
From: [REDACTED]
Sent: Monday, July 22, 2002 7:46 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Thank you for e-mailing me. As you know, the Escape was at Sands Ford from July 1-5 (Excluding the Fourth). It has been running fine - so far. My daughter borrowed the vehicle for the weekend and I haven't talked to her for a few days. So far - so good. I will be in touch if I incur any further problems.

Thank you again for all of your assistance with this problem.

[REDACTED]
-----Original Message-----

From: Williams, Les (LHW.) [mailto:lwill73@ford.com]
Sent: Friday, July 19, 2002 5:33 PM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Hello!

How's the Escape?

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

From: [REDACTED]
Sent: Monday, July 01, 2002 7:40 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

My car is at Sands Ford today. I was a little confused because they told me that a TSB had not been issued and that Bill would know what to do to fix it. I hope so - considering this is not the first time he has been working on my car and it has not been "fixed" thus far. I guess the only thing we can do now is wait and see what happens.

Thanks for all of your support.

[REDACTED]
-----Original Message-----

From: Williams, Les (LHW.) [mailto:lwill73@ford.com]
Sent: Wednesday, June 26, 2002 4:26 PM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Keep me posted on how things go with Sands Ford...

thx for your patience.

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

From: [REDACTED]
Sent: Wednesday, June 19, 2002 6:42 AM

EA02-027-A 9480

To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Yes, it is Sands Ford (formerly Pottsville Ford) and their number is (670) 622-1991. Also, I have not reported the latest problems to them - so they will not be aware of the new occurrences. Just an FYI, I purchased the vehicle at B&L Ford in Ashland, PA. The first time I had the problem I had the car sent towed to them and they could not find anything wrong. I contacted them several times and they were unable to assist me in any manner. I finally started working with Sands Ford (which is about 1 mile from my work place.) I think the gentlemen I always spoke with there was Bill. He is their head maintenance person.

Thanks for your help and please let me know if I should contact Sands Ford as well.

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

From: Williams, Les (LHW.) [mailto:lwil73@ford.com]
Sent: Tuesday, June 18, 2002 9:27 AM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Yes, that would be great. It has taken me a long time to respond to your request b/c I am in the process of switching buildings. I am not sure when phone service will be provided. Could you provide me with their phone number, or if you tell me the dealership I can get the number. Actually, is it Sands Ford as stated in your earlier email? I can give them a call and see if I can be of assistance.

Have a great day.

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

From: [REDACTED]
Sent: Monday, June 17, 2002 7:44 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Thank you for your quick response.

All I can tell you is that the vehicle was in the garage several times. They first changed the idle control valve and that did not fix the problem. They then kept the vehicle for several days and hooked a computer up to it while driving. That is when they discovered the problem and recommended a special order fuel pump. I thought this was the fix as I did not experience the problem for several months.

If you need specific details I could contact the Ford dealership that worked on the vehicle and ask them to contact you. They have been very helpful and cooperative - just unable to fix the problem permanently.

Thank you again.

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

From: Williams, Les (LHW.) [mailto:lwil73@ford.com]
Sent: Friday, June 14, 2002 5:04 PM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Hello [REDACTED]

When they corrected the problem the first time, what did they do? Did they ever perform a

TSB (Technical Service Bulletin)?

Have they updated your calibration (reflashing the vehicle)?

Thanks,
Les

—Original Message—

From: [REDACTED]
Sent: Tuesday, June 11, 2002 1:06 PM
To: 'Ford Engineer'
Subject: 2001 Ford Escape

Dear Ford Engineer:

My name is [REDACTED] and I am an owner of a 2001 Ford Escape. You called me a few months ago to get a status on the problems I was having with my Ford Escape. At that time I told you the problem was corrected and I appreciated the call and would keep your e-mail address in the event I incurred any future problems. I guess I am happy I kept this address and hope that you may be of assistance.

In the past two weeks my Escape has stalled 4 times. It had not done this for several months. I have had the idle control valve replaced and a new special order fuel pump installed at Pottsville Ford (now Sands Ford in Pottsville, PA). Do you know if there are any other options for me to have this problem fixed? In the beginning I explored applying for the PA Lemon Law - but was so glad that I did not have to go that route - and thought the problem was fixed.

I would really appreciate a response from you - as I am now exploring the possibility of trading in my Escape with no hopes of having it fixed permanently.

Thank you.

[REDACTED]

Karbousky Sr., Robert (R.J.)

From: Sanders, Muriel (M.S.)
Sent: Wednesday, June 26, 2002 3:48 PM
To: Williams, Les (LHW.)
Subject: RE: 2001 Ford Escape

No. The finned pintle IAC cannot be used for service since the calibration is not compatible. The white dot part numbers are referring to the dPFE.

Muriel Sanders

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

—Original Message—

From: Williams, Les (LHW.)
Sent: Wednesday, June 26, 2002 3:38 PM
To: Bogema, John (P.); Sanders, Muriel (M.S.)
Subject: RE: 2001 Ford Escape
Importance: High

Gameplan:

First I'm going to call [redacted] and see if her symptoms come close to Bogema's description.

IF THEY DO MEET BOGEMA'S SPECS:

I will instruct her that an updated cal will be coming in 3 weeks (will we hit a roadblock Bogema with sign-offs, red tape, etc?).

IF THEY DO NOT MEET BOGEMA'S SPECS:

I will call dealer and make sure they performed all TSB items, and suggest them performing ISM 02-06-025. I will emphasize evap system as well, and ensure ISCDTY is cool.

John: What does soaking a vehicle mean (read your desc. below)?

Muriel: When the ISM mentions the YF... part #'s with the white dot, they are referring to the Finned Pintle ISC correct?

thx..

Les,

The issue we are currently investigating goes like this:

The vehicle has to have 5/8 - 1/4 tank of gas.

The vehicle needs to have soaked for greater than 8 hours.

While driving the vehicle under 40 MPH for more than 5.5 minutes but less than 40 minutes, drive the vehicle uphill and watch the pg_dc, it should be above 75% percent. On the downhill, give the vehicle just enough gas to get it to break 40 mph and then back off the throttle. Observe engine rpm.

As you can see there are alot of conditions to match here. It might be helpful to get an exact verbatim from her and see if it matches this driving condition. Then in 3-4 weeks when we are approved for release of a calibration that fixes this issue, I suggest that she is the first customer to get the new calibration an that one of us call her monthly for updates.

How often is she stalling? Once a month, every other month?

John P. Bogema

3.0L Escape Callibration Engineering
 Phone:313.33.75133
 Location:TEE 1AE22
 Email:JBOGEMA@FORD.COM

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

From: Williams, Les (LHW.)
 Sent: Tuesday, June 25, 2002 7:15 PM
 To: Sanders, Murtel (M.S.); Dalbo, Bob (R.J.); Bogema, John (P.)
 Subject: FW: 2001 Ford Escape

Hey Gang:

Per my calling 2 months ago, a customer named Gall still has stalling problem even with updated cal. She is very helpful and interested in getting her vehicle fixed, and she says stalling is occuring in same place (hilly area) and it seemed to increase in frequency w/ warm weather the past month. I am thinking it could be an evap issue b/c of the weather's influence on the purge cycle.

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BOGEMA: I know you found some new developments with your work. ANY suggestions?

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From: [REDACTED]
 Sent: Wednesday, June 19, 2002 6:42 AM
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From: Williams, Les (LHW.) [mailto:lwll73@ford.com]

Sent: Tuesday, June 18, 2002 9:27 AM

To: [REDACTED]

Subject: RE: 2001 Ford Escape

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Have a great day.

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Thank you again.

Gall

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From: Williams, Les (LHW.) [mailto:lwll73@ford.com]

Sent: Friday, June 14, 2002 5:04 PM

To: [REDACTED]

Subject: RE: 2001 Ford Escape

Hello [REDACTED]

When they corrected the problem the first time, what did they do? Did they ever perform a TSB (Technical Service Bulletin)?

Have they updated your calibration (reflashing the vehicle)?

Thanks,
Les

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

From: [REDACTED]

Sent: Tuesday, June 11, 2002 1:06 PM

To: 'Ford Engineer'

Subject: 2001 Ford Escape

Dear Ford Engineer:

My name is [REDACTED] and I am an owner of a 2001 Ford Escape. You called me a few months ago to get a status on the problems I was having with my Ford Escape. At that time I told you the problem was corrected and I appreciated the call and would keep your e-mail address in the event I incurred any future problems. I guess I am happy I kept this address and hope that you may be of assistance.

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Thank you.

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How often is she stalling? Once a month, every other month?

John P. Bogema

3.0L Escape Calibration Engineering
Phone:313.33.75133
Location:TEE 1AE22
Email:JBOGEMA@FORD.COM

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

From: Williams, Les (LHW.)
Sent: Tuesday, June 25, 2002 7:15 PM
To: Sanders, Murel (M.S.); Dalbo, Bob (R.J.); Bogema, John (P.)
Subject: FW: 2001 Ford Escape

Hey Gang:

Per my calling 2 months ago, a customer named Gail still has stalling problem even with updated cal. She is very helpful and interested in getting her vehicle fixed, and she says stalling is occuring in same place (hilly area) and it seemed to increase in frequency w/ warm weather the past month. I am thinking it could be an evap issue b/c of the weather's influence on the purge cycle.

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I was going to give Bill a call tomorrow and suggest taking a look at the evap system (I think he performed TSB, when I talked with him he said he updated cal...could have been the SSM he did. He said he had trouble repeating the stall...could spell trouble, that means he would not perform the TSB per our discussion with Scott B. 2 weeks ago).

BOGEMA: I know you found some new developments with your work. ANy suggestions?

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From: [REDACTED]
Sent: Wednesday, June 19, 2002 6:42 AM
To: Williams, Les (LHW.)
Subject: RE: 2001 Ford Escape

Les:

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Thanks for you help and please let me know if I should contact Sands Ford as well.

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

From: Williams, Les (LHW.) [mailto:lwil173@ford.com]

Sent: Tuesday, June 18, 2002 9:27 AM

To: [REDACTED]

Subject: RE: 2001 Ford Escape

Yes, that would be great [REDACTED]. It has taken me a long time to respond to your request b/c I am in the process of switching buildings. I am not sure when phone service will be provided. Could you provide me with their phone number, or if you tell me the dealership I can get the number. Actually, is it Sands Ford as stated in your earlier email? I can give them a call and see if I can be of assistance.

Have a great day.

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All I can tell you is that the vehicle was in the garage several times. They first changed the idle control valve and that did not fix the problem. They then kept the vehicle for several days and hooked a computer up to it while driving. That is when they discovered the problem and recommended a special order fuel pump. I thought this was the fix as I did not experience the problem for several months.

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Hello [REDACTED]

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Thanks,
Les

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

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Thank you.

[REDACTED]

throttle. Observe engine rpm.

As you can see there are alot of conditions to match here. It might be helpful to get an exact verbatim from her and see if it matches this driving condition. Then in 3-4 weeks when we are approved for release of a calibration that fixes this issue, I suggest that she is the first customer to get the new calibration an that one of us call her monthly for updates.

How often is she stalling? Once a month, every other month?

John P. Bogema

3.0L Escape Callbration Engineering

Phone:313.33.75133

Location:TEE 1AE22

Email:JBOGEMA@FORD.COM

—Original Message—

From: Williams, Les (LHW.)

Sent: Tuesday, June 25, 2002 7:15 PM

To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Bogema, John (P.)

Subject: FW: 2001 Ford Escape

Hey Gang:

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EP02-027-A 942B

1/13/03

██████████
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To: 'Ford Engineer'
Subject: 2001 Ford Escape

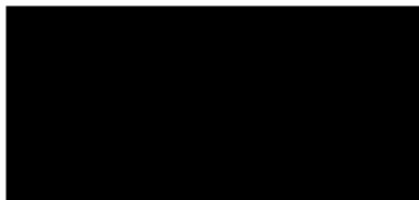
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Phone:313.33.75133
 Location:TEE 1AE22
 Email:JBOGEMA@FORD.COM

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3.0L Escape Calibration Engineering

Phone:313.33.75133

Location:TEE 1AE22

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

From: Williams, Les (LHW.)

Sent: Tuesday, June 25, 2002 7:15 PM

To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.); Bogema, John (P.)

Subject: FW: 2001 Ford Escape

Hey Gang:

Per my calling 2 months ago, a customer named Gail still has stalling problem even with updated cal. She is very helpful and interested in getting her vehicle fixed, and she says stalling is occuring in same place (hilly area) and it seemed to increase in frequency w/ warm weather the past month. I am thinking it could be an evap issue b/c of the weather's influence on the purge cycle.

I talked to the head tech at Sands Ford (Bill)and he was very helpful and glad I chated with him.

I was going to give Bill a call tomorrow and suggest taking a look at the evap system (I think he performed TSB, when I talked with him he said he updated cal...could have been the SSM he did. He said he had trouble repeating the stall...could spell trouble, that means he would not perform the TSB per our discussion with Scott B. 2 weeks ago).

BOGEMA: I know you found some new developments with your work. ANY suggestions?

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

From: [REDACTED]

Sent: Wednesday, June 19, 2002 6:42 AM

EA82-627-A 8428

1/13/03

To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Yes, it is Sands Ford (formerly Pottsville Ford) and their number is (570) 622-1981. Also, I have not reported the latest problems to them - so they will not be aware of the new occurrences. Just an FYI, I purchased the vehicle at B&L Ford in Ashland, PA. The first time I had the problem I had the car sent towed to them and they could not find anything wrong. I contacted them several times and they were unable to assist me in any manner. I finally started working with Sands Ford (which is about 1 mile from my work place.) I think the gentlemen I always spoke with there was Bill. He is their head maintenance person.

Thanks for your help and please let me know if I should contact Sands Ford as well.

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

From: Williams, Les (LHW.) [mailto:lwil73@ford.com]
Sent: Tuesday, June 18, 2002 9:27 AM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Yes, that would be great [REDACTED] It has taken me a long time to respond to your request b/c I am in the process of switching buildings. I am not sure when phone service will be provided. Could you provide me with their phone number, or if you tell me the dealership I can get the number. Actually, is it Sands Ford as stated in your earlier email? I can give them a call and see if I can be of assistance.

Have a great day.

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

From: [REDACTED]
Sent: Monday, June 17, 2002 7:44 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Thank you for your quick response.

All I can tell you is that the vehicle was in the garage several times. They first changed the idle control valve and that did not fix the problem. They then kept the vehicle for several days and hooked a computer up to it while driving. That is when they discovered the problem and recommended a special order fuel pump. I thought this was the fix as I did not experience the problem for several months.

If you need specific details I could contact the Ford dealership that worked on the vehicle and ask them to contact you. They have been very helpful and cooperative - just unable to fix the problem permanently.

Thank you again.

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

From: Williams, Les (LHW.) [mailto:lwil73@ford.com]
Sent: Friday, June 14, 2002 5:04 PM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Hello [REDACTED]

When they corrected the problem the first time, what did they do? Did they ever perform a

TSB (Technical Service Bulletin)?

Have they updated your calibration (reflashing the vehicle)?

Thanks,
Les

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

From: [REDACTED]
Sent: Tuesday, June 11, 2002 1:06 PM
To: 'Ford Engineer'
Subject: 2001 Ford Escape

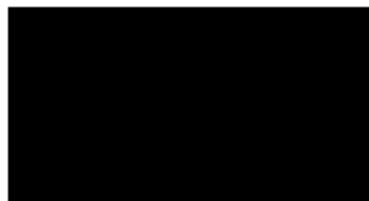
Dear Ford Engineer:

My name is [REDACTED] and I am an owner of a 2001 Ford Escape. You called me a few months ago to get a status on the problems I was having with my Ford Escape. At that time I told you the problem was corrected and I appreciated the call and would keep your e-mail address in the event I incurred any future problems. I guess I am happy I kept this address and hope that you may be of assistance.

In the past two weeks my Escape has stalled 4 times. It had not done this for several months. I have had the idle control valve replaced and a new special order fuel pump installed at Pottsville Ford (now Sands Ford in Pottsville, PA). Do you know if there are any other options for me to have this problem fixed? In the beginning I explored applying for the PA Lemon Law - but was so glad that I did not have to go that route - and thought the problem was fixed.

I would really appreciate a response from you - as I am now exploring the possibility of trading in my Escape with no hopes of having it fixed permanently.

Thank you.



would not perform the TSB per our discussion with Scott B. 2 weeks ago).

BOGEMA: I know you found some new developments with your work. ANy suggestions?

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

From: [REDACTED]
Sent: Wednesday, June 19, 2002 6:42 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Yes, it is Sands Ford (formerly Pottsville Ford) and their number is (570) 622-1991. Also, I have not reported the latest problems to them - so they will not be aware of the new occurrences. Just an FYI, I purchased the vehicle at B&L Ford in Ashland, PA. The first time I had the problem I had the car sent towed to them and they could not find anything wrong. I contacted them several times and they were unable to assist me in any manner. I finally started working with Sands Ford (which is about 1 mile from my work place.) I think the gentlemen I always spoke with there was Bill. He is their head maintenance person.

Thanks for your help and please let me know if I should contact Sands Ford as well.

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

From: Williams, Les (LHW.) [mailto:lwil173@ford.com]
Sent: Tuesday, June 18, 2002 9:27 AM
To: 'Buffington, Gall'
Subject: RE: 2001 Ford Escape

Yes, that would be great. [REDACTED] It has taken me a long time to respond to your request b/c I am in the process of switching buildings. I am not sure when phone service will be provided. Could you provide me with their phone number, or if you tell me the dealership I can get the number. Actually, is it Sands Ford as stated in your earlier email? I can give them a call and see if I can be of assistance.

Have a great day.

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

From: [REDACTED]
Sent: Monday, June 17, 2002 7:44 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Thank you for your quick response.

All I can tell you is that the vehicle was in the garage several times. They first changed the idle control valve and that did not fix the problem. They then kept the vehicle for several days and hooked a computer up to it while driving. That is when they discovered the problem and recommended a special order fuel pump. I thought this was the fix as I did not experience the problem for several months.

If you need specific details I could contact the Ford dealership that worked on the vehicle and ask them to contact you. They have been very helpful and cooperative - just unable to fix the problem permanently.

Thank you again.

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

EMB2-627-R 9432

1/13/03

From: Williams, Les (LHW.) [mailto:lwill73@ford.com]
Sent: Friday, June 14, 2002 5:04 PM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Hello [REDACTED]

When they corrected the problem the first time, what did they do? Did they ever perform a TSB (Technical Service Bulletin)?

Have they updated your calibration (reflashing the vehicle)?

Thanks,
Les

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

From: [REDACTED]
Sent: Tuesday, June 11, 2002 1:06 PM
To: 'Ford Engineer'
Subject: 2001 Ford Escape

Dear Ford Engineer:

My name is [REDACTED] and I am an owner of a 2001 Ford Escape. You called me a few months ago to get a status on the problems I was having with my Ford Escape. At that time I told you the problem was corrected and I appreciated the call and would keep your e-mail address in the event I incurred any future problems. I guess I am happy I kept this address and hope that you may be of assistance.

In the past two weeks my Escape has stalled 4 times. It had not done this for several months. I have had the idle control valve replaced and a new special order fuel pump installed at Pottsville Ford (now Sande Ford in Pottsville, PA). Do you know if there are any other options for me to have this problem fixed? In the beginning I explored applying for the PA Lemon Law - but was so glad that I did not have to go that route - and thought the problem was fixed.

I would really appreciate a response from you - as I am now exploring the possibility of trading in my Escape with no hopes of having it fixed permanently.

Thank you.

[REDACTED]

From: [REDACTED]
Sent: Tuesday, June 25, 2002 12:24 PM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

I was just getting ready to send you an e-mail and I checked my phone mail messages. My Escape quit on me again while driving to work today. No, I do not cross railroad tracks to come to work. The car always seems to quit when I am traveling down a straight hill (no bumps) and not giving it gas. I was sure it was going to quit today, because you can almost feel a sense of hesitation prior to this happening. The ride of the vehicle is very jerky and the car does not seem to shift well. It seems to be getting worse. I travel approximately 9 miles to work. I travel down another hill prior to this one and the car seems to act like it is going to quit but does not at that point. This hill is very rough and the vehicle does not quit.

I also experienced a situation a week ago while traveling along an Interstate (65 miles per hour) and I was using the cruise control. The car had such a difficult time keeping the speed - my daughter was with me and asked me if the vehicle was going to quit. It never did and finally was able to keep "cruising".

Hope this information helps.

I am in my office now and will be until 1:00 PM. I will be unavailable from 1:00 - 2:00 PM. Please feel free to call me and if you get my voice mail - dial "0" and ask the operator to have me paged.

Thanks....

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

From: Williams, Les (LHW.) [mailto:hwil73@ford.com]
Sent: Tuesday, June 18, 2002 9:27 AM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Yes, that would be great [REDACTED]. It has taken me a long time to respond to your request b/c I am in the process of switching buildings. I am not sure when phone service will be provided. Could you provide me with their phone number, or if you tell me the dealership I can get the number. Actually, is it Sands Ford as stated in your earlier email? I can give them a call and see if I can be of assistance.

Have a great day.

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From: [REDACTED]
Sent: Monday, June 17, 2002 7:44 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

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Thank you for your quick response.

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ER02-027-A 0434

1/13/03

If you need specific details I could contact the Ford dealership that worked on the vehicle and ask them to contact you. They have been very helpful and cooperative - just unable to fix the problem permanently.

Thank you again.

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

From: Williams, Les (LHW.) [mailto:lhw73@ford.com]

Sent: Friday, June 14, 2002 5:04 PM

To: [REDACTED]

Subject: RE: 2001 Ford Escape

Hello [REDACTED]

When they corrected the problem the first time, what did they do? Did they ever perform a TSB (Technical Service Bulletin)?

Have they updated your calibration (reflashing the vehicle)?

Thanks,
Les

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From: [REDACTED]

Sent: Tuesday, June 11, 2002 1:06 PM

To: 'Ford Engineer'

Subject: 2001 Ford Escape

Dear Ford Engineer:

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I would really appreciate a response from you - as I am now exploring the possibility of trading in my Escape with no hopes of having it fixed permanently.

Thank you.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, June 19, 2002 6:42 AM
To: Williams, Les (LHW.)
Subject: RE: 2001 Ford Escape

Les:

Yes, it is Sands Ford (formerly Pottsville Ford) and their number is (570) 822-1991. Also, I have not reported the latest problems to them - so they will not be aware of the new occurrences. Just an FYI, I purchased the vehicle at B&L Ford in Ashland, PA. The first time I had the problem I had the car sent towed to them and they could not find anything wrong. I contacted them several times and they were unable to assist me in any manner. I finally started working with Sands Ford (which is about 1 mile from my work place.) I think the gentleman I always spoke with there was Bill. He is their head maintenance person.

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From: Williams, Les (LHW.) [mailto:lwil173@ford.com]
Sent: Tuesday, June 18, 2002 9:27 AM
To: [REDACTED]
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Have a great day.

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Sent: Monday, June 17, 2002 7:44 AM
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Thank you for your quick response.

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Thank you again.

-----Original Message-----
From: Williams, Les (LHW.) [mailto:lwil173@ford.com]
Sent: Friday, June 14, 2002 5:04 PM
To: [REDACTED]

ER02-027-A 9437

Subject: RE: 2001 Ford Escape

Hello [REDACTED]

When they corrected the problem the first time, what did they do? Did they ever perform a TSB (Technical Service Bulletin)?

Have they updated your calibration (reflashing the vehicle)?

Thanks,
Les

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

From: [REDACTED]
Sent: Tuesday, June 11, 2002 1:06 PM
To: 'Ford Engineer'
Subject: 2001 Ford Escape

Dear Ford Engineer:

My name is [REDACTED] and I am an owner of a 2001 Ford Escape. You called me a few months ago to get a status on the problems I was having with my Ford Escape. At that time I told you the problem was corrected and I appreciated the call and would keep your e-mail address in the event I incurred any future problems. I guess I am happy I kept this address and hope that you may be of assistance.

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I would really appreciate a response from you - as I am now exploring the possibility of trading in my Escape with no hopes of having it fixed permanently.

Thank you.

[REDACTED]

From: [REDACTED]
Sent: Monday, June 17, 2002 7:44 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Thank you for your quick response.

All I can tell you is that the vehicle was in the garage several times. They first changed the idle control valve and that did not fix the problem. They then kept the vehicle for several days and hooked a computer up to it while driving. That is when they discovered the problem and recommended a special order fuel pump. I thought this was the fix as I did not experience the problem for several months.

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Thank you again.

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

From: Williams, Les (LHW.) [mailto:lwlll73@ford.com]
Sent: Friday, June 14, 2002 5:04 PM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Hello [REDACTED]

When they corrected the problem the first time, what did they do? Did they ever perform a TSB (Technical Service Bulletin)?

Have they updated your calibration (reflashing the vehicle)?

Thanks,
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From: [REDACTED]
Sent: Tuesday, June 11, 2002 1:06 PM
To: 'Ford Engineer'
Subject: 2001 Ford Escape

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I would really appreciate a response from you - as I am now exploring the possibility of trading in my Escape with no hopes of having it fixed permanently.

Thank you.



Karbousky Sr., Robert (R.J.)

From: [REDACTED]
Sent: Monday, June 17, 2002 7:44 AM
To: 'Williams, Les (LHW.)'
Subject: RE: 2001 Ford Escape

Les:

Thank you for your quick response.

All I can tell you is that the vehicle was in the garage several times. They first changed the idle control valve and that did not fix the problem. They then kept the vehicle for several days and hooked a computer up to it while driving. That is when they discovered the problem and recommended a special order fuel pump. I thought this was the fix as I did not experience the problem for several months.

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From: Williams, Les (LHW.) [mailto:lwlll73@ford.com]
Sent: Friday, June 14, 2002 5:04 PM
To: [REDACTED]
Subject: RE: 2001 Ford Escape

Hello [REDACTED]

When they corrected the problem the first time, what did they do? Did they ever perform a TSB (Technical Service Bulletin)?

Have they updated your calibration (reflashing the vehicle)?

Thanks,
Les

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

From: [REDACTED]
Sent: Tuesday, June 11, 2002 1:05 PM
To: 'Ford Engineer'
Subject: 2001 Ford Escape

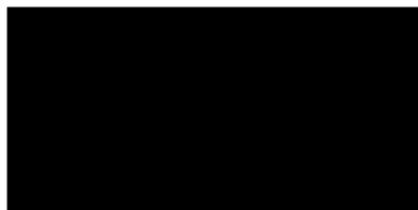
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Thank you.



From: [REDACTED]
Sent: Tuesday, June 11, 2002 1:06 PM
To: 'Ford Engineer'
Subject: 2001 Ford Escape

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I would really appreciate a response from you - as I am now exploring the possibility of trading in my Escape with no hopes of having it fixed permanently.

Thank you.

[REDACTED]

From: Williams, Les (LHW.)
Sent: Tuesday, April 23, 2002 1:57 PM
To: [REDACTED]
Cc: Sanders, Muriel (M.S.); 'cgeib@hondrueauto.com'
Subject: RE: 2001 Ford Escape - Response to your phone call 4/3/02

Hello [REDACTED]

Thanks for your note :-). After discussing the issue with Chris Geib, a tech working on your car, he has made efforts to fix the problem with your vehicle. I understand that he addressed the high temperature problem as well, correct? If Chris has any concerns he will keep me posted on any issues facing your vehicle, should you decide to bring it into the dealership again for service. You are in great hands [REDACTED], Chris is extremely competent with the workings of the vehicle. Pls continue to keep an eye on your rpm/temp readings to see if your problems persist.

Thanks

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

From: [REDACTED]
Sent: Thursday, April 18, 2002 6:49 PM
To: LWILL73@Ford.com
Subject: 2001 Ford Escape - Response to your phone call 4/3/02

Dear Mr. Williams,
 My name is [REDACTED] and on April 3, 2002 you contacted my home at approximately 7pm and spoke with my father, [REDACTED] concerning issues I have experienced with my 2001 Ford Escape.

During this conversation, you had asked about the problems I have had and if they had been fixed by the Ford Technicians at Phillips Ford located in Menheim, Pennsylvania. I had the car serviced on 3/11/02 and at that time, the technician wrote that he had "HOOKED UP WDS PULLED CODES ALL PASS CHECKED OASIS SSM 15589 REFLASHED PCM PER SSM INSTALLED A REVISED EEC POWER RELAY AND CLEANED OUT EVAP LINE TEST DROVE AFTER REPAIRS OK AT THIS TIME CCC-D21 CC-42 CP12A850." After this service, I did drive the car, but not very often due to the fact that I am currently being transferred with my company and have been back and forth between home and my new location. However, in the brief time that I did have the chance to drive the car right after it was serviced, I noted that the RPM's dropped very low, almost "bottomed out" but the car did not stall. As you mentioned during your phone call, I was driving approximately 40mph. All of my earlier experiences (and there were three of them) with the car stalling occurred when I was coming down a hill.

I drove the car again the past few days, after again returning from a two week absence, and noted that the engine sounded loud. Today, 4/18/02, I again noted that the car engine sounded loud and noted that the temperature gauge was at high. In saying this, it was past the red line that denotes the high hot temperature. In addition, the rpm's are still running low. I do not believe that Phillips has fixed the problem, nor do I feel that with out some guidance from Ford's engineers, that they will be able to resolve the issues I have been experiencing. The vehicle is currently at their garage.

Any assistance you can provide in this matter will be appreciated.
 Sincerely,

[REDACTED]

ER02-027-A 0481

1/13/03

From: Chris Gelb [cgelb@hondrusauto.com]

Sent: Monday, April 22, 2002 3:38 PM

To: lwill73@ford.com

Dear Mr. Williams,

Would you please call me concerning [REDACTED]
2001 Ford Escape. I understand you have contacted this
customer

Her vehicle is in the shop today.

Please call me at 717 685 2473. Thanks, Chris Gelb

From: Dalbo, Bob (R.J.)
Sent: Wednesday, April 10, 2002 11:30 AM
To: Williams, Les (LHW.); Sanders, Muriel (M.S.)
Subject: RE: Andrew Qualls -210-568-8872

CAD boy :),
Send the details and we'll sic someone on it.

Bob Dalbo

3.0L Calibration Supervisor
Outfitters Calibration, NAT
Phone: (313) 24-84947 Fax: (313) 32-31786
Pager: (313) 796-2869 Email: rdalbo@ford.com

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

From: Williams, Les (LHW.)
Sent: Tuesday, April 09, 2002 7:33 PM
To: Sanders, Muriel (M.S.); Dalbo, Bob (R.J.)
Subject: [REDACTED]

What's up gang:

I spent 25 minutes on the phone last night with a customer who went into GREAT detail on his stalling issue. It was almost 10 PM EST so I had to tell him I had to run home to take care of my family just to politely get off the phone.

He is aware of the investigation via the websites and is upset b/c his dealers do not seem to be of any assistance. Should we get in contact with the dealer...Red Macomb in San Antonio? Is this our place to intervene to help this particular customer out? I wanted to do so as a good-natured gesture, but I wanted to see what your thoughts are b/c I am no longer heading up the stalle effort, I am just a consultant (ha ha!).

His vehicle has stalled 4 times, going 35-45 mph closed throttle decel down a hill. He has had the PCM reprogrammed twice. His wife does not want to touch it, it is sitting in their garage. Ford Customer Service has been remiss in calling him back in a timely fashion. I told him I would try to dig into the issue more.

Let me know your thoughts on the plan of action.

CAD Boy.

CUSTOMER #: 721130

2 1 4 3 6 8

JOHN ELWAY
FORD WEST

WORKORDER

3766 Wadsworth Blvd • Wheat Ridge, CO 80033
Phone (303) 421-6380

PAGE 2

SERVICE ADVISOR: 1713 CLUTE, JOHN

COLOR	YEAR	MAKE-MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	02	FORD ESCAPE	1FMYU04142KC19492		3342/	T1242	
DEL DATE	PROD. DATE	WARR. EXP.	PRMISED	PO NO.	RATE	PAYMENT	INV. DATE
08FEB2002			09:42 09MAY02			CASH	
18MAY2002 09:29		OPTIONS: STK:2KC19492					

LINE OF CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS
A DR999	WF94	INMMT THE ENG STALLS , WILL RESTART

B IA999 WF94 THE LEFT DOOR SEAL LEAKS

7-30-02 RO# 219528 6274 mi.

- Fuel Pump relay R&R
- Ign. Switch

I warrant that the work was done in accordance with the manufacturer's recommended maintenance schedule and that the work was done in accordance with the manufacturer's recommended maintenance schedule. I warrant that the work was done in accordance with the manufacturer's recommended maintenance schedule. I warrant that the work was done in accordance with the manufacturer's recommended maintenance schedule.

EXCLUSION OF WARRANTIES
 Other warranties on the parts and accessories sold, if any, are made by the manufacturer. The undersigned dealer warrants that the parts and accessories sold are new and that they are warranted by the manufacturer. The undersigned dealer warrants that the parts and accessories sold are new and that they are warranted by the manufacturer. The undersigned dealer warrants that the parts and accessories sold are new and that they are warranted by the manufacturer.

Parts to be installed:
 New OEM _____ Rebuilt OEM _____ New Non-OEM _____ Used _____
 Save Old Parts _____ Discard Old Parts _____
 I warrant and agree to the above listed items.

TOTAL REVED ESTIMATE # 1	DATE	TIME	MANAGER OF COMMENT	PHONE #	BY	TO	NEW COMPLETION DATE/TIME
TOTAL REVED ESTIMATE # 2	DATE	TIME	MANAGER OF COMMENT	PHONE #	BY	TO	NEW COMPLETION DATE/TIME
TOTAL REVED ESTIMATE # 3	DATE	TIME	MANAGER OF COMMENT	PHONE #	BY	TO	NEW COMPLETION DATE/TIME
CUSTOMER NOTICE OF COMPLETION	DATE	TIME	MANAGER OF NOTICE	PHONE #	BY	TO	NEW COMPLETION DATE/TIME

PRELIMINARY ESTIMATE #
 I hereby acknowledge I have been given a written or oral estimate of the total estimated cost of repair, including parts and towing charges.
 I do not wish to receive any additional, either written or oral, estimate of cost, unless I am notified by you, before repairs are authorized.
GUEST COPY

EM82-027-R 0041

CUSTOMER #: 721130

215209

JOHN ELWAY
FORD WEST

WORKORDER

3786 Wadsworth Blvd - Wheat Ridge, CO 80033
Phone (303) 421-6360

PAGE 2

SERVICE ADVISOR: 1718 REGINA SEDAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	02	FORD ESCAPE	1FMYU04142KC19492		3909/	IT588	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
08FEB2002			15:00 22MAY02			CASH	
R.O. OPENED	READY	OPTIONS: STK:2KC19492					
22MAY2002 06:51							

LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS
 # A DR999 2995 WF94 DRIVEABILITY CONCERNS

17 14.2 IDLE NO LOAD
 57 14.0 " LOAD
 100 FT

NOTE: acid in both trays again

FP Transducer

C-263 Kick panel - NPF
 C-134 (42) pin under batt. - NPF
 C-133 - NPF

ISM 0206025

TOTAL REVISED ESTIMATE # 1	DATE	TIME	MANAGER OF CONSENT	PHONE #	USED TO BE USED	BY	TO	DATE COMPLETION
TOTAL REVISED ESTIMATE # 2	DATE	TIME	MANAGER OF CONSENT	PHONE #	USED TO BE USED	BY	TO	DATE COMPLETION
TOTAL REVISED ESTIMATE # 3	DATE	TIME	MANAGER OF CONSENT	PHONE #	USED TO BE USED	BY	TO	DATE COMPLETION
CUSTOMER NOTICE OF COMPLETION	DATE	TIME	MANAGER OF NOTICE	PHONE #	BY	TO	DATE COMPLETION	DATE COMPLETION

PRELIMINARY ESTIMATE # _____

I hereby acknowledge I have been given a written or oral estimate as to the total estimated costs of repair, including sales tax and license charges.

I do not wish to receive any estimate, other written or oral, to which I am entitled by law, before repairs are completed.

GUEST COPY

ERR2-027-A 8842

- 4-17-5:00 -

CUSTOMER #: 211741

96990

STEVINSON'S
GOLDEN FORD, INC.

WORKORDER

PAGE 1

1301 19th St.
Golden, Co. 80401
(303) 278-4521

SERVICE ADVISOR: 7675 MCCOMB, ALAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAX
SILVER	02	FORD ESCAPE	1FMCU04122KA69845		3818/	T272
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT, \$
01JAN2002			17:00 17APR02			WAR
R.O. OPENED		READY	OPTIONS: DLR: 01778			
17APR2002 07:56						

LINE OP CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS
 # A 9000 *WMA* CHECK VEC DIED WHILE DRIVING LIKE SOMEONE TURNED KEY OF VEC DID START RIGHT BACK UP WITH NO PROBLEMS (NOTE WAS

WEEK) (HAS HAPPEN - 2 TIMES TOTAL)

*per Ford Engineer. Pin that loose. R/R
 Relay + Fuel Pump Relay. Tapped all
 VEC ground. 6-107, 6-107. Test Drive
 26-miles. Could not duplicate at this time.
 Test in County Fairgrounds. R/R. Malfunction*

Done

TERMS AND CONDITIONS

PRELIMINARY ESTIMATE

I DO NOT WISH TO RECEIVE ANY ESTIMATE, EITHER WRITTEN OR ORAL TO WHICH I AM ENTITLED BY LAW. BEFORE REPAIRS ARE AUTHORIZED.

Revised Estimate	Revised Estimate	Revised Estimate	Revised Estimate
Date	Date	Date	Date
TIME	Time	Time	Time
Authorized By	Authorized By	Authorized By	Authorized By
Received By	Received By	Received By	Received By

TECHNICIAN COPY

EP002-027-A 9844

DATE	DESCRIPTION	PERFORMED BY	TIME	MILEAGE

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE **7672**

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

RECOMMENDED	PERFORMED	DATE	MILEAGE

O'MEARA FORD
 FORD CENTER, INC. 400 WEST 104th AVE. (303) 254-5020
 NORTHGLENN, COLO. 80234

ANY WARRANTIES ON PRODUCTS SOLD ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THE COMPANY NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE SAID PRODUCTS OR SERVICE.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CAR OR AIR TELER LOG IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

CUSTOMER SIGNATURE X

CUST. NO. 617599 STOCK NO. TAG NO. T8629 COLOR GOLD PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE PLATE	YEAR	MAKE AND MODEL	WRITTEN BY (NO NUMBER)
22APR2002	1FMCU041B1KA64681	7672	01JAN01		01	FORD ESCAPE	4891 81507

TITLE	DATE	TIME	MILEAGE

NAME [REDACTED] TRIME PROMISED

19:30 22APR02

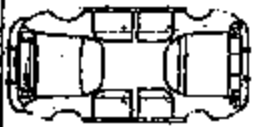
HOME PHONE	

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/FLUIDS/PRICE	AMOUNT
# A	4211	CUST. STATES DIES WHILE DRIVING AT 35-40 MPH (SEE JIM NOTEBOOK)		
	9.24	RENTAL CAR FOR JIM NOTEBOOK		
	9.57			
	1.66			
	1.14			
	2.08			
	23.82			
	5.73			

Latest Cal. 1U7A-AXB

Paid to 8 hrs + APPE service

Change to LO7



INDICATE DAMAGE

LEAVE A PERSONAL MESSAGE
 VOICE MAIL
 254-5024 RED GROUP
 254-5026 GREEN GROUP
 254-5028 PURPLE GROUP
 254-5023 BLUE GROUP

FLEET SERVICE 254-5027
 DIRECT SERVICE 254-5020
 SERVICE HOURS 7 a.m. - 5 p.m. Monday - Friday

THANK YOU

FOREMAN'S SIGNATURE X

CUSTOMER #: 715177

205526

JOHN ELWAY
FORD WEST

WORKORDER

3785 Wadsworth Blvd - Wheat Ridge, CO 80039
Phone (303) 421-6380

PAGE 2

SERVICE ADVISOR: 2802 BARNHARDT, KIRK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GOLD	01	FORD ESCAPE	1FMCU04181KA64681		5336/	T1331	
DEL DATE	PRD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR2001			10:48 07DEC01			CASH	
R.O. OPENED	READY	OPTIONS:	STK:1KA64681				
07DEC2001 09:39							

LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS
 # A DR999 WF94 VEHICLE STALLS WHILE DRIVING

ORG. T'B&IAC

NEW T'B&IAC

TPV: .89

TPV: .92

IAC: 38%

IAC: 33%

- R&R'D THROTTLE BODY & IDLE AIR CONTROL SOLENOID
- INSTALLED UPDATED ELECTRONIC ENGINE CONTROL RELAY
- NO PROBLEM FOUND FOR SPEED GOING TO "0" AND BACK.

ER02-027-A 9048

72-872-1710

Warranty information on the parts...
 I acknowledge and agree to the terms listed above.

Parts to be installed:
 _____ New OEM _____ Repair's OEM _____ New Non/OEM _____ Used

Save Old Parts Discard Old Parts

CUSTOMER SIGNATURE

TOTAL REVISED ESTIMATE # 1

DATE	TIME	MECHANIC OF SERVICE	PHONE #	BY	TO	PRELIMINARY ESTIMATE #

TOTAL REVISED ESTIMATE # 2

DATE	TIME	MECHANIC OF SERVICE	PHONE #	BY	TO	PRELIMINARY ESTIMATE #

TOTAL REVISED ESTIMATE # 3

DATE	TIME	MECHANIC OF SERVICE	PHONE #	BY	TO	PRELIMINARY ESTIMATE #

PRELIMINARY ESTIMATE #

I hereby acknowledge I have been given a written or oral estimate as to the total estimated costs of repair, including labor and towing charges.

I do not wish to accept this estimate, unless written or oral to which I am entitled by law, before repairs are performed.

GUEST COPY

715177

205526

JOHN ELWAY
FORD WEST3785 Wedgworth Blvd • Wheat Ridge, CO 80033
Phone (303) 421-8850

ACCOUNTING

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 2802 KIRK BARNHARDT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MPLEAGE IN/OUT	TAG	
GOLD	01	FORD ESCAPE	1FMCU04181KA64681		5336/5336	T1331	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR2001			11:15 07DEC01			CASH	17APR2002

R.O. OPENED	READY	OPTIONS:	STK:	1KA64681							
09:39 07DEC01	08:42 31DEC01										
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A VEHICLE STALLS WHILE DRIVING

CAUSE: 5336 REPLACED PCM RELAY IAC AND THROTTLE BODY PER JIM NOTEBOOM

12650D EBC - (QUICK TEST) - DIAGNOSIS - L

2995 WARDLE, DAVID M LIC#: DAVE WARDL

WF94 0.67 0.20 460 1362

13.62 13.62

12650D45 PIN POINT TEST - DIAGNOSIS - L

2995 WARDLE, DAVID M LIC#: DAVE WARDL

WF94 0.00 0.30 690 2042

20.42 20.42

12650D55 IGNITION SYSTEM - DIAGNOSIS - L

2995 WARDLE, DAVID M LIC#: DAVE WARDL

WF94 0.00 0.30 690 2042

20.42 20.42

12650D80 NGS DCL DISPLAY - TEST - L

2995 WARDLE, DAVID M LIC#: DAVE WARDL

WF94 0.00 0.10 230 681

6.81 6.81

12650D3 VALVE ASSEMBLY (IDLE AIR CONTROL) - IAC -

REPLACE (9F670/9F715) - L

2995 WARDLE, DAVID M LIC#: DAVE WARDL

WF94 0.00 0.10 230 681

6.81 6.81

1 FOAZ+14N089*A BRKT

ASY-RLY MING

278 389

0

4.64

3.89

3.89

12650D3 VALVE ASSEMBLY (IDLE AIR CONTROL) - IAC -

REPLACE (9F670/9F715) - L

2995 WARDLE, DAVID M LIC#: DAVE WARDL

WF94 0.00 0.10 230 681

6.81 6.81

1 YF1Z+9F715*AA VALVE

ASY-THROTTLE AIR BY-PASS

3182 4455

0

63.64

44.55

44.55

FC: D21 42

PART#: YF1Z+9F715*AA

COUNT:

3460

4844 TPARTS

CLAIM TYPE:

AUTH CODE:

6745

2530

7489 TLABOR

VERSION 1 (EMP# 2995, 07DEC01 13:36): 5336 REPLACED PCM RELAY IAC AND THROTTLE BODY PER JIM NOTEBOOM

Thank You For Your Business!

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 1(1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. SEE REVERSE SIDE FOR LIMITED WARRANTY ON PARTS AND SERVICE.

 (SIGN) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this franchise. The Seller hereby expressly disclaims all warranties, other express or implied, unless covered by the limited warranty, including any other implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for him any liability in connection with the sale of this franchise.

 CUSTOMER SIGNATURE

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

SERVICE FILE COPY

E982-027-0 0859

715177

205526

JOHN ELWAY
FORD WEST

ACCOUNTING

3765 Wadsworth Blvd - Wheat Ridge, CO 80033
Phone (303) 421-5360DUPLICATE 1
PAGE 2

SERVICE ADVISOR: 2802 KIRK BARNHARDT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GOLD	01	FORD ESCAPE	1FMCU04181KA64681		5336/5336	T1331	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03MAR2001			11:15 07DEC01			CASH	17APR2002
R.D. OPENED		READY	OPTIONS: STK:1KA64681				

LINE	OPCODE	TECH	TYPE	A/HR	S/HR	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	------	------	------	------	------	------	-----	-------

B** SPW IDLE AIR CONTROL FROM LINE A

CAUSE: 5336 REPLACED IAC

12650D EEC - (QUICK TEST) - DIAGNOSIS - L

2995 WARDLE, DAVID M LIC#: DAVE WARDL

WF94 0.02 0.20 460 1362

13.62 13.62

12650D3 VALVE ASSEMBLY (IDLE AIR CONTROL) - IAC -

REPLACE (9F670/9F715) - L

2995 WARDLE, DAVID M LIC#: DAVE WARDL

WF94 0.00 0.10 230 681

6.81 6.81

1 YF1Z*9F715*AA VALVE

ASY-THROTTLE AIR BY-PASS

3182 4455

0

63.64

44.55

44.55

FC: D21 42

PART#: YF1Z*9F715*AA

COUNT:

3182

4455 TPARTS

CLAIM TYPE: SPW

AUTH CODE:

6745

690

2043 TLABOR

VERSION 1 (EMP# 2995, 10DEC01 11:06): 5336 REPLACED IAC

LC: B REF. RO: 205526 SVC PART

DATE: 12/07/01 SVC PART

DISTANCE: 01

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
401/515	9532	3220		401/482	9299	5642	
401/263	18831	*****					

COST, SALE, & COMP TOTALS 9862 18831 0

Thank You For Your Business!

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. SEE REVERSE SIDE FOR LIMITED WARRANTY ON PARTS AND SERVICE.

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this equipment. The dealer hereby expressly disclaims all warranties, other express or implied, unless covered by the limited warranty, including any other implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor advises any other person to assume for it any liability in connection with the sale of this equipment.

CUSTOMER SIGNATURE

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

SERVICE FILE COPY

EM62-027-A 9051

715177

201007

JOHN ELWAY
FORD WEST3755 Wedsworth Blvd • Wheat Ridge, CO 80033
Phone (303) 421-5350

ACCOUNTING

DUPLICATE 2
PAGE 1

SERVICE ADVISOR: 2802 KIRK BARNHARDT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GOLD	01	FORD ESCAPE	1FMCU041B1KA64681		4785/4785	T1517	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
03MAR2001			13:00 28OCT01			CASH	17APR2002
R.O. OPENED		READY		OPTIONS: STK:1KA64681			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A VEHICLE STALLS WHILE DRIVING SEE HIST
DR999 DRIVEABILITY CONCERNS

1725 CF 2.10 0.00 0 0 0.00 0.00

B ENTERPRISE PO#427257

401RL RENTAL/LOANER

1725 CF 0.00 0.00 0 0 0.00 0.00

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
401/500C	0	0		401/225P	0	*****	

COST, SALE, & COMP TOTALS 0 0 0

Thank You For Your Business!

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. SEE REVERSE SIDE FOR LIMITED WARRANTY ON PARTS AND SERVICE.

(TECHNICIAN) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

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

SERVICE FILE COPY

E002-027-A 9802

