

CONSUMER AFFAIRS

djohn03

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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715411142                REGION ISSUE                CASE NBR: 1
REGION: 44 PITTSBURGH   ZONE: A2                OPENED: 0
5/06/2002
VIN: 1FMYU041X1KC38966 ENGINE: 1    VEH TYPE: T            CLOSED: 0
5/06/2002
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LAST NAME: ██████████                STATUS: C
ANCEL
TITLE: ██████████                FIRST NAME: ██████████    MI: ██████████
ADDRESS: ██████████
CITY: GIBSONIA                STATE: PA                ZIP: ██████████

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HOME PHONE: ██████████
MODEL YEAR: 2001                MODEL: ESCAPE XL/T 4X4
MILEAGE: 4220
DEALER NAME: MC CRACKIN FORD    SALES CODE: F44007        P & A: 0
7459
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: PHONE
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: TBUSH3 TRACY BUSH
ACTION DATA/COMMENTS:

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2002/05/06
09.26.26 ***DEMAND LETTER DATED 4/29/02*** ***CI RECEIVED 5/
6/02
ROX.
VEH
OFFI
***CUSTOMER STATES: VEHICLE STALLS WHILE DRIVE APP
30 MPH ***CUSTOMER SEEKS: REPURCHASE OR REPLACEMENT OF
ICLE. ***CI SCANNED COPY OF THE LETTER TO THE REGIONAL
CES FOR REVIEW. SENT THE CUSTOMER AN ACKNOWLEDGEMENT***
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ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: PHONE

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djohn03

ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: TBUSH3 TRACY BUSH
ACTION DATA/COMMENTS:

09.40.03

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: PHONE
ACTION: DAC088 - CANCEL ISSUE
DOCUMENT: ANALYST: PBELOTE BELOTE, PAUL (P.S.)
ACTION DATA/COMMENTS:

2002/05/28

10.25.27 I CALLED THE CUSTOMER 05/24/2002. CONFIRMED WITH HER TH
AT N O OTHER STALLING CONCERN EXISTS. REQUESTED THAT IF ANOT
HER CONCERN OCCURS, TO CONTACT DEALERSHIP AND REQUEST THAT T
HE S ERVICE MANAGER CALLS ME TO INSPECT.

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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635391062 LEGAL ISSUE CASE NBR: 1
REGION: 13 NEW YORK ZONE: K1 OPENED: 0
4/17/2002
VIN: 1FMYU04151KB29198 ENGINE: 1 VEH TYPE: T CLOSED: 0
4/17/2002

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LAST NAME: [REDACTED] STATUS: C
LOSD
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: SUFFERN STATE: NY ZIP: [REDACTED]

djohn03

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 14308
DEALER NAME: SCHULTZ FORD INC SALES CODE: F13465 P & A: 2
0636
REASON CODE: 0772 LEGAL - ACCIDENT
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUN
ICATION: FAX
ACTION: LP200 - OPEN LEGAL CONTACT - PRODUCT LIABILITY
DOCUMENT: ANALYST: MKELSEY2 MOLLY KELSEY
ACTION DATA/COMMENTS:

2002/04/17
12.51.37 ***** DEALER REQUEST LETTER *****

REC'D 04/17/02
DEALERSHIP CONTACT: RICK MEYER 845 624 3600
ALLEGES
CUSTOMER ALLEGES HIS VEHICLE IS DEFECTIVE.
**CUSTOMER REQUESTS FORD REPLACE THE SIDE MOLDING ON HIS
VEHICLE.**

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUN
ICATION: FAX
ACTION: LP300 - MAKE OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: 9835MH MICHELLE HULL
ACTION DATA/COMMENTS:

2002/04/19
07.58.21 LEFT MESSAGE FOR SM

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUN
ICATION: FAX
ACTION: LP800 - PAY FOR REPAIRS - PRODUCT DEFECT (P96)
DOCUMENT: ANALYST: 9835MH MICHELLE HULL
ACTION DATA/COMMENTS:

2002/05/10
17.39.03 DEALERSHIP VERIFIED CONCERN AND HAS COMPLETE THE SSM FOR
THE
PCM. FORD HAS AGREED TO FIX THE MOLDING. EST. COST IS \$
250
BODY TO \$300. DEALERSHIP WILL SCHEDULE AN APPOINTMENT TO FIX
DAMAGE.

Page 218

EP82-627-A 8846

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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447202981          RAV ISSUE          CASE NBR: 0
  REGION: 27 WASHINGTON  ZONE: E1          OPENED: 0
1/02/2002
  VIN: 1FMYU04101KF78370  ENGINE: 1  VEH TYPE: T  CLOSED: 0
1/02/2002
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LAST NAME: ██████████          STATUS: C
LOSER
TITLE: ██████████          FIRST NAME: ██████████  MI: ██████████
ADDRESS: ██████████
CITY: ARARAT          STATE: NC          ZIP: ██████████
HOME PHONE: ██████████

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BEGINNING OF CONTACT
 06/18/2002
 13.27.38
 MASTER OWNER RELATIONS SYSTEM III

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467560562	RAV ISSUE	CASE NBR: 0
REGION: 10 SDR	ZONE: C1	OPENED: 0
2/25/2002		
VIN: 1FMYU04191KB90537	ENGINE: 1	VEH TYPE: T
2/25/2002		CLOSED: 0

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LAST NAME: [REDACTED]		STATUS: C
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: HALIFAX	STATE: PA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 6705		
DEALER NAME: PALMER H REED MOTOR SALES	CODE: F16586	P & A: 0
1436		
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
 ATION: MAIL
 ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
 DOCUMENT: ANALYST: A-WEAKLA ANTHONY WEAKLAND
 ACTION DATA/COMMENTS:
 2002/02/25
 12.57.08 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
 ATION: MAIL
 ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
 DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
 ACTION DATA/COMMENTS:
 2002/02/28
 09.28.09

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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491023201	RAV ISSUE	CASE NBR: 0
REGION: 52 SOUTHWEST	ZONE: E2	OPENED: 0
2/20/2002		
VIN: 1FMCU03181KD97464	ENGINE: 1	VEH TYPE: T
2/20/2002		CLOSED: 0

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LAST NAME:	████████████████████	STATUS: C
ANCEL		
TITLE:	████████████████████	FIRST NAME: ██████████ MI:
ADDRESS:	████████████████████	
CITY:	AUSTIN	STATE: TX ZIP: ██████
HOME PHONE:	████████████████████	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X2
MILEAGE:	18127	
DEALER NAME:	COVERT FORD, INC.	SALES CODE: F52302 P & A: 0
4437		
REASON CODE:	0526 RAV - NUMBER OF REPAIR ATTEMPTS	
SYMPTOMS:	607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP	

djohn03

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572530222	RAV ISSUE	CASE NBR: 0
REGION: 71 CALIFORNIA	ZONE: C1	OPENED: 0
1/22/2002		
VIN: 1FMCU03101KE96862	ENGINE: 1	VEH TYPE: T
1/22/2002		CLOSED: 0

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LAST NAME: [REDACTED]			STATUS: C
LOSED			
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI:	
ADDRESS: [REDACTED]			
CITY: MISSION VIEJO	STATE: CA	ZIP: [REDACTED]	
HOME PHONE: [REDACTED]			
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2		
MILEAGE: 18360			
DEALER NAME: TUTTLE-CLICK FORD	SALES CODE: F71069	P & A: 0	
5556			
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS			
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP			

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC	
ATION: MAIL	
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED	
DOCUMENT: ANALYST: J-PADIER JUSTINO PADIERNOS	
ACTION DATA/COMMENTS:	
2002/01/22	
15.46.03 NO COMMENTS ADDED	

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC	
ATION: MAIL	
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT	
DOCUMENT: ANALYST: NTHOMA16 NADINE THOMAS	
ACTION DATA/COMMENTS:	
2002/01/25	
10.17.09	

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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                                RAV ISSUE                                CASE NBR: 0
633243390
REGION: 13 NEW YORK                ZONE: E1                                OPENED: 0
3/29/2002
VIN: 1FMYU04151KD92629           ENGINE: 1   VEH TYPE: T                CLOSED: 0
3/29/2002
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LAST NAME: ██████████                STATUS: C
LOSED
TITLE: ██████████                   FIRST NAME: ██████████                MI:
ADDRESS: ██████████
CITY: MARTINSVILLE                STATE: NJ                                ZIP: 0
██████████
HOME PHONE: ██████████
MODEL YEAR: 2001                     MODEL: ESCAPE XLT 4X4
MILEAGE: 19000
DEALER NAME: FULLERTON FORD          SALES CODE: F13476                    P & A: 2
0651
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RV1601 - OPEN CASE FOR LEGAL SETTLEMENT (OGC) REFUND - OW
NED

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djohn03

4/08/2002

VIN: 1FMYU031X1XB02824

ENGINE: 1

VEH TYPE: T

CLOSED: 0

4/08/2002

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LAST NAME: [REDACTED] STATUS: C

LOSED TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: DANIA BEACH STATE: FL ZIP: [REDACTED]

[REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2

MILEAGE: 12880

DEALER NAME: HOLLYWOOD LINCOLN-M SALES CODE: L25058 P & A: 1

1636

REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS

SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC

ATION: MAIL

ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED

DOCUMENT: ANALYST: A-BARTH1 BARTHOLOMEW, AUDRY

ACTION DATA/COMMENTS:

2002/04/08

11.42.56 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC

ATION: MAIL

ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY

ACTION DATA/COMMENTS:

2002/04/11

09.17.15

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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370130352                RAV ISSUE                CASE NBR: 1
REGION: 44 PITTSBURGH   ZONE: A1                OPENED: 0
2/04/2002
VIN: 1FMCU04171KC44038 ENGINE: 1    VEH TYPE: T    CLOSED: 0
2/04/2002
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LAST NAME: ██████████                STATUS: C
LOSED
TITLE: ██████                FIRST NAME: ██████                MI: ██████
ADDRESS: ████████████████████
CITY: EXPORT                STATE: PA                ZIP: ██████
██████████
HOME PHONE: ████████████████████
MODEL YEAR: 2001                MODEL: ESCAPE XLT 4X4
MILEAGE: 3555
DEALER NAME: KENNY ROSS FORD    SALES CODE: F44417    P & A: 0
7350
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: V-LAWTON VICKI LAWTON
ACTION DATA/COMMENTS:

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2002/02/04
10.07.56 NO COMMENTS ADDED
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djohn03

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

2002/02/08
10.24.11

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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433513191	RAV ISSUE	CASE NBR: 1
REGION: 52 SOUTHWEST	ZONE: H2	OPENED: 0
2/13/2002		
VIN: 1FMYU01181KE71944	ENGINE: 1	VEH TYPE: T
2/13/2002		CLOSED: 0

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LAST NAME: [REDACTED]	STATUS: C
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LOSED

djohn03

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] STATE: TX ZIP: [REDACTED]
CITY: BUNA
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X2
MILEAGE: 22284
DEALER NAME: ORANGE FORD LINCOLN SALES CODE: F52754 P & A: 0
0382
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: G-GUTHER GWEN GUTHERY
ACTION DATA/COMMENTS:

2002/02/13
16.08.07 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/02/18
10.01.49

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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497853171 RAV ISSUE CASE NBR: 1
 REGION: 44 PITTSBURGH ZONE: C2 OPENED: 0
 4/26/2002
 VIN: 1PMYU04151KA34477 ENGINE: 1 VEH TYPE: T CLOSED: 0
 4/26/2002

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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: 14539
 DEALER NAME: WILLIAMS MOTOR CO., SALES CODE: F44130 P & A: 0
 2173
 REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

 ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
 ATION: MAIL
 ACTION: RAV313 - OPEN CASE FOR DSB PRIOR RESOLVED REPLACEMENT - O
 WNEED
 DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
 ACTION DATA/COMMENTS:
 2002/04/26
 14.26.04

 ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
 ATION: MAIL
 ACTION: CA0001 - ADD ADDITIONAL SYMPTOM CODE
 DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
 ACTION DATA/COMMENTS:

djohn03

14.28.34

 ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
 ATION: MAIL
 ACTION: RAV312 - RECORD CHECK ISSUANCE FOR DSB PRIOR RESOLVE REPL
 ACEMENT
 DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
 ACTION DATA/COMMENTS:

2002/04/30
09.29.01

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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544412980	RAV ISSUE	CASE NBR: 1
REGION: 16 PHILADELPHIA	ZONE: A1	OPENED: 0
4/18/2002		
VIN: 1FMCU04151KE56422	ENGINE: 1	VEH TYPE: T
4/18/2002		CLOSED: 0

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LAST NAME: [REDACTED]		STATUS: C
LOSER		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI:
ADDRESS: [REDACTED]		
CITY: WEST CHESTER	STATE: PA	ZIP: [REDACTED]

djohn03

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 25081
DEALER NAME: GEO M YOCUM INC SALES CODE: F16419 P & A: 0
1300
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: NTHOMA16 NADINE THOMAS
ACTION DATA/COMMENTS:

2002/04/18
16.46.16

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV108 - CANCEL CASE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: T-DAVI13 DAVIS, TIFFANY
ACTION DATA/COMMENTS:

2002/04/22
10.42.43

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: T-DAVI13 DAVIS, TIFFANY
ACTION DATA/COMMENTS:

11.02.22 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: ENANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/04/23
09.00.59

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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667913091	RAV ISSUE	CASE NBR: 1
REGION: 47 CINCINNATI	ZONE: E1	OPENED: 1
1/05/2001		
VIN: 1FMYU04141KF56582	ENGINE: 1	VEH TYPE: T
1/05/2001		CLOSED: 1

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LAST NAME: [REDACTED]		STATUS: C
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: DANVILLE	STATE: KY	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 11114		
DEALER NAME: PAUL MILLER FORD IN SALES CODE: F47301		P & A: 0
5688		
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL

ACTION: RAV106 - OPEN CASE FOR GOODWILL REPLACEMENT - LEASED

DOCUMENT: ANALYST: P-POLOCO PERSIDE POLOCOSER

ACTION DATA/COMMENTS:

2001/11/05
18.24.45 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL

ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: CREDD1 CLARA REDD

ACTION DATA/COMMENTS:

djohn03

2001/11/12
09.39.27

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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714570712                REGION ISSUE                CASE NBR: 1
  REGION: 72 SAN FRANCISC  ZONE: A2                OPENED: 0
3/12/2002
  VIN: 1FMYU04121KB41681  ENGINE: 1    VEH TYPE: T    CLOSED: 0
3/12/2002
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LAST NAME: ██████████                STATUS: C
LOSED
TITLE: ████████████████████        FIRST NAME: ██████████        MI: ██████
ADDRESS: ████████████████████
CITY:    HILO                STATE:    HI                ZIP:    ██████
HOME PHONE: ████████████████████
MODEL YEAR: 2001                MODEL:    ESCAPE XLT 4X4
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djohn03

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LAST NAME: [REDACTED] STATUS: C
LOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: ALIQUIPPA STATE: PA ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 14845
DEALER NAME: MOON TOWNSHIP FORD SALES CODE: F44022 P & A: 0
7495
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607791 STALL/QUITS DECELERATION COLD ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/02/06
12.50.28

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

2002/02/08
10.22.34

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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493760242                RAV ISSUE                CASE NBR: 0
REGION: 44 PITTSBURGH   ZONE: A2                OPENED: 0
1/25/2002
VIN: 1FMYU04131KB41429 ENGINE: 1    VEH TYPE: T            CLOSED: 0
1/25/2002
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LAST NAME: ██████████                STATUS: C
LOSED
TITLE: ██████████                    FIRST NAME: ██████████  MI:
ADDRESS: ██████████
CITY: PITTSBURGH                    STATE: PA                ZIP: ██████████
HOME PHONE: ██████████
MODEL YEAR: 2001                    MODEL: ESCAPE XLT 4X4
MILEAGE: 11472
DEALER NAME: SEULTS FORD, INC.    SALES CODE: F44026      P & A: 0
1762
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOMS: 607791 STALL/QUITS DECELERATION COLD ENGINE
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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

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2002/01/25

09.38.28

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL

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djohn03

ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: NTHOMA16 NADINE THOMAS
ACTION DATA/COMMENTS:

2002/01/31
10.40.07

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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          RAV ISSUE                                CASE NBR: 0
493760242
REGION: 44 PITTSBURGH        ZONE: A2                OPENED: 0
1/24/2002
VIN: 1FMYU04131KB41429     ENGINE: 1      VEH TYPE: T      CLOSED: 0
1/24/2002
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LAST NAME: ██████████                STATUS: C
ANCEL
TITLE: ██████████                    FIRST NAME: ██████████    MI:
ADDRESS: ██████████
CITY:      PITTSBURGH                STATE:      PA            ZIP: ██████████

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djohn03

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 11472
DEALER NAME: SHULTS FORD, INC. SALES CODE: F44026 P & A: 0
1762
REASON CODE: 0532 RAV - UNABLE TO REPAIR (SCRAP, DONATE ONLY)
SYMPTOMS: 607791 STALL/QUITS DECELERATION COLD ENGINE

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/01/24
13.42.56 ALL WARRANTIES TO BE CANCELED VEHICLE TO BE SALVAGED.

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV108 - CANCEL CASE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/01/25
09.36.12

djohn03

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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                    RAV ISSUE                                CASE NBR: 1
582650842
REGION: 44 PITTSBURGH    ZONE: A2                                OPENED: 0
5/13/2002
VIN: 1FMYU04101KF53968  ENGINE: 1    VEH TYPE: T    CLOSED: 0
5/13/2002
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LAST NAME: ██████████                                STATUS: C
LOSED
TITLE: ██████████                                FIRST NAME: ██████████    MI: ██████████
ADDRESS: ██████████
CITY: ██████████    PITTSBURGH    STATE: PA    ZIP: ██████████
HOME PHONE: ██████████
MODEL YEAR: 2001                                MODEL: ESCAPE XLT 4X4
MILEAGE: 14968
DEALER NAME: MC CRACKIN FORD    SALES CODE: F44007    P & A: 0
7459
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607791 STALL/QUITS DECELERATION COLD ENGINE
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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED
DOCUMENT: ANALYST: LMCCOGL LAKETA MCCOGLLE
ACTION DATA/COMMENTS:
2002/05/13
17.01.01
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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: KHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:
2002/05/17
08.41.18
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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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341100031	INFORMATION ISSUE	CASE NBR: 0
REGION: 13 NEW YORK	ZONE: G1	OPENED: 0
4/02/2002		
VIN: 1FMYU04111KF17898	ENGINE: 1 VEH TYPE: T	CLOSED: 0
4/02/2002		

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LAST NAME: [REDACTED]	STATUS: C
LOSED	
TITLE: [REDACTED]	FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]	
CITY: CHESTER	STATE: NJ ZIP: 0
[REDACTED]	
HOME PHONE: [REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	
DEALER NAME: MAPLECREST FORD	SALES CODE: F13454 P & A: 0
1765	
REASON CODE: 3017	PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT

EPAT
KEN
T AP
154
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ER S
NCE

djohn03
DUPLICATED CONCERN, REPLACED PARTS ANYWAY, KNEW MAY NOT R
R PROBLEM - CHECKED OASIS, FOUND NOTHING - FSE HAS TA
A LOOK AT VEH, MADE SUGGESTIONS FOR THE DLRSHF TO TRY BU
PARENTLY CONCERN IS STILL HAPPENING - ALREADY TRIED SSM
34 (IN ECH NO FIX SITE) - RECOMMENDED ANOTHER DLRSHF -
ATED CUST, NEED TP SPEAK TO SM, NOT IN TODAY - WILL CAL
ST BACK TOMORROW AT 8:30AM AT CELL: [REDACTED] - APT
PEAKING TO SERVICE MANAGER AT MENDHAM FORD AT 8AM INFERE
CASE ID: 5401

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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341100031	INFORMATION ISSUE	CASE NBR: 0
REGION: 13 NEW YORK	ZONE: G1	OPENED: 0
4/02/2002		
VIN: 1PMYU04111KF17898	ENGINE: 1	VEH TYPE: T
4/03/2002		CLOSED: 0

=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: JSHAPIRO JILLIAN SHAPIRO
ACTION DATA/COMMENTS:

2002/04/03

09.24.31 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD

WISE
TOME
RLSE

D: - OBC TO MENDHAM FORD TO JESSICA M. GARIBALDI CUS
R RELATIONS MANAGER PHONE: 908.964.7700 OR - CARL CA
N CUSTOMER SERVICE DIRECTOR PHONE: (973) 543-2531 - S

djohn03

POKE

TO CARL WHO SAID CUST SHOULD GO BACK TO SELLING DLRSHIP

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: JSHAPIRO JILLIAN SHAPIRO
ACTION DATA/COMMENTS:

WISE
R VE
MEN
SOR,
PHO
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P. C
JOE
T NO
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CON
MEND
SPE
ATE
ME S
NO
TION

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
D: OBC TO CUST, CUST NOT HAPPY THAT CRC WILL NOT PAY FO
H TO BE SENT TO FULLERTON FORD VEH WAS TAKEN BY CUST TO
DHAM FORD THIS MORNING - CUST WANTS TO SPEAK TO SUPERVI
WOULD LIKE SUP TO CALL HER BACK AT CELL PHONE NUMBER [REDACTED]
[REDACTED] - SUPERVISOR MATT 3088, CALLED CUST BACK ON CELL
NE - LEFT MESSAGE FOR CUST ON VOICE MAIL ADVISING THAT
TTEMPTED TO CONTACT HER - AS CUST MAY STILL BE AT DLRHS
ALLED THERE TO SPEAK TO HER AT [REDACTED] - ASKED TO
OR CARL - 973-543-2531 SPOKE TO DLR SERVICE DEPT: -CUS
T AT DLR; CUST UNREACHABLE; NEXT CSR CAN ADVICE: =DLR H
NSPECTED VEH AND WILL DRIVE IT AGAIN TO TRY TO DUPLICATE
CERN, HOWEVER, DLR HAS EXHAUSTED ALL RESOURCES AND RECOM
S THAT CUST BRING VEH TO SELLING DLR AS THIS DLR CAN NOT
ND MORE TIME LOOKING AT VEH WITHOUT BEING ABLE TO DUPLIC
ANY CONCERN(S) AS DLR WILL HAVE TO PAY TECHNICIAN FOR TI
PENT LOOKING AT VEH WHICH WILL NOT BE COVERED BY WARR IF
PROBLEM IS FOUND (THIS WILL BE CUST EXPENSE). =DLR POSI
: UNABLE TO DUPLICATE CONCERN.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: MEBRAHIM MOHAMED EBRAHIM
ACTION DATA/COMMENTS:

djohn03

VAIL

ABLE SUPERVISOR =====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: LOUPAGLI LOUISA PAGLIUCA
ACTION DATA/COMMENTS:

2002/04/04
12.55.08 CUSTOMER SAYS: - NONE PER CUSTOMER, DEALER SAYS: -
NONE
CAC ADVISED: - SUPERVISOR LOUISA 7814 - OBC TO CUST
ON C ELL [REDACTED] AND LFT A VOICE MSG - OBC TO CUST AT
HOME NUMBER AND LFT A VOICE MSG - WILL FOLLOW UP 04/05/02

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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349320562

INFORMATION ISSUE

CASE NBR: 0

REGION: 44 PITTSBURGH djohn03 ZONE: A3 OPENED: 0
2/25/2002
VIN: 1FMYU04121KB63745 ENGINE: 1 VEH TYPE: T CLOSED: 0
2/25/2002

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LAST NAME:	██████████	STATUS:	C
LOSER			
TITLE:	██████████	FIRST NAME:	██████████
ADDRESS:	██████████	MI:	██
CITY:	BROWNSVILLE	STATE:	PA
		ZIP:	██
HOME PHONE:	██████████		
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4
MILEAGE:	9000		
DEALER NAME:	SUPERIOR FORD	SALES CODE:	F44508
4112		P & A:	0
REASON CODE:	3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS:	607792 STALL/QUITS DECELERATION HOT ENGINE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 592 - CB-ADVISE CUST DECISION STILL UNDER REVIEW; CONT
ACT CRM
DOCUMENT: ANALYST: BLEECAMP ELAINE LEE- CAMPBELL
ACTION DATA/COMMENTS:

2002/02/25
16.14.44 CUSTOMER SAYS: SHE IS VERY DISSATISFIED WITH THE SERVICE SHE IS RECEIVING. VEHICLE IS HAVING ENGINE CONCERN. THE CHECK ENGINE LIGHT CAME ON AND IT STALLED IN DECELERATION. VEHICLE WAS TAKEN TO DEALER 23 DAYS WAITING ON A NEW ENGINE. FOR CUSTOMER, DEALER SAYS: DEALER IS WAITING ON A NEW ENGINE. CAC ADVISED: - ADVISE PER DEALERSHIP CONVERSATION SITUATION IS STILL UNDER REVIEW - REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS ****OBC TO DEALER OK TO SERVICE MANAGER STANLEY WHO STATED ENGINE WAS ORDERED ON FEB 4. HE HAS CONTACTED THE BOSS FOR THE REGIONAL REP ON FEB 23. HE IS WAITING TO SEE WHAT WILL BE DONE FOR THE CUSTOMER. INFERENCE CASE ID: 1545

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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635942111	INFORMATION ISSUE	CASE NBR: 0
REGION: 72 SAN FRANCISCO	ZONE: A2	OPENED: 0
9/12/2001		
VIN: 1FMYU041111KF57088	ENGINE: 1 VEH TYPE: T	CLOSED: 0
9/12/2001		

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED] MI:
ADDRESS:	[REDACTED]	
CITY:	HAIKU	STATE: HI ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	2900	
DEALER NAME:	VALLEY ISLE MOTORS	SALES CODE: F72444 P & A: 0
7839		
REASON CODE:	2605 OAC - OTHER CONCERN/INQUIRY	
SYMPTOMS:	607792 STALL/QUITS DECELERATION HOT ENGINE	

djohn03
INFORMATION ISSUE

CASE NBR: 1

417011642

REGION: 21 ATLANTA

ZONE: B1

OPENED: 0

6/13/2002

VIN: 1FMYU03191KF44431

ENGINE: 1

VEH TYPE: T

CLOSED: 0

6/13/2002

=====

LAST NAME: [REDACTED] STATUS: C
LOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MARIETTA STATE: GA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 30000
DEALER NAME: FAMILY FORD INC SALES CODE: F21578 P & A: 0
0192
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607792 STALL/QUITS DECELERATION HOT ENGINE

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

2002/06/13

11.33.37

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45-8

CUSTOMER SAYS:]]]CX STATED THAT SHE WAS DRIVING DOWN
LL SHE ON THE BRAKES AND THE VEH OUIT.]]]CX STATED SHE
LED OFF TO THE RIGHT AND STARTED THE VEH AND IT RUN FIN
CX STATED THAT SHE JUST TO WANTED TO LET FORD KNOWN WHAT
PEN. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: -
RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHI
INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD Contac
M/SERV MGR ADVISED CX THE ABOVE. KIM LEGGETT GE
L MANAGER / CUSTOMER RELATIONS MANAGER PHONE: 770-4
891 INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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                    INFORMATION ISSUE                CASE NBR: 1
520793451
  REGION: 71 CALIFORNIA      ZONE: C4                OPENED: 1
2/11/2001
  VIN: 1FMYU03101KC62808    ENGINE: 1      VEH TYPE: T      CLOSED: 1
2/11/2001
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LAST NAME: [REDACTED]                STATUS: C
LOSED
TITLE: [REDACTED]      FIRST NAME: [REDACTED]      MI:
ADDRESS: [REDACTED]
CITY:      LOS ANGELES      STATE:      CA      ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001      MODEL:      ESCAPE XLT 4X2
MILEAGE:      888
DEALER NAME: BEVERLY HILLS FORD  SALES CODE: F71024      P & A: 0
2557
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS:      607792 STALL/QUITS DECELERATION HOT ENGINE
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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: 1
570370702
  REGION: 16 PHILADELPHIA   ZONE: A1                            OPENED: 0
4/01/2002
  VIN: 1FMYU041X1KD92027   ENGINE: 1   VEH TYPE: T                CLOSED: 0
4/01/2002
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LAST NAME: ██████████                                STATUS: C
LOSED
TITLE: ██████                                FIRST NAME: ██████████    MI: ██████
ADDRESS: ████████████████████████████████
CITY: NORRISTOWN                                STATE: PA                ZIP: ██████
HOME PHONE: ████████████████████████████████
MODEL YEAR: 2001                                MODEL: ESCAPE XLT 4X4
MILEAGE: 14000
DEALER NAME: FRED BRANS FORD LIN SALES CODE: F16410    P & A: 0
1203
REASON CODE: 1140 AWA - WITHIN CRITERIA, REQUESTING AWA
SYMPTOMS: 607792 STALL/QUITS DECELERATION HOT ENGINE
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 713 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: ZKHAN ZUBAIR KHAN
ACTION DATA/COMMENTS:
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2002/04/01
16.05.33 VLC076UCUSTOMER SAYS: VEH BEEN TO THE DLR FEW TIMES FO
R TH
HERE
E STALLING PROBLEM AND I BEEN TOLD BY THE SRV/MGR THAT T
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CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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=====
                    REGION ISSUE                                CASE NBR: 0
567900142
 REGION: 13 NEW YORK      ZONE: A1                            OPENED: 0
4/30/2002
 VIN: 1FMCU04161KE96704  ENGINE: 1   VEH TYPE: T           CLOSED: 0
4/30/2002
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=====
LAST NAME: ██████████                                STATUS: C
LOSER
TITLE: ██████   FIRST NAME: ██████████   MI:
ADDRESS: ████████████████████████████████
CITY:   PORT WASHINGTON   STATE:   NY   ZIP:   ██████
██████
HOME PHONE: ████████████████████████████████
MODEL YEAR: 2001           MODEL:   ESCAPE XLT 4X4

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djohn03

1/04/2002

VIN: 1FMYU041X1KA74828 ENGINE: 1 VEH TYPE: T CLOSED: 0
1/04/2002

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LAST NAME:	██████████	STATUS:	C
LOUSED			
TITLE:	██████████	FIRST NAME:	██████████
MI:			
ADDRESS:	██████████████████		
CITY:	HAIKU	STATE:	HI
ZIP:			██████████
HOME PHONE:	██████████████████		
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X4
MILEAGE:	1442		
DEALER NAME:	VALLEY ISLE MOTORS	SALES CODE:	F72444
P & A:			0
7839			
REASON CODE:	0532 RAV - UNABLE TO REPAIR (SCRAP, DONATE ONLY)		
SYMPTOMS:	607792 STALL/QUITS DECELERATION HOT ENGINE		

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV101 - OPEN CASE FOR GOODWILL REFUND - OWNED
DOCUMENT: ANALYST: J-PADIER JUSTINO PADIERNOS
ACTION DATA/COMMENTS:

2002/01/04

09.52.34 VEHICLE DONATED. ALL WARRANTIES CANCELLED.

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV111 - RECORD CHECK ISSUANCE FOR GOODWILL REFUND
DOCUMENT: ANALYST: 2248JY JOE YAMIN
ACTION DATA/COMMENTS:

2002/01/23

15.53.09

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV002 - RECORD DISPOSAL OF VEHICLE FOR DONATION
DOCUMENT: ANALYST: BGWIZDZ1 BRIAN GWIZDZ
ACTION DATA/COMMENTS:

2002/03/07

09.11.08 THE CONTROLLERS OFFICE APPROVED THIS VEHICLE FOR DONATIO
N
AND THE PAPERWORK WAS SENT TO CORPORATE CONTRIBUTIONS FO
R

djohn03
FINAL APPROVAL. ALL WARRANTIES HAVE BEEN CANCELLED.

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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288400292 INFORMATION ISSUE CASE NBR: 0
REGION: 21 ATLANTA ZONE: C1 OPENED: 0
2/08/2002
VIN: 1FMYU031X1KB52011 ENGINE: 1 VEH TYPE: T CLOSED: 0
2/08/2002
=====

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LAST NAME:	██████████	STATUS:	C
LOSED			
TITLE:	██████	FIRST NAME:	██████████ MI: L
ADDRESS:	████████████████████		
CITY:	DECATUR	STATE:	GA ZIP: █
HOME PHONE:	████████████████████		
MODEL YEAR:	2001	MODEL:	ESCAPE XLT 4X2
MILEAGE:	16000		
DEALER NAME:	TEAM FORD	SALES CODE:	F21003 P & A: 0

0482
REASON CODE: 3004 PROD/COMP DUR/PERF - VEHICLE CHARACTERISTIC
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 524 - SUPPORT DEALER'S POSITION
DOCUMENT: ANALYST: MGRECH MATTHEW GRECH
ACTION DATA/COMMENTS:

djohn03

HAS
CUST
WHO
ANK
53

ECT VEH WITH ADDITIONAL INFO PROVIDED. - THE DEALERSHIP
REPAIRED YOUR VEHICLE WITHIN SPECIFICATIONS. =ADVISED
IF VEH EXHIBITS ANY PROBLEM CUST CAN CONTACT CRC OR DLR
ARE BOTH WILLING TO ASSIST CUST ANY WAY POSSIBLE. - TH
CUSTOMER FOR PROVIDING THEIR FEEDBACK INFERENCE CASE ID:
96

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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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354141052                INFORMATION ISSUE                CASE NBR: 0
REGION: 10 SDR           ZONE: K1                        OPENED: 0
4/15/2002
VIN: 1FMYU04131KB23450  ENGINE: 1   VEH TYPE: T           CLOSED: 0
4/15/2002
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LAST NAME: ██████████                STATUS: C
LOSED
TITLE: ██████████                    FIRST NAME: ██████████    MI:
ADDRESS: ██████████
CITY: PHELPS                        STATE: KY                ZIP: ██████████
HOME PHONE: ██████████
MODEL YEAR: 2001                    MODEL: ESCAPE XLT 4X4
MILEAGE: 22000
DEALER NAME: MOORE FORD LINCOLN     SALES CODE: F47591      P & A: 0

```

2101

REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607793 STALL/QUITS DECELERATION 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: SPIGEAU SHIELA PIGEAU
ACTION DATA/COMMENTS:

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2002/04/15

09.49.33 CUSTOMER SAYS: -VEH HAS STALLED 3 TIMES -CUST DAUGHTER

djohn03

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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397760831          INFORMATION ISSUE          CASE NBR: 0
  REGION: 23 MEMPHIS      ZONE: B1          OPENED: 1
0/18/2001
  VIN: 1FMYU04131KF87273  ENGINE: 1      VEH TYPE: T      CLOSED: 1
0/18/2001
=====
=====

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=====
=====
LAST NAME: ██████████          STATUS: C
LOSED
TITLE: ██████          FIRST NAME: ██████████          MI: ██████
ADDRESS: ████████████████████
CITY: BROWNSVILLE          STATE: KY          ZIP: ██████
████████
HOME PHONE: ██████████
MODEL YEAR: 2001          MODEL: ESCAPE XLT 4X4
MILEAGE: 20000
DEALER NAME: GREENWOOD FORD  SALES CODE: F23052  P & A: 0
5672
REASON CODE: 2354 DSB - APPLICATION REQUEST
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 57 - ADVISE CUST INFO HAS BEEN DOCUMENTED AND DSB APP
IS BEING SENT
DOCUMENT: ANALYST: KALLEN1 KEIRON ALLEN
ACTION DATA/COMMENTS:

```

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2001/10/18
18.13.09 CUSTOMER SAYS: -CUST SAYS THAT DLRSHP TOLD HER TO CALL
THE
ST CRC AND ASK FOR AN ARBITRATION PACKAGE -VEH DIES ON CU
UT A -GOING THROUGH RED LIGHT AND VEH DIES -CUST LOVES VEH B
HP S FRAID TO DRIVE -FAST OR SLOW - VEH DIES ANY TIME -DLRS
R HE AYS THEY CANNOT DUPLICATE CONCERN -CUST IS CONCERNED FO
YS F R SAFETY AND THAT OF THE PASSENGERS IN THE VEH -CUST SA
T DO ORD IS GREAT AND WILL PROBABLY BUY ANOTHER FORD- SHE JUS
S: ES NOT FEEL SAFE IN THIS ONE PER CUSTOMER, DEALER SAY

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djohn03

DOCU
SETT
I

-CANNOT DUPLICATE THE CONCERN CAC ADVISED: - WE HAVE
MENTED YOUR CONCERN AND WILL FORWARD YOU A DSB (DISPUTE
LEMENT BOARD) APPLICATION ===== -ADVISED CUST OF ABOVE
NREFERENCE CASE ID: 4735

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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=====
404780792          INFORMATION ISSUE          CASE NBR: 0
REGION: 53 KANSAS CITY  ZONE: A2          OPENED: 0
4/02/2002
VIN: 1FMCU04171KC55010  ENGINE: 1    VEH TYPE: T    CLOSED: 0
4/02/2002
=====

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=====
LAST NAME: ██████████          STATUS: C
LOSED
TITLE: ██████████          FIRST NAME: ██████████          MI: ██████████
ADDRESS: ████████████████████
CITY: KANSAS CITY          STATE: MO          ZIP: ██████████
HOME PHONE: ████████████████████

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1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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=====
430003211                INFORMATION ISSUE                CASE NBR: 0
REGION: 16 PHILADELPHIA  ZONE: B1                        OPENED: 1
2/28/2001
VIN: 1FMCU04101KC57083  ENGINE: 1   VEH TYPE: T        CLOSED: 1
2/28/2001
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=====
LAST NAME: ██████████                STATUS: C
LOSED
TITLE: ██████████                    FIRST NAME: ██████████    MI: ██████████
ADDRESS: ██████████
CITY: KING OF PRUSSIA                STATE: PA                ZIP: ██████████
HOME PHONE: ██████████
MODEL YEAR: 2001                      MODEL: ESCAPE XLT 4X4
MILEAGE: 1260
DEALER NAME: FORD OF THE MAIN LI SALES CODE: F16030    P & A: 0
3967
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 507793 STALL/QUITS DECELERATION 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:

2001/12/28
10.51.52 CERTIFICATE AMOUNT 3000
RITA MURPHY, CSM, PHILADELPHIA
ATTN: BENAN CAMILLO
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-----
ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC003 - SUBMIT OAC TO ALTERNATIVE NAME
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

10.52.59 CUSTOMER NAME AMY KEATING FI
SHER ADDRESS 500 BRITTON DR
IVE

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djohn03

A

CITY

KING OF PRUSSI

STATE

PA

ZIP

19406

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED

DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/01/08

15.40.47 REDEEMED DATE
REPLACEMENT VIN

12-17-2001
2ZB46701

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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434202071	INFORMATION ISSUE	CASE NBR: 0
REGION: 27 WASHINGTON	ZONE: A1	OPENED: 0
9/14/2001		
VIN: 1FMCU04191KB41722	ENGINE: 1 VEH TYPE: T	CLOSED: 0
9/14/2001		

=====

=====

LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS:	[REDACTED]	
CITY:	FAIRFAX	STATE: VA ZIP: [REDACTED]
HOME PHONE:	[REDACTED]	
MODEL YEAR:	2001	MODEL: ESCAPE XLT 4X4
MILEAGE:	3150	
DEALER NAME:	TED BRITT FORD SALE	SALES CODE: F27042 P & A: 0

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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=====
438560781                INFORMATION ISSUE                CASE NBR: 0
REGION: 23 MEMPHIS      ZONE: C1                        OPENED: 0
8/28/2001
VIN: 1FMYU03161KF09586  ENGINE: 1    VEH TYPE: T        CLOSED: 0
8/28/2001
=====

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=====
LAST NAME: ██████████                STATUS: C
LOSED
TITLE: ██████                FIRST NAME: ██████                MI:
ADDRESS: ████████████████████
CITY:    HARVEY                STATE:    LA                ZIP:    ██████
HOME PHONE: ████████████████████
MODEL YEAR: 2001                MODEL:    ESCAPE XLT 4X2
MILEAGE:    6527
DEALER NAME: ADVANTAGE FORD    SALES CODE: F23027    P & A: 0
6440
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS:    607793 STALL/QUITS DECELERATION 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: CKRITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

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2001/08/28
16.03.32 CERTIFICATE AMOUNT                3000
KEN CAMPBELL, CSM, MEMPHIS
ATTN: STEVE MARQUEZ

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ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC003 - SUBMIT OAC TO ALTERNATIVE NAME
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/08/29

10.15.49 CUSTOMER NAME

R

ADDRESS

TREET

CITY

HARVEY

STATE

LA

ZIP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2001/09/24

16.09.31 REDEEMED DATE
REPLACEMENT VIN

05-31-2001
2UA21473

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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449300982                INFORMATION ISSUE                CASE NBR: 0
  REGION: 13 NEW YORK    ZONE: H1                        OPENED: 0
4/08/2002
  VIN: 1PMYU04171KB24052  ENGINE: 1    VEH TYPE: T    CLOSED: 0
4/08/2002
=====
=====

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djohn03

LAST NAME: ██████████ STATUS: C
 LOSED
 TITLE: ██████████ FIRST NAME: ██████████ MI:
 ADDRESS: ██████████
 CITY: MONTROSE STATE: NY ZIP: ██████████
 HOME PHONE: ██████████
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 22000
 DEALER NAME: PLEASANTVILLE FORD SALES CODE: F13117 P & A: 0
 3777
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

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

2002/04/08
12.22.26

E VE
 K BU
 IT F
 VIDE
 O AR
 D FI
 S AF
 THE
 TCH
 PFY
 ONST
 OT I
 THA
 ANCE
 T WH

CUSTOMER SAYS: =CUST HAS HAD NUMEROUS CONCERNS WITH TH
 H =CUST SAYS THAT SHE HAS 2 CONCERNS WITH THE VEH =BAC
 MPER NEEDS TO BE REPAINTED AND REPAIRED =CUST HAD TO WA
 OR THE DLRSHIP TO ORDER A BUMPER COVER =CUST WAS NOT PRO
 D WITH A LOANER VEH =CUST WAITED 6 WEEKS FOR THE PART T
 RIVE =BUMPER COVER ISSUE HAS GONE ON FOR OVER A YEAR AN
 NALLY NEW BUMPER COVER WAS INSTALLED IN MARCH - 11 MONTH
 TER VEH WAS PURCHASED =CUST SAYS THAT THE DLRSHIP REC'D
 CORRECT BUMPER BUT WHEN THEY CUT OUT THE HOLE FOR THE HI
 THEY CUT IT JAGGED, UN-NEAT AND CROOKED - CUST VERY UNHA
 WITH THE WORKMANSHIP OF THE DLRSHIP =VEH BATTERY LIGHT C
 ANTLY COMES ON AND STALLS WHEN GOING DOWNHILL, OR WHEN FO
 S ON THE BRAKE =DLRSHIP UNABLE TO REPAIR VEH AND ADV HER
 T IF SHE BREAKS DOWN ON THE ROAD TO CALL ROADSIDE ASSIST
 =CUST SAYS THAT THE DLRSHIP REC'D THE CORRECT BUMPER BU

D, U
HIP
ILLE
TEL:
NGR)
BY A
CUST
UPPO
AND
TOMO
WITH
APP

djohn03
EN THEY CUT OUT THE HOLE FOR THE HITCH THEY CUT IT JAGGE
N-NEAT AND CROOKED - CUST VERY UNHAPPY WITH THE WORKMANS
OF THE DLRSHIP PER CUSTOMER, DEALER SAYS: =PLEASANTV
FORD 47 PLEASANTVILLE ROAD PLEASANTVILLE, NY 10570
(914) 769-1800 CUST SPOKE TO CHERYL BARELLI (GENERAL M
CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED
FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR,
OMER SHOULD CONTACT CRM/SERV MGR =ADV CUST THAT WE DO S
RT OUR DLRSHIP DIOGNOSIS BECAUSE THEY ARE FACTORY TRAINED
QUALIFIED =ADV CUST THAT I WILL FOLLOW UP WITH HER
RROW MORNING TO FIND OUT IF THE DLRSHIP HAS PROVIDED HER
A LOANER VEH =FOLLOW UP WITH CUST @ [REDACTED] AT
ROX. 11-12 A.M. INFERENCE CASE ID: 4591

CONSUMER AFFAIRS
1

06/18/2002 MMFAXPRG

06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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	INFORMATION ISSUE	CASE NBR: 0
449300982		
REGION: 13 NEW YORK	ZONE: H1	OPENED: 0
4/08/2002		
VIN: 1FMYD04171KB24052	ENGINE: 1	VEH TYPE: T
4/09/2002		CLOSED: 0

=====

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: PDIMITRO PEPPI DIMITROPOULOS

Page 278

ER02-027-A 9186

djohn03

ACTION DATA/COMMENTS:

2002/04/09

11.48.53 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISE
D: =====OBC TO CUST===== -REC'D ANSWERING MACHINE -LEFT
MESSAGE THAT I WILL FOLLOW UP AT APPROX. 2:00 PM

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: PDIMITRO PEPPI DIMITROPOULOS
ACTION DATA/COMMENTS:

13.27.57 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: =PLEASANTVILLE
FORD 47 PLEASANTVILLE ROAD PLEASANTVILLE, NY 10570
TEL: (914) 769-1800 CAC ADVISED: =====OBC TO CUSTOMER=====
=CUST SAYS THAT SHE HAD SUCH A HARD TIME TRYING TO SPEAK
TO SOMEONE AT THE DLRSHIP AND FINALLY SPOKE TO THE RENTAL CAR
MANAGER =CUST WAS ADV BY JOE ANGIE (RENTAL MANAGER) THAT
I WILL PROVIDE HER WITH A LOANER VEH ON THURSDAY FOR 1 DAY
ADV CUST THAT I WILL FOLLOW UP ON FRIDAY TO DISCUSS THE
COMPLETION OF THE REPAIR AND IF CUST NEEDS ADDITIONAL DAYS FOR A
RENTAL VEH AT THAT TIME WHICH WE WILL REVIEW CUST TO BE
CONTACTED AT: [REDACTED]

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: PDIMITRO PEPPI DIMITROPOULOS
ACTION DATA/COMMENTS:

2002/04/12

14.30.28 CUSTOMER SAYS: =ANSERING MACHINE PER CUSTOMER, DEALER
SAYS: =PLEASANTVILLE FORD 47 PLEASANTVILLE ROAD PLEASANTVILLE,
NY 10570 TEL: (914) 769-1800 CAC ADVISED: =====
TO DLRSHIP===== =SPOKE TO RICHARD S/A WHO ADV ME THAT T

djohn03

HERE
VEH
DUPL
TS A
THI
AT:
RING
DLRS
ORDE
THIS
P =

ARE SPECIAL ORDER PARTS ON THE VEH AND THE CUST HAS THE
=VEH STALLS APPROX. EVERY 2 WEEKS =CONCERN CANNOT BE
ICATED =CUST WILL BE CALLED ONCE THE SPECIAL ORDER PAR
RRIVE AT THE DLRSHP =CUST DOES NOT NEED A RENTAL VEH AT
S TIME =====OBC TO CUSTOMER===== CUST TO BE CONTACTED
[REDACTED] AS PER PREVIOUS DOCUMENTATION REC'D ANSWE
MACHINE LEFT MESSGAE THAT I HAVE FOLLOWED UP WITH THE
HP AND THAT THEY WILL BE CONTACTED HER ONCE THE SPECIAL
R PARTS ARRIVE =CUST DOES NOT NEED A RENTAL VEH AT
TIME =CUST HAS HER OWN VEH AS PER RICHARD S/A AT DLRSH

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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449300982	INFORMATION ISSUE	CASE NBR: 0
REGION: 13 NEW YORK	ZONE: H1	OPENED: 0
4/08/2002		
VIN: 1FMYU04171KB24052	ENGINE: 1	VEH TYPE: T
4/12/2002		CLOSED: 0

=====

2002/04/12
14.30.28 ADV CUST THAT SHE MAY CALL US BACK IN THE FUTURE IF SHE
WOUL
D AF
D LIKE US TO REVIEW HER CONCERNS IF THEY ARE NOT RESOLVE
TER THIS REPAIR

djohn03

2/25/2002

VIN: 1FMYU04131KC38971 ENGINE: 1 VEH TYPE: T CLOSED: 0

2/25/2002

=====

LAST NAME: ██████████ STATUS: C
LOSED
TITLE: ██████ FIRST NAME: ██████ MI: ██████
ADDRESS: ████████████████████
CITY: NEWBURY STATE: OH ZIP: ██████
██████████
HOME PHONE: ████████████████████
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 10504
DEALER NAME: CLASSIC FORD SALES CODE: F44128 P & A: 0
2917
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO
DEALER
DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/02/25

13.16.38 HARLYNN GOOLSBY, CSM, PITTSBURGH
ATTN: DON ROSE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED
DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/03/04

14.40.19

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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=====
518100021                INFORMATION ISSUE                CASE NBR: 0
REGION: 52 SOUTHWEST    ZONE: E1                        OPENED: 0
3/16/2002
VIN: 1FMYU03171KF62183 ENGINE: 1    VEH TYPE: T    CLOSED: 0
3/16/2002
=====

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=====
LAST NAME: ██████████                STATUS: C
LOSER
TITLE: ██████                FIRST NAME: ██████████    MI: ██████
ADDRESS: ████████████████████
CITY:    SAN ANTONIO            STATE: TX                ZIP: ██████
HOME PHONE: ████████████████████
MODEL YEAR: 2001                MODEL:    ESCAPE XLT 4X2
MILEAGE:    23432
DEALER NAME: BLUEBONNET MOTORS, SALES CODE: F52752    P & A: 0
4570
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS:    607793 STALL/QUITS DECELERATION 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: APEARCE ARLENE PEARCE-ELLIOTT
ACTION DATA/COMMENTS:

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2002/03/16
12.49.51 CUSTOMER SAYS: -CUST SAYS THAT HE IS CALLING BECAUSE H
IS V

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CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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=====
                    INFORMATION ISSUE                      CASE NBR: 0
573980361
REGION: 58 TWIN CITIES    ZONE: A1                      OPENED: 0
2/05/2001
VIN: 1FMYU04171KD92759  ENGINE: 1    VEH TYPE: T          CLOSED: 0
2/05/2001
=====

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=====
LAST NAME: ██████████                      STATUS: C
LOSED
TITLE: ██████████    FIRST NAME: ██████████    MI: ██████
ADDRESS: ████████████████████████████████
CITY:    BLOOMINGTON    STATE:    MN    ZIP: ██████
████████
HOME PHONE: ████████████████████████████████
MODEL YEAR: 2001    MODEL:    ESCAPE XLT 4X4
MILEAGE:    1609
DEALER NAME: MORRIE'S MINNETONKA SALES CODE: F58018    P & A: 0
3891
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS:    607793 STALL/QUITS DECELERATION 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: SMILLE68    SUSAN    MILLER
ACTION DATA/COMMENTS:

2001/02/05
15.56.38    TODD SEAGREN CSM TWIN CITIES
ATTEN AARON VELICK
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ORIGIN:    DEALER - DEALER COMMUNICATION: MAIL
ACTION:    DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND
ACCEPTED
DOCUMENT:    ANALYST: F58018    BOB RYAN MOTORS INC
-----

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djohn03

ACTION DATA/COMMENTS:

2001/02/07
09.25.39

CSM OFFERED TRADE ASSISTANCE, CUSTOMER IS NOW IN A NEW

VEHI

CLE

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: MAIL
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED

DOCUMENT: ANALYST: SMILLE68 SUSAN MILLER

ACTION DATA/COMMENTS:

2001/02/13
17.35.25

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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580283371	INFORMATION ISSUE	CASE NBR: 0
REGION: 47 CINCINNATI	ZONE: E1	OPENED: 1
2/03/2001		
VIN: 1FMYU03121KF20259	ENGINE: 1 VEH TYPE: T	CLOSED: 1
2/03/2001		

=====

=====

LAST NAME:	██████████	STATUS: C
LOSED		
TITLE:	██████████	FIRST NAME: ██████████ MI: ██████████
ADDRESS:	████████████████████	
CITY:	CYNTHIANA	STATE: KY ZIP: ██████████

djohn03

HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
 MILEAGE: 20000
 DEALER NAME: NOLAN FORD OF GEORG SALES CODE: F47452 P & A: 0
 8284
 REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOMS: 607793 STALL/QUITS DECELERATION 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: DHOLDER DANIELLE HOLDER
 ACTION DATA/COMMENTS:

2001/12/03
 15.41.55 CUSTOMER SAYS: -VEHICLE POWER JUST SHUTS OFF WHEN DRIV
 ING
 DOWN THE HIGHWAY -VEHICLE WOULD JUST STALL EITHER WHEN
 DECE
 LERATING OR CRUISING -CUST WOULD LIKE VEHICLE REPAIRED
 PER
 CUSTOMER, DEALER SAYS: -CAN NOT FIND CONCERN -HAVE
 TO B
 RING VEHICLE IN CAC ADVISED: - INFORM WHY THE DEALERSH
 IP C
 AN NOT RESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE
 CON
 CERN AT THE TIME OF SERVICE - ADVISE CUSTOMER TO Contac
 T DE
 ALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICED =
 ====
 OBC TO DEALE==== -SHELLY S/M -CANNOT FIND THE PROBLEM
 -EX
 TREMELY INTERMITTENT -CUST DID STATE THAT CONCERN COULD
 POS
 SIBLY NOT HAPPEN AGAIN FOR ANOTHER MONTH OR TWO -WILL H
 AVE
 THE ADVISOR CALL FORD TECH TO SEE IF HE CAN FIND OUT A P
 OSSI
 BLE FIX -INFORMED CUST OF ABOVE INFERENCE CASE ID: 4
 462

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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=====
304933051                INFORMATION ISSUE                CASE NBR: 1
REGION: 21 ATLANTA      ZONE: E3                        OPENED: 1
1/29/2001
VIN: 1FMCU04101KA72967  ENGINE: 1    VEH TYPE: T        CLOSED: 1
1/29/2001
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LAST NAME: ██████████                STATUS: C
LOSED
TITLE: ██████                FIRST NAME: ██████                MI: ██████
ADDRESS: ████████████████████
CITY:    RALEIGH                STATE:    NC                ZIP:    ██████
HOME PHONE: ████████████████████
MODEL YEAR: 2001                MODEL:    ESCAPE XLT 4X4
MILEAGE:    9500
DEALER NAME: CAPITAL FORD INC    SALES CODE: F21019    P & A: 0
0978
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY
SYMPTOMS:    607793 STALL/QUITS DECELERATION 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: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

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2001/11/29
17.26.42 PATRICIA JONES CSM ATLANTA

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djohn03

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LAST NAME: ██████████ STATUS: C
 LOSED
 TITLE: ██████ FIRST NAME: ██████ MI: ██████
 ADDRESS: ████████████████████
 CITY: LOUISVILLE STATE: KY ZIP: █
 HOME PHONE: ██████████
 MODEL YEAR: 2001 MODEL: ESCAPE XL/T 4X2
 MILEAGE: 8900
 DEALER NAME: STAR FORD AT OXMOOR SALES CODE: F47020 P & A: 0
 5659
 REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
 SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 594 - CB-ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: YLATTY YVONNE LATTY
 ACTION DATA/COMMENTS:

2001/10/25

16.02.42 CUSTOMER SAYS: -VEH STALLED TODAY AND HAVE CONTACTED THE DLR -WANTS TO KNOW IF AN ENGINEER HAS AN RECOMMENDATION -HAVE TAKEN VEH RIGHT TIMES WITHIN LAST MONTH FOR PROBLEM -NEXT STEP IS TO SUE F VEH IS UNSAFE TO DRIVE PER CUSTOMER, DEALER SAY -WOULD NEED VEH TO DUPLICATE THE CONCERN CAC A ED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU - CONTACT CRM/SERV MGR FOR ADDITIONAL INFORMATION - DOCUMENTED INFORMATION -FORD WILL WORK WITH DLR TO PROPERLY REPAIR VEH INFERENCE CASE ID: 1586

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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INFORMATION ISSUE                                CASE NBR: 1
399751241
REGION: 24 ORLANDO                                ZONE: A2                                OPENED: 0
2/13/2002
VIN: 1FMYU03121KA16097                          ENGINE: 1    VEH TYPE: T                CLOSED: 0
2/13/2002
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=====
LAST NAME: [REDACTED]                                STATUS: C
LOSED
TITLE: [REDACTED]                                FIRST NAME: [REDACTED]                MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MIAMI                                STATE: FL                                ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
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: 607793 STALL/QUITS DECELERATION 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: EFOX11 EVELYN FOX
ACTION DATA/COMMENTS:

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2002/02/13

djohn03

1/03/2001

VIN: 1FMYU041X1KB22649 ENGINE: 1 VEH TYPE: T CLOSED: 1
1/03/2001

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LAST NAME: [REDACTED] STATUS: C
 LOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: RED LION STATE: PA ZIP: [REDACTED]
 [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
 MILEAGE: 9000
 DEALER NAME: APPLE FORD SALES CODE: F16517 P & A: 0
 3559
 REASON CODE: 30MR PROD/COMP DUR/PERF - MULTIPLE REPAIR
 SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 712 - ADVISE CUSTOMER CRC WILL FOLLOW-UP
 DOCUMENT: ANALYST: OLUNAN OMAR LUNAN
 ACTION DATA/COMMENTS:

2001/11/03
 11.30.53 CUSTOMER SAYS: =CUST VEH COMPLETELY SHUTS DOWN WHEN GO
 ING
 DRIVING ON AN DECLINE (DID THIS IN THE FIRST FIVE MONTHS
 OF
 OWNING THE VEH); VEH IDLES LOW, THEN DIES =CUST SAYS DL
 R RE
 PLACED RELAY THE FIRST TIME, SECOND TIME THEY COULDN'T F
 IND
 ANYTHING; DLR ADVISED THAT THE VEH WAS IDLING PROPERLY
 =CUS
 T DOESN'T WANT TO DRIVE HER VEH BECAUSE SHE DOESN'T FEEL
 SAF
 E =CUST WANTS VEH REPAIRED PER CUSTOMER, DEALER SAYS:
 NO
 NE CAC ADVISED: =CRC DID OBC TO DLR; WAS ADVISED BY A
 SVC
 PERSON THAT THE DLRSHIP WAS EXTREMELY BUSY AND THIS WAS
 A BA
 D TIME TO CALL =CRC LEFT MSG WITH THE SVC MGR TO CONTACT
 T CR
 C REGARDING ISSUE =CUST WAS ADVISED THAT CRC WILL FOLLO
 W UP

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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                                INFORMATION ISSUE                                CASE NBR: 1
438371072
  REGION: 27 WASHINGTON          ZONE: B1                                OPENED: 0
4/17/2002
  VIN: 1FMCU04141KA35601      ENGINE: 1    VEH TYPE: T                CLOSED: 0
4/17/2002
=====
=====
LAST NAME: ██████████                                STATUS: C
LOSED
TITLE: ██████████                                FIRST NAME: ██████████                MI:
ADDRESS: ████████████████████████████████████████
CITY:      OLNEY                                STATE:      MD                        ZIP:      ██████████
██████████
HOME PHONE: ████████████████████████████████████████
MODEL YEAR: 2001                                MODEL:      ESCAPE XLT 4X4
MILEAGE:    16000
DEALER NAME: HILL & SANDERS FORD SALES CODE: F27016    P & A: 0
0104
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS:    607793 STALL/QUITS DECELERATION ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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551590032	INFORMATION ISSUE	CASE NBR: 1
REGION: 47 CINCINNATI	ZONE: A1	OPENED: 0
3/14/2002		
VIN: 1FMYU03171KB12288	ENGINE: 1	VEH TYPE: T
3/14/2002		CLOSED: 0

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LAST NAME: [REDACTED]		STATUS: C
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: CINCINNATI	STATE: OH	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X2	
MILEAGE: 10650		
DEALER NAME: BOB TOWNSEND FORD	SALES CODE: F47001	P & A: 0
1923		
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY		
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP		

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/03/14
12.24.02 JUDY MCLAUGHLIN, CSM, CINCINNATI
ATTN: LISA CRYDER

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-YOU50 TOWNSEND FORD
ACTION DATA/COMMENTS:

2002/04/08
08.06.13 CUSTOMER TRADED OUT OF VEHICLE, SEE JUDY

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: VISIT

djohn03

ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED
DOCUMENT: ANALYST: CKEITH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

14.46.30

CONSUMER AFFAIRS

06/18/2002 MMFAZPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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554310772	INFORMATION ISSUE	CASE NBR: 1
REGION: 44 PITTSBURGH	ZONE: A1	OPENED: 0
3/18/2002		
VIN: 1FMYU04171KC45132	ENGINE: 1	VEH TYPE: T
3/18/2002		CLOSED: 0

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LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED]
MI: [REDACTED]		
ADDRESS:	[REDACTED]	
CITY:	MC KRESFORT	STATE: PA
ZIP: 1		
HOME PHONE:	[REDACTED]	
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 11500		
DEALER NAME: DAY FORD	SALES CODE: F44004	P & A: 0

7410

REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

Page 297

EN62-027-A 9125

ajohn03

573851082

REGION: 10 SDR ZONE: D1 OPENED: 0
4/18/2002
VIN: 1FMYU02B61KA19756 ENGINE: B VEH TYPE: T CLOSED: 0
4/18/2002

=====

LAST NAME: [REDACTED] STATUS: C
LOSER
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: BOBTOWN STATE: PA ZIP: 1
5315
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLS 4X4
MILEAGE: 15701
DEALER NAME: POINT MARION FORD S SALES CODE: F44504 P & A: 0
7604
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 732 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: JMARSHAL JENNIFER MARSHAL
ACTION DATA/COMMENTS:

2002/04/18

15.55.32 CUSTOMER SAYS: -CHECK ENGINE LIGHT CAME ON -VEH STALLING
NG
-THE SPEEDOMETER AND ODOMETER NOT WORKING -TOOK VEH INT
O DL
R - DLR FIXED STALLING CONCERN AND CHECK ENGINE LIGHT -
NEXT
DAY CHECK ENGINE LIGHT CAME BACK ON AND STALLING REOCCU
RED
-SEATBELT CHIME STOPPED WORKING AND REVERSE LIGHT STOPP
ED W
ORKING -DROPPED VEH OFF AGAIN TO DLR -WHEN DECELERATING
G VE
H SHUTS DOWN - LOSES POWER -CUST LOOKING FOR ASSISTANCE
WIT
H RENTAL PER CUSTOMER, DEALER SAYS: -NEED VEH OVERNIGHT
GHT
CAC ADVISED: - I HAVE REVIEWED THE SITUATION AND SINCE
YOU
ARE SUCH A VALUED CUSTOMER TO FORD AND THE DEALERSHIP,
WE
WOULD LIKE TO PROVIDE YOU WITH A LOANER VEHICLE. - PLEASE
ASE
RETAIN YOUR ORIGINAL RECEIPTS FOR THE LOANER VEHICLE AND

19.13.31
HANK

djohn03
PLEASE CONTACT ME AT [REDACTED]..... EXT.. [REDACTED] T
YOU IN ADVANCE FOR YOUR ASSISTANCE . *****SUNIL****

djohn03

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE                                CASE NBR: 0
434202071
REGION: 27 WASHINGTON        ZONE: A1                OPENED: 0
9/14/2001
VIN: 1FMCU04191KB41722    ENGINE: 1        VEH TYPE: T        CLOSED: 0
9/14/2001
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LAST NAME: ██████████                STATUS: C
LOSED
TITLE: ██████████                FIRST NAME: ██████████    MI: ██████████
ADDRESS: ████████████████████
CITY: FAIRFAX                STATE: VA                ZIP: ██████████
HOME PHONE: ████████████████████
MODEL YEAR: 2001                MODEL: ESCAPE XLT 4X4
MILEAGE: 3150
DEALER NAME: TED BRITT FORD SALE SALES CODE: F27042    P & A: 0
0048
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP
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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
DOCUMENT: ANALYST: SPERRY SHERYL FERRYMAN
ACTION DATA/COMMENTS:

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2001/09/14
11.22.19 CUSTOMER SAYS: BOUGHT 2001 EXSCAPE =VEH STALLS RANDOM
LY,
AND BROUGHT TO DLR =LOOKING AT THE WEBSITE AND THERE AR
E AL
OT OF CONCERNS ABOUT THIS = =BOUGHT FROM TED BRITT FOR
D FA
IRFAX PER CUSTOMER, DEALER SAYS: =CAN'T FIND ANYTHIN
G WR
ONG WITH IT =CAN'T DUPLICATE PROBLEM CAC ADVISED: - W
E RE
COMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP
- I
NFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT

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djohn03

CRM/

SERV MGR *****

***** INFERENCE CASE ID: 4905

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER -
"OTHER"
DOCUMENT: ANALYST: S-SEYMOU
ACTION DATA/COMMENTS:

2001/09/18
15.46.01 DEALER TEST DROVE VEHICLE FOR CONCERN, UNABLE TO VERIFY
COMP
LAIN AT TIME.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

302221592 REGION ISSUE CASE NBR: 0
REGION: 21 ATLANTA ZONE: C1 OPENED: 0
6/12/2002 VIN: 1FMCU03101KB04690 ENGINE: 1 VEH TYPE: T CLOSED:

LAST NAME: STATUS: 0
PEN
TITLE: FIRST NAME: MI:
ADDRESS:
CITY: ATLANTA STATE: GA ZIP:

djohn03

HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 1
DEALER NAME: WORLD FORD SANDY SP SALES CODE: F21002 P & A: 0
0460
REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: MAIL
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: PWALKE48 PIER WALKER
ACTION DATA/COMMENTS:

2002/06/12
10.47.06 DEMAND LETTER DATED: 6/8/02 CI RECEIVED: WEDNESD
AY, JUNE 1
2, 2002 CUSTOMER STATES: CAR STALLS AND QUITS ENGINE P
OWER
CUSTOMER SEEKS: FINAL REPAIR OR FINAL RESOLUTION *SE
NT C
USTOMER A LETTER OF ACKNOWLEDGEMENT.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: MAIL
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: PWALKE48 PIER WALKER
ACTION DATA/COMMENTS:

10.52.47	REGION NUMBER	21
	DATE RECEIVED	06-12-2002
	TIME RECEIVED	8:46
	DATE FAXED	06-12-2002
	TIME FAXED	10:50

djohn03

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: 1
432212911		
REGION: 53 KANSAS CITY	ZONE: A2	OPENED: 1
0/18/2001		
VIN: 1FMCU041X1KE45254	ENGINE: 1	VEH TYPE: T
0/18/2001		CLOSED: 1

=====

LAST NAME:	[REDACTED]	STATUS: C
LOSED		
TITLE:	[REDACTED]	FIRST NAME: [REDACTED] MI:
ADDRESS:	[REDACTED]	
CITY: INDEPENDENCE	STATE: MO	ZIP: 6
4056		
HOME PHONE: 816-6509379		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 22000		
DEALER NAME: METRO FORD, INC.	SALES CODE: F53003	P & A: 0
5158		
REASON CODE: 2354 DSB - APPLICATION REQUEST		
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: OTHER
 ACTION: 508 - ADVISE CUSTOMER OBC TO DLR WILL BE MADE; DSB APP
 IS BEING SENT
 DOCUMENT: ANALYST: RDIMULES RADITA DIMULESCU
 ACTION DATA/COMMENTS:

2001/10/18
 11.59.53 CUSTOMER SAYS: -VEH WAS IN THE SHOP 4-5 TIMES -THE DL
 R SE EMS NOT TO BE ABLE TO DUPLICATE -VEH STALLS -REGIONAL
 FORD REP WAS CONTACTED A BUY BACK -CONATCTED THE STATE ATMO
 RNEY GENERAL OFFICE AND WAS TOLD THE VEH IS OLDER THAN 1 YEA
 R - WHAT DOES THAT MEAN? THAT THE VEH IS NOT SAFE TO DRIVE B

djohn03

VIN: 1FMYU03161KF32849 ENGINE: 1 VEH TYPE: T CLOSED: 1
1/20/2001

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LAST NAME: ██████████ STATUS: C
LOSD

TITLE: █████ FIRST NAME: █████ MI: █████
ADDRESS: ████████████████████
CITY: AUSTIN STATE: TX ZIP: █████

HOME PHONE: ██████████
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X2
MILEAGE: 19192
DEALER NAME: LEIF JOHNSON FORD SALES CODE: F52300 P & A: 0
4465

REASON CODE: 25DL CI - DEMAND LETTER
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: MAIL

ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

2001/11/20
15.30.58 DEMAND LETTER DATED: 11/11/01 ***** CI RECIEVED
: 11
/20/01 *** CUSTOMER STATES: PROBLEM WITH VEHICLE STALLIN
G, L
OOSING POWER STEERING AND BRAKES AS CAR UNEXPECTEDLY DIE
S. *
** CUSTOMER SEEKS: FINAL RESOLUTION PURSUANT TO TEXAS LE
MON
LAW. *** CI SENT CUSTOMER FLEM LETTER, SCANNED TO REGION
. **
** ****

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: MAIL

ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

17.08.00

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: MAIL
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: JLEARY1 JIM LEARY

djohn03

VIN: 1FMCU04141KF17100 ENGINE: 1 VEH TYPE: T CLOSED: 0
1/10/2002

=====

LAST NAME: [REDACTED] STATUS: C
LOSED

TITLE: [REDACTED] FIRST NAME: MI:
ADDRESS: [REDACTED]
CITY: NEW BRITAIN STATE: CT ZIP: [REDACTED]

HOME PHONE: [REDACTED]

MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 17308

DEALER NAME: MONACO & SONS MTR S SALES CODE: F11221 P & A: 0
8896

REASON CODE: 0527 RAV - DAYS OUT OF SERVICE
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL

ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: V-LAWTON VICKI LAWTON

ACTION DATA/COMMENTS:

2002/01/10
07.24.25
10-05-2001
285B090
18275
3762
2KB29336

NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL

ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: SIBARRA SYLVIA IBARRA

ACTION DATA/COMMENTS:

2002/01/14
09.51.45
01-11-2002
01-14-2002
22,036
6325791
MONACO & SONS

MTR SALES INC

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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384521161	RAV ISSUE	CASE NBR: 0
REGION: 11 BOSTON	ZONE: E1	OPENED: 1
2/12/2001		
VIN: 1FMYU04151KF63721	ENGINE: 1	VEH TYPE: T
2/12/2001		CLOSED: 1

=====

LAST NAME: [REDACTED]		STATUS: C
ANCEL		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: BARNSTEAD	STATE: NH	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2001	MODEL: ESCAPE XLT 4X4	
MILEAGE: 24602		
DEALER NAME: BILL DUBE FORD	SALES CODE: F11544	P & A: 0

8986

REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER
 SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
 ATION: MAIL

ACTION: RAV505 - OPEN CASE FOR PRE-ARBITRATION REPLACEMENT - OWNE
 D

DOCUMENT: ANALYST: K-TEBO1 KEN TEBO
 ACTION DATA/COMMENTS:

2001/12/12
15.27.42

10-16-2001

djohn03

285E102
17375
2498
2226.06
2UA83469

NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV508 - CANCEL CASE FOR PRE-ARBITRATION REPLACEMENT
DOCUMENT: ANALYST: K-TEBO1 KEN TEBO
ACTION DATA/COMMENTS:

2001/12/14
14.24.40

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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551931442	RAV ISSUE	CASE NBR: 1
REGION: 74 SEATTLE	ZONE: B1	OPENED: 0
5/24/2002		
VIN: 1FMCU04181KF31243	ENGINE: 1	VEH TYPE: T
5/24/2002		CLOSED: 0

=====

LAST NAME: [REDACTED]

STATUS: C

djohn03

LOSED

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: PUYALLUP STATE: WA ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2001 MODEL: ESCAPE XLT 4X4
MILEAGE: 17700
DEALER NAME: RIVERSIDE FORD SALES CODE: F74207 P & A: 0
1718
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV106 - OPEN CASE FOR GOODWILL REPLACEMENT - LEASED
DOCUMENT: ANALYST: A-SEWEL2 SEWELL, ANGELA
ACTION DATA/COMMENTS:

2002/05/24
15.19.52 NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: CA0001 - ADD ADDITIONAL SYMPTOM CODE
DOCUMENT: ANALYST: A-SEWEL2 SEWELL, ANGELA
ACTION DATA/COMMENTS:

15.22.21

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/05/30
09.35.17

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV008 - RECORD ADDITIONAL FUNDS
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/06/05
10.02.07 ADDITIONAL FUNDS

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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                                RAV ISSUE                                CASE NER: 1
605252571
REGION: 44 PITTSBURGH          ZONE: A1                                OPENED: 0
3/21/2002
VIN: 1FMYU04101KB40593      ENGINE: 1    VEH TYPE: T                CLOSED: 0
3/21/2002
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=====
LAST NAME: ██████████                                STATUS: C
LOSED
TITLE: ██████                                FIRST NAME: ██████████ MI:
ADDRESS: ████████████████████
CITY: LEVEL GREEN                                STATE: PA                                ZIP: ██████
██████████
HOME PHONE: ██████████
MODEL YEAR: 2001                                MODEL: ESCAPE XLT 4X4
MILEAGE: 12889
DEALER NAME: TOM CLARK FORD, INC SALES CODE: F44414    P & A: 0
7996
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP
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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: K-BENITE BENITEZ, KIMBERLY
ACTION DATA/COMMENTS:

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2002/03/21
10.59.06 NO COMMENTS ADDED
=====

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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC

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djohn03

ACTION: MAIL

ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT

DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY

ACTION DATA/COMMENTS:

2002/03/26

10.09.05

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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	INFORMATION ISSUE	CASE NBR: 0
360840822		
REGION: 21 ATLANTA	ZONE: B1	OPENED: 0
4/02/2002		
VIN: 1FMYU031X2KB02985	ENGINE: 1 VEH TYPE: T	CLOSED: 0
4/02/2002		

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LAST NAME: [REDACTED]		STATUS: C
LOSER		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		

djohn03

CITY: ACWORTH STATE: GA ZIP: ████
 HOME PHONE: ████████████████████
 MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
 MILEAGE: 5300
 DEALER NAME: TEAM FORD OF MARIET SALES CODE: F21005 P & A: 0
 0243
 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: 66B - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
 DOCUMENT: ANALYST: CCAMARA CYNTHIA CAMARA
 ACTION DATA/COMMENTS:

2002/04/02
 09.35.07

DRIV
 LON
 FOR
 G RE
 IS
 E VE
 E DL
 R MAT
 S NO
 ST W
 R, D
 HE S
 E IS
 ND T
 ATIO
 MGR
 FT M

CUSTOMER SAYS: - VEH STALLS WITHOUT ANY WARNING WHILE
 ING - VEH CHECK ENGINE LIGHT COMES ON AND STAYS ON FOR
 G PERIOD - VEH HAS BEEN TO THE DLRSHP APPROX SIX TIMES
 THE SAME CONCERN - VEH HAS BEEN TO THE DLRSHP AWAITIN
 PARS SINCE 03/28/2002 - CUST MENTIONED THAT THE DLRSHP
 PAYING FOR THE RENTAL FEE - CUST WOULD LIKE TO HAVE TH
 H REPAIRED OR GIVEN A NEW VEH - CUST MENTIONED THAT TH
 RSHP KNOWS THE CAUSE OF THE CONCERN BUT IS AWAITING INFO
 ION FROM THE ENGINEERS - CUST IS VERY UPSET THAT SHE I
 T ABLE TO USE THE VEH BUT STILL HAS TO PAY FOR IT - CU
 OULD LIKE TO KNOW IF THE VEH IS REPAIRABLE PER CUSTOME
 EALER SAYS: - S/MGR ROBERT - VEH WAS REPROGRAM FOR T
 TALLING - THEY ARE WAITING FOR A FORD ENGINEER - THER
 A LOOSE WIRING CONNECTION CAC ADVISED: - WE RECOMME
 HE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORM
 N WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV
 - OBC TO MDLRSHP BUT S/MGR WAS NOT AVAILABLE - CRC LE

djohn03

MESSAGE FOR S/MGR TO CONTACT CRC WITH UPDATED INFORMATION

LEFT NUMBER [REDACTED] - CRC WILL FOLLOW UP WITH DL
AND CUST LATER INFERENCE CASE ID: 4591

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ASPENCER AULEEN SPENCER
ACTION DATA/COMMENTS:

2002/04/03
11.09.41 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
WISE
HE S D: -OBC TO DEALERSHIP SPK TO S/A BENJAMIN - HE STATED T
HIS /M GARY WOOD THAT IS WORKING ON VEH IS IN A MEETING AT T
-W TIME BUT HE WILL PASS THE INFO TO HIM TO CALL ME BACK.

CONSUMER AFFAIRS 06/18/2002 MMFAXPRG

1

06/18/2002 MASTER OWNER RELATIONS SYSTEM III
13.27.38

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360840822	INFORMATION ISSUE	CASE NBR: 0
REGION: 21 ATLANTA	ZONE: B1	OPENED: 0
4/02/2002		
VIN: 1PMYU031X2KB02985	ENGINE: 1	VEH TYPE: T
4/03/2002		CLOSED: 0

=====

2002/04/03
11.09.41 ILL FOLLOW UP WITH THE CUSTOMER LATER ON TODAY.

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: ASPENCER AULEEN SPENCER
ACTION DATA/COMMENTS:

16.23.08 CUSTOMER SAYS: -NONE PER CUSTOMER, DEALER SAYS: -NO
NE CAC ADVISED: -OBC TO DEALERSHIP- SPK TO S/M FRED WHO SA

13.10.17 CUSTOMER SAYS: - INFORMED CRC THAT IF THE VEH STALLS O
UT A GAIN SHE WILL TRADE IT IN - CUST MENTIONED THAT SHE HO
PES THAT THE VEH DOES NOT STALLED AGAIN OR ANY ACCIDENT OCCU
R - CUST MENTIONED THAT IF THE VEH STALLED AGAIN SHE WILL C
ONTA

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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360840822	INFORMATION ISSUE	CASE NBR: 0
REGION: 21 ATLANTA	ZONE: B1	OPENED: 0
4/02/2002		
VIN: 1FMYU031X2KB02985	ENGINE: 1	VEH TYPE: T
4/04/2002		CLOSED: 0

=====

2002/04/04
13.10.17 CT THE POLICE PER CUSTOMER, DEALER SAYS: - NONE C
AC A DVIDED: - OBC TO CUST AND SPOKE WITH [REDACTED] CRC IN
FORM ED - OBC TO DLRSHIP AND SPOKE WITH S/MGR FRED VILLA WHO
CRC THAT CUST WAS ADVISED BY HIS S/ADVISOR TO PICK UP THE VE
H TO DAY - S/MGR INFORMED CRC THAT THEY WAS NOT ABLE TO DUP
LICA TE ALL THE CONCERN BUT HAS FOLLOW ALL THE INFORMATION BY
TEC HNICAL HOTLINE AND ENGINEERING

CONSUMER AFFAIRS

06/18/2002 MMPAXPRG

1

BEGINNING OF CONTACT

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

13.27.38

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	INFORMATION ISSUE	CASE NBR: 0
759361092		
REGION: 44 PITTSBURGE	ZONE: C3	OPENED: 0
6/12/2002		
VIN: 1FMYU041X2KC60693	ENGINE: 1	VEH TYPE: T
6/12/2002		CLOSED: 0

=====

LAST NAME: [REDACTED]		STATUS: C
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		

CITY: TALLMADGE djohn03 STATE: OH ZIP:
HOME PHONE:
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 1500
DEALER NAME: PARK FORD SALES CODE: F44213 P & A: 0
3853
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: KINGRAM KERRY-ANN INGRAM
ACTION DATA/COMMENTS:

2002/06/12
18.30.35 CUSTOMER SAYS: =THE CUST HAS BEEN HAVING STALING PROBL
EMS WITH THE VEH BUT AFTER THEY TOOK THE VEH INTO THE DLR TH
E PR OBLEM WAS TAKEN CARE OF UNTILL YESTERDAY IT HAPPNED AGAI
N = THIS HAPPNED ON FIRST START UP OF THE ENGINE =THE CUST
WOU LD LIKE TO GET A DIFFERENT VEH =THE DLT SAID THAT THEY
DID NOT KNOW WHAT THE PROBLEM WITH THE VEH IS =THE DLR IS
PAR K FORD IN TALLMADGE, OHIO PER CUSTOMER, DEALER SAYS:
NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED B
Y A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, C
USTO MER SHOULD CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

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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464492951	CONCERN ISSUE	CASE NBR: 1
REGION: 10 SDR	ZONE: R1	OPENED: 1
0/22/2001		
VIN: 1FMYU03182KA39059	ENGINE: 1 VEH TYPE: T	CLOSED: 1
0/22/2001		

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LAST NAME: [REDACTED]		STATUS: C
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: CAPISTRANO BEACH	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X2	
MILEAGE: 356		
DEALER NAME: BLYTHE FORD CENTER	SALES CODE: F71417	P & A: 0
0423		
REASON CODE: 2010 WARRANTY - BUMPER-TO-BUMPER		
SYMPTOMS: 607691 STALL/QUITS AT CRUISE COLD ENGINE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR
M DOCUMENT: ANALYST: CLAM CHANTELLE LAM
ACTION DATA/COMMENTS:

2001/10/22
12.52.50 CUSTOMER SAYS: PURCHASE THE VEHICLE WED EVENING VEHICL
E BR OKE DOWN AND TOWED TO BLYTHE FORD BECAUSE THE ENGINE
LIGH T CAME ON AND THE VEHICLE STALLED. CUST IS SEEKING FOR A

djohn03

E VEH DIAGNOSED AND REPAIRED -I ADVISED CUST THAT DLR M
DUPLICATE CONCERN IN ORDER TO REPAIR IT INFERENCE CASE
4591

UST
ID:

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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680680982                INFORMATION ISSUE                CASE NBR: 0
REGION: 16 PHILADELPHIA  ZONE: A1                        OPENED: 0
4/08/2002
VIN: 1FMYU04162KB20754  ENGINE: 1    VEH TYPE: T        CLOSED: 0
4/08/2002
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LAST NAME: ██████████                STATUS: C
LOSER
TITLE: ██████                FIRST NAME: ██████                MI: ██████
ADDRESS: ████████████████████
CITY: SOUTHAMPTON                STATE: PA                ZIP: ██████
HOME PHONE: ████████████████████
MODEL YEAR: 2002                MODEL: ESCAPE XLT 4X4
MILEAGE: 3600
DEALER NAME: C & C FORD SALES, I SALES CODE: F16039    P & A: 0

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djohn03

06/18/2002 MMFAXPRG

CONSUMER AFFAIRS

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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773961122                INFORMATION ISSUE                CASE NBR: 0
REGION: 72 SAN FRANCISCO  ZONE: A2                      OPENED: 0
4/22/2002
VIN: 1FMYU03112KC46554  ENGINE: 1    VEH TYPE: T        CLOSED: 0
4/22/2002
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=====
LAST NAME: ██████████                STATUS: C
LOSED
TITLE: ██████████                    FIRST NAME: ██████████    MI: ██████████
ADDRESS: ████████████████████████
CITY: HONOLULU                        STATE: HI                ZIP: ██████████
HOME PHONE: ████████████████████
MODEL YEAR: 2002                      MODEL: ESCAPE XLT 4X2
MILEAGE:
DEALER NAME: CUTTER FORD, INC.        SALES CODE: F72204      P & A: 0
7908
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: 732 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: EBOOD ELIZABETH BOODHAI
ACTION DATA/COMMENTS:
2002/04/22
21.29.50 VLC078UCUSTOMER SAYS: - VEH HAS A CONCERN THE VEH STAL
LS
- VEH WILL STALL AND YOU CAN START IT RIGHT AWAY - TH
E VE
H CHECK ENGINE LIGHT IS ON - VEH IS CURRENTLY AT THE D
LR
- CUST SEEKING RENTAL PER CUSTOMER, DEALER SAYS: -
DLR
STILL NEEDS TO DO A DIA CAC ADVISED: - I HAVE REVIEWED
THE
SITUATION AND SINCE YOU ARE SUCH A VALUED CUSTOMER TO
FORD
AND THE DEALERSHIP, WE WOULD LIKE TO PROVIDE YOU WITH
A LO

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djohn03
INFORMATION ISSUE

CASE NBR: 0

773961122

REGION: 72 SAN FRANCISCO
4/22/2002

ZONE: A2

OPENED: 0

VIN: 1FMYU03112KC46554
4/26/2002

ENGINE: 1

VEH TYPE: T

CLOSED: 0

=====
2002/04/26

08.39.40

ERRED CONTACT METHOD: EMAIL

E-MAIL ADDRESS: [REDACTED]

[REDACTED] PHONE: [REDACTED]

EXTENSION:

PER CUST

OMER

, DEALER SAYS: CUTTER FORD, INC. CAC ADVISED: PROVID

ED C

OMMITMENT CODE TO DLR

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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614170532          INFORMATION ISSUE          CASE NBR: 1
REGION: 21 ATLANTA      ZONE: B2          OPENED: 0
2/22/2002
VIN: 1FMCU03192KA93500  ENGINE: 1    VEH TYPE: T    CLOSED: 0
2/22/2002
=====
=====
LAST NAME: ██████████          STATUS: C
LOSED
TITLE: ██████          FIRST NAME: ██████████ MI: █████
ADDRESS: ████████████████████
CITY:    GREER          STATE:    SC          ZIP:    █████
██████
HOME PHONE: ██████████
MODEL YEAR: 2002          MODEL:    ESCAPE XLT 4X2
MILEAGE:    3100
DEALER NAME: FAIRWAY FORD INC  SALES CODE: F21226    P & A: 0
0977
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:    735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
DOCUMENT:    ANALYST: KBOGLE KEITH GREGORY BOGLE
ACTION DATA/COMMENTS:

2002/02/22
17.02.31  CUSTOMER SAYS: - THE CUST STATES THAT THE COMPUTER ON
THE
VEH HAS BEEN SERVICED 2 TIMES. IT CAUSES THE VEH TO SHU
T DO

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djohn03

13.27.38

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640551012          INFORMATION ISSUE          CASE NBR: 1
REGION: 47 CINCINNATI  ZONE: C1              OPENED: 0
4/11/2002
VIN: 1FMCU04192KA53934  ENGINE: 1    VEH TYPE: T    CLOSED: 0
4/11/2002
=====

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=====
LAST NAME: ██████████          STATUS: C
LOSED
TITLE: ██████          FIRST NAME: ██████████          MI:
ADDRESS: ████████████████████
CITY: CINCINNATI          STATE: OH          ZIP: ██████
HOME PHONE: ████████████████████
MODEL YEAR: 2002          MODEL: ESCAPE XLT 4X4
MILEAGE: 8080
DEALER NAME: CRONIN FORD, INC.  SALES CODE: F47463    P & A: 0
7965
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: SFLOURNO SANDRA FLOURNOY
ACTION DATA/COMMENTS:

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2002/04/11
17.47.18 CUSTOMER SAYS: -THE VEH STALLS -CUST TOOK THE VEH T
O DL R 2 TIMES FOR THE STALL PROBLEM -CUST DOES HAVE AN AP
PT F OR AT THE DLRSH 15-04-2002 - PER CUSTOMER, DEALER SA
YS: -HARRISON FORD CAC ADVISED: - WE RECOMMEND THE REPAI
R BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL B
E SE NT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR INFERENC
E CA SE ID: 4591

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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
408800932                                     OPENED: 0
REGION: 13 NEW YORK                           ZONE: M1
4/03/2002                                     CLOSED:
VIN: 1FMYU04142KA20460   ENGINE: 1   VEH TYPE: T
=====
LAST NAME: ██████████                        STATUS: 0
PEN
TITLE: ██████████                            FIRST NAME: ██████████   MI:
ADDRESS: ██████████                          STATE: CT                ZIP: ██████████
CITY: NEW FAIRFIELD
██████████
HOME PHONE: ██████████
MODEL YEAR: 2002                               MODEL: ESCAPE XLT 4X4
MILEAGE: 9000
DEALER NAME: MARK FORD-MERCURY I SALES CODE: F13547   P & A: 0
3662
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

djohn03

P
HOME: [REDACTED] EXTENSION: PER CUSTOMER, DEALER S
AYS:
[REDACTED] CAC ADVISED: PROVIDED COMMITM
ENT
CODE TO DLR

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 231 - OUTBOUND CALL TO FORD/MERCURY CUSTOMER
DOCUMENT: ANALYST: DGUNNIS DOUGLAS GUNNIS
ACTION DATA/COMMENTS:

16.41.24 CUSTOMER SAYS: = NONE PER CUSTOMER, DEALER SAYS: =
NON
E CAC ADVISED: *****CSR FOLLOWING UP W/ C
UST*
***** (((((((((((OBC TO CUST TO FIND OUT IF
EVER
YTHING WENT OK W/ THE RENTAL VEH, CUST NOT AVAILABLE, CS
R LE
FT VOICE MESSAGE FOR CUST ADVISING THAT DLR IS STILL LOO
KING
HER VEH CONCERN))))))))))

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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466043401	CONCERN ISSUE	CASE NBR: 0
REGION: 13 NEW YORK	ZONE: G1	OPENED: 1
2/06/2001		
VIN: 1FMYU04172KB01064	ENGINE: 1	VEH TYPE: T
		CLOSED:

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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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487860672                RAV ISSUE                CASE NBR: 0
REGION: 71 CALIFORNIA    ZONE: A1                OPENED: 0
5/03/2002
VIN: 1FMYU03182KB44992  ENGINE: 1    VEH TYPE: T    CLOSED: 0
5/03/2002
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LAST NAME: ██████████                STATUS: C
LOSED
TITLE: ██████████                FIRST NAME: ██████████    MI: ██████████
ADDRESS: ████████████████████
CITY: MOORPARK                STATE: CA                ZIP: ██████████
HOME PHONE: ██████████
MODEL YEAR: 2002                MODEL: ESCAPE XLT 4X2
MILEAGE: 1445
DEALER NAME: SIMI VALLEY FORD    SALES CODE: F71447    P & A: 0
7022
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
ATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: GGUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

2002/05/03
16.17.39
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djohn03

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: EHANSBER EVVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/05/08
10.00.41

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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302061052	INFORMATION ISSUE	CASE NBR: 0
REGION: 13 NEW YORK	ZONE: H1	OPENED: 0
4/15/2002		
VIN: 1FMCU04152KA78121	ENGINE: 1	VEH TYPE: T
4/15/2002		CLOSED: 0
=====		
LAST NAME: [REDACTED]		STATUS: C
LOSED		

Page 343

ERR2-827-A 9171

djohn03

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: CARMEL STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 2600
DEALER NAME: PARK FORD OF MAHOPA SALES CODE: F13448 P & A: 0
3926
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: KNATION1 KEVIN NATION
ACTION DATA/COMMENTS:

2002/04/15

08.23.12 CUSTOMER SAYS: - RECENTLY PURCHASED A FORD ESCAPE WHICH

H HE

HAD PROBLEMS WITH - ENGINE BLEW AT 333 MILES SO FORD/D

LRSH

P PUT HIM IN ANOTHER ONE - NOW THE NEW ESCAPE IS SHUTTI

NG O

FF ON HIM WHILE DRIVING - 1ST INCIDENT, INCIDENT OCCURED

WHI

LE DRIVING LAST THURSDAY - BROUGHT TO DLRSHIP FOR REPAIR

AND

WAS TOLD THAT VEH IS FIXED - YESTERDAY THE VEHICLE SHU

T OF

P AGAIN WHILE DRIVING - GOING OVER TO DLRSHIP RIGHT NOW

BECA

USE HE DOESN'T FEEL SAFE AND NO LONGER WANTS THIS VEHICL

E P

ER CUSTOMER, DEALER SAYS: - VEHICLE IS FIXED CAC ADVI

SKD:

- WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DE

ALER

SHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD

CON

TACT CRM/SERV MGR INFERENCE CASE ID: 4591

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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335521542                INFORMATION ISSUE                CASE NBR: 0
REGION: 27 WASHINGTON    ZONE: E1                    OPENKD: 0
6/03/2002
VIN: 1FMCU041X2KB14515  ENGINE: 1    VEH TYPE: T    CLOSED: 0
6/03/2002
=====
=====

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=====
LAST NAME: ██████████                STATUS: C
LOSED
TITLE: ██████████                FIRST NAME: ██████████    MI: ██████
ADDRESS: ██████████
CITY: ARARAT                STATE: NC                ZIP: ██████
████████
HOME PHONE: ██████████
MODEL YEAR: 2002                MODEL: ESCAPE XLT 4X4
MILEAGE: 8600
DEALER NAME: JOHNSON FAMILY FORD SALES CODE: F27512    P & A: 0
1364
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: FBROOKS FAITHLYN BROOKS
ACTION DATA/COMMENTS:

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2002/06/03

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09.18.40 CUSTOMER SAYS: - STATES SHE HAD A 2001 ESCAPE THAT HAD
THE

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djohn03
INFORMATION ISSUE

CASE NBR: 0

431120792

REGION: 27 WASHINGTON
3/20/2002

ZONE: D1

OPENED: 0

VIN: 1FMYU04122KA69110
3/20/2002

ENGINE: 1 VEH TYPE: T

CLOSED: 0

=====

LAST NAME: [REDACTED]

STATUS: C

LOSED

TITLE: [REDACTED]

FIRST NAME: [REDACTED]

MI: [REDACTED]

ADDRESS: [REDACTED]

CITY: CALIFORNIA

STATE: MD

ZIP: [REDACTED]

HOME PHONE: 301-8624096

MODEL YEAR: 2002

MODEL: ESCAPE XLT 4X4

MILEAGE: 6116

DEALER NAME: WALDORF FORD, INC. SALES CODE: F27047 P & A: 0
0149

REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR

SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE

ACTION: 732 - PROVIDE ASSISTANCE

DOCUMENT: ANALYST: YCAMPBEL YVETTE CAMPBELL

ACTION DATA/COMMENTS:

2002/03/20

16.15.49 AMOUNT (ROUND UP NEAREST DOLLAR) 1

TYPE (REPAIR, LOANER, CONSEQUENTIAL) L

WAS REQUEST DUE TO PARTS DELAY Y

CUSTOMER SAYS: =SEEKING RENTAL ASSIST FOR THE CUST =P

ART

IS ON ORDER PER CUSTOMER, DEALER SAYS: CAC ADVISED:

ALUR

I HAVE REVIEWED THE SITUATION AND SINCE YOU ARE SUCH A V

O PR

D CUSTOMER TO FORD AND THE DEALERSHIP, WE WOULD LIKE T

RIGI

OVIDE YOU WITH A LOANER VEHICLE. - PLEASE RETAIN YOUR O

PROV

NAL RECEIPTS FOR THE LAONER VEHICLE AND SUBMIT THEM TO (

R SE

IDE EMPLOYEE NAME) THE SM/CRM FOR REIMBURSEMENT ONCE YOU

R DA

RVICE HAS BEEN COMPLETED. - ADVISE CUSTOMER OF TOTAL PE

NT O

Y (\$28 F/M, \$36 L); NUMBER OF DAYS AS WELL AS TOTAL AMOU

F COMPENSATION. - PLEASE NOTE THAT FORD WILL NOT COVER

djohn03

FUEL

538

TAXES, INSURANCE OR MILEAGE COSTS. INFERENCE CASE ID:

4

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 227 - INQUIRY FROM DEALER
DOCUMENT: ANALYST: YCAMPBEL YVETTE CAMPBELL
ACTION DATA/COMMENTS:

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: RICHARD
HEND RIK, SM FROM WALDORF FORD, INC. CALLED ON CUST'S BEHAL
F = PACODE IS 00149 -HE WANTS TO KNOW IF CRC WILL PROVIDE R
ENTA L ASSISTANCE FOR THE CUST -VEH NOT PURCHASED FROM THI
S DL R -PART IS ON ORDER -CUST WILL NEED VEH FOR ABOUT 7 DA
YS -HE BELIEVE IT WOULD BE A GOOD BUSINESS DECISION CAC AD
VISE D:

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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435163311	INFORMATION ISSUE	CASE NBR: 0
REGION: 44 PITTSBURGH	ZONE: C2	OPENED: 1
1/27/2001		
VIN: 1FMYU03152KB20522	ENGINE: 1 VEH TYPE: T	CLOSED: 1
1/27/2001		

=====

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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]

djohn03

HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4x2
MILEAGE: 178
DEALER NAME: LIBERTY FORD SOLON, SALES CODE: F44116 P & A: 0
2319
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: STIMPERL SIMON TIMPERLEY
ACTION DATA/COMMENTS:

2001/11/27
12.03.13 CUSTOMER SAYS: .VEH STALLED ON CUST YESTERDAY MORNING.
.W
E DI HEN THE STALLS THE ENGINE LIGHT THE BATTERY LIGHT AND TH
R BR L LIGHT ALL CAME ON AND CUSTLOST POWER STEERING AND POWE
ITH AKES. .THIS EXACT SAME THING HAPPENED TO CUST 4 TIMES W
HIM HIS '01 ESCAPE BEFORE FORD BOUGHT HIM OUT OF IT AND GOT
DLR INTO THIS ESCAPE. .BETWEEN THIS ESCAPE AND THE '01 THE
.D HAS NEVER BEEN ABLE TO DUPLICATE THE CONCERN THEMSELVES.
PLE LR IS LIBERTY FORD IN SOLON, DLR IS A GREAT GROUP OF PEO
T JU AND THEY HAVE TRIED TO HELP CUST AS BEST THEY CAN. .CUS
IT O ST WANTED TO CALL AND LOG ISSUE WITH CRC SO THAT WE HAD
E CA N FILE, DLR IS VERY PROACTIVE AND THEY ARE TRYING TO TAK
THE RE OF CUST. PER CUSTOMER, DEALER SAYS: .DLR SAID THAT
S WR Y HAVE DONE ALL THAT THEY CAN AND THEY DON'T KNOW WHAT'
S NO ONG WITH IT. THEY ROAD TESTED IT TO VERIFY AND THERE WA
OR T PROBLEM FOUND. .S/M SAID THAT HE HAS LEFT A MESSAGE F
T AB OM OZBOLT - REG REP ABOUT THE CONCERN AND TO CONTACT CUS
OT R OUT IT. CAC ADVISED: - INFORM WHY THE DEALERSHIP CAN N
ESOLVE THE CONCERN IF THEY CANNOT DUPLICATE THE CONCERN

djohn03

AT
SHIP
CUS
CUS
ST T
BY D
D:

THE TIME OF SERVICE - ADVISE CUSTOMER TO CONTACT DEALER
AS SOON AS (INTERMITTENT) CONCERN IS NOTICED - ADVISED
T THAT I HAVE DOCUMENTED CONCERN IN OUR SYSTEMS, ADVISED
T TO CONTACT CRC IF ANYTHING ELSE HAPPENS. - ADVISED CU
HAT HE IS CURRENTLY FOLLOWING THE BEST COURSE OF ACTION
EALING WITH DLR TO RESOLVE THE CONCERN. INFERENCE CASE I
4462

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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	INFORMATION ISSUE	CASE NBR: 0
487860672		
REGION: 71 CALIFORNIA	ZONE: A1	OPENED: 0
3/22/2002		
VIN: 1FMYU03182KB44992	ENGINE: 1	VEH TYPE: T
3/22/2002		CLOSED: 0

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LAST NAME:	██████████	STATUS: C
LOSED		
TITLE:	██████	FIRST NAME: ██████████
MI: ██████		
ADDRESS:	████████████████████	
CITY:	MOORPARK	STATE: CA
ZIP: ██████		
HOME PHONE:	████████████████████	
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X2	
MILEAGE: 1		
DEALER NAME: SIMI VALLEY FORD	SALES CODE: F71447	P & A: 0

7022

REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

AND
WAN
ONE

O SA
RMA
4/02
ING
APER
ERVI

djohn03

O DECIDE WHAT TO DO NEXT -IS FRUSTRATED WITH SITUATION
THE LENGTH OF TIME TO GET PAPERWORK FROM FORD -DOES NOT
T TO ESCALATE TO LAWYER PER CUSTOMER, DEALER SAYS: N
CAC ADVISED: *****SUPERVISOR JOANNE 7818*
***** -OBC TO DLR ON 05/04/02 AT 5:57PM - SPOKE T
LES MANAGER - DENNIS SHANK - STILL DOESN'T HAVE ANY INFO
ION ON PAPERWORK YET -OBC TO CUST- [REDACTED] - ON 05/0
AT 6:08PM - APOLOGIZED TO CUST FOR THE DELAY IN PROCESS
PAPERWORK -ADVISED CUST THAT DLR IS STILL WAITING FOR P
WORK AND SUPERVISOR IS STILL RESEARCHING THE ISSUE -SUP
SOR WILL FOLLOW UP WITH CUST BY 04/10/02

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: VISIT
ACTION: 228 - SUPERVISOR REFERRAL FOLLOW-UP
DOCUMENT: ANALYST: JLENNARD JOANNE LENNARD
ACTION DATA/COMMENTS:

2002/04/10
18.09.14 VLC078TCUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS:
N
ONE CAC ADVISED: *****SUPERVISOR JOANN
E 78 18***** -OBC TO DLR ON 10/04/02 AT 5:56PM - TRI
ED T O SPEAK TO GM - LARRY HIBBLER - HAS LEFT FOR THE DAY -
SPOK E TO SALES MANAGER - DENNIS - WILL LOOK INTO SITUATION A
ND C ALL BACK TOMORROW -OBC TO CUST ON 10/04/02 AT 6:06PM -
LEFT MESSAGE ADVISING THAT SUPERVISOR IS STILL LOOKING INTO
HIS SITUATION -SUPERVISOR WILL RECONTACT HIM ON 11/02/02

CONSUMER AFFAIRS
1

06/18/2002 MMFAXPRG

06/18/2002

MASTER OWNER RELATIONS SYSTEM III

Page 357

ER82-827-A 8165

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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                                INFORMATION ISSUE                                CASE NBR: 0
689741292
  REGION: 21 ATLANTA                ZONE: B1                                OPENED: 0
5/09/2002
  VIN: 1FMYU03142KB24626          ENGINE: 1    VEH TYPE: T                CLOSED: 0
5/09/2002
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LAST NAME: ██████████                                STATUS: C
LOSED
TITLE: ██████████                                FIRST NAME: ██████████                MI: ██████████
ADDRESS: ████████████████████████████████████████
CITY: ██████████                ROSWELL                STATE: GA                ZIP: ██████████
HOME PHONE: ████████████████████████████████████████
MODEL YEAR: 2002                                MODEL: ESCAPE XLT 4X2
MILEAGE: 5010
DEALER NAME: TEAM FORD OF MARIET SALES CODE: F21005    P & A: 0
0243
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: VKUMAR VIKAS KUMAR
ACTION DATA/COMMENTS:

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2002/05/09
19.09.26 CUSTOMER SAYS: - THE CAR DIED DOWN THE 2ND TIME TODAY

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ajohn03

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LAST NAME: [REDACTED] STATUS: C
LOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: INDEPENDENCE STATE: WV ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 7038
DEALER NAME: CAMPUS FORD LINCOLN SALES CODE: F44543 P & A: 0
7407
REASON CODE: 2501 CI - ATTORNEY GENERAL
SYMPTOMS: 507693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: MAIL
ACTION: CI103 - CREATE CLOSED INFO
DOCUMENT: ANALYST: JYATES8 JULIE YATES
ACTION DATA/COMMENTS:

2002/02/18
14.57.40

*** AG LETTER DATED 02/05/02 *** CI RECEIVED 02/12/02
***CUSTOMER STATES:CONCERNS WITH GAS MILEAGE AND ENGINE

STAL

L OCCURRENCE.

***CUSTOMER SEEKS:BUY BACK OF VEHICLE.

***CI SENDING CLOSING LETTER TO AG OFFICE ADVISING OF AC

TION

/RESOLUTION OF ISSUE. CI SENDING LETTER TO AG/WV ADVISIN

G TH

AT GAS MILEAGE IS WITHIN NORMAL FORD SPECIFICATION RANGE

AND

THE ENGINE STALL OCCURRENCE HAS BEEN REPAIRED- NO FURTH

ER C

ONTACT BY CUSTOMER WITH REGARD TO THAT CONCERN. CI PROP

OSSES

NO FURTHER ACTION AND IS CLOSING FILE.

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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=====
345850292          INFORMATION ISSUE          CASE NBR: 1
REGION: 21 ATLANTA    ZONE: A1                OPENED: 0
4/24/2002
VIN: 1FMYU03102KA79863  ENGINE: 1    VEH TYPE: T    CLOSED: 0
4/24/2002
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LAST NAME: ██████████          STATUS: C
LOSED
TITLE: ██████████          FIRST NAME: ██████████    MI: ██████████
ADDRESS: ████████████████████
CITY: ATLANTA          STATE: GA          ZIP: ██████████
HOME PHONE: ████████████████████
MODEL YEAR: 2002          MODEL: ESCAPE XLT 4X2
MILEAGE: 7950
DEALER NAME: LOU SOBH FORD, INC. SALES CODE: F21008    P & A: 0
4230
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: 66B - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: PGRIZZLE PAMELA GRIZZLE
ACTION DATA/COMMENTS:

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2002/04/24
17.23.29 VLC088TCUSTOMER SAYS: -ON GOING TROUBLES WITH THE VEH
-C

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djohn03

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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451220512	INFORMATION ISSUE	CASE NBR: 1
REGION: 21 ATLANTA	ZONE: E3	OPENED: 0
2/20/2002		
VIN: 1FMYU04122KA17816	ENGINE: 1	VEH TYPE: T
2/20/2002		CLOSED: 0

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LAST NAME: [REDACTED]	STATUS: C	
LOSER		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: RALEIGH	STATE: NC	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 3402		
DEALER NAME: CROSSROADS FORD, IN SALES CODE: F21026	P & A: 0	
0998		
REASON CODE: 2605 OAC - OTHER CONCERN/INQUIRY		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC102 - OPEN ISSUE FOR OWNER APPRECIATION CERTIFICATE TO DEALER
DOCUMENT: ANALYST: 7723PT PATRICIA TREMONTI
ACTION DATA/COMMENTS:

2002/02/20
12.32.01 PATRICIA JONES CSM ATLANTA
ATTN MIKE INNERARITY

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC052 - CUST. SAT. REST. TOOL UTILIZED - OAC OFFERED AND ACCEPTED
DOCUMENT: ANALYST: M-INNERA MIKE INNERARITY
ACTION DATA/COMMENTS:

2002/02/21
07.18.21 CUSTOMER WAS OFFERED AND HAS ACCEPTED AN OAC AND HAS PURCHASED A NEW FORD.

djohn03

ORIGIN: CAMA - MARKETING ASSOCIATES COMMUNICATION: PHONE
ACTION: OAC103 - CLOSE ISSUE FOR OWNER APPRECIATION CERTIFICATE -
REDEEMED

DOCUMENT: ANALYST: CKETH5 CHRISTIN KEITH
ACTION DATA/COMMENTS:

2002/03/04
13.37.41

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT

06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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464492951	INFORMATION ISSUE	CASE NBR: 1
REGION: 71 CALIFORNIA	ZONE: D1	OPENED: 1
2/11/2001		
VIN: 1FMYU03182KA39059	ENGINE: 1 VEH TYPE: T	CLOSED: 1
2/11/2001		

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LAST NAME: [REDACTED]	STATUS: C
LOSD	
TITLE: [REDACTED]	FIRST NAME: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]	
CITY: CAPISTRANO BEACH	STATE: CA ZIP: [REDACTED]
HOME PHONE: [REDACTED]	
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X2
MILEAGE: 3000	
DEALER NAME: CAPISTRANO FORD	SALES CODE: F71096 P & A: 0
0712	
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY	

Page 372

ER82-827-A 9280

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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=====
                    INFORMATION ISSUE                      CASE NBR: 1
538191082
REGION: 13 NEW YORK      ZONE: A1                      OPENED: 0
4/25/2002
VIN: 1FMYU04142KA64443  ENGINE: 1      VEH TYPE: T      CLOSED: 0
4/25/2002
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=====
LAST NAME: ██████████                      STATUS: C
LOSD
TITLE: ██████████      FIRST NAME: ██████████      MI:
ADDRESS: ██████████
CITY:      GLEN HEAD      STATE:      NY      ZIP: ██████████
HOME PHONE: ██████████
MODEL YEAR: 2002      MODEL:      ESCAPE XLT 4X4
MILEAGE:      5000
DEALER NAME: MCDANIEL FORD INC  SALES CODE: F13126      P & A: 0
3618
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: LALOUCHE LIZ ALOUCHE
ACTION DATA/COMMENTS:

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2002/04/25

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16.14.15 CUSTOMER SAYS: -DLRSHIP DOES NOT KNOW WHAT IS WRONG WI
TH T HE VEH -DLRSHIP CALLED TECH HOTLINE AND THEY TOLD CUST
THA T THEY HAVE TO REPROGRAM THE PCM -WHEN CUST PICKED UP T
HE V EH CUST WAS DRIVING AND THE VEH STALLED AGAIN -CUST IS
VERY UPSET BECAUSE OF ALL THE PROBLEMS THAT THEY HAD -CUST

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djohn03

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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                    INFORMATION ISSUE                      CASE NBR: 1
567491212
  REGION: 23 MEMPHIS          ZONE: B1                      OPENED: 0
5/01/2002
  VIN: 1FMYU03192KA51883    ENGINE: 1    VEH TYPE: T          CLOSED: 0
5/01/2002
=====
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=====
LAST NAME: [REDACTED]                      STATUS: C
LOSER
TITLE: [REDACTED]          FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY:      ANTIOCH          STATE:      TN          ZIP:      [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002          MODEL:      ESCAPE XLT 4X2
MILEAGE:      3000
DEALER NAME: TWO RIVERS FORD INC SALES CODE: F23042    P & A: 0
5729
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: PHONE
ACTION:      738 - PROVIDE ASSISTANCE
DOCUMENT:    ANALYST: CDSOUZA1 CAROL DSOUZA
ACTION DATA/COMMENTS:

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2002/05/01
15.44.05  CUSTOMER SAYS:  -HAVE HAD TROUBLE WITH THE VEH NUMEROUS
TIM
QUIT      ES  -THE VEH IS AT THE DLRSHIP AT THE MOMENT  -THE VEH
ER C      ON ME TODAY  -CUST WANTS A RIDE TO COLLECT HER VEH  P
15)      USTOMER, DEALER SAYS:  -NONE  -TWO RIVERS FORD TEL: (6
ION      889-9215  CAC ADVISED:  - I HAVE REVIEWED THISI SITUAT
UR L      WITH YOUR DEALERSHIP AND THEY HAVE AGREED THAT DUE TO YO
PROV      OYALTY WITH FORD AND THE DEALERSHIP, THEY WOULD LIKE TO
PLEA     IDE YOU WITH ASSISTANCE TOWARDS YOUR VEHICLE REPAIR.  -
SE SPEAK WITH YOUR SM/CRM TO REVIEW THE DETAILS  -OBC

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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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=====
490823481                CONCERN ISSUE                CASE NBR: 0
REGION: 13 NEW YORK      ZONE: H1                    OPENED: 1
2/14/2001
VIN: 1FMCU04172KA44116  ENGINE: 1    VEH TYPE: T    CLOSED:
=====
LAST NAME: ██████████                STATUS: 0
PEN
TITLE: ██████                FIRST NAME: ██████████    MI: ██████
ADDRESS: ████████████████████
CITY:    NEW ROCHELLE          STATE:    NY            ZIP:    █
████████
HOME PHONE: ████████████████████
MODEL YEAR: 2002                MODEL:    ESCAPE XLT 4X4
MILEAGE:    1000
DEALER NAME: PLEASANTVILLE FORD  SALES CODE: F13117    P & A: 0
3777
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: PHONE
ACTION:    139 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CR

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M

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DOCUMENT:    ANALYST: ALINARES ARACELI LINARES
ACTION DATA/COMMENTS:

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2001/12/14

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13.36.53 CUSTOMER SAYS:    CUST SAYS THAT HE HAS A CONCERN WITH H
IS V
ROAD
EH . CUST SAYS THAT HIS TRUCK STOPPED RUNNING. CALLED

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djohn03

U (1
ERSA

2/26 OR 12/27) . ACCORDINGLY, ADVISED CUSTOMER OF CONV
TION WITH THE DEALERSHIP.

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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709281232          CONCERN ISSUE          CASE NBR: 0
REGION: 24 ORLANDO  ZONE: A2             OPENED: 0
5/03/2002
VIN: 1FMYU03172KC29810  ENGINE: 1    VEH TYPE: T    CLOSED: 0
5/03/2002
=====
=====
LAST NAME: ██████████          STATUS: C
LOSED
TITLE: ██████                FIRST NAME: ██████████  MI: ██████
ADDRESS: ████████████████████
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djohn03

CITY: MIAMI STATE: FL ZIP: [REDACTED]

HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
MILEAGE: 2530
DEALER NAME: FORD OF CORAL GABLE SALES CODE: F24004 P & A: 0
3896
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: 726 - ADVISE CUST CRC WILL FOLLOW UP
DOCUMENT: ANALYST: AWILLIAM ANDRE WILLIAMS
ACTION DATA/COMMENTS:

2002/05/03

19.41.29 VLC078TCUSTOMER SAYS: -CUST BOUGHT VEH 30 DAYS AGO -1
5 DA
YS LATER VEH TURNED OFF ON HIGHWAY -15 DAYS LATER FROM
LAST
CONCERN STEERING WHEEL LOCKS UP -CUST IS CONCERNED THA
T DE
ALER CAN NOT FIND CONCERN -CUST DOESN'T SAFE WITH VEH
-CUS
T WANTS A NEW VEH -CUST WAS SPEAKING TO S/M ERNIE -DRI
VER
OF VEH CAN'T SPEAK ENGLISH -[REDACTED] CALLER WOULD L
IKE
TO BE CONTACTED BACK PER CUSTOMER, DEALER SAYS: -CAN'
T FI
ND CONCERN CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVO
CATE
IN THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROP
ER C
ONSIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER.
- I
S THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT
YOU
? INFERENCE CASE ID: 5418

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 214 - OUTBOUND CALL TO DEALER
DOCUMENT: ANALYST: AWILLIAM ANDRE WILLIAMS
ACTION DATA/COMMENTS:

2002/05/06

13.00.29 VLC078TCUSTOMER SAYS: PER CUSTOMER, DEALER SAYS:
CAC
ADVISED: =====OBC TO DEALER===== -UNABLE T

06/18/2002
13.27.38

djohn03
MASTER OWNER RELATIONS SYSTEM III

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384893061	CONCERN ISSUE	CASE NBR: 1
REGION: 1/02/2001	ZONE:	OPENED: 1
VIN: 1FMYU031X2KA79529	ENGINE: 1	VEH TYPE: T
1/02/2001		CLOSED: 1

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LAST NAME: [REDACTED]	STATUS: C	
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: DALLAS	STATE: TX	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XL/T 4X2	
MILEAGE:		
DEALER NAME:	SALES CODE:	P & A:
REASON CODE: 0914 ESP/BSC - RENTAL ASSISTANCE		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 715 - PROVIDE ASSISTANCE
DOCUMENT: ANALYST: MSEGRE MAUREN SEGRE
ACTION DATA/COMMENTS:

2001/11/02
10.41.24

KING
DRI
BERI
PENE
-
YS T
USE
WHI
SAY

CUSTOMER SAYS: BOUGHT A CAR MONDAY AND CAR STOPPED WORKING ON WENESDAY AND AGAIN FRIDAY. NEEDS A LOANER - WHILE DRIVING ABOUT 40 MPH AT A STEADY SPEED. - NO BRAKES, NO STARTING. CAR SHUTS OFF AND HAS TO BE RESTARTED. THIS HAS HAPPENED 3 TIMES IN THE 4 DAYS SINCE I BOUGHT THIS NEW VEHICLE. SPOKE WITH CHAD, SERVICE ADVISOR AT DEALERSHIP. CHAD SAID THAT HE CANNOT ASSIST CUSTOMER WITH A LOANER VEHICLE BECAUSE SHE DID NOT PURCHASE AN ESP PLAN. - NEED TRANSPORTATION VEHICLE IS AT THE DEALERSHIP. PER CUSTOMER, DEALER NAME: TOWN EAST FORD 18411 LBJ FREEWAY MESQUITE, TX 75

djohn03

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 821 - AWARD SERVICE LOANER
DOCUMENT: ANALYST: ESUTHER EILEEN SUTHERLAND
ACTION DATA/COMMENTS:

2001/11/27

19.14.49 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
WISE
D: PACODE: 06192 NAME: TIMOTHY TINSLEY REPAIR ORDER
: 53
11 LINE NUMBER: A DOLLAR_AMOUNT: 140.00 VEHICLE ID
ENTI
FICATION NUMBER: 1FMYU031X2KA79529 REPAIR DATE: 11/2/0
1
COMMENTS: COMMENTS: I HAVE MADE SEVERAL REQUESTS FOR THIS
P
REFERRED CONTACT METHOD: EMAIL E-MAIL ADDRESS: [REDACTED]
[REDACTED] PHONE: [REDACTED] EXTENSION:

ORIGIN: DEALER - DEALER COMMUNICATION: PHONE
ACTION: DAC078 - NO REPAIR PROCEDURE AVAILABLE AT THIS TIME PER -
"OTHER"
DOCUMENT: ANALYST: T-TINSLE TIM TINSLEY
ACTION DATA/COMMENTS:

2001/11/29

12.14.18 RECEIVED P98 AUTHORIZATION FROM CAC

ORIGIN: CACM02 - MANUAL - PHONE CSR COMMUNICATION: PHONE
ACTION: 821 - AWARD SERVICE LOANER
DOCUMENT: ANALYST: ESUTHER EILEEN SUTHERLAND
ACTION DATA/COMMENTS:

2001/12/07

14.46.47 CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC AD
WISE
D: PREVIOUS CODE WAS INVALID, A NEW CODE HAS BEEN ISSUE
D TO
THE DEALERSHIP VIA E-MAIL.

djohn03

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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464492951	CONCERN ISSUE	CASE NBR: 1
REGION: 71 CALIFORNIA	ZONE: D1	OPENED: 1
2/11/2001		
VIN: 1FMYU03182KA39059	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]
ADDRESS: [REDACTED]		
CITY: CAPISTRANO BEACH	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X2	
MILEAGE: 2500		
DEALER NAME: CAPISTRANO FORD	SALES CODE: F71096	P & A: 0
0712		
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

M

DOCUMENT: ANALYST: PMCLNTOS PATRICE MCLNTOSH
ACTION DATA/COMMENTS:

2001/12/11

12.41.32 CUSTOMER SAYS: - CUST SAID YESTERDAY THE ENGINE STARTE

D KN

06/18/2002
13.27.38

djohn03
MASTER OWNER RELATIONS SYSTEM III

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490823481	REGION ISSUE	CASE NBR: 0
REGION: 13 NEW YORK	ZONE: H1	OPENED: 0
1/10/2002		
VIN: 1FMCU04172KA44116	ENGINE: 1	VEH TYPE: T
1/10/2002		CLOSED: 0

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LAST NAME: [REDACTED]			STATUS: C
LOSER			
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]			
CITY: NEW ROCHELLE	STATE: NY	ZIP: [REDACTED]	
HOME PHONE: [REDACTED]			
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4		
MILEAGE: 1000			
DEALER NAME: PLEASANTVILLE FORD	SALES CODE: F13117	P & A: 0	
3777			
REASON CODE: 25DL CI - DEMAND LETTER			
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP			

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: INTERNET
ACTION: CI101 - OPEN REGION CONTACT
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

2002/01/10
14.04.47 DEMAND LETTER DATED: 12/24/01 *** CI RECIEVED: 01/10/02

CUSTOMER STATES: VEHICLE STOPPED RUNNING, HAD TO BE TOWE
D. *
** CUSTOMER SEEKS: NO SPECIFIC RESOLUTION SOUGHT ** CI S
ENT
CUSTOMER FLEM LETTER, SCANNED TO REGION. *** **

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: INTERNET
ACTION: C1210 - LETTER FAXED TO REGION
DOCUMENT: ANALYST: SMICKEL1 STEVEN MICKELSON
ACTION DATA/COMMENTS:

16.18.43

djohn03

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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515701342	REGION ISSUE	CASE NBR: 0
REGION: 72 SAN FRANCISCO	ZONE: A4	OPENED: 0
5/14/2002		
VIN: 1FMCU041X2KB65948	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: BRENTWOOD	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 3238		
DEALER NAME: LITHIA FORD OF CONC	SALES CODE: F72023	P & A: 0

2624

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: AROBER90 ANNE ROBERTS
ACTION DATA/COMMENTS:

2002/05/14
14.19.30 ***DEMAND LETTER DATED 05/09/02*** ***CI RECEIVED 05/14
/02
OF
***CUSTOMER STATES: VEHICLE QUIT AT 35 MPH, CAUSING LOSS
POWER AND COULD NOT STEER OR BRAKE.
***CUSTOMER SEEKS: RESOLUTION OF CONCERN

Page 394

ER02-027-R 9222

djohn03

***CI E-MAILED A COPY OF THE LETTER TO THE REGIONAL OFFICE FOR REVIEW. SENT CUSTOMER FLEM LETTER.
NOTE: CUSTOMER HAD 2001 ESCAPE BOUGHT BACK FOR SAME DEFECT

ORIGIN: FIELD - FIELD ORGANIZATION COMMUNICATION: OTHER
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: MWOMACK1 WOMACK, MEGAN (M.)
ACTION DATA/COMMENTS:

19.40.50 CSM - I SPOKE WITH MR. LUCCIA ON 5/13/02 REGARDING HIS 2002 ESCAPE. [REDACTED] IS IN THIS VEHICLE AFTER HAVING HIS 2001 ESCAPE REPLACED FOR THE SAME CONCERN. THE VEHICLE WAS IN LITHIA FORD OF CONCORD ON 5/10/02 FOR A STALLING CONCERN. NO CODES WERE PULLED; SO NO PROBLEM WAS VERIFIED. PER THE TSB ON THIS PROBLEM, THE PCM ON THE VEHICLE WAS REPROGRAMMED. MR. LUCCIA PICKED UP THE VEHICLE ON 5/10/02 AND IS DRIVING IT. CURRENTLY, THERE HAVE BEEN NO FURTHER CONCERNS OF STALLING. [REDACTED] SEEKS TO HAVE THE DEALERSHIP BUY BACK HIS 2002 ESCAPE FOR THE FULL PRICE HE PAID FOR IT ON A TRADE IN AN EDDIE BAUER EXPLORER. I EXPLAINED THAT AS A FORD REP, I COULD NOT ASK THE DEALERSHIP TO PERFORM WHAT HE IS REQUESTING. FURTHER, I SAID THAT I WOULD LIKE TO FIND OUT ABOUT PUTTING A FLIGHT RECORDER ON THE VEHICLE TO DETERMINE THE CAUSE OF THE PROBLEM. HOWEVER, NEITHER LITHIA OF CONCORD NOR ANY CLOSE DEALERSHIPS HAVE A 2002 FLIGHT RECORDER AVAILABLE. AT THIS POINT, I HAVE OFFERED NOTHING TO THE CUSTOMER. I HAVE EXPLAINED TO HIM THAT UNLESS WE CAN VERIFY A PROBLEM, T

CONSUMER AFFAIRS

06/18/2002 MMFAKPRG

Page 395

EA02-027-A 0223

06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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                    REGION ISSUE                                CASE NBR: 0
515701342
  REGION: 72 SAN FRANCISCO  ZONE: A4                            OPENED: 0
5/14/2002
  VIN: 1FMCU041X2KB65948  ENGINE: 1   VEH TYPE: T                CLOSED: 0
5/14/2002
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2002/05/14
19.40.50  IS NOTHING THAT CAN BE REPAIRED.  MR. LUCCIA HAS THREAT
ENED
          TO TAKE THIS PROBLEM TO THE MEDIA.
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ORIGIN:   FIELD - FIELD ORGANIZATION  COMMUNICATION: OTHER
ACTION:   DAC090 - AWA P01 OFFER - DENIED BY FORD REPRESENTATIVE
DOCUMENT: ANALYST: MWOMACK1  WOMACK, MEGAN (M.)
ACTION DATA/COMMENTS:

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2002/05/23
00.44.30 ██████████ SEEKS REPLACEMENT OF HIS 2002 FORD ESCAPE.  T
HIS
FOR
NOT
RECOR
RECO
T RE
RENT
REGA
EEDE
          IS HIS SECOND ESCAPE, THE FIRST 2001 ESCAPE WAS REPLACED
          A STALLING CONCERN ALSO.  THE DEALERSHIP CURRENTLY CAN
VERIF
Y A CONCERN.  THE DEALERSHIP HAS ORDERED A FLIGHT R
DER FOR THE 2002 MODEL YEAR VEHICLES.  WHEN THIS FLIGHT
RDER ARRIVES, ██████████ WILL BE CONTACTED AND THE FLIGH
CORDER WILL BE PLACED ON THE VEHICLE. ██████████ IS CUR
LY INVOLVED IN NEGOTIATIONS WITH LITHIA FORD OF CONCORD
RDING A TRADE IN ON HIS VEHICLE.  NO FURTHER ACTION IS N
D BY FORD.

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CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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                                REGION ISSUE                                CASE NBR: 0
685741502
REGION: 13 NEW YORK                ZONE: H1                                OPENED: 0
6/10/2002
VIN: 1FMYU04182KB32324            ENGINE: 1    VEH TYPE: T                CLOSED: 0
6/10/2002
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LAST NAME: ██████████                STATUS: C
LOSER
TITLE: ██████                        FIRST NAME: ██████                MI: ██████
ADDRESS: ██████████
CITY:    OSSINING                    STATE:    NY                      ZIP:    1
██████
HOME PHONE: ██████████
MODEL YEAR: 2002                      MODEL:    ESCAPE XLT 4X4
MILEAGE:    2807
DEALER NAME: CURRY FORD                SALES CODE: F13116                P & A: 0

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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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430151292	REGION: 21 ATLANTA	ZONE: C1	ENGINE: 1	VEH TYPE: T	CASE NBR: 1	OPENED: 0	CLOSED: 0
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LAST NAME:	██████████	STATUS:	C
ANCEL			
TITLE:	██████████	FIRST NAME:	██████████
ADDRESS:	██████████	MI:	██████████
CITY:	ATLANTA	STATE:	GA
		ZIP:	██████████
HOME PHONE:	██████████		
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2
MILEAGE:	3031		
DEALER NAME:	WORLD FORD SANDY SP	SALES CODE:	F21002
		P & A:	0

0460

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:

2002/05/09
11.56.55 ***FINAL REPAIR FORM DATED 05/03/02 **CI RECEIVED 05/09/
02
50 ***CUSTOMER STATES: VEHICLE STALLS WHILE DRIVING AT 40 -
MPH
LAW. ***CUSTOMER SEEKS: FINAL RESOLUTION UNDER GEORGIA LEMON
R FO ***CI MAILED FLEM LETTER TO CUSTOMER 05/09/02
***ATTEN DEALER SERVICE MANAGER: PLEASE SHCEDULE CUSTOME

djohn03

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: OROSIGNO ROSIGNON, OSCAR (O.)
ACTION DATA/COMMENTS:

2002/05/10

16.43.43 CSM AGREED TO REPLACE VEHICLE UNDER RAV PROVISIONS.

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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484771152                REGION ISSUE                CASE NBR: 1
REGION: 53 KANSAS CITY  ZONE: B1                OPENED: 0
4/25/2002
VIN: 1FMYU04182KA38556  ENGINE: 1    VEH TYPE: T    CLOSED: 0
4/25/2002
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LAST NAME: ██████████                STATUS: C
LOSER
TITLE: ██████                FIRST NAME: ██████                MI: ██████
ADDRESS: ████████████████████
CITY: OMAHA                STATE: NE                ZIP: ██████
HOME PHONE: ██████████

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djohn03

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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374460322	PRIORITY ISSUE	CASE NBR: 0
REGION: 27 WASHINGTON	ZONE: B1	OPENED: 0
2/01/2002		
VIN: 1FMCU04162KA79391	ENGINE: 1	VEH TYPE: T
2/01/2002		CLOSED: 0

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LAST NAME: [REDACTED]	STATUS: C
LOSED	
TITLE:	FIRST NAME: [REDACTED]
ADDRESS: [REDACTED]	MI:
CITY: ROCKVILLE	STATE: MD
[REDACTED]	ZIP: [REDACTED]
HOME PHONE: [REDACTED]	
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4
MILEAGE: 1	
DEALER NAME: CRYSTAL FORD LTD	SALES CODE: F27002
6677	P & A: 0
REASON CODE: 2501 CI - ATTORNEY GENERAL	
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP	

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: VISIT
ACTION: CI100 - OPEN PRIORITY CONTACT
DOCUMENT: ANALYST: ESMITH68 ERIKA SMITH
ACTION DATA/COMMENTS:

2002/02/01

10.24.06

3RD PARTY NAME

AG-MD

AG LETTER DATED 01 /14/02 **CI RECEIVED 01/22/02*

***CUSTOMER STATES:

*STALL, LOSS OF POWER, OIL INDICATOR, ETC.

**CUSTOMER SERKS:

Page 402

EP82-827-A 9238

djohn03

*FINAL RESOLUTION

**CI REQUESTS CSM REVIEW & CONTACT CUSTOMER DIRECTLY.
PLEASE PROVIDE DETAILS OF ACTION TAKEN, RESOLUTION &
CUSTOMER LEVEL OF SATISFACTION W/RESOLUTION. PRIORITY
CASES HAVE A 12 DAY TIME FRAME FOR CLOSING. CI SENT
REFERRING PARTY POSTCARD ACKNOWLEDGMENT 01/31/02.*****

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC057 - DOCUMENT ADDITIONAL INFORMATION
DOCUMENT: ANALYST: B-DAV13 CRYSTAL FORD
ACTION DATA/COMMENTS:

2002/02/09

10.12.56 DEALER HAS DONE 1 REPAIR ATTEMPT ON 01/14/02 FOR STALLIN
G CO
NCERN. CHECKED EEC SYSTEM AND ALL GROUND WIRES FOR GOOD
CONN
ECTION THEN REPLACED EEC POWER RELAY AS PER S.S.M.

ORIGIN: CAINTV - CONSUMER AFFAIRS - CONSUMER INTERVENTION COMMUN
ICATION: VISIT
ACTION: CI305 - CLOSE PRIORITY CONTACT
DOCUMENT: ANALYST: ESMITH68 ERIKA SMITH
ACTION DATA/COMMENTS:

2002/02/11

15.50.57 PER CSM (BETH), VEH WAS REPAIRED AT CRYSTAL FORD.

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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366951082	LEGAL ISSUE	CASE NBR: 1
REGION: 47 CINCINNATI	ZONE: A1	OPENED: 0
5/08/2002		
VIN: 1FMYU03122KA65995	ENGINE: 1	VEH TYPE: T
5/08/2002		CLOSED: 0
=====		
=====		
LAST NAME: ██████████		STATUS: C
LOSED		

djohn03

TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: CINCINNATI STATE: OH ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
 MILEAGE: 9801
 DEALER NAME: WOODY SANDER FORD I SALES CODE: F47002 P & A: 0
 1972
 REASON CODE: 0785 LEGAL - OTHER ATTORNEY DEMAND
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUN
 ICATION: MAIL
 ACTION: LP203 - OPEN LEGAL CONTACT - ATTORNEY DEMAND
 DOCUMENT: ANALYST: MKELSEY2 MOLLY KELSEY
 ACTION DATA/COMMENTS:

2002/05/08
 15.35.19 *****ATTORNEY DEMAND LETTER*****

REC'D 05/08/02

ATTORNEY ALLEGES DEFECTIVE VEHICLE.
 ATTORNEY ALLEGES HIS CLIENT'S VEHICLE HAS MULTIPLE DEPEC

TS.

**ATTORNEY DEMANDS A FORD REPRESENTATIVE CONACT HIM TO
 DISCUSS THIS MATTER.**

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUN
 ICATION: MAIL
 ACTION: LP303 - MAKE OUTBOUND CALL TO ATTORNEY
 DOCUMENT: ANALYST: LTURN32 LAKESIA TURNER
 ACTION DATA/COMMENTS:

2002/05/10
 09.46.03 ***LPA CALLED AND ADVISED ATTORNEY THAT I WILL INVESTIGA
 TE M
 ATTER AND REPORT MY FINDINGS ASAP.

ORIGIN: CALGL - CONSUMER AFFAIRS - LITIGATION PREVENTION COMMUN
 ICATION: MAIL
 ACTION: LP4000 - FINAL CASE DISPOSITION
 DOCUMENT: ANALYST: LTURN32 LAKESIA TURNER
 ACTION DATA/COMMENTS:

2002/05/22
 09.25.57 ***CUSTOMER HAS ELECTED TO CONTACT DSB, DSB CASE IS CURR
 ENTL

djohn03

Y PENDING AND ACCORDING TO THE DRS WILL APPEAR IN FRONT
HE BOARD JUNE 11, 2002. LPA WILL SEND ATTORNEY CLOSING
ER DATED 5/22/02.

OF T
LETT

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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                                RAV ISSUE                                CASE NBR: 0
396441082
REGION: 16 PHILADELPHIA    ZONE: B1                                OPENED: 0
6/12/2002
VIN: 1FMCU04162KB23552    ENGINE: 1    VEH TYPE: T                    CLOSED: 0
6/12/2002
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LAST NAME: ██████████                                STATUS: C
LOSED
TITLE: ██████                                FIRST NAME: ██████████    MI: ██████
ADDRESS: ████████████████████████████████
CITY: CHADDS FORD                                STATE: PA                    ZIP: ██████
██████████
HOME PHONE: ████████████████████████████████
MODEL YEAR: 2002                                MODEL: ESCAPE XLT 4X4
MILEAGE: 6261
DEALER NAME: GARNET FORD INC                    SALES CODE: F16027    P & A: 0
1373
REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: T-DAVI13 DAVIS, TIFFANY
ACTION DATA/COMMENTS:

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2002/06/12
11.27.31

05-03-2002

djohn03

LAST NAME: [REDACTED] STATUS: C
 LOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: DUNCANVILLE STATE: TX ZIP: [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2002 MODEL: ESCAPE XLS 4X2
 MILEAGE: 5835
 DEALER NAME: WESTWAY FORD SALES CODE: F52013 P & A: 0
 2586
 REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
 SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
 ATION: MAIL
 ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
 DOCUMENT: ANALYST: J-CALL1 CALL, JAMES
 ACTION DATA/COMMENTS:

2002/06/05
 15.14.14

05-08-2002
 291B846
 16388
 2947
 1047
 2KD12524

NO COMMENTS ADDED

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
 ATION: MAIL
 ACTION: RAV108 - CANCEL CASE FOR GOODWILL REPLACEMENT
 DOCUMENT: ANALYST: J-CALL1 CALL, JAMES
 ACTION DATA/COMMENTS:

2002/06/06
 15.37.02

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
 ATION: MAIL
 ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
 DOCUMENT: ANALYST: J-CALL1 CALL, JAMES
 ACTION DATA/COMMENTS:

15.41.28

05-08-2002
 291B846
 16388
 3047

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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561320912                                RAV ISSUE                                CASE NBR: 0
REGION: 44 PITTSBURGH                    ZONE: A2                                OPENED: 0
4/01/2002
VIN: 1FMYU04192KA51297                   ENGINE: 1    VEH TYPE: T                CLOSED: 0
4/01/2002
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LAST NAME: ██████████                                STATUS: C
LOSED
TITLE: ██████                                FIRST NAME: ██████████                MI: ██████
ADDRESS: ████████████████████████████████
CITY: BRIDGEVILLE                                STATE: PA                                ZIP: ██████
HOME PHONE: ████████████████████████████████
MODEL YEAR: 2002                                MODEL: ESCAPE XLT 4X4
MILEAGE: 11303
DEALER NAME: WASHINGTON FORD INC SALES CODE: F44443    P & A: 0

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06/18/2002
13.27.38

djohn03
MASTER OWNER RELATIONS SYSTEM III

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500981352	RAV ISSUE	CASE NBR: 1
REGION: 16 PHILADELPHIA	ZONE: A1	OPENED: 0
5/15/2002		
VIN: 1FMYU04132KB22378	ENGINE: 1	VEH TYPE: T
5/15/2002		CLOSED: 0

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LAST NAME: [REDACTED]		STATUS: C
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: WYNCOTE	STATE: PA	ZIP: 1
[REDACTED]		
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 2320		
DEALER NAME: NORRISTOWN AUTOMOBILE SALES	CODE: F16046	P & A: 0
1350		
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER		
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP		

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV102 - OPEN CASE FOR GOODWILL REFUND - LEASED
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/05/15
13.54.57

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:

2002/05/20
08.51.30

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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                    RAV ISSUE                                CASE NBR: 1
514271352
REGION: 16 PHILADELPHIA   ZONE: A1                                OPENED: 0
5/15/2002
VIN: 1FMYU04192KB13250   ENGINE: 1   VEH TYPE: T           CLOSED: 0
5/15/2002
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LAST NAME: ██████████                                STATUS: C
LOSED
TITLE: ██████                                FIRST NAME: ██████                                MI: ██████
ADDRESS: ████████████████████████████████████████
CITY: WYNCOTE                                STATE: PA                                ZIP: ██████
██████████
HOME PHONE: ██████████
MODEL YEAR: 2002                                MODEL: ESCAPE XLT 4X4
MILEAGE: 2555
DEALER NAME: NORRISTOWN AUTOMOBILE SALES CODE: F16046   P & A: 0
1350
REASON CODE: 0528 RAV - REPAIR NOT ACCEPTABLE TO CUSTOMER
SYMPTOMS: 607693 STALL/QUITS AT CRUISE ALL ENGINE TEMP
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ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL

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djohn03

5/23/2002

VIN: 1FMCU04132KA51452 ENGINE: 1 VEH TYPE: T CLOSED: 0

5/23/2002

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LAST NAME: [REDACTED] STATUS: C
 LOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: AUBURN STATE: IN ZIP: [REDACTED]
 [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
 MILEAGE: 6900
 DEALER NAME: AUBURN MOTOR SALES, SALES CODE: F48402 P & A: 0
 4609
 REASON CODE: 2354 DSB - APPLICATION REQUEST
 SYMPTOMS: 607791 STALL/QUITS DECELERATION COLD ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 57 - ADVISE CUST INFO HAS BEEN DOCUMENTED AND DSB APP
 IS BEING SENT
 DOCUMENT: ANALYST: PVASSAL PERSIS VASSAL
 ACTION DATA/COMMENTS:

2002/05/23
 12.11.44 CUSTOMER SAYS: EXPERIENCING ELECTRICAL CONCERNS WITH T
 HE V
 EH ALSO HAVING ENGINE CONCERN; STATES THAT THE ENGINE S
 TALL
 ED ; NEW ENGINE WILL BE INSTALLED IN THE VEH; DUE TO THI
 S CU
 ST NO LONGER WANTS THE VEH; SEEKING A DSB APPLICATION P
 ER C
 USTOMER, DEALER SAYS: NONE CAC ADVISED: - WE HAVE DO
 CUME
 NTED YOUR CONCERN AND WILL FORWARD YOU A DSB (DISPUTE SE
 TTLE
 MENT BOARD) APPLICATION INFERENCE CASE ID: 4735

djohn03

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501370952	INFORMATION ISSUE	CASE NBR: 1
REGION: 21 ATLANTA	ZONE: B1	OPENED: 0
4/05/2002		
VIN: 1FMCU03112KC09319	ENGINE: 1 VEH TYPE: T	CLOSED: 0
4/05/2002		

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LAST NAME: [REDACTED]		STATUS: C
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: ROSWELL	STATE: GA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X2	
MILEAGE: 600		
DEALER NAME: TEAM FORD AT NORTH P SALES CODE: F21021	P & A: 0	
3906		
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607792 STALL/QUITS DECELERATION HOT ENGINE		

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

2002/04/05
13.52.31

CUSTOMER SAYS: -VEH STALLED OUT THIS WEEK WHEN DRIVING IN THE PROCESS OF DECELERATION -BROUGHT VEH TO DLRSP TUESDAY -DLR HAD VEH FOR 4 DAYS, AND STILL HAS IT -THERE WAS A BULL ETIN ABOUT VEH, AND CUST HAS THE CODE -DLR IS ORDERING A P ART, WHICH WON'T BE IN UNTIL MONDAY -CUST FEELS THAT THIS IS I S UNACCEPTABLE -DLR HAS NOT WORKED WITH CUST ABOUT TRYI NG T O TRADE VEH FOR ANOTHER ONE PER CUSTOMER, DEALER SAYS : -SRV MGR THE PART HAD BEEN ORDERED, AND WILL BE IN ON MONDAY

CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUS TOMER SHOULD CONTACT CRM/SERV MGR -ADVS CUST TO SPEAK

djohn03

WIT
CRM
-SRV
VI
CALL

H CRM GEORGIA SHUMPERT : 770-649-5132 -OBC TO DLR -
GEORGIA NOT AVAILABLE -SRV MGR RUSSELL IS WITH A CUST
ADVSR PROVIDED CUST'S CORRECT VIN# ~~~~~NOTE~~~~~
N# PROVIDED BY CUST WAS FOR A 1989 BRONCO CSR TRIED TO
BACK CUST, BUT LINE WAS BUSY INFERENCE CASE ID: 4591

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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CONCERN ISSUE                                CASE NBR: 1
439390512                                     OPENED: 0
REGION: 24 ORLANDO                           ZONE: A2
2/23/2002                                     CLOSED: 0
VIN: 1FMYU011X2KA69456   ENGINE: 1   VEH TYPE: T
2/23/2002
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LAST NAME: ██████████                               STATUS: C
LOSED
TITLE: ██████████   FIRST NAME: ██████████   MI: ██████████
ADDRESS: ████████████████████████████████████
CITY: MIAMI BEACH   STATE: FL   ZIP: ██████████
HOME PHONE: ████████████████████████████████████
MODEL YEAR: 2002   MODEL: ESCAPE XLS 4X2
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djohn03

6/01/2002

VIN: 1FMYU04152KB01533 ENGINE: 1 VEH TYPE: T CLOSED: 0

6/01/2002

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LAST NAME: [REDACTED] STATUS: C
LOSED
TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
ADDRESS: [REDACTED]
CITY: PILGRIM STATE: KY ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
MILEAGE: 7500
DEALER NAME: MOORE FORD LINCOLN SALES CODE: F47591 P & A: 0
2101
REASON CODE: 2002 WARRANTY - COVERAGE INQUIRY
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 698 - PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY
DOCUMENT: ANALYST: ZKHAN ZUBAIR KHAN
ACTION DATA/COMMENTS:

2002/06/01

11.29.31 CUSTOMER SAYS: VEH DIED ON ME TWICE WHEN I WAS GOING D
OWN
D TH THE HILL EVERY TIME AND THIS HAPPENED 4 TIMES -CUST SAI
G IN E SEAL ON THE BACK DOOR CAME LOOSE AND ALOT OF AIR COMIN
- SIDE PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED:
SE T POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR CONCERN. - PLEA
TO H AKE YOUR VEHICLE TO THE F/L/M DEALERSHIP OF YOUR CHOICE
SP W AVE THE VEHICLE INSPECTED TO DETERMINE IF ANY WARRANTY/E
ILL BE APPLICABLE INFERENCE CASE ID: 5409

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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	INFORMATION ISSUE	CASE NBR: 0
397001282		
REGION: 56 DENVER	ZONE: D1	OPENED: 0
5/10/2002		
VIN: 1FMCU02BK2KB98654	ENGINE: B VEH TYPE: T	CLOSED: 0
5/10/2002		

=====

LAST NAME: [REDACTED]		STATUS: C
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI:
ADDRESS: [REDACTED]		
CITY: NEVADA	STATE: CO	ZIP: [REDACTED]
HOME PHONE: 303-9400134		
MODEL YEAR: 2002	MODEL: ESCAPE XLS 4X4	
MILEAGE: 6700		
DEALER NAME: JOHN ELWAY FORD WES	SALES CODE: F56007	P & A: 0
1108		
REASON CODE: 2354 DSB - APPLICATION REQUEST		
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 57 - ADVISE CUST INFO HAS BEEN DOCUMENTED AND DSB APP
IS BEING SENT
DOCUMENT: ANALYST: PSILVERB PEARL SILVERBERG
ACTION DATA/COMMENTS:

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BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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397001282          INFORMATION ISSUE          CASE NBR: 0
REGION: 56 DENVER      ZONE: D1              OPENED: 0
5/08/2002
VIN: 1FMCU02BX2KB98654  ENGINE: B      VEH TYPE: T      CLOSED: 0
5/08/2002
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LAST NAME: ██████████          STATUS: C
LOSED
TITLE: ██████████          FIRST NAME: ██████████          MI:
ADDRESS: ████████████████████
CITY: NEVADA          STATE: CO          ZIP: ██████████
HOME PHONE: ██████████
MODEL YEAR: 2002          MODEL: ESCAPE XLS 4X4
MILEAGE: 6600
DEALER NAME: JOHN ELWAY FORD WES SALES CODE: F56007      P & A: 0
1108
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS: 607793 STALL/QUITS DECELERATION 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: ANFORBES ANESHA FORBES
ACTION DATA/COMMENTS:

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2002/05/08
10.59.44 VLC068TCUSTOMER SAYS: = HAS A COMPLAINT ABOUT THE VEH
=
CERN HAS BROUGHT THE VEH IN FOR A NUMBER OF TIMES FOR THE CON
F , - THE VEH DOES NO DECCELERATE , ROUGH IDLE/REVE ITSEL
WICE THE VEH STALLS , = THE VEH HAS BROUGHT THE VEH IN T
THER AND HAD THE ENGINEER LOOK AT THE VEH TWICE = SPK TO O
DOES ESCAPE OWNERS AND THEY ARE HAVING THE SAME CONCERN =
MON NOT WANT THE VEH , WANT THE LOANER CANCELLED, WANTS HER
EY BACK = THIS IS THE FOURTH FORD VEH THAT HAS MESSED

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djohn03

UP
DRIV
=
H RE
HO D
DVIS
DEA
ULD

= WILL NOT PAY FOR A VEH THAT SHE DOES NOT FEEL SAFE
ING = WILL GO TO THE MEDIA DECIDED TO CALL FORD FIRST
DOES NOT WANT THE VEH IN THE SHOP , DOES NOT WANT THE VE
PAIRED , DOES NOT WANT A LOANER VEH = WANT A NUMBER, W
EALS WITH THE CARS PER CUSTOMER, DEALER SAYS: CAC A
ED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM
LERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHO
CONTACT CRM/SERV MGR INFERENCE CASE ID: 4591

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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436661302          INFORMATION ISSUE          CASE NBR: 0
  REGION: 21 ATLANTA    ZONE: B1          OPENED: 0
5/10/2002
  VIN: 1FMYU03102KB45019  ENGINE: 1    VEH TYPE: T    CLOSED: 0
5/10/2002
=====
=====
LAST NAME: ██████████          STATUS: C
LOSED

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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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	INFORMATION ISSUE	CASE NBR: 0
667941162		
REGION: 72 SAN FRANCISCO	ZONE: A2	OPENED: 0
4/26/2002		
VIN: 1FMYU04112KB97371	ENGINE: 1 VEH TYPE: T	CLOSED: 0
4/26/2002		

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LAST NAME: [REDACTED]		STATUS: C
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: HILO	STATE: HI	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X4	
MILEAGE: 1300		
DEALER NAME: ORCHID ISLE AUTO CE SALES CODE: F72414	P & A: 0	
7761		
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY		
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 668 - ADVISE INFO WILL BE SENT TO DLR; CONTACT CRM
DOCUMENT: ANALYST: KMUIRHEA KERRY-ANN MUIRHEAD
ACTION DATA/COMMENTS:

2002/04/26

18.33.00 CUSTOMER SAYS: *- VEH DIES WHEN GOING DOWN HILL AT 40
MILE S A HOUR *- THIS STARTED ONLY TODAY VEH HAS NOT BEING D
IAGO NOSED BY THE FORD DLRSHIP *- CUST HAD A 2001 ESCAPE AND
SHE

4/17/2002

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LAST NAME: [REDACTED] STATUS: C
 LOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: FOLSOM STATE: PA ZIP: 1
 [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X2
 MILEAGE: 6761
 DEALER NAME: ROBIN FORD SALES CODE: F16023 P & A: 0
 1396
 REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
 SYMPTOMS: 607793 STALL/QUITS DECELERATION 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: MYEMAM MAKDA YEMAM
 ACTION DATA/COMMENTS:

2002/04/17
 20.05.33 VLC068UCUSTOMER SAYS: =CUST STATED VEH IS STALLING, HA
 S BE EN TO DLR FOR THIS ISSUE ONCE ALREADY, REPROGRAMED POWER
 CON TROL MODULE, BACK 03/11/2001 =TOOK VEH TO DLR AGAIN FOR
 THE SAME ISSUE AND THEY COULD NOT DUPLICATE ISSUE BUT ATTAC
 HED A FLIGHT RECORDER AND INFORMED TO TOUCH THE BUTTON WHEN
 VEH IS STALLING SO IT COULD BE RECORDED =CUST IS CONCERNED
 IN R EGARDS TO SAFTEY PER CUSTOMER, DEALER SAYS: =ROBIN FO
 RD CAC ADVISED: - FOR THE VEHICLE TO BE REPAIRED, THE DEAL
 ERSH IP WOULD FIRST NEED TO DUPLICATE THE SYMPTOM. - THIS WO
 ULD ASSIST THE DEALERSHIP IN DIAGNOSING THE VEHICLE. - IF T
 HEY CANNOT DUPLICATE THE CONCERN, THE DEALERSHIP WILL BE UNA
 BLE TO REPAIR WHAT THEY CANNOT FIND - ADVISE CUSTOMER TO CO
 NTAC T DEALERSHIP AS SOON AS (INTERMITTENT) CONCERN IS NOTICE
 D =

djohn03

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LAST NAME:	██████████	STATUS:	C
LOSED			
TITLE:	████	FIRST NAME:	██████████ MI: █████
ADDRESS:	████████████████████		
CITY:	LOCKPORT	STATE:	IL ZIP: █████
HOME PHONE:	████████████████████		
MODEL YEAR:	2002	MODEL:	ESCAPE XLT 4X2
MILEAGE:	2100		
DEALER NAME:		SALES CODE:	P & A:
REASON CODE:	4102 ICCD - CUSTOMER INFORMATION ONLY		
SYMPTOMS:	607793 STALL/QUITS DECELERATION ALL ENGINE TEMP		

ORIGIN: ICCD - ICCD COMMUNICATION: SURVEY
 ACTION: ICC001 - ICCD INFORMATION ONLY, NO ACTION REQUIRED
 DOCUMENT: ANALYST: MLEWIS99 MICHELLE LEWIS
 ACTION DATA/COMMENTS:

2001/10/16
 21.33.20

CUSTOMER SAYS: ENGINE HAS DIED 3 TIMES SINCE PURCHASE
 DEALER SAYS:NONE
 CAC ADVISED: THIS CUSTOMER WAS CONTACTED BY THE ICCD TEA
 D THE KANSAS CITY ASSEMBLY PLANT. WE ARE SENDING YOU THI
 NTRACT AS AN EARLY INDICATOR THAT THIS CUSTOMER MAY ADDRE
 HIS CONCERN AT YOU DEALERSHIP IN THE NEAR FUTURE. PLEASE
 ALL OASIS WITH SPECIFIC REPAIR INFORMATION. THANK YOU IN
 ANCE.

M AN
 S CO
 SS T
 DET
 ADV

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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342953461                INFORMATION ISSUE                CASE NBR: 1
REGION: 10 SDR          ZONE: C1                OPENED: 0
2/25/2002
VIN: 1FMCU041X2KA27360  ENGINE: 1    VEH TYPE: T    CLOSED: 0
2/25/2002
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LAST NAME: [REDACTED]                STATUS: C
LOSED
TITLE: [REDACTED]          FIRST NAME: [REDACTED]    MI: [REDACTED]
ADDRESS: [REDACTED]
CITY:      KULPMONT          STATE:      PA          ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002          MODEL:      ESCAPE XLT 4X4
MILEAGE:      5000
DEALER NAME: INDEPENDENCE FORD I SALES CODE: F16568    P & A: 0
1314
REASON CODE: 0424 DEALERSHIP - UNABLE TO DUPLICATE CONCERN
SYMPTOMS:      607793 STALL/QUITS DECELERATION 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: PDIMITRO PEPPI DIMITROPOULOS
ACTION DATA/COMMENTS:

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2002/02/25
18.14.38 CUSTOMER SAYS: =CUST PICKED UP VEH ON OCT 1/2001 =INT
ERMI
STAL        TEN CONCERN WITH STALLING WHEN GOING DOWNHILL - ENGINE
LS         =CHECK ENGINE LIGHT, CHECK OIL LIGHT AND BRAKE LIGH

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djohn03

4/15/2002

VIN: 1FMCU04172KC27712 ENGINE: 1 VEH TYPE: T CLOSED: 0

4/15/2002

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LAST NAME: [REDACTED] STATUS: C
 LOSED
 TITLE: [REDACTED] FIRST NAME: [REDACTED] MI:
 ADDRESS: [REDACTED]
 CITY: AUSTIN STATE: TX ZIP: [REDACTED]
 [REDACTED]
 HOME PHONE: [REDACTED]
 MODEL YEAR: 2002 MODEL: ESCAPE XLT 4X4
 MILEAGE:
 DEALER NAME: COVERT FORD, INC. SALES CODE: F52302 P & A: 0
 4437
 REASON CODE: 3017 PROD/COMP DUR/PERF - KNOWN/NO FIX AT PRESENT
 SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 735 - ADVISE CUST NO REPAIR PROCEDURES AVAILABLE
 DOCUMENT: ANALYST: CPARRIS CHUMSIE PARRIS
 ACTION DATA/COMMENTS:

2002/04/15
10.22.34

CUSTOMER SAYS: -VEH IS HAVING STALLING CONCERNS . -CL
 THE VEH STALLED TWICE IN MARCH(03/25; ABOUT 8:30 @ 30 M
 N A SLIGHT DOWN GRADE PUT VEH IN NEUTRAL AND RESTART WHI
 AS HAPPENED IMMEDIATELY. -03/30/2002 ABOUT 2PM DRIVING
 5 MPH JUST GOT OFF A SLIGHT UPGRADE AND THERE WAS HALF T
 GAS MILES 844 AND IT START UP RIGHT AWAYT, IT WAS TAKEN
 HE DLR (COVERT FORD) AND THEY HAD CONTACTED THE ENGINEER
 WHO RECOMMENDED SEVERAL TEST,WHICH WAS DONE AND THE DLR
 UNABLE TO DUPLICATE THE CONCERNS . -THE VEH WAS RETURN
 O HIM AND WAS ADVISED IT WAS SAFE TO DRIVE. -THINKS THE
 S A SAFETY CONCERN IN THE VEH BECAUSE THE VEH WAS NOT R
 RED FOR THE STALLING CONCERN. - CUSTOMER SERVICE MARKET
 -TIM DOUFFY WAS ALSO INVOLVED -THIS IS A REPLACEMENT

AIMS
 HP O
 CH W
 30-3
 ANK
 TO T
 ING
 WAS
 ED T
 RE I
 EPAI
 MGR

djohn03

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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INFORMATION ISSUE          CASE NBR: 1
696511072
REGION: 27 WASHINGTON      ZONE: B1          OPENED: 0
4/17/2002
VIN: 1FMCU04162KC60667   ENGINE: 1        VEH TYPE: T      CLOSED: 0
4/17/2002
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LAST NAME: [REDACTED]          STATUS: C
LOSED
TITLE: [REDACTED]            FIRST NAME: [REDACTED]  MI:
ADDRESS: [REDACTED]
CITY:      POTOMAC           STATE:      MD        ZIP: [REDACTED]
[REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2002            MODEL:      ESCAPE XLT 4X4
MILEAGE:      600
DEALER NAME: SHEEHY FORD OF GAIT SALES CODE: F27020   P & A: 0
0664
REASON CODE: 3025 PROD/COMP DUR/PERF - VEHICLE QUALITY
SYMPTOMS:    607793 STALL/QUITS DECELERATION 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: PDIMITRO PEPPI DIMITROPOULOS
ACTION DATA/COMMENTS:

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2002/04/17
19.20.13

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CUSTOMER SAYS:  =CUST HAS OWNED VEH FOR 3 WEEKS =WHILE
CUS
T WAS GOING DOWN A HILL THE VEH HAD STALLED ON DECCELERA
TION
=FOOT WAS OFF THE GAS, SO WHEN CUST STEPPED ON THE GAS
THE
TACOMETRE WAS IN THE ZERO READING =CHECK ENGINE LIGHT
CAME
ON =VEH RESTARTED AND DROVE TO THE DLRSHF =VEH IS CUR
RENT
Y AT THE DLRSHF BUT NOT FULLY DIOGNOSED YET PER CUSTOME
R, D
EALER SAYS:    SHEEHY FORD 901 NORTH FREDERICK AVE. GAI
THER

```

SBURG, MD 20879 djohn03
TEL: [REDACTED]

A F
STOM
ON T

CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY
ORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CU
ER SHOULD CONTACT CRM/SERV MGR =ADV CUST NO FSA OR CSP
HE VEH INFERENCE CASE ID: 4591

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: 1
395090682		
REGION: 44 PITTSBURGH	ZONE: A1	OPENED: 0
3/09/2002		
VIN: 1FMCU04122KA38756	ENGINE: 1 VEH TYPE: T	CLOSED: 0
3/09/2002		

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LAST NAME: [REDACTED]		STATUS: C
LOSED		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: MURRYSVILLE	STATE: PA	ZIP: [REDACTED]

Page 446

EP02-B27-A 8274

djohn03

HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: ESCAPE KLT 4X4
MILEAGE: 2800
DEALER NAME: KENNY ROSS FORD SALES CODE: F44417 P & A: 0
7350
REASON CODE: 1105 AWA - W/N CRITERIA, REQUEST AWA AFTER REPAIR
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: VISIT
ACTION: 731 - PROVIDE CUST WITH APPROPRIATE RESPONSE
DOCUMENT: ANALYST: RBISSESS RISHI BISSESSAR
ACTION DATA/COMMENTS:

2002/03/09

10.58.25 CUSTOMER SAYS: VEH HAS STALLED 6 TIMES. STALLED OCT 30
TH,
NOV 21ST, 14TH DEC, 24TH JAN, 4TH FEB SEEKING TO GET THE
VEH
REPAIRED. SEEKING LOANER ASSIST WHILE THE VEH WILL BE AT
THE
DRL FOR REPAIR. CUST WAS AT THE DRL TODAY PER CUSTOMER
, DE
ALER SAYS: DRL SAYS 2-3 OTHER VEHs DOES THE SAME THING
, BU
T NO REPAIR PROCEDURE AVAILABLE. SOME REPAIRS WORK AND S
OME
DOES NOT CAC ADVISED: - I WOULD LIKE TO BE YOUR ADVOCA
TE I
N THIS SITUATION. TO ENSURE YOUR REQUEST RECEIVES PROPER
CON
SIDERATION, PLEASE ALLOW ME TO RESEARCH THIS FURTHER. -
IS
THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT Y
OU?
AT T
---CSR SPOKE WITH PHIL(SRV WRITER),, WHO ADVISED CSR TH
HE CUST HAS AN APPOINTMENT SCHEDULED FOR THE 27TH MARCH.
--
-ONCE THE VEH IS DIAGNOSED FOR THE CONCERN, THEY WILL BE
ABL
E TO LOOK INTO LOANER ASISST , IF SHE DOES NOT HAVE A ES
P IN
FERENCE CASE ID: 5388

ORIGIN: DEALER - DEALER COMMUNICATION: VISIT
ACTION: DAC012 - FORD COVERED REPAIR MADE - WARRANTY
DOCUMENT: ANALYST: R-YOURIC KENNY ROSS FORD
ACTION DATA/COMMENTS:

Page 447

EA02-027-A 0275

djohn03

2002/04/09
09.11.56

CONSUMER AFFAIRS

06/18/2002 MMFAXPRG

1

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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                                REGION ISSUE                                CASE NBR: 0
637263091
  REGION: 44 PITTSBURGH          ZONE: C2                                OPENED: 0
6/13/2002
  VIN: 1FMYU04162KA35333      ENGINE: 1   VEH TYPE: T                CLOSED:
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LAST NAME: ██████████                                STATUS: 0
PEN
TITLE: ██████                                FIRST NAME: ██████████                MI: ██████
ADDRESS: ████████████████████████████████████████
CITY: LAKWOOD                                STATE: OH                                ZIP: ██████
HOME PHONE: ██████████
MODEL YEAR: 2002                                MODEL: ESCAPE XL/T 4X4
MILEAGE: 15000
DEALER NAME: LIBERTY FORD SOUTHW SALES CODE: F44124    P & A: 0
3273
REASON CODE: 30RA PROD/COMP DUR/PERF - REGIONAL ASSISTANCE
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP
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ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 776 - ADVISE CUSTOMER OF DEALER'S RESPONSE
DOCUMENT: ANALYST: CGRAHAM CHURNLEY GRAHAM
ACTION DATA/COMMENTS:

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2002/06/13

09.00.50 CUSTOMER SAYS: =VEH HAS BEEN TO DLR 3 TIMES FOR INTERM
ITTE

djohn03

BEGINNING OF CONTACT
06/18/2002
13.27.38

MASTER OWNER RELATIONS SYSTEM III

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524480852	RAV ISSUE	CASE NBR: 0
REGION: 71 CALIFORNIA	ZONE: A1	OPENED: 0
4/15/2002		
VIN: 1FMCU03122KA39343	ENGINE: 1	VEH TYPE: T
4/15/2002		CLOSED: 0

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LAST NAME: [REDACTED]	STATUS: C	
LOSER		
TITLE: [REDACTED]	FIRST NAME: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: VAN NUYS	STATE: CA	ZIP: [REDACTED]
[REDACTED]		
HOME PHONE: [REDACTED]		
MODEL YEAR: 2002	MODEL: ESCAPE XLT 4X2	
MILEAGE: 1640		
DEALER NAME: GALPIN FORD	SALES CODE: F71040	P & A: 0

5536

REASON CODE: 0526 RAV - NUMBER OF REPAIR ATTEMPTS
SYMPTOMS: 607793 STALL/QUITS DECELERATION ALL ENGINE TEMP

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV105 - OPEN CASE FOR GOODWILL REPLACEMENT - OWNED
DOCUMENT: ANALYST: GUTHERY GWENDOLY GUTHERY
ACTION DATA/COMMENTS:

2002/04/15
13.52.26

ORIGIN: CARAV - CONSUMER AFFAIRS - REACQUIRED VEHICLES COMMUNIC
ATION: MAIL
ACTION: RAV112 - RECORD CHECK ISSUANCE FOR GOODWILL REPLACEMENT
DOCUMENT: ANALYST: EHANSBER EYVETTE HANSBERRY
ACTION DATA/COMMENTS:

2002/04/18
09.35.19

