO DOCUME
SO IT IS ON HER FILE - CUST WANTS INFO ON THE LEMON L
PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - WE
MMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP -
ORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CR
RV MGR -ADV CUST SHE WILL GET MORE INFO ON THE LEMON
AT HER PUBLIC LIBRARY OR THE PAPERS SHE RECD WHILE PURC
NG THE VEH MAY HAVE INFO -ADV CUST SHE COULD CONTACT
CRM AT HER DLRSHIP TOO - PROVIDED THE CUST WITH THE NAME
FERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPGR

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djohn03

13.27.38

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518911911	INFORMATION ISSUE	CASE NBR: 1
REGION: 56 DENVER	ZONE: A1	OPENED: 1
2/03/2001		
VIN: 1FMYU01B91KB81415	ENGINE: B	VEH TYPE: T
2/03/2001		CLOSED: 1

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
ADDRESS:	[REDACTED]	MI: [REDACTED]
CITY:	AURORA	STATE: CO
[REDACTED]		ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLS 4X2
MTLRAGE:	2000	
DEALER NAME:	COURTESY FORD	SALES CODE: F56009
3170		P & A: 0
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY	
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP	

ORIGIN:	CAMA	-	MARKETING ASSOCIATES	COMMUNICATION: MAIL
ACTION:	OAC102	-	OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER	
DOCUMENT:		ANALYST:	CKEITH5	CHRISTIN KEITH
ACTION DATA/COMMENTS:				
2001/12/03				
11.45.11	TERRY SMITH, CSM, DENVER			
	ATIN: STEVE COAD			

ORIGIN:	CAMA	-	MARKETING ASSOCIATES	COMMUNICATION: MAIL
ACTION:	CA0009	-	RECORD ADDITIONAL INFORMATION	
DOCUMENT:		ANALYST:	7723PT	PATRICIA TREMONTI
ACTION DATA/COMMENTS:				
2001/12/20				
13.11.43	DATE OF SALE DEVIATION APPROVED BY TODD VAGI DOM			

ORIGIN:	CAMA	-	MARKETING ASSOCIATES	COMMUNICATION: MAIL
ACTION:	OAC103	-	CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED	
DOCUMENT:		ANALYST:	CKEITH5	CHRISTIN KEITH
ACTION DATA/COMMENTS:				

2001/12/21
10.25.37

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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                    INFORMATION ISSUE                      CASE NBR: 1
524290322
REGION: 24 ORLANDO          ZONE: C1                OPENED: 0
2/01/2002
VIN: 1FMYU03141KC40245    ENGINE: 1    VEH TYPE: T    CLOSED: 0
2/01/2002
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LAST NAME: [REDACTED]                STATUS: C
LOSED
TITLE: [REDACTED]                    FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED]                    LAKE WORTH              STATE: FL                ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                    MODEL: ESCAPE XLT 4X2
MILEAGE: 5000
DEALER NAME: AL PACKER FORD        SALES CODE: F24218      P & A: 0
4870
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM

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djohn03

DOCUMENT: ANALYST: OLUNAN OMAR LUNAN
ACTION DATA/COMMENTS:

2002/02/01
14.33.26

VEH, CUSTOMER SAYS: =CUST HAS A RECURRING PROBLEM WITH HER
AND AL PACKARD FORD ADVISED THAT THEY CANNOT DO ANYMORE
PAIRS ON THE VEH (ALEX JOZEFYC; SVC ADVISOR) =CUST SAYS
THE VEH STALLS AND DRIVES WHILE DRIVING =CUST SAYS IT'S HA
PPEN ED FOUR TIMES, AND HAS BEEN REPAIRED FOUR TIMES =CUST S
AYS THE LAST TIME THE VEH WAS IN WAS DEC./01, BUT CALLED THE
DLR TODAY =CUST MENTIONED LEMON LAW =CUST WANTS THE VEH
REPA IRED, OR A NEW VEH PER CUSTOMER, DEALER SAYS: =DLR AD
D THEY COULDN'T DUPLICATE THE CONCERN, AND THEY CANNOT D
O AN YMORE REPAIRS (ALSO ADVISED BY RICK KLOTZ; SVC MGR) CAC
ADV ISED: =CRC DID OBC TO AL PACKER FORD; LFT MSG FOR RICK
KLOT Z TO CONTACT CRC IN RELATIONS TO CUST ISSUE =CRC THAT
WE R ECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP
INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT
CRM /SERV MGR =CRC ADVISED CUST WE WIL FOLLOW UP INFERENCE
CASE ID: 4591

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: OLUNAN OMAR LUNAN
ACTION DATA/COMMENTS:

17.29.14 CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE
CA C ADVISED: =CRC DID OBC TO DLR; LFT MSG FOR SVC MGR TO
CONT ACT CRC IN RELATIONS TO CUST ISSUE =CRC DID OBC TO CUST
; AD VISED THAT WE ARE STILL FOLLOWING UP *****CSR ISN'T IN
SAT URDAY, FORWARDING TO ANOTHER CSR FOR FURTHER RESOLVE****

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13.27.38

MASTER OWNER RELATIONS SYSTEM III

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                    INFORMATION ISSUE                    CASE NBR: 1
529410212
  REGION: 48 DETROIT          ZONE: B2                OPENED: 0
3/26/2002
  VIN: 1FMYU04121KC40582    ENGINE: 1      VEH TYPE: T      CLOSED: 0
3/26/2002
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LAST NAME: [REDACTED]                                STATUS: C
LOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]           MI:
ADDRESS: [REDACTED]
CITY: WEST BLOOMFIELD STATE: MI ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1
DEALER NAME: DON SEELYE FORD, IN SALES CODE: F48576 P & A: 0
9708
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: LPEREZ LITISHA PEREZ
ACTION DATA/COMMENTS:

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2002/03/26

15.25.50 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD

WISE

D: OBC TO DLR SPOKE MARK SVC MGR. ADVISED THAT HE SPOKE

WIT

H ANOTHER REPRESENTATIVE ABOUT THE SAME CONCERN. AGENT A

DVIS

ED THAT THEY WERE CALLING FOR CLARIFICATION. ADVISED THA

djohn03

T HE
D TH
PAIR
WHE

IS UNSURE WHAT THE NEXT STEPS FOR CUST WOULD BE. ADVISE
AT HE DOES NOT KNOW CUST, HAS NEVER SEEN CUST BEFORE. RE
COMPLETED UNDER WARRANTY. CUST WAS PASSING THROUGH TOWN
N VEH BROKE DOWN.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: LPEREZ LITISHA PEREZ
ACTION DATA/COMMENTS:

S CO
LER
AVE
ERN
TO
SELL
ORD
ULAR

CUSTOMER SAYS: CUST SAYS THAT THEY ARE UNSURE IF VEH I
MPLETLY REPAIRED. VEH IS DRIVING NOW. PER CUSTOMER, DEA
SAYS: NONE CAC ADVISED: ADVISED THAT FORD DOES NOT H
A BUY BACK PROGRAM. ADVISED THAT IF VEH STILL HAS A CONC
FORD WILL ATTEMPT TO REPAIR. ADVISED THAT IF CUST WISHES
DISCUSS A BUY BACK, CUST WOULD NEED TO CONTACT ORIGINAL
ING DLR. ADVISED THAT DLRSHIP IS INDP OWED AND OPERATED F
IS UNABLE TO INTERVENE IN THE SALES ISSUES OF ANY PARTIC
DLR. =====ISSUE CLOSED=====

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INFORMATION ISSUE

CASE NBR: 1

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djohn03

532291271
REGION: 10 SDR ZONE: C1 OPENED: 0
5/07/2001
VIN: 1FMYU04191KA73136 ENGINE: 1 VEH TYPE: T CLOSED: 0
5/07/2001

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LAST NAME:	[REDACTED]	STATUS:	C
LOSED		FIRST NAME:	[REDACTED]
TITLE:	[REDACTED]	MI:	
ADDRESS:	[REDACTED]	STATE:	PA
CITY:	COAL TOWNSHIP	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]		
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4
MILEAGE:	2757		
DEALER NAME:	SYL WORHACZ FORD IN SALES CODE:	F16574	P & A: 0

1340
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACT38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: ITSENEBI IRENE TSENEBIS
ACTION DATA/COMMENTS:

2001/05/07
14.46.19

CUSTOMER SAYS: -SEEKING ASSISTANCE -IS HAVING A CONCE
RN W
ITH THE VEHICLE SHUTTING OFF ON ITS OWN -BRUGHT THIS TO
THE
ATTENTION OF THE DEALER ON TWO DIFFERENT OCCASIONS -FE
ELS
THAT THIS IS A SAFETY ISSUE -WILL BE ENVOKING THE LEMO
N LA
W PER CUSTOMER, DEALER SAYS: -CUST ALLEGES THAT THE D
EALER STATED THAT THEY CANNOT DUPLICATE THE CONCERN CAC ADVI
SED:
- INFORM WHY THE DEALERSHIP CAN NOT RESOLVE THE CONCER
N IF
THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERVI
CE
- ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INTE
RMIT
TENT) CONCERN IS NOTICED -MADE OBC TO DEALER -SPOKE TO
GEN
ERAL MANAGER GREGG WORHACZ -WAS ADVISED THAT THE VEHICL
E HA

ED T
ENGI
E IN
R AS
: 4

djohn03
S BEEN TEST DRIVIN ON SEVERAL OCCASIONS -WAS ALSO ADVIS
HAT THE TECH HOTLINE WAS CONTACTED AS WELL AS THE FEILD
NEER -WAS ADVISED TO HAVE THE CUSTOMER BRING THE VEHICL
AS SOON AS THE CONCERN OSSURES AGAIN -ADVISED CUSTOME
PER CONVERSATION WITH GENERAL MANAGER INFERENCE CASE ID
462

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13.27.38

MASTER OWNER RELATIONS SYSTEM III

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533550502	INFORMATION ISSUE	CASE NBR: 1
REGION: 24 ORLANDO	ZONE: C2	OPENED: 0
3/27/2002		
VIN: 1FMYU03111KE77646	ENGINE: 1	VEH TYPE: T
3/27/2002		CLOSED: 0

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
MI:		[REDACTED]
ADDRESS:	[REDACTED]	
CITY:	APOPKA	STATE: FL
ZIP:	[REDACTED]	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X2

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djohn03

MILEAGE: 1
DEALER NAME: MULLINAX FORD SALES CODE: F24227 P & A: 0
3073
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT: ANALYST: YJAFFER YASMIN JAFFER
ACTION DATA/COMMENTS:

2002/03/27
17.14.12
ER H
ONCE
RESO
EHIC
111K
HONE
ICLE
ICAT
AGNO
N, T
FIND
TERM
CUSTOMER SAYS: =CX RECEIVED CARD =FOLLOWING BACK AS P
ISTORICALS =PURH DLRSHIP DIAGNOSE 4 TIMES=INTERMITTENT C
RN =ENGINE STALLS =NO BRAKES=SAFETY ISSUE =WANTS THIS
LVED =CUST WANTS TO KNOW IF THIS HAPPENED WITH OTHER V
LES PER CUSTOMER, DEALER SAYS: MULLINAX FORD 1FMYU03
E77646 JERRY GALLMAN CUSTOMER RELATIONS MANAGER P
: 407-889-7600 EXT 2037 CAC ADVISED: - FOR THE VEH
TO BE REPAIRED, THE DEALERSHIP WOULD FIRST NEED TO DUPL
E THE SYMPTOM. - THIS WOULD ASSIST THE DEALERSHIP IN DI
SING THE VEHICLE. - IF THEY CANNOT DUPLICATE THE CONCER
HE DEALERSHIP WILL BE UNABLE TO REPAIR WHAT THEY CANNOT
- ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (IN
ITENT) CONCERN IS NOTICED INFERENCE CASE ID: 4462

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	INFORMATION ISSUE	CASE NBR: 1
695332471		
REGION: 16 PHILADELPHIA	ZONE: B1	OPENED: 0
9/04/2001		
VIN: 1FMYU02191KE75550	ENGINE: 1 VEH TYPE: T	CLOSED: 0
9/04/2001		

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LAST NAME:	[REDACTED]	STATUS: C
LOSER		
TITLE:	FIRST NAME:	MI:
ADDRESS:	[REDACTED]	[REDACTED]
CITY:	MARCUS HOOK	STATE: PA
[REDACTED]		ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLS 4X4
MILEAGE:	9000	
DEALER NAME:	MURPHY FORD CO	SALES CODE: F16025
1230		P & A: 0
REASON CODE:	0914 ESP/ESC - RENTAL ASSISTANCE	
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 537 - VEHICLE DOES NOT HAVE ANY LOANER PROVISION; NO ASSISTANCE
 DOCUMENT: ANALYST: CWORRELL CARSON WORRELL
 ACTION DATA/COMMENTS:

2001/09/04
 16.42.15 CUSTOMER SAYS: CUST CALLED REGARDING HER VEH --CUST SAYS SHE HAS A NEW VEHICLE --CUST SAYS THAT THE VEH INTERMITTENTLY STALLS --CUST SAYS SHE CANNOT LEAVE THE VEH AT THE

djohn03

DLR
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EREN

FOR DIAGNOSIS BECAUSE THEY WILL NOT PROVIDE A LOANER/RE
UNDER HER ESP BECAUSE THE VEH WILL NOT EXHIBIT THE CONC
AND CANNOT BE COVEED UNDER THE ESP PER CUSTOMER, DEALE
YS: NONE CAC ADVISED: - ADVISE CUSTOMER THAT THERE I
LOANER VEHICLE PROVISIONS OFFERED FOR THIS REPAIR. -
WILL NOT PROVIDE FINANCIAL ASSISTANCE FOR THE LOANER VE
E --ADVISED CUST OF ABOVE ONLY --OBC TO DLR SPOKE TO
THE SERVICE MANAGER WHO SAID THAT THE CUST WAS NOT LOYA
D THAT SHE DID NOT HAVE MAINTENANCE DONE WITH THEM --R
AYS THAT THE CUST WAS LAST IN 9 MONTHS AGO --RON WILL N
ROVIDE ASSISTANCE --CUST SAYS SHE WILL GO BACK TO CHEV
-CUST SAYS SHE WILL JUST DRIVE THE VEH UNTIL IT DIES INF
CE CASE ID: 5219

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MASTER OWNER RELATIONS SYSTEM III

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djohn03
INFORMATION ISSUE

CASE NBR: 1

714110431

REGION: 52 SOUTHWEST
7/25/2001

ZONE: E2

OPENED: 0

VIN: 1FMYU03151KF53546
7/25/2001

ENGINE: 1 VEH TYPE: T

CLOSED: 0

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LAST NAME: [REDACTED]

STATUS: C

LOSED

TITLE: [REDACTED]

FIRST NAME: [REDACTED]

MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: [REDACTED]

AUSTIN

STATE: TX

TX

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001

MODEL: ESCAPE XLT 4X2

MILEAGE: 5134

DEALER NAME: MAXWELL FORD

SALES CODE: F52303

P & A: 0

2923

REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY

SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL

ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER

DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH

ACTION DATA/COMMENTS:

2001/07/25

12.47.03 LENORA LANDA, CSM, SOUTHWEST
ATTN: ELSIE HANSEN

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL

ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE - REDEEMED

DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH

ACTION DATA/COMMENTS:

2001/08/01

15.00.37

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13.27.38

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722810651                INFORMATION ISSUE                CASE NER: 1
REGION: 21 ATLANTA      ZONE: A2                        OPENED: 0
9/07/2001
VIN: 1FMYU03171KA15835  ENGINE: 1    VEH TYPE: T        CLOSED: 0
9/07/2001
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LAST NAME: [REDACTED]                STATUS: C
LOSED
TITLE: [REDACTED]    FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY:    HOOVER                STATE:    AL                ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                MODEL:    ESCAPE XL/T 4X2
MILEAGE:    10500
DEALER NAME: LONG-LEWIS FORD    SALES CODE: F21015    P & A: 0
0225
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS:    607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN:    CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION:    623 - DEALER CAN'T RESOLVE CONCERN IF THEY CAN'T DUPLI
CATE THE CONCERN
DOCUMENT:    ANALYST: JDEZILVA JASON DE ZILVA
ACTION DATA/COMMENTS:

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2001/09/07
18.37.44
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djohn03

CUSTOMER SAYS: -MECHANICAL PROBLEMS WHEN MOVING HAS ST
D TWICE, WHILE DRIVING BRAKES, ACCELERATOR THE STEERING
MN LOCKS. -HAS TO PULL PARKING BRAKE TO GET VEH TO STOP
EH IS AT LONG LEWIS FORD SINCE TUE4 SEP PER CUSTOMER, D
R SAYS: -CAN'T DETERMINE WHAT PROBLEM IS , ONLY HAVE S
LATIONS CAC ADVISED: - OBC TO DLR - SPOKE WITH JOHNN
WLIN (CRM) - HE ADV THAT THEY HAD PERFORMED NUMEROUS TES
N THE VEH SUCH AS A PID MONITOR, IGNITION, AND REC TEST
DRIVEABILITY TESTS) BUT NO PROBLEM CODE CAME UP; THEREF
DLR COULD NOT DIAGNOSE VEH; HOWEVER, DID RECEIVE MESSAG
D WILL BE CALLING CUST IN THE NEXT FEW MINUTES; CRC THAN
LR FOR ALL THEIR HELP AND WILL ADV CUST ACCORDINGLY ***

** - INFORM WHY THE DEALERSHIP CANNOT RESOLVE THE CONCE
F THEY CANNOT DUPLICATE THE CONCERN AT THE TIME OF SERV
- ADVISE CUSTOMER TO CONTACT DEALERSHIP AS SOON AS (INT
TTENT) CONCERN IS NOTICED ***** NO
***** - CUST'S CELL DISCONNE
AFTER ALL INFO WAS PROVIDED, THEREFORE, NO NEED FOR CAL
CK INFERENCE CASE ID: 4462

djohn03

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311442361	CONCERN ISSUE	CASE NBR: 0
REGION: 24 ORLANDO	ZONE: D2	OPENED: 0
8/24/2001		
VIN: 1FMYU01141KE72346	ENGINE: 1 VEH TYPE: T	CLOSED: 0
8/24/2001		

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	FIRST NAME:	MI: [REDACTED]
ADDRESS:		
CITY: GAINESVILLE	STATE: FL	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLS 4X2	
MILEAGE: 11000		
DEALER NAME: GAINESVILLE FORD	SALES CODE: F24521	P & A: 0
3943		
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

DOCUMENT: ANALYST: SCHURCH STEVEN CHURCH
 ACTION DATA/COMMENTS:

2001/08/24
 08.38.19 CUSTOMER SAYS: -VEH AT DLR FOR SHUTTING OFF.HAPPENS W
 HEN
 GOING INTO REVERSE. -WATER COOLANT GUAGE GIVING FALSE R
 EADI
 NGS. -SEEKING REPAIR PER CUSTOMER, DEALER SAYS: NONE
 CA
 C ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A
 FORD
 /LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTO
 MER
 SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4905

djohn03

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: G-HARR24 GAINESVILLE FORD
ACTION DATA/COMMENTS:

2001/09/06
09.59.09 REPAIRED ON 8/24 RO #64003 SD GHARRIS

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321423501	CONCERN ISSUE	CASE NBR: 0
REGION: 24 ORLANDO	ZONE: A2	OPENED: 1
2/26/2001		
VIN: 1FMYU03131KF63542	ENGINE: 1 VEH TYPE: T	CLOSED: 1
2/26/2001		

=====

=====

LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	MI:
ADDRESS:	[REDACTED]	
CITY:	MIAMI	STATE: FL
[REDACTED]		ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	

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EA02-027-A 0058

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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=====
CONCERN ISSUE                                CASE NBR: 0
422422880
REGION: 16 PHILADELPHIA    ZONE: G1                                OPENED: 0
9/07/2001
VIN: 1FMYU02111KE79754    ENGINE: 1    VEH TYPE: T                    CLOSED: 0
9/07/2001
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=====
LAST NAME: [REDACTED]                                STATUS: C
LOSER
TITLE: [REDACTED]    FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: TAMAQUA    STATE: PA    ZIP: [REDACTED]

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HOME PHONE: [REDACTED]
MODEL YEAR: 2001    MODEL: ESCAPE XLS 4X4
MILEAGE: 24000
DEALER NAME: GILBOY FORD/MERCURY SALES CODE: F16215    P & A: 0
1463
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
-----

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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 692 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: SCAMPB STEPHANIE CAMPBELL
ACTION DATA/COMMENTS:

```

```

2001/09/07
13.46.55 CUSTOMER SAYS: HAS BROUGHT VEH TO DEALER SEVERAL TIMES
..
VEH STILL NOT FIXED .. VEH STALLING .. HAS MADE APPT WIT
H DL
R TO LEAVE CAR FOR A WHILE AND USE RENTAL . . . APPT SEP
T 25
TH CUSTOMER SAYS SHE WILL PURSUE LEMON LAW .. FEELS VEH
ICLE
IS UNSAFE AND HAS LOST FAITH IN VEH ABILITY PER CUSTO
MER,

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1 B
INFO
WHEN
Y FO
DICA
.HAS
ERN
R SE
NFER

djohn03
DEALER SAYS: GILBOY FORD/MERCURY INC (610) 434 - 421
OB GILSON CAC ADVISED: - INFORM CUSTOMER OF UPDATED
RMATION - REQUEST DEALER TO CONTACT CUSTOMER TO INFORM
REPAIR WILL BE SCHEDULED/COMPLETED. - OBC TO DLR GILBO
RD/MERCURY INC. - SPOKDE WITH BOB GILSON S/M ,... IN
TED THAT CHECKED POWER RELAYS OF VEH .. NOTHING WRONG .
BEEN CONTACT WITH TECH HOTLINE .. UNABLE TO VERIFY CONC
WITH VEHICLE .. - ADVISED THAT CUSTOMER HAS APPT SET FO
PT 25 TO TRY AND IDENTIFY CONCERN - CSR DALTON 2036 I
ENCE CASE ID: 4907

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: MEGGER MARYANN EGGER.
ACTION DATA/COMMENTS:

2001/09/25
22.12.55 MARYANN EGGER ** CSM/RMM ** PHILA REGION HI BOB: HOW A
RE Y
E. T
OU? HOPE ALL IS WELL. PLEASE CALL TO DISCUSS THIS ISSU
HANKS MARYANN :)

CONSUMER AFFAIRS
1

06/18/2002 MMFAXPRG

06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

422422880

REGION: 16 PHILADELPHIA

CONCERN ISSUE

ZONE: G1

CASE NBR: 0

OPENED: 0

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ER92-927-A 8961

djohn03

9/07/2001

VIN: 1FMYU02111KE79754 ENGINE: 1 VEH TYPE: T CLOSED: 0
9/28/2001

=====

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-GILSON R-GILSON
ACTION DATA/COMMENTS:

2001/09/28

14.22.22 REPLACE MASS AIR FLOW SENSOR AND TP SENSOR.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE                                CASE NBR: 0
584302441
REGION: 53 KANSAS CITY    ZONE: B1                OPENED: 0
9/01/2001
VIN: 1FMYU04101KF34689   ENGINE: 1    VEH TYPE: T    CLOSED: 0
9/01/2001
=====
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=====
LAST NAME: [REDACTED]                STATUS: C
LOSED
TITLE: [REDACTED]                    FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: OMAHA                        STATE: NE                ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                    MODEL: ESCAPE XLT 4X4
MILEAGE: 7816
DEALER NAME: JOHN MARKEL, INC.    SALES CODE: F53020      P & A: 0
7232
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
=====
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M
DOCUMENT: ANALYST: RWILKINS REBECCA WILKINSON
ACTION DATA/COMMENTS:
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```
2001/09/01
16.13.51 CUSTOMER SAYS: E-MAIL IN THE 9 MONTHS I HAVE OWNED TH
IS V
VEHICLE, IT HAS STALLED 3 TIMES WHILE DRIVING. MARKEL FOR
D CH
ECKED FOR AN ERROR MESSAGE THE FIRST TIME BUT THERE WAS
NONE
CONS . I WILL BE TAKING IT IN TO GET IT LOOKED AT AGAIN AS I
```

OUS
CKS
BE I
TIME
SK Y
- W
HIP
ACT

djohn03

IDER THIS TO BE A GREAT HAZARD AND IT MAKES ME VERY NERV
TO DRIVE THIS CAR. EACH STALL HAS BEEN ON ONE OF TWO BLO
ON THE SAME STREET, NEAR A POWER SUBSTATION. COULD THIS
NTERFERING WITH THE ENGINE OR THE COMPUTER? ALL THREE
S I WAS RUNNING THE AIR OR HEAT, AND THE RADIO. PLEASE A
OUR ENGINEERS FOR THEIR THOUGHTS ON THIS SERIOUS PROBLEM
PER CUSTOMER, DEALER SAYS: MARKEL FORD CAC ADVISED:
E RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERS
- INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONT
CRM/SERV MGR INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC008 - AWAITING ASSISTANCE - TECHNICAL HOTLINE
DOCUMENT: ANALYST: D-SEYMO1 DAVE SEYMOUR
ACTION DATA/COMMENTS:

2001/09/04
17.40.34
CAR
ION.
HEY
D TE

I HAVE SCHEDULED [REDACTED] TO LEAVE THE TRUCK IN OUR
E FOR A FEW DAYS TO TRY TO DUPLICATE THE STALLING CONDIT
I HAVE SPOKEN TO ANOTHER DEALER IN THE METRO AREA AND T
HAVE A NUMBER OF TRUCKS WITH THE SAME CONCERN. WE WILL R
ST AND MONITOR THE STALLING AND CONTACT THE HOT LINE.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

djohn03
CONCERN ISSUE

CASE NBR: 0

584302441

REGION: 53 KANSAS CITY

ZONE: B1

OPENED: 0

9/01/2001

VIN: 1FMYU04101KF34689

ENGINE: 1

VEH TYPE: T

CLOSED: 0

9/10/2001

=====

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: D-SEYMO1 DAVE SEYMOUR
ACTION DATA/COMMENTS:

2001/09/10

15.37.58 CONTACTED FORD HOT LINE AND HAVE FOLLOWED THE TESTS THEY
HAV
ED T
IT B
NTAL
E RECOMENDED. WE HAVE REPLACED THE ECC RELAY AND CONTINU
O ROAD TEST. WE HAVE CLEAND THE TRUCK AND ARE RETURNING
ACK TO THE CUSTOMER TODAY, AND WILL GET THE NO CHARGE RE
BACK.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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=====
                    CONCERN ISSUE                                CASE NBR: 0
586062551
REGION: 53 KANSAS CITY    ZONE: B1                                OPENED: 1
1/21/2001
VIN: 1FMCU04101KB70817  ENGINE: 1    VEH TYPE: T    CLOSED: 1
1/21/2001
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LAST NAME: [REDACTED]                                STATUS: C
LOSER
TITLE: [REDACTED]    FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: OMAHA    STATE: NE    ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001    MODEL: ESCAPE XLT 4X4
MILEAGE: 3357
DEALER NAME: WOODHOUSE FORD, INC SALES CODE: F53507    P & A: 0
3423
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

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M

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DOCUMENT: ANALYST: RALSTROM REGINALD ALSTROM
ACTION DATA/COMMENTS:

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2001/11/21
18.47.16 CUSTOMER SAYS: CUST VEH CONTINUES TO STALL AFTER GOING

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djohn03

AT
FIX
URRI
UND
RE-S
CUS
- B
ADY
THE
/SER
S DA

THE DLR - WOODHOUSE FORD- THREE TIMES ALREADY FOR THM TO
-CUST HAD TO CANCEL VACATION PLANS BECAUSE OF THIS REC
NG PROBLEM -CUST MENTIONED THAT THE VEHICLE WAS A LEMON
ER THE LEMON LAW -CUST DOES NOT WANT THE VEHICLE TO BE
OLD TO ANYONE ELSE AS IT IS VERY DANGEROUS TO DRIVE PER
TOMER, DEALER SAYS: -WOODHOUSE FORD-SPOKE TO THE OWNER
OB WOODHOUSE -HE CONFIRMED THAT HE WOULD HAVE A CHECK RE
FOR THE CUST ON FRIDAY CAC ADVISED: - DEALERSHIP IS IN
BEST POSITION TO ASSIST - FORWARDED INFORMATION TO CRM
V MGR - REQUESTED CRM/SERV MGR CONTACT WITHIN 2 BUSINES
YS INPERENCE CASE ID: 1607

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC095 - CUSTOMER REFUSES TO HAVE WORK DONE
DOCUMENT: ANALYST: C-RIEGE CHAD RIEGE
ACTION DATA/COMMENTS:

2001/11/26
15.50.13 SANDRA DVORAK WAS IN OUR DEALERSHIP 10.23.01. SHE WAS MO
RE T HAN UNWILLING TO LET US WORK ON HER EXCAPE AGAIN, SHE WA
S VE RY BELIGERANT, AND UNREASONABLE. WE OPTED TO BUY HER OU
T OF THE VEHICLE AND SEND HER ON HER WAY. CLOSED BY CHAD RI
EGE SVC. MGR.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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djohn03

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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654380381	CONCERN ISSUE	CASE NBR: 0
REGION:	ZONE:	OPENED: 0
2/07/2001		
VIN: 1FMYU01B31KF78747	ENGINE: B	VEH TYPE: T
2/07/2001		CLOSED: 0

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
ADDRESS:		MI: [REDACTED]
CITY:	HEPHZIBAH	STATE: GA
[REDACTED]		ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLS 4X2
MILEAGE:	6700	
DEALER NAME:		SALES CODE: P & A:
REASON CODE:	4102 ICCD - CUSTOMER INFORMATION ONLY	
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP	

=====

ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC012 - ICCD - OUTBOUND SURVEY CONDUCTED
DOCUMENT: ANALYST: TSEWELL TANIA SEWELL
ACTION DATA/COMMENTS:

2001/02/07
18.10.05

PED
CONC
CON
USES
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ER C
D SU

CUSTOMER SAYS: THE CUSTOMER HAS A CONCERN WITH THE GAS
AL. THE GAS PEDAL IS STICKING. THE CUSTOMER NOTICED THE
ERN 6 WEEKS AFTER PURCHASING THE VEHICLE. THE CONCERN IS
STANT. THE CONCERN HAPPENS AT ALL SPEEDS. THE CUSTOMER
REGULAR UNLEADED GAS. THE CUSTOMER TOOK THE CONCERN TO
DEALERSHIP AND THEY WERE NOT ABLE TO FIX THE PROBLEM. P
USTOMER, DEALER SAYS: NONE CAC ADVISED: ICCD OUTBOUN
RVEY CONDUCTED.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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703723461	CONCERN ISSUE	CASE NBR: 0
REGION: 23 MEMPHIS	ZONE: C1	OPENED: 1
2/12/2001		
VIN: 1FMYU01111KB13231	ENGINE: 1 VEH TYPE: T	CLOSED: 1
2/12/2001		

=====

LAST NAME:	██████████	STATUS: C
LOSER		
TITLE:	MS	FIRST NAME: ██████████ MI:
ADDRESS:	████████████████████	
CITY:	HAMMOND	STATE: LA ZIP: 7
HOME PHONE:	████████████████████	
MODEL YEAR:	2001	MODEL: ESCAPE XLS 4X2
MILEAGE:	12000	
DEALER NAME:	LA PLACE FORD, INC.	SALES CODE: F23050 P & A: 0
4127		
REASON CODE:	2010 WARRANTY - BUMPER-TO-BUMPER	
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

M

DOCUMENT: ANALYST: UMOHAMM URJII MOHAMMED

ACTION DATA/COMMENTS:

2001/12/12

19.32.13

WAS
HAS
W BR
THE
RAKE
-
NG O
AKE
ONCE
D YE
ABL
INT
ED
COMM
NFOR
SERV

H TH
RSHI
T DL
ERIS

CUSTOMER SAYS: - CUST SAYS WHEN VEHICLE WAS PURCHASED
GETTING BRAKE DUST ON THE TIRES - CUST SAYS THE VEHICLE
BLACK RIMS - CUST SAYS DOESN'T UNDERSTAND WHY BRAND NE
AKE ARE PUTTING THAT MUCH DUST ON THE TIRES - CUST SAYS
ROTORS ARE GETTING WORN - CUST SAYS DOESN'T RIDE THE B
S AND DOESN'T UNDERSTAND WHY THE ROTORS ARE GETTING WORN
CUST SAYS THE VEHICLE HAS COMPLETELY STALLED WHILE DRIVI
N 3 OCCASSIONS - CUST SAYS THE DLRSHIP DIAGNOSED THE BR
DUST AS BEING A NORMAL CHARACTERISTIC - CUST SAYS THE C
RN WITH THE ROTORS AND THE STALLING HASN'T BEEN ADDRESSE
T - CUST SAYS IS CONCERNED THAT THE DLRSHIP WILL NOT BE
E TO FIND THE CONCERN WITH THE STALLING BECAUSE IT IS SO
ERMITTENT - CUST SAYS WOULD LIKE THE CONCERNS TO BE FIX
PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RE
END THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - I
MATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/
MGR *****U*****
***** - CSR=ADVISED CUST THAT THE CONCERNS WIT
E ROTORS AND THE STALLING NEED TO BE LOOKED AT BY THE DL
P =ADVISED CUST THAT CRC WOULD NEED TO SUPPOR
RSHIPS DIAGNOSIS THAT THE BRAKE DUST IS A NORMAL CHARACT

djohn03

DLR
E TH
EPAT
FOR

TIC BUT CUST SHOULD DEFINATELY TAKE THE VEHICLE INTO THE
SHIP TO HAVE ALL THE OTHER CONCERNS LOOKED AT AND TO GIV
EM A CHANCE TO DO FURTHER DIAGNOSIS TO GET THE VEHICLE R
RED BUT IF CUST IS NOT SATISFIED CUST CAN CALL BACK CRC
FURTHER ASSISTANCE INFERENCE CASE ID: 4905

1 CONSUMER AFFAIRS

06/18/2002 MMPA2PRG

06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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=====
703723461                CONCERN ISSUE                CASE NBR: 0
REGION: 23 MEMPHIS      ZONE: C1                OPENED: 1
2/12/2001
VIN: 1FMYU01111KB13231 ENGINE: 1    VEH TYPE: T            CLOSED: 1
2/18/2001
=====
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ORIGIN:    DEALER - DEALER COMMUNICATION: OTHER
ACTION:    DAC095 - CUSTOMER REFUSES TO HAVE WORK DONE
DOCUMENT:   ANALYST: P-DAIGLE LAPLACE FORD
ACTION DATA/COMMENTS:

```

```

2001/12/18
19.48.07  CUSTOMER IS HAVING VEHICLE SERVICED AT ALL STAR FORD, CU
STOMER WAS DENIED ALTERNATE TRANSPORTATION THERE AS THEY DEC
LINE      ER WAS DENIED ALTERNATE TRANSPORTATION THERE AS THEY DEC
LD H      D TO PURCHASE RENTAL CARE OR ESP COVERAGE. CUSTOMER WOU
URE       VE TO HAVE VEHICLE SERVICED HERE FOR US TO CONSIDER FUT
SHU      ALTERNATE TRANSPORTATION. WE OFFER FREE LOCAL ROUND TRIP
TITLE SERVICE OR CAN PROVIDE A RENTAL AT A NOMINAL FEE. C

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djohn03

LOSE

FILE

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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359731621	CONCERN ISSUE	CASE NBR: 1
REGION:	ZONE:	OPENED: 0
6/11/2001	ENGINE: 1	CLOSED: 0
VIN: 1FMYU01161KP57656	VEH TYPE: T	

djohn03

6/11/2001

 LAST NAME: [REDACTED] STATUS: C
 LOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: IRMO STATE: SC ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
 MILEAGE:
 DEALER NAME: SALES CODE: P & A:
 REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
 M
 DOCUMENT: ANALYST: MGRECH MATTHEW GRECH
 ACTION DATA/COMMENTS:

2001/06/11
 09.59.01 CUSTOMER SAYS: *CUST AT PH# 713-460-2585 -VEH WILL SH
 UT O
 AS T
 ESSF
 D LI
 UST
 OOK
 REP
 WILL
 OBC
 DUE
 TE C
 EXT
 ED.
 FF WHEN IN MOTION AND THIS HAS OCCURRED 3 TIMES. -VEH W
 AKEN TO DLR EACH TIME AND REPAIR WAS MADE WHICH WAS SUCC
 UL FOR SOME TIME, BUT CONCERN WILL RE-OCCUR. -CUST WOULD
 KE TO BE SURE VEH IS REPAIRED PROPERLY AND PROMPTLY AS C
 IS AWAY FROM HOME. PER CUSTOMER, DEALER SAYS: -WILL L
 AT VEH SOMETIME TODAY. CAC ADVISED: - WE RECOMMEND THE
 AIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION
 BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR =
 TO DLR: SPOKE TO S/A TERRY WHO ADVISED DLR IS VERY BUSY
 TO DISASTER SITUATION BUT DLR IS DOING BEST TO ACCOMODA
 UST AND WILL TRY TO CONTACT AGENT MATT AT 1-888-364-0916
 .3088 TO DISCUSS ISSUE FURTHER ONCE VEH HAS BEEN DIAGNOS
 *AWAITING DLR CONTACT WITH DIAGNOSIS. INFERENCE CASE ID

: 4

905

 ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
 ACTION: DAC084 - UNABLE TO CONTACT CUSTOMER 3 TIMES
 DOCUMENT: ANALYST: J-PROI01 JASON PROIOS
 ACTION DATA/COMMENTS:

2001/06/12
 20.22.25 CUSTOMER OUT OF STATE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
 ACTION: 214 - OUTBOUND CALL TO DEALER
 DOCUMENT: ANALYST: MGRECH MATTHEW GRECH
 ACTION DATA/COMMENTS:

2001/06/15
 14.44.32 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
 VISE

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG
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06/18/2002 MASTER OWNER RELATIONS SYSTEM III
 13.27.38
 =====

359731621	CONCERN ISSUE	CASE NBR: 1
REGION:	ZONE:	OPENED: 0
6/11/2001		
VIN: 1FMYU01161KF57656	ENGINE: 1	VEH TYPE: T
6/15/2001		CLOSED: 0

=====

2001/06/15
 14.44.32 D: =OBC TO DLR FOR UPDATE AS CUST IS AWAY FROM HOME AND
 MAY REQUIRE ETA AND DLR UPDATE INDICATES CUST IS UNREACHABL
 E. SPOKE TO S/M JASON WHO ADVISED THE CUST VEH WAS SUCESSFU
 LLY REPAIRED ON 6/12/2001 AND DLR ACCIDENTLALLY USED WRONG C
 ODE. =NO ASSISTANCE IS REQUIRED AND THIS ISSUE HAS BEEN RES
 OLVE D AS PER DLR.

djohn03

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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djohn03
CONCERN ISSUE

CASE NBR: 1

391072811

REGION: 16 PHILADELPHIA
2/05/2001

ZONE: B1

OPENED: 1

VIN: 1FMYU04121KF92643
2/05/2001

ENGINE: 1 VEH TYPE: T

CLOSED: 1

LAST NAME:

STATUS: C

ANCEL

TITLE:

FIRST NAME:

MI:

ADDRESS:

CITY:

NEWTOWN SQUARE

STATE:

PA

ZIP:

HOME PHONE:

MODEL YEAR:

2001

MODEL:

ESCAPE XLT 4X4

MILEAGE:

13000

DEALER NAME:

FRED BEANS FORD OF

SALES CODE:

F16406

P & A: 0

1341

REASON CODE:

2010 WARRANTY - BUMPER-TO-BUMPER

SYMPTOMS:

607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN:

CACI38 - US CONCERN CASE BASE COMMUNICATION: OTHER

ACTION:

139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

M

DOCUMENT:

ANALYST: MEBRAHIM MOHAMED EBRAHIM

ACTION DATA/COMMENTS:

2001/12/05

09.25.18

CUSTOMER SAYS: THE VEH HAS CONTINUING STALLING PROBLE

M.

TOOK THE VEH TO THE DLRSHIP TWICE AND THE PROBLEM HAS NOT

GON

E AWAY. CUST IS FRUSTRATED WITH THIS VEH AND DOES NOT W

ANT

THIS VEH. LAST TIME HE TOOK THE VEH IN SEPTEMBER. THIS

PROB

LEM HAS REOCCURRED YESTERDAY. CUST HAS NOT DISCUSSED TH

E IS

SUE OF RETURNING THIS VEH TO THE DLRSHIP. PER CUSTOMER,

DEAL

ER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR

BE

PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE

SEN

T TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE

CAS

E ID: 4905

djohn03

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: RMURPHY7 MURPHY, RITA (R.C.)
ACTION DATA/COMMENTS:

2001/12/10
23.51.28 DUPLICATE OPENING. PLEASE CANCEL. RITA MURPHY

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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	CONCERN ISSUE	CASE NBR: 1
398612531		
REGION: 13 NEW YORK	ZONE: J1	OPENED: 1
1/20/2001		
VIN: 1FMCU04111KA44966	ENGINE: 1 VEH TYPE: T	CLOSED: 1
1/20/2001		

=====

LAST NAME:	[REDACTED]	STATUS: C
LOSER		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED] MI:
ADDRESS:	[REDACTED]	
CITY: HAUPPAUGE	STATE: NY	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 3000		
DEALER NAME: SMITHTOWN FORD, INC	SALES CODE: F13098	P & A: 0
0676		
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

djohn03

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M
DOCUMENT: ANALYST: IMCPHERS IAN MCPHERSON
ACTION DATA/COMMENTS:

2001/11/20
16.20.19 CUSTOMER SAYS: STALLS WHILE DRIVEING 30 MPH, GASOLINE O
DUR/
ICE AFTER CAR RUNS , SHUT CAR DOWN/ODUR PROBLEMS WITH TO SERV
ICAT PER CUSTOMER, DEALER SAYS: -DLR MUST BE ABLE TO DUPL
BY A E CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED
CUST FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR,
5 OMER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 490

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: C-MARTEL CHARLES MARTELLA
ACTION DATA/COMMENTS:

2001/11/21
07.45.21 SERVICE MANAGER ADVISING CUSTOMER TO STOP IN WHILE ODOR
IS O
CCURING

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE                                CASE NBR: 1
404532431
REGION: 44 PITTSBURGH        ZONE: B1                OPENED: 0
8/31/2001
VIN: 1FMYU04131KD91723    ENGINE: 1      VRH TYPE: T      CLOSED: 0
8/31/2001
=====

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=====
LAST NAME: [REDACTED]                STATUS: C
LOSED
TITLE: [REDACTED]          FIRST NAME: [REDACTED]      MI: [REDACTED]
ADDRESS: [REDACTED]
CITY:      ORCHARD PARK          STATE:      NY          ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                MODEL:      ESCAPE XLT 4X4
MILEAGE:      7464
DEALER NAME: WEST-HERR FORD INC  SALES CODE: F44120      P & A: 0
0601
REASON CODE: 1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS:      607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN:      CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION:      139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M

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DOCUMENT:      ANALYST: JJOHN210  JOCELYN JOHN
ACTION DATA/COMMENTS:

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2001/08/31
11.13.44  CUSTOMER SAYS:  =CUST IS CALLING IN REGARDS TO HIS TRUC
K ST      ALLING PER CUSTOMER, DEALER SAYS:  =CALIBRATION IS ISS
UE;      TRY DIFFERENT GAS  =DLR UNABLE TO FIND PROBLEM  CAC ADVI
SED:      - POSSIBLE WARRANTY COVERAGE, HOWEVER, FORD COVERED RE
PAIR      S MUST BE PERFORMED BY F/L/M DEALER - DOCUMENTED INFORM
ATIO     N - CONTACT NEAREST F/L/M DEALER  =====
=====
R TA     ==== =ADVISED CUST TO WORK WITH DLRSHF FOR RESOLUTION O

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djohn03

KE VEH TO ANOTHER DLR FOR SECOND OPINION INFERENCE CASE

ID:

8

 ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: K-GALLIG WEST HERR FORD OF AMHERST
 ACTION DATA/COMMENTS:

2001/09/17

14.46.06 VEHICLE HAS BEEN REPAIRED AND RETURNED TO CUSTOMER

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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433513191	CONCERN ISSUE	CASE NBR: 1
REGION: 52 SOUTHWEST	ZONE: H2	OPENED: 1
1/26/2001		
VIN: 1FMYU01181KE71944	ENGINE: 1 VEH TYPE: T	CLOSED: 1
1/26/2001		

=====

=====

LAST NAME:	[REDACTED]	STATUS: C
LOSER		
TITLE:	[REDACTED]	MI:
ADDRESS:	[REDACTED]	
CITY: BUNA	STATE: TX	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	

djohn03

MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 18947
DEALER NAME: ORANGE FORD LINCOLN SALES CODE: F52754 P & A: 0
0382
REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 692 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: HMCIPHERS HERMAN MCPHERSON
ACTION DATA/COMMENTS:

2001/11/26
17.04.47 CUSTOMER SAYS: - VEH IS SHUTTING OFF WHILE DRIVING SHE
HAS
UGHT
RD T
, DE
INFO
CONT
PLET
HAT
ET A
- AD
HAD VEH FOR 7MO AND IT FIRST SHUT OFF 1 MO AFTER SHE BO
IT - SHUTTING OFF AT DIFFERENT SPEEDS - CUST WANTS FO
O PUT HER IN A NEW VEH WITH NO LOSS TO HER PER CUSTOMER
ALER SAYS: - WANT TO PUT IN COMPUTER CAC ADVISED: -
RM CUSTOMER OF UPDATED INFORMATION - REQUEST DEALER TO
ACT CUSTOMER TO INFORM WHEN REPAIR WILL BE SCHEDULED/COM
ED. - OBC TO DLR SPOKE WITH WESLEY DUVALL S/M ADVISED T
PROBLEM WAS FINALLY DUPLICATED AND THEY ARE ALLOWED TO G
N APPROVAL CODE FROM THE MANUFACTURER AND START REPAIR
VICE CUST SAME INFERENCE CASE ID: 4907

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: W-DUVALL WESLEY DUVALL
ACTION DATA/COMMENTS:

17.21.08 DEALERSHIP IS AWAAITING NEW PCM AFTER FINALLY RECEIVING
AUTH
26-0
ORIZATION FROM RTD FOR REPLACEMENT. PCM DUE TO ARRIVE 11-
1.

CONSUMER AFFAIRS

06/18/2002 MMFAXPGR

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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503533010	CONCERN ISSUE	CASE NBR: 1
REGION:	ZONE:	OPENED: 0
7/24/2001		
VIN: 1FMYU04131KE57672	ENGINE: 1	VEH TYPE: T
7/24/2001		CLOSED: 0

=====

LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	FIRST NAME:	MI:
ADDRESS:	[REDACTED]	[REDACTED]
CITY:	CINCINNATI	STATE: OH
[REDACTED]		ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	10791	
DEALER NAME:	SALES CODE:	P & A:
REASON CODE:	30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR	
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP	

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 685 - ADVISE CUSTOMER CRC WILL INVESTIGATE - REFER TO RESEARCH
DOCUMENT: ANALYST: MMCGAW MELISHA MCGAW
ACTION DATA/COMMENTS:

2001/07/24
11.12.50 CUSTOMER SAYS: =VEH IS STALLING WHENEVER GOING DOWNHIL
L =
THERE IS NO WARNING I ONLY NOTICE IT WHEN STEERING STIFFE
NS
=I AM CONCERNED THAT MY WIFE WILL GET IN AN ACCIDENT =I

djohn03

WAN
T TH
TAK
ATIO
OF
OW W
ORM
ONTA
AVE
ERN
ICKE
ON
RING
ID:

T FMC TO FIND OUT WHAT IS WRONG OR TAKE VEH BACK =I WAN
E VEH FIXED =WALT SWEENEY IS CLOSEST AND THAT'S WHERE WE
E THE VEH FOR SERVICING =THE S/M MATT KNOWS OF MY SITU
N =THIS IS THE LAST FORD I WILL BUY =I HAVE TO GET RID
VEH PER CUSTOMER, DEALER SAYS: =2 DLRS SAYS DO NOT KN
HAT IS WRONG =CANNOT FIND ANYTHING CAC ADVISED: - INF
CUSTOMER WE WILL RESEARCH ISSUE FURTHER - CRC WILL RE-C
CT CUSTOMER WITH UPDATE ***** OBC TO S/M MATT: =H
NO IDEA WHAT'S WRONG WITH VEH =COULD NOT DUPLICATE CONC
=HAS HAPPENED 3 TIMES SINCE CUST HAS OWNED VEH =CUST P
D UP VEH YESTERDAY =TOLD CUST WILL HAVE TO KEEP WORKING
ISSUE TO FIND OUT WHAT IS HAPPENING =SAYS CUST SHOULD B
IN VEH AS SOON AS PROBLEM OCCURS AGAIN INFERENCE CASE

4908

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER -
"OTHER"
DOCUMENT: ANALYST: B-BRISSE WALT SWEENEY FORD
ACTION DATA/COMMENTS:

2001/08/03

17.09.33 TEST DROVE VEHICLE REC TESTED UNABLE TO VERIFY CONCERN

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

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djohn03

13.27.38

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542472011 CONCERN ISSUE CASE NBR: 1
 REGION: 21 ATLANTA ZONE: B1 OPENED: 0
 7/20/2001
 VIN: 1FMYU041X1KF18032 ENGINE: 1 VEH TYPE: T CLOSED: 0
 7/20/2001

=====

=====

LAST NAME: [REDACTED] STATUS: C
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: MARIETTA STATE: GA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 10000
 DEALER NAME: JIM TIDWELL'S WORLD SALES CODE: F21023 P & A: 0
 0472
 REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION; PHONE
 ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
 M
 DOCUMENT: ANALYST: LPEREZ LITISHA PEREZ
 ACTION DATA/COMMENTS:

2001/07/20
 15.03.38 CUSTOMER SAYS: VEH CUTTING OUT AND STALLING. TOLD IT W
 OULD BE TWO WEEKS BEFORE AN ENGINEER CAN LOOK AT IT. VEH IS
 AT T HE CUST'S HOME. CUST SEEKING AREA REP OR ENGINEER TO GE
 T IN PUT ON VEH (WHAT'S WRONG WITH IT AND WHEN IT CAN BE FIXE
 D AN D HOW SOON). CUST DOES NOT WANT TO WAIT 2 WEEKS BEFORE T
 HE V EH IS FIXED. CUST IS TEMPTED TO LEMON LAW THE VEH IF THE
 PRO BLEM PERSISTS. PER CUSTOMER, DEALER SAYS: AS PER CUST
 DLR SAYS THAT THEY ARE UNABLE TO LOCATE THE CONCERN WITH TH
 E VE H. FORD IS AWARE OF THE PROBLEM. CAC ADVISED: - WE REC
 OMME

djohn03

FORM
SERV
TO
EP.

ND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - IN
ATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/S
MGR FURTHER ADVISED CUST THAT THE WAIT FOR THE ENGINEER
VIEW THE VEH IS UNAVOIDABLE AS THE REGION IS WITHOUT A R
INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: S-PAULE3 SHERRY PAULEY
ACTION DATA/COMMENTS:

2001/07/30
11.39.13 FSE TO BE ASSIGNED TO OUR DEALERSHIP 7-31-01. CUSTOMER
IS I N RENTAL CAR NOW. WILL BE SCHEDULED TO BRING IN VEHICLE
FOR FSE TO CHECK.

CONSUMER AFFAIRS

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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542472011	CONCERN ISSUE	CASE NBR: 1
REGION: 21 ATLANTA	ZONE: B1	OPENED: 0
7/20/2001		
VIN: 1FMYU041X1KF18032	ENGINE: 1	VEH TYPE: T
8/28/2001		CLOSED: 0

=====

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY

DOCUMENT: ANALYST: djohn03 S-PAULE3 SHERRY PAULEY
ACTION DATA/COMMENTS:

2001/08/28
11.35.44

CONSUMER AFFAIRS

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BEGINNING OF CONTACT

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06/18/2002
13.27.38

djohn03
MASTER OWNER RELATIONS SYSTEM III

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591492901	CONCERN ISSUE	CASE NBR: 1
REGION: 10 SDR	ZONE: H3	OPENED: 1
0/17/2001		
VIN: 1FMCU04121KC18821	ENGINE: 1	VEH TYPE: T
0/17/2001		CLOSED: 1

=====

=====

LAST NAME: [REDACTED]			STATUS: C
LOSED			
TITLE: [REDACTED]	FIRST NAME: [REDACTED]		MI:
ADDRESS: [REDACTED]			
CITY: WEIR	STATE: KS		ZIP: [REDACTED]
HOME PHONE: [REDACTED]			
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4		
MILEAGE: 3251			
DEALER NAME: PITTSBURG FORD-MERC	SALES CODE: F53473	P & A: 0	
5001			
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER			
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP			

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M
DOCUMENT: ANALYST: PGREEN PHILOMENA GREEN
ACTION DATA/COMMENTS:

2001/10/17
16.56.07

EATH
AND
R KU
TE
ULLY
BE
SEN
CAS

CUSTOMER SAYS: -TOOK VEH IN 3 WEEKS -IN THE WARMER W
ER, AFTER DRIVING FOR ABOUT A MILES, THE VEH LOST POWER
SUDDENLY IT WOULD PICK UP POWER AGAIN. -ASSIST SER/MG
KOVICH - PER CUSTOMER, DEALER SAYS: -DID NOT DUPLICA
-I AM AWARE OF THE SAFETY CONCERN, DRIVE IT AND BE CAREF
. -NO FIX YET. CAC ADVISED: - WE RECOMMEND THE REPAIR
PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE
T TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENCE
E ID: 4905

djohn03

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: PGREEN PHILOMENA GREEN
ACTION DATA/COMMENTS:

2001/10/23
15.18.27 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: -NONE C
AC A
ADVISED: -OBC TO DLR SPOKE TO ASSIST SER/MGR KUKOVICH
-TEC
H HDT LINE IS AWARE OF THE PROBLEM BUT THERE IS NO FIX Y
ET.
-AS PER TECH HOT, LET THE VEH, FUN FOR ABOUT 5 MINUTES,
BEF
ORE MOVING IT, BUT THEY ARE NOT SURE NOW. * NO FIX YET*
-O
BC TO CUST, ADVISED THIS WAS REFERRED TO THE RESEARCH DE
PT.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 87 - REFER TO RESEARCH
DOCUMENT: ANALYST: PGREEN PHILOMENA GREEN
ACTION DATA/COMMENTS:

CUSTOMER SAYS: -TOOK VEH IN 3 WEEKS -IN THE WARMER W
EATH
ER, AFTER DRIVING FOR ABOUT A MILES, THE VEH LOST POWER
AND
SUDDENLY IT WOULD PICK UP POWER AGAIN. PER CUSTOMER
, DE
ALER SAYS: -DID NOT DUPLICATE -I AM AWARE OF THE SAFE
TY C

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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	CONCERN ISSUE	CASE NBR: 1
591492901		
REGION: 10 SDR	ZONE: H3	OPENED: 1
0/17/2001		
VIN: 1FMCU04121KC18821	ENGINE: 1	VEH TYPE: T
0/23/2001		CLOSED: 1

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djohn03

=====

2001/10/23
15.18.27 CONCERN, DRIVE IT AND BE CAREFULLY. -NO FIX YET. CAC
ADVI SED: -OBC TO DLR SPOKE TO ASSIST SER/MGR KUKOVICH -AS
PER TECH HOT LINE, LET THE VEH SIT FOR ABOUT 5 MINUTES BEFOR
E MO VING OFF, BUT NOW THEY ARE NOT SURE YET. -NO FIX AT THI
S TI ME.

ORIGIN: CACM04 - MANUAL - RESEARCH CSR COMMUNICATION: PHONE
ACTION: 402 - RESEARCH IN PROGRESS
DOCUMENT: ANALYST: AVUJCUF ALEX VUJCUF
ACTION DATA/COMMENTS:

2001/10/24
09.46.27 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
VISE D:

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: T-KUKOVI TODD KUKOVICH
ACTION DATA/COMMENTS:

2001/12/26
18.03.24 TECH SUPPORT ADVISED OF NEW COMPUTER RECALIBRATION FOR C
ONCE RN AFTER CHRISTMAS BREAK. OUR SERVICE TECH HAS TRIED REC
ALIB RATING PCM, CHANGING RELAY'S PER TECH SUPPORT, 100 T/P S
WEEP S AND REPLACED MAF PER FIELD SERVICE ENGINEER-GEORGE SAC
KET. THE CUSTOMER WAS PROMPTED BY DATA ENTRY UPON CALLING IN
AND INFORMED THEM THAT WE HAVE DONE EVERY THING POSSIBLE AN
D TH AT ITS FORDS PROBLEM NOT THE DEALERS SERVICE DEPT.

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: J-GLOVE5 JERRY GLOVER
ACTION DATA/COMMENTS:

2002/02/11

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djohn03

18.19.29 CONTACTED CUSTOMER THREE TIMES AFTER UPDATED COMPUTER PE
R SS M CUSTOMER HAPPY HAS NOT EXPERINCED CONCERN

CONSUMER AFFAIRS

06/18/2002 MMFAFPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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	CONCERN ISSUE	CASE NBR: 1
596893511		
REGION: 16 PHILADELPHIA	ZONE: E1	OPENED: 1
2/17/2001		
VIN: 1FMYU04121KB22788	ENGINE: 1 VEH TYPE: T	CLOSED: 1
2/17/2001		

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED] MI:
ADDRESS:	[REDACTED]	
CITY: WRIGHTSVILLE	STATE: PA	ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 11000		
DEALER NAME: CARL BEASLEY FORD I	SALES CODE: F16513	P & A: 0
0181		
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

ORIGIN: CACI38 - US CONCERN CASE BASE	COMMUNICATION: PHONE
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR;	CONTACT CR

M DOCUMENT: ANALYST: GCHARLIC GEORGETTE NAO CHARLIECOMBE
ACTION DATA/COMMENTS:

djohn03

2001/12/17
16.30.55
S OF
AWA
OUT
EASL
BY
CUS

ENT
N IN

CUSTOMER SAYS: ---DRIVING DOWN A HILL AND THE VEH SHUT
F ---THIS PROBLEM IS INTERMITTENT ---DLR SAID THEY ARE
RE OF THIS PROBLEM ---LOOKED ON NHTSA WEBSITE AND FOUND
THIS IS A COMMON PROBLEM PER CUSTOMER, DEALER SAYS: B
BY CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED
A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR,
TOMER SHOULD CONTACT CRM/SERV MGR ---NO RECALLS ON VEH
ADVISED CUST OF SSM ON VEH ----HARD TO REPAIR INTERMITT
PROBLEMS ----CONTACT DLR AS SOON AS PROBLEM ARISES AGAI
PERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC084 - UNABLE TO CONTACT CUSTOMER 3 TIMES
DOCUMENT: ANALYST: M-KAHLER MICHAEL KAHLER
ACTION DATA/COMMENTS:

2002/01/07
14.32.09

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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djohn03

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602573271 CONCERN ISSUE CASE NBR: 1
REGION: ZONE: OPENED: 1
1/23/2001
VIN: 1FMCU04161KF16627 ENGINE: 1 VEH TYPE: T CLOSED: 1
1/23/2001
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LAST NAME: [REDACTED] STATUS: C
LOSER
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CRESTWOOD STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 28000
DEALER NAME: SALES CODE: P & A:
REASON CODE: 1103 AWA - W/N CRITERIA, REQUEST AWA PRIOR REPAIR
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 715 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: EDUNLOP ELEANOR DUNLOP
ACTION DATA/COMMENTS:

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2001/11/23
16.38.24 CUSTOMER SAYS: -2001 ESCAPE -CUST PURCHASED VEH IN MA
Y -
ALMO VEH HAS BEEN STALLING WHEN CUST HAS BEEN DRIVING -CUST
TOOK ST HIT THE BACK OF A BUS LAST TIME THIS HAPPENED -CUST
UST VEH TO TRI- COUNTY DLRSHIP WHERE VEH WAS PURCHASED -C
VEH SAYS CONCERN IS VERY REAL AND DOES NOT FEEL SAFE DRIVING
ES N -CUST WOULD LIKE TO KNOW WHAT HER RIGHTS ARE -CUST DO
EH H OT WANT TO PICK UP VEH WHEN IT HAS NOT BEEN REPAIRED -V
WHIL AS BEEN AT DLRSHIP FOR 5 DAYS -CUST SEEKING RENTAL VEH
R SA E VEH IS AT DLRSHIP BEING DIAGNOSED PER CUSTOMER, DEALE
DUPL YS: -CUST CLAIMS DLRSHIP ADVISED HAS NOT BEEN ABLE TO
ICATE CONCERN -CUST CLAIMS DLRSHIP ADVISED CAC ADVISE

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djohn03

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5224

- INFORM CUSTOMER OF DEALER'S RESPONSE - REQUEST DEALER
TACT CUSTOMER TO PROCESS LOANER REQUEST -CSR MADE OBC T
RSHIP -SPOKE WITH GINO S/A -GINO ADVISED HAS NOT BEEN
TO DUPLICATE CONCERN AS OF YET -GINO ADVISED ALL CODES
E COME UP CLEAN -GINO ADVISED WOULD LIKE TO KEEP VEH F
URTHER DIAGNOSES BUT CUST NEEDS VEH BACK -GINO ADVISED
HIP HAS NO LOANER VEH'S FOR CUST -CSR ADVISED GINO WILL
VIDE RENTAL FROM MONDAY NOV.26-FRIDAY NOV.30 @ \$28.00/DA.
R A TOTAL OF \$140.00 -CSR ADVISED GINO OF P98 PROCESS A
XT. IN CASE OF FURTHER INFORMATION -CSR ADVISED WILL FO
UP WITH DLRSHIP AND CUST NEXT WEEK INFERENCE CASE ID:

ORIGIN: DEALER -- DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER -
"OTHER"
DOCUMENT: ANALYST: A-GROSS2 ALLEN GROSS
ACTION DATA/COMMENTS:

2001/11/26
08.50.41 NO REPAIR PROCEDURE-CANNOT DUPLICATE CONCERN.

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG
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13.27.38

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CONCERN ISSUE CASE NBR: 1
602573271 REGION: ZONE: OPENED: 1
1/23/2001 VIN: 1FMCU04161KF16627 ENGINE: 1 VEH TYPE: T CLOSED: 1
1/30/2001
=====

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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: EDUNLOP ELEANOR DUNLOP
ACTION DATA/COMMENTS:

2001/11/30
15.31.37 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NO
NE
CAC ADVISED: -CSR MADE OBC TO CUST -LEFT MESSAGE ADVIS
ING
WILL C/B LATER TONIGHT

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: EDUNLOP ELEANOR DUNLOP
ACTION DATA/COMMENTS:

19.00.23 CUSTOMER SAYS: -CUST HAD RENTAL VEH THIS WREK -DLRSHI
P WA
S NOT ABLE TO DIAGNOSE CONCERN -CUST PICKED UP VEH TODA
Y AN
D RETURNED RENTAL VEH -CUST WOULD LIKE IT DOCUMENTED TH
AT T
HE FORD POLICIES LEAVE THE CUST WITH AN UNSAFE VEH -CU
ST S
AYS DLRSHIP SHOULD HAVE BEEN ABLE TO CHANGE SOME PARTS I
N TH
E VEH THAT MAY HAVE BEEN CONTRIBUTING TO THE CONCERN EVE
N TH
OUGH THE CONCERN WAS NOT DUPLICATED -CUST HAD OIL CHANG
ED A
ND CHANGED AIR FILTER AT AN IND MECH AND VEH STILL STALL
ED A
FTER THIS MAINTENENCE WAS DONE PER CUSTOMER, DEALER SA
YS:
-CUST CLAIMS DLRSHIP ADVISED NOT ABLE TO DUPLICATE CON
CERN
CAC ADVISED: -CSR ADVISED CUST CAN TAKE VEH TO ANOTHE
R DL
RSHIP FOR A SECOND OPINION IF DESIRED -CSR ADVISED CUST
UNA
BLE TO ASSIST ANY FURTHER AT THIS TIME -CSR ADVISED CUS
T IN
FORMATION HAS BEEN DOCUMENTED

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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641092870          CONCERN ISSUE          CASE NBR: 1
REGION:           ZONE:                   OPENED: 1
0/13/2000
VIN: 1FMYU03161KD92284  ENGINE: 1    VEH TYPE: T    CLOSED:
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LAST NAME: [REDACTED]          STATUS: 0
PEN
TITLE: [REDACTED]            FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: EHRHARDT                STATE: SC                ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001              MODEL: ESCAPE XLT 4X2
MILEAGE: 1500
DEALER NAME:                  SALES CODE:              P & A:
REASON CODE: 4101 ICCD - RESOLUTION REQUIRED
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: ICCD - ICCD COMMUNICATION: PHONE
ACTION: ICC002 - ICCD CONCERN RESOLUTION REQUIRED
DOCUMENT: ANALYST: DASHLEY DAHLIA ASHLEY
ACTION DATA/COMMENTS:

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djohn03

2000/10/13

17.38.51

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COM
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CUSTOMER SAYS: THE VEHICLE STALLS AND THE RPM DROP WHEN THE VEHICLE IS PUT INTO CRUISE CONTROL. THERE IS NO NOISE ASSOCIATED WITH THE VEHICLE STALLING. THE CUSTOMER RESTARTS THE VEHICLE IMMEDIATELY AFTER IT STALLS. THERE ARE NO LIGHTS ILLUMINATING WHEN THE VEHICLE STALLS. THE CUSTOMER HAS CHECKED THE BATTERY. THE ENGINE TEMPERATURE IS GENERALLY NORMAL WHEN THE VEHICLE STALLS. THE CONCERN IS INTERMITTENT. THE VEHICLE HAS STALLED THREE TIMES SINCE THE CUSTOMER TOOK POSSESSION OF THE VEHICLE.. PER CUSTOMER, DEALER SAYS: IN A RECENT CAC ADVISED: THIS CUSTOMER WAS CONTACTED ON BEHALF OF THE ESCAPE ENGINEERING ASSEMBLY PLANT THROUGH THE ICCD PROGRAM. AT THE EARLIEST HIGH TIME WE WERE MADE AWARE OF THIS CONCERN. WE ARE TRACKING THIS ISSUE FOR THE ESCAPE ENGINEERING TEAM. PLEASE DIAL 1-888-933-4223 AND UPDATE THIS CONTACT WITH SPECIFIC REPAIR INFORMATION AT YOUR EARLIEST CONVENIENCE. FOR ANY QUESTIONS OR COMMENTS PLEASE CONTACT ME AT 1-888-933-4223, EXT.2676. THANK YOU IN ADVANCE FOR YOUR ASSISTANCE. DAHLIA

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE                                CASE NBR: 1
655392421
REGION: 21 ATLANTA                            ZONE: C1                                OPENED: 1
2/26/2001
VIN: 1FMYU031X1KA99939                       ENGINE: 1    VEH TYPE: T                CLOSED: 1
2/26/2001
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=====
LAST NAME: [REDACTED]                        STATUS: C
LOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED]    MI:
ADDRESS: [REDACTED]
CITY: KENNESAW                               STATE: GA                                ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                             MODEL: ESCAPE XLT 4X2
MILEAGE: 13000
DEALER NAME: CAREY PAUL FORD                 SALES CODE: F21007                      P & A: 0
0277
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

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M

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DOCUMENT: ANALYST: DCHIAREL DIANA CHIARELLI
ACTION DATA/COMMENTS:

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2001/12/26
10.35.12

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CUSTOMER SAYS: -VEH STALLS MYSTERIOUSLY EVERY SO OFTEN
EGAN SHORTLY AFTER BUYING VEH -VEH STALLED TWO WEEKS A
ND BROUGHT IT TO DLR AND HAS BEEN THERE EVER SINCE -NOW
RE'S A CLICKING NOISE AND DLR CANNOT FIGURE OUT WHY -WA
THE REPAIR DONE WELL OR WANTS NEW VEH BECAUSE SHE DOES N
EEL SAFE -OCCURRED WHILE DRIVING 30-40 MILES PER HOUR
H ILLUMINATES AND VEH STALLS -CUST PULLS OVER AND IS AB

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djohn03

O RESTART VEH PER CUSTOMER, DEALER SAYS: CAREY PAUL F
LINDA TOWERS IN SERVICE -FORD TECHNICIAN GOING TO BE C
D CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFOR
BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO D
CUSTOMER SHOULD CONTACT CRM/SERV MGR *****OBC WASMADE
LR AND WAS ADVISED BY CRM LATANYA CRAWFORD THAT TECHNICIA
SCOVERRED POPPING NOISE AND IS WORKING ON DETERMINING WHA
CAUSING IT -CUST'S HUSBAND WAS INFORMED OF THE SITUATI
Y SERVICE ADVISOR AND THE SERVICE NEEDED -CRM ADVISED C
HAT VEH SHOULD BE READY BY THE END OF TODAY -SER ADVISO
NDA TEMPLE -CUST WAS INFORMED THAT IT IS FORD'S GOAL TO
AIR THE VEH FOR HER SO THAT SHE FEELS SAFE WHILE DRIVING
-CUST WAS GIVEN THE ADDRESS TO DEARBORN IN THE CASE SH
NTINUES TO FEEL UNSAFE WITH VEH EVEN AFTER SERVICE - SE
OUR WRITTEN NOTIFICATION TO: FORD MOTOR COMPANY CUSTOM
RELATIONSHIP CENTER 16800 EXECUTIVE PLAZA DRIVE DEARBOR
ICHIGAN 48121 INFERENCE CASE ID: 4905

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE

CASE NBR: 1

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djohn03

655392421

REGION: 21 ATLANTA

ZONE: C1

OPENED: 1

2/26/2001

VIN: 1FMYU031X1KA99939

ENGINE: 1

VEH TYPE: T

CLOSED: 1

2/27/2001

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ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: B-CORREL BRAD CORRELL
ACTION DATA/COMMENTS:

2001/12/27

08.21.24

CONSUMER AFFAIRS

05/18/2002 MMFAXPGR

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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CONCERN ISSUE                                CASE NBR: 1
661770992
REGION: 13 NEW YORK                          ZONE: B1                                OPENED: 0
4/09/2002
VIN: 1FMYU04121KF16677                      ENGINE: 1   VEH TYPE: T                CLOSED: 0
4/09/2002
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LAST NAME: [REDACTED]                        STATUS: C
LOSED
TITLE: [REDACTED]                            FIRST NAME: [REDACTED]                MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED]                            STATE: NY                               ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                             MODEL: ESCAPE XLT 4X4
MILEAGE: 30000
DEALER NAME: PREMIER FORD INC                SALES CODE: F13011                   P & A: 0
3635
REASON CODE: 1140 AWA - WITHIN CRITERIA,    REQUESTING AWA
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: LMASTRAN LUANA MASTRANGELO
ACTION DATA/COMMENTS:

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2002/04/09

18.22.00

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CUSTOMER SAYS: -CUST SAID THE CONCERN STARTED LAST SAT
WHI
LE HE WAS ON A TRIP, 100 MILES INTO THE TRIP, THE VEHIC
LE D
IED ON HIM -THE VEHICLE WOULD NOT IDLE PROPERLY WHEN HE
LEF
T A GAS STATION; HE REALIZED THE TRANS WOULD NOT SHIFT G

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djohn03

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COVE
EDUR

UNDER 65 MPH -CHECK ENGINE LIGHT ILLUMINATED AND ABOUT
MINUTES LATER, HE STARTED TO LOOSE PRESSURE AND POWER,
HE PULLED OVER, AT WHICH TIME THE VEHICLE STALLED - HE
LS THE VEHICLE WITH 87 OCTANE -THE DLR IS TRYING TO GET
E MONEY OUT OF HIM EVEN THOUGH HE IS WITHIN HIS BTB WARR
-NOW HE HAS NO MEANS OF TRANSPORTATION -HE HAS COMPLA
TO THE DLR THAT THE FRONT END HAS A LOUD NOISE IN THE C
WEATHER, FIRST THING IN THE MORNING -WHEN HE TURNS HE C
HEAR A HEAVY NOISE AND FEEL A GRINDING IN THE PEDAL FOR
EW MINUTES AND THEN IT WILL GO AWAY -THE SAME PERSON WH
LD HIM THE ENGINE NEEDS INSPECTION FROM A WARRANTY, HE S
HE COULD NOT GET REIMBURSED FOR THE TOWING, WHEN HE WAS
TO GET THE MONEY BACK, NOW HE DOES NOT KNOW IF HE SHOUL
LIEVE HIM OR NOT -HE IS CALLING IN TO OBTAIN THE CORREC
FORMATION REGARDING HIS WARRANTY AND THE CUST IS SEEKING
ENTAL VEHICLE PER CUSTOMER, DEALER SAYS: -PREMIER FOR
ASKING HIM HOW HE MAINTAINS HIS VEHICLE, IF HE HAS ANY
IPTS, AND THAT SOMEONE HAS TO LOOK AT THE ENGINE FROM TH
RRANTY DEPARTMENT -DLR SAID THE FRONT END NOISE IS A NO
OPERATING CHARACTERISTIC CAC ADVISED: -ADVISED IF THE
IS UNABLE TO DUPLICATE THE CONCERN, THEY WOULD NOT BE A
TO PERFORM ANY REPAIRS ON THE VEHICLE -ADVISED REPAIRS
H AS AN ENGINE REPAIR, THE DLR WILL HAVE TO GET CONFIRMA
FROM THE WARRANTY DEPARTMENT TO ENSURE A REPAIR CAN BE
RED UNDER THE BTB WARRANTY, THAT IS NOT AN ABNORMAL PROC

djohn03

E MO
C TO

E -ADVISED CUST I WOULD GET INTO CONTACT WITH HIM ON TH
RNING OF APRIL 10, 2002 BETWEEN 10:30 AND 11:00 AM -OB

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE                                CASE NBR: 1
661770992
REGION: 13 NEW YORK                          ZONE: B1                                OPENED: 0
4/09/2002
VIN: 1PMYU04121KF16677                      ENGINE: 1    VEH TYPE: T                CLOSED: 0
4/09/2002
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2002/04/09
18.22.00    PREMIER FORD, NO ANSWER FROM EITHER THE CRM OR SERVICE
MANA
GER, NO VOICEMAIL FOR EITHER ONE INFERENCE CASE ID: 541

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ORIGIN:    CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION:    214 - OUTBOUND CALL TO DEALER
DOCUMENT:
ANALYST:  LMASTRAN LUANA MASTRANGELO
ACTION DATA/COMMENTS:

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2002/04/10
10.55.13    CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NO
NE
CAC ADVISED: -OBC TO PREMIER FORD, SPOKE WITH JERRY SHA
W, C
RM, WHO REFERRED ME TO THE SERVICE MANAGER JACKIE YORK
-SPO
KE WITH JACKIE YORK, SERVICE MANAGER, WHO INDICATED THE
CUST
BLEW HIS ENGINE BECAUSE OF LACK OF MAINTENANCE; IT APPE
ARS
AS IF THE CUST NEVER CHANGED HIS OIL BECAUSE THERE IS SL
UG B
UILD UP EVERYWHERE -S/M INDICATED IF THE ENGINEER CONFIR
RMS
THE ENGINE WILL NOT BE COVERED UNDER WARRANTY, THERE WOU
LD N

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djohn03

OT BE ANY ASSISTANCE AVAILABLE FOR A RENTAL VEHICLE

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: LMASTRAN LUANA MASTRANGELO
ACTION DATA/COMMENTS:

CATE
CUS
AS
SPEC
RING
ORT
NTY
ARRA
SSIB
ER A

CUSTOMER SAYS: -CUST SAID HE WILL CALL IF THE DLR INDI
S THE REPAIR WILL BE COVERED UNDER HIS BTB WARRANTY PER
TOMER, DEALER SAYS: - CAC ADVISED: -ADVISED THE CUST
THE WARRANTY DEPARTMENT HAS NOT HAD AN OPPORTUNITY TO IN
T HIS VEHICLE, AND THEY HAVE NOT DEEMED THE CONCERN AS B
A MANUFACTURER'S DEFECT, WE ARE UNABLE TO DISCUSS ANY S
OF RENTAL ASSISTANCE AT THIS TIME -IF THE DLR AND WARRA
DEPARTMENT ARE GOING TO COVER THE REPAIR UNDER THE BTB W
NTY, THE CUST CAN CONTACT THE CENTER TO LOOK INTO ANY PO
LE ASSISTANCE AT THAT TIME -PROVIDED CUST WITH CRC NUMB
GAIN

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC007 - AWAITING ASSISTANCE - FIELD SERVICE ENGINEER
DOCUMENT: ANALYST: J-YORKI JACKIE YORK
ACTION DATA/COMMENTS:

2002/04/11
11.01.06 DEALERSHIP IS AWAITING VISIT FROM FORD ENGINEER, EXPECTE
D TO BE AT DEALERSHIP TODAY APRIL 11TH 2002. ENGINEER WILL V
ERIF Y WHETHER OR NOT THE SLUDGE IN CUSTOMER'S VEH WAS CAUSED
BY A FORD DEFECT OR BY LACK OF MAINTENANCE. CUSTOMER WILL B
E NO TIFIED OF RESULTS.

CONSUMER AFFAIRS

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djohn03

06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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661770992	CONCERN ISSUE	CASE NBR: 1
REGION: 13 NEW YORK	ZONE: B1	OPENED: 0
4/09/2002		
VIN: 1FMYU04121KF16677	ENGINE: 1	VEH TYPE: T
4/17/2002		CLOSED: 0

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ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC072 - WARRANTY REPAIR DENIED - "OTHER" (DESCRIBE IN COMMENTS)

DOCUMENT: ANALYST: J-YORK1 JACKIE YORK

ACTION DATA/COMMENTS:

2002/04/17
09.34.17 DEALERSHIP RECEIVED VISIT FROM FSE 4/11/02. FSE CONFIRME
D DE ALERSHIP'S DIAGNOSIS. VEHICLE'S ENGINE FAILURE OCCURED D
UE T O A BUILD UP OF SLUDGE CAUSED BY LACK OF MAINTENANCE. CU
STOM ER PICKED UP VEHICLE FROM DEALERSHIP 4/16/02

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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668572961                CONCERN ISSUE                CASE NBR: 1
REGION: 52 SOUTHWEST    ZONE: D1                OPENED: 1
2/19/2001
VIN: 1FMYU03171KC41082  ENGINE: 1    VEH TYPE: T    CLOSED: 1
2/19/2001
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LAST NAME:                [REDACTED]                STATUS: C
LOSED
TITLE:                    [REDACTED]                FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS:                  [REDACTED]
CITY:                     HOUSTON                STATE: TX                ZIP: [REDACTED]
HOME PHONE:              [REDACTED]
MODEL YEAR:              2001                MODEL: ESCAPE XLT 4X2
MILEAGE:                  1
DEALER NAME:             JOE MYERS FORD        SALES CODE: F52023    P & A: 0
4402
REASON CODE:             2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS:                 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN:                   CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION:                   139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M

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djohn03

DOCUMENT: ANALYST: CHOLT CHRISTINA HOLT
ACTION DATA/COMMENTS:

2001/12/19

11.03.38 CUSTOMER SAYS: -VEH HAS DIED 5 TIMES WHILE DRIVING -ENGINE
TEMPERATURE DOESN'T MATTER -PROBLEM IS INTERMITTENT
-CUST T. SEEKING ASSISTANCE IN GETTING THE VEH REPAIRED PER CUSTOMER,
DEALER SAYS: -DROVE THE VEH FOR 40 MILES AND THERE S NO PROBLEM FOUND
CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP
- INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR
-OBC TO DEALERSHIP -SPOKE TO CRM MARK STEVENSON -MARK IS AWARE THAT THE
CUST. IS HAVING A STALLING CONCERN WITH THE VEHICLE -SUGGESTED I SPEAK
WITH JASON, SERVICE MANAGER -SERVICE MANAGER, JASON NOT AVAILABLE
-LEFT MESSAGE WITH EACH DEALER AND EXT. INFERENCE CASE ID: 4905

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: CHOLT CHRISTINA HOLT
ACTION DATA/COMMENTS:

17.24.36 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -OBC MADE TO DEALERSHIP -JASON, SERVICE MANAGER NOT AVAILABLE
-LEFT MESSAGE WITH EACH DEALER AND EXT

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: CHOLT CHRISTINA HOLT
ACTION DATA/COMMENTS:

2001/12/20
15.45.50 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: -OBC MADE TO DEALERSHIP -JASON, SERVICE MANAGER

djohn03

ANAG

ER WILL NOT BE IN UNTIL MONDAY -CSR WILL FOLLOW UP ON D

EC.2

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE                                CASE NBR: 1
668572961
REGION: 52 SOUTHWEST                        ZONE: D1                                OPENED: 1
2/19/2001
VIN: 1FMYU03171KC41082                    ENGINE: 1    VEH TYPE: T                CLOSED: 1
2/20/2001
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2001/12/20
15.45.50 7/2001 (AFTER THE HOLIDAYS)
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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: CHOLT CHRISTINA HOLT
ACTION DATA/COMMENTS:
CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NO
NE
CAC ADVISED: -OBC MADE TO CUST. -CUST. NOT HOME, LEFT
MES
SAGE ON ANSWERING MACHINE -CSR WILL FOLLOW UP TOMORROW
WITH
CUST.
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ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: CHOLT CHRISTINA HOLT
ACTION DATA/COMMENTS:
2001/12/27
12.26.24 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NO
NE
CAC ADVISED: -OBC MADE TO DEALERSHIP -S/M JASON, NOT A
VAIL
ABLE -LEFT MESSAGE WITH ECH DEALER# AND EXT.
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djohn03

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: CHOLT CHRISTINA HOLT
ACTION DATA/COMMENTS:

2001/12/28
12.17.28 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NO
NE
CAC ADVISED: -OBC MADE TO DEALERSHIP -S/M NOT AVAILABL
E, L
EFT MESSAGE WITH ECH DEALER# AND EXT. -THIS IS MY 5TH A
TTEM
PT TO REACH S/M JASON -S/M HAS NOT RESPONDED TO MY MESS
AGES

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 199 - VEHICLE INFORMATION
DOCUMENT: ANALYST: RDIMULES RADITA DIMULESCU
ACTION DATA/COMMENTS:

14.00.04 CUSTOMER SAYS: -PROBLEMS WITH THE VEH -IDLED YESTERDA
Y -
HAS IDLED TODAY AGAIN -THE DLRSHIP CAN NOT DUPLICATE TH
E CO
NCERN -CALLS TO UPDATE FILE - TO KEEP FORD INFORMED PE
R CU
STOMER, DEALER SAYS: CAC ADVISED: CSR APOLOGIZED FO
R IN
CONVENIENCE AND ADVISED THAT INFO HAS BEEN DOCUMENTED

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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668572961	CONCERN ISSUE	CASE NBR: 1
REGION: 52 SOUTHWEST	ZONE: D1	OPENED: 1
2/19/2001	ENGINE: 1	VEH TYPE: T
VIN: 1FMYU03171KC41082		CLOSED: 0
1/04/2002		

djohn03

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ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER -
"OTHER"
DOCUMENT: ANALYST: J-PROIO1 JASON PROIOS
ACTION DATA/COMMENTS:

2002/01/04

15.30.58 NEVER ABLE TO DUPLICATE

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE                                CASE NBR: 1
790433040
REGION: 71 CALIFORNIA                        ZONE: A1                                OPENED: 0
1/09/2002
VIN: 1FMYU01101KE71923                      ENGINE: 1    VEH TYPE: T                CLOSED: 0
1/09/2002
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LAST NAME: [REDACTED]                        STATUS: C
LOSER
TITLE: [REDACTED]                            FIRST NAME: [REDACTED]                MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SHERMAN OAKS                          STATE: CA                                ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                             MODEL: ESCAPE XLS 4X2
MILEAGE: 9660
DEALER NAME: GALPIN FORD                     SALES CODE: F71040                    P & A: 0
5536
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M
DOCUMENT: ANALYST: RSMITS ROB SMITS
ACTION DATA/COMMENTS:

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2002/01/09
17.28.11 CUSTOMER SAYS: CUST BROUGHT IN FOR NEAR STALLING ON DE
C 10 TH IS STILL AWAITING VEH -HAS VARIOUS REPAIR CONCERNS
-WOULD LIKE KNOW WHY REPAIR IS SO LONG PER CUSTOMER, DEAL
ER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE
PERF ORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SEN
T TO

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djohn03

O DL
P ON
TH D
DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR -DID OBC T
RSHIP LEFT MESSAGE WITH S/M -ADVSD CUST WILL FOLLOW U
THIS ISSUE TO SEE WHAT ISSUE IS -WOULD NOT COMMENT WI
EALER FEEDBACK INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC079 - AWA P01 REQUEST - PROVIDE ADDITIONAL INFORMATION
DOCUMENT: ANALYST: E-BERTIE EILEEN BERTIE
ACTION DATA/COMMENTS:

2002/01/17
16.52.58 OFFER TO BE MADE BY GARY ROBBINS TO CUSTOMER OF 2 PAYMEN
TS A
ND ESP.

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: E-BERTIE EILEEN BERTIE
ACTION DATA/COMMENTS:

2002/01/24
16.35.09 CUSTOMER OFFERED 2 PAYMENTS AND PREMIUM CARE ESP BY GARY
ROB
BINS.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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	REGION ISSUE	CASE NBR: 0
341100031		
REGION: 13 NEW YORK	ZONE: G1	OPENED: 0
4/18/2002		
VIN: 1FMYU04111KF17898	ENGINE: 1	VEH TYPE: T
4/18/2002		CLOSED: 0

=====

djohn03

LAST NAME: ██████████ STATUS: C
 LOSED
 TITLE: ██████████ FIRST NAME: ██████████ MI: ██████████
 ADDRESS: ██████████
 CITY: CHESTER STATE: NJ ZIP: ██████████
 HOME PHONE: ██████████
 MODEL YEAR: 2001 MODEL: ESCAPE XL/T 4X4
 MILEAGE: 22393
 DEALER NAME: MAPLECREST FORD SALES CODE: F13454 P & A: 0
 1765
 REASON CODE: 2354 DSB - APPLICATION REQUEST
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 620 - CB-ADVISE CUST OBC TO DLR WILL BE MADE; DSB APP
 IS BEING SENT
 DOCUMENT: ANALYST: MEBRAHIM MOHAMED EBRAHIM
 ACTION DATA/COMMENTS:

2002/04/18
 08.40.32 CUSTOMER SAYS: CUST CALLED TO SAY THAT THE VEH IS STAL
 LING
 THE
 M.
 IVIN
 OING
 POS
 WAI
 SAI
 OT D
 C AD
 N 2
 FOR
 REG
 TOOK THE VEH TO THE DLRSHIP MORE THAN THREE TIMES FOR
 SAME PROBLEM. THE DLRSHIP COULD NOT DUPLICATE THE PROBLE
 CUST JUST CALLED TO SAY THE VEH IS STALLING AS SHE IS DR
 G AND IS TERRIFIED. CUST WAS CRYING SAYING THAT "I AM G
 TO DIE". CUST WANTS THIS MATTER RESOLVED AS QUICKLY AS
 SIBLE. SHE SAID SHE WRITTEN A LETTER TO FORD AND CANNOT
 T ANY LONGER. WANTS THIS MATTER RESOLVED URGENTLY. SHE
 D THE DLRSHIP WOULD NOT LOOK AT HER VEH BECAUSE THEY CANN
 UPLICATE THE CONCERN. PER CUSTOMER, DEALER SAYS: CA
 VISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHI
 BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION -
 WWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE
 IONAL OFFICE INFERENCE CASE ID: 1975

djohn03

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: C-CARLS4 MAPLECREST FORD
ACTION DATA/COMMENTS:

2002/04/19
10.40.45 PLEASE SEND THIS CONTACT TO CUST SELLING DEALERSHIP, FUL
LERT
ON FORD, SOMERVILLE, NEW JERSEY

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: PCHIAREL CHIARELLO, PAUL (P.J.)
ACTION DATA/COMMENTS:

2002/04/29
13.08.25 PER SERVICE MANAGER CARL, VEHICLE HAS BEEN REPAIRED.

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III
13.27.38

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356540632	REGION ISSUE	CASE NBR: 0
REGION: 21 ATLANTA	ZONE: A1	OPENED: 0
5/15/2002		
VIN: 1FMYU03131KA16660	ENGINE: 1	VEH TYPE: T
5/15/2002		CLOSED: 0

=====

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LAST NAME:	[REDACTED]	STATUS: C
LOSER		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
MI:		[REDACTED]
ADDRESS:		
CITY:	SENOIA	STATE: GA
		ZIP: [REDACTED]

=====

HOME PHONE:	[REDACTED]		
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2
MILEAGE:	17750		
DEALER NAME:	ALLAN VIGIL FORD	SALES CODE:	F21022
		P & A:	0

0509
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

djohn03

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: VISIT
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: TBUSH3 TRACY BUSH
ACTION DATA/COMMENTS:

2002/05/15

13.40.19 ***DEMAND LETTER DATED 5/8/02*** ***CI RECEIVED 5/15/02*

**

NGIN
***CUSTOMER STATES: VEHICLE STALLS WHILE DRIVING. CHECK E
E LIGHT ON WHILE DRIVING.
***CUSTOMER SEEKS: FINAL RESOLUTION.
***CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICES
FOR
REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
DOCUMENT: ANALYST: W-BONDS WALT BONDS
ACTION DATA/COMMENTS:

2002/05/16

12.14.56 CUST IS TRADING VECH IN FOR A NEW VECH

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC079 - AWA P01 REQUEST - PROVIDE ADDITIONAL INFORMATION
DOCUMENT: ANALYST: W-BONDS WALT BONDS
ACTION DATA/COMMENTS:

2002/05/23

09.29.58 CUST TRADED THIS VECH IN WITH ASST FROM FORD

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC079 - AWA P01 REQUEST - PROVIDE ADDITIONAL INFORMATION
DOCUMENT: ANALYST: W-BONDS WALT BONDS
ACTION DATA/COMMENTS:

2002/05/27

11.14.36 CUST TRADED THIS VECH IN WITH FORD ASST

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

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djohn03

13.27.38

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	REGION ISSUE	CASE NBR: 0
356540632		
REGION: 21 ATLANTA	ZONE: A1	OPENED: 0
5/15/2002		
VIN: 1FMYU03131KA16660	ENGINE: 1	VEH TYPE: T
6/06/2002		CLOSED: 0

=====

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC096 - CUST SAT REST TOOL UTILIZED - VEHICLE REPLACEMENT OFFERED
DOCUMENT: ANALYST: LWILLI75 LISA WILLIAMS
ACTION DATA/COMMENTS:

2002/06/06
01.57.40 CSM AUTHORIZED REPLACEMENT VEHICLE FOR CUSTOMER. DEALERS
HIP CURRENTLY HAS DOCUMENTS TO PERFORM BUYBACK.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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                    REGION ISSUE                                CASE NBR: 0
586202081
  REGION: 11 BOSTON          ZONE: F1                          OPENED: 0
8/08/2001
  VIN: 1FMYU04111KB61789   ENGINE: 1   VEH TYPE: T          CLOSED: 0
8/08/2001
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LAST NAME: [REDACTED]                                STATUS: C
LOSED
TITLE: [REDACTED]          FIRST NAME: [REDACTED]      MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: OAKHAM          STATE: MA          ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001          MODEL: ESCAPE XLT 4X4
MILEAGE: 1275
DEALER NAME: MILLBURY MOTOR COMP SALES CODE: F11213      P & A: 0
8961
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: OTHER
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: JYATES9 JULIE YATES
ACTION DATA/COMMENTS:

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2001/08/08

djohn03

15.57.14 ***DEMAND LETTER DATED 08/03/01 ***CI RECEIVED 08/08/01
***NAVIS ORIGINAL OWNER:
***CUSTOMER STATES:CONCERNS WITH ENGINE STALLING WHILE D

RIVI

NG. THREE OCCURRENCES AND REPAIR ATTEMPTS.

***CUSTOMER SEEKS:FINAL RESOLUTION

***CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICE

FOR

REVIEW: SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMON
LOCATION: OTHER
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: JYATES9 JULIE YATES
ACTION DATA/COMMENTS:

16.08.30

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: OTHER
ACTION: 335 - THICK FILM IGNITION MODULES ISSUE
DOCUMENT: ANALYST: RWINN RHONDA WINN
ACTION DATA/COMMENTS:

2001/08/13

09.05.03 CUSTOMER SAYS: -CUST SEEKS REPAIR TO VEH WHICH SHUTS O
FF W HEN GOING DOWN THE HILL PER CUSTOMER, DEALER SAYS: -N
ONE CAC ADVISED: *** ADVISE CUSTOMER OF INFORMATION FOUND
IN S E AND DOCUMENTUM *** - WE HAVE DOCUMENTED YOUR CONCERNS
REG ARDING THIS ISSUE AND THANK YOU FOR TAKING THE TIME TO C
ALL FORD MOTOR COMPANY. - YOUR VEHICLE IS NOT CURRENTLY I
NVOL VED IN A RECALL FOR THE TFI MODULES. - FORD MOTOR COMPA
NY I S CURRENTLY NOT ANNOUNCING ANY RECALLS RELATED TO THE TF
I MO DULES. - THE NATIONAL HIGHWAYS TRAFFIC SAFETY ADMINIST
RATI ON (NHTSA), WHICH IS THE FEDERAL AGENCY RESPONSIBLE FOR
MOTO

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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djohn03

06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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	REGION	ISSUE	CASE NBR:
586202081			0
REGION: 11 BOSTON		ZONE: F1	OPENED: 0
8/08/2001			
VIN: 1PMYU04111KB61789	ENGINE: 1	VEH TYPE: T	CLOSED: 0
8/13/2001			

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=====

2001/08/13
09.05.03 R VEHICLE SAFETY, IS THE ONLY ORGANIZATION WITH THE AUTHORITY TO ORDER A RECALL. NHTSA HAS INVESTIGATED VEHICLES WITH THESE MODULES SEVERAL TIMES, REVIEWED ALLEGATIONS IN THIS LITIGATION, AND CONCLUDED THAT THE EVIDENCE DOES NOT INDICATE A SAFETY DEFECT TREND.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: CI312 - REOPEN CONTACT
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

2002/04/17
14.35.43 ***CI RECIEVED DEMAND LETTER DATED 4/11/02 ON 4/17/02. CUSTOMER MAINTAINS VEHICLE STALL WHILE DRIVING DOWN HILLS AND WHEELS WON'T MAINTAIN PRESSURE. *** CUSTOMER SEEKS FINAL RESOLUTION PURSUANT TO MASSACHUSETTS LEMON LAW. ***

CI SENDING CUSTOMER FLEM LETTER, SCANNING TO REGION FOR HANDLING. ***

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUNICATION: OTHER
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

14.46.56

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: CHILT HILT, CHRISTA (C.L.)
ACTION DATA/COMMENTS:

2002/04/25

11.55.14 THE REGION RECEIVED CUSTOMER'S DEMAND LETTER AND CONTACT
ED D DEALER. DEALER SCHEDULED FINAL REPAIR ATTEMPT AND FINAL
REPA IR ATTEMPT WAS SUCCESSFUL. ***BOSTON REGION, CSM--CHRIS
TA H ILT***

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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664400302 REGION ISSUE CASE NBR: 0
REGION: 27 WASHINGTON ZONE: E1 OPENED: 0
4/18/2002
VIN: 1FMCU04191KA78914 ENGINE: 1 VEH TYPE: T CLOSED: 0
4/18/2002
=====

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LAST NAME:	[REDACTED]	STATUS:	C
LOSED		FIRST NAME:	[REDACTED]
TITLE:	[REDACTED]	MI:	
ADDRESS:	[REDACTED]	STATE:	VA
CITY:	MANASSAS	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]		

djohn03

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 13666
DEALER NAME: BATTLEFIELD FORD SALES CODE: F27049 P & A: 0
0067
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: OTHER
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: TBUSH3 TRACY BUSH
ACTION DATA/COMMENTS:

2002/04/18
13.36.41 ***DEMAND LETTER DATED 4/09/02*** CI RECEIVED 4/18/02

***CUSTOMER STATES: VEHICLE IS NOT RELIABLE. HAS HAD TH
E VE
HICLE TO THE DEALER SEVERAL TIMES AND PROBLEM CANNOT BE
DUPL
ICATED.
***CUSTOMER SEEKS: REPLACEMENT OF VEHICLE.
***CI SCANNED COPY OF THE LETTER TO THE REGIONAL OFFICES
FOR
REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: OTHER
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: TBUSH3 TRACY BUSH
ACTION DATA/COMMENTS:

13.54.16

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER -
"OTHER"
DOCUMENT: ANALYST: SCLEMONS SHELVA CLEMONS
ACTION DATA/COMMENTS:

2002/04/22
19.46.42 COULD NOT DUPLICATE CONCERN

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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371472121                REGION ISSUE                CASE NBR: 1
  REGION: 23 MEMPHIS      ZONE: A2                OPENED: 0
7/31/2001
  VIN: 1FMYU03131KA14990  ENGINE: 1    VEH TYPE: T    CLOSED: 0
7/31/2001
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LAST NAME: [REDACTED]                STATUS: C
LOSER
TITLE: [REDACTED]    FIRST NAME: [REDACTED]    MI:
ADDRESS: [REDACTED]
CITY:    SHERWOOD                STATE:    AR                ZIP:    [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                MODEL:    ESCAPE XLT 4X2
MILEAGE:    5000
DEALER NAME: CRAIN FORD LINCOLN  SALES CODE: F23541    P & A: 0
5897
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS:    607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN:    CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION:    508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP
IS BEING SENT
DOCUMENT:    ANALYST: CTITI CHIMU TITI
ACTION DATA/COMMENTS:

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2001/07/31
10.18.32  CUSTOMER SAYS:  -LEMON LAW -HAS BEEN TO TWO DEALERS FO
UR T
          IMES -VEH IS AT DEALER -VEH IS ALWAYS STALLING FEARS F
OR B
          ODILY HARM - PER CUSTOMER, DEALER SAYS:    CAC ADVISE
D:
          -AB REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN 2 BU
SINE

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djohn03

O DE
SCAL
COP
RV/A
R PR

SS DAYS - INITIATED MAILING OF DSB APPLICATION - OBC T
ALERSHIP IN AN ATTEMPT TO RESOLVE CONCERN PRIOR TO DSB E
ATION - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A
Y TO THE REGIONAL OFFICE -OBC TO DEALER SPOKE W/BUCH SE
DVI -STILL WORKING ON CAR DOESN'T HAVE A SOLUTION TO HE
OB INFERENCE CASE ID: 105

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 8182DH DAN HUBER
ACTION DATA/COMMENTS:

12.23.31 JIM---HAVE YOU BEEN ABLE TO VERIFY THE CONCERN? IF YOU
HAVE
CAN YOU REPAIR? DAN

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC010 - UNABLE TO CONTACT CUSTOMER TO DATE
DOCUMENT: ANALYST: J-WRIG27 CRAIN FORD
ACTION DATA/COMMENTS:

2001/08/03
10.30.58 DAN, THIS CAR IS AT NORTH POINT FORD, NOT CRAIN FORD; CALL
CUST
OMER ON 08-01-01. CAR HAS BEEN REPAIRED

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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371472121	REGION ISSUE	CASE NBR: 1
REGION: 23 MEMPHIS	ZONE: A2	OPENED: 0
7/31/2001	ENGINE: 1	VEH TYPE: T
VIN: 1FMYU03131KA14990		CLOSED: 0

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ER82-027-A 9822

djohn03

8/03/2001

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ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: 8182DH DAN HUBER
ACTION DATA/COMMENTS:

2001/08/03

17.29.02 I AM CLOSING THIS CASE PER THE SVC. MGR'S. COMMENTS.
DAN HUBER CSE MEMPHIS

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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=====
371472121                REGION ISSUE                CASE NBR: 1
REGION: 23 MEMPHIS      ZONE: A2                OPENED: 0
8/06/2001
VIN: 1FMYU03131KA14990  ENGINE: 1    VEH TYPE: T    CLOSED: 0
8/06/2001
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=====
LAST NAME:                STATUS: C
LOSED
TITLE:                    FIRST NAME:
ADDRESS:
CITY:    SHERWOOD        STATE:    AR    ZIP:
HOME PHONE:
MODEL YEAR:    2001        MODEL:    ESCAPE XLT 4X2
MILEAGE:    4956
DEALER NAME:    CRAIN FORD LINCOLN    SALES CODE:    F23541    P & A: 0
5897
REASON CODE:    25DL CI - DEMAND LETTER
SYMPTOMS:    607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
    
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ORIGIN:    CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION:    INTERNET
ACTION:    CI101 - OPEN REGION CONTACT
DOCUMENT:    ANALYST: LTURN32    LAKESIA    TURNER
ACTION DATA/COMMENTS:
    
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2001/08/06
13.54.03    ***DEMAND LETTER DATED 07/31/01** **CI RECEIVED 08/06/01
***CUSTOMER STATES:VEHICLE DIES WHILE DRIVING, LOSS OF P
OWER
STEERING, AND THE EMISSION SYSTEM LIGHT COMES ON. HAS MA
DE
SEVERAL REPAIR ATTEMPTS.
***CUSTOMER SEEKS: FINAL REPAIR/REPURCHASE OR REPLACE UN
DER
AR LEMON LAW.*****
****
    
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djohn03

FOR ***CI FAXED A COPY OF THE LETTER TO THE REGIONAL OFFICES
REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: INTERNET
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: LTURN32 LAKESIA TURNER
ACTION DATA/COMMENTS:

14.07.28

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: INTERNET
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: 8182DH DAN HUBER
ACTION DATA/COMMENTS:

2001/08/07

09.48.18 JIM---CAN YOU HANDLE, OR DO YOU NEED MY HELP? DAN

ORIGIN: DEALER - DEALER COMMUNICATION: INTERNET
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: J-WRIG27 CRAIN FORD
ACTION DATA/COMMENTS:

10.39.23 DAN,CUSTOMER HAS HAD CAR AT NORTH POINT FORD REPAIRS HAV
E BE

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG
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06/18/2002 MASTER OWNER RELATIONS SYSTEM III
13.27.38

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371472121	REGION ISSUE	CASE NBR: 1
REGION: 23 MEMPHIS	ZONE: A2	OPENED: 0
8/06/2001		
VIN: 1FMYU03131KA14990	ENGINE: 1	VEH TYPE: T
8/07/2001		CLOSED: 0

=====

2001/08/07
10.39.23 N MADE AND CAR HAS BEN RETURNED TO CUSTOMER.CALLED CUSTO
MER

djohn03

ON 08-0701,CAR HAS BEN REPAIRED AND RETURNED TO CUSTOMER

.PLE

ASE CLOSE

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: INTERNET
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: 8182DH DAN HUBER
ACTION DATA/COMMENTS:

2001/08/10

09.22.04 I AM CLOSING THIS CONTACT PER THE SVC MGR'S COMMENTS.
DAN HUBER CSE MEMPHIS

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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420592001                REGION ISSUE                CASE NBR: 1
REGION: 53 KANSAS CITY  ZONE: C1                    OPENED: 0
7/19/2001
VIN: 1FMYU03171KF86015  ENGINE: 1   VEH TYPE: T      CLOSED: 0
7/19/2001
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=====
LAST NAME: [REDACTED]                STATUS: C
LOSED
TITLE: [REDACTED]                    FIRST NAME: [REDACTED]    MI:
ADDRESS: [REDACTED]
CITY: [REDACTED]                     STATE: MO                ZIP: 6
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                      MODEL: ESCAPE XLT 4X2
MILEAGE: 6000
DEALER NAME: JOPLIN FORD-LINCOLN SALES CODE: F53498    P & A: 0
1850
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
    
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 620 - CB-ADVISE CUST OBC TO DLR WILL BE MADE; DSB APP
IS BEING SENT
DOCUMENT: ANALYST: DRAINFOR DROAN RAINFORD
ACTION DATA/COMMENTS:
    
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2001/07/19
15.00.57 CUSTOMER SAYS: -SOME TIMES I AM DRIVING AND I LOSE AL
L PO WER AND ALL THE LIGHT COME ON IN THE DASH. - TODAY IT H
APPE NED AGAIN. - THIS IS THE 3RD TIME IT HAPPENED. - THE F
IRST TIME THE DEALERSHIP SAID IT WAS A HOSE CLAMP. - THE FI
RST TIME THEY ALSO REPLACED THE STARTED. - I ASKED THEM TO
KEEP IT AND THEY SAYED NO. - THIS VEH IS NOT RELYABLE , THI
S IS A SAFTY ISSUE. -CUST SEEKING ALTERNATIVES PER CUSTOM
ER,
    
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LAY
ADV
2 B
FORM
REGI

djohn03

DEALER SAYS: DEALER HAS DECIDED TO CHANGE THE ECHO RE
WHICH THEY HOPE WILL SOLVE THE ENGINE STALL PROBLEM CAC
ISED: - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN
BUSINESS DAYS - INITIATED MAILING OF DSB APPLICATION -
ARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE
ONAL OFFICE INFERENCE CASE ID: 1982

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER -
"OTHER"
DOCUMENT: ANALYST: GGIGNOUX GIGNOUX, GREG (G.)
ACTION DATA/COMMENTS:

2001/07/31
22.58.17 DEALER UNABLE TO VERIFY/DUPLICATE PROBLEM FSE IS SCHEDUL
ED T
O LOOK AT VEHICLE NEXT WEEK

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG
1

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III
13.27.38

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524290322	REGION ISSUE	CASE NBR: 1
REGION: 24 ORLANDO	ZONE: C1	OPENED: 0
2/25/2002		
VIN: 1FMYU03141KC40245	ENGINE: 1	VEH TYPE: T
2/25/2002		CLOSED: 0

=====

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LAST NAME: [REDACTED]	STATUS: C
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djohn03

LOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: LAKE WORTH STATE: FL ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE: 1
 DEALER NAME: AL PACKER FORD SALES CODE: F24218 P & A: 0
 4870
 REASON CODE: 2511 CI - FLORIDA MVDN
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

 ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
 ICATION: OTHER
 ACTION: CI101 - OPEN REGION CONTACT
 DOCUMENT: ANALYST: ESMITH68 ERIKA SMITH
 ACTION DATA/COMMENTS:

2002/02/25
 15.29.16 **MVDN RECEIVED 02/25/02** **DATED 02/19/02**
 **CUSTOMER STATES:
 *VEH SHUTS OFF WHILE DRIVING
 **CUSTOMER SEEKS:
 FINAL RESOLUTION UNDER FL LEMON LAW
 NOTE TO DEALER
 CUSTOMER MUST BE SCHEDULED FOR A FINAL REPAIR ATTEMPT
 WITHIN 10 DAYS OF THIS NOTIFICATION. IF FURTHER ASSISTAN
 NCE
 IS NEEDED, PLEASE CONTACT YOUR FORD CSM.
 POSTCARD MAILED 02/25/02

 ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
 ACTION: DAC006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER
 DOCUMENT: ANALYST: R-KLOTZ1
 ACTION DATA/COMMENTS:

2002/02/27
 15.10.41 CALLED CUST LEFT MESSAGE TO RETURN CALL FOR FINAL REPAIR
 ATTT
 EMPT, CHECKED WITH HOT LINE, THERE IS A FIX FOR THIS CON
 CERN
 , NEW TSB NOT OUT YET, WILL GET CUST TO RETURN AND UPDAT
 E PC
 M OR REPLACE PCM, CUST HAS NOT RETURNED PHONE CALL

 ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
 ACTION: DAC006 - AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER

ajohn03

DOCUMENT: ANALYST: R-KLOTZ1
ACTION DATA/COMMENTS:

2002/02/28
07.42.28 CUST RETURNED PHONE CALL, WILL RETURN TO DEALER AT 3:30
TODAY AND WILL BE PROVIDED WITH LOANER, CUST WAS HAPPY THAT
CAR WILL BE FIXED WITH NEW SOFTWARE UPDATE, TSB FITS HER CAR
TO

CONSUMER AFFAIRS 06/18/2002 MMFAKPRG
1

06/18/2002 MASTER OWNER RELATIONS SYSTEM III
13.27.38

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524290322	REGION ISSUE	CASE NBR: 1
REGION: 24 ORLANDO	ZONE: C1	OPENED: 0
2/25/2002		
VIN: 1FMYU03141KC40245	ENGINE: 1	VEH TYPE: T
2/28/2002		CLOSED: 0

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2002/02/28
07.42.28 A TEE, WILL REPAIR TODAY

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: RWADHAM RONNIE WADHAM (RWADHAM)
ACTION DATA/COMMENTS:

2002/03/01
11.29.43 NEW TSB CAME OUT, FIXED ISSUE WITH VEHICLE. CUSTOMER IS
HAPPY WITH THE VEHICLE.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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528393391	REGION: 16 PHILADELPHIA	ZONE: E1	ENGINE: 1	VEH TYPE: T	CASE NBR: 1
2/05/2001	VIN: 1FMCU04181KB22059				OPENED: 1
2/05/2001					CLOSED: 1

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	MI:	[REDACTED]	STATUS: C
LOSED						
TITLE:	[REDACTED]					
ADDRESS:	[REDACTED]					
CITY:	CRALEY	STATE:	PA	ZIP:	[REDACTED]	

djohn03

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 1359
DEALER NAME: CARL BEASLEY FORD I SALES CODE: F16S13 P & A: 0
0181
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: PHONE
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: ESMITH68 ERIKA SMITH
ACTION DATA/COMMENTS:

2001/12/05
14.40.39 *****DEMAND LETTER DATED 11/10/01*** **CI RECEIVED 12/0
5/01
*****CUSTOMER STATES:
*PER AWS, STALLING, LOOSE REAR HATCH, CHECK ENGINE INDIC
ATOR
***CUSTOMER SEEKS:
*REPLACEMENT/REFUND UNDER PA LEMON LAW
**CI SCANNED A COPY OF THE LETTER TO THE REGIONAL OFFICE
S
FOR REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGMENT LETTER.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: PHONE
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: ESMITH68 ERIKA SMITH
ACTION DATA/COMMENTS:

2001/12/27
15.28.11

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC050 - CUST. SAT. REST. TOOL UTILIZED - ESP PLAN OFFERE
D AND ACCEPTED
DOCUMENT: ANALYST: ANASH9 ALLYSON NASH (ANASH9)
ACTION DATA/COMMENTS:

2002/01/18
10.57.22 ***ALLYSON NASH CSM/RMM*** SPOKE WITH HENRY SMELTZER RE
GARD
ING ESCAPE STALLING CONCERN. VEHICLE HAD SSM FOR CONCER
N PE
RFORMED IN DECEMBER 01. SINCE THEN VEHICLE HAS BEEN WOR
KING

NCON
SFIE

djohn03
TO CUSTOMER'S SATISFACTION. OFFERED CUSTOMER ESP FOR I
VENIENCE WITH SITUATION. CUSTOMER ACCEPTED AND WAS SATI
D WITH OFFER. ISSUE 5/75 PREMIUM CARE

1 CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III
13.27.38

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529410212	REGION: 48 DETROIT	ZONE: B2	CASE NBR: 1
2/20/2002	VIN: 1FMYU04121KC40582	ENGINE: 1 VEH TYPE: T	OPENED: 0
2/20/2002			CLOSED: 0

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LAST NAME:	[REDACTED]	STATUS:	C
LOST			
TITLE:	[REDACTED]	FIRST NAME:	[REDACTED]
ADDRESS:	[REDACTED]	MI:	
CITY:	WEST BLOOMFIELD	STATE:	MI
[REDACTED]		ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]		
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4
MILEAGE:	10596		
DEALER NAME:	DON SERLYE FORD, IN SALES CODE:	F48576	P & A: 0
9708			
REASON CODE:	25DL CI - DEMAND LETTER		
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: VISIT
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2002/02/20
15.32.25 ***DEMAND LETTER DATED 02/11/02*** ***CI RECEIVED 02/20
/02
***CUSTOMER STATES: FOUR ATTEMPTS HAVE BEEN MADE TO RESO

djohn03

LVE

CONCERNS.

***CUSTOMER SEEKS: REPLACE VEHICLE

***CI E-MAILED A COPY OF THE LETTER TO THE REGIONAL OFFI

CE

FOR REVIEW. SENT CUSTOMER FLEM LETTER.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
 ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
 DOCUMENT: ANALYST: DKRAUS1 KRAUS, DANA (D.)
 ACTION DATA/COMMENTS:

2002/02/22

16.40.16 CSM D KRAUS VEHICLE WAS REPAIRED UNDER WARRANTY ON 1/28/02

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
 ICATION: VISIT
 ACTION: C1210 - LETTER FAXED TO REGION
 DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
 ACTION DATA/COMMENTS:

2002/03/07

15.09.33

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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651972821	REGION ISSUE	CASE NBR: 1
REGION: 71 CALIFORNIA	ZONE: E1	OPENED: 1
0/09/2001	ENGINE: 1	VEH TYPE: T
VIN: 1PMYU03131KE58452		CLOSED: 1
0/09/2001		

=====

LAST NAME: [REDACTED] STATUS: C
 ANCEL [REDACTED]
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: RAMONA STATE: CA ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE: 1
 DEALER NAME: PERRY FORD SALES CODE: F71103 P & A: 0
 1469
 REASON CODE: 2354 DSB - APPLICATION REQUEST
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
 ACTION: 508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP
 IS BEING SENT
 DOCUMENT: ANALYST: TLEON TANIA LEON
 ACTION DATA/COMMENTS:

2001/10/09
 18.05.38 CUSTOMER SAYS: -REQUESTING THE PHONE NUMBER TO THE DSB
 HAS A REOCCURRING STALLING PROBLEM -STALLING AT LEAST SI
 X TI MES PER DAY. -STALLS GOING DOWN HILL, STREIGHT AND AT
 LOW SPEEDS. -PROBLEM STILL PERSIST PER CUSTOMER, DEALER SA
 YS: -COULD NOT REPEAT PROBLEM AND THEN THEY REPLACED A VAL
 VE A ND IT CORRECTED THE PROBLEM BRIEFLY -TODAY BROUGH VEH B
 ACK FOR SAME CONCERN CAC ADVISED: - REQUESTED DEALERSHIP T
 O CO NTRACT CUSTOMER WITHIN 2 BUSINESS DAYS - INITIATED MAILI
 NG O F DSB APPLICATION - OBC TO DEALERSHIP IN AN ATTEMPT TO
 RESO LVE CONCERN PRIOR TO DSB ESCALATION -OBC TO DLR PERRY F
 ORD SPK WITH DAVE THE S/M HE SAID THAT HE WAS NOT ABLE TO DE
 TERM INE THE PROBLEM WITH VEH YET BUT SHOULD HAVE AN ANSWER B
 Y TH URSDAY. -ADVISE THAT I WOULD CALL BACK ON THURSDAY. -A
 DVIS ED THE CUST THAT I WOULD CAL BACK ON THURSDAY AFTER SPEA

djohn03

KING

FOR

REG

WITH DLR. TOLD HER THAT APPLICATION WAS SENT TO HER. -
WARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE
IONAL OFFICE INFERENCE CASE ID: 105

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: TLEON TANIA LEON
ACTION DATA/COMMENTS:

2001/10/11
18.48.54 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
VISE D: -OBC TO DLR PERRY FORD 858-748-1400 LEFT MESSAGE FOR
THE S/M TO CALL BACK WITH FINDINGS ON VEH. -OBC TO FORD CU
ST A ND UPDATED HER THAT I WAS STILL WAITING TO HEAR FROM DLR
AND THAT I WOULD CALL BACK ON MONDAY.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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651972821	REGION ISSUE	CASE NBR: 1
0/09/2001	REGION: 71 CALIFORNIA	ZONE: E1
0/15/2001	VIN: 1FMYU03131KE58452	ENGINE: 1 VEH TYPE: T
		OPENED: 1
		CLOSED: 1

=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 224 - UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
DOCUMENT: ANALYST: TLEON TANIA LEON
ACTION DATA/COMMENTS:

2001/10/15

20.27.48 CUSTOMER SAYS: djohn03 PER CUSTOMER, DEALER SAYS: CAC AD
D: SCHEDULED CALL TO CUST SO THAT CONTACT WITH DLR CAN
ADE.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: VISIT
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: CCHOW1 CYNTHIA CHOW (CCHOW1)
ACTION DATA/COMMENTS:

2001/10/19
17.51.54 SERVICE MANAGER TALKED TO CUSTOMER AND HAVE CUSTOMER CAM
E IN TO DEALERSHIP. THEY PERFORMED THE REPAIR AND THE CUSTO
MER CONCERN SHOULD BE RESOLVED.

CONSUMER AFFAIRS

06/18/2002 MMFAKFRG

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djohn03

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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                REGION ISSUE                                CASE NBR: 1
654833150
  REGION: 41 CHICAGO          ZONE: E3                    OPENED: 1
0/05/2001
  VIN: 1FMYU04111KE76088    ENGINE: 1    VEH TYPE: T    CLOSED: 1
0/05/2001
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LAST NAME: [REDACTED]                                STATUS: C
LOSER
TITLE: [REDACTED]          FIRST NAME: [REDACTED]      MI:
ADDRESS: [REDACTED]
CITY: DE PERE          STATE: WI          ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001          MODEL: ESCAPE XLT 4X4
MILEAGE: 17049
DEALER NAME: VAN BOXTEL FORD, IN SALES CODE: F41104    P & A: 0
6197
REASON CODE: 2514 CI - WISCONSIN DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: OTHER
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: JYATES9 JULIE YATES
ACTION DATA/COMMENTS:

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2001/10/05
11.26.56 ***DEMAND LETTER DATED 10/02/01 **CI RECEIVED 10/05/0
1
***CUSTOMER STATES:CONCERNS WITH VEHICLE STALLING (LOSIN
G AL L POWER) WITH NO WARNING, STEERING WHEEL, GAS AND BRAKES
LOC K UP.
***CUSTOMER SEEKS:FINAL RESOLUTION
FOR ***CI FAXED A COPY OF THE LETTER TO THE REGIONAL OFFICES
WIS REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT LETTER.
OVID ***WISCONSIN RESIDENT***PLEASE NOTE THAT IN THE STATE OF
CONSIN, THE LEMON LAW ONLY ALLOWS 30 DAYS IN WHICH TO PR
E LEMON LAW REMEDIES.***

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djohn03

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: OTHER
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: JYATES9 JULIE YATES
ACTION DATA/COMMENTS:

11.40.48

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND
ACCEPTED
DOCUMENT: ANALYST: DDOBERST DEREK DOBERSTEIN
ACTION DATA/COMMENTS:

2001/10/10
21.07.51 CUSTOMER ACCEPTED OAC TO GET INTO NEW VEHICLE.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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BEGINNING OF CONTACT
06/18/2002 MASTER OWNER RELATIONS SYSTEM III
13.27.38

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655392421	REGION ISSUE	CASE NBR: 1
REGION: 21 ATLANTA	ZONE: C1	OPENED: 0
4/11/2002		
VIN: 1FMYU031X1KA99939	ENGINE: 1 VEH TYPE: T	CLOSED: 0
4/11/2002		

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LAST NAME:	[REDACTED]	STATUS: C
ANCEL		
TITLE:	FIRST NAME: [REDACTED]	MI:
ADDRESS:	[REDACTED]	
CITY:	KENNESAW	STATE: GA ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X2

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ER02-027-A 0030

djohn03

MILEAGE: 15428
DEALER NAME: CAREY PAUL FORD SALES CODE: F21007 P & A: 0
0277
REASON CODE: 2512 CI - GEORGIA DEMAND LETTER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: PHONE
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2002/04/11
12.48.35 ***FINAL REPAIR FORM DATED 04/04/02 **CI RECEIVED 04/11/
02
S VI
LAW.
R FO
***CUSTOMER STATES: VEHICLE STALLS WITHOUT NOTICE, BRAKE
BRATE
***CUSTOMER SREKS: FINAL RESOLUTION UNDER GEORGIA LEMON
***CI MAILED FLEM LETTER TO CUSTOMER 04/11/02
***ATTEN DEALER SERVICE MANAGER: PLEASE SHCEDULE CUSTOME
R FINAL REPAIR ATTEMPT WITHIN 14 DAYS.
CI E-MAILED COPY OF CUSTOMER FORM TO REGION.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: DROSIGNO ROSIGNON, OSCAR (O.)
ACTION DATA/COMMENTS:

2002/04/13
17.23.57 CONTACTED CUSTOMER AND HE REQUESTED VEHICLE TO BE REPLAC
ED.
VEHI
REQ
VEHICLE IS LEMON LAW ELIGIBLE. CSM OFFERED TO REPLACE
CLE AND CUSTOMER ACCEPTED. CSM WILL PROCESS REPLACEMENT
UEST.

djohn03

CONSUMER AFFAIRS

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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REGION ISSUE                                CASE NBR: 1
661770992
REGION: 13 NEW YORK                        ZONE: B1                                OPENED: 0
4/12/2002
VIN: 1FMYU04121KF16677                    ENGINE: 1    VEH TYPE: T                CLOSED: 0
4/12/2002
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LAST NAME: [REDACTED]                      STATUS: C
LOSED
TITLE: [REDACTED]                          FIRST NAME: [REDACTED]                 MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED]                          STATE: NY                               ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001                            MODEL: ESCAPE XLT 4X4
MILEAGE: 30104
DEALER NAME: PREMIER FORD INC                SALES CODE: F13011                    P & A: 0
3635
REASON CODE: 2365 DSB - NO DSB AVAILABLE IN NEW YORK
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: OTHER
ACTION: 656 - CB-ADVISE CUST NO DSB IN NY; ADVISE OBC WILL BE
MADE TO DLR
DOCUMENT: ANALYST: JPLUNKET JANETT PLUNKETT
ACTION DATA/COMMENTS:

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2002/04/12
12.55.09 CUSTOMER SAYS: --CUST IS UPSET ABOUT THE SERVICE THAT
HE H AS BEEN RECIEVING FROM THE DLR. -CUST WOULD LIKE TO KNO
W WH AT DOES BTB MEAN. -CUST HAS SPOKEN TO HIS ATTOURNEY. -
VEH IS STILL AT THE DLR -CUST IS GOING TO CONTACT HIS ATTO
URNE Y GENERAL PER CUSTOMER, DEALER SAYS: CAC ADVISED:

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djohn03

- DO
NEW
2 BU

DOCUMENTED INFORMATION - DSB UNAVAILABLE IN THE STATE OF
YORK - REQUESTED DEALERSHIP TO CONTACT CUSTOMER WITHIN
BUSINESS DAYS INFERENCE CASE ID: 1983

ORIGIN: DEALER - DEALER COMMUNICATION: OTHER
ACTION: ICD002 - ICCD CUSTOMER - UPDATE/INFORMATION ONLY
DOCUMENT: ANALYST: J-YORK1 JACKIE YORK
ACTION DATA/COMMENTS:

2002/04/24
11.12.18 CUSTOMER REMOVED VEHICLE FROM DEALERSHIP 4/16/02 AFTER I
T WA S CONFIRMED BY FSE 4/11/02 THAT ENGINE FAILURE WAS A RES
ULT OF LACK OF MAINTENANCE.

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC069 - WARRANTY REPAIR DENIED - ABUSE
DOCUMENT: ANALYST: PRICHA18 PATRICK RICHARDS
ACTION DATA/COMMENTS:

2002/05/06
23.51.36 SEE DEALER NOTES.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

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06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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661770992	REGION ISSUE	CASE NBR: 1
REGION: 13 NEW YORK	ZONE: B1	OPENED: 0
4/12/2002		
VIN: 1FMYU04121KF16677	ENGINE: 1 VEH TYPE: T	CLOSED: 0
5/16/2002		

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djohn03

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: PRICHA18 PATRICK RICHARDS
ACTION DATA/COMMENTS:

2002/05/16

11.13.46 WARRANTY CANCELLATION REQUEST FAXED ON 5/16.