

1FMYU04112KB06728

1FMYU04152KA70784

1FMYU03192KB06722

1FMYU03182KA32208

I am on my way to St. Croix today and will check to see if the list is true. I would like for you to send me via E-Mail the part numbers that Ford is wanting us to replace so I can be sure that we are doing as you requested. Most of all find a fix for the problem before it puts us out of business.

Any E-Mail you need to send me needs to go the one of the following, jannis@attglobal.net <<mailto:jannis@attglobal.net>> <<<mailto:jannis@attglobal.net>>> or jannis@viford.com <<mailto:jannis@viford.com>> <<<mailto:jannis@viford.com>>>. Please add the correct address to your computer, the address you are using is not a good address.

Joe Annis

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

From: Fernandez, Ruben (R.)
Sent: Wednesday, May 29, 2002 11:52 AM
To: Marth, Mike (M.S.)
Subject: St. Croix Contact

Attached contact for St. Croix. Joe sent you an e-mail with the vin numbers.

If you have any questions or comments please let me know.

<< File: Contact Sain Croix 52302.doc >>

Rubén Fernández

Parts and Service Area Manager
Ford International Business Development Inc.
Puerto Rico District Office
Phone (787) 782-6959 Ext. 239
Fax (787) 781-8975
e-mail : rferna12@ford.com <<mailto:rferna12@ford.com>>

---Original Message---

Sent: Thursday, June 06, 2002 12:57 PM
To: Bilicki, John (J.R.); Fernandez, Ruben (R.)
Cc: Pepitone, Gil (J.); DiAngelo, Renaldo (R.)
Subject: RE: St. Croix Contact, vehicle stalls

Hi John: thax for the update. I will contact Ruben after the 2pm conf call.

I researched CQIS and reviewed most of the VINs listed from the attachments way below, or from your matrix.

There were three VINs which did not have an existing CQIS reports. Most interesting was the fact that two of the VINs were from your Matrix. The third was from the following note:

From: Joe Annis [mailto:jannis@attglobal.net] <mailto:[mailto:jannis@attglobal.net]>
Sent: Wednesday, May 29, 2002 9:41 AM
To: Fernandez, Ruben (R.)
Cc: Mark Weder; Felix Amely; Benintende, Robert (R.F.); Martin, Mike (M.S.)
Subject: VIN's your requested
C. EVANS LPMYU03192KB06722

The two Matrix VINs w/o CQIS reports are:
1FMYU03182KA32208
1FMYU04171KA80966

All the other VIN's reports have been printed and I have done a cursory review of them.

I have conferred with Don Altoonian and he detailed what I need to look for, including an under view inspection of a 3.0L Escape. In terms of info, I'm ready.

However, I ask Mr. [REDACTED] the St. Croix policy pertaining to my bringing in parts. I may want to bring multiple "good" DPFEs, IAC, EVAP Flapper valves, and VMV. I'm not sure the total number of Units I will be asked to inspect and resolve. Based upon adding the total of "valid" VINs (those with CQIS reports) from the Matrix plus the notes below, I count 13. I did not count Units for which a CQIS report does not exist.

Rubin: would you pls advise? Can I bring Stuff in, including my tools, and how many Units will I be involved in?

When I call you after the conf call, I'll ask you about length of stay and hotels, etc.

Thank you!
Gil Pepitone
Powertrain Field Quality Specialist-"PFQS"
Answering Machine: 954-753-9989
Non-Text Beeper: 1888-375-1981
"With Warranty you are Paying for the Sins of the Past"

---Original Message---

From: Bilicki, John (J.R.)
Sent: Thursday, June 06, 2002 10:57 AM
To: Peppone, Gil (J.)
Cc: Dalbo, Bob (R.J.); Fernandez, Ruben (R.); Benintende, Robert (R.F.); Johnson, Jim (J.S.); Berentez, Joel (J.R.)
Subject: RE: St. Croix Contact, vehicle stalls

Gil,

We believe it is in everyone's best interest if you plan a visit to St. Croix to analyze the 3.0L Escapes that exhibit the stall concern. Jim Johnson will be submitting a travel request to our upper management for approval, we do not feel there will be any difficulty getting approval. In the mean time please contact our Area Parts and Service Manager Ruben [REDACTED] to work out the best dates to visit and any travel issues you may need to be aware of. Ruben can work out the details with the dealer (Metro Motors). Jim or I will advise once the travel request is approved.

Thanks for your assistance.

Regards,

John R. Bilicki
(bilicki@ford.com <mailto:jbilicki@ford.com>)
Product Concern Supervisor
Customer Service-Worldwide Direct Market Operations
1555 Fairlane Drive, FBP 3, 142A, MD 74
Phone: 313/59-42672 Fax: 313/84-53817

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

From: Peppone, Gil (J.)
Sent: Wednesday, June 05, 2002 3:47 PM
To: Sanders, Muriel (M.S.); Bilicki, John (J.R.)
Cc: Dalbo, Bob (R.J.); Peppone, Gil (J.); DiAngelo, Renaldo (R.)
Subject: RE: St. Croix Contact, vehicle stalls

Good afternoon Muriel: I have spoken with Mr. Bilicki recently and he has approved my pending visitation. He mentioned that his Dept will pay for my trip as was done for the recent Bahamas trip.

I have yet to make reservations for this trip. Also, I had told Mr. Bilicki that I would be in Northern Florida tomorrow returning Monday. However that trip has been cancelled.

I will be available from tomorrow-forward to accommodate the needs of FCSD and Engineering in this regard.

As for communicating with me when I do arrive in St. Croix, I guess the cleanest way to reach me would be via my cell # of 954-242-2086. Or just call the Dealership once I have contacted you informing you know I have arrived.

If you like, I can speak to you before I depart to get your briefing and also explain my game plan. Anytime after 9am tomorrow would be fine.

Hello Mr. Bilicki: would you please connect me with persons who could advise me on making my reservations? I need recommendations (hotels, airlines, etc) and practices to

contact report from the Zone manager. The Consumer Affairs Director for St. Thomas & St. Croix said he wants to peruse a class action law suit on behalf of all customers in the USVI with a stall.

Please call me to discuss.

From: Joe Annis [<mailto:jannis@attglobal.net>] <<mailto:jannis@attglobal.net>>
Sent: Wednesday, May 29, 2002 9:41 AM
To: Fernandez, Ruben (R.)
Cc: Mark Weder; Felix Amely; Beninbando, Robert (R.F.); Martin, Mike (M.S.)
Subject: VIN's your requested
Ruben

Below are the VIN's for the four units that we have replaced both parts on. It is my understanding that you have these numbers from your trip of last week.

I have told you this morn that Ms Hidge and I have worked out a trade but she is driving her Escape as of now. The unit shut down on her about an hour ago and we sent a tech to the location and found no codes. This is our problem, I have a lot of units doing this and also some in St. Thomas. We must do something about this now. As you know some people stateside are having the same problem as us. Please advise as to the way Ford want to precede.

[REDACTED] FMYU04112KB06728

[REDACTED] FMYU04152KA70784

[REDACTED] FMYU03192KB06722

[REDACTED] FMYU03182KA32208

I am on my way to St. Croix today and will check to see if the list is true. I would like for you to send me via E-Mail the part numbers that Ford is wanting us to replace so I can be sure that we are doing as you requested. Most of all find a fix for the problem before it puts us out of business.

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Joe Annis

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

From: Fernandez, Ruben (R.)
Sent: Wednesday, May 29, 2002 11:52 AM
To: Martin, Mike (M.S.)
Subject: St. Croix Contact

Attached contact for St. Croix. Joe sent you an e-mail with the vin numbers.

If you have any questions or comments please let me know.

<< File: Contact Sain Croix 52302.doc >>

Rubén Fernández
Parts and Service Area Manager

Subject: (K.W.); Sanders, Muriel (M.S.); Blickl, John (J.R.)
RE: St. Croix Contact

Laura, the technician told me he has followed the TSB and SSM with on these units, road tested them and never experienced a stall. However customers continue to report intermittent stalling after the repair. The dealer has traded these three of the customers into new vehicles.

I just asked the technician to check the o ring gasket under the MAF on these three units based on a conversation I had with Muriel Sanders and will advise you of his findings.

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

From: Terzes, Laura (L.D.)
Sent: Thursday, May 30, 2002 8:11 AM
To: Johnson, Jim (J.S.)
Cc: Linde, Peter (P.A.); Bradley, Joe (J.C.); Goering, Kimberly (K.L.); Suarez, Rhae (R.); Powers, Ken (K.W.)
Subject: FW: St. Croix Contact

Jim, I left you phone msg. regarding latest service fixes, and also recommended you get with Rhae Suarez for details. I understand you did speak with him yesterday, and may call in to the Escape stalls mtg. today. By copy of this note to Rhae, he will check build dates based on VINs and provide further direction on the fixes.

By copy of this note to Joe and Kim, they will be aware of legal issues.

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

From: Linde, Peter (P.A.)
Sent: Wednesday, May 29, 2002 5:48 PM
To: Terzes, Laura (L.D.)
Cc: Powers, Ken (K.W.)
Subject: FW: St. Croix Contact

Should this go to Joe Bradley?

I'd prefer to have him or OGC be the point of contact.

Mike Hoffman (Powertrain Manager) should be the technical resource for this issue.

Pete Linde

ENGINEERING SUPERVISOR
ESCAPE/TRIBUTE PVT
8121 US HIGHWAY 69
CLAYCOMO, MO 64119
816-459-1865
816-459-1726 (FAX)

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

From: Johnson, Jim (J.S.)
Sent: Wednesday, May 29, 2002 1:24 PM
To: Sanders, Muriel (M.S.); Linde, Peter (P.A.); Terzes, Laura (L.D.)
Subject: FW: St. Croix Contact

Below is a note from the dealer principal in St. Thomas regarding Escape stalling and a

3.0L 4V D158		Q	Wednesdays: 9:00AM- POEE B008	2/5/2002	2/21/2002	2/21/2002	H		CEP2 agreed to 2/21 implementation. All releases sent to suppliers expected to ship no later than 2/18.
3.0L U284		Y	Thursdays: 2:00-4:00 PM Conf. Call	4/24/2002	3/19/02**	5/8/2002	H		Under estimated timing due to not having all key team members at point of initial timing commitment (wiring and calibration are factors).
3.0L B005		Y	Tuesdays: 10:00-11:30 AM; POEE B/W005	3/15/2002	5/9/2002	5/9/2002	H		Siemens gave estimate of 6 weeks to fill production orders.
3.0L W120		Y	Tuesdays: 10:00-11:30 AM; POEE B/W005	6/13/2002	4/4/2002	6/4/2002	H		Line trials to be scheduled for 4/1. AFL (wiring) long lead causing delay. AFL will not provide updated timing. Pending concern approval.
4.0L W/P27/P273		G	Fridays: 7:00- 8:30 AM; Poee E103A	6/28/2002	6/5/2002	5/13/2002	H		Concern to approval 2/13/02
4.0L U162		Y	Fridays: 7:00- 8:30 AM; Poee E103A	6/1/2002	4/10/2002	5/17/2002	H		Team working on expediting 4/10/02. Pending release from MP 2L.
4.0L PN/W127		Y	Fridays: 12:00- 1:00 PM; PDC 1G-D14	2/28/2002	1/11/02	3/13/2002	H		Master team exceed delay. (Daim Corp); Wiring harness tooling delay.
4.0L PN00102/P225		Y	Tuesdays: 2:30- 3:30PM; POEE E103A	3/18/2002	3/25/2002	6/24/2002	M		6 Week delay due to balance out
4.0L U222		G	Tuesdays: 2:30- 3:30 PM; POEE E103A	3/18/2002	3/25/2002	3/22/2002	H		Functionals to begin on 3/18/02 Production implementation 3/22/02
2.0L SP1 C170		Y	TBD	4/18/2002	6/16/2002	5/4/2002	H		Pull ahead to 4/1/2002 Running Change
2.0L Zafra C170		Y	TBD	4/18/2002	6/16/2002	5/4/2002	H		Pull ahead to 4/1/2002 Running Change
2.0L Zafra U204		Y	Mondays: 10:00- 11:00AM Conf. Call	6/17/2002	3/19/02**	7/22/2002	H		Planned for 2003MY Job 1 C11374132
**Implementation at B & A plant. All others at Engine plants.									

EN02-027-8 17087

Figure 1

SERVICE INVOICE

Blackwell FORD Inc.

41001 Plymouth Rd.
PLYMOUTH, MICHIGAN 48170
PHONE (734) 453-1100

STATE REG. NO.
F-124651

DATE/TIME IN 2/22/02	CHRIS CLARK 7800	2306	06/01/02	F0C88A382
	LABOR RATE 78.00	TONS/HR 31806	RECD	BOOK NO
	01:FORD/FOCUS SE WAGON WAGON		DELIVERY DATE	DELIVERY TIME
	YFAPP38961W100300		BILLING DEALER NO	PRODUCTION DATE
			04/30/02	
	COMMENTS AND: 31801			

LABOR & PARTS
JOB # 1 10F02 DRIVEABILITY UNITS: 1.00 TECH(S): 7638 WARRANTY
CUST. STATES CHECK ENGINE LIGHT IS ON AND VEH. HESITATES
CHECK EPC V CODES: P0402/P1000 HAS TEST/DISPLAY AND REPAIR
TESTS DIAG GRAPH. FUEL TEST 44 PSI. IGNITION TEST PER POINT
TEST REPLACE O2FE SENSOR, REPROGRAM PCM PER TSB: 1-16-03.
RETEST OK.

PARTS-----QTY----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
JOB # 1 1 Y54Z-9J468-AA SENSOR ASY-EGR JOB # 1 TOTAL PARTS WARRANTY
0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 45F02 STEERING/SUSPENSION UNITS: 0.50 TECH(S): 7685 INTERNAL
CUST. STATES STEERING WHEEL SHAKES AT ALL SPEEDS OUR 8/5 REP
AIR VEH. AFTER ACCIDENT PLEASE ADVISE
R/T CHECK UNDERCARRIAGE. OK. HAS SOME TIRE NOISE. BEST TIRES
ARE ON FRONT. OWNER ADVISED BY CHRIS.

PARTS-----QTY----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

JOB # 3-46F0206 WHEEL/TIRE RECALL UNITS: 1.18 TECH(S): 7653 WARRANTY
Added Operation (WORKED 06/01/2002 08:11)
PERFORM 01806- BLAR WHEEL BEARING PROGRAM.
REPLACE BOTH REAR WHEEL BEARINGS.

PARTS-----QTY----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
JOB # 3 1 1N6Z-4A033-WM KIT NBL RET RL JOB # 3 TOTAL PARTS WARRANTY
0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS
TP

TECHNICIAN CERTIFICATION
7638 WILLIAM B. DOLINSKI M120132
7685 WILLIAM V. MULLER M156058
7653 JAY MARCIANO M146466

POWER OF ATTORNEY
KNOW ALL MEN BY THESE PRESENTS
That we undersigned do hereby authorize and appoint BLACKWELL FORD, Inc. my (or our) true and lawful attorney to sign name, place and field of the undersigned on the Insurance Check or Draft issued by insurance
Company covering my (ours) to me (or our) automobile authorized by myself (or ourselves) in another manner it necessary to such check or draft as a cashable position
I (or we) hereby ratify and confirm whatever action said attorney may or may take by virtue hereof in the premises
IN WITNESS WHEREOF, the undersigned do hereby sign and seal this 22nd day of February, 2002 at Plymouth, Michigan.
WILLIAM B. DOLINSKI
WILLIAM V. MULLER
JAY MARCIANO

X 09:58:58

