

1546390773 WASHINGTON

FE03-044 27128

All Action Details for Issue

Print

VIN: 1FTNX21F81EC08858

Year: 2001

Model: F-SERIES SUPER DUTY

Case: 1546390773

Name: [REDACTED]

Owner Status: Original

WSD: 2001-04-09

Symptoms Desc: SERVICE BRAKE PEDAL ATTACHMENT

Primary Phone: [REDACTED]

Reason Desc: LEGAL - ACCIDENT / FIRE

Secondary Phone: [REDACTED]

Issue Type: 07 LEGAL

Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Origin Desc: US CONCERN CASE BASE

Dealer: 00121 DALLAS HOLLAR FORD, INC.

Odometer: 35500 MI

Comm Type: PHONE

Analyst Name: JOSELITO GUERRERO

Analyst: JGUERRER

Action Date: 03/18/2003

Action Time: 15.10.24.711

Action Date: Yes

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

Comments CUSTOMER SAYS: = VEH WAS INVOLVED IN ACCIDENT = ACCELERATOR PEDAL CAME LOOSE = THE PIN HOLDING THE PEDAL BROKE = WHEN HE STEP ON THE BRAKE IT SPEED UP INSTEAD OF STOPPING = ACCELERATOR PEDAL WAS ON TOP OF THE BRAKE PEDAL WHEN CAME LOOSE = THE BUMPER WAS DAMAGE = IT HAPPENED IN RICHMOND VIRGINIA = NO POLICE REPORT MADE = HE ADVISED HIS INSURANCE ABOUT IT ALSO = HE FEEL IT IS A MANUFACTURING DEFECT AND ITS FORD RESPONSIBILITY = NO BODY WAS HURT = HE GOT A DEDUCTABLE OF \$250.00 = HE WANTS HIS INSURANCE DEDUCTABLE BACK ALSO PER CUSTOMER, DEALER SAYS: = NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name

Data Value

FIRE/ACCIDENT

A

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Dealer: 00121 DALLAS HOLLAR FORD, INC.

Odometer: 35500 MI

Comm Type: MAIL

Analyst Name: CASSANDR JONES

Analyst: C.JONES

Action Date: 03/21/2003

Action Time: 17.09.25.292

Action Date: Yes

Comments CUST SHOULD CONTINUE TO WORK WITH INSURANCE CO THRU SUBROGATION. LETTER OF CLOSING WILL BE SENT

Data Element Name

Data Value

CERTIFIED LETTER

Action: FINAL CASE DISPOSITION

Dealer: 00121 DALLAS HOLLAR FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 35500 MI

Comm Type: MAIL

Analyst Name: CASSANDR JONES

Analyst: CJONES

Action Date: 03/25/2003

Action Time: 11:29:53.907

Action Date: No

Comments: LETTER OF CLOSING SENT TO CUSTOMER.

PE03-044 27128

Vehicle Information Report

GENERAL VEHICLE
INFORMATION:

VIN: 1FTNDG21F61EC08856
Model Year: 2001
Veh Type: T
Inv. Dealer: 01364

Veh Line: T/F7 - F350HD/350/450/550 (99-03)
Market Derived: T/F - FORD DIVISION DERIVATIVE
Drive Code: T/E - 4 WHL L/H PART TIME DRIVE
Body Cnh Style: T/BD - SUPER SINGLE CAB (SUPER CAB)
Version/Series: T/BD - 250 SERIES

Eng Serial No: 1572673P
Body Shell: *
Engine: T/DS - NAVISTAR 7.3L OHV DI TC V8 DSL
Transmission: T/DS - 4 SP AUTO 4R150 (DIESEL APPL)

(Related Claims)

BUILD INFORMATION:

Region: NA - #00000000 Plant: A1 - KENTUCKY TRUCK PLANT BUILD
Country: USA - #00000000 Prod Date: 01-FEB-2001

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 127438 - *
Country: USA - #00000000 Selling Dlr St/Prov: VA
Buyer St/Prov: VA

Arrival Date: 08-FEB-2001 Red Carpet Lease: *
Sale Date: 09-APR-2001 Fleet/Retail/Ca. Lease: R
Warranty Start Date: 09-APR-2001 Modified Vehicle: *
Orig Warranty Date: 09-APR-2001 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
KLL1H080051503 L 122 08A2011 3A BK 3DC124815MINT 2X65 PK B 27F512H50 XL R0021 4 R F
LFTWSCI 607A F90A 1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	38	GVW Class Code:	N
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAIB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	8A	Paint:	PNYW5 - OXFORD WHITE WB CK-W/B
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	BE - ELETX PREM STROCKSTED/ISOCLK

Vehicle Information Report

Page 2 of 2

Calibration Code:	1F71Q90A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspension Aids:	
Color(Trim):	0002V -	Tire Brand:	AC - FIRESTONE
Delivery Type:	0	Tire Size:	D3JYE - LT265/75R-16E A-T BSW
Drivetrain Code:	D	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	AJ - DIESEL, FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LI:	*	RI:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	T/B - T/B
ESP Coverage(Miles):	*	Emission Cert Type:	*
ESP Coverage(Time):	*	Emission Decal Suffix:	*
ESP Plan Year:	*	Engine Family:	*
ESP Signature Date:			

Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRN CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_4	PREF	BASE	SUPP	CCC	CD	DIST (Miles)	
1FTNX21F61EC08856	7/F7	T/F	T/BD	T/BD	T/E	A1	T/DB	T/DS	01-FEB-2001	09-APR-2001	127458	USA	1	3A08	070105	XL3Z	7002	DARM	P59	47	954	
AWS Claim Key:		1502173	Trn Codes:		2	Labour Hrs:		7.7														
Dir Cd-Sub Cd:		00121	Name:		DALLAS HOLLAR FORD, INC.			Ph:	540-4340700	St:	VA	Ctry Cd:		USA		Reg Cd:	NA	Reg Date:		30-APR-2001	Doc # 02699751	
Cust Comments:		TOW IN NO MOVE																				
Tech Comments:		TORQUE CONVERTER RR TRANS REPLACED TOR CONVERTER																				

P003-044 27131

ESP / Recall Information

VIN: 1FTNX21F61EC08856

No ESP information for this VIN

Recall Information

Number	Type	Description	Campaign Status	Status Date	Dealer Code
01S21	S	SEAT BELT	RELEASED FOR MAILING	2003-03-14	F27458
01V05	X	SEAT BELT	CAMP-PROG SUPERCEDED	2001-11-12	

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
27-WASHINGTON	27-WASHINGTON	D	E1	00121	F27458

Dealer Name: DALLAS HOLLAR FORD, INC.
Dealer Address: 2587 SOUTH MAIN
 HARRISONBURG VA 22801
Dealer Main Phone: 540-434-0700

Dealer Service Phone: 540-434-0708

Position	Employee Name
DEALER/PARTNER	DALLAS D HOLLAR
GENERAL MANAGER	DEAN D HOLLAR
PARTS MANAGER	STEVE L CRAWFORD
SALES MANAGER	CHARLES R KELLER
SERVICE MANAGER	PATRICIA A MORRIS

Service Hours 7:30 - 5 M-F 7:00 - 3:00 SATURDAY

Directions

Trained Y

Additional Information LSG ENROLLED VMX-# 188334 TOWING: 703-434-0708

PC83-844 27133

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] WAYNESBORO VA [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

[REDACTED]
1377212692 NEW YORK

PER3-644 27136

Sent Via U.S. Mail

October 15, 2002

[REDACTED]
West Islip, NY [REDACTED]

RE: 2001 Excursion
VIN: 1FMSU43F71EB37893

Thank you for contacting us regarding your Excursion.

We sincerely regret the circumstances you described. However, a situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Matthew Wycaver
Consumer Affairs

WIN: 1FMSU43E71KH17893 Year: 2001 Model: EXCURSION
me:
Trmt: VLC Case: 1377212692
Issue Type: 07 LEGAL Issue Status: C ACKNOWLEDG
Comm Type: PH PHONE Odometer Reading: 30000
Dealer: 03857 SAYVILLE FORD Odometer Type: MI
Symptom Desc: SURGE AT CRUISE HOT ENGINE Document Number:
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS Legal Issue Type:
Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code:
Action Desc: REFER TO INSURANCE CARRIER - I CAN Award Code:
Comments: SPOKE TO CUSTOMER. VEHICLE IS TOTALLED OUT. EXPLAINED
SUBROGATION TO CUSTOMER AND ADVISED HIM TO CONTINUE
WORKING WITH THE DEALERSHIP.

F1=Help F2=ActionList F5=Add F6=DealerInfo
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
UPDATE SUCCESSFUL LPREL94

Sent Via Mail

October 10, 2002

[REDACTED]
West Islip, NY [REDACTED]

RE: 2001 Excursion
VIN: 1FMSU43F71EB37893

Dear Mr. Kornahrens:

We have been unable to contact you by phone to obtain additional information to follow up on your contact with Ford Motor Company. In order to conduct a complete review, please contact me at (313) - 845-6254 as soon as possible between the hours of 8a.m. and 4p.m. Eastern Time.

Respectfully yours,

Matthew Wyseaver
Consumer Affairs

Update This Information In State

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	13-NEW YORK	E	J1	03857	F13103

Dealer Name: SAYVILLE FORD
 Dealer Main Phone: 516-569-4800

Dealer Service Phone: 516-567-3800

Position	Employee Name
DEALER/PARTNER	NEIL S SPARE
PARTS MANAGER	PAUL SHELLENBERGER
PARTS & SERVICE DIRECTOR	PETER ANTONETTI
SALES MANAGER	JOHN J DEFLUMERI JR.
SERVICE MANAGER	JOHN F GUARRIELLO

SM
Donyl

101102 - Veh not @ Sayville

101102 - Left cust voicemail
 10/7/02

Mickys Auto batfle

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]	Secondary Phone:	[REDACTED]
Address:	[REDACTED]	WEST ISLIP	NY	[REDACTED]	[REDACTED]
Country:	USA	Language:	EN		
Cell Phone:		Pager:			
Preferred Contact method:		Fax:			
Preferred Contact Time:		Email:			

ESP / Recall Information

VIN: 1FMSU43F71EB37893

Contract: 1 Of

Status: Active

-----ESP Purchase Details-----

Purchaser: [REDACTED]

Expiration Date: 2003-01-03

Expiration Miles: 31,000

Plan Type: USA NEW 24/30,000 QUALITY CARE MAINT-NORMAL

Plan Year:
2001Selling Dealer: BAYVILLE
FORD

Rental:

Deductible:

Towing
Allowance:

Purchase Type: N

Options:

-----ESP Cancellation Details-----

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

-----Recall Information-----

Number	Type	Description	Campaign Status	Status Date	Dealer Code
00L12	L	TIRE	FORCED COMPLETION	2001-11-21	AUTOC
01S21	S	SEAT BELT	COMPLETE	2002-02-04	03809
01V05	X	SEAT BELT	CAMP-PROG SUPERCEDED	2001-11-12	

Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1FMSU43F71EB37883	2001 EXCURSION Open Issues Exist	INDIVIDUAL RCL	Original Owner	Ccals Warranty History
1FTNX21L42EA84878	2002 F-SERIES SUPER DUTY No Open Issues	INDIVIDUAL RTL	Original Owner	Ccals Warranty History
1FMPU18L71LB21787	2001 EXPEDITION No Open Issues	INDIVIDUAL RCL	Original Owner	Ccals Warranty History
 1FMPU18L2XLB28137	1999 EXPEDITION No Open Issues	INDIVIDUAL RCL	Original Owner	Ccals Warranty History
 1FMDU34X7TUA50688	1996 EXPLORER No Open Issues	INDIVIDUAL RCL	Original Owner	Ccals Warranty History

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 27-SEP-2002

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL. CNT	TIS	QRT	WCC	PREF	BASE	SUPP	VRT	VFG	CCC	CD
1E1M1431 711R37893L1		T/L1	*	T/W/D	T/CA	T/E	A1	T/D8	T/D5	22-11-00	03-01-01	113103	USA	1	Q46	7A01	BXT	65	850	S11	V43	D02	30
AWS Claim Key:		621225	Doc #:	3812101	Trx Code:		1	Labor Hrs:		.7	Labor Cost:		58.5	Material Cost:		166.7	Total Cost:		225.2				
Dir Cd-Sub Cd:		03857-A	Name:		SAYVILLE FORD		Plc:	631-5894800	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:		16-JAN-2001		DIST(Mile):543				
Cust Comments:		CUSTOMER STATES VEHICLE CRANKS THEN CLICKS AND WILL NOT START.																					
Tech Comments:		CHECKED CUSTOMERS CONCERN VERIFIED FOUND VEHICLE NEEDS A NEW BATTERY. REMOVED AND REPLACED BATTERY, REINSTALLED ALL PARTS RECHECKED BATTERY AND CHARGING SYSTEM. FOUND OK.																					

1E1M1431 711R37893L1		T/L1	*	T/W/D	T/CA	T/E	A1	T/D8	T/D5	22-11-00	03-01-01	113103	USA	1	Q46	7A01	BXT	65	850	S11	V43	D02	30
AWS Claim Key:		1332646	Doc #:	38170701	Trx Code:		1	Labor Hrs:		5.7	Labor Cost:		476.4	Material Cost:		383	Total Cost:		876.12				
Dir Cd-Sub Cd:		03857-A	Name:		SAYVILLE FORD		Plc:	631-5894800	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:		25-JAN-2001		DIST(Mile):861				
Cust Comments:		CUSTOMER STATES THAT THERE IS NO START																					
Tech Comments:		MNO SLTS ABNORMAL DIAG TIME. CHECKED CUSTOMERS CONCERN VERIFIED TESTED THE SYSTEM FOUND THE GEM MODULE INOPERATIVE REMOVED AND REPLACED THE GEM MODULE REINSTALLED ALL PARTS RETESTED THE SYSTEM FOUND OK DDOES GEM MODULE CAUSED BATTERY FAILURE ON THIS RO																					

1E1M1431 711R37893L1		T/L1	*	T/W/D	T/CA	T/E	A1	T/D8	T/D5	22-11-00	03-01-01	113103	USA	6	Q90	6Y05	*	MAINT *	SXX	V00	A9*	82	
AWS Claim Key:		1867908	Doc #:	39720501	Trx Code:		07128	Labor Hrs:		.9	Labor Cost:		46.67	Material Cost:		39.48	Total Cost:		86.15				
Dir Cd-Sub Cd:		03857-A	Name:		SAYVILLE FORD		Plc:	631-5894800	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:		07-JUN-2001		DIST(Mile):7110				
Cust Comments:		PERFORM THE VEHICLES 3,000 MILE SERVICE																					
Tech Comments:		AS PER TIME MILEAGE RECOMMENDATION PERFORMED THE VEHICLES 3,000 MILE SERVICE																					

1E1M1431 711R37893L1		T/L1	*	T/W/D	T/CA	T/E	A1	T/D8	T/D5	22-11-00	03-01-01	113103	USA	8	Q90	6Y05	*	MAINT *	SXX	V00	A9*	82	
AWS Claim Key:		2181866	Doc #:	25412301	Trx Code:		07128	Labor Hrs:		1.1	Labor Cost:		57.53	Material Cost:		39.48	Total Cost:		97.01				
Dir Cd-Sub Cd:		03609-A	Name:		NEWINS BAY SHORE FORD INC		Plc:	631-6651300	St:	NY	City Cd:	USA	Reg Cd:	NA	Repr Date:		22-AUG-2001		DIST(Mile):12273				
Cust Comments:		CUST STATES PERFORM 10,000 MILE SERVICE SAME AS B1 MAIN CAR E WARRANTY																					
Tech Comments:		OIL AND FILTER CHANGE WITH LUBRICATION MULTIPPOINT INSPECTION AND TIRE ROTATION COMPLETE FORD QUALITYCARE B1 RECOMMENDED MAINTENANCE SERVICETHANK YOU																					

ITEMS	DATE	TIME	TYPE	AL	T/D8	T/DS	22-11-00	03-01-01	113103	USA	11	Q90	6Y05	MAINT *	SXX	V00	A9*	82
AWS Claim Key:	5035843	Doc #:	25725801	Trx Code:	0712S	Labor Hrs:	1.8	Labor Cost:	94.14	Material Cost:	88.52	Total Cost:	182.66					
Dir Cd-Sub Cd:	03609*	Name:	NEWINS BAY SHORE FORD INC	Ph:	631-6651300	St:	NY	City:	USA	Reg Cd:	NA	Repr Date:	08-NOV-2001	DIST(Mile):	171.34			
Cust Comments:	CUST STATES PERFORM 15,000 MILE SERVICE AS PER ATTACHED																	
Tech Comments:	PERFORMED 15,000 MILE SERVICE AND ALL OK																	

ITEMS	DATE	TIME	TYPE	AL	T/D8	T/DS	22-11-00	03-01-01	113103	USA	11	Q63	5R02	XL3Z	3600	BAA	S08	V74	T90	30
AWS Claim Key:	5520904	Doc #:	25770301	Trx Code:	EB4	Labor Hrs:	4	Labor Cost:	34.87	Material Cost:	141.13	Total Cost:	176							
Dir Cd-Sub Cd:	03609*	Name:	NEWINS BAY SHORE FORD INC	Ph:	631-6651300	St:	NY	City:	USA	Reg Cd:	NA	Repr Date:	27-NOV-2001	DIST(Mile):	18001					
Cust Comments:	CUST STATES STEERING WHEEL IS WEARING ABNORMALLY INSTALL SOP PART																			
Tech Comments:	VERIFIED ABNORMAL WEAR INSTALLED SOP STEERING WHEEL AND TESTED																			

ITEMS	DATE	TIME	TYPE	AL	T/D8	T/DS	22-11-00	03-01-01	113103	USA	11	Q45	7M01	18006 *	S09	V81	A07	42
AWS Claim Key:	5520903	Doc #:	25770302	Trx Code:	EB3	Labor Hrs:	6	Labor Cost:	52.3	Material Cost:	0	Total Cost:	52.3					
Dir Cd-Sub Cd:	03609*	Name:	NEWINS BAY SHORE FORD INC	Ph:	631-6651300	St:	NY	City:	USA	Reg Cd:	NA	Repr Date:	27-NOV-2001	DIST(Mile):	18001			
Cust Comments:	CUST STATES THE STEREO IS NOT WORKING CHECK AND REPORT																	
Tech Comments:	VERIFIED STEREO NOT WORKING INSTALLED STEREO EXCHANGE UNIT AND TESTED																	

ITEMS	DATE	TIME	TYPE	AL	T/D8	T/DS	22-11-00	03-01-01	113103	USA	12	Q12	GX08	1C3Z	17683	AAA	S07	V13	M05	42
AWS Claim Key:	5749070	Doc #:	25826701	Trx Code:	EB4	Labor Hrs:	8	Labor Cost:	69.74	Material Cost:	172.2	Total Cost:	241.94							
Dir Cd-Sub Cd:	03609*	Name:	NEWINS BAY SHORE FORD INC	Ph:	631-6651300	St:	NY	City:	USA	Reg Cd:	NA	Repr Date:	12-DEC-2001	DIST(Mile):	18801					
Cust Comments:	CUST STATES DRIVERS SIDE SIDE VIEW MIRROR FALLING OFF REPAIR																			
Tech Comments:	VERIFIED CONCERN AND REMOVED AND REPLACED MIRROR ALL OK																			

ITEMS	DATE	TIME	TYPE	AL	T/D8	T/DS	22-11-00	03-01-01	113103	USA	14	Q90	6Y05	MAINT *	SXX	V00	A9*	82
AWS Claim Key:	6712362	Doc #:	25999903	Trx Code:	0712S	Labor Hrs:	1.1	Labor Cost:	57.53	Material Cost:	40.82	Total Cost:	98.35					
Dir Cd-Sub Cd:	03609*	Name:	NEWINS BAY SHORE FORD INC	Ph:	631-6651300	St:	NY	City:	USA	Reg Cd:	NA	Repr Date:	04-FEB-2002	DIST(Mile):	22201			
Cust Comments:	CUSTOMER REQUESTS PERFORM 20,000 MILE SERVICE AS PER QUALITY CARE CHANGE OIL AND FILTER PERFORM MULTI POINT																	
Tech Comments:	SCHEDULED MAINTENANCE COMPLETED 20,000 MILE SERVICE AS PER QUALITY CARE MB20...																	

ITEMS	DATE	TIME	TYPE	AL	T/D8	T/DS	22-11-00	03-01-01	113103	USA	14	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	6712361	Doc #:	25999905	Trx Code:	01S31	Labor Hrs:	3	Labor Cost:	26.15	Material Cost:	0	Total Cost:	34.87						
City:																			

Dir Ctl-Sub Ctl: 03609-* Name: NEWINS BAY SHORE FORD INC P#: 631-6651300 St: NY Ctl: USA Reg Ctl: NA Repr Date: 04-FEB-2002 DIST(Mile): 22201
 Cust Comments: CUSTOMER STATES: PERFORM DIS21 SEAT BELT INSPECTION...
 Tech Comments: RECALL PERFORM INSPECTION NO REPAIR DIS21A.3 SEE RECALL LABOR OPS FOR REPLACEMENT... COMPLETED RECALL AS PER FORDS SPECIFICATIONS...

CLAIM# 147111137895 L1 T/L1 * T/W/D T/C/A T/E A1 T/D8 T/D5 22-11-00 03-01-01 113103 USA 15 Q42 7DU7 F6DZ 13466 FA S99 V77 L26 28
 AWS Claim Key: 7392540 Doc #: 26137601 Trx Code: E83 Labor Hrs: 7 Labor Cost: 17.44 Material Cost: 1.3 Total Cost: 18.74
 Dir Ctl-Sub Ctl: 03609-* Name: NEWINS BAY SHORE FORD INC P#: 631-6651300 St: NY Ctl: USA Reg Ctl: NA Repr Date: 13-MAR-2002 DIST(Mile): 23000
 Cust Comments: CUSTOMER STATES R & S DIRECTIONAL IS INOP... CHECK AND REPORT
 Tech Comments: FOUND R & R LAMP INOP... R & R BULB... RECHECKED OK

CLAIM# 147111137895 L1 T/L1 * T/W/D T/C/A T/E A1 T/D8 T/D5 22-11-00 03-01-01 113103 USA 15 Q65 5V12 FB1Z 1125 DA S10 V2E N17 30
 AWS Claim Key: 7655575 Doc #: 26183401 Trx Code: E84 Labor Hrs: 2.6 Labor Cost: 226.67 Material Cost: 314.68 Total Cost: 541.35
 Dir Ctl-Sub Ctl: 03609-* Name: NEWINS BAY SHORE FORD INC P#: 631-6651300 St: NY Ctl: USA Reg Ctl: NA Repr Date: 27-MAR-2002 DIST(Mile): 24920
 Cust Comments: CUSTOMER STATES CHECK AND REPLACE BRAKES AS NECESSARY
 Tech Comments: ROADTESTED VEHICLE, PERFORM 4 WHEEL BRAKE CHECK, FOUND FRONT BRAKES METAL TO METAL FRONT ROTORS SCORED BADLY... REAR PULSE A

CLAIM# 147111137895 L1 T/L1 * T/W/D T/C/A T/E A1 T/D8 T/D5 22-11-00 03-01-01 113103 USA 15 Q90 6Y05 * MAINT * SXX V00 A9* 82
 AWS Claim Key: 7707957 Doc #: 26183402 Trx Code: 07125 Labor Hrs: 1.1 Labor Cost: 57.53 Material Cost: 42.98 Total Cost: 100.51
 Dir Ctl-Sub Ctl: 03609-* Name: NEWINS BAY SHORE FORD INC P#: 631-6651300 St: NY Ctl: USA Reg Ctl: NA Repr Date: 27-MAR-2002 DIST(Mile): 24920
 Cust Comments: CUSTOMER STATES PERFORM 25K MAINTCARE SERVICE
 Tech Comments: PERFORMED 25K SERVICE W MULTIPPOINT INSPECTION

CLAIM# 147111137895 L1 T/L1 * T/W/D T/C/A T/E A1 T/D8 T/D5 22-11-00 03-01-01 113103 USA 15 T07 2F03 * 12A112 * S11 V44 E29 28
 AWS Claim Key: 7707956 Doc #: 26183403 Trx Code: 807 Labor Hrs: 1 Labor Cost: 87.18 Material Cost: 0 Total Cost: 87.18
 Dir Ctl-Sub Ctl: 03609-* Name: NEWINS BAY SHORE FORD INC P#: 631-6651300 St: NY Ctl: USA Reg Ctl: NA Repr Date: 27-MAR-2002 DIST(Mile): 24920
 Cust Comments: CUSTOMER STATES: CHECK ENGINE LIGHT IS ON... CHECK AND REPORT
 Tech Comments: ROADTESTED AND VERIFIED CEL LIGHT ON. PERFORM EEC TEST RETRIEVE DTC P0340 PRESENT, PINPOINT CAM SIGNAL CONCERN 1

Any comments? You can contact

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	(FMSU43F71EB37893	Veh Line:	T/L1- EXCURSION (U137) (2000)	Eng Serial No:	1530060F
Model Year:	2001	Market District:	* - [N/A]	Body Style:	*
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/D8 - NAVISTAR 7.3L OHV DI TC V8 DSL
Inv. Dealer:	03857	Body Cab Style:	T/WD - 4 DOOR WAGON	Transmission:	T/D8 - 4 SP AUTO 4R100 (DIESEL APPL)
Vehicle Status Code:	800	Version/Serial:	T/CA -		

BUILD INFORMATION:

Region: NA - ##### Plant: A1 - KENTUCKY TRUCK PLANT BUILD
Country: USA - ##### Prod Date: 23-NOV-2000

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 113103 - *
Country: USA - ##### Selling Dir St/Prov: NY
Buyer St/Prov: NY

Arrival Date: 12-DEC-2000 Std Carpet Lease: 1
Sale Date: 03-JAN-2001 Fleet/Retail/Co. Lease: R
Warranty Start Date: 03-JAN-2001 Modified Vehicle: * Vehicle Count Flag: Y
Orig Warranty Date: 03-JAN-2001 Nonrequired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----0
U451ka378931377 07 x 1 28x4004 AK EK 931R4TL 5 41 S 13E10JAP4 ST 4 5LBN P1
EM87 31 A 9788X 1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	8E	GVW Class Code:	5
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EQJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	BA	Paint:	PNSP8 - ESTATE GREEN C/C
Brake Code:	* - [N/A]	Power Automatic:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	MJ - AM/FM STEREO CD CHANGER/CLK

Calibration Code:	IL119YGA	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspension Axle:	* - [N/A]
Color(Trim):	000HF -	Tire Manufacturer:	AC -
Delivery Type:	R	Tire Brand:	* -
Delivery Code:	D	Tire Size:	D8FYM - LT265/75R 16D A-T OWL
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	AI - DIESEL FUEL CAPABILITY	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF: * RP: *

LR: * RR: *

LE: * RE: *

SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	M	Emission Code:	T/B - T/B
ESP Coverage(Miles):	031	Emission Cert Type:	C
ESP Coverage(Time):	024	Emission Decal Suffix:	HML
ESP Plan Year:	2001	Engine Family:	1PMXA073ANC
ESP Signature Date:	03-JAN-2001		

Any comments? You can contact

webmaster

==>

VIN: 1FMSU43F71EB37893 Year: 2001 Model: EXCURSION
Owner Status: ORIGINAL WSD: 01/03/01
Name: [REDACTED] Hm Ph: [REDACTED]
Print: Case: 1377212692 Day Ph: [REDACTED]
Symptom Desc: SURGE AT CRUISE HOT ENGINE
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY
Dealer: SAYVILLE FORD
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 30000 MI
Analyst: EBOOD ELIZABETH BOODHAI Document Number:
Action Date: 09/26/02 Action Data: Action Time: 10:27:24 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUME
Comments: VLC073TCUSTOMER SAYS: - DAY NUMBER; 516 443-6369 SYSTEM NO
T ALLOWING CHANGE - VEH WAS IN AN ACCIDENT ON SEPT 18/02 A
PPROX 8:00 AM - THE VEH DSL PEDEL GOT STUCK BY THE FLOOR A
ND SURGED - CUST APPLIED 2 FEET TO THE BRAKES AND IT WAS W
ORKING BUT IT WAS SLIDING AND HE WOULD HAVE FLIPPED THE VEH
- THE VEH WENT OVER A CURVE AND A TIRE BLEW AND ALSO THE S
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESF
MORE COMMENTS AVAILABLE

LPREL94

==>
VIN: 1FMSU43F71EB37893 Year: 2001 Model: EXCURSION
Owner Status: ORIGINAL WSD: 01/03/01
Name: [REDACTED] Hm Ph: [REDACTED]
Fm Ph: [REDACTED] Day Ph: [REDACTED]
Case: 1377212692
Symptom Desc: SURGE AT CRUISE HOT ENGINE
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY
Dealer: SAYVILLE FORD
Issue Type: 07 LEGAL Issue Status: 0 OPEN
Comm Type: PH PHONE Odometer Reading: 30000 MI
Analyst: EBOOD ELIZABETH BOODHAI Document Number:
Action Date: 09/26/02 Action Data: Action Time: 10:27:24 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUME
Comments: - THE VEH WENT OVER A CURVE AND A TIRE BLEW AND ALSO THE S
TEERING THAT CONTROLS THE WHEEL BROKE - CUST HIT 4 OTHER V
EH HEAD ON AND THEN A BUILDING HEAD ON - CUST HIT THE BUI
LDING AS IF HE DIDN'T HE WOULD HAVE ENDED UP IN THE CHANNEL
- POLICE, FIRE AND AMBULANCE WAS CALLED TO THE SCENE AND R
EPORTS WERE FILED - CUST WAS TAKEN TO THE HOSPITAL BY AMBU
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL94

SFCHADMA

Action Detail

09/27/02 08:06:11

==>

VIN: 1FMSU43F71EB37893 Year: 2001 Model: EXCURSION
Owner Status: ORIGINAL WSD: 01/03/01
Name: [REDACTED] Hm Ph: [REDACTED]
Fmt: Case: 1377212692 Day Ph: [REDACTED]
Symptom Desc: SURGE AT CRUISE HOT ENGINE
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY
Dealer: SAYVILLE FORD
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 30000 MI
Analyst: BHOOD ELIZABETH BOODHAI Document Number:
Action Date: 09/26/02 Action Data: Action Time: 10:27:24 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUME
Comments: EPORTS WERE FILED - CUST WAS TAKEN TO THE HOSPITAL BY AMBU
LANCE AND RELEASED THE SAME DAY - THE VEH AIR BAG DIDN'T D
EPLY WHEN THE 4 CARS WERE HIT, THE GARD RAIL, BUILDING -
CUST HAS INJURIES TO THE NECK, BODY, HEAD - CUST IS IN TRE
ATMENT RIGHT NOW AND HAS AN MRI SCHEDULED FOR NEXT WEEK - V
EH WAS TOWED TO A BODY SHOP - INSURANCE CO. HAS BEEN CONT

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL94

SFCHADMA

Action Detail

09/27/02 08:06:14

==>

VIN: 1FMSU43F71EB37893 Year: 2001 Model: EXCURSION
Owner Status: ORIGINAL WSD: 01/03/01
Name: [REDACTED] Hm Ph: [REDACTED]
Print: Case: 1377212692 Day Ph: [REDACTED]
Symptom Desc: SURGE AT CRUISE HOT ENGINE
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY
Dealer: SAYVILLE FORD
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 30000 MI
Analyst: EBOOD ELIZABETH BOODHAI Document Number:
Action Date: 09/26/02 Action Data: Action Time: 10:27:24 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUME
Comments: EH WAS TOWED TO A BODY SHOP - INSURANCE CO. HAS BEEN CONT
ACTED - CUST SEEKING TO NOTIFY FMC ABOUT THE SITUATION
- CUST ALSO STATED THAT HE DOESN'T WANT HIS INSURANCE TO GO
UP AS THIS WASN'T HIS FAULT
===== PER CUSTOMER, DEALER SAYS: - NONE CAC
ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSU
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESF
MORE COMMENTS AVAILABLE

LPREL94

SFCHADMA

Action Detail

09/27/02 08:06:19

VIN: 1FMSU43F71EB37893 Year: 2001 Model: EXCURSION
Owner Status: ORIGINAL WSD: 01/03/01
Name: [REDACTED] Hm Ph: [REDACTED]
Tmt: Case: 1377212692 Day Ph: [REDACTED]
Symptom Desc: SURGE AT CRUISE HOT ENGINE
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY
Dealer: SAYVILLE FORD
Issue Type: 07 LEGAL Issue Status: 0 OPEN
Comm Type: PH PHONE Odometer Reading: 30000 MI
Analyst: BBOOD ELIZABETH BOODHAI Document Number:
Action Date: 09/26/02 Action Data: Action Time: 10:27:24 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUME
Comments: ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSU
MER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DA
YS. INFERENCE CASE ID: 5341

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

LPREL94

Wyscaver, Matthew (M.)

From: Wyscaver, Matthew (M.)
Sent: Friday, September 27, 2002 8:10 AM
To: Gordon, James (J.D.)
Subject: Legal Contact

Hello [REDACTED]

Our office has received a legal case for our handling. If you have been previously involved with this customer and have information that you feel would be helpful in our review, please respond to this note. If you have not been involved, it is not necessary that you respond. Thanks!

VIN: 1FMSU43F71EB37893 Year: 2001 Model: EXCURSION
Owner Status: ORIGINAL WSD: 01/03/01
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 1377212892 Day Ph: [REDACTED]
Symptom Desc: SURGE AT CRUISE HOT ENGINE
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY
Dealer: SAYVILLE FORD
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 30000 MI
Analyst: EBOOD ELIZABETH BOODHAI Document Number:
Action Date: 09/26/02 Action Data: Action Time: 10:27:24 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUME
Comments: VLC073TCUSTOMER SAYS: - DAY NUMBER: 518 443-8389 SYSTEM NO
T ALLOWING CHANGE - VEH WAS IN AN ACCIDENT ON SEPT 18/02 A
PPROX 8:00 AM - THE VEH DSL PEDEL GOT STUCK BY THE FLOOR A
ND SURGED - CUST APPLIED 2 FEET TO THE BRAKES AND IT WAS W
ORKING BUT IT WAS SLIDING AND HE WOULD HAVE FLIPPED THE VEH
- THE VEH WENT OVER A CURVE AND A TIRE BLEW AND ALSO THE S

Matthew Wyscaver

Consumer Affairs

☎ Phone: 313 845-8254

☎ Fax: 313 845-8555

✉ Email: mwyscave@ford.com

1497670733 SAN FRANCISCO

PERC-844 27154

All Action Details for Issue

Print

VIN: 1FDWX37F51EA34548 Year: 2001 Model: F-SERIES SUPER DUTY Case: 1407670733
Name: M&M Owner Status: Original WBD: 2000-09-15
Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP Primary Phone:
Reason Desc: LEGAL - ACCIDENT Secondary Phone:
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Dealer: 07774 MOCK'S FORD SALES Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
Odometer: 1 MI Comm Type: FAX
Analyst Name: LEICH,CHERIE Analyst: CLEICH
Action Date: 07/28/2003 Action Time: 14.41.59.884 Action Data: No

Comments PRODUCT LIABILITY FAX RECEIVED 7-28-03. DEALER CONTACT:
MIKE APLAUD. CUSTOMER ALLEGES ACCELERATOR STUCK CAUSING ACCIDENT. CUSTOMER DEMANDS
CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER
Dealer: 07774 MOCK'S FORD SALES Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION
Odometer: 1 MI Comm Type: PHONE
Analyst Name: COURVILLE, DAWN Analyst: DCOURVIL
(D.)
Action Date: 07/29/2003 Action Time: 09.03.15.982 Action Data: Yes

Comments LPA MADE OUTBOUND CALL TO DEALER

Data Element Name

Data Value

CONTACT PERSON

MIKE APLAUD

Action: INFORMATION CALL/FAX WITH DEALER
Dealer: 07774 MOCK'S FORD SALES Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION
Odometer: 28893 MI Comm Type: PHONE
Analyst Name: COURVILLE, DAWN Analyst: DCOURVIL
(D.)
Action Date: 07/29/2003 Action Time: 18.46.01.738 Action Data: No

Comments DEALER SAYS CUSTOMER ALLEGES THROTTLE STUCK IN THE VEHICLE. CUSTOMER WILL NOT GIVE
DEALER PERMISSION TO INSPECT THE VEHICLE. CUSTOMER HAS HAD PREVIOUS CONTACT WITH LP. TRUCK
CAUGHT ON FIRE. AFTERMARKET EQUIPMENT WAS INSTALLED ON THE VEHICLE.

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
Dealer: 07774 MOCK'S FORD SALES Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION
Odometer: 28893 MI Comm Type: MAIL
Analyst Name: COURVILLE, DAWN Analyst: DCOURVIL
(D.)
Action Date: 07/29/2003 Action Time: 18.54.34.167 Action Data: No

P883-844 27195

Comments REFERRED CUSTOMER TO INSURANCE CARRIER AND EXPLAINED SUBROGATION. NO OPEN RECALLS
ON VEHICLE. NO FURTHER ACTION REQUIRED.

PER3-044 27156



Consumer Affairs

PO Box 6246, MD 3NE-3
Dearborn, MI 48126 USA

Sent Via U.S. Mail

July 30, 2003

[REDACTED]
Rogue River, OR [REDACTED]

Re: 2001 F-Series Super Duty
VIN: 1FDWX37F51EA34548

Dear [REDACTED]

Thank you for contacting us regarding your 2001 F-Series Super Duty.

We sincerely regret the circumstances you described. However, a situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Dawn Courville
Consumer Affairs

Standard Claims List For Model Year 2001

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SHL CNT	TIS	WCC	CPSC_6	PREF	BASH	SUFF	CCC	CD	DIST (Miles)
1FDWX37F51EA34548	T/F7	T/F	T/BD	T/CD	T/E	A1	T/D8	T/D8	24-AUG-2000	15-SEP-2000	172422	USA	9	1A03	030100	*	6005	*	D36	42	10585
AWS Claim Key: 1790073 Trx Code: 1 Labor Hrs: 23																					
Dir Cd-Sub Cd: 07714-* Name: MOCK'S FORD SALES Ph: 541-4766656 St: OR City Cd: USA Reg Cd: NA Repr Date: 31-MAY-2001 Doc #: 162582A																					
Cust Comments: CHECK VEH HAS LOSS OF POWER UP HILLS AND BLOWS OUT BLACK SMOKE																					
Tech Comments: (1) TEST DR FOR MAX FUEL ECONOMY, 11.9 ACHIEVED, 4.10 FINAL GEAR RATIO & 9800 LBS EMPTY VEH W/80T, ECONOMY IS NORMAL. (2) CK PWR ON HILLS & DURING ACCELERATION, NORMAL. (3) NKIS, CK DTCS, NONE. KOBO DEMAND, PASS. KOBO ENI, PASS. KOER D, PASS. KOER C, PASS. (4) REMOVE & INSPECT FUEL FILTER, O.K. (5) REMOVE & INSPECT AIR CLEANER, O.K. CUST ADVISED.																					
1FDWX37F51EA34548	T/F7	LF	T/BD	T/CD	T/E	A1	T/D8	T/D8	24-AUG-2000	15-SEP-2000	172422	USA	16	*	*	*	*	*	*	*	13369
AWS Claim Key: 9231212 Trx Code: 01E24 Labor Hrs: 8																					
Dir Cd-Sub Cd: 07714-* Name: MOCK'S FORD SALES Ph: 541-4766656 St: OR City Cd: USA Reg Cd: NA Repr Date: 10-DEC-2001 Doc #: 169611A																					
Cust Comments: RECALL 01E24																					
Tech Comments: LHD RECALL 01E24, CODE 42																					
1FDWX37F51EA34548	T/F7	T/F	T/BD	T/CD	T/E	A1	T/D8	T/D8	24-AUG-2000	15-SEP-2000	172422	USA	16	3YB	000615	*	NPF	*	LB6	42	13369
AWS Claim Key: 9231220 Trx Code: E84 Labor Hrs: 1																					
Dir Cd-Sub Cd: 07714-* Name: MOCK'S FORD SALES Ph: 541-4766656 St: OR City Cd: USA Reg Cd: NA Repr Date: 10-DEC-2001 Doc #: 169611E																					
Cust Comments: C'S FRONT HUBS WONT TURN																					
Tech Comments: POLLED HUB CAPS AND HUBS, HUBS WORK NORMAL, IT IS HARD TO TURN THEM WITH HUB CAPS INSTALLED.																					
1FDWX37F51EA34548	T/F7	T/F	T/BD	T/CD	T/E	A1	T/D8	T/D8	24-AUG-2000	15-SEP-2000	172422	USA	18	1F01	030301	YC3Z	R005	BA	LB6	31	15025
AWS Claim Key: 9241651 Trx Code: E84 Labor Hrs: 1.5																					
Dir Cd-Sub Cd: 07271-* Name: MAGNUSSEN'S FREMONT FORD Ph: 510-6515600 St: CA City Cd: USA Reg Cd: NA Repr Date: 11-FEB-2002 Doc #: 339826A																					
Cust Comments: CUST STATES ENGINE IS LEAKING COOLANT CK & ADVISE																					
Tech Comments: 15025 CK FOR ENG LEAKING COOLANT XX PRESSURE TESTED COOLING SYSTEM XX CK AND FOUND LEAK FROM BOTTOM OF RADIATOR XX DRAINED COOLING SYSTEM X REMOVED RADIATOR ASSY TO INSP XX REPLACED RADIATOR ASSY AND ADDED COOLANT XX RETEST FOR LEAKS OK.																					
1FDWX37F51EA34548	T/F7	T/F	T/BD	T/CD	T/E	A1	T/D8	T/D8	24-AUG-2000	15-SEP-2000	172422	USA	21	1F03	030304	XC3Z	R260	DA	LB7	D4	17179

7803-844 27128

JAWS Claim Key:	B091662	Trn Code:	EM4	Label Desc:											
Dir Ct-Sale Ct:	07774*	Name:	MOCK'S FORD SALES	Ph:	541-4766636	St:	OR	City Cnt:	USA	Reg Cnt:	NA	Repr Date:	04-MAY-2002	Doc #:	174531C
Cost Comments:	ADVISE COOLANT LEAK														
Tech Comments:	PRESSURE TEST COOLING SYSTEM, FOUND UPPER HOSE LEAKING, ORDER PART. REPLACE UPPER RADIATOR HOSE AND CLAMPS, REFILL COOLING SYSTEM AND RECHECK FOR LEAKS.														

PE03-044 27169

07/28/2003 11:34

9267571710

MARIANNE

CASE:

1492670733

Region: 72
DAWN**DEALER REQUEST FOR CONSUM**
IMPORTANT - DO NOT PERFORM REPAIR
This Form is for RETAIL VEHICLES ONLY, For FLEET VEHICLES
DEALER INFORMATIONRequesting Dealer Mock's Ford FSA 07724Region & State OR 900

Contact Person

Phone #

CUSTOMER/VEHICLE INFORMATION:

New or Used

WSD

Year/Model

VIN 1FDWX37E51EA34548

Mileage

Customer Name VINCENT SMITH

Address

City Rogue River County Josephine State OR

Zip code

Home Phone (541) 582-1298 Work Phone ()**DETAILS of INCIDENT:**Incident Involves (Circle all that apply): Accident ☒ N Fire ☒ Injury ☒ N

Medical Attention Sought: Y/N

Date of Incident

Is customer alleging a component defect caused the incident? ☒ N If yes, what type & details accelerator stuckWas a police report filed? ☒ N If yes, whereHas the Insurance Company been contacted? ☒ N What did the insurance company advise?

Owner's Insurance Company

Agent's Name

Insurance Company Phone Number ()

If the vehicle is a conversion unit, who is the coach builder?

City

State

Zip

RESOLUTION that CUSTOMER is SEEKING:Vehicle Replacement

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER

ATTACHMENTS? Y/N, PAGES:

Fax to: (313) 845-8888, (313) 845-8889 or (313) 845-8885

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

November 1999

Ford Motor Company

9-99

26843

All Action Details for Issue

Print

VIN: 1FDWX37F51EA34648- Year: 2001 Model: F-SERIES SUPER DUTY Case: 1497670733
Name: [REDACTED] Owner Status: Original W80: 2000-08-16
Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: OPEN

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Dealer: 07774 MOCK'S FORD SALES Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
Odometer: 1 MI Comm Type: FAX
Analyst Name: LEICH, CHERIE Analyst: GLEICH
Action Date: 07/28/2003 Action Time: 14.41.58.884 Action Data: No

Comments *****PRODUCT LIABILITY***** FAX RECEIVED 7-28-03. DEALER CONTACT:
MIKE APLARD. CUSTOMER ALLEGES ACCELERATOR STUCK CAUSING ACCIDENT. CUSTOMER DEMANDS
CONTACT FROM FORD REPRESENTATIVE.

P283-044 27161

Customer Info

Customer: [REDACTED] Primary Phone: 541-582-1298 Secondary Phone: [REDACTED]
Address: [REDACTED] ROGUE RIVER OR [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager: [REDACTED]
Preferred Contact method: [REDACTED] Fax: [REDACTED]
Preferred Contact Time: [REDACTED] Email: [REDACTED]

#003-844 2716Z

		Vehicle List			
VIN	Year Model	Sales Type	Owner Status	Vehicle Info	
1FDWX37F51EA34548	2001 F-SERIES SUPER DUTY	INDIVIDUAL RTL	Original Owner	Oasis	
	Open Issues Exist			Warranty History	
 2FTHF26G2MCA06897	1991 F-SERIES	INDIVIDUAL RTL	Original Owner	No Oasis	
	No Open Issues			No Warranty History	

PE03-044 27183

ESP / Recall information

VIN: 1FDWX37F51EA34548

No ESP information for this VIN

Recall information

Number	Type	Description	Status	Date	Dealer Code
00L12	L	TIRE	FORCED COMPLETION	2002-07-28	AUTOC
01S24	S	WINDSHD WIP	COMPLETE	2001-12-10	07774
02L11	L	LUG NUT TORQ	RELEASED FOR MAILING	2002-11-07	F72422

FEB3-044 27184

**OASIS RESULT:
1FDWX37F51EA34548**07/28/2003
09:08:22

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**
2001 F-SERIES**BODY STYLE**
F-350 S/CAB CHASSIS CAB 4X4**ENGINE**
7.3L TURBO - DI**ENGINE CALIBRATION**
1F718S0A**TRANSMISSION**
4R100 4SP (DIESEL)**AXLE CODE****▶ GENERAL WARRANTY INFORMATION****WARRANTY START DATE**
08/16/2000**BUILD DATE**
08/24/2000**SALE MILEAGE**
00017**▶ WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE*****THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT*****THIS VEHICLE HAD A CUDL CONTACT CLOSED WITHIN THE PAST 180 DAYS****▶ FIELD SERVICE ACTIONS****NO CAMPAIGN MESSAGE(S) FOUND****▶ EXTENDED COVERAGES****NO ESP INFORMATION AVAILABLE****▶ REPAIR HISTORY****NO REPAIR HISTORY ON VEHICLE****END OF OASIS REPORT FOR 1FDWX37F51EA34548**

F223-044 27185

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
72-SAN FRANCISCO	72-SAN FRANCISCO	F	B3	07774	F72422

Dealer Name: MOCK'S FORD SALES
 Dealer Address: 913 S E SIXTH ST
 GRANTS PASS OR 97526

Dealer Main Phone: 541-476-8856 Dealer Service Phone: 541-476-8856

Position	Employee Name
DEALER/PARTNER	DONALD R CARR
GENERAL MANAGER	EUGENE A MOCK
PARTS MANAGER	TURK DEAN
SALES MANAGER	LANCE DANIELS
SALES MANAGER	DONALD P MOCK
SERVICE MANAGER	MERLE TOWNSEND

FEDS-044 27165

1587531113 SDR-TWIN CIT

PE83-044 25881

1561:

MOTOR INN OF SPIRIT LAKE, INC
2702 12TH ST
SPIRIT LAKE IA 51360
7121336 2701

NAME [REDACTED]
 DOB [REDACTED]
 CITY SPIRIT LAKE
 STATE CA
 COUNTY [REDACTED]
 ZIP CODE [REDACTED]

~~CLONING~~ VINCENT ANDERSON

DESCRIPTION OF PURCHASED VEHICLE: ☒ NEW ☐ USED ☐ DEMO ☐ CAR ☒ TRUCK ☐ FIFTH WHEEL ☐ VAN

FORM NO. FD-204 12/12/2002
 TYPE PASS FOR: DOCK 8-011 P-2ND
 VIS 1215010720327003 RYLES NEW YORK NEW YORK

PRICE OF VEHICLE	\$32,878.00	TRADE-IN ALLOWANCE AND OTHER CREDITS	\$2,510.00
APPROVAL		TRADE-IN MAKE	CHEVY
		TRADE-IN MODEL	2500
		TRADE-IN YEAR	1994
		TRADE-IN MILEAGE	10,000
		TRADE-IN COLOR	WHITE
		TRADE-IN CONDITION	GOOD
		TRADE-IN MAKE	CHEVY
		TRADE-IN MODEL	2500
		TRADE-IN YEAR	1994
		TRADE-IN MILEAGE	10,000
		TRADE-IN COLOR	WHITE
		TRADE-IN CONDITION	GOOD
ADMINISTRATIVE FEE	25.00	TRADE-IN MAKE	CHEVY
		TRADE-IN MODEL	2500
		TRADE-IN YEAR	1994
		TRADE-IN MILEAGE	10,000
		TRADE-IN COLOR	WHITE
		TRADE-IN CONDITION	GOOD
		TRADE-IN MAKE	CHEVY
		TRADE-IN MODEL	2500
		TRADE-IN YEAR	1994
		TRADE-IN MILEAGE	10,000
		TRADE-IN COLOR	WHITE
		TRADE-IN CONDITION	GOOD
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		TRADE-IN MODEL	2500
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		TRADE-IN MILEAGE	10,000
		TRADE-IN COLOR	WHITE
		TRADE-IN CONDITION	GOOD
		TRADE-IN MAKE	CHEVY
		TRADE-IN MODEL	2500

WILSON'S TRADING CORPORATION

Is your new business in a vehicle, yet? Consider the following:

1. That there is no change or repair history on the vehicle and no record of the vehicle's use, maintenance, or repair history on file with any state or federal law enforcement agency.
2. That to the best of your knowledge, the vehicle was never in a collision, accident or crash with this or any other state.
3. That while you have owned the vehicle, it was never in, out from, returned, replaced, removed from or stored in any way that the vehicle's structure, damage, mechanical condition and power windows history which you provided to the prior owner is not a full record.
4. That the original existing record system and any other records maintained in Japan, that the engine and chassis are not now changed from the manufacturer's original specifications. That the work is done and there is nothing or defective work, block, power, or frame.

DISCLAIMER OF WARRANTY

IS THERE A MANUFACTURER'S WARRANTY ON THE
VEHICLE YOU ARE BUYING? THE DEALER IS NOT A
PARTY TO IT AND IT IS NOT A PART OF THE CONTRACT
IF WE ARE INTERFERED BY THE MANUFACTURER TO
PERFORM WARRANTY WORK ON YOUR VEHICLE, WE
KNOW THAT YOU ARE GOING TO RETURN THE VEHICLE.
HOWEVER, THE MANUFACTURER'S WARRANTY IS
BETWEEN YOU AND THE MANUFACTURER, AS FAR AS
THE DEALER IS CONCERNED, YOU UNDERSTAND THAT
THE VEHICLE IS SOLD AS-IS, WITH ALL RIGHTS AND
THAT WE MAKE NO WARRANTY OF MERCHANTABILITY
AND NO WARRANTY THAT THE VEHICLE IS OF FURNITURE
QUALITY OR NOT. (There is a second question to be

You understand that this agreement (including the terms on the back) is an offer to purchase the vehicle described which will become a binding contract once the dealer has signed it. This document represents the complete agreement between you and the dealer regarding all other oral, written or prior agreements or representations. However, if you are buying a used vehicle, the information you see on this vehicle card for the vehicle is part of the contract, and the information on the vehicle may even be more accurate than in the contract.

None of the information on this page is intended to constitute an offer of insurance. The information is provided for informational purposes only. The actual terms, coverages, amounts, conditions, exclusions, and limitations of any insurance policy are set forth in the actual policy. The information on this page is not intended to be used in any way to determine the appropriateness of any insurance policy. The information on this page is not intended to be used in any way to determine the appropriateness of any insurance policy. The information on this page is not intended to be used in any way to determine the appropriateness of any insurance policy.

[illegible]

X [REDACTED] Date of Birth _____
 X [REDACTED] 2. (If different from last name) (Maiden name) _____
 X [REDACTED] 01/23/95
 [REDACTED] General Note _____
 [REDACTED] If all different from previous, list last first

Accepted By _____

10/27/2003 MON 0:38 FAX 17123364844 MOTOR INN SPIRIT LAKE

PER3-044 26292

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 29-OCT-2003

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PRF	BASE	SUFF	VRT	VFO	COC	CD
1FTSW31P73EB47363	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-12-02	12-12-02	158689	USA	4	*	5001	*	3304	*	S10	V89	C50	07
AWS Claim Key:	741231	Doc #:	12400801	Trx Code:	1	Labor Hrs:	3	Labor Cost:	15.9	Material Cost:	0	Total Cost:	15.9										
Dir Cd-Sub Cd:	07266	Name:	MOTOR INN OF SPIRIT LAKE, INC.	Pls:	712-3362701	St:	1A	City Cd:	USA	Reg Cd:	NA	Repr Date:	13-MAR-2003	DIST(Mile):	8193								
Tech Comments:	CHECKED ALL BALL JOINTS, LINKAGE AND ETC, ALL TIGHT. TIRE WEAR SEEMS NORMAL. CHECKED AND TIGHTENED BACKLASH 1/2 TURN. TEST DROVE SEEMS TO DRIVE GOOD.																						
1FTSW31P73EB47363	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-12-02	12-12-02	158689	USA	4	*	3AB8	*	NPF	*	S11	V48	P39	82
AWS Claim Key:	860156	Doc #:	12545801	Trx Code:	1	Labor Hrs:	5	Labor Cost:	26.5	Material Cost:	0	Total Cost:	26.5										
Dir Cd-Sub Cd:	07266	Name:	MOTOR INN OF SPIRIT LAKE, INC.	Pls:	712-3362701	St:	1A	City Cd:	USA	Reg Cd:	NA	Repr Date:	31-MAR-2003	DIST(Mile):	8510								
Tech Comments:	TEST DROVE VEHICLE. PUT IN NEUTRAL, SHIFT LEVER INTO 4X4 LOW AND BACK TO 2 HIGH. CAME RIGHT OUT OF LOW. CHECKED UNDERSIDE FOR OBSTRUCTIONS NONE. COULD NOT DUPLICATE CONCERN AT THIS TIME, NPF CLOSED BY W M																						
1FTSW31P73EB47363	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-12-02	12-12-02	158689	USA	5	*	3Y88	*	NPF	*	S11	V47	P31	82
AWS Claim Key:	942601	Doc #:	12660701	Trx Code:	1	Labor Hrs:	4	Labor Cost:	21.2	Material Cost:	0	Total Cost:	21.2										
Dir Cd-Sub Cd:	07266	Name:	MOTOR INN OF SPIRIT LAKE, INC.	Pls:	712-3362701	St:	1A	City Cd:	USA	Reg Cd:	NA	Repr Date:	14-APR-2003	DIST(Mile):	9005								
Tech Comments:	TEST 4X4 OPERATION, SEEMS TO BE WORKING. CHECKED FOR CODES, NONE. CHECKED WIRING ON MOTOR. COULD NOT DUPLICATE CONCERN CLOSED BY WM																						
1FTSW31P73EB47363	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-12-02	12-12-02	158689	USA	5	*	3UD6	PH12	3C124	AA	S11	V47	P31	V3
AWS Claim Key:	1119573	Doc #:	12755001	Trx Code:	1	Labor Hrs:	1.4	Labor Cost:	74.2	Material Cost:	44.77	Total Cost:	118.97										
Dir Cd-Sub Cd:	07266	Name:	MOTOR INN OF SPIRIT LAKE, INC.	Pls:	712-3362701	St:	1A	City Cd:	USA	Reg Cd:	NA	Repr Date:	24-APR-2003	DIST(Mile):	9157								
Tech Comments:	CHECKED AUTO HUBS. NO VACCUME AT LOCKS. CHECKED ACTUATOR OK TRACE LINES AND FOUND VACCUME LINE MELTED ON MANIFOLD. REMOVED AND REPLACED VACCUME LINE AND TEST OPERATION.																						
1FTSW31P73EB47363	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-12-02	12-12-02	158689	USA	5	*	7891	*	*	*	SXK	V00	*	*
AWS Claim Key:	1319572	Doc #:	12755902	Trx Code:	03B05	Labor Hrs:	7	Labor Cost:	37.1	Material Cost:	117.18	Total Cost:	154.28										
Dir Cd-Sub Cd:	07266	Name:	MOTOR INN OF SPIRIT LAKE, INC.	Pls:	712-3362701	St:	1A	City Cd:	USA	Reg Cd:	NA	Repr Date:	24-APR-2003	DIST(Mile):	9157								
Tech Comments:	1 INSTALLED KCP, INSTALLED LABELS AND TEST OK.																						
1FTSW31P73EB47363	F7	T/F7	T/F	T/BC	T/CD	T/E	A1	T/BE	T/YB	03-12-02	12-12-02	158689	USA	5	*	2G05	*	*	*	SXK	V00	*	*
AWS Claim Key:	1319571	Doc #:	12755903	Trx Code:	03B06	Labor Hrs:	7	Labor Cost:	37.1	Material Cost:	0	Total Cost:	37.1										

1203-044 28883

Dir Ctl-Sub Ctl: 07266-0 Name: MOTOR INN OF SPIRIT LAKE, INC. Pk: 712-3362701 St: IA City: USA Reg Ctl: NA Repr Date: 24-APR-2003 DIST(Mile): 9157
Tech Comments: 1 PROGRAMMED TCM, PCM, FCM AND INSTALLED LABELS AS PER RECALL U3806

IFTSW31P731B17363 F7 T/F T/F T/BC T/CD T/E A1 T/BE T/YB 03-12-02 12-12-02 158689 USA 7 * 1H03 3C32 9F432 AB S11 V41 D36 41
AWS Claim Key: 1465874 Doc #: 13175201 Trx Code: 1 Labor Hrs: 1 Labor Cost: 53 Material Cost: 152.53 Total Cost: 205.53
Dir Ctl-Sub Ctl: 07266-0 Name: MOTOR INN OF SPIRIT LAKE, INC. Pk: 712-3362701 St: IA City: USA Reg Ctl: NA Repr Date: 10-JUN-2003 DIST(Mile): 11099
Tech Comments: REMOVED AND REPLACED EGR AND TEST CLOSED BY WPI

IFTSW31P731B17363 F7 T/F T/F T/BC T/CD T/E A1 T/BE T/YB 03-12-02 12-12-02 158689 USA 7 * 2005 * RECAL * S11 V41 D36 42
AWS Claim Key: 1747591 Doc #: 13365501 Trx Code: 1 Labor Hrs: .5 Labor Cost: 26.5 Material Cost: 0 Total Cost: 26.5
Dir Ctl-Sub Ctl: 07266-0 Name: MOTOR INN OF SPIRIT LAKE, INC. Pk: 712-3362701 St: IA City: USA Reg Ctl: NA Repr Date: 30-JUN-2003 DIST(Mile): 11660
Tech Comments: CHECKED FOR CODES, NONE. DID ALL KEY ON, OFF AND RUN TESTS PASS. FOUND TSB 16839, FOR CONDITIONS. PROGRAMMED PCM AS PER TSB 16839.

IFTSW31P731B17363 F7 T/F T/F T/BC T/CD T/E A1 T/BE T/YB 03-12-02 12-12-02 158689 USA 8 * 2005 * RECALEM * S11 V44 D50 42
AWS Claim Key: 2755144 Doc #: 13691301 Trx Code: 507 Labor Hrs: 2.2 Labor Cost: 116.6 Material Cost: 0 Total Cost: 116.6
Dir Ctl-Sub Ctl: 07266-0 Name: MOTOR INN OF SPIRIT LAKE, INC. Pk: 712-3362701 St: IA City: USA Reg Ctl: NA Repr Date: 01-AUG-2003 DIST(Mile): 12608
Tech Comments: CONTACT TECH ASSIST AND REQUEST FIELD REP REP CAME AND PROGRAMMED TO LATEST SOFTWARE UPDATE. CUST TRIED TRUCK FOR A FEW DAYS. SOME ISSUES ARE BETTER BUT TRUCK STILL LACKS INITIAL BOOST POWER. WAITING RESPONSE FROM TECH ASSIST CLOSED BY WPI

IFTSW31P731B17363 F7 T/F T/F T/BC T/CD T/E A1 T/BE T/YB 03-12-02 12-12-02 158689 USA 9 * * * * SXX V00 * *
AWS Claim Key: 2432654 Doc #: 13995701 Trx Code: 57896 Labor Hrs: .5 Labor Cost: 26.5 Material Cost: 62.78 Total Cost: 89.28
Dir Ctl-Sub Ctl: 07266-0 Name: MOTOR INN OF SPIRIT LAKE, INC. Pk: 712-3362701 St: IA City: USA Reg Ctl: NA Repr Date: 03-SEP-2003 DIST(Mile): 12608
Tech Comments: CHANGED OIL AND FILTER AS PER RECALL 57896 CLOSED BY WPI

IFTSW31P731B17363 F7 T/F T/F T/BC T/CD T/E A1 T/BE T/YB 03-12-02 12-12-02 158689 USA 10 * 2005 * RECALEM * S11 V44 D50 42
AWS Claim Key: 2699297 Doc #: 13691301 Trx Code: 507 Labor Hrs: 2.2 Labor Cost: 107.8 Material Cost: 0 Total Cost: 107.8
Dir Ctl-Sub Ctl: 07987-0 Name: MOTOR INN OF ALGONA, INC. Pk: 515-2952497 St: IA City: USA Reg Ctl: NA Repr Date: 23-SEP-2003 DIST(Mile): 12608

IFTSW31P731B17363 F7 T/F T/F T/BC T/CD T/E A1 T/BE T/YB 03-12-02 12-12-02 158689 USA 11 * 2004 * 12A650 * S11 V41 D42 36
AWS Claim Key: 2942874 Doc #: 14312801 Trx Code: 607 Labor Hrs: .7 Labor Cost: 37.1 Material Cost: 0 Total Cost: 37.1
Dir Ctl-Sub Ctl: 07266-0 Name: MOTOR INN OF SPIRIT LAKE, INC. Pk: 712-3362701 St: IA City: USA Reg Ctl: NA Repr Date: 10-OCT-2003 DIST(Mile): 13050
Tech Comments: REPROGRAM PCM, FCM AND TCM PER TSB 03 20 12 CLOSED BY WPI

Any comments? You can contact

FE03-B44 20004

DEALER SBK 689 VIN 1FTSW31P732H47363

SUGGESTED RETAIL PRICE AMOUNT

F353 424 CREW CAB PICKUP/136	38330.00	38964.00
2003 MODEL YEAR		
21 OXFORD WHITE CLEARCOAT		
62 MEDIUM PLANT LEATHER		
PREFERRED EQUIPMENT PEG.618A		
.LARIAT TRIM		
.CAB STEPS		
571 .AIR CONDITIONING -- CPC FREE	NC	NC
58K .PREMIUM AM/FM CASSETTE/CD/CLK	NC	NC
607 .ADVANCED SECURITY GROUP	NC	NC
.AUTO LOCKS/AUTO LAMPS		
.REMOTE KEYLESS ENTRY		
99P 4.0L V-8 DIESEL	5085.00	4323.00
44E 5-SPEED DIESEL AUTOMATIC TRANS	1480.00	1258.00
76R LT265/70R16 OWL ALL-TERRAIN	250.00	213.00
X01 3.73 RATIO LIMITED SLIP AXLE	300.00	255.00
152 FRONT LICENSE PLATE BRACKET	NC	NC
203 95000 GVWR PACKAGE	NC	NC
213 ELECTRONIC SHIFT ON THE FLY	188.00	188.00
41E ENGINE BLOCK HEATER	NC	NC
51E SPARE TIRE AND WHEEL	NC	NC
532 CAMPER PACKAGE	160.00	136.00
15E .REAR STABILIZER BAR		
54K TELESCOPE TT MIRR-POWER/STD	220.00	187.00
66R TRAILER HITCH RECEIVER	175.00	149.00
NOT FOR AMBULANCE USE. USING		
THIS VEHICLE TO PRODUCE AN		
AMBULANCE VOIDS FORD WARRANTY.		
TOTAL VEHICLE & OPTIONS	43185.00	37643.00
DESTINATION & DELIVERY	740.00	740.00
SCHEDULE A (MEMO)	.00	
TOTAL FOR VEHICLE	43925.00	

18 U.S. GAL GAS FACTORY 31.68
 BATCH-ID 2H02104328 N 88 E
 PRICE LEVEL 340140W31
 VIN: 1FTSW31P732H47363
 SHIPPING WEIGHT 6500 LBS.

***** REINVOICED PRIOR TO PLANT RELEASE *****

THIS INVOICE MAY NOT REFLECT THE FINAL COST OF THE VEHICLE IN VIEW OF THE POSSIBILITY OF FUTURE REBATES, ALLOWANCES, DISCOUNTS AND INCENTIVE AWARDS FROM FORD MOTOR COMPANY TO THE DEALER.

FOAF/MSDA ASSESSMENT	INVOICE TOTAL	LESS HOLDBACK FOR CASH SALE	LESS ADDITIONAL COST FOR DEALER ACCOUNT	LESS REBATE/INCENTIVE FOR CASH & P.C. COST	A&D PLAN 36924.68
180.00	38594.68	1297.00	220.00	37077.68	X PLAN 38551.66

1297.00 237.00 6675.00 .00 1060.00 30744.00

SOLD TO

Motor Inn of Spirit Lake, Inc. SBK689
 2702 17th St, Jet Ways 9 & 71
 Spirit Lake IA 51360

TO	IN	STATE
1		IA

RD37

SHIP TO (IF OTHER THAN ABOVE)

DATE INV. PREPARED	ITEM NUMBER	TRIN	TRAMT
12 02 02	58-1008	88	13

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO.

FINAL ASSEMBLY POINT

FINAL COMPANY ACCOUNT USER

1FTSW31P732H47363 KIP LT. TAK.

GENERAL MOTORS ACC 170004

38H47363 1F W31 20021202 021202 2M021 N 340 58X689

618A 1

3594.68 KUI

THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY

DEALER'S COPY

PE83-844 25495

TITLE NO. 30-1114990 **CERTIFICATE OF TITLE TO A VEHICLE** **DESIGNATION**
VIN 1FT5W11P73E847363 **DICKINSON** **VALIDITY** 30-800848 03
TYPE K **VR** 2003 **MAKE** FORD **SERIES** **MODEL** W31341 **PLATE NO./VR** 417GER **STYLE** TR
CYL 08 **COLOR** WHI **FUEL** G **SOFT** **WT** 04 **TOW RM** 02
LA **OWNR** 9900 **CODE** J20 **SA** 12-02 **TITLE PEN.**
ORIGINATOR 11 **ACTUAL**

OWNER(S)

CUMULATIVE DAMAGE \$0.00

OR

SPIRIT LAKE IA

FEES 4.00 **OTHER FEES OR PEN.** .00 **TOTAL** 4.00
AGENT FEE 80.00 **NEXT VR** 03 **USE TAX** \$17.25
PREV. OWNER MOTOR IRR OF SPIRIT LAKE INC
ADDRESS 1702 17TH ST
CITY ST. SPIRIT LAKE IA 51360 **PREV. REG.** KSO **PREV. TITLE** VR. 112 **MSO**

1ST SECURITY INTEREST

DATE 01-02-03 NO. A0019893

HELD BY LIBERTY BANK

ADDRESS PO BOX 99 ARNOLD PARK IA 51331-0099

CO. TREAS. LINDA M. VOSS

BY CO. CL. DEPUTY

CANCELLATION OF 1ST SECURITY INTEREST

DATE 10-25-03 NO. A0019893 DATE

HOLD BY Liberty Bank

BY CO. TREAS.

2ND SECURITY INTEREST

DATE NO.

HELD BY

ADDRESS

CO. TREAS.

BY

DEPUTY

CANCELLATION OF 2ND SECURITY INTEREST

DATE NO. DATE

HOLD BY

BY CO. TREAS.

3RD SECURITY INTEREST

DATE NO.

HELD BY

ADDRESS

CO. TREAS.

BY

DEPUTY

CANCELLATION OF 3RD SECURITY INTEREST

DATE NO. DATE

HOLD BY

BY CO. TREAS.

WITNESS MY HAND AND OFFICIAL SEAL

DOCUMENT FEE \$15.00

01 00037 00038

LINDA M. VOSS

BY

CO. CL. DEPUTY

DEPUTY

A2404256

VOID IF ALTERED

Form 611 (8/78) 611-2

also Form 611-2 for owner's use

TITLE VOID IF APPLICATION IS REMOVED

Signature of owner or agent

Signature of owner or agent and OWNER to be filed ALONG this

Date of sale or other transfer of title

Date of sale

Date of sale

Signature of owner

1

Signed Authority No.

2

Signed Authority No.

3

Signed Authority No.

4

Signed Authority No.

5

Signed Authority No.

ADDRESS OF OWNER or AGENT

Date vehicle was sold or transferred to which there are no other interests as follows: If none, state here.

1

Date of sale

Date of sale

2

Date of sale

Date of sale

3

Date of sale

Date of sale

4

Date of sale

Date of sale

5

Date of sale

Date of sale

6

Date of sale

Date of sale

7

Date of sale

Date of sale

8

Date of sale

Date of sale

9

Date of sale

Date of sale

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Date of sale

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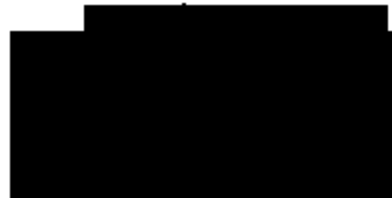
Date of sale

94

Action Detail

VIN: 1FTSW31P73EB47383	Year: 2003	Model: F-SERIES SUPER DUTY	Case: 1587531113
Name: [REDACTED]	Owner Status: Original	WSD: 2002-12-12	
Symptom Desc: LOSS OF POWER ACCELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: INVESTIGATION	Dealer: MOTOR INN OF SPIRIT LAKE, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 07288	
Action Desc: MANAGEMENT APPROVAL OF OFFER			
Odometer: 12808 MI	Comm Type: OTHER		
Action Date: 10/23/2003	Action Time: 11:24:58:523	Action Data: No	
Analyst Name: KRISTIAN KELLER,	Analyst: KKELLER2		

COMMENTS: TEAM LEADER APPROVES VEHICLE REPLACEMENT OFFER DUE TO THE NUMBER OF REPAIR ATTEMPTS.



FEB-04 2007

CSQI002

CQIS Indicator Summary

10/21/03 10:49:47

==>

1 of 1

Rpt#: 3FJ1U026 NHL

Rpt: 06/10/2003 Odom: 11,099 M

Rvwd: File: Folder:

Atchmnts: 0 Print Smy/Disp Detail(P/D):

Vehicle: 2003 F350 4X4, CRW CAB, PICKUP

1FTSW31P73EB47363 Bld: 12/03/2002

Engine: 6.0L DI

Calb:

Trans: 5R110W

Axle: 6830F3.73L A/C: YES

R Id: USA 07266

Motor Inn of Spirit Lake, Inc. Ph#: (712) 336-2701

State: Iowa

City: Spirit Lake

Orig/Caller: JIM HERMAN

Symptom: 6 14 0 00 DRVABL, LOSS OF POWER, OTHER-CODE NA, OTHER-CODE NA

Addl Sym: LACK OF POWER NO CODES

St: CCRG/EPRC: Rvwd: Dt:

Fix: Y Caus. Comp: PROCESSOR ASSY

-- RPL Condition Code:

Hotliner: JEDICK

Phone: 313 248-7921 Regn Cd: 58 Twin Cities - 58

Engineering: KURT KUZDEK

Phone: 313 317-7071 TAR: CLD

Dlr Contact: DETA ACTION

Phone: 712 336-2701 Title Cde: T

REPAIR TECH CALLING STS VEH HAS A LACK OF POWER FROM A STOP, IF ACCELERATED

HARD VEH WILL BARELY MOVE TILL RPMs SLOWLY COME UP THEN TAKE OFF.

RECOMM ADV TECH TO CHECK EGR AND VGT OP. CHECK FUEL PRESSURE.

TECH/C 06/23/2003 02:01PM SURVEY ENTRY

MSS - FCSD - TECH SVC HOTLINE

REPLACED THE EGR VALVE

REPAIR 07/01/2003 11:33AM SIMON GOUR

MSS - FCSD - TECH SVC HOTLINE

TECH STATES TRUCK BACK WITH LACK OF POWER, NO CODES, CONCERN SAME AS BEF

F1 Help

F3 Exit

F4 Last Cmts

F5 Add Cmts

F6 Add Fldr

F7 Bkwd F8 Fwd

F9 Ind Corr

F10 Next Rpt

F11 Prev Rpt

F12 Return

I0058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN.

LPRBL49

RAV Kathy Coons, Business Mgr.

1 of 1
Rpt#: 3FJIU026 NHL Rpt: 06/10/2003 Odom: 11,099 M
Rvwd: File: Folder: Attchmnts: 0 Print Smy/Disp Detail(P/D):
Vehicle: 2003 F350 4X4, CRW CAB, PICKUP 1FTSW31P73EB47363 Bld: 12/03/2002
Engine: 6.0L DI Calb: Trans: 5R110W Axle: 6830F3.73L A/C: YES
Dir Id: USA 07266 Motor Inn of Spirit Lake, Inc. Ph#: (712) 336-2701
State: Iowa City: Spirit Lake Orig/Caller: JIM HERMAN
Symptom: 6 14 0 00 DRVABL, LOSS OF POWER, OTHER-CODE NA, OTHER-CODE NA
Addl Sym: LACK OF POWER NO CODES St: CCRG/EPRC: Rvwd: Dt:
Fix: Y Caus. Comp: PROCESSOR ASSY -- RPL Condition Code:
Hotliner: JEDICK Phone: 313 248-7921 Regn Cd: 58 Twin Cities - 58
Engineering: KURT KUZDEK Phone: 313 317-7071 TAR: CLD
Dir Contact: DETA ACTION Phone: 712 336-2701 Title Cde: T
TECH STATES TRUCK BACK WITH LACK OF POWER, NO CODES, CONCERN SAME AS BEF
ORE, HAS NOT BEEN ABLE TO DUPLICATE CONCERN AT THIS TIME
RECOMM ADV TECH WILL HAVE TO DUPLICATE CONCERN AND MONITOR PIDS AND DIAG WHIC
H SYSTEM IS AT FAULT FOR CONCERN
ADD-ON 07/30/2003 10:36AM JESSE SCHEMM MSS - FCSD - TECH SVC HOTLINE
CONTACTED TECH AT DEALER, STATES LAST TIME IN REFLASHED PCM 6/30/03,
CUSTOMER HAS NOT BEEN BACK SINCE, NO CODES, NPF. ADVISED TECH TO HAVE
F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
I0058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPREL49

Rpt#: 3FJIU026 NHL Rpt: 06/10/2003 Odom: 11,099 M
Rvwd: File: Folder: Attachments: 0 Print Sm/Disp Detail(P/D):
Vehicle: 2003 F350 4X4, CRW CAB, PICKUP 1FTSW31P73EB47363 Bld: 12/03/2002
Engine: 6.0L DI Calb: Trans: SR110W Axle: 6830F3.73L A/C: YES
Plr Id: USA 07266 Motor Inn of Spirit Lake, Inc. Ph#: (712) 336-2701
State: Iowa City: Spirit Lake Orig/Caller: JIM HERMAN
Symptom: 6 14 0 00 DRVABL, LOSS OF POWER, OTHER-CODE NA, OTHER-CODE NA
Addl Sym: LACK OF POWER NO CODES St: CCRG/SPRC: Rvwd: Dt:
Fix: Y Caus. Comp: PROCESSOR ASSY -- RPL Condition Code:
Hotliner: JEDICK Phone: 313 248-7921 Regn Cd: 58 Twin Cities - 58
Engineering: KURT KUZDEK Phone: 313 317-7071 TAR: CLD
Dlr Contact: DETA ACTION Phone: 712 336-2701 Title Cde: T
CUSTOMER HAS NOT BEEN BACK SINCE, NO CODES, NPF. ADVISED TECH TO HAVE
SW CONTACT CUSTOMER, DETERMINE EXACT CONCERNS, ADVISED OF COLD START
DEAD PEDAL ISSUES UNDER INVESTIGATION, IF LOW POWER ALL THE TIME GET
VEHICLE IN, DO PRELIMINARY DIAG, IF NPF TRY PMI ON PCM, LET ME KNOW
RESULTS. CONTACT ME HERE AS NEEDED FOR ANY FURTHER ASSISTANCE.
REPAIR 08/07/2003 03:46PM JOHN SHERWOOD MSS - FCSD - TECH SVC HOTLINE
SM IS REQUESTING A TAR THIS VEHICLE MAY BE GOING BUYBACK
F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
I005B-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPRRL49

==>

1 of 1

Rpt#: 3FJ1U026 NHL Rpt: 06/10/2003 Odom: 11,099 M
Rvwd: File: Folder: Atchmnts: 0 Print Smg/Disp Detail(P/D):
Vehicle: 2003 F350 4X4, CRN CAB, PICKUP 1FTSW31P73B847363 Bld: 12/03/2002
Engine: 6.0L DI Calb: Trans: 5R110W Axle: 6830F3.73L A/C: YES
Dlr Id: USA 07266 Motor Inn of Spirit Lake, Inc. Ph#: (712) 336-2701
State: Iowa City: Spirit Lake Orig/Caller: JIM HERMAN
Symptom: 6 14 0 00 DRVABL, LOSS OF POWER, OTHER-CODE NA, OTHER-CODE NA
Addl Sym: LACK OF POWER NO CODES St: CCRG/EPRC: Rvwd: Dt:
Fix: Y Caus. Comp: PROCESSOR ASSY -- RPL Condition Code:
Hotliner: JEDICK Phone: 313 248-7921 Regn Cd: 58 Twin Cities - 58
Engineering: KURT KUZDEK Phone: 313 317-7071 TAR: CLD
Dlr Contact: DETA ACTION Phone: 712 336-2701 Title Cde: T
SM IS REQUESTING A TAR THIS VEHICLE MAY BE GOING BUYBACK
RECOMM AFTER CONSULTING WITH SME WE ARE TAR THIS VEHICLE
*****TAR*****
ADD-ON 08/11/2003 01:06PM TARRY FEARS MSS - FCSD - VSP C/P SVC ENG
PVT HAS REVIEWED, NO COMMENTS
ADD-ON 08/22/2003 10:14AM RANDOLPH FRICK(FSE) MSS - FCSD - REG - TWIN CTY
TEST DROVE VEH FOUND LACK OF POWER COLD, FOUND NO OTHER ISSUE. DLR SBD
F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
I0058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPRRL49

==> 1 of 1
Rpt#: 3FJ1U026 NHL Rpt: 06/10/2003 Odom: 11,099 M
Rvwd: File: Folder: Atchmnts: 0 Print Smg/Disp Detail(P/D):
Vehicle: 2003 F350 4X4, CRW CAB, PICKUP 1FTSW31P73EB47363 Bld: 12/03/2002
Engine: 6.0L DI Calb: Trans: 5R110W Axle: 6830F3.73L A/C: YES
Dlr Id: USA 07266 Motor Inn of Spirit Lake, Inc. Ph#: (712) 336-2701
State: Iowa City: Spirit Lake Orig/Caller: JIM HERMAN
Symptom: 6 14 0 00 DRVABL, LOSS OF POWER, OTHER-CODE NA, OTHER-CODE NA
Addl Sym: LACK OF POWER NO CODES St: CCRG/EPRC: Rvwd: Dt:
Fix: Y Caus. Comp: PROCESSOR ASSY -- RFL Condition Code:
Hotliner: JEDICK Phone: 313 248-7921 Regn Cd: 58 Twin Cities - 58
Engineering: KURT KUZDEK Phone: 313 317-7071 TAR: CLD
Dlr Contact: DETA ACTION Phone: 712 336-2701 Title Cde: T

TEST DROVE VEH FOUND LACK OF POWER COLD, FOUND NO OTHER ISSUE. DLR SBD
S WAS AT 25.0 LEVEL INFORMED DLR ON IMPORTANCE OF UPDATING SBDS VIA TH
E WEB WHICH THEY HAD NEVER DONE. AFTER SBDS UPDATED TO 26.7 VEH WAS RE
FLASHED.

F1 Help	F3 Exit	F4 Last Cmts	F5 Add Cmts	F6 Add Fldr
F7 Bkwd	F9 Ind Corr	F10 Next Rpt	F11 Prev Rpt	F12 Return
I0018-BOTTOM OF DATA				LPREL49

Droege, Amy (A.S.)

From: Droege, Amy (A.S.)
Sent: Monday, October 20, 2003 8:31 AM
To: Peterson, Kimberly (K.S.)
Subject: Open legal case

Hi Kimberly,

Our office has received a legal case for our handling. I noticed that the CSM position for this particular market (C7) is vacant. Please forward this information to the correct person. If you have previously been involved with this customer and would like to provide some insight, please respond to this note. Any information would be helpful in rendering a decision. Thanks!

Customer: Gonnerman Builders
Cudl: 1587531113

Dealership: Motor Inn of Spirit Lake
P&A Code: 07266

Vehicle: 2003 F-Series
VIN: 1FTSW31P73EB47363

Issue: The attorney states his client's vehicle has been serviced for loss of power and poor fuel mileage.

Respectfully,

[Handwritten signature]
Amy Droege
Legal Services
October 20, 2003

Action Detail

VIN: 1FT8W31P73EB47383	Year: 2003	Model: F-SERIES SUPER DUTY	Case: 1587531113
Name: [REDACTED]	Owner Status: Original	WSD: 2002-12-12	
Symptom Desc: LOSS OF POWER ACCELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: MOTOR INN OF SPIRIT LAKE, INC.	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 07286	
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND			
Odometer: 12608 MI	Comm Type: MAIL		
Action Date: 10/14/2003	Action Time: 14:14:24:097	Action Date: Yes	
Analyst Name: LEIGH, CHERIE	Analyst: CLEIGH		

COMMENTS: ***** ATTORNEY DEMAND ***** DATE STAMPED 10-14-03. ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR LOW POWER AND A SIGNIFICANT DECREASE IN FUEL MILEAGE. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

PEB3-044 28904

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]	Secondary Phone:	[REDACTED]
Address:	[REDACTED]	SPIRIT LAKE	IA	[REDACTED]	
Country:	USA	Language:	EN		
Cell Phone:	[REDACTED]	Pager:			
Preferred Contact method:		Fax:			
Preferred Contact Time:		Email:			

FE33-044 28895

STEIN LAW OFFICE, LLP

926 Olcott Avenue
P.O. Box 537
Milford, Iowa 51351-0537
(712) 338-2431
FAX (712) 338-2432

DAVID J. STEIN, SR.

October 9, 2003

CASE:

158 753 1113

Region: 58
Amy

CONSUMER AFFAIRS
SECTION

Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
P. O. Box 6248
Dearborn, MI 48121
VIA CERTIFIED MAIL, RECEIPT NO.
70022030000539533187

Dispute Settlement Board
P.O. Box 5120
Southfield, MI 48086
VIA CERTIFIED MAIL, RECEIPT NO.
70022030000539533194

3 OCT 14 AM 48

Mr. Dennis Quastad
Motor Inn of Spirit Lake, Inc.
2702 17th Street
Jct. 9 & 71
Spirit Lake, Iowa 51360
VIA CERTIFIED MAIL, RECEIPT NO.
70022030000539533200

RE: 2003 Ford Truck, VIN # 1FTSW31P73EB47363

Dear Friends:

I am counsel for [REDACTED] is having problems with his new 2003 Ford Truck. As I understand it, the problems include low power and a significant decrease in fuel mileage. [REDACTED] purchased this vehicle at Motor Inn of Spirit Lake, Inc. The dealership has not resolved these problems. I understand the dealership is taking the position that these problems are not covered under warranty. [REDACTED] requests that you immediately resolve these problems and any other problems with this new vehicle under warranty.

I can be reached toll free at (800) 821-4037 (office) or after normal business hours at (712) 330-4002 (cellular). I look forward to your immediate response.

Sincerely,

DAVID J. STEIN, Jr.

CC: [REDACTED]

Spirit Lake, IA [REDACTED]

DJR/smb

E:\jklvll\gonnerman,mike,81c 6913\10-7-03 ltr to ford motor co.

PE83-844 28808



Consumer Affairs

*Sent Via Fax

PO Box 8246, MD 3NE-B
Dearborn, MI 48126 USA

October 15, 2003

Stein Law Office, LLP
926 Okoboji Avenue
PO Box 537
Milford, IA 51351-0537
Attn: David A. Stein

RE: [REDACTED]

2003 Ford F-Series Super Duty
VIN: 1FTSW31P73EB47363

Dear Mr. Stein:

I am in receipt of your letter dated October 9, 2003. A review of your client's claim has been initiated and Amy Droegge will update you with the findings from our investigation as soon as possible.

If you need to contact me or have additional information to submit, you may reach Ms. Droegge by phone at (313) 390-9577 or by fax at (313) 845-6002.

Respectfully yours,

Valma Sanders
Consumer Affairs

Ford Motor Company

Ford Motor Company

October 15, 2003

To: David Stein

From: Valma Sanders

** TX STATUS REPORT **

AS OF OCT 15 2003 14:13 PAGE.01

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
07	10/15	14:13	712 338 2432	EC-S	00'26"	002		OK

Update This Information In Stars

FCSD Region		Dealer Detail													
Sales Region	Sales Zone	Market	P&A Code	Sales Code											
10-SDR	58-TWIN CITIES	X	C8	07286	F58889										
Dealer Name:		MOTOR INN OF SPIRIT LAKE, INC.													
Dealer Address:		2702 17TH ST, JCT HWYS 9 & 71 SPIRIT LAKE IA 51360													
Dealer Main Phone:		712-336-2701	Dealer Service Phone:		712-336-2701										
		<table border="1"> <thead> <tr> <th>Position</th> <th>Employee Name</th> </tr> </thead> <tbody> <tr> <td>DEALER/PARTNER</td> <td>NICK STAMOULIS</td> </tr> <tr> <td>PARTS MANAGER</td> <td>JERRY ERICKSON</td> </tr> <tr> <td>SERVICE MANAGER</td> <td>BERT BALDWIN</td> </tr> <tr> <td>SERVICE MANAGER</td> <td>DENNIS O QUASTAD</td> </tr> </tbody> </table>				Position	Employee Name	DEALER/PARTNER	NICK STAMOULIS	PARTS MANAGER	JERRY ERICKSON	SERVICE MANAGER	BERT BALDWIN	SERVICE MANAGER	DENNIS O QUASTAD
Position	Employee Name														
DEALER/PARTNER	NICK STAMOULIS														
PARTS MANAGER	JERRY ERICKSON														
SERVICE MANAGER	BERT BALDWIN														
SERVICE MANAGER	DENNIS O QUASTAD														

computer re-flash - seemed better
 been into dealership several times regarding issue
 laptop power issue 3 repairs

PERC-844 2891D

VIN	Year Model	Vehicle List	Sales Type	Owner Status	Vehicle Info
1FTSW31P73EB47383	2003 F-SERIES SUPER DUTY		BUSINESS RTL	Original Owner	Open Issues Excl Warranty History

ESP / Recall Information

VIN: 1FTSW31P73EB47363

No ESP Information for this VIN

Recall Information

Campaign				Status	Dealer
Number	Type	Description	Status	Date	Code
03B05	O	ICP SENSOR	COMPLETE	2003-04-24	07266
03B06	O	CALIBRATION	COMPLETE	2003-04-24	07266
03L12	L	EECI LABEL	RELEASED FOR MAILING	2003-06-13	F66689
57B98	O	OIL & FILTER	COMPLETE	2003-09-03	07266

FEB-04 20012

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
10/16/2003		1FTSW31P73EB47363	2003 F-SERIES SUPER DUTY	07
ACKNOWLED	LEGAL - OTHER ATTORNEY DEMAND	1587531113		
9/17/2003		1FTSW31P73EB47363	2003 F-SERIES SUPER DUTY	02
CLOSED	MISC INQUIRY - FORD MOTOR COMPANY FEEDBACK	1587531113		
9/17/2003		1FTSW31P73EB47363	2003 F-SERIES SUPER DUTY	03
CLOSED	AWA - WITHIN CRITERIA, REQUESTING AWA	1587531113		
8/21/2003		1FTSW31P73EB47363	2003 F-SERIES SUPER DUTY	04
CLOSED	PROD/COMP DUR/PERF - VEHICLE QUALITY	1587531113		
7/31/2003		1FTSW31P73EB47363	2003 F-SERIES SUPER DUTY	03
CLOSED	RECALL/ONP - VEHICLE INVOLVEMENT	1587531113		
7/31/2003		1FTSW31P73EB47363	2003 F-SERIES SUPER DUTY	03
CLOSED	RECALL/ONP - VEHICLE INVOLVEMENT	1587531113		
4/21/2003		1FTSW31P73EB47363	2003 F-SERIES SUPER DUTY	02
CLOSED	WARRANTY - COVERAGE INQUIRY	1587531113		

PE03-B44 28813

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FT8W31P73EB47363	Veh Line:	T/F7 - F250HD/350/450/550 [99-04]	Body Sheet:	*
Model Year:	2003	Market Derivat:	T/F - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	0018079
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/Y/B - 6.0L 325H/330H OHV DI TC V6 DS
Inv. Dealer:	07266	Body Cab Style:	- DOUBLE CAB (CREW CAB)	Transmission:	T/BE - 5 SPD AUTO 5R110W - HI/TORQUE
Vehicle Status Code:	800	Version/Series:	TCD - 350 SERIES		

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8-----

8801807909042AC

Trace Trans Serial No:

A4522 151002A1M6002329

BUILD INFORMATION:

Region:	NA - 000000000	Plant:	A1 - KENTUCKY TRUCK PLANT BUILD
Country:	* - 000000000	Prod Date:	03-DEC-2002

SALE INFORMATION:

Region:	NA - 000000000	Selling Dealer:	158639 - *
Country:	USA - 000000000	Selling Dir St/Prov:	IA
		Buyer St/Prov:	IA
Arrival Date:	12-DEC-2002	Road Carpet Lease:	*
Sale Date:	12-DEC-2002	Fleet/Wholesale/Lease:	R
Warranty Start Date:	12-DEC-2002	Modified Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	12-DEC-2002	Resequenced Vehicle:	* Vehicle Export Flag: N

PE03-044 20014

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

M013E047362156Z L 231 24K1000 BK AN 3801X4M350V2 2KVT8 BK N 58X68H894 21 R Q25 4 8 P1

FRM7 3 1 618A F81A

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/S - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	3E	GVW Class Code:	3
Audio Basic:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	BK - DRV. SHORT ARM POWER MIRROR
Axle Type:	EQAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	* - [N/A]
Battery Amp Rating:	BA	Paint:	* - [N/A]
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	BE - ELSTR PREM STROMENTHONSCCLK
Calibration Code:	*	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	000NF -	Tire Manufacturer:	AC -
Delivery Type:	E	Tire Brand:	W8 1XL -
Driveshaft Code:	D	Tire Size:	D1JYK - LT265/75R-16R OWL A-T
Front Seat:	T/S - SEATS - INDIVIDUAL 40/20/40	Traction Control:	* - [N/A]
Fuel Type:	AF - UNLEADED FUEL CAPABILITY	Wheel Base:	

TIRE DOT INFORMATION:

LF: 8XW8 1XL4402 RF: 8XW8 1XL4402
 LR: 8XW8 1XL4402 RR: 8XW8 1XL4402
 LI: * RE: *

SPARE: 8XW8 1XL???? DOT Plant Manufacturer: 8X - AILEN PLANT (FIRESTONE); GRANITEVILLE; SC; *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	* *
ESP Coverage(Miles):	* Emission Cert Type:	*
ESP Coverage(Thous):	* Emission Decal Suffix:	*
ESP Plant Year:	* Engine Family:	*
ESP Signature Date:		

Any comments? You can contact

PER3-044 28015



webmaster

PERC-044 20018

OASIS RESULT:
1FTSW31P73EB47363
10/20/2003
06:47:06

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 VEHICLE INFORMATION
VEHICLE DESCRIPTION
 2003 F-SERIES
 TRANSMISSION

BODY STYLE
 F-350 CREW CAB 4X4
AXLE CODE
 D1

ENGINE
 6.0L DIESEL DI V8 CALIBRATION

 GENERAL WARRANTY INFORMATION
WARRANTY START DATE
 12/12/2002

BUILD DATE
 12/03/2002

SALE MILEAGE
 00011

 WARNING MESSAGES
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

 FIELD SERVICE ACTIONS

03L12 ENGINE EMISSION CONTROL INFORMATION (EECI) LABEL REPLACEMENT - WILL EXPIRE FROM OASIS ON FEBRUARY 29, 2004

 EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

 REPAIR HISTORY

10/10/2003 DEALER: Motor Inn of Spirit Lake, Inc.

WARRANTY CLAIM NUMBER: 143128

ODOMETER: 013050M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
12A850	PROCESSOR ASSY	000	MT12A850	30	CHAFED, EXCESSIVE WEA

REPROGRAM PCM, FICM AND TCM PER TSB 03-20-12-CLOSED BY WPI

09/23/2003 DEALER: Motor Inn of Algona, Inc.

WARRANTY CLAIM NUMBER: 139913

ODOMETER: 012608M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
RECALM	ECC PROCESSOR RECAL	000	126000	42	DOES NOT OPERATE PRO
		000	1260048		
		000	1260064		
		000	MT12A850		

09/03/2003 DEALER: Motor Inn of Spirit Lake, Inc.

WARRANTY CLAIM NUMBER: 139967

ODOMETER: 012608M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR DP	CONDITION CODE	CONDITION DESC
3CSZ 6731AA	ELEMENTARY OIL FILT	001	87B988		
XO 18W480B0		013			

CHANGED OIL AND FILTER AS PER RECALL 67B98—CLOSED BY WPI

08/01/2003 DEALER: Motor Inn of Spirit Lake, Inc.

WARRANTY CLAIM NUMBER: 136913

ODOMETER: 012608M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR DP	CONDITION CODE	CONDITION DESC
RECALL	ECC PROCESSOR RECAL	000	128500	42	DOES NOT OPERATE PRO
		000	12850045		
		000	12850084		
		000	MT124850		

CONTACT TECH ASSIST AND REQUEST FIELD REP REP CAME AND PROGRAMMED TO LATEST SOFTWARE UPDATE. CUST TRIED TRUCK FOR A FEW DAYS. SOME ISSUES ARE BETTER BUT TRUCK STILL LACKS INITIAL BOOST POWER. WAITING RESPONSE FROM TECH ASSIST—CLOSED BY WPI

08/30/2003 DEALER: Motor Inn of Spirit Lake, Inc.

WARRANTY CLAIM NUMBER: 133855

ODOMETER: 011860M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR DP	CONDITION CODE	CONDITION DESC
RECAL	ECC PROCESSOR RECAL	000	128500	42	DOES NOT OPERATE PRO
		000	12850084		
		000	12850084		

CHECKED FOR CODES, NONE. DID ALL KEY ON, OFF AND RUN TESTS PASS. FOUND TSB 1 6839, FOR CONDITIONS. PROGRAMMED PCM AS PER TSB 16839. CLOSED BY WPI

08/10/2003 DEALER: Motor Inn of Spirit Lake, Inc.

WARRANTY CLAIM NUMBER: 131762

ODOMETER: 011099M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR DP	CONDITION CODE	CONDITION DESC
3CSZ 1F438AS	TRANSOR-EGR BACK FR	001	MT9F482	41	STICKS/BINDS/GRABS

REMOVED AND REPLACED EGR AND TEST—CLOSED BY WPI

04/24/2003 DEALER: Motor Inn of Spirit Lake, Inc.

WARRANTY CLAIM NUMBER: 127550

ODOMETER: 009167M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR DP	CONDITION CODE	CONDITION DESC
F812 3C124AA	VACUUM TUBE - HUB AS	001	MT3C124	V3	RUNKED/CUT/BRACKETED
		000	12222A		

CHECKED AUTO HUBS. NO VACCUME AT LOCKS. CHECKED ACTUATOR OK TRACE LINES AND FOUND VACCUME LINE MELTED ON MANIFOLD. REMOVED AND REPLACED VACCUME LINE AND TEST OPERATION.

04/24/2003 DEALER: Motor Inn of Spirit Lake, Inc.

WARRANTY CLAIM NUMBER: 127550

ODOMETER: 009157M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR DP	CONDITION CODE	CONDITION DESC
3CSZ 1F838EA	SENSOR ASY/FITTING	001	038009		

1 INSTALLED ICP, INSTALLED LABELS AND TEST OK.

04/24/2003 DEALER: Motor Inn of Spirit Lake, Inc.

WARRANTY CLAIM NUMBER: 127550

ODOMETER: 009167M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
		000	DNB006		

1 PROGRAMMED TCM, PCM, FICM AND INSTALLED LABELS AS PER RECALL 03B06.

04/14/2003 DEALER: Motor Inn of Spirit Lake, Inc.

WARRANTY CLAIM NUMBER: 128607

ODOMETER: 008006M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
NPF	NO PROBLEM FOUND (NR)	000	NPF	B2	FREIGHT/POSTAGE/MAIN

TEST 4X4 OPERATION. SEEMS TO BE WORKING. CHECKED FOR CODES, NONE. CHECKED WIRING ON MOTOR. COULD NOT DUPLICATE CONCERN-CLOSED BY WPI

03/31/2003 DEALER: Motor Inn of Spirit Lake, Inc.

WARRANTY CLAIM NUMBER: 125454

ODOMETER: 008510M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
NPF	NO PROBLEM FOUND (NR)	000	NPF	B2	FREIGHT/POSTAGE/MAIN

TEST DROVE VEHICLE, PUT IN NEUTRAL, SHIFT LEVER INTO 4X4 LOW AND BACK TO 2 HIGH. CAME RIGHT OUT OF LOW. CHECKED UNDERSIDE FOR OBSTRUCTIONS NONE. COULD NOT DUPLICATE CONCERN AT THIS TIME, NPF-CLOSED BY WPI

03/13/2003 DEALER: Motor Inn of Spirit Lake, Inc.

WARRANTY CLAIM NUMBER: 124006

ODOMETER: 008193M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3504	GEAR ASY-STEERING	000	3504C	07	IMPROPERLY ADJUSTED

CHECKED ALL BALL JOINTS, LINKAGE AND ETC, ALL TIGHT. TIRE WEAR SEEMS NORMAL. CHECKED AND TIGHTENED BACKLASH 1-2 TURN. TEST DROVE SEEMS TO DRIVE GOOD.

END OF OASIS REPORT FOR 1FTSW31P73EB47363

0504841732 SDR

PERG-844 28820

**FRANK A. ALTER
FAX COVER TRANSMITTAL
TELEPHONE: (845) 783-3717
FAX NUMBER: (845) 783-7208
DATE: JULY 20 , 2002**

**TO: MICHELLE HULL
COMPANY: FORD MOTOR CO. CONSUMER AFFAIRS
FAX NUMBER:(313) 845 -5555
NUMBER OF PAGES (INCLUDING COVER SHEET):19**

**FILE NUMBER: 504841732
OWNER: MRS. NANCY GRIMES
DRIVER: [REDACTED]**

**MESSAGE: THE ATTACHED FILE WILL BE EXPRESS
MAILED ON 7-22-2002**

**FRANK A. ALTER
CONFIDENTIAL**

**Ford Motor Company
Preliminary Vehicle Inspection Report**

Ford File Number 504841782

CUSTOMER & VEHICLE INFORMATION

Year <u>2002</u>	Make <u>FORD</u>	Model <u>EXCURSION</u>	VIN <u>1FMSU43F22EB40532</u>
Owner Name <u>[REDACTED]</u>		Address <u>[REDACTED]</u>	
City <u>HUDSON</u>	State <u>NY</u>	Zip <u>[REDACTED]</u>	Home Telephone <u>[REDACTED]</u>
Driver Name <u>[REDACTED]</u>		Address <u>[REDACTED]</u>	
City <u>[REDACTED]</u>	State <u>[REDACTED]</u>	Zip <u>[REDACTED]</u>	Business Telephone <u>[REDACTED]</u>
Attorney Name (☒ Claimant not represented) <u>[REDACTED]</u>			Address <u>[REDACTED]</u>
City <u>[REDACTED]</u>	State <u>[REDACTED]</u>	Zip Code <u>[REDACTED]</u>	Telephone <u>[REDACTED]</u>
Inspection Location <u>INC VAN ALLEN AUTOMOTIVE</u>		Inspection Date <u>07/16/2002</u>	Current Mileage <u>13435.8</u>
Date of Incident <u>06/23/2002</u>		Time of Incident <u>3:00 AM (PM)</u>	Repair Estimate (Attach Written, if avail.) <u>\$9317.00 INCOMPLETE</u>
Inspected By <u>FRANK A. ALTER EAAIC</u>		Organization <u>E.A. ASSOCIATES</u>	Telephone <u>(845) 7883917</u>
Inspector's Signature <u>Frank A. Alter EAAIC</u>		Date <u>7-20-2002</u>	

SECTION A INSPECTION SUMMARY

Following the vehicle inspection, summarize the facts and your observations (Do not include any opinions, speculation or conclusions.) Attach a copy of the appropriate Vehicle Inspection Report(s) for the allegation(s) being investigated.

VEH. INSPECTED AT INDEPENDENT COLLISION SHOP AT THE TIME OF INSPECTION ENGINE WAS STARTED AND IDLED. DURING INSPECTION THE INSTRUMENT CLUSTER HAD NO WARNING LIGHTS OR GAUGES INDICATING MALFUNCTION. ENGINE WOULD ACCELERATE AND RETURN TO IDLE. THE TRANS WOULD ENGAGE AND MOVE VEH. THE LEFT REAR W/ PANEL, BUMPER AND REAR DOORS AND GLASS DAMAGED. ENGINE FLUIDS ARE ALL AT FULL LEVELS AND ENGINE HAD NO LOSS OF POWER.

SECTION B INTERVIEW - VEHICLE HISTORY

Name, address & phone number of person(s) being interviewed. Always interview the driver when possible):

[REDACTED] HUDSON NY

504841782

**

ON REPAIR ORDER # 36756 DATED JUNE 18

HAD AN ACTIVE CODE P0221 ACCELERATOR
PEDAL AND SWITCH BAD. ON 6/18/2002
PART # 2C3Z-9F836-DA, 808570850

WAS ORDERED AND CUSTOMER WAS
ADVISED NOT TO DRIVE CAR DANGEROUS
TO DRIVE SEE ATTACHED RO AND
PARTS ORDER SLIP AND RO COMMENTS.
ENCLOSED

COPY OF BODY ESTIMATE ENCLOSED
AT THE TIME OF INSPECTION NGS WAS
NOT AVAILABLE NO LOSS OF POWER WAS
DETECTED

THIS VEHICLE WAS PARKED ON THE RIGHT
SIDE OF THE ON A WIDE SHOULDER AWAY
FROM THE THROUGH LANE OF TRAFFIC
WHEN A VEH. DROVE ONTO THE SHOULDER
AND IMPACTED THE LEFT QUARTER
PANEL OF THIS VEH.

Ford File Number 504841782**CUSTOMER & VEHICLE INFORMATION**

Vehicle modifications or after-market equipment? (e.g., hand controls for disabled persons, radio, phone, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, floor mats, etc.) Item(s), date installed, and by whom (name, phone):

NO MODIFICATIONS OR AFTER-MARKET EQUIPMENT

Prior collision damage? (when, where, extent, repaired by, etc.):

NO EVIDENCE OF PRIOR COLLISION

Describe existing vehicle conditions at time of incident (warning lights "On", strange odors, etc.):

NO WARNING LIGHTS OR GAUGES SHOWING MESSAGES

Repairs outside of warranty (what, when, by whom?):

NONE**SECTION C INTERVIEW - INCIDENT DETAILS**

If the vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer 0 (lbs) Load description (What was being transported):

NO LOAD NO TRAILER

Driver's physical description from interview, drivers license or police report (height, disabilities, medical conditions or medications etc.):

MALE RETIRED NYCFD

Drive Length this trip: Hrs. _____ Minutes 20 Length of trip in miles: 7

Estimated vehicle speed: PARKED MPH Source of estimate: MRW. GRIMES Posted speed: 35 MPH

Exact incident location: (Provide the highway name or route number, nearest cross street, and the direction the vehicle was traveling.)

PARKED ON THE SHOULDER OF THE ROAD IN FRONT
OF TRANSIT STATION ON ROUTE 9H ACROSS FROM THE
TOYOTA DEALER STUYVESANT FALLS

Ford File Number 504841732**CUSTOMER & VEHICLE INFORMATION**

Weather conditions and visibility:

CLEAR DRY DAYLIGHTApprox. ambient temperature 78°F. Any physical visual obstructions? (Signs, Trees, Bushes)

Surface where incident occurred: (Place an "X" in the appropriate boxes)

Concrete ☐ Asphalt ☒ Gravel ☐ Dirt ☐ Other ☐

Other, Please Describe: _____

Surface Conditions: (Place an "X" in all that apply)

Smooth ☒ Rough ☐ Pot Holes ☐ Wavy ☐ Other ☐
Wet ☐ Dry ☒ Snow ☐ Ice ☐ Other ☐

Other, Please Describe: _____

Normally brake with Right or Left foot? R Observe and Photograph the brake pedal pad for evidence of wear.

Describe brake operation (pedal feel, brake pull or grab, vibration, normal, etc.):

FRIM GRADUAL DECLINE TO FULL PRESSUREAny warning lights "On", high/low gauge readings, or messages displayed (Y/N): N/D Describe: _____

Electrical systems operation (normal/other?):

NO ACCELERATOR PEDAL AND SWITCH INTERMITTING

Mark an "X" before all electrical systems/devices which were "On" or "Cycled" immediately prior to the incident (if unknown, enter "U"):

☐ Cruise Control	☐ Windshield Wipers	☒ Radio, Tape/CD Player
☐ Traction Control Switch "On"	☒ Air Conditioner	☐ Auxiliary CD Player
☐ Low Beam Headlights	☐ Heater	☐ Telephone
☐ High Beam Headlights	☐ Windshield Defogger	☐ CB Radio
☒ Daytime Running Lights	☐ Windshield Defroster	☐ Power Window Controls
☐ Fog Lamps	☐ Rear Window Defroster	☐ Power Mirror Controls
☐ Turn Signal	☐ Outside Mirror Heater	☐ Power Seat Controls
☒ Hazard Flashers	☐ Driver Seat Heater	☐ Power Sun Roof Controls
☐ Map Lights, Ft ☐ Rr ☐	☐ Passenger Seat Heater	☐ Cigar Lighter
☐ Other Interior Lights	☐ Auxiliary Power Outlet	☐ Other

Steering operation (power assist, pulls, loose, etc.):

POWER RESERVOIR FULL BELTS TIGHT NO PULLING
OR LOOSE CONNECTIONS

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Customer and Vehicle Info
06/18/2001

FE03-044 28825

Ford File Number 504841782**CUSTOMER & VEHICLE INFORMATION**

Powertrain (any engine miss, sluggish, surge, stall, loss of power or speed, etc.):

MR GRIMES INDICATED VEH. HAD NO POWER PRESSING ON
ACCELERATOR WOULD NOT INCREASE ENGINE RPM
Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where?NONE

Describe any unusual odors or smoke (from where, color, intensity, etc.):

NONE

(Note: Attach additional pages as necessary to fully describe conditions present or those not covered by this report).

Measure and record the driver's seat positioned during the incident? (Measure distance from brake pedal rest position to front of seat): _____ inches.

Describe the steering wheel (tilt) position during the incident:

Tilt steering wheel position? ☐ Not equipped Position: Low ☐ Mid ☒ High ☐**SECTION D DAMAGE TO OTHER VEHICLE OR PROPERTY****Vehicle(s)**Was another vehicle(s) involved? Yes ☒ No ☐ (If No, skip to property damage)

If yes, list the Year, Make and

Model UNKNOWN

Owner name and address

UK

Driver name and address

UKVehicle speed estimate: UK M.P.H. Estimate by whom?

Describe damage

UNKNOWN**Property**Was property (other than vehicles) damaged? Yes ☐ No ☐ (If No, skip to Section E)

Owner of property

Address/Location of property

Describe the damaged property (sign, fence, building, etc.)

Describe the nature and extent of damage (including measurements)

Page 4 of 7

Ford File Number 504841782**CUSTOMER & VEHICLE INFORMATION****SECTION E DRIVER DESCRIPTION OF THE INCIDENT**

Provide a signed and dated statement written by the driver. If one is not available, provide the driver's description of the incident as provided to you: (Mr. Smith states...)

I WAS TRAVELING ON ROUTE 9 N. MY VEH. LOST
POWER I WAS ABLE TO PARK OR STOP MY VEH. ON THE
WIDE SHOULDER IN FRONT OF THE TRANSIT STATION
WHILE I WAS STOPPED ON THE SOUTH BOUND
SHOULDER A SOUTH BOUND VEH. TRAVELED ONTO
THE SHOULDER AND IMPACTED MY VEH. IN THE
LEFT REAR BUMPER, TAIL LIGHT, AND QUARTER PANEL
BOTH REAR DOOR GLASS WERE BROKEN

SECTION F POLICE / FIRE INCIDENT REPORT

*Police Report Filed:(Y/N) Y Report Number _____ Copy Attached (Y/N) N
Municipality/Agency and Location NY STATE POLICE COPY REQUESTED

*Fire Report Filed:(Y/N) — Report Number — Copy Attached (Y/N) —
Municipality/Agency and Location _____

*You should always attempt to obtain an official copy of the report from the agency involved. If the agency will not release a copy to you, please indicate below.

SECTION G RECALL CAMPAIGNS

Is the vehicle subject to any recall campaigns? ☐ Yes ☒ No (If no, skip to next section)

If yes, identify all campaigns and whether the inspection/modification has been completed.

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Customer and Vehicle Info
06/18/2001

PE83-844 26827

Ford File Number 504841732**CUSTOMER & VEHICLE INFORMATION**

Recall Number	Description	Completed?	
<i>NONE</i>		☐ Yes	☐ No
		☐ Yes	☐ No
		☐ Yes	☐ No
		☐ Yes	☐ No

Ford File Number 504841732**CUSTOMER & VEHICLE INFORMATION****SECTION H VEHICLE SYSTEM INSPECTION REPORT**

Attach the completed Vehicle System Inspection form(s) to this Customer and Vehicle Information section. The vehicle system inspection forms are provided as a guide to conduct a methodical inspection of the various vehicle systems. Complete the appropriate vehicle system inspection(s) based on the specific inspection request. Take color photographs as necessary to clearly show the areas of concern and your observations.

Provide information only for the vehicle identified in the inspection request and for the allegation made by the claimant. Based on the allegations, it may be appropriate to complete more than one vehicle system inspection form.

Attached to the Customer & Vehicle Information is a vehicle inspection(s) for:
(Check all that apply)

☐ Automatic Transmission/Transaxle (4)	☒ Inadvertent Vehicle Movement (5) <i>NO</i>
☐ Brake/ABS System (5)	☐ Restraint Systems (5)
☐ Fire (5)	☐ Seats (5)
☐ Hood Latches (4)	☐ Steering, Suspension, Tires & Wheels (4)

() indicates the number of pages in the report 5

SECTION I PHOTOGRAPHS

Attach a Photograph Description sheet to this report describing subject matter of any photographs taken while investigating this matter.

How many photographs were taken? 18 By whom? FRANK A. ALTER EMALG

To whom were these photographs supplied? MICHELLE HULL FORD MOTOR CO.
CONSUMER AFFAIRS

SECTION J INCIDENT SITE INSPECTION

Incident site inspection performed? ☐ Yes (attached) ☒ No (not performed)

An incident site inspection should be performed to gather information on physical evidence left by the vehicle(s) involved. The information should reflect only measurements, reference points and location of physical evidence and should not attempt to show the path of the vehicle(s) prior to and after the incident.

**Ford Motor Company
Preliminary Vehicle Inspection Report**

Ford File Number 504841732

PHOTOGRAPH DESCRIPTION SHEET

Please provide a brief description of the reason for each photograph. Supply one print of each photograph along with the negatives.

Roll Number ONE of ONE

Negative

Description

8	
9	
10	<u>WINDSHIELD VIN PLATE</u>
11	<u>WINDSHIELD VIN PLATE</u>
12	<u>WINDSHIELD NYS REGISTRATION LABEL</u>
13	<u>WINDSHIELD NYS INSPECTION LABEL</u>
14	<u>LEFT FRONT DOOR MED & TIRE LABEL</u>
15	<u>LEFT FRONT DOOR MED & TIRE LABEL</u>
16	<u>LEFT FRONT AND SIDE OF VEH.</u>
17	<u>LEFT REAR AND SIDE OF VEH.</u>
18	<u>RIGHT FRONT AND SIDE OF VEH.</u>
19	<u>RIGHT REAR AND SIDE OF VEH.</u>
20	<u>REAR DOORS OF VEH.</u>
21	<u>LEFT REAR TAIL LIGHT AND BUMPER</u>
22	<u>LEFT REAR QUARTER PANEL SIDE</u>
23	<u>LEFT REAR QUARTER PANEL TIRE WHEEL</u>
24	<u>INSIDE REAR DOORS AND OPEN REAR GLASS</u>
25	<u>LEFT REAR DECK LEFT CORNER</u>
26	<u>ELECTRICAL HARNESS AND SWITCHES</u>
27	<u>ELECTRICAL HARNESS AND SWITCHES</u>
28	<u>AIR INJECTION DUCTS</u>
29	
30	
31	
32	
33	
34	
35	
36	
37	

Ford Motor Company
Preliminary Vehicle Inspection Report

Ford File Number 504841782**INADVERTENT VEHICLE MOVEMENT****SECTION A PHOTOGRAPHIC EVIDENCE**

Complete this Vehicle Inspection Report and attach to the Customer and Vehicle Information Report.

The vehicle inspection documents physical evidence via color photographs and written observations. By recording your observation in the following section, you will be following a methodical inspection approach.

Take color photographs of the following and enter your observations on the form:

A. Exterior

Right and left side }

Front and rear

Vehicle Identification Number (VIN) WINDSHIELD VIN PLATE**B. Interior**

Instrument panel and odometer

Carpet }

Floor mats }

Throttle control pedal }

Brake pedal }

IN PLACE NO INTERFERENCEINCREASED AND DECREASED RPMHELD VEH. IN PLACE WITH TRANSIN DRIVE OR REVERSE**C. Under hood**

Throttle linkage and connections }

Throttle bore }

Cruise control servo and linkage }

Any linkage interference }

NO DAMAGE.NO BINDING SMOOTH MOVEMENT**D. Under body**

Any damage alleged to have been cause by the incident

Provide clear and close up photographs of the component alleged to have been the source of the fire.

Comments and observations:

VEH. HAD NO MALFUNCTION AT TIME OF
INSPECTION HGS WAS NOT AVAILABLE TO DIAGNOSE
FOR CODES

Ford File Number 504841732**INADVERTENT VEHICLE MOVEMENT****SECTION B VEHICLE INSPECTION**

List the physical location where the inspection was conducted.

VAN ALLEN AUTOMOTIVE IN A ROUTE 959H VALATIE, NY 12184List the name, title and company affiliation of anyone who was present during your inspection. (Obtain and attach a business card if possible.)

Conduct the following tests using the Service Bay Diagnostic System (SBDS) and attach a print out of the test results.

Vehicle In Process Tests:

Key On, Engine Off

Record any Diagnostic Trouble Codes that were detected.

Key On, Engine On

Record any Diagnostic Trouble Codes that were detected.

RECORD SBDS RESPONSES EXACTLY AS THEY READ ON THE SCREEN.

Diagnostic Trouble Code	Description
<u>NGS NOT AVAILABLE</u>	<u>NO CODES AT TIME OF INSPECTION</u>

DO NOT "CLEAR" CODES FROM THE POWERTRAIN CONTROL MODULE.

Inspect the throttle linkage from the passenger compartment to the throttle control linkage for any kinks or binding. Operate the throttle control by hand from the closed position to wide-open throttle. Record the results of your inspection.

DIESEL SMOOTH MOVEMENT NO KINKS OR
BINDING MR GRIMES INDICATED VEH. HAD
NO POWER REASON HE WAS STOPPED

Disconnect the throttle control cable from the throttle linkage. Operate the cable by hand through the full range of travel. Record the result of your inspection.

MOVE SMOOTH AND FREELY NO BINDING OR KINKS

Ford File Number 504841732**INADVERTENT VEHICLE MOVEMENT**

Using SBSDS test the shifter alignment. Record the test results.

CORRECT ALIGNMENT

Disable the secondary ignition to prevent the engine from starting. While the engine is off, attempt to crank the engine in each transmission selector range and record the results. Move selector to the far ends of each position and retry.

Selector Range		
Park	☒ Engine cranks	☐ Engine does not crank
Reverse	☐ Engine cranks	☒ Engine does not crank
Neutral	☒ Engine cranks	☐ Engine does not crank
Drive	☐ Engine cranks	☒ Engine does not crank
Intermediate (2)	☐ Engine cranks	☒ Engine does not crank
Low (1)	☐ Engine cranks	☒ Engine does not crank

Are there any after-market installations connected to the vehicle electrical system? (Theft alarm, remote starter, etc.) If yes, describe:

NONE

Have any hand controls been installed on the vehicle? If yes, indicate the type and brand of control(s) installed and test the operation of each. Record your observations.

NO

Measure the current position of the foot control pedals. (Measure from the pedal surface to the front edge of the seat cushion.)

Have the seat or adjustable pedals been moved since the incident? ☒ Yes ☐ No

Does brake pedal pad show wear? ☐ No ☒ Yes, ☒ Right side ☐ Left side

Do the brake lights illuminate when the brake pedal is depressed?

☐ All ☐ Left ☒ Right ☒ High Mounted LEFT BROKEN

Inspect the condition of the carpet in the area of the foot controls for wear, holes, loose material. Describe your observations:

SMOOTH AND FLAT, FLOOR MAT HOOKED AND IN PLACE**SECTION C AIRBAG SYSTEM INSPECTION**

Have any airbags deployed? ☐ Yes ☒ No (Skip this section)

Page 3 of 5

Inadvertent Vehicle Movement
08/18/2001

PE83-044 28833

JUL 20 2002 19:37

(845)783-7288

PAGE 13

Ford File Number 504841732**INADVERTENT VEHICLE MOVEMENT**

If yes, indicate which airbag deployed.

SCAN AIRBAG CONTROL MODULE FOR DIAGNOSTIC TROUBLE CODES WITH NEW GENERATION STAR TESTER. RECORD ALL SCAN TOOL RESPONSES EXACTLY AS THEY READ ON THE SCREEN.

Diagnostic Trouble Code	Description

DO NOT "CLEAR" CODES FROM THE AIRBAG CONTROL MODULE.

SECTION D ROAD TEST

Describe the weather conditions at the time of your road test.

 Temperature 78 F Conditions ☒ Clear ☐ Cloudy ☐ Rain ☐ Snow ☐ Fog

Road Test:	<u>DUE TO DAMAGE ROAD TEST COULD NOT BE</u>		
Time:	Minutes	Length:	Miles

PERFORMED

Drive the vehicle in an attempt to simulate the conditions reported by the driver. The simulation should be performed a minimum of five times. Provide your observations for the following:

Throttle responsiveness and test?

DUE TO DAMAGE ROADTEST COULD NOT BE
PERFORMED

Transmission operation? (Engagement, upshifts, downshifts, etc.)

ENGAGES IN ALL GEARS

Braking operation? (Effectiveness, smoothness, booster assist, etc.)

BRAKES HOLD IN DRIVE AND REVERSE ENGINE RUNNING
AT 2000 RPM

Parking brake? (Takes a firm set, restrains vehicle movement, brake light comes on, etc.)

BRAK HOLDS IN DRIVE AND REVERSE AND ENGINE
RANNING AT 1600 RPM

Ford File Number 50484 1732**INADVERTENT VEHICLE MOVEMENT**

Caution: When conducting the following test, be sure you have a clear/safe area of 200 feet in front of the vehicle.

Hold your left foot on the brake pedal with medium to heavy pedal pressure with the transmission on DRIVE range. Apply the throttle to wide-open with your right foot. Do not exceed five seconds. Record your observations:

BRNDS HOLD AT 2000 RPM

Steering system operation? (Power assist, pulls, loose, etc.)

RESERVOIR FILL BELTS TIGHT HAND WHEELS TURN IN THE SAME DIRECTION FROM STOP TO STOP AT THE SAME TIME

SECTION D COMPLAINT NOT VERIFIED

If your test drive does not verify the reported condition, repeat the road test with a member of dealership management and have that person sign the report as having witnessed the test.

DUE TO DAMAGE ROAD TEST COULD NOT BE PERFORMED. VEH. ENGINE DID NOT LOOSE POWER WHILE IDLEING THE ENTIRE TIME OF INSPECTION

SIGNATURE _____

Perform Service Bay Diagnostic System tests to verify results:

Vehicle In Process Tests:

Key On, Engine Off

Record any Diagnostic Trouble Codes that were detected.

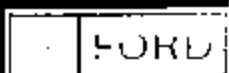
Key On, Engine On

Record any Diagnostic Trouble Codes that were detected.

RECORD SBDs RESPONSES EXACTLY AS THEY READ ON THE SCREEN.

Diagnostic Trouble Code	Description

DO NOT "CLEAR" CODES FROM THE POWERTRAIN CONTROL MODULE.



STAN MARTIN FORD, INC.

70 Fairview Avenue, PO Box 38

Hudson, NY 12534

Service 518-828-8915 518-828-4173

MSRP \$13000

TAX \$215

MSRP \$13000

504841732

DMV NYS REG # R3110128

RECOMMENDED SERVICES

DATE	DESCRIPTION	TIME	PRICE	STATUS	DATE	DESCRIPTION	TIME	PRICE	STATUS

SERVICE HISTORY

DATE	DESCRIPTION	TIME	PRICE	STATUS	DATE	DESCRIPTION	TIME	PRICE	STATUS

SALSPERSON NO.

SERVICE



10/15/02

03/16/02

03/16/02

03/16/02

03/16/02

03/16/02

03/16/02

03/16/02

03/16/02

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03/16/02

03/16/02

504841732

PARTS REQUESTED	COST	PART#	QTY LIST	AVAILABILITY

COMPLAINT:

CAUSE:

CORRECTION: 205570950

Accurate pedal to switch on order
 Remand Code 1022. Call nothing confirmed
 Database results switch on - 1022

DATE	TIME	NAME	DATE	TIME
30	318	36756	20	09 8 JUN 18
				07 8 JUN 18

504841732



WHITE - CUSTOMER COPY CANARY - OPERATING DEPT. COPY PINK - PARTS MONITORING
GOLD - ARRIVAL NOTICE TAB - CUSTOMER NOTIFICATION

FORM 16-1174 (1994)

PE03-044 28836

JUL 15, 2002

COMMENTS R/O 36756

50484 1732

3651

1. 6.18.02
2. ADVISED CUSTOMER NOT TO DRIVE CAR DANGEROUS TO DRIVE

(E=ENTER) (A=ADD) (C=CHANGE) (D=DELETE) (P=PAGE)

SFCHADMA

Action Detail

07/09/02 16:29:35

==>

VIN: 1FMSU43F22EB40332 Year: 2002 Model: EXCURSION
Owner Status: ORIGINAL WSD: 12/17/01
Name: [REDACTED] Hm Ph: [REDACTED]
Print: Case: 504841732 Day Ph: [REDACTED]
Symptom Desc: FAST IDLE ACCELERATOR BINDS ALL ENGINE TEMP
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY
Dealer: STAN MARTIN FORD INC
Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
Comm Type: PE PHONE Odometer Reading: 13000 MI
Analyst: 9835MH MICHELLE HULL Document Number:
Action Date: 06/28/02 Action Data: Y Action Time: 16:16:10 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
Comments:

F1-Help F2-AddAction F4-PrevAction F5-NextAction F6-ActionData
F9-PrevComments F10-NextComments F11-Menu F12-Return F13-ESP
RECORD FOUND

LPREL231

Ford Motor Company

Consumer Affairs

Sent via US Mail

July 31, 2002

[REDACTED]
Hudson, NY [REDACTED]

RE: 2002 Ford Excursion
VIN: 1FMSU43F22EB40332

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle.

Your concern has been thoroughly reviewed by an independent inspector. We have been informed that he was not able to verify a manufacturer's defect caused the accident. Based on this finding, we propose no further action.

Our experience has shown that these types of situations are typically handled by insurance companies. We suggest that you contact them for possible assistance. Your insurance company has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue this matter.

Thank you for the opportunity to review this concern.

Respectfully yours,

Michelle K. Hull
Consumer Affairs

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	13-NEW YORK	U	B1	20557	F13526

Dealer Name: STAN MARTIN FORD INC

Dealer Main Phone: 518-828-4173

Dealer Service Phone: 518-828-4173

Position	Employee Name
GENERAL MANAGER	RICHARD CONN
PARTS MANAGER	DAVID MULLER
SALES MANAGER	MARK PHILIPPEAR
SERVICE MANAGER	ROGER A ARMSTRONG

Service Hours

Directions

Trained

Additional Information

N

FED-844 28942

VEHICLE DETAIL

VIN: 1FMSU43F22EB40332	Engine: NAVISTAR 7.3L OHV DI TC V8 DSL
Make: FORD	Transmission: 4 SP AUTO 4R100 (DIESEL APPLIA
Model: EXCURSION	Paint Code/Color: ESTATE GREEN C/C
Year: 2002	Calibration:
Pay Load:	Max Towing Weight:
GVWR: 99200	Axle Ratio:
WheelBase: 137	Warranty Start Date: 12/17/2001
GCWR:	Vehicle Build Date: 12/4/2001
PEP Code: 430A	

Selling Dealers Name: OASIS FORD

Selling Dealers P & A Code: 03604

Selling Dealers Sales Code: F13058

Selling Dealers Main Phone: 732-591-1111 Selling Dealers Service Phone: 732-591-1111

Vehicle Order Image

```

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
U 4 3 2 E B 4 0 3 3 2 1 3 7 7 1 J 7 Z 2 1 8 K 4 3 1 2 F H E H 9 3 1 R 4 T
1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
5 3 1 B M S H 1 3 L 0 6 8 R P 4 S T 4 5 L H N F 1
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F M S 2 Y 2 1 A 4 3 0 A 9 F 9 N J
1 2 3 4 5 6 7 8 9 160

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FEB-04 23943

VIN
1FMSU43F22E840332

Year Model
2002 EXCURSION
No Open Issues

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Original Owner

Vehicle Info
Oasis
Warranty History

PE03-044 26844

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMSU43F22EB40332	Veh Line:	T/L1 - EXCURSION (U137) (2000)	Eng Serial No:	1806758
Model Year:	2002	Market Derived:	* - [N/A]	Body Shell:	*
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/DS - NAVISTAR 7.3L OH
Inv. Dealer:	03804	Body Cab Style:	T/WD - 4 DOOR WAGON	Transmission:	T/DS - 4 SP AUTO 4R100 (D
		Version/Series:	T/CA -		

BUILD INFORMATION:

Region: NA - #00000000 Plant: A1 - KENTUCKY TRUCK PLANT BUILD
Country: USA - #00000000 Prod Date: 04-DEC-2001

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 113018 - *
Country: USA - #00000000 Selling Dir St/Prov: NJ
Buyer St/Prov: NY
Arrival Date: 12-DEC-2001 Red Carpet Lease: *
Sale Date: 17-DEC-2001 Fleet/Retail/Co. Lease: R
Warranty Start Date: 17-DEC-2001 Modified Vehicle: *
Orig Warranty Date: 17-DEC-2001 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
0132001033213771J7 2 2 18K4312 2K 2K 931R47 5 31 B H S H 13L05WNP4 ST 4 5LH 7
17K02Y21 A 430A 9F9N0

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/C - ATC AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	CB	GVW Class Code:	S
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passg Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	BA	Paint:	PNSFH - ESTATE GREEN C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	MI - AM/FM STRO/CD CHANGER/CLK
Calibration Code:	*	Sound System:	AB - PREMIUM SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspension Traction Axle:	* - [N/A]
Color(Trim):	000HF -	Tire Brand:	* - [N/A]
Delivery Type:	G	Tire Size:	DSJYM - LT265/75R 16D A-T OWL
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	* - [N/A]
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF: VNWS1X0450 RF: VNWS1X0450
LR: VNWS1X0450 RR: VNWS1X0450
LL: * RL: *
SPARE: VNWS1X0450

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	C
ESP Coverage(Time):	* Emission Decal Suffix:	JFK
ESP Plan Year:	* Engine Family:	2FMOXA073ANC
ESP Signature Date:		

Can't find VIN Code =

Standard Claims List For Model Year 2002

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	FLY CD	TIR CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CMT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
-----	-------------	--------------	-------------	---------------	---------------	-----------	-----------	-----------	--------------	--------------	-------------------	-------------	-----	-----	--------	------	------	------	-----	----	-----------------

FEB-04 2:28:47

ESP Recall Information

VIN: 1FMSU43F22EB40332

No ESP Information for this VIN

No Recall Information for this VIN

FE03-044 28043

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]	Secondary Phone:	[REDACTED]
Address:	[REDACTED]	HUDSON		NY	[REDACTED]
Country:	USA	Language:	EN		
Cell Phone:		Pager:			
Preferred Contact method:		Fax:			
Preferred Contact Time:		Email:			

PEB3-044 26949

Action Detail

VIN: 1FMSJ43F22EB40332	Year: 2002	Model: EXCURSION	Case: 504841732
Name: [REDACTED]	Owner Status: Original	WSD:	
Symptom Desc: FAST IDLE ACCELERATOR BINDS ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: STAN MARTIN FORD INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 20557	
Action Desc: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF			
Odometer: 13000 MI	Coman Type: PHONE		
Action Date: 08/28/2002	Action Time: 14:47:48:677	Action Date: No	
Analyst Name:	Analyst: FBROOKS		

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
COMMENTS: VLC073TCUSTOMER SAYS: - STATES WHILE DRIVING, THE ACCELERATOR PEDAL WOULD STOP WORKING; - STATES HE WOULD PUSH IT ALL TO THE FLOOR AND NOTHING HAPPEN; - VEH WOULD BE IN DRIVE AND MOTOR WOULD IDLE; - HAPPENS AT YIELD SIGNS AND STOP SIGNS; - STATES VEH ROLLED OUT INTO INTERSECTION; - STATES HE PUT VEH BACK INTO DRIVE AND WHILE DOING SO ANOTHER VEH HIT HIM THE REAR; - ACCIDENT TOOK PLACE ON 08/23/02 IN KINDERHOOD, NEW YORK; - ALLEGING THAT IT'S PRODUCT DEFECT THAT CAUSED ACCIDENT; - POLICE REPORT WAS FILED; - CLAIM WAS FILED THROUGH INSURANCE COMPANY, WHO SENT A FIELD REP OUT AND HE SHOULD BE CONTACTED BY INSURANCE COMPANY TODAY; - DON'T KNOW IF VEH IS REPALE; - STATES HIM AND HIS 3 KIDS WENT TO HOSPITAL FOR MAJOR INJURIES AND INSPECTION; - STATES DRLSHP DIAGNOSE VEH AND STATES IT'S THE GAS PEDAL; - DRLSHP FOUND OUT THAT PART WAS RECALLED BY FORD AND IT WAS SENT BACK TO FACTORY; - STATES HE CALLED DRLSHP, WHO DON'T WANT TO TALK TO HIM DUE TO VEH BEING IN ACCIDENT; PER CUSTOMER, DEALER SAYS: 1- STAN MARTIN FORD 70 FAIRVIEW AVENUE HUDSON, NY 12534 - ORDER PART, WHICH WAS OVER-NIGHTED; - PART IS THE GAS PEDAL ASSEMBLY, WHICH NEVER CAME IN; - STATES PART IS RECALLED BY FORD; CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341				

FEB3-04 28950

Action Detail

VIN: 1FMSU43F22EB40332	Year: 2002	Model: EXCURSION	Case: 504841732
Name: [REDACTED]	Owner Status: Original	WSD:	
Symptom Desc: FAST IDLE ACCELERATOR BINDS ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: STAN MARTIN FORD INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 20557	
Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER			
Odometer: 13000 MI	Comm Type: PHONE		
Action Date: 07/24/2002	Action Time: 08:08:48:197	Action Data: No	
Analyst Name: MICHELLE HULL	Analyst: 8835MH		

COMMENTS: EAA HAS INSPECTED VEHICLE. ACCORDING TO THE INFORMATION ANOTHER DRIVE CROSSED THE WHITE LINE WHILE THE CUSTOMER WAS ON THE SIDE OF THE ROAD. CUSTOMER WAS INFORMED THAT THIS IS AN INSURANCE COMPANY MATTER AND WAS REFERRED BACK TO HIS INSURANCE COMPANY.

504841732

TRAVELERS
NEW YORK APPRAISAL SERVICES
R/3010572

CD LOG NO 1509 -0

CORRECTED ESTIMATE

06-25-02 10:43 AM

CLAIM INFORMATION

CLAIM # LTX6188001
COMPANY D/A 06/24/02 D/A 06/24/02
INSURED
CLAIMANT
LOSS PAYEE

POLICY # 056206921356210101 3
CLAIM REP 263 BR 518-488-2266
LOSS DATE 06-23-02
LOSS TYPE COLLISION
ACCT # POS-800-DN-N10

INSPECTION

TYPE FIELD
PRIMARY POI NEAR HWY LEFT
APPRAISER NAME JAY WILLS
LICENSE # 1A894808
WORK PHONE (518) 788-1654
ADDRESS 80 WOLF RD
CITY STATE ALBANY
ZIP 1205 -

SECOND POI

FAX (518) 788-1657
INSP DATE 06-25-02
LOCATION VAN ALLEN AUTOMOTIV
CITY STATE VALATIE NY

OWNER

WILLIAM G GRINGS
48 DANITA DR
HUDSON NY 12534-

WORKS(0) -
HOMES(518) 628-1166

REPAIR

ATTN DOMINIC
VAN ALLEN AUTOMOTIVE
3361 RT 98
VALATIE NY 12184-
SHOP PHONE (518) 788-7308

SHOP LIC# R3110106
CAR IN
CAR OUT
REPAIR DAYS
FAX (518) 788-1587

VEHICLE

2002 FORD EXCURSION LIMITED 4 DR WAGON
8CYL DIESEL TURBO 7.3L

OPTIONS

TWO-STAGE - EXTERIOR SURFACES
4-WHEEL DRIVE
WHEEL FLARES
HEATED FRONT SEATS
PRIVACY SIDE & BACK GLASS
POWER QUARTER GLASS
CLIMATE CONTROLLED A/C
OVERHEAD CONSOLE
ELEC REMOTE CONTROL MIRRORS

TWO-STAGE - INTERIOR SURFACES
BUMPER MOUNTED FOG LAMPS
DRIVER POWER SEAT
HEATED REMOTE CONTROL MIRRORS
LUGGAGE RACK
OBSTACLE WARNING SYSTEM, REAR
FRONT AND REAR AIR CONDITIONING
OVERHEAD DISPLAY UNIT

BODY COLOR GREEN
CONDITION EXCELLENT
LICENSE # NY88296
LICENSE STATE NY

MILEAGE 13,000
VIN 1FMSU43F22EB40332
CODE P720
VEN INSP #

504841732

2002 FORD EXCURSION LIMITED 4 DR WAGON
CLAIM # LJE5189001

LOG 1809 -0

06-25-02 10:43 AM

TE 0007	GUARD, WOD	PARTL REFL PRICE	36.71	1
M 0002	HINGE, TAILGATE	LT VC3E7842DA69BA	28.30	0.3 1
L 0502	HINGE, TAILGATE	LT REFINISH		0.4 4
		0.3 Surface		
		0.1 Two-stage		
E 0484	GLASS, TAILGATE HEATHD	VC3E7842DA69BA	1,471.82	1.8 1
L 0509	PAN, REAR FLOOR	REPAIR		8.0*1
L 0509	PAN, REAR FLOOR	REFINISH		3.0 4
		2.5 Surface		
		0.5 Two-stage		
KI 0510	FUEL TANK R & L	RAT ASSEMBLY		1.6 1
E 0013	WHEEL, BACK DOOR	FC0E1B42B2BA	18.23	0.3 1
E 0480	SHELL, BACK DOOR	LT VC3E7840011AA	374.80	1.8 1
L 0480	SHELL, BACK DOOR	LT REFINISH		3.2 4
		1.7 Surface		
		1.0 Edge		
		0.5 Two-stage		
ER 0481	SHELL, BACK DOOR	WT BLEND REFINISH		0.3 4
		0.6 Blend		
		0.3 Two-stage		
R 0508	H/PLATE, BACK DOOR	VC3E7842B2BA	14.23	0.2 1
E 0518	H/PLATE, BACK DOOR	VC3E7842B2BA	14.23	0.2 1
E 0506	HOUSING, TAILLAND	LT VC3E7837971AA	35.57	INC 1
L 0506	HOUSING, TAILLAND	LT REFINISH		0.4 4
		0.3 Surface		
		0.1 Two-stage		
E 0519 01	SOCKET, TAILLAND	LT F17B13411B	9.98	INC 1
E 0533	TAILLAND ASSEMBLY	LT FWH13408A	109.20	INC 1
E 0565	BUMPER, REAR	VC3E17806BA	350.00	1.0 1
E 0524 01	REIN? REAR BUMPER	VC3E17D826BA	129.97	0.1 1
E 0431	BRKT, REAR BUMPER MT	LT VC3E17787AA	19.92	0.7 1
E 0487	SHOCK, RE BUMPER	LT 1L1E15K858AA	58.68	INC 1
E 0461 01	RETAINER, RR STEP IN	LT XL3E17D754AAA	3.05	1
E 0463	RETAINER, RR STEP INPR	XL3E17D754AAA	3.05	1
E 0549 01	PAD, REAR BUMPER STEP	XL1E17B807AAB	31.38	INC 1
E 0566 01	PAD, REAR BUMPER STEP	XL1E17B807AAB	48.80	INC 1
P 0980	SUSPENSION CHECK REAR	CHECK		0.0*2
I 0699	HOUSING, REAR AXLE	REPAIR		1.0*2
>>For measure and wear/open for edit1				
E 0791 01	SPRING, REAR LEAF	LT 2C7E8840BA	147.83	0.9 1
E 1893 01	BUSHING, REAR SPRING	LT B07E5884B	23.08	INC 2
E 0845 01	SHACKLE, REAR SPRING	LT 1C3E8774BA	14.73	0.1 2
E 1804	SKRT, REAR SPRING	LT F81E8784AA	18.52	INC 3
E 0865	BRACKET, SHACKLE	LT F81E8778BA	37.17	0.1 2
E 0867	BRACKET, SHACKLE	LT F81E8778BA	19.23	0.1 2
E 1482	SKRT, REAR STRAP BAR	LT F81E88498BA	28.28	0.2 2
E 0848 02	ROD, RR STABILIZER S	LT VC1E8K484BA	11.00	0.3 2
L N04	PINTSTRIPES-PAINTED	REFINISH		1.8*4
EC N14	CORROSION PROTECTION	REPLACE AFTERMARK	18.00*	4
EC N25	TIRE-LEFT REAR, BALANCE	REPLACE AFTERMARK	145.00*	0.3*1
>>Firestone steeltek at 2657516				
EC	FLSK 5	REPLACE AFTERMARK	2.00*	0.0*1*
I	SET UP AND REAS	REPAIR	8.00*	2.5*1*
EC	COVER CAR	REPLACE AFTERMARK	8.00*	0.0*1*

2002 FORD EXCURSION LIMITED 4 DR WAGON
CLARK # LHM2100001 APR 1995 -0

05-20-02 10:43 AM

504841732

REMARKS:

ADVISED / COPY TO SHOP FAXED / EST DATE TO REPAIR / 10
FOR SUPPLEMENTAL REQUEST PLEASE CALL 810-280-4449/
HAND LEFT REAR IMPACT BUMP OPEN / SHOP WILL HAVE TO TEARDOWN AND FOLLOW UP

OF CODES:

NO = USER-DEFINED VALUE	RE = REPLACE RER	MC = REPLACE MACH
NO = REPLACE AFTERMARKET	UC = REARM/RESCUE/COM	UM = AFTERMARKET REARM
RU = SALVAGE PART	UP = AFTERMARKET RER	UC = REARM OWN PART
PH = AFTERMARKET REARM	TS = PARTL REPL PRICE	UT = PARTL REPL LABOR
IT = PARTIAL REPAIR	I = REPAIR	L = REFINISH
RE = BLEND REFINISH	TT = TWO-STAGE	CG = CHIEFHAND
SE = SUELET	N = ADDITIONAL LABOR	RI = RAI ASSEMBLY
F = CRACK	AA = APPEAR ALLOWANCE	SP = RELATED PRIOR
UP = UNRELATED PRIOR		

OF	CODE	MC	DESCRIPTION	REF. PART NO.	PRICE	QTY	IN	HOURS	R
I	0449		FRANK ASSY COMPLETE	REPAIR				4.0	2
I	0449		RD RAIL, REAR FRANK	LT REPAIR				2.0	2
N	0449		FRANK BLIND	ADDITIONAL LABOR				0.5	2
N	0141	01	PANEL, DRAWING BOARD	LT YC3E7829223BAA	882.32			0.5	1
NR	0187		DOOR, SWELL, REAR	LT BLEND REFINISH				2.4	4
				1.2 Blend					
				0.5 Two-stage setup					
				0.5 Two-stage					
RI	0363		W/STRIP, BELT CUTTER	LT RAI ASSEMBLY				0.2	1
NR	0369		WELD, REAR DOOR LONG	LT BLEND REFINISH				0.3	4
				0.2 Blend					
				0.1 Two-stage					
RI	0369		WELD, REAR DOOR LONG	LT RAI ASSEMBLY				0.4	1
RI	0316		WELD, NR DOOR OUT	LT RAI ASSEMBLY				0.4	1
TS	0389		PANEL, QUARTER	LT PARTL REPL PRICE	690.10			1	
UT	0438		PANEL, QTR (AT BELT	LT PARTL REPL LABOR				14.9	1
L	0615		PANEL, QTR (AT BELT	LT REFINISH				4.5	4
				1.5 Surface					
				1.0 Edge					
				0.7 Two-stage					
L	0397		DOOR, FUEL FILLER	LT REFINISH				0.4	4
				0.3 Surface					
				0.1 Two-stage					
I	0365		PUL, QUARTER INNER	LT REPAIR				6.0	1
L	0365		PUL, QUARTER INNER	LT REFINISH				2.4	4
				2.0 Surface					
				0.4 Two-stage					
I	0445		PUL, WHEELHOUSE COTE	LT REPAIR				6.0	1
L	0445		PUL, WHEELHOUSE COTE	LT REFINISH				0.6	4
				0.5 Surface					
				0.1 Two-stage					
RC	0436		SEALANT KIT, QTR GLA	LT REPLACE AFTERMARK	15.00			1.8	1
E	0409	01	GUARD, STONE	LT YC3E7829223BAA	9.96			INC	1
E	0409	01	FLARE, WHEEL OPENING	LT YC3E7829165AAB	229.43			INC	1
E	0576		SHIELD, QUARTER PANEL	LT YC3E7824371AA	8.80			INC	1
ET	0348		GUARD, MID	LT PARTL REPL LABOR				INC	1

504841732

2003 FORD EXPLORER LEXUS 4 DR HATCH
CLAIM # LEXUS0001

LOG 1509 -0

06-25-02 10:43 AM

BC	TOW LIT	REPLACE AFTERMARK	175.00*	0.001*
B	D-BOLTS	REPLACE CEN	36.00*	1
Z	>>> 10.00 ON			
Z	TRAILER HITCH	REPAIR		2.001*
L	>>> 10.00 ON			
L	TRAILER HITCH	REFINISH		0.004*
RI	TRAILER HITCH	RAY ASSEMBLY		2.001*

66 ITEMS

NO MESSAGE

01 CALL DEALER FOR EXACT PART # / PRICE

02 PART NO. DISCONTINUED, CALL DEALER FOR EXACT PART NO.

FINAL CALCULATIONS & REPAIRS

PARTS

GROSS PARTS	\$ 4,811.08
OTHER PARTS	\$ 366.00
PAINT MATERIAL	\$ 356.40

ADJUSTMENTS

DISCOUNT

MARKUP

PARTS TOTAL	\$ 5,327.48
TAX ON PARTS & MATERIAL @ 8.000%	\$ 426.20

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	\$ 40.00	27.3	34.6	\$ 2,078.00
2-WELD/BLK	\$ 40.00	1.6	9.3	\$ 436.00
3-PAINT	\$ 40.00			
4-REFINISH	\$ 40.00	18.8		\$ 752.00
5-PAINT	\$ 18.00			

LABOR TOTAL

TAX ON LABOR @ 8.000%	\$ 3,300.00
-----------------------	-------------

TAX ON SUPPLIES @ 8.000%	\$ 264.00
--------------------------	-----------

TOWING

STORAGE

GROSS TOTAL

LESS: DEDUCTIBLE

\$ 9,317.68

UNRECOVERED

NET CORRECTED TOTAL

\$ 9,317.68

THE C/00/00/00/00 CIN 00/00/00/00/00 G00000: 12106 501
 UP PERIOD 00405 CEN LOG1509 -0 06-25-02 15:40:01 REL 4.05 SW04/02 DT06/02
 (C) 1993 - 2002 ADP CLAIMS SOLUTIONS GROUP, INC.

4.1 HRS WERE ADDED TO THIS EST. BASED ON ADP'S TWO-STAGE REFINISH FORMULA.
 ESTIMATE CALCULATED USING THE 2.5 HOUR MAXIMUM ALLOWANCE FOR TWO-STAGE
 REFINISH OF NON-FLAT, EXTERIOR SURFACES.
 BY PERSON WHO KNOWLEDGE AND WITH INTENT TO INURE OR DEPRIVE ANY INSURANCE

FRANK A. ALTER
FAX COVER TRANSMITTAL
TELEPHONE: (845) 783-3717
FAX NUMBER: (845) 783-7288
DATE: JULY 20, 2002

TO: MICHELLE HULL
COMPANY: FORD MOTOR CO. CONSUMER AFFAIRS
FAX NUMBER: (313) 845-5555
NUMBER OF PAGES (INCLUDING COVER SHEET): 19

FILE NUMBER: 504841732
OWNER: [REDACTED]
DRIVER: [REDACTED]

MESSAGE: THE ATTACHED FILE WILL BE EXPRESS
MAILED ON 7-22-2002

AUG 8 2002 POLICE REPORT
NO TRAFFIC CONTROL, DAYLIGHT, STRAIGHT AND
LEVEL, DRY, CLEAR, (FOLLOWING TOO CLOSELY, VEH 1)
(VEH 1 PASSENGER DISTRACTION) BOTH VEH.
SOUTH BOUND, BOTH VEH. GOING STRAIGHT AHEAD
ONLY REPORTED INJURIES WERE TO [REDACTED]
COMPLAINT OF PAIN IN NECK AND WAS CONSCIOUS

FRANK A. ALTER
CONFIDENTIAL

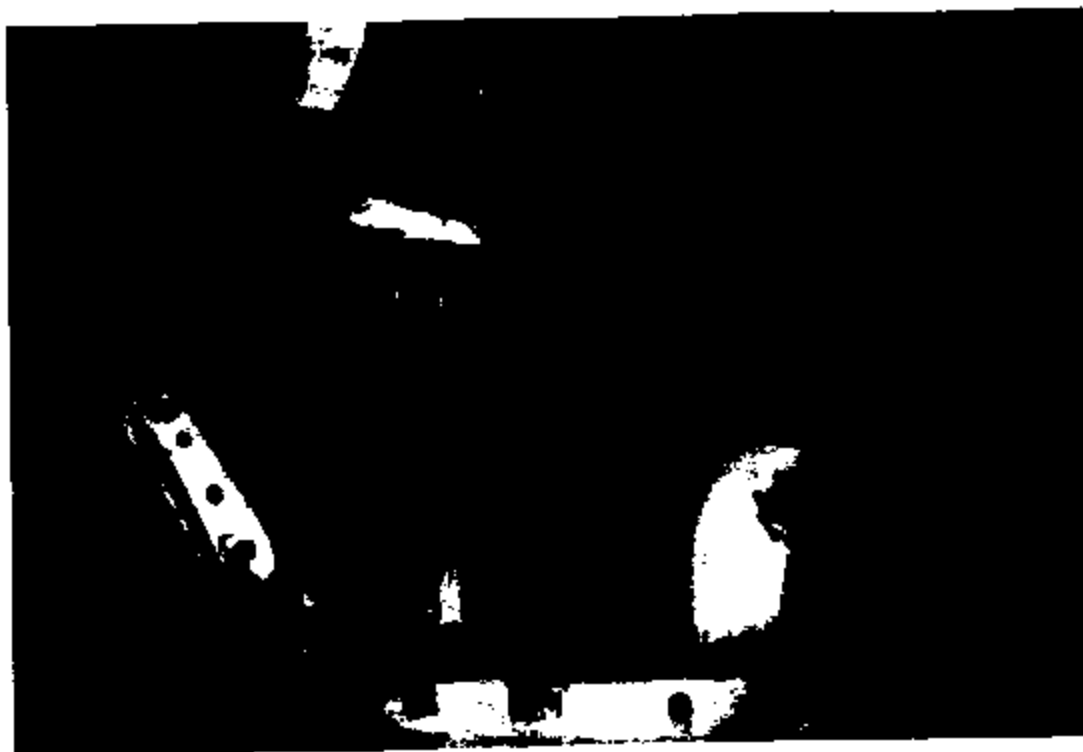
[REDACTED] TOLD ME HE WAS PARKED ON THE
SHOULDER, TO THE RIGHT OF THE WHITE FOG
LINE AT THE TIME OF IMPACT AND HE
SAID IT WAS A WIDE SHOULDER FOR PARKING
AT TRANS STATION

FEB3-844 28856

PEDESTRIAN/BICYCLIST LOCATION		APPARENT CONTRIBUTING FACTORS		VEHICULAR			
1. Pedestrian/Bicyclist at Intersection 2. Pedestrian/Bicyclist Not at Intersection		HUMAN 1. Alcohol Involvement 2. Backing Unlawfully 3. Driver Inattention 4. Driver Inexperience 5. Driver Impaired 6. Drowsy (Fatigue) 7. Failure to Yield Right-of-Way 8. Reckless Driving 9. Pedestrian/Bicyclist Error 10. Pedestrian/Bicyclist's Error 11. Loss of Consciousness 12. Passenger Distraction 13. Pedestrian/Bicyclist's Error 14. Pedestrian/Bicyclist's Error 15. Pedestrian/Bicyclist's Error 16. Pedestrian/Bicyclist's Error 17. Pedestrian/Bicyclist's Error 18. Pedestrian/Bicyclist's Error 19. Pedestrian/Bicyclist's Error 20. Pedestrian/Bicyclist's Error 21. Pedestrian/Bicyclist's Error 22. Pedestrian/Bicyclist's Error 23. Pedestrian/Bicyclist's Error 24. Pedestrian/Bicyclist's Error 25. Pedestrian/Bicyclist's Error 26. Pedestrian/Bicyclist's Error 27. Pedestrian/Bicyclist's Error 28. Pedestrian/Bicyclist's Error 29. Pedestrian/Bicyclist's Error 30. Pedestrian/Bicyclist's Error		41. Accelerator Defective 42. Brake Defective 43. Headlight Defective 44. Other Lighting Defective 45. Overload Vehicle 46. Steering Failure 47. Tire Failure/Inadequate 48. Tire Heat Defective 49. Windshield Inadequate 50. Other Vehicle 51. Animal's Action 52. Glass 53. Large Marking Impaired 54. Construction/Obstruction 55. Pavement Defective 56. Pavement Slippery 57. Brakes Defective 58. Traffic Control Device 59. Improperly Working 60. View Obstructed/Impaired 61. Other Environmental			
PEDESTRIAN/BICYCLIST ACTION 1. Crossing With Signal 2. Crossing Against Signal 3. Crossing No Signal, Marked Crosswalk 4. Crossing No Signal at Crosswalk 5. Riding/Walking Along Highway With Traffic 6. Riding/Walking Along Highway Against Traffic 7. Entering from Front of Outbound Vehicle 8. Going out from Stopped School Bus 9. Getting On/Off Vehicle Other Than School Bus 10. Pushing/Pulling On Car 11. Working in Roadway 12. Working in Roadway 13. Other Activity in Roadway 14. Not in Roadway (Indicate)		TRAFFIC CONTROL 1. None 2. Traffic Signal 3. Stop Sign 4. Flashing Light 5. Yield Sign 6. Railroad 7. No Passing Zone 8. RR Crossing Sign 9. RR Crossing Flashing LT. 10. RR Crossing Gates 11. Stopped School Bus 12. Red Light Flashing 13. Construction Work Area 14. Maintenance Work Area 15. Utility Work Area 16. Other		DIRECTION OF TRAVEL N NE E SE S SW W NW			
LIGHT CONDITIONS 1. Daylight 2. Dawn 3. Dusk 4. Dark/No Light 5. Dark/No Light		ROADWAY CHARACTERISTICS 1. Straight and Level 2. Straight and Grade 3. Straight at Hillcrest 4. Curve and Level 5. Curve at Hillcrest		PRE-ACCIDENT VEHICLE ACTION 1. Going Straight Ahead 2. Making Right Turn 3. Making Left Turn on Red 4. Making Left Turn on Red 5. Making U Turn 6. Starting from Parking 7. Stopping or Stopping 8. Stopping in Traffic 9. Stopping Parked Position 10. Parked 11. Avoiding Object in Roadway 12. Changing Lanes 13. Overtaking 14. Merging 15. Backing 16. Other			
ROADWAY SURFACE CONDITION 1. Dry 2. Wet 3. Snow 4. Ice 5. Other		WEATHER 1. Clear 2. Cloudy 3. Rain 4. Snow 5. Sleet 6. Fog 7. Other		LOCATION OF FIRST EVENT 1. On Roadway 2. On Highway			
WHICH VEHICLES WERE INVOLVED 1. Vehicle No. 1 2. Vehicle No. 2 3. Other		LOCATION OF MOST SEVERE PHYSICAL COMPLAINT 1. Head 2. Neck 3. Chest 4. Back 5. Shoulder/Upper Arm 6. Lower Arm/Hand 7. Ankle/Foot 8. Hip/Lower Leg 9. Other		TYPE OF ACCIDENT - COLLISION WITH 1. Other Motor Vehicle 2. Pedestrian 3. Bicyclist 4. In-Line Trailer 5. Animal 6. Railroad Train 7. Other			
POSITION IN VEHICLE 1. Driver 2. Passenger 3. Other		SAFETY EQUIPMENT USED 1. None 2. Lap Belt 3. Harness 4. Air Bag 5. Child Restraint Only 6. Air Bag Deployed 7. Air Bag Deployed/Lap Belt 8. Air Bag Deployed/Lap Belt 9. Air Bag Deployed/Lap Belt 10. Air Bag Deployed/Lap Belt 11. Air Bag Deployed/Lap Belt 12. Air Bag Deployed/Lap Belt 13. Air Bag Deployed/Lap Belt 14. Air Bag Deployed/Lap Belt 15. Air Bag Deployed/Lap Belt 16. Air Bag Deployed/Lap Belt 17. Air Bag Deployed/Lap Belt 18. Air Bag Deployed/Lap Belt 19. Air Bag Deployed/Lap Belt 20. Air Bag Deployed/Lap Belt 21. Air Bag Deployed/Lap Belt 22. Air Bag Deployed/Lap Belt 23. Air Bag Deployed/Lap Belt 24. Air Bag Deployed/Lap Belt 25. Air Bag Deployed/Lap Belt 26. Air Bag Deployed/Lap Belt 27. Air Bag Deployed/Lap Belt 28. Air Bag Deployed/Lap Belt 29. Air Bag Deployed/Lap Belt 30. Air Bag Deployed/Lap Belt		TYPE OF PHYSICAL COMPLAINT 1. Amputation 2. Contusion 3. Internal 4. Minor Bleeding 5. Severe Bleeding 6. Minor Burn 7. Moderate Burn 8. Severe Burn 9. Fracture - Dislocation 10. Contusion - Bruise 11. Amputation 12. Complaint of Pain 13. None Visible		COLLISION WITH FIXED OBJECT 1. Light Support/Utility Pole 2. Guardrail Not At End 3. Guide Post End 4. Crash Cushion 5. Sign Post 6. Tree 7. Roadway Wall 8. Curbing 9. Fence 10. Unexcavated 11. Unexcavated 12. Unexcavated 13. Unexcavated 14. Unexcavated 15. Unexcavated 16. Unexcavated 17. Unexcavated 18. Unexcavated 19. Unexcavated 20. Unexcavated 21. Unexcavated 22. Unexcavated 23. Unexcavated 24. Unexcavated 25. Unexcavated 26. Unexcavated 27. Unexcavated 28. Unexcavated 29. Unexcavated 30. Unexcavated	
VEHICLE DAMAGE 1. Front End 2. Rear End 3. Side 4. Other		VEHICLE DAMAGE 1. Front End 2. Rear End 3. Side 4. Other		VEHICLE DAMAGE 1. Front End 2. Rear End 3. Side 4. Other			

Page 1 of 1 Pages		New York State Department of Motor Vehicles		POLICE ACCIDENT REPORT		DMV USE	
Report Date: 07/23/2002 SP KINDERHOOK IN # 21204		COLU		NY-104AW (7/00)			
Accident Date: 07/23/2002 Day of Week: SU Time: 10:13 AM ☐ PM ☒		No. of Vehicles: 2 No. Injured: 1 No. Killed: 0 Non-Highway ☐ Highway ☒		Not Investigated ☐ Left Scene ☐ Police Photos ☐			
Driver's Name - as listed on license: DRIVER Address (Include Number & Street): [REDACTED] City or Town: HUDSON State: NY Zip Code: [REDACTED] Date of Birth: [REDACTED] Sex: M Unlicensed ☐ State of Lic.: NY Name - as listed on registration: DRIVER Address (Include Number & Street): [REDACTED] City or Town: HUDSON State: NY Zip Code: [REDACTED]		Driver's Name - as listed on license: DRIVER Address (Include Number & Street): [REDACTED] City or Town: STATEN ISLAND State: NY Zip Code: [REDACTED] Date of Birth: [REDACTED] Sex: M Unlicensed ☐ State of Lic.: NY Name - as listed on registration: DRIVER Address (Include Number & Street): [REDACTED] City or Town: STATEN ISLAND State: NY Zip Code: [REDACTED]					
Plate Number: BCYH122 State of Reg: NY Vehicle Year & Make: 1993 DODGE Vehicle Type: 4DR Ins. Code: 808		Plate Number: BEJ3298 State of Reg: NY Vehicle Year & Make: 2002 FORD Vehicle Type: 4DR Ins. Code: 282					
Check if involved vehicle: ☐ Is more than 10 years old ☐ Is more than 10 years old ☐ Was operated with an overweight permit ☐ Was operated with an overweight permit		Check if involved vehicle: ☐ Is more than 10 years old ☐ Is more than 10 years old ☐ Was operated with an overweight permit ☐ Was operated with an overweight permit		Check the diagram below that describes the accident or drive your own diagram. In the space provided, describe the vehicles.			
Vehicle 1 Damage Codes: Box 1 - Point of Impact Box 2 - Most Damage Strike up to three more damage codes		Vehicle 2 Damage Codes: Box 1 - Point of Impact Box 2 - Most Damage Strike up to three more damage codes		Diagram showing vehicle positions and directions of travel.			
Vehicle 1: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Vehicle 2: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Diagram showing vehicle positions and directions of travel.			
Vehicle 1: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Vehicle 2: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Diagram showing vehicle positions and directions of travel.			
Vehicle 1: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Vehicle 2: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Diagram showing vehicle positions and directions of travel.			
Vehicle 1: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Vehicle 2: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Diagram showing vehicle positions and directions of travel.			
Vehicle 1: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Vehicle 2: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Diagram showing vehicle positions and directions of travel.			
Vehicle 1: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Vehicle 2: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Diagram showing vehicle positions and directions of travel.			
Vehicle 1: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Vehicle 2: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Diagram showing vehicle positions and directions of travel.			
Vehicle 1: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Vehicle 2: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Diagram showing vehicle positions and directions of travel.			
Vehicle 1: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Vehicle 2: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Diagram showing vehicle positions and directions of travel.			
Vehicle 1: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Vehicle 2: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Diagram showing vehicle positions and directions of travel.			
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Vehicle 1: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Vehicle 2: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Diagram showing vehicle positions and directions of travel.			
Vehicle 1: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Vehicle 2: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Diagram showing vehicle positions and directions of travel.			
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Vehicle 1: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Vehicle 2: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Diagram showing vehicle positions and directions of travel.			
Vehicle 1: 1 Point of Impact 2 Most Damage Strike up to three more damage codes		Vehicle 2: 1 Point of Impact 2 Most Damage Strike up to three more damage codes					





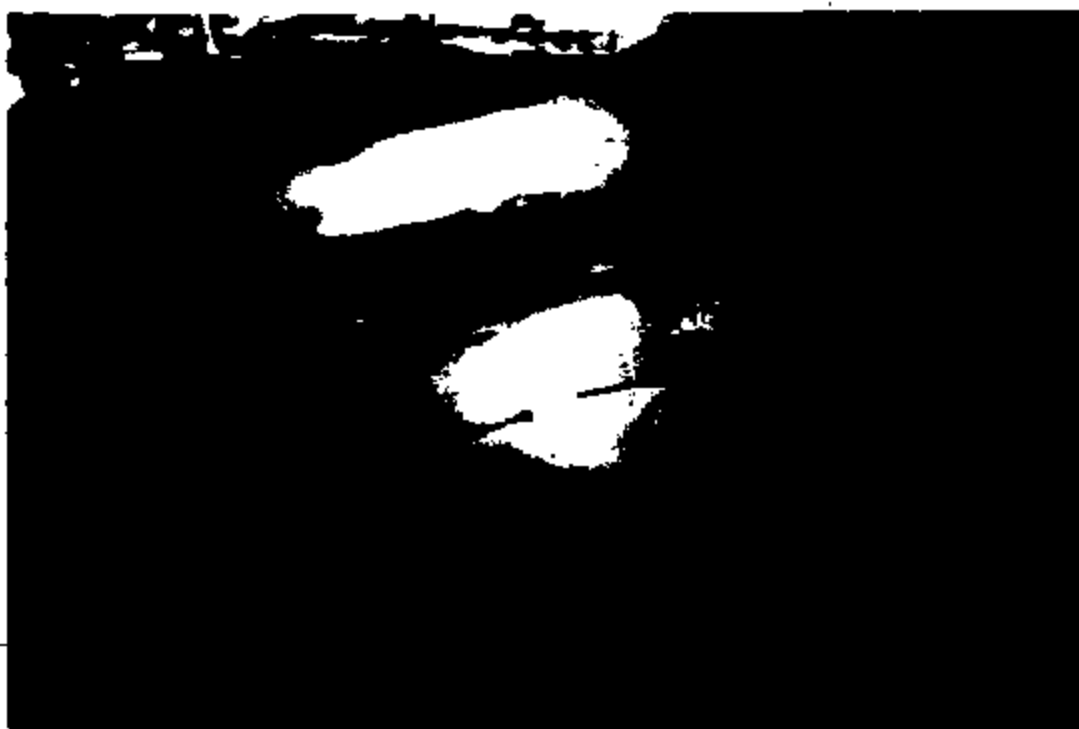














FE03-044 20057











FE03-B44 26872









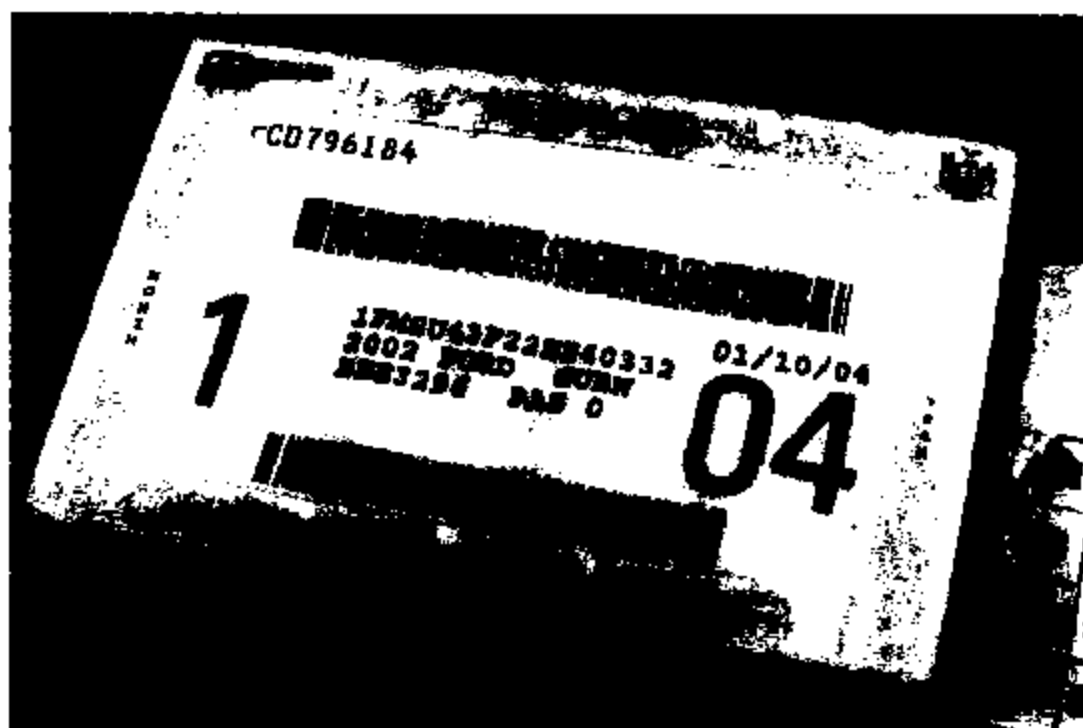
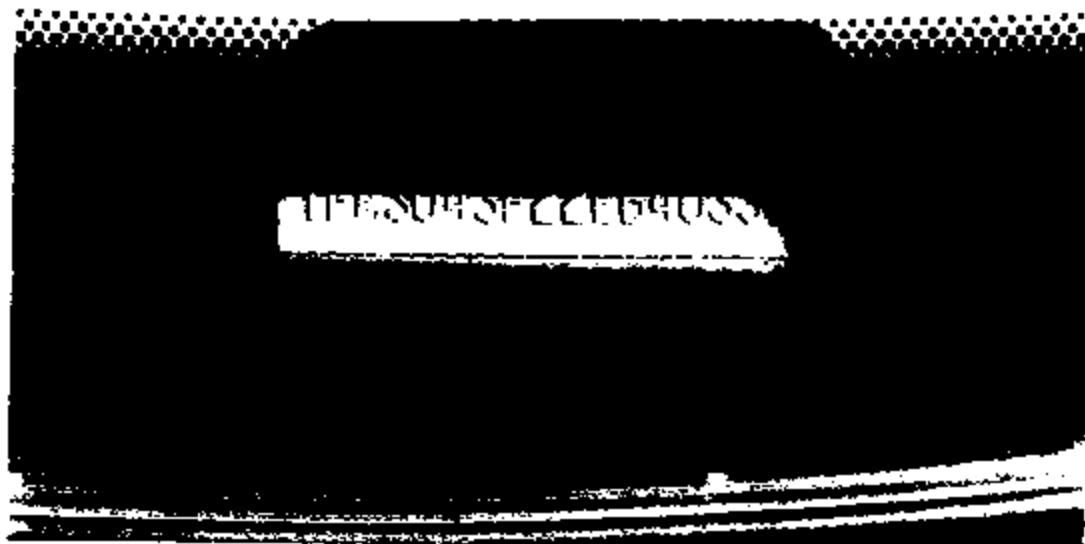


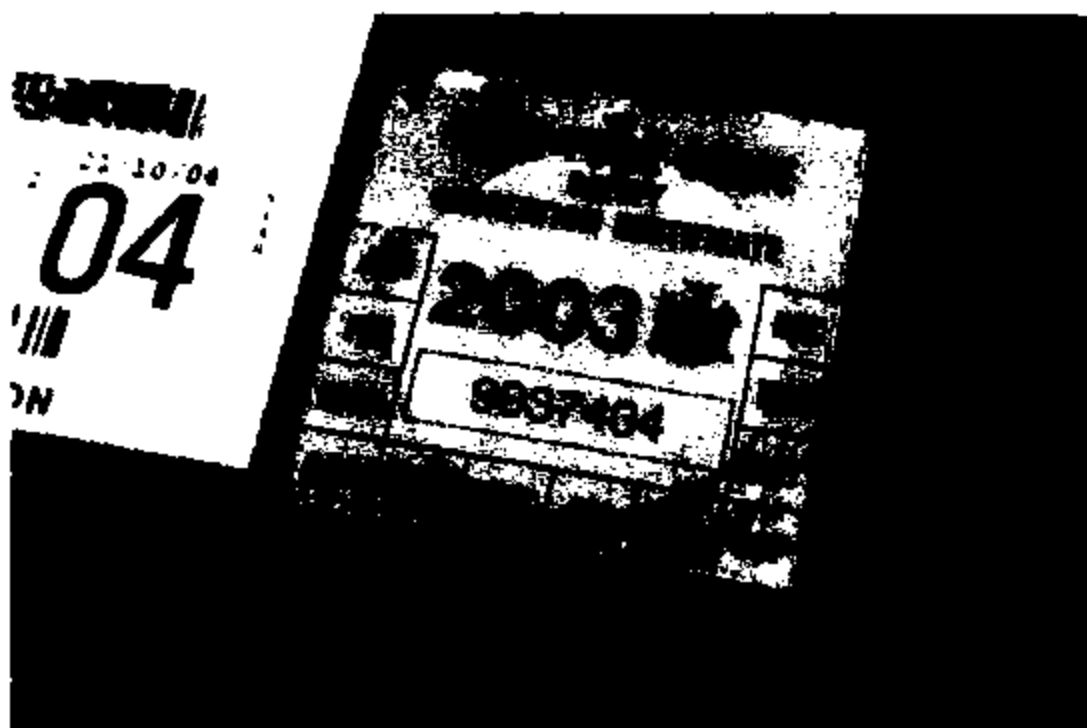
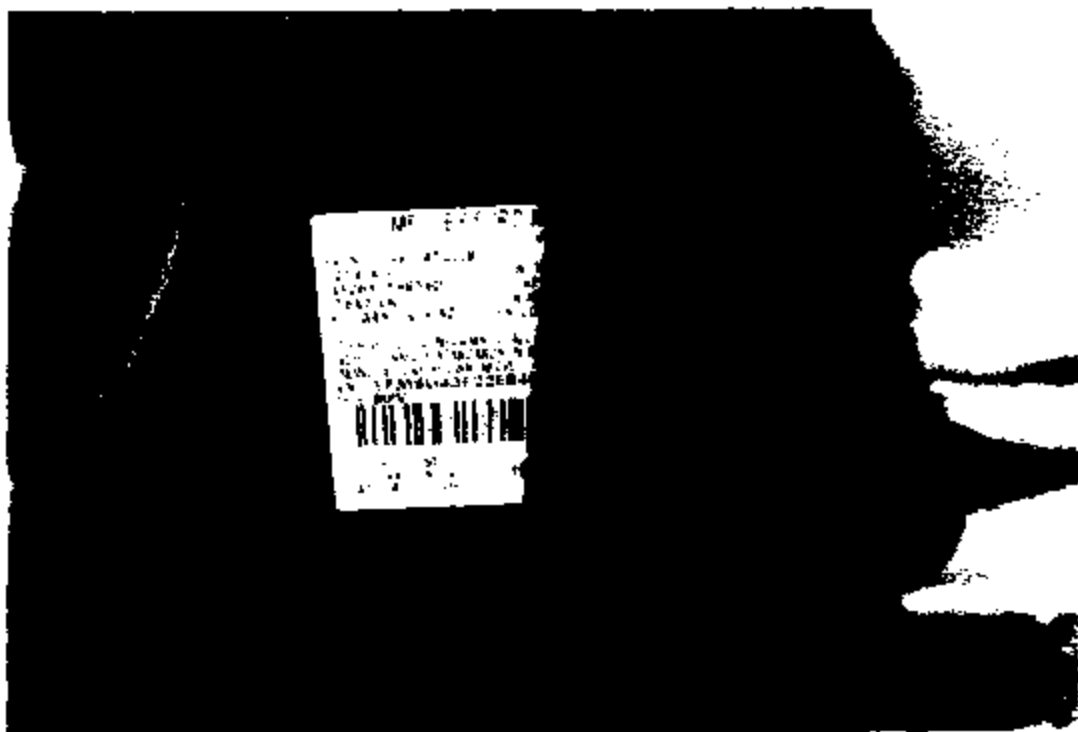




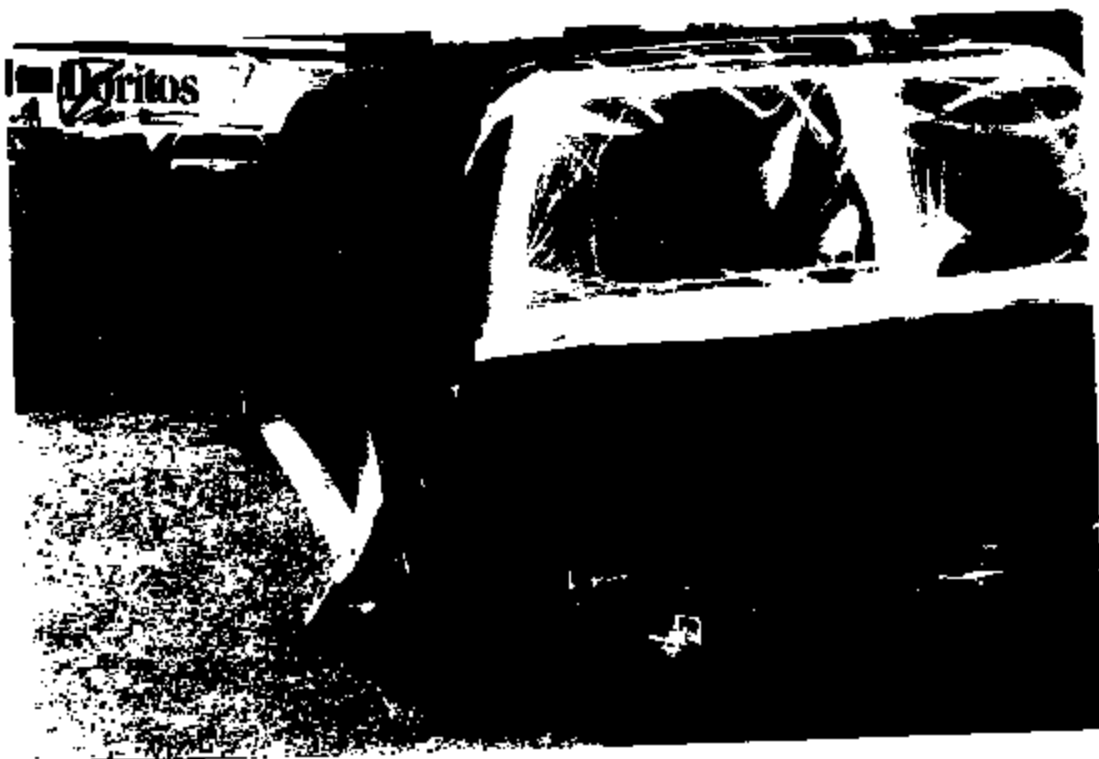


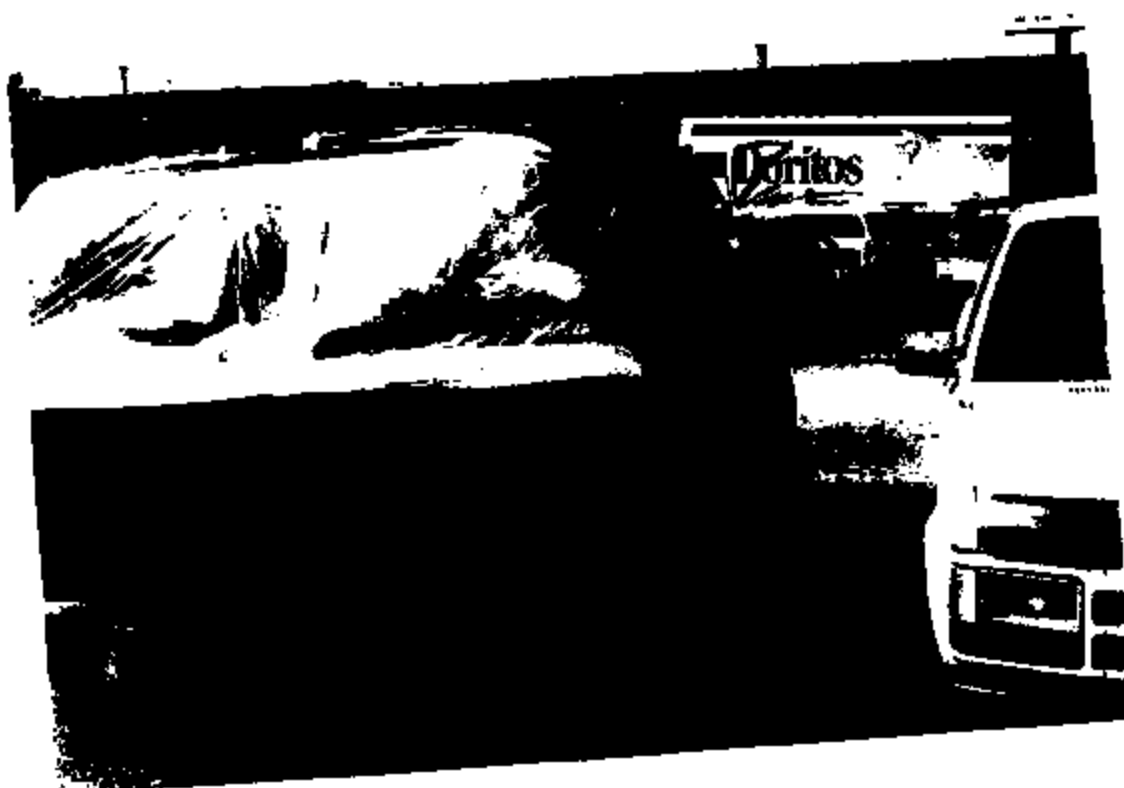








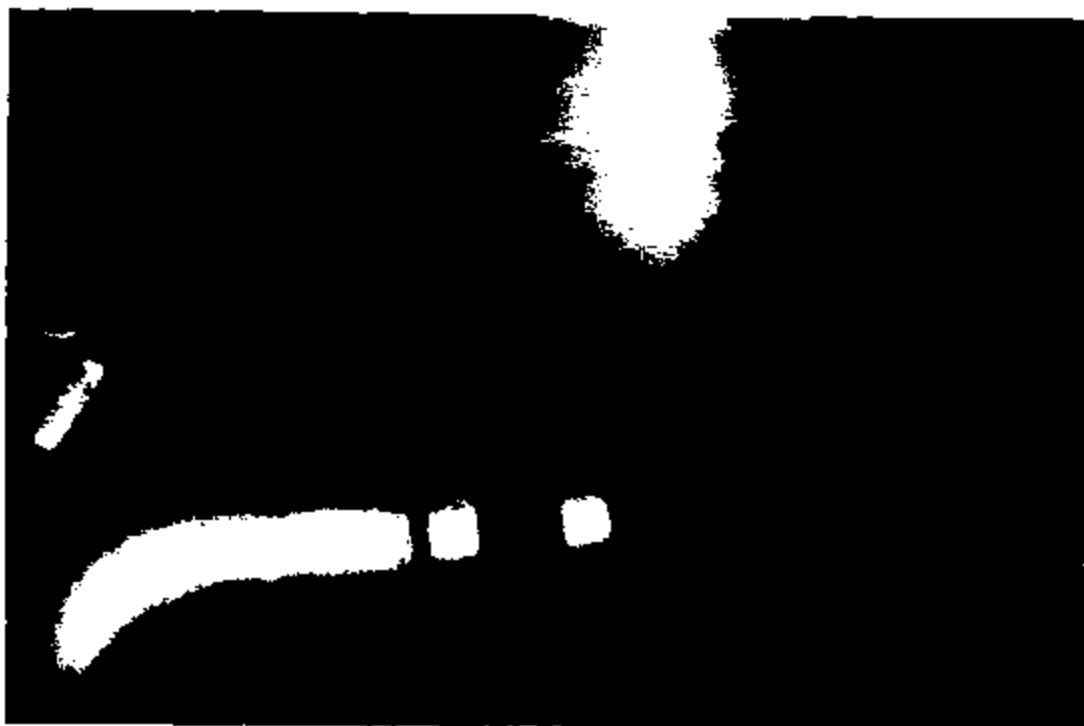








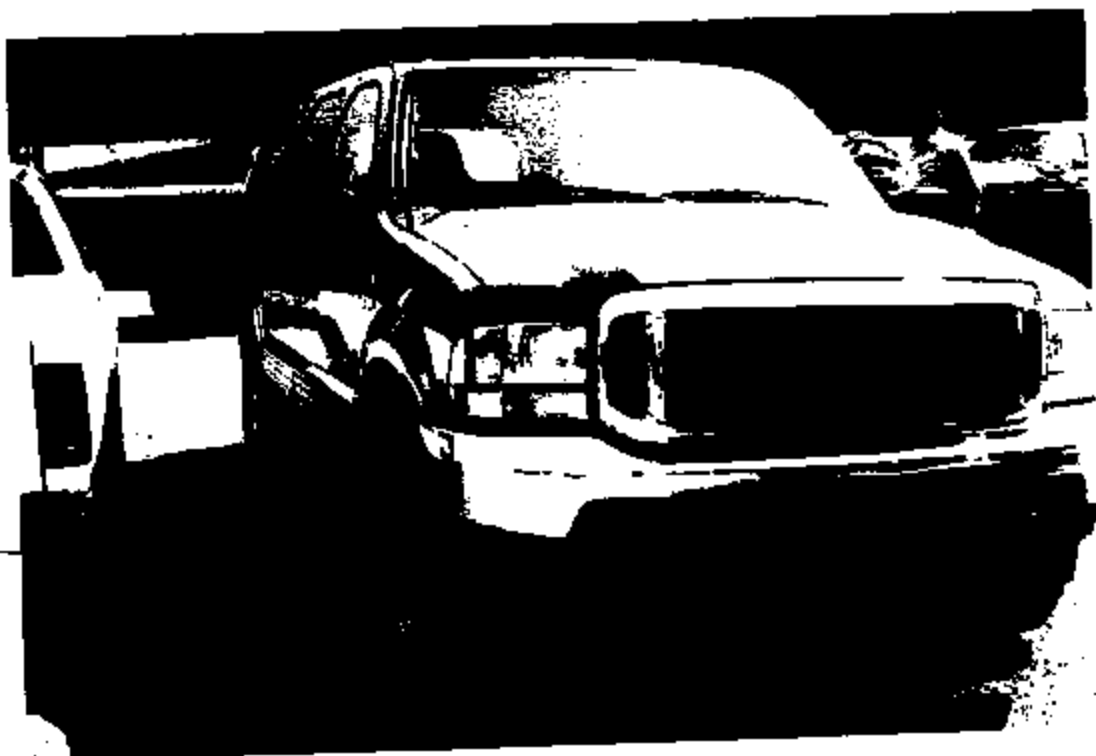








PE03-844 26002



PE03-044 28993



04/10/04

01/10/04

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ON

CD796184

04/10/04

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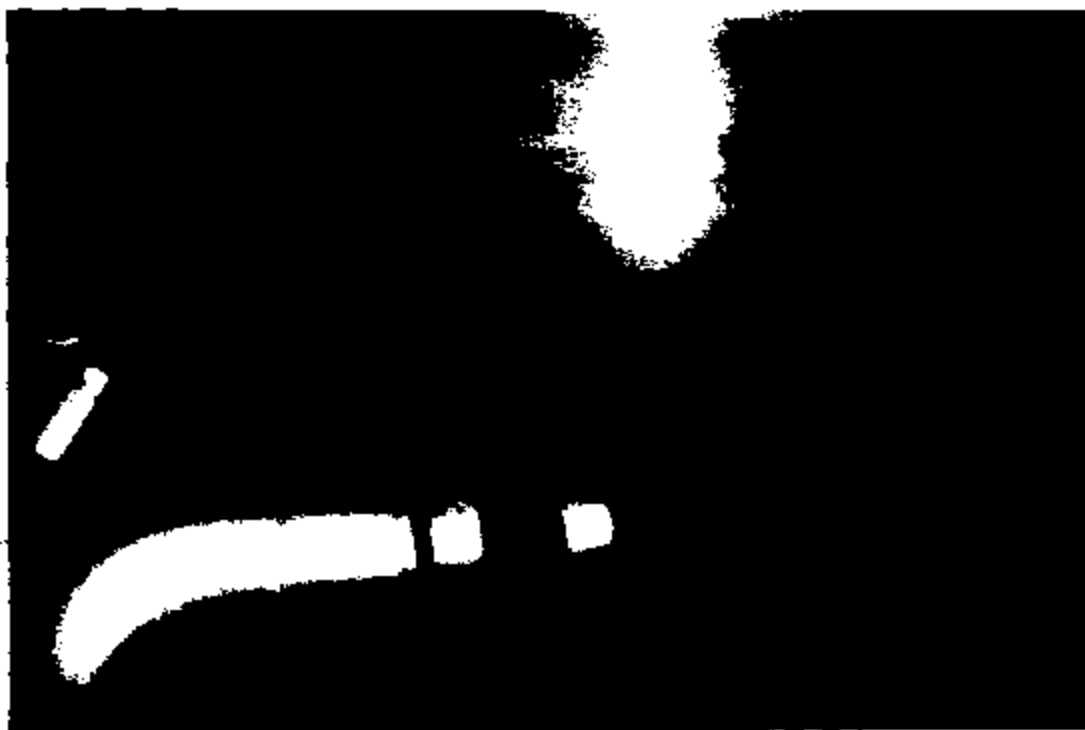
17M2U487222040332
2002 FORD SUBN
RHW3296 PAS 0

01/10/04

04

1990040122004000

UNITED STATES OF AMERICA









2003

1617571422 SOUTHWEST

PE03-044 27801

All Action Details for Issue

[Print](#)

VIN: 1FMSU43F12EB78199 Year: 2002 Model: EXCURSION Case: 1617571422
Name: [REDACTED] Owner Status: Original WBD: 2002-02-18
Symptom Desc: STRG/HANDLING FUNCTION Primary Phone: [REDACTED]
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
Dealer: 04545 GILLESPIE FORD Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
Odometer: 21251 MI Comm Type: MAIL
Analyst Name: LEICH, CHERIE Analyst: CLEICH
Action Date: 06/18/2003 Action Time: 12.28.37.182 Action Data: Yes

Comments *****ATTORNEY DEMAND***** DATE STAMPED 6-17-03. ATTORNEY ALLEGES
CLIENT'S VEHICLE HAS BEEN SERVICED FOR EXTENSIVE MISALIGNMENT OF THE BODY. ATTORNEY DEMANDS
CONTACT FROM FORD REPRESENTATIVE.

Data Element Name

Data Value

NAME OF LAW FIRM

LAW OFFICE OF PETER TORRES, JR.

ATTORNEY NAME

PAUL A. TORRES

ATTORNEY PHONE NUMBER

2107372672

Action: MAKE OUTBOUND CALL TO ATTORNEY

Dealer: 04545 GILLESPIE FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 21251 MI

Comm Type: PHONE

Analyst Name: PAWELEK, MAUREEN
(M.L.)

Analyst: MPAWELEK

Action Date: 06/20/2003

Action Time:
16.34.22.854

Action Data: Yes

Comments ACKNOWLEDGED RECEIPT OF ATTORNEY LETTER.

Data Element Name

Data Value

CONTACT PERSON

ASSISTANT

Action: INFORMATION CALL/FAX WITH DEALER

Dealer: 04545 GILLESPIE FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 21251 MI

Comm Type: PHONE

Analyst Name: PAWELEK, MAUREEN
(M.L.)

Analyst: MPAWELEK

Action Date: 07/10/2003

Action Time:
15.14.07.317

Action Data: No

Comments LEFT MESSAGE FOR SERVICE MANAGER GREG DUPPSTADT.

Action: FINAL CASE DISPOSITION

Dealer: 04546 GILLESPIE FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 21251 MI

Coment Type: MAIL

Analyst Name: PAWELEK, MAUREEN
(M.L.)

Analyst: MPAWELEK

Action Date: 07/11/2003

Action Time:
15.50.50.704

Action Data: No

Comments SPOKE WITH GREG DUPPSTADT, WHO SAID VEHICLE HAS NO OUTSTANDING CONCERNS. VEHICLE
WAS IN DEALERSHIP IN JUNE FOR A CD PROBLEM, AND BEFORE THAT THE VEHICLE HAD NOT BEEN IN SINCE
FEBRUARY. SENDING LETTER DENYING ATTORNEY'S REQUEST FOR RECISSION OF CONTRACT.

FEB-04 27083

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PBS	CHDK	STATUS
23	07/11	16:29	912187379358	EC-S	00:27	002	011	OK

Fax Cover Sheet

TO: Paul Torres
COMPANY:
PHONE:
FAX: (210) 737-9358

FROM: Maureen Pawelek-Murray
COMPANY: Ford Motor Company, Consumer Affairs Office
PHONE: (313) 848-5477
FAX: (313) 848-5668

Date: 7/11/03
NUMBER OF PAGES: 2
(including cover)

COMMENTS: Original will follow by mail.

Ford Motor Company

Copy

Consumer Affairs

Sent via U.S. Mail and Fax

July 11, 2003

Paul A. Torres
Attorney at Law
454 Soledad, Suite 200
San Antonio, TX 78205

RE: [REDACTED]
2002 Excursion -
VIN: 1FMSU43F12EB79199

Dear Mr. Torres:

Ford Motor Company has reviewed your client's claim. Based on this review, we are unable to comply with your request for a rescission of the transaction.

Thank you for the opportunity to review this concern.

Respectfully yours,

Maureen Pawelek-Murray
Consumer Affairs



Fax Cover Sheet

TO: Paul Torres
COMPANY:
PHONE:
FAX: (210) 737-9358

FROM: Maureen Pawelek-Murray
COMPANY: Ford Motor Company, Consumer Affairs Office
PHONE: (313) 845-5477
FAX: (313) 845-5668

Date: 7/11/03
NUMBER OF PAGES: 2
(including cover)

COMMENTS: Original will follow by mail.

LAW OFFICE OF PETER TORRES, JR.
A PROFESSIONAL CORPORATION
454 SOLEDAD, SUITE 200
SAN ANTONIO, TEXAS 78205
210/737-2672 (TELEPHONE)
210/737-9358 (TELECOPY)

CASE:
1617571422
Region: 52

PETER TORRES, JR.
ATTORNEY AT LAW

BOARD CERTIFIED SPECIALIST
TEXAS BOARD OF LEGAL SPECIALIZATION

CIVIL TRIAL LAW
CONSUMER LAW/COMMERCIAL LAW

TINA TORRES
ATTORNEY AT LAW

ROB HUGHES, JR.
ATTORNEY AT LAW

BOARD CERTIFIED SPECIALIST
TEXAS BOARD OF LEGAL SPECIALIZATION

CONSUMER LAW/COMMERCIAL LAW

PAUL A. TORRES
ATTORNEY AT LAW

June 11, 2003

MAUREEN PAWELEK-MURRAY
CONSUMER AFFAIRS
FORD MOTOR COMPANY
16800 EXECUTIVE PLAZA DRIVE
MD. #3NE-B
DEARBORN, MI 48126-4207

BY CERTIFIED MAIL RRR

GILLESPIE FORD MOTOR COMPANY
ATT: MANAGEMENT
7111 N.W. LOOP 410
SAN ANTONIO, TEXAS 78238

BY CERTIFIED MAIL RRR

Re: [REDACTED] Lease of a new 2002 Ford Excursion;
Vin: 1FMSU43F12EB79199

Dear Sir/Madam:

This letter serves to advise you that the law firm represents [REDACTED], who, on or about February 18, 2002, sought and acquired the above referenced vehicle from Ford Motor Company and Gillespie Ford Motor Company. Any and all responses to this letter shall be conducted through this firm in addition to all further communications.

This letter is written pursuant to Chapter 17 of the Texas Business and Commerce Code-Deceptive Trade Practices-Consumer Protection Act and hereby places you on notice that if the matters about which we complain are not settled within sixty(60) days, we will file a lawsuit seeking to recover [REDACTED] economic damages, mental anguish damages, attorney's fees, and any additional damages(treble) that a jury may award. All of the stated damages are authorized by the Texas Deceptive Trade Practices-Consumer Protection Act.

Our client's complaints are that he leased the subject vehicle based upon representations that it was a good quality, dependable form of transportation, and that defects in material and workmanship, if any, would be repaired pursuant to the manufacturer's warranty in a good and workmanlike manner. Such has not been the case, as [REDACTED] vehicle exhibits numerous substantial and material defects which severely impair the value of the vehicle. Furthermore, upon [REDACTED] requesting that the problems be addressed, he was refused warranty work by Gillespie, an authorized Ford dealership, on the grounds that "it would cost too much and require too much to repair." The vehicle remains in its defective condition to date and [REDACTED] has suffered damages therefrom.

The primary concern with [REDACTED] vehicle stems from an apparent extensive misalignment of the body in several places. Multiple reputable body shops and repair facilities have examined the vehicle and have provided repairs estimates evidencing and validating said defects. The attached exhibit A" is incorporated herein for all purposes. The defects have effected the driveability of the vehicle as well as the performance. In addition to the extensive misalignment, several mechanical issues have plagued the vehicle producing a significant warranty history. To date, many of those issues persist.

Your conduct in misrepresenting the motor vehicle, the manufacturer's warranty, in concealing the defects/damages from [REDACTED], in selling the vehicle in the defective condition in which it was sold, and refusing to repair the vehicle pursuant to the manufacturer's warranty amounts to violations of Sections 17.46(b) 5, 7, 9, 12, 13, 19, 21, and 23, as well as Section 17.50 (a) 1, 2, and 3 of the Texas Business and Commerce Code-Deceptive Trade Practices Consumer Protection Act.

As such, and by reason of the difficulties experienced by [REDACTED], pursuant to Section 2.608 of the Texas Business and Commerce Code, we hereby seek to revoke acceptance of the vehicle, rescind the transaction in question, and demand payment of \$40,000.00 for our client's economic damages and \$10,000.00 for anguish damages. [REDACTED] has also incurred attorney's fees to date in the amount of \$2,500.00.

As stated previously, we write to you pursuant to Section 17.505 of the Texas Business and Commerce Code. Accordingly, if this matter is not resolved within the sixty day statutory period, we will have no alternative but to file a lawsuit seeking to recover said damages.

Feel free to contact me should you care to avoid litigation and attempt to negotiate a prompt resolution of the claims made herein.

Sincerely,



PAUL A. TORRES

PAT/amc

cc: [REDACTED]

03/02/2003 at 11:54 AM
27944

Job Number:

CALIBER - BLANCO
 Federal ID #:752727808
 Blanco@CaliberCollision.com
 4906 Blanco Rd.
 SAN ANTONIO, TX 78212
 (210)344-3473 Fax: (210)344-3742

PRELIMINARY ESTIMATE

Written by: RAMON RODRIGUEZ #
 Adjuster:

Insured: [REDACTED] Claim #
 Owner: [REDACTED] Policy #
 Address: [REDACTED] Deductible:
 SAN ANTONIO, TX [REDACTED] Date of Loss:
 Day: [REDACTED] Type of Loss:
 Business: [REDACTED] Point of Impact: 19. All Over

Inspect CALIBER - BLANCO
 Location: 4906 Blanco Rd.
 SAN ANTONIO, TX 78212

Business: (210)344-3473

Insurance
 Company:

Days to Repair

2002 FORD EXCURSION 4X4 LIMITED 8-7.3L-TD 4D UTV GREEN Int:
 VIN: 1FMSU43F12E879199 Lic: DV232F TX Prod Date: 01/2002 odometer: 21213
 Air Conditioning Rear Defogger Tilt Wheel
 Cruise Control Intermittent Wipers Climate Control
 Keyless Entry Dual Air Condition Rear Wiper
 Dual Mirrors Privacy Glass Roof Console
 Luggage/Roof Rack Fog Lamps Clear Coat Paint
 Power Steering Power Brakes Power Windows
 Power Locks Power Driver Seat Power Passenger Seat
 Power Mirrors Anti-Lock Brakes (4) Driver Air Bag
 Passenger Air Bag 4 Wheel Disc Brakes Leather Seats
 3rd Seat Captain Chairs (2) Rear Step Bumper
 Running Boards/Side Steps Trailering Package Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		REAR BUMPER					
2	R&I	R&I bumper assy			1.0		
N 3*	Rpr	Bumper w/reverse sensing-ALIGN			2.0		
4*	Rpr	ALIGN FT END			8.0		
5		FRONT DOOR					
6*	Rpr	LT Outer panel-ALIGN & REPAIR			4.5		2.5
7		Add for Clear Coat					1.0
8	R&I	LT Belt w'strip			0.3		
9	R&I	LT Body side mldg Arizona beige			0.2		



06/02/2003 at 11:54 AM
27944

Job Number:

PRELIMINARY ESTIMATE

2002 FORD EXCURSION 4X4 LIMITED 8-7.3L-TO 4D UTV GREEN Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
10	R&I	LT Mirror assy w/o signal from 2/18/01				0.3	
11*	R&I	LT Keyless lock pad				0.3	
12	R&I	LT Handle, outside Arizona beige				0.3	
13	R&I	R&I trim panel				0.5	
14		REAR DOOR					
15*	Rpr	LT Outor panel-ALIGN & BLEND				1.5	2.4
16		Overlap Major Adj. Panel					-0.4
17		Add for Clear Coat					0.4
18#	Rpr	Set up & Measure Frame/Unibody				4.0	
19*	R&I	LT Bolt w' strip				0.3	
20	R&I	LT Body side mldg Arizona beige				0.2	
21	R&I	LT Handle, outside Arizona beige				0.4	
22	R&I	R&I, trim panel				0.4	
23		LIFT GATE					
24*	R&I	Glass FORD privacy-ALIGN				2.0	
25		REAR LOADING DOOR					
26	R&I	R&I door assy				1.2	
27	R&I	R&I door assy				1.2	
28#	Refn	Remove Stripes Before Painting					0.2
29#	Subl	Painted Pin Stripes	1	85.00	X		
30#	Rpr	ALIGN RUNNING BOARDS				4.0	
31#		Hazardous Waste	1	5.00	X		
32#	Rpr	Rough Pull-FOR ALL SIDES				8.0	
33#	Repl	M Corrosion Protection	1	10.00			
34#	Rpr	Corrosion Protection Labor				0.3	
35#	Repl	M Clean and Retape Mldgs/Emb	1	1.50			
36#	Rpr	D Clean & Retape Mldgs/Emb lab				0.2	
37#	Refn	Cover Car for Overspray					0.3
38#	Refn	Mask Jambes, Opening, Entry					0.5
39#	Refn	Tint Color for Match					0.5
40#	Refn	Decal and Adhesive Removal					0.2
41#		M Block, sand and fill	1	12.00			
42#	Rpr	P Block, sand and fill labor				0.5	
Subtotals -->				113.50		41.6	7.6

Line 3 : **BRACKETS MAY NEED REPLACING**

06/02/2003 at 11:54 AM
27944

Job Number:

PRELIMINARY ESTIMATE

2002 FORD EXCURSION 4X4 LIMITED 8-7.3L-TD 4D UTV GREEN Int:

Parts			23.50
Body Labor	37.6 hrs @ \$ 36.00/hr		1353.60
Paint Labor	7.6 hrs @ \$ 36.00/hr		273.60
Frame Labor	4.0 hrs @ \$ 38.00/hr		152.00
Paint Supplies	7.6 hrs @ \$ 22.00/hr		167.20
Body Supplies	33.0 hrs @ \$ 1.00/hr		33.00
Sublet/Misc.			90.00

SUBTOTAL		\$ 2092.90	
Sales Tax	\$ 223.70 @ 7.8750%		17.62

GRAND TOTAL		\$ 2110.52	

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2NG00 Database Date 5/2003 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Non-Original Equipment Manufacturer aftermarket parts are described as AM or Qual Repl Parts. Used parts are described as UHQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recen. Recored parts are described as Recore. RAGE Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (\$) items indicate manual entries.

Pathways - A product of GGC Information Services Inc.

Standard Claims List For Model Year 2002

VIN	VEH LINE	DRY DERIV	BODY CAB	VER SERIES	DRIVE TYPE	FLT CD	TRC CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_5	PREF	RASH	SUWF	CCC CD	DRST (Miles)
1FMSU43F12EB79199	T/L1	T/F	T/WD	T/BD	T/E	A1	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	4	7F96	0116XX	*	17603	*	W10	42 3291
AWS Claim Key: 1677446 Trx Code: 1 Labor Hrs: 4																				
Dlr Cd-Sub Cd: 04545-* Name: GILLESPIE FORD Pk: 210-5091000 St: TX Ctry Cd: USA Reg Cd: NA Rptg Date: 20-MAY-2002 Doc #: 00549651																				
Cust Comments: CUST STATES WINDSHIELD WASHERS DO NOT SQUIRT																				
Tech Comments: WASHER HOSE REPAIRED WASHER HOSE																				
1FMSU43F12EB79199	T/L1	T/F	T/WD	T/BD	T/E	A1	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	4	5R02	110601	*	3600	*	E26	07 3291
AWS Claim Key: 1677447 Trx Code: 1 Labor Hrs: 5																				
Dlr Cd-Sub Cd: 04545-* Name: GILLESPIE FORD Pk: 210-5091000 St: TX Ctry Cd: USA Reg Cd: NA Rptg Date: 20-MAY-2002 Doc #: 00549652																				
Cust Comments: CUST STATES VEH PULLS TO THE LEFT AT HWY SPEEDS																				
Tech Comments: STEERING WHEEL OFF CENTER ADJUSTED STEERING WHEEL																				
1FMSU43F12EB79199	T/L1	T/F	T/WD	T/BD	T/E	A1	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	4	5V14	060302	*	28120	*	N58	42 3291
AWS Claim Key: 1677448 Trx Code: 1 Labor Hrs: 3																				
Dlr Cd-Sub Cd: 04545-* Name: GILLESPIE FORD Pk: 210-5091000 St: TX Ctry Cd: USA Reg Cd: NA Rptg Date: 20-MAY-2002 Doc #: 00549653																				
Cust Comments: CUST STATES HEARS RUF NOISE AT DRIVERS FRONT FLOOR BOARD WHEN DRIVING SLOW AND COMING TO A STOP																				
Tech Comments: FRONT CALIPERS REPLACED CALIPER PINS LUBRICATED CALIPER SLEEVE AND ROAD TEST.																				
1FMSU43F12EB79199	T/L1	T/F	T/WD	T/BD	T/E	A1	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	4	7R01	150108	*	18806	*	A07	42 3291
AWS Claim Key: 1677449 Trx Code: 1 Labor Hrs: 0																				
Dlr Cd-Sub Cd: 04545-* Name: GILLESPIE FORD Pk: 210-5091000 St: TX Ctry Cd: USA Reg Cd: NA Rptg Date: 20-MAY-2002 Doc #: 00549654																				
Cust Comments: CUST STATES HEARS HUMMING NOISE AT TIMES COMING FROM RADIO HAS TO TURN OFF AND TURN BACK ON IN ORDER FOR NOISE TO GO AWAY																				
Tech Comments: INTERNAL PROBLEM WITH RADIO SUBLET TO HEN TO REPLACE RADIO																				
1FMSU43F12EB79199	T/L1	T/F	T/WD	T/BD	T/E	A1	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	4	7R01	150108	*	18CB15	*	A07	42 389
AWS Claim Key: 2037546 Trx Code: 1 Labor Hrs: 0																				
Dlr Cd-Sub Cd: 67701-* Name: VISTON AFTERMARKET-U.S. Pk: *-* St: ME Ctry Cd: USA Reg Cd: NA Rptg Date: 24-MAY-2002 Doc #: 64830509																				
Tech Comments: REQUESTING DEALER'S PIA CODE D435																				

PE03-044 27612

FAIRCHILD 107919	TLI	TF	TWD	TBD	T/E	AI	TDS	TDS	23-JAN-2002	18-FEB-2002	152057	USA	6	ST01 031801	2C3Z 9FK36	DA	E29	42	7163
AWS Claim Key:	2580077	Trx Code:	1	Labour Hrs:	13														
Dir Cd-Sub Cd:	04545-*	Name:	GILLESPIE FORD	Ph:	210-5091000	St:	TX	City Cd:	USA	Reg Cd:	NA	Reg Date:	14-AUG-2002	Doc #:	01420851				
Cost Comments:	CUS STATES CHECK LIGHT IS ON AND VEH DIES OUT COMING TO A SLOW STOP SEE ROLAND																		
Tech Comments:	ACCELERATOR PEDAL PERFORMED WDS DIAGNOSIS, DCL REPLACED ACCELERATOR PEDAL																		
FAIRCHILD 107920	TLI	TF	TWD	TBD	T/E	AI	TDS	TDS	23-JAN-2002	18-FEB-2002	152057	USA	7	SK04 040402	* ALBAL *	N25	D9	7147	
AWS Claim Key:	2580092	Trx Code:	1	Labour Hrs:	23														
Dir Cd-Sub Cd:	04545-*	Name:	GILLESPIE FORD	Ph:	210-5091000	St:	TX	City Cd:	USA	Reg Cd:	NA	Reg Date:	26-AUG-2002	Doc #:	01537051				
Cost Comments:	CUS STATES CHECK VIBRATION AT 65 MPH SEE ROLAND																		
Tech Comments:	TIRES OUT OF BALANCE PERFORMED NVH DIAGNOSIS, BALANCED & REINDEXED ALL 4																		
FAIRCHILD 107921	TLI	TF	TWD	TBD	T/E	AI	TDS	TDS	23-JAN-2002	18-FEB-2002	152057	USA	7	SG05 040001	* FRONT *	H26	WS	7747	
AWS Claim Key:	2580950	Trx Code:	1	Labour Hrs:	23														
Dir Cd-Sub Cd:	04545-*	Name:	GILLESPIE FORD	Ph:	210-5091000	St:	TX	City Cd:	USA	Reg Cd:	NA	Reg Date:	26-AUG-2002	Doc #:	01537052				
Cost Comments:	CUS STATES CHECK STEERING WHEEL OFF CENTER SEE ROLAND																		
Tech Comments:	STEERING OUT OF ADJUSTMENT PERFORMED DIAGNOSIS, ADJUSTED CAMBER, CASTER & SET TOE																		
FAIRCHILD 107922	TLI	TF	TWD	TBD	T/E	AI	TDS	TDS	23-JAN-2002	18-FEB-2002	152057	USA	7	SV14 060802	* 2B120 *	N58	42	7747	
AWS Claim Key:	2580951	Trx Code:	1	Labour Hrs:	1														
Dir Cd-Sub Cd:	04545-*	Name:	GILLESPIE FORD	Ph:	210-5091000	St:	TX	City Cd:	USA	Reg Cd:	NA	Reg Date:	26-AUG-2002	Doc #:	01537053				
Cost Comments:	CUS STATES CHECK POPPING NOISE ON LEFT FRONT WHEELBRAKING SEE ROLAND																		
Tech Comments:	FRONT CALIPERS REPLACED FRONT CALIPERS, PERFORMED INSPECTION																		
FAIRCHILD 107923	TLI	TF	TWD	TBD	T/E	AI	TDS	TDS	23-JAN-2002	18-FEB-2002	152057	USA	7	SA88 000615	* NPT *	P66	42	7747	
AWS Claim Key:	2580952	Trx Code:	1	Labour Hrs:	13														
Dir Cd-Sub Cd:	04545-*	Name:	GILLESPIE FORD	Ph:	210-5091000	St:	TX	City Cd:	USA	Reg Cd:	NA	Reg Date:	26-AUG-2002	Doc #:	01537054				
Cost Comments:	CUS STATES CHECK TRANSMISSION HAS DELAY SHIFT SEE ROLAND																		
Tech Comments:	X NO PROBLEM FOUND																		
FAIRCHILD 107924	TLI	TF	TWD	TBD	T/E	AI	TDS	TDS	23-JAN-2002	18-FEB-2002	152057	USA	7	7M02 011202	* 18C907 *	506	07	7747	
AWS Claim Key:	2580953	Trx Code:	1	Labour Hrs:	1														
Dir Cd-Sub Cd:	04545-*	Name:	GILLESPIE FORD	Ph:	210-5091000	St:	TX	City Cd:	USA	Reg Cd:	NA	Reg Date:	26-AUG-2002	Doc #:	01537055				
Cost Comments:	CUS STATES LEFT SIDE REAR SEAT GBT STUCK AT TIMES SEE ROLAND																		
Tech Comments:	VCR HITTING SEATBELT REPOSITIONED VCR																		

CLAIM DATE: 01/11/2002	T/LI	T/F	T/WD	T/BD	T/E	AI	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	7	7P02 011601	YF1Z 17528	AB	WD1 42 7747
AWS Claim Key:	2580254	Trx Code:	1	Labour Hrs:	2												
Dir Cl-Sub Cl:	04545 *	Name:	GILLESPIE FORD				Ph:	210-5091000	St:	TX	City:	Ch:	USA	Reg Cl:	NA	Report Date: 26-AUG-2002	Doc #01537056
Cust Comments:	CUS STATES CHECK WIPER BLADES OFF CENTER SEE ROLAND																
Tech Comments:	BOTH WIPER BLADES REPLACED BOTH WIPER BLADES.																
CLAIM DATE: 01/11/2002	T/LI	T/F	T/WD	T/BD	T/E	AI	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	7	1D01 030203	P61Z 6730	AA	L65 33 7747
AWS Claim Key:	2580255	Trx Code:	1	Labour Hrs:	5												
Dir Cl-Sub Cl:	04545 *	Name:	GILLESPIE FORD				Ph:	210-5091000	St:	TX	City:	Ch:	USA	Reg Cl:	NA	Report Date: 26-AUG-2002	Doc #01537057
Cust Comments:	CUS STATES CHECK FOR OIL LEAK FROM ENGINE SEE ROLAND																
Tech Comments:	DRAIN PLUG LEAKING PERFORMED DIAGNOSIS REPLACED OIL PLUG.																
CLAIM DATE: 01/11/2002	T/LI	T/F	T/WD	T/BD	T/E	AI	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	7	6F42 010702	*	1520708 *	882 42 7747
AWS Claim Key:	2580256	Trx Code:	1	Labour Hrs:	1												
Dir Cl-Sub Cl:	04545 *	Name:	GILLESPIE FORD				Ph:	210-5091000	St:	TX	City:	Ch:	USA	Reg Cl:	NA	Report Date: 26-AUG-2002	Doc #01537058
Cust Comments:	CUS STATES CHECK RIGHT REAR DOOR WEATHER STRIP SEE ROLAND																
Tech Comments:	WEATHER STRIPPING REI TRIN TO REPLACE ALL 4 WEATHER STRIPPINGS.																
CLAIM DATE: 01/11/2002	T/LI	T/F	T/WD	T/BD	T/E	AI	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	7	6D01 011003	2C7Z 7866601	AAA	852 42 7747
AWS Claim Key:	2580257	Trx Code:	1	Labour Hrs:	9												
Dir Cl-Sub Cl:	04545 *	Name:	GILLESPIE FORD				Ph:	210-5091000	St:	TX	City:	Ch:	USA	Reg Cl:	NA	Report Date: 26-AUG-2002	Doc #01537059
Cust Comments:	CUS STATES LEFT REAR SEAT CUSHION HAS A TEAR ON IT SEE ROLAND																
Tech Comments:	REAR SEAT HAS TEAR REPLACED REAR SEAT CUSHION.																
CLAIM DATE: 01/11/2002	T/LI	T/F	T/WD	T/BD	T/E	AI	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	7	6C03 010303	*	1551916 *	B73 42 7747
AWS Claim Key:	2580258	Trx Code:	1	Labour Hrs:	2												
Dir Cl-Sub Cl:	04545 *	Name:	GILLESPIE FORD				Ph:	210-5091000	St:	TX	City:	Ch:	USA	Reg Cl:	NA	Report Date: 26-AUG-2002	Doc #01537060
Cust Comments:	CUS STATES HEADLINER LEFT SIDE COMING LOOSE SEE ROLAND																
Tech Comments:	HEADLINER LOOSE REI HEADLINER TO ADD PADDING & RESECURE.																
CLAIM DATE: 01/11/2002	T/LI	T/F	T/WD	T/BD	T/E	AI	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	7	7HD1 130301	*	19703 *	C02 42 7747
AWS Claim Key:	2580259	Trx Code:	1	Labour Hrs:	5												
Dir Cl-Sub Cl:	04545 *	Name:	GILLESPIE FORD				Ph:	210-5091000	St:	TX	City:	Ch:	USA	Reg Cl:	NA	Report Date: 26-AUG-2002	Doc #01539151
Cust Comments:	CUS STATES A C IS NOT COOLING GOOD SEE ROLAND																
Tech Comments:	RECHARGE A C RECHARGED A C.																

REQ-044 27014

CLAIM IDENTIFICATION	FILE	TF	TWD	TBD	T/E	AI	TDS	TDS	23-JAN-2002	18-FEB-2002	152057	USA	7	6007 011003	2C7Z 7866001 AAA	S52	D4	8133
AWS Claim Key:	258080	Trx Code:	1															
Dir Cl-Sub Cl:	04545-*	Name:	GILLESPIE FORD				Ph:	210-5091000	St:	TX	Chy Cl:			USA Reg Cl:	NA	Reg Date:05-SEP-2002	Doc #:	01634451
Com Comments:	CUS STATES REAR SEAT HAS A TEAR SEE HOLLAND USE SPO 02139009																	
Tech Comments:	REAR SEAT HAS TEAR REPLACED REAR SEAT.																	
CLAIM IDENTIFICATION	FILE	TF	TWD	TBD	T/E	AI	TDS	TDS	23-JAN-2002	18-FEB-2002	152057	USA	7	5001 110201	YC3Z 3594	AB00M N58	41	8133
AWS Claim Key:	258081	Trx Code:	1															
Dir Cl-Sub Cl:	04545-*	Name:	GILLESPIE FORD				Ph:	210-5091000	St:	TX	Chy Cl:			USA Reg Cl:	NA	Reg Date:05-SEP-2002	Doc #:	01634453
Com Comments:	CUS STATES HEARING A NOISE IN STEERING SEE HOLLAND																	
Tech Comments:	STEERING GEAR REPLACED STEERING GEAR & HYDRO BOOST LINE.																	
CLAIM IDENTIFICATION	FILE	TF	TWD	TBD	T/E	AI	TDS	TDS	23-JAN-2002	18-FEB-2002	152057	USA	7	5802 040202	* S508 *	N51	33	8133
AWS Claim Key:	258082	Trx Code:	1															
Dir Cl-Sub Cl:	04545-*	Name:	GILLESPIE FORD				Ph:	210-5091000	St:	TX	Chy Cl:			USA Reg Cl:	NA	Reg Date:05-SEP-2002	Doc #:	01634454
Com Comments:	CUS STATES REAR AXLE IS MISALIGN ALSO MOVES WHEN BRAKING SEE DAVE																	
Tech Comments:	REAR SUSPENSION COMPONENTS PERFORMED DIAGNOSIS CHECKED & TIGHTENED ALL REAR SUSPENSION																	
CLAIM IDENTIFICATION	FILE	TF	TWD	TBD	T/E	AI	TDS	TDS	23-JAN-2002	18-FEB-2002	152057	USA	8	7901 150108	* 1BC815 *	A07	42	8133
AWS Claim Key:	598156	Trx Code:	2															
Dir Cl-Sub Cl:	67701-*	Name:	VISTRON AFTERMARKET-U.S.				Ph:	* *	St:	MI	Chy Cl:			USA Reg Cl:	NA	Reg Date:11-OCT-2002	Doc #:	16735909
Tech Comments:	REQUESTING DEALER'S PA CODE 04545																	
CLAIM IDENTIFICATION	FILE	TF	TWD	TBD	T/E	AI	TDS	TDS	23-JAN-2002	18-FEB-2002	152057	USA	9	6705 000001	* MAINT *	A9*	82	10002
AWS Claim Key:	325806	Trx Code:	07158															
Dir Cl-Sub Cl:	04545-*	Name:	GILLESPIE FORD				Ph:	210-5091000	St:	TX	Chy Cl:			USA Reg Cl:	NA	Reg Date:29-OCT-2002	Doc #:	02139101
Com Comments:	PERFORM TORMAINT																	
Tech Comments:	3K OIL & FILTER CHANGE FOR DIESEL																	
CLAIM IDENTIFICATION	FILE	TF	TWD	TBD	T/E	AI	TDS	TDS	23-JAN-2002	18-FEB-2002	152057	USA	9	5G02 040103	P21Z 3B440 A	F26	W6	10002
AWS Claim Key:	325807	Trx Code:	1															
Dir Cl-Sub Cl:	04545-*	Name:	GILLESPIE FORD				Ph:	210-5091000	St:	TX	Chy Cl:			USA Reg Cl:	NA	Reg Date:29-OCT-2002	Doc #:	02139151
Com Comments:	CUS STATES VEH PULLS TO THE RIGHT																	
Tech Comments:	ALIGNMENT PERFORMED NVH,CHECKED ALIGNMENT,REI CASTER,CAMBER & TOE ONE SIDE.																	
CLAIM IDENTIFICATION	FILE	TF	TWD	TBD	T/E	AI	TDS	TDS	23-JAN-2002	18-FEB-2002	152057	USA	9	5K01 040401	* 1007 *	N25	D9	10002

AWS Claim Key:	333229	Trx Code:	1	Labor Hrs:	1.5										
Dlr Cd-Sub Cd:	04545*	Name:	GILLESPIE FORD	Ph:	210-3091000	St:	TX	City:	Clt	USA Reg Cd:	NA	Repr Date:	29-OCT-2002	Dec:	8-02139132
Chst Comments:	CUS STATES VEH WAS A VIBRATION AT 60 MPH														
Tech Comments:	TIRE FORCE VARIATION REINDEXED & BALANCED ALL FOUR TIRES.														
IFMSU43F12EB79199	T/L1	T/F	T/W/D	T/B/D	T/B	A1	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	9	GD07 011003	2C7Z 7866601 AAA S52 42 10082
AWS Claim Key:	331005	Trx Code:	1	Labor Hrs:	1										
Dlr Cd-Sub Cd:	04545*	Name:	GILLESPIE FORD	Ph:	210-3091000	St:	TX	City:	Clt	USA Reg Cd:	NA	Repr Date:	29-OCT-2002	Dec:	8-02139133
Chst Comments:	CUS STATES FRONT D SIDE SEAT CUSHION IS TORN														
Tech Comments:	DRIVER SIDE SEAT CUSHION REPLACED DRIVER SIDE SEAT CUSHION.														
IFMSU43F12EB79199	T/L1	T/F	T/W/D	T/B/D	T/B	A1	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	10	7M02 15XXXX *	10E947 * A07 42 9133
AWS Claim Key:	462917	Trx Code:	2	Labor Hrs:	0										
Dlr Cd-Sub Cd:	67701*	Name:	VISTON AFTERMARKET-U.S.	Ph:	0.0	St:	MI	City:	Clt	USA Reg Cd:	NA	Repr Date:	06-DEC-2002	Dec:	8-16860109
Tech Comments:	REQUESTING DEALER'S WA CODE 04545														
IFMSU43F12EB79199	T/L1	T/F	T/W/D	T/B/D	T/B	A1	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	12	7M02 15XXXX *	10E947 * A07 42 9133
AWS Claim Key:	462941	Trx Code:	2	Labor Hrs:	0										
Dlr Cd-Sub Cd:	67701*	Name:	VISTON AFTERMARKET-U.S.	Ph:	0.0	St:	MI	City:	Clt	USA Reg Cd:	NA	Repr Date:	27-JAN-2003	Dec:	8-46220289
Tech Comments:	REQUESTING DEALER'S WA CODE 04545														
IFMSU43F12EB79199	T/L1	T/F	T/W/D	T/B/D	T/B	A1	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	13	5V12 0603XX *	1102 * N17 13 15415
AWS Claim Key:	5141247	Trx Code:	ES4	Labor Hrs:	2.2										
Dlr Cd-Sub Cd:	04545*	Name:	GILLESPIE FORD	Ph:	210-3091000	St:	TX	City:	Clt	USA Reg Cd:	NA	Repr Date:	26-FEB-2003	Dec:	8-03200432
Chst Comments:	CUSTOMER STATES VEHICLE VIBRATES WHEN STOPPING														
Tech Comments:	FRONT PADS ROTORS CALIPERS REAR FRONT CALIPERS PADS MACHINED ROTORS PERFORMED INSPECTION														
IFMSU43F12EB79199	T/L1	T/F	T/W/D	T/B/D	T/B	A1	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	13	* * * * *	15415
AWS Claim Key:	5161340	Trx Code:	GB03	Labor Hrs:	.4										
Dlr Cd-Sub Cd:	04545*	Name:	GILLESPIE FORD	Ph:	210-3091000	St:	TX	City:	Clt	USA Reg Cd:	NA	Repr Date:	26-FEB-2003	Dec:	8-03200454
Chst Comments:	GB03 ADJUSTABLE ACCELERATOR PEDAL SENSOR														
Tech Comments:	RECALL GB03 PERFORMED RECALL GB03														
IFMSU43F12EB79199	T/L1	T/F	T/W/D	T/B/D	T/B	A1	T/D8	T/D8	23-JAN-2002	18-FEB-2002	152057	USA	16	7M72 150108 *	18D806 * A16 42 21251
AWS Claim Key:	6082845	Trx Code:	ES3	Labor Hrs:	.6										
Dlr Cd-Sub Cd:	04410*	Name:	NORTHSHORE FORD	Ph:	210-5298000	St:	TX	City:	Clt	USA Reg Cd:	NA	Repr Date:	04-JUN-2003	Dec:	8-39073303

FEB-04 27018

Cost Comments:	A15 REPAIR CD INT WONT EJECT
Tech Comments:	CD PLAYER WILL NOT EJECT AT TIMES. SUSPECT REPAIR TO HGH RADIO HADES TO K&I RADIO TO REPAIR CD PLAYER. H&K RADIO REPAIR CD NOTE: SEE WARNING ON TYPES OF CDS

PE03-044 27017

VIN

1FMSU43F12EB79198

Year Model
2002 EXCURSION
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Original Owner

Vehicle Info
Oasis
Warranty History

PE03-044 27018

ESP / Recall Information

VIN: 1FMSU43F12EB79189

Contract: 1 Of

Status: Active

ESP Purchase Details

Purchaser: [REDACTED]

Expiration Date: 2007-02-18

Plan Type: USA NEW 60/60,000 PREMIUMCARE W/ROADSIDE ASSISTANCE

Plan Year: 2002

Expiration Miles: 60,000

Selling Dealer: GILLESPIE FORD

Rental: 28

Deductible: 50

Towing Allowance:

Purchase Type: N

Options:

ESP Cancellation Details

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

Recall Information

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
02L11	L	LUG NUT TORQ		RELEASED FOR MAILING	2002-10-31	F47022
03B03	O	ADJ. PEDAL		COMPLETE	2003-02-26	04545

PE03-044 27019

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMSL43F12B79199	Vehicle Line: TLL - EXCURSION (U137) (2002)	Eng Serial No: 183829
Model Year: 2002	Market Derivat: TFF - FORD DIVISION DERIVATIVE	Body Style: *
Vehicle Type: T	Drive Code: TFE - 4 WHEEL PART TIME DRIVE	Engine: TDS - NAVISTAR 7.3L OHV IN TC V8 DSL
Inv. Dealer: 04545	Body Cab Style: TWD - 4 DOOR WAGON	Transmission: TDS - 4 SP AUTO 4R100 (DIESEL APPL)
	Version/Serial: TSD - 250 SERIES	

BUILD INFORMATION:

Region: NA - 000000000 Plant: A1 - KENTUCKY TRUCK PLANT BUILD
Country: USA - 000000000 Prod Date: 23-JAN-2002

SALE INFORMATION:

Region: NA - 000000000 Selling Dealer: 152057 - *
Country: USA - 000000000 Selling Dlr StProv: TX
Buyer StProv: TX

Arrival Date: 31-JAN-2002 Red Carpet Lease: *
Sale Date: 18-FEB-2002 Fleet/Detail/Co. Lease: R
Warranty Start Date: 18-FEB-2002 Modified Vehicle: *
Orig Warranty Date: 18-FEB-2002 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
0432ED7918513771J7 2 2 25L7284 TL HE SC1RAT 5 31 3 W 8 K 52K057R04 ST 4 52RM 7
1FMSL43F1 4 430A 9F97K

INSTALLED OPTION INFORMATION:

Air Conditioning: TC - ATC AIR CONDITIONER	GVW Code:
Alternator Amp Rating: CB	GVW Class Code: S
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side): DJ - D PWR PUD LMPMEM/BDY CL SK C
Axle Type: EGIAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side): * - [N/A]
Battery Amp Rating: BA	Paint: PMSFI - ESTATE GREEN C/C

Brake Code:	* - [N/A]	Power Assist:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	MD - AM/FM STEREO/CD CHANGEOVER
Calibration Code:	*	Sound System:	* - [N/A]
Color(Access):	* - [N/A]	Steering Tires:	
Color(Tire):	000HF -	Tire Brand:	* - [N/A]
Delivery Type:	6	Tire Size:	16JYM - LT265/75R 16D A-T OWL
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/D - SEAT-CAPTAIN CHAIR-DEV/PASS Wheel Base:		
Fuel Type:	AI - DIESEL FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: VNWB1X0777 RF: VNWB1X0777
LR: VNWB1X04501 RR: VNWB1X0777
LE: * RE: *
SPARE: VNWB1X0777

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	...
ESP Coverage(Miles):	060	Emission Cert Type:	C
ESP Coverage(Time):	060	Emission Decal Suffix:	JPK
ESP Plan Year:	2002	Engine Family:	2FMDA073ANC
ESP Signature Date:	18-FEB-2002		

Action Detail

VIN: 1FMSU43F12EB79199	Year: 2002	Model: EXCURSION	Case: 1617571422
Name: [REDACTED]	Owner Status: Original	WSD: 2002-02-18	
Symptom Desc: PANELS/UNIBODY ALIGNMENT/FIT TRUNK/HATCH		Primary Phone: [REDACTED]	
Reason Desc: DSB-LEASE TERMINTN REQUEST-OLR CANT		Secondary Phone: [REDACTED]	
Issue Type: 06 DSB	Issue Status: CLOSED	Dealer: GILLESPIE FORD	
Origin Desc: DEMARS		P & A Code: 04545	
Action Desc: RECORD DETAILS BOARD DECISION - NO FURTHER ACTION			
Odometer: 17429 MI	Comm Type: EMAIL		
Action Date: 05/29/2003	Action Time: 18:45:06:120	Action Data: Yee	
Analyst Name: HAMPTON, JACQUE	Analyst: J-HAMPTS		

COMMENTS: NO RELIEF - BASED ON THE CUSTOMER FILE INFO, ORAL PRESENTATION, ADD-ON PICTURES, AND WARRANTY HISTORY THE DSB DENIES CUSTOMER REQUEST FOR EXONERATION FROM LEASE AGREEMENT AND REFUNDS (PAGE 5). BASIS FOR DEC: BOARD NOTED FORD HAS NOT HAD ANY OPPORTUNITY TO ADDRESS SOME CONCERNS (PAGE 58) AND SUSPENSION, DIFFERENTIAL, AND REAR HATCH HAVE BEEN ADDRESSED AND OPERATE AS DESIGNED.

FE03-044 27823

Pawelek, Maureen (M.L.)

From: Pawelek, Maureen (M.L.)
Sent: Thursday, July 10, 2003 3:22 PM
To: Williams, Dawn (D.D.)
Subject: Legal Contact

Hi Dondi:

I have one open in your area:

Customer: Domingo Molina
Vehicle: 2002 Excursion
VIN: 1FMSU43F12EB79199
Dealer: Gillespie

Vehicle has a pretty extensive warranty history (some of it, like tears in the seats, I question) and has been through DSB, which refused the request for lease termination. I've left a message for Greg Duppstadt to discuss. If you know anything about this one, please let me know. Thanks!

Maureen Pawelek
Legal Analyst/Southwest Region
Phone: (313) 845-5477
Fax: (313) 845-5668
e-mail: mpawelek@ford.com

Dispute Settlement Board
P.O. Box 1424
Waukesha, WI 53187-1424



April 15, 2003

Gillespie Ford
Attn: Service Manager
7111 N.W. Loop 410
PO Box 11457
San Antonio, TX 78238

Dear Service Manager:

Please review and investigate the concern(s) listed on the attached Dispute Settlement Board application to determine whether it/they can be resolved.

Following your review, please complete and mail the enclosed Dealer Statement and any copies of additional information or repair orders to the address listed below. This information is due 12 days from the customer's case open date, which is provided on the Dealer Report Request Form.

If time is a factor, you may FAX it to us at (262) 549-6744. However, we ask that you also send us the original report along with copies of repair orders, as the Federal Trade Commission requires the retention of original documents. These can be mailed to:

DSB Administration
P.O. Box 1424
Waukesha, WI 53187-1424

You may have already received a request for repair orders from Ford Motor Company. The enclosed report is a separate request for information for the Dispute Settlement Board. It is very important to provide a Dealer Statement on time for Board review since Board members consider all the information provided in the Customer Statement, the Dealer Statement, and the Company Statement in making fair and accurate decisions. Board decisions are binding only on dealers and Ford.

We appreciate your efforts directed toward the success of the Dispute Settlement Board and ask for your continued commitment to this vital program. Please share this commitment with your staff for its continued success. If you have questions, please feel free to call me at (262) 549-6700.

Sincerely,

APR 15 12:41

CONSUMER AFFAIRS SECTION

DSB Administration

✓ REMEMBER TO INDICATE THE ESP TYPE ON THE SUMMARY PAGE, IF NECESSARY.

Please fax your response to 262-542-6744 when completed or mail it to the address on the attached letter. Fax is preferred for timing reasons. (If mailed, PLEASE RETAIN A COPY FOR YOUR RECORDS.)



Attn: Service Manager - Immediate Action Required

Case Open Date: 04/15/2003

Owner's Name:

Case Number: **1617571422**

Model Year: 2002

Vehicle Model: EXCURSION

Region Number: 52

VIN: 1FMSU43F12EB79199

Dealer Name: GILLESPIE FORD

Current Mileage:

- 1.) Have you or someone from your department spoken with the customer about the concern(s) listed on customer's application?

Yes ☒ No ☐

Please explain: Yes, No Problem Found with Truck This
man only wants money Back That is what He has
stated to me and General Manager & Finance manager

- 2.) Have you or someone from your department inspected or test driven the vehicle for the concern(s) listed on the application?

☒

Please explain: Myself and Shop Foreman Have Talked with This Customer a number of times we can't do Anything for him The Truck is Fine

- 3.) Does this vehicle show signs of abuse or lack of maintenance?
If yes, please explain:

☐ ☒

- 4.) Has a Ford Market Area Team member (CSM, FSE or DOM) been involved?
If yes, how?

☐ ☒

There is nothing FOR THE FSE TO LOOK AT

- 5.) Was the customer offered a loaner or other courtesy transportation during service?

☒ ☐

- 6.) How many days has the vehicle been out of service for the Ford warranty concern(s) listed on the customer's application?

- 7.) What additional actions, if any, have been taken to assist with the customer's concern(s)? This Customer
stated to us and Attorney General That if we Give Him
\$15,000.00 He will Be Happy with This Truck At General
Declined his Case Nothing is wrong with This Truck

Elbow ulnar nerve

Title: Service Manager R Date: 5/2/03

Please attach any additional comments on a separate page.

Dealership Repair History Summary

Model: **EXCURSION** Customer: [REDACTED] VIN: **1FMSU43F12EB79189**

WARRANTY ☒ 3/36 Bumper to Bumper ☐ 4/50 Bumper to Bumper ☐ 5/100 PowerStroke Diesel Engine Warranty (\$100 Deductible)

FORD ESP ☒ PremiumCare ☐ ExtraCare ☐ BaseCare ☐ PowertrainCare ☐ RentalCare ☐ MaintenanceCare

Expiration: Date 2/18/07 Miles 60,000 PLEASE INDICATE TYPE ☐ Goodwill ESP ☐ Retail ESP

NON-FORD ESP ☐

RO Number	Date In	Date Completed	Total Days	Mileage	Customer's Concern	Action Taken	How Paid? <i>(Warranty / Dealer Internal)</i>
32004	2/10/03	2/30/03	4	15115	Vibration when stopping	Replace Pads & Rotors & Caliper	Warranty / Dealer Internal
28584	1/17/03	1/17/03	1	13516	Pulls to Right	NO Problem Found	I
19048	10/4/02	10/5/02	1	9085	Rear static	Customer Had a After Market TV installed and work was not done properly By AutoExtras	I
21391	10/29/02	11/5/02	7	10002	Front seat cover Pulls Right vibration	Replace seat cushion Get Alignment Balance Tires	W
16344	9/5/02	9/11/02	6	8133	Rear seat seam skiving noise	Replace Cover Replace Steering Gear	W

Please indicate, as necessary and attach additional sheets.

Revised: 7/01



DISPUTE SETTLEMENT BOARD APPLICATION

(Please supply all requested information.)

ELIGIBLE

Use print (in black ink) or type.

Case No. 1617571422 Internal Use Only

Owner/Lessee Name ☒ Mr. ☒ Mrs. ☐ Ms. [REDACTED]

Address [REDACTED]

City SAN ANTONIO State TX Zip [REDACTED] Vehicle I.D. No. 1FMSU73F12EB7919

Home Phone [REDACTED] Business Phone () NONE (Required) Ext. [REDACTED]

Vehicle Year 2002 Make FORD Model EXCURSION Acquired: New ☐ *Used ☐ Leased ☒

Vehicle Use: ☒ Personal ☐ Commercial * Mileage at time of used vehicle purchase 000002

Date Purchased/Leased 02-18-02 Current Mileage 017429

How did you hear about the Dispute Settlement Board process? ☒ Dealer ☐ Factory Representative

☐ Ford 800 * ☐ State or Federal agency ☐ Other (specify) _____

Selling Dealer GILLESPIE FORD City SAN ANTONIO

Servicing Dealer(s) GILLESPIE FORD City SAN ANTONIO

1. Briefly describe your unresolved service concern(s) below: (Attach legible copies of applicable repair orders and/or other supporting documents. Keep the originals for your records.)

SEE ENCLOSED LETTER AND EXHIBITS.

2. How many times has the vehicle been in for the same warranty repair?

First repair attempt

Date 8-20-02 Mileage 8777 03291 - EXHIBIT E.

Last repair attempt

Date 2-26-03 Mileage 15415 - EXHIBIT E.5.

3. How many days has the vehicle been out of service for warranty repairs? 33 DAYS - EXHIBIT I.

4. Have you recently contacted your dealer about this concern? Yes ☒ No ☐ Individual's name ROLAND CUEVAS

5. Does the stated warranty concern now exist? Yes ☒ No ☐

6. Would you like to make an oral presentation to the Board? Yes ☐ No ☒

If yes, would you like to make it in person _____ or by teleconference _____

7. Describe what you want done to resolve your concern:

SEE ENCLOSED LETTER/EXHIBITS.

DISPUTE SETTLEMENT BOARD - a voluntary, free, independent dispute settlement program

Signature [REDACTED]

Date 4-2-03

DSB Admin: Mail this completed form, and any supporting documents, to:

Dispute Settlement Board

P.O. Box 5120

Southfield, MI 48066-5120

APR 15 2003

RECEIVED

4-15-03 Updated Version of this document may not be used.

Printed 11/02 0400-000-01

Dispute Settlement Board
P.O. box 5120
Southfield, MI 48086-5120

[REDACTED]
San Antonio, TX
(210) 495-4223

Dear Sir,

Unfortunately I own a 2002 Excursion which I purchased on 02-18-02 for a total price of \$53,508.06, (Exhibit A.) and with no discount! I say no discount because after you view/review my enclosed exhibits hopefully you will agree with me that this vehicle is a vehicle with a "Depreciated value" due to all the imperfections or "within tolerance deficiencies", as the Dealer stated. The problem is; tolerable to who, the Consumer or the Dealer? Based on the "Disclosure Law" the dealer should have informed me of all the "Tolerable deficiencies" thus allowing me to make an informed decision on the purchase of this vehicle or at least make an effort at negotiating a better price by asking for a discount due to the vast amount of deficiencies, which is synonymous with depreciation.

Please allow me to ask you to view Exhibit B at this time. While viewing the tape you can witness for yourself all the various deficiencies I complain about and tell me the dealer had no idea of these "tolerable deficiencies". Furthermore help me answer the "Million Dollar Question": "Tolerable to who?". The tape (Exhibit B.) begins by showing you the unequal gaps on the left-vs.-the right side of the rear hatch door, (appears to have been aligned/re-aligned at one time or another.) Also take notice on Exhibit B. how both (front and rear driver side doors stick-out and can be freely pushed in, which again indicates this truck has been worked on not to mention future water and air leaks. Also take note of the unevenness (body waves) on the front driver side door (by the pin-stripes), to me definite indication of body work on that door, thus the reason for the door

replacement on Exhibit B.1. Please take notice of the unequal gaps (joints) between the front door with respect to the front fender on both passenger and drivers side of this truck. Furthermore take note of how the front door sticks out or is mis-aligned/definite proof someone has worked on this truck, or definite proof of deficiencies (imperfections) to say the least, **TOTALLY INTOLERABLE** to me as a consumer!

There is also the issue of the front grill. The passenger side (vertical) gap on the grill is much wider than the driver side (vertical) gap. Also notice that the gap between the grill and the hood (upper side) on the passenger side is much narrower than the rest of the upper grill gap; all indications of some adjustment to the entire front-end of this truck. Most importantly take note on Exhibit B. the way the passenger side running board, along with the rear passenger wheel stick-out about half an inch -vs.- the running board and wheel on the driver side which don't stick-out but quite the contrary are flush with respect to the rear quarter panel; definite signs the differential is not properly centered/misaligned which leads me to ask why, but most importantly : **SAFETY** for my family and I and those around me.

I am very concerned about safety because I have evidence this differential has moved! (Exhibits: C., C.1., C.2. & C.3.). I originally noticed my differential misaligned on or about 30 Jul 02 while I was hand washing my vehicle. On that day I immediately made an appointment with MAGOO Auto Inspection (Exhibit C.). At the end of the inspection it was reported to me that I should not be concerned about safety because the differential simply appears out of alignment probably due to the imperfections of the rear fender trims/fixtures which were probably not molded perfectly, thus creating such an effect/appearance, therefore I accepted Magoo's advise and relaxed, for the time being at least. However to be on the safe side, on 08-26-02 I took my Excursion to the dealer for service on various deficiencies (Exhibit C.1.), but most of all to satisfy my uneasy feelings about the differential misalignment. I pointed out my concern to four Gillespie Ford representatives, to wit: Greg Duppstadt, David Pagel, Wilson Evans and Roland Cuevas, all appeared to be dumbfounded and unable to offer any explanation for the differential misalignment, so we left it at that.

However, or better stated: **MYSTERIOUSLY** or unbelievably on 09-

05-02 I again was hand washing my truck when I noticed the now evenly spaced fender trims on my truck at the wheel -vs- the fender trims vs- the fender trims, which was the complete opposite on 30 Jul 02, as previously stated. On the following day, 09-06-02, I immediately took my truck back to Gillespie Ford Dealer (Exhibit C.2.) demanding to know how Ford managed to realign the differential. Again all four Ford representatives, aforementioned in this letter, were dumbfounded and again had no explanation for the differential re-alignment/movement. They each claimed that they had nothing to do with the differential re-alignment, however take note on (Exhibit C.2.) that it states on their work order that they tightened down the differential bolts. I again summoned Magoo's Automotive Consultants for a re-inspection (Exhibit C.3.), with such unexplained differential movement I can't help but think of all the S.U.V rollover mishaps in the news lately. Could this 2002 Excursion be "An Accident waiting for a place to happen?"

Since then I have been very optimistic/uncomfortable about driving my family in this S.U.V., thinking maybe this is one of the many S.U.V.'s involved in a "FUTURE" rollover and the "MILLION DOLLAR" question being When? Enclosed please find a picture of my Excursion's predecessor ('76 GMC Suburban) Exhibit D. Along with Exhibit D. I also submit to you Exhibit D.1. and D.2. simply to substantiate to you that I take care of my vehicles and expect perfection or as close to perfection as can be expect on restored vehicles (Exhibit D-D.2.), but definitely expect 100% perfection on my NEW vehicle! On my old-restored vehicles I say they are 80-85% close to perfection and yes I do TOLERATE the 15-20% imperfection, but why should I TOLERATE less than 100% perfection from my NEW 2002 EXCURSION which definitely did not come cheap and is suppose to be the "TOP OF THE LINE"! I bought this 2002 Excursion because I wanted a problem- free vehicle, for the first time in my life. This vehicle has been nothing but problems since I bought it and still having problems with it. Should I have gotten this vehicle inspected prior to purchasing it like any consumer is supposed to do upon purchasing a "used vehicle." What ever happened to the "Good faith Law" whereas the consumer should be able to place his/her complete "GOOD FAITH" on the Dealer (in this case) and rest assured that the consumer is getting what he paid for? Was my crime "not getting" this vehicle inspected?

In addition to all the aforementioned problems I have had and I am

still having problems with this "Excursion" and I also am experiencing suspension/steering problems. (Exhibits E, E.1., E.2., E.3., E.4., and E.5.). I have taken this truck to the Dealer for possible repair a number of times, to no avail, the problem persists (Exhibit F.), not to mention the fact that Greg Duppsstadt denied my Excursion had a steering problem (Exhibit E.3.) stating that the problem was on the construction of the road; no problem found. However please be advised that Exhibit E.3. is dated: 1-17-03 -vs.- Exhibit E.4. dated: 2-26-03 whereas it gives a breakdown of various deficiencies which were corrected at that time. Also Mr. Duppsstadt informed me that they were not authorized to drive the customer vehicles above 50 m.p.h., so I guess that leaves me with one of two choices with regard to my suspension problems: Don't drive my Excursion over 50 m.p.h. or learn how to accept the vibration at 80 m.p.h. and higher along with the steering wheel pulling to the right or left as opposed to a smooth comfortable ride which one should expect on any NEW vehicle, correct me if I'M WRONG! Please help me get rid of my "Accident waiting for a place to happen."

We (my wife and I) wish to be 100% exonerated from our lease agreement with Ford. We would also request amnesty on the mileage limit considering all the running around we I had to do to try to resolve the problems on our Excursion, not to mention the fact that most auto repair shops don't wish to get involved, especially auto dealers, thus the reason I don't have estimates from auto dealer shops despite the fact that I drove endlessly and I inquired with most auto dealers in San Antonio, all to no avail. I also request Retro-Active credit on my \$882.00 monthly payments since date of purchase to present and ask you to credit this money towards the purchase of a new vehicle. I would also request our 2002 Excursion be declared a "lemon" under the "Lemon Law" **BASED ON THE DIFFERENTIAL MOVEMENTS AND ESPECIALLY CONSIDERING THE NUMBER OF CHANCES I GAVE the Ford Dealer to try to fix my persisting steering problems. (Exhibit E-E.5.)** I would also request a generous discount towards a NEW vehicle to compensate my family and I for all the stress, aggravation and lost time spent on trying to correct these endless and numerous problems, not to mention the SCARE my family and I experienced on 8-14-02 (Exhibit G.). On 8-14-02 I almost had several auto accidents, upon trying to enter and while driving on the freeway. My truck died several times, luckily I was close to the Gillespie Dealer and through "prayer" and luck we somehow managed to arrive at the Dealers a few

minutes before closing time. I immediately explained to the dealer the SEVERITY OF THE AUTO MALFUNCTION AND PLEADED with them to provide me with a loaner car because I refused to drive that "PIECE OF JUNK" any further until the acceleration problem was resolved. Finally I request re-imbursement of any and all expenses incurred (Exhibit H, H.1., H.2. & H.3.) upon trying to resolve the endless problems I inherited when I bought our Ford Excursion. Please take into consideration the fact that I live 30 miles (round trip) from Gillespie Ford which drives up my gas bill and mileage accumulation. Please help me and other people like myself to allow us to purchase a NEW product without having to pay extra money to get it inspected, therefore re-instating our complete trust and confidence (GOOD FAITH) on the Dealer.

Sincerely,



EXHIBIT A.

INK ONE AUTOLEASE

MOTOR VEHICLE LEASE AGREEMENT - CLOSED END

LESSOR AND LESSEE

LESSOR (Print Name and Address) SAN ANTONIO TX	LESSOR (Print Name and Address) GILLESPIE FORD 7114 N.N. LOOP #10 SAN ANTONIO TX 78238
ACCOUNT NUMBER (or bank use only)	LEASE DATE (or delivery date) FEBRUARY 18, 2002

The Lessor, for and on behalf of the Lessor, hereby agrees to lease the Motor Vehicle described below ("Vehicle") with all accessories, parts and equipment, less in kind to the Lessee and Lessee agrees to use the Motor Vehicle for the term of this Lease. The consumer lease disclaimer contained in this Lease has been made on behalf of the Lessor (as defined below).

VEHICLE DESCRIPTION

A. LEASED VEHICLE ☐ New (or previously used) ☒ Used (previously used)

Year	Make	Model	Body Style	Options/Package	Vehicle Identification No.
2001	FORD	EXCURSION	4DR 6PTUT		1FMEH1GF12EB919

The Vehicle will be used primarily for personal, family or household purposes. However, if you intend before the Vehicle will be used primarily for business purposes, Lessor agrees: Co-Lessor agrees:

B. TRADE-IN VEHICLE Year Make Model

C. AMOUNT DUE AT LEASE SIGNING OR DELIVERY (Detailed below) 2,000.00	D. MONTHLY PAYMENTS A. Your first Monthly Payment of \$ 882.34 is due on 02/18/2002 payments of \$ 882.34 on the 20th of each month beginning on 03/20/2002 B. The total of your Monthly Payments is \$ 52,940.00	E. OTHER CHARGES (Not part of your Monthly Payment) Vehicle Return Fee (If you do not guarantee the Vehicle) 3000 Total \$ 3000	F. TOTAL OF PAYMENTS (This amount you will have paid by the end of the Lease) \$ 52,940.00 (The sum of Sections D plus 40% plus 5, minus Section F(A)(B).)
---	---	--	---

G. ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery (1) Capitalized Cost Reduction \$ 58.61 (2) Tax on Capitalized Cost Reduction N/A (3) First Monthly Payment 882.34 (4) Refundable Security Deposit 980.00 (5) Title Fee 18.00 (6) Registration Fee N/A (7) License Fee 143.06 (8) Sales Tax N/A (9) N/A N/A (10) N/A (11) Total \$ 2,000.00	B. Amount Due at Lease Signing or Delivery will be Paid (1) First Monthly Payment N/A (2) Refundable and Non-refundable Credits 2,000.00 (3) Amount to be Paid in Cash N/A (4) Total \$ 2,000.00
--	---

H. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW

A. Capitalized Cost: The agreed upon value of the Vehicle (\$ 48,990.02) and any down payment over the Lease Term (such as prepay options, credits, and any outstanding pre-payments or lease balance) \$ 52,322.4
B. Capitalized Cost Reduction: The amount of any Non Trade-In Allowance, Rebate, non-cash credit, or cash you pay that reduces the Gross Capitalized Cost \$ 58.6
C. Amount Due at Lease Signing: The amount which includes your first Monthly Payment \$ 2,255.8
D. Residual Value: The value of the Vehicle at the end of the Lease used in calculating your first Monthly Payment \$ 14,045.1
E. Depreciation and any Additional Allowances: The amount charged for the Vehicle's decline in value through normal use and wear over term (includes the Lease Term) \$ 38,219.6
F. Sales Tax: The amount charged in addition to the Depreciation and any Additional Allowances \$ 14,720.7
G. Total of First Monthly Payments: The sum of Sections A through F (plus the First Charge) \$ 52,940.4
H. Lease Period: The number of payments in your Lease (the number of months in your Lease ("Lease Term")) 60
I. First Monthly Payment \$ 882.3
J. Monthly Sales Tax \$ N/A
K. Total Monthly Payment ("Monthly Payment") \$ 882.3

EXHIBIT B,

Paint & Body Shop

(210) 670-8301

Claims / Frame Work

400 West Military Drive - San Antonio, Texas 78242

NAME

ADDRESS

PHONE

Date - 3-02

Insurance Co.
AdjusterMechanic
Made at

VIN #

Car
Color

MAKE	Model	Body Type	License	MOTOR NO.	SPEEDOMETER
FORD	2002	EXCURSION	DV-232 F	7-3 Diesel	11212

PARTS REPLACEMENT	PARTS	LABOR	SUPPLEMENT	PARTS	LABOR
Replace Left Int-Door	461.22	4.0			
Ordj Int End		275.00			
Ordj Left Rear Door		2.0			
Ordj Rear Doors & Glass		3.0			
Complete Paint Same Color		2600.00			

Remarks:

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of moving, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

AUTHORIZED BY

TOTAL PARTS \$ 461.22

TOTAL LABOR \$ 627.00

TAX \$ 35.29

NET \$ 3724.00

EXHIBIT C.

MAGDOO'S

PAGE 81

MAGOO'S AUTOMOTIVE CONSULTANTS, INC.

P.O. Box 30, Santa Paula, CA 93061-0030

Office: 805-933-3597 FAX: 805-523-9867

I, Donna M. Magoo authorize Magoo's Automotive Consultants, Inc. to obtain credit card authorization for the amount of \$ 1,370.00 to perform a vehicle inspection.

Date Authorization sent: 8/1/02

Customer: 

Inspection Request #: H 080118037

Authorized by: 

Name: 

Phone: 8-1-02

This form authorized Magoo's Automotive Consultants, Inc. to charge the above amount on my card XXXX XXXX XXXX Visa / M/C (circle one)

Please fax back this document to Magoo's ASAP at 805-933-3812

Once we have this document, we will schedule the inspection.

T.C. 9 SEP 02 - 1235 HRS - SPOKE TO

ARLENE -

1-800-831-6907, SHE SAID SHE

WILL TELL JEFF 2 CALL ME.

ROY



AUTOMOTIVE PRE-INSPECTION

Date Inspected 8/5/2002

Assignment # 2002080118037

Company Carfax

Contract # 080118037

Customer

Year 2002 Make Ford

Model Excursion

Verified Full VIN 1FMSU43F12EB7B100

Verified Odometer 5741

EngineSize 7.3 V-8

☒ Auto Trans☐ Manual Trans

OK	Problem Found	Inspect The Following	Comments
Road Test			
OK		Engine Starting, Cranking / Idle	
OK		Engine Operation	
OK		Transmission	
OK		Suspension / Ride	
OK		Brakes	
Initial Inspection Comment			
OK		Hipers / Washers	
OK		Clack / Radio / Horn	
OK		Power Antenna / Digital Clock	
OK		Switches (Windows, Locks, Seals)	
OK		A/C / Heater / Defroster / Rear	
OK		Lights (Interior, Exterior)	
OK		Parking Brakes	
OK		Air Pollution Control Device	
OK		Body Inspection	No Impact at this time.
Under The Hood Comment: There are no signs of any fluid leaks at this time.			
OK		Exhaust System	
OK		Valve Covers / Seals / Gaskets	
OK		Belts / Hoses / Clamps / Vacuum Lines	
OK		Air Filter	
OK		Radiator / Cap	
OK		Electric Fan / Chush Fan	
OK		A/C Compressor / A/C Clutch	
OK		Evap / Condens / Dri / A/C Hoses	
OK		P/S Pump / P/S Gear / P/S Hoses	
OK		Battery / Alternator	
OK		Engine Oil	
OK		Engine Coolant	
OK		Transmission Fluid	
OK		Brake Fluid / Power Steering Fluid	
Under The Vehicle Comment: There are no signs of impact or off road use.			
OK		Engine / Transmission / Differential	
OK		Muffler / Tail Pipe	
OK		Catalytic Converter	
OK		Joints / Tie Rods / Shocks / Bushes	
OK		Frame / Undercarriage	
OK		Wheel Brags / Axle Seals, CVT Boots	
OK		Tires / Wheels	
OK		Brake Calipers / Wheel Cyls / Lines	

This is NOT a safety inspection. This is a visual inspection of the vehicle and systems therein and is in no way to be relied upon to determine the salience of this vehicle. This inspection and the opinions expressed are strictly those opinions. Many parts perform perfectly up until the moment of failure. Failure may occur suddenly and without any prior warning. Due to the cursory nature of this inspection, the location, the constraints, and the lack of diagnostic tools, the inspector

PE03-044 27034



7111 N.W. LOOP 410 • SAN ANTONIO, TEXAS 78238
(210) 500-1070

PROPRIETOR		AUTHORIZATION		COMMITMENT	
SERVICE INSTALLED PARTS					
PARTS INSTALLED		WORKED HOURS		ORIGINAL A.S. NUMBER	
NO.	QTY.	YES	NO	YES	NO

CHECK (2) APPROPRIATE BOXES					
☐ PARTS		☐ AUTHORIZATION TO		☐ PARTS	
☐ PARTS		☐ PARTS		☐ PARTS	
PARTS		LABOR		TOTAL	

ON BEHALF OF SERVICE CENTER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS TRUE AND CORRECT. I AM NOT PROVIDING ANY WARRANTY OR GUARANTEE OF ANY KIND, AND I AM NOT RESPONSIBLE FOR ANY DAMAGE TO THE VEHICLE OR TO THE PERSONS OR PROPERTY OF ANY OTHER PARTY. I AM NOT PROVIDING ANY WARRANTY OR GUARANTEE OF ANY KIND, AND I AM NOT RESPONSIBLE FOR ANY DAMAGE TO THE VEHICLE OR TO THE PERSONS OR PROPERTY OF ANY OTHER PARTY.

NOTICE PURSUANT TO PROPERTY CODE, §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPAIRS IN ACCORDANCE WITH A REPAIR ORDER, WHICH IS A CONTRACT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION. I UNDERSTAND THAT THE REPAIR ORDER IS A CONTRACT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION. I UNDERSTAND THAT THE REPAIR ORDER IS A CONTRACT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION.

SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR REPAIR

I hereby authorize my repair order to be used in the repair of my vehicle. I understand that the repair order is a contract for the repair of the motor vehicle by a check, money order, or a credit card transaction. I understand that the repair order is a contract for the repair of the motor vehicle by a check, money order, or a credit card transaction.

In the event of non-payment of the bill, I agree to pay any reasonable cost of collection, including reasonable attorney fees, charges and costs, which shall be my own and not those of the repair shop.

All the work performed by the repair shop is done under the supervision of the repair shop. The repair shop is not responsible for any damage to the vehicle or to the persons or property of any other party. I understand that the repair order is a contract for the repair of the motor vehicle by a check, money order, or a credit card transaction.

I have read, understood and accept all provisions of the Warranty Statement covering this repair. I understand that the repair order is a contract for the repair of the motor vehicle by a check, money order, or a credit card transaction.

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR CHARGES BELOW

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE# M15391	
FROM OFFICE USE		VEHICLE INFORMATION	
TRAC 6433 ADV 215 PART, D INVOICE# 09/03/2002 09:09:46 AM		02 EXCURSION GREEN (LICENSE NUMBER: 1X DW232F)	

REPAIR TYPE 01 VISIT 1 CONCERN		SUBTOTAL	
TYPE: M		TOTAL CHARGE FOR CONCERN	

CONCERN 34	CUS STATES CHECK STATIC NOISE IN RADIO WITH A/C SWITCH ON HIGH WILL GO AWAY SWITCHING TO LOW /OFF RELAND	OPERATION	TECH	AMOUNT
CAUSE	X	NC	110	\$.00
CORRECTION	NO CHANGE			
COMMENT	X			
FACTORY	TECH 110 - CUEWS 4473, RD			
	SVC PART : X	PROD CODE : X	CONCERN CODE : AIR	COND CODE : 1
REPAIR TYPE 01 VISIT 1 CONCERN		SUBTOTAL		
TYPE: M		TOTAL CHARGE FOR CONCERN		

CONCERN 35	CUS STATES CHECK STATIC NOISE IN RADIO WITH TURN SIGNALS ON /SEE RELAND	OPERATION	TECH	AMOUNT
CAUSE	X	NC	110	\$.00
CORRECTION	NO CHANGE			
COMMENT	X			
FACTORY	TECH 110 - CUEWS 4473, RD			
	SVC PART : X	PROD CODE : X	CONCERN CODE : L27	COND CODE : X
REPAIR TYPE 01 VISIT 1 CONCERN		SUBTOTAL		
TYPE: M		TOTAL CHARGE FOR CONCERN		

CONCERN 36	CUS STATES CHECK RATTLE NOISE INSIDE VEHICLE WHILE DRIVING IN PARK /SEE RELAND	OPERATION	TECH	AMOUNT
CAUSE	X	NC	110	\$.00
CORRECTION	NO REPAIR /SEE RELAND			
COMMENT	X			
FACTORY	TECH 110 - CUEWS 4473, RD			
	SVC PART : X	PROD CODE : X	CONCERN CODE : 100	COND CODE : 1
REPAIR TYPE 01 VISIT 1 CONCERN		SUBTOTAL		
TYPE: M		TOTAL CHARGE FOR CONCERN		

SUBTOTAL		TOTAL CHARGE FOR CONCERN	
PAGE 2			

IMPORTANT: You may make a customer satisfaction survey check to Ford Motor Company. We

PEBS-044 27839

EXHIBIT C.2.

(210) 509-1070

PROGRAM	AUTHORIZATION	COMMITMENT
SERVICE INSTALLED PARTS		
DAYS ESTIMATED	APPROVED REPAIR	ORIGINAL R.A. NUMBER

P.S.A. CODE

88848

(CHECK IF APPROPRIATE BOX)		
☐ CLAIM RETURN	☐ RETURN TO CLAIM	☐ RETURN TO CLAIM
DATE	DATE	DATE
DATE	DATE	DATE

ON BEHALF OF SERVICE CENTER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF. I AM NOT PROVIDING ANY INFORMATION THAT IS FALSE OR MISLEADING. I AM NOT PROVIDING ANY INFORMATION THAT IS FALSE OR MISLEADING. I AM NOT PROVIDING ANY INFORMATION THAT IS FALSE OR MISLEADING.

OWNER: [REDACTED] DEALER: [REDACTED] ADDRESS: [REDACTED] PHONE: [REDACTED]

NOTICE PURSUANT TO PROPERTY CODE, §75.031

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS ELIGIBLE TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THIS AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPAIRS IN ACCORDANCE WITH BUSINESS & COMMERCIAL CODE, §75.031. I AM NOT PROVIDING ANY INFORMATION THAT IS FALSE OR MISLEADING. I AM NOT PROVIDING ANY INFORMATION THAT IS FALSE OR MISLEADING. I AM NOT PROVIDING ANY INFORMATION THAT IS FALSE OR MISLEADING.

SIGNATURE OF THE PERSON RESPONSIBLE FOR AGENT FOR THE VEHICLE

I hereby certify that I am not providing any information that is false or misleading. I am not providing any information that is false or misleading. I am not providing any information that is false or misleading.

In the event of a dispute, the law of the State of Texas shall apply. I agree to pay my reasonable and actual costs of collection, including attorney's fees, attorney's fees and costs, which shall be my responsibility in the event of a dispute.

All the other terms and conditions of this agreement shall apply to the vehicle. I agree to pay my reasonable and actual costs of collection, including attorney's fees, attorney's fees and costs, which shall be my responsibility in the event of a dispute.

I have read, understood and accept all provisions of the Warranty Statement covering the Ford Motor Company vehicle under repair.

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

NOTICE TO

DRIVER/OWNER INFORMATION

INVOICE: 88848

FOR OFFICE USE

VEHICLE INFORMATION

FROM: 6608, ADV: 215, P.O. BOX 3, JARVIS, TX 76048, 09/06/2002 14:49:46 AM, 02 EXHIBITION, GREEN, LICENSE NUMBER: TX 88848

CHARGE	STEERING GEAR	35048	149	89.60		
CORRECTION	REPLACED SHOCKING GEAR & HYDRO BOOST LINE					
53-1	PRESSURE HOSE-POWER STEERING - REPLACE	371948	149	25.40		
PART NUMBER	FOR NOTE	DESCRIPTION	QTY	LIST	SEL	
FNC 1032	35048 SHOCK	GEAR ASY-STRG. REPLY	1	320.00	320.00	320.00
FNC	380898 R	SHOCK SHOCK TO 0" RIN	4	1.31	.72	9.48
FNC IT	2 SHOCK	FLUID-BOOST TUBE INT	1	2.00	1.75	1.75
FNC 1032	36714 DR	HOB ASY-PWR STRG PHE	10	52.40	88.78	88.78
PARTS-CLAMP		ALL PARTS:		112.00		
FACTORY	TECH: 149 - EISENBERGER 1471					
	QVC PART: 1	PROD CODE: 1				
	PP-103235048					
	REPAIR TYPE: 01 VISIT: 1 CODE:					
53-1	QVC PART: 1	PROD CODE: 1				
	PP-103235048					

SUBTOTAL	
PARTS	408.21
LAB-MECHANICAL	115.20
TOTAL CHARGE FOR CONCERN	519.41

TYPE: N

CONCERN 54	CUS STATES REAR WHEEL IS STATION ALSO MOVES WHEN PARKING/USE SHOCK	OPERATION	TECH	AMOUNT
SALE	REAR SUSPENSION COMPONENTS	MY3000	149	320.00
CORRECTION	PERFORMED DIAGNOSIS, CHECKED & TIGHTENED ALL REAR SUSPENSION			
FACTORY	TECH: 149 - EISENBERGER 1471			
	QVC PART: 1	PROD CODE: 1		
	REPAIR TYPE: 01 VISIT: 1 CODE:			

SUBTOTAL	
LAB-MECHANICAL	128.00
TOTAL CHARGE FOR CONCERN	128.00

TYPE: N

CONCERN 55	LOANER PD 889935	OPERATION	TECH	AMOUNT
SALE	1	NC	110	B .00
CORRECTION	NO CHARGE			

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford

PE83-844 27848

NOTICE PURSUANT TO PROPERTY CODE, §72.001[illegible]

1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 26

under the terms of the 1980s, which is to make more use of the market, reduce the role of the state, and encourage private enterprise. In the 1990s, the role of the state is to be reduced, and the role of the market is to be increased. In the 2000s, the role of the state is to be reduced, and the role of the market is to be increased. In the 2010s, the role of the state is to be reduced, and the role of the market is to be increased. In the 2020s, the role of the state is to be reduced, and the role of the market is to be increased. In the 2030s, the role of the state is to be reduced, and the role of the market is to be increased. In the 2040s, the role of the state is to be reduced, and the role of the market is to be increased. In the 2050s, the role of the state is to be reduced, and the role of the market is to be increased. In the 2060s, the role of the state is to be reduced, and the role of the market is to be increased. In the 2070s, the role of the state is to be reduced, and the role of the market is to be increased. In the 2080s, the role of the state is to be reduced, and the role of the market is to be increased. In the 2090s, the role of the state is to be reduced, and the role of the market is to be increased. In the 2100s, the role of the state is to be reduced, and the role of the market is to be increased.

[illegible]

[body text continues 500 words] all provisions of the University Statutes (including the First Year Course) shall remain in effect.

ACKNOWLEDGEMENTS

INVOICE NO. [REDACTED]		REGISTRATION INFORMATION - INVOICE # 11334	
FOR OFFICE USE		VEHICLE INFORMATION	
VEH # 4466	ADV # 213	DATE INVOICED 09/04/2002	1949146 AD 02 EXCURSION GREEN
		LICENSE NUMBER TN 340000	
COMMENTS			
FACTURE TITLE 116 - GREEN 4175 NO			
SAC PAUL - 2			
BEFORE 11/16/01 - 11/16/01 COME			
PROG CODE 1		CONCERN CODE 1199	
COND CODE 1		COND CODE 1	
PREP N		TOTAL CHARGE FOR CONCERN	
SUMMARY OF CHARGES FOR INVOICE #11334		PAYMENT DISTRIBUTION FOR INVOICE #11334	
PARTS 100.00		TOTAL CHARGE 100.00	
LAB-REPAIRMAN 100.00		TOTAL CHARGE 100.00	
TOTAL CHARGE 100.00		PAC INVOICE 100.00	
ATTENTION: GO IN SERVICE ON THIS VEHICLE			
DATE OPENED 09/04/02			
DATE CLOSED 09/04/02			
DATE OPENED 09/04/02			
DATE CLOSED 09/04/02			
IF YOU HAVE ANY QUESTIONS - PLEASE SEE PAUL E. PAUL			

1997

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford Motor Company. We have the best service available. If you do not feel you can grade us as completely

1-800-841-2771

EXHIBIT C.3.

JEFF FRAZIER

CELL# 725-5919

MAGOO'S

AUTOMOTIVE CONSULTANTS, INC.

P.O. Box 30, Santa Paula, CA 93061-0030
Office 805-933-3597 Fax 805-933-3812

I, [REDACTED] authorize Magoo's Automotive Consultants, Inc. to
Print your name

obtain credit card authorization for the amount of \$ 129⁰⁰ to perform a vehicle inspection.

Date Authorization Sent:

10-10-02

Customer:

[REDACTED]

Inspection request #:

~~100~~ 101008235 Reinspect

Authorized by:

[REDACTED]

Name:

Print your name

Date:

10-10-02

This form authorizes Magoo's Automotive Consultants, Inc. to charge the above amount on my
card XXXX XXXX XXXX 5 3 3 5. ☒ Visa / MC (circle one)

Please fax back this document to Magoo's Automotive ASAP at 805 933 3812.

Once we have this document we will schedule the inspection.

Magoo's

AUTOMOTIVE PRE-INSPECTION

Date Inspected: 10/15/2002

Alignment # 2002101008235

Company Carfax

Contract # 101008235

Customer Domingo Molina

Year 2002 Make FORD

Model EXCURSION

Verified Full VIN 1FMSU43F12EB79109

Verified Odometer 9451

Engine Size 7.3 DIESEL V8

☒ Auto Trans

☐ Manual Trans

☐ 4X4

OK	Problem Found	Inspect The Following	Comments
----	---------------	-----------------------	----------

Read Test

Comment: This is a re-inspect of this vehicle. Last inspection vehicle was test-driven and all is working correctly. This vehicle was not test driven this inspection.

OK	Engine Starting / Cranking / Idle	
OK	Engine Operation	
OK	Transmission	
OK	Suspension / Ride	
OK	Brakes	

Initial Inspection

Comment:

OK	Wipers / Washers	
OK	Clack / Radio / Horn / Cruise Ctrl	
OK	Power Windows / Digital Dash	
OK	Belts / Windows / Locks / Seals	
OK	A/C / Heater / Defroster / Rear	
OK	Lights (Interior, Exterior)	
OK	Parking Brakes	
OK	Air Pollution Control Device	
OK	Body Inspection	

Under The Hood

Comment:

OK	Emission System	
OK	Valve Covers / Belts / Gaskets	
OK	Belt / Hose / Clamp / Vacuum Line	
OK	Air Filter	
OK	Radiator / Cap	
OK	Electric Fan / Clutch Fan	
OK	A/C Compressor / A/C Clutch	
OK	Evap / Condens / Dry / A/C Hoses	
OK	P/S Pump / P/S Gear / P/S Hoses	
OK	Battery / Alternator	
OK	Engine Oil	
OK	Engine Coolant	
OK	Transmission Fluid	
OK	Brake Fluid / Power Steering Fluid	

Under The Vehicle

Comment:

The reason for the re-inspect is the owner is concerned about the alignment of the rear axle assembly. On the previous inspection the clearance between the left rear wheelbody and the right rear wheelbody was different. This vehicle has OEM plastic fender flares attached and this was the reason for the difference. These flares are a trim piece that can be out of alignment. The vehicle shows no signs of impact, the tires are wearing evenly, and there is no sign of the rear axle being out of alignment. During this inspection the owner watched as the inspector measured the clearance on both rear wheels and also the distance from front hub to rear hub on both sides. Again there is no sign of impact of anything being out of alignment. The plastic fender flares are aligned equally at this time. This has the owner very contented.

OK	Engine / Transmission / Differential	
OK	Muffler / Tail Pipe	
OK	Catalytic Converter	
OK	Joins / Tie Rods / Shocks / Bushes	
OK	Frame / Undercarriage	See Under the vehicle comment above.
OK	Wheel Brge / Axle Gears, O/V Brge	
OK	Tires / Wheels	
OK	Brake Calipers / Wheel Cyls / Lines	

This is NOT a safety inspection. This is a visual inspection of the vehicle and systems thereof and is in no way to be relied upon to determine the salience of this vehicle. This inspection and the opinions expressed are exactly that, opinions. Many parts perform perfectly up until the moment of failure. Failure may occur suddenly and without any prior warning. Due to the cursory nature of the inspection, the location, the condition, and the lack of diagnostic tools, the inspector, and or Magna's Automotive Consultants cannot accept liability for failures or injuries which may occur after the inspection is completed.

EXHIBIT D.

THIS MUST BE DONE

FINANCIAL RESPONSIBILITY WHEN YOU RENEW A DRIVER'S LICENSE, OR HAVE A VEHICLE INSPECTED

INA

315 RIVERSIDE
SAN MARCOS, TEX 78666

DETACH HERE

TEXAS CERTIFICATE OF TITLE

ORIGINAL

TCS16GF530650

1976

GMC

SUB

41136744

12/06/93

5800

HJX46D

9427643

EXEMPT

ADLANARTE F CALLEGOS DEL RIO TX

SAN MARCOS, TEX

THIS CERTIFICATE IS VALID FOR A PERIOD OF 10 YEARS FROM THE DATE OF ISSUANCE. IF THE VEHICLE IS NOT REGISTERED IN TEXAS, THE CERTIFICATE WILL BE VOID.

NAME

ADDRESS

DATE

DATE

DATE

DATE

DATE

DATE

DATE

THIS IS A RETURN OF TITLE TO THE TARRANT OF THE TEXAS
DEPARTMENT OF TRANSPORTATION. THE PERSON NAMED IN THE OWNER OF
THE VEHICLE ABOVE IS SUBJECT TO THE ABOVE RULES. NO SHOWN
AND NOT ACCEPT TITLE SHOWING EVIDENCE, ALTERATION, OR MUTATION.



10000000





EXHIBIT D.2.

STATE OF TEXAS
TEXAS CERTIFICATE OF TITLE

TO A MOTOR VEHICLE

249327

09658953

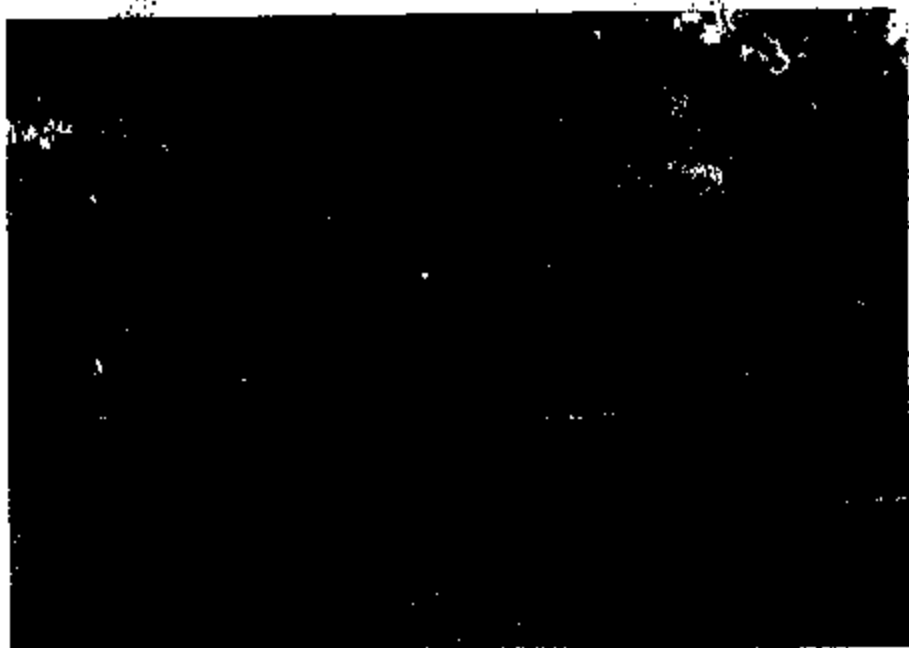
10/15/85

ORIGINAL

78228

[Signature]

18



NOTICE PURSUANT TO PROPERTY CODE §70.011

[illegible]

STATEMENT OF THE PRESIDENT RESPONSIBLE OF AGENCY FOR THE

A black and white photograph of a brick wall. The bricks are laid in a standard running bond pattern. In the center of the image, there is a small, dark, rectangular opening or niche, possibly a doorway or a recessed area. The lighting is somewhat uneven, with the top of the wall appearing slightly brighter than the bottom. The overall texture is rough and aged.

is the work of a person who is not a member of the same family as the person who is the subject of the investigation. The person who is the subject of the investigation is not a member of the same family as the person who is the subject of the investigation.

the 1970s, the 1980s, and the 1990s. The 1970s were characterized by a strong emphasis on the environment and social justice. The 1980s saw a shift towards economic growth and individualism. The 1990s were marked by a focus on technology and globalization. These trends have shaped the political and social landscape of the United States and have influenced the development of various policies and programs. The 1970s were a time of significant social and environmental activism, with the passage of the Clean Air Act and the Endangered Species Act. The 1980s saw the rise of the Reagan Revolution, which emphasized free-market economics and a smaller federal government. The 1990s were a period of rapid technological advancement and globalization, with the internet becoming a major force in society. These trends have continued to shape the United States in the 21st century, with ongoing debates about the environment, social justice, and the role of government.

1986-1987

CONCLUSIONS

FILE CODE	0-10-10
-----------	---------

Page 1 of 1

Page

[Redacted]

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED
DATE 08-14-2001 BY 60322 UCBAW/STW

LEAD ATTORNEY
[REDACTED]

NAME: JAMES A. HENRY JR. DOB: 05/23/02
 THE KILLS: NY 10001 (HARRISON) 05/23/02 210115
 CARRIER: IN 3291 LAST: 10001 05/23/02
 INTER: 05/23/02 TIME: 05/23/02

VEHICLE LOG CONTINUED

VIA AIRMAIL 17 SEP 69	LIGHTS PLACED ON P.
NO. 1000	LIMIT AND AIRPORT CLOSURE
	SUNSHINE CORP/VIS
DATE: INDIANAPOLIS, INDIANA	PASSENGERS: 01/2000 SHIRAZI

CONCENTR. OF OIL AND FILTER
CORRECTION IN OIL & FILTER LOSS

3. PROPOSED PLANS: NEWVILLE, IN ORDER THE FILLING IN:

CHINA RAILWAY GROUP LIMITED

LINKS TO COMMUNITIES: [COLUMBIA](#) [UNIVERSITY](#) [MICHIGAN](#) [NEW YORK](#) [FLORIDA](#) [STATE](#)

【关键词】 教师；教育；教育政策；教育研究；教育理论；教育实践；教育评价；教育创新；教育公平；教育现代化

PAPE NUMBER

Figure 1

卡尼·迪

JEFFREY S. HARRIS, RICHARD

REPAIR 1/4" OF WALL SIDES

OPERATION	TEAM	APPROVAL
015	185	1-1-8

BUDGET	
PRINTS	34.27
LAB. RECHARGES	14.75
SERVICE SPECIAL AGUMENT	83.75
WIRE, SPARE, FOR DUNSON	25.75

PPH-31 220 LINE PLANT 102

REPORT OF UNITED FOR INDIAN LOSS

Part IV

HR240011, Motive 138

Long-term effects

SERVICE SPENDING ADJUSTMENT

600-1000

HAZ

TOTAL - UNFOLD

USEFUL TIPS

PAYMENT DISTRIBUTION FOR INMATE LOSERS
TOTAL CHANGE 21.0

... ..

WILEY

118

10/2/2001

152

1. *Journal of the American Medical Association*, 1997; 277: 1033-1038.

ATTENTION: THE FOLLOWING INFORMATION IS UNCLASSIFIED

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford

REF ID: A66278

REC-44 27251

7111 N.W. LOOP SW • SAN ANTONIO, TEXAS 78238
(210) 381-1070

[illegible]

NOTICE PURSUANT TO PROPERTY CODE § 671.001

[illegible]

ON THE BASIS OF THE INFORMATION CONTAINED HEREIN, THE UNITED STATES DEPARTMENT OF JUSTICE, OFFICE OF THE ATTORNEY GENERAL, HAS DETERMINED THAT THE INFORMATION CONTAINED HEREIN IS NOT OF SUCH A NATURE AS TO REQUIRE PROTECTION FROM DISCLOSURE.

[illegible]

It is the goal of the Department of Health, Education and Welfare to provide the highest quality of health care to all Americans. This is a goal that we share with you. We are committed to the goal of providing the highest quality of health care to all Americans. We are committed to the goal of providing the highest quality of health care to all Americans.

The first of these is the fact that the system is not a simple one. It is a complex system, and the behavior of the system is not linear. The system is a complex system, and the behavior of the system is not linear. The system is a complex system, and the behavior of the system is not linear.

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1. ADVANCEMENT REPORT OF THE PROJECT
AND RESEARCH RESULTS

INVOICE TO		VEHICLE INFORMATION		INVOICE NUMBER	
FBI OFFICE ONE		VEHICLE INFORMATION		INVOICE NUMBER	
1000 3475 NW 1730 DE LA UN INVENTORIF 05/23/2002 13107145 AU		02 LUBRICANTS GREEN T		LATITUDE NUMBER 13	
INVOICE TOTAL					
SUMMARY OF CHARGES FOR INVOICE NUMBER		PAYMENT DISTRIBUTION FOR INVOICE NUMBER			
PHONE	25.74	THREE CHARGES		232.02	
SUBLET REPAIRS	121.80				
LAND REPAIRS	85.28				
TOTAL CHARGES	232.82				
		PAC NUMBER		232.02	

ATTENTION: THE FOLLOWING DANGERS APPLY:

LIB - CUSTODY

IF YOU HAVE ANY COMMENTS - PLEASE RETURN TO THE LIAISON

Page 2

4041 - Parts

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford Motor Company. We want to give you the best service available. If you do not feel you can provide us a complete

PERC-944 27053

15012 140-3734

NOTICE PURSUANT TO PROPERTY CODE §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE FURNISHING OF THE MOTOR VEHICLE AND I GUARANTEE THE PERSON'S SIGNATURE. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO AN AUTOMATICALLY INITIATED RECALL PROGRAM AND I AGREE TO ACCEPT THE RISK OF LIABILITY FOR THE RETURN OF THE MOTOR VEHICLE BY A CREDIT COMPANY, OR A CREDIT CARD TRANSACTION IS STOPPED, DISCONTINUED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OF DEPOSIT OF THE ORDER ON THE CREDIT CARD HOLDER HAS NO ACCOUNT ON THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

~~CONTENTS OF THE REPORT PREPARED FOR AGENT FOR THE HIGH~~
~~RESEARCH FOR THE~~

[illegible]

In the event of assignment of this bill, I agree to pay any reasonable cost of collection, including reasonable attorney fees, whenever law and fact justify such cost in any event in not less than one-third of the amount.

[illegible]

I hereby certify, warrant and accept all provisions of the Warranty Statement covering The First Motor Company vehicle and/or service unit.

ACKNOWLEDGE RECEIPT OF THE PAPER
AND LABOR LIMITED BILSON %

(INVOICE TO)		DRIVER/OWNER INFORMATION		(INVOICE NUMBER)	
FOR OFFICE USE			VEHICLE INFORMATION		
DATE:	TIME:	ADN#	PANEL,	D INVOICED:	
08/31/2002	10:29:15-AB	02	EJOURN	GREEN	LICENSE NUMBER: TX DW23ZF
CAUSE:	FRONT CALIPERS		2001MTC	153	38.40
CORRECTION:	REPLACED FRONT CALIPERS, PERFORMED INSPECTION.				
53-1	CALIPER ASSEMBLY - REPLACE		2001MFT	153	75.60
PART NUMBER	QTY	NOTE	DESCRIPTION	RTY	LIST
RSC 2C3E 2C150AA	-	!	PIN RST-TKT BOK CAL	2	15.37
PARTS COUNT	2		ALIGNMENT		12.87
					25.74
FACTORY	TECH# 153 - VAREZ, 9787 DA				
SVC PART	I X	PROD CODE I W	CONCERN CD: N08	COND CODE I 42	
FP-2C3E2C150AA					
REPAIR TYPE 01 VISIT 1 CODES					
53-1	CONCERN CD: 5009		COND CODE : 42		
			SUBTOTAL		
			PARTS	25.74	
			LAB-MECHWICAL	64.00	
			TOTAL CHARGE FOR CONCERN	89.74	
TYPE: M					
CONCERN 54	CAR STATES CHECK TRANSMISSION HAS DELAY SHIFT /SEE ROLAND		OPERATION	TECH	AMOUNT
CAUSE:	X		7000F	157	83.20
CORRECTION	NO PROBLEM FOUND				
COMMENT	X				
FACTORY	TECH# 157 - BURET, 0639 AL				
SVC PART	I X	PROD CODE I X	CONCERN CD: P66	COND CODE : X	
REPAIR TYPE 01 VISIT 1 CODES					
			SUBTOTAL		
			LAB-MECHWICAL	83.20	
			TOTAL CHARGE FOR CONCERN	83.20	
TYPE: M					
CONCERN 55	CAR STATES LEFT SIDE REAR SEAT GET STUCK AT TIMES /SEE ROLAND		OPERATION	TECH	AMOUNT
CAUSE	VCR HITTING SEATBELT		999A	141	12.00
CORRECTION	REPOSITIONED VCR.				
FACTORY	TECH# 141 - HODGES, 3916 F				
SVC PART	I X	PROD CODE I W	CONCERN CD: S06	COND CODE : 07	
REPAIR TYPE 01 VISIT 1 CODES					
PRINTED 1 TIMES					
PAGE 2					



7111 N.W. LOOP 410 • SAN ANTONIO, TEXAS 78238
(210) 508-1070

PROGRAM	AUTHORIZATION	DEPARTMENT	PSA CODE
SERVICE INSTALLED PARTS			04648
DATE RECEIVED	APPROVED BY	CUSTOMER P.O. NUMBER	
MO	DAY	YEAR	

CHECK (X) APPLICABLE BOX		
☐ MAJOR REPAIR	☐ REPAIR/REPLACE TO EXISTING EQUIP.	☐ MAJOR REPAIR ONLY
APPROVED	LABOR	TOTAL

ON BEHALF OF GILLESPIE, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE, TRUTHFUL, AND NOT MISLEADING. I HAVE PROVIDED A TRUE AND CORRECT COPY OF THIS INFORMATION TO THE CUSTOMER. I HAVE PROVIDED A TRUE AND CORRECT COPY OF THIS INFORMATION TO THE CUSTOMER. I HAVE PROVIDED A TRUE AND CORRECT COPY OF THIS INFORMATION TO THE CUSTOMER.

NAME: _____ TITLE: _____

NOTICE PURSUANT TO PROPERTY CODE, §74.001

I AM THE PERSON OR PERSON ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE REPAIR IS SUBJECT TO REDEMPTION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §24.001, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, COUNTERFEITED, OR DEBITED FROM AN ACCOUNT. I HAVE NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN ON THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF THE PERSON RESPONSIBLE FOR PAYMENT FOR PERSON

I HEREBY CERTIFY THAT THE REPAIR WORK DESCRIBED ON THIS INVOICE WAS DONE BY THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE. I HAVE PROVIDED A TRUE AND CORRECT COPY OF THIS INFORMATION TO THE CUSTOMER. I HAVE PROVIDED A TRUE AND CORRECT COPY OF THIS INFORMATION TO THE CUSTOMER. I HAVE PROVIDED A TRUE AND CORRECT COPY OF THIS INFORMATION TO THE CUSTOMER.

In the event of non-payment of the bill, I agree to pay my maximum rate of collection, including reasonable attorney fees, although time and court costs, which shall be my responsibility, shall be my responsibility.

As per the only warranty applying to this repair is the warranty which may be obtained by the manufacturer. The selling dealer hereby warrants that the vehicle, after repair or service, including any related accessories or parts, will be in good condition for the purpose of the repair or service. I have provided a true and correct copy of this information to the customer. I have provided a true and correct copy of this information to the customer. I have provided a true and correct copy of this information to the customer.

I have read, understood and accept all provisions of the Warranty Statement covering this Ford Motor Company vehicle under service plan.

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- (INVOICE# N15370)

FOR OFFICE USE: TNO: 6493 ADV: 215 PACE, B INVOICE: 08/31/2002 10:29:15 AD 02 EXCURSION GREEN LICENSE NUMBER: 1X DV232F

TYPE: M
SUBTOTAL
LAB-MECHANICAL 12.00
TOTAL CHARGE FOR CONCERN 12.00

CONCERN 56: OIL STATES CHECK WIPER BLADES OFF CENTER /SEE ROLAND
CORRECTION: REPLACED BOTH WIPER BLADES.
PART NUMBER: FMC 7F12 17528 AM
PARTS: COUNT 1
TECH: 141 - NORMAN, 3916 P
SVC PART: 1 X
FP-7F1217528AM
REPAIR TIME: 01 VISIT: 1 COMED

OPERATION	TECH	AMOUNT
WT17508	141	12.00

QTY	LTGT	SELL	AMOUNT
1	9.95	9.06	9.06

CONCERN CODE: M COND CODE: 42

TYPE: M
SUBTOTAL
PARTS 9.06
LAB-MECHANICAL 12.00
TOTAL CHARGE FOR CONCERN 21.06

CONCERN 57: OIL STATES CHECK FOR OIL LEAK FROM ENGINE /SEE ROLAND
CORRECTION: PERFORMED DIAMETERS, REPLACED OIL PLUG.
PART NUMBER: FMC 6ATZ 6730 RA
PARTS: COUNT 16
TECH: 149 - EISENHARTER 1471
SVC PART: 1 X
FP-6ATZ6730RA
REPAIR TIME: 01 VISIT: 1 COMED

OPERATION	TECH	AMOUNT
MT6000	149	32.00

QTY	LTGT	SELL	AMOUNT
1	7.98	6.71	6.71
15	2.50	1.97	29.55

CONCERN CODE: M COND CODE: 00

REPRINTED 1 TIMES
SUBTOTAL
PARTS 36.26
LAB-MECHANICAL 32.00
PAGE 3



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(210) 508-1070

PROVINCE	AUTHORITY	COMMITTEE	PLA CODE
REPAIRS AUTHORIZED	APPROVED	ORIGINAL	04000

NAME	LAST	FIRST
ADDRESS		
CITY		
STATE		
ZIP		

ON BEHALF OF THE PERSON WHOSE VEHICLE IS BEING REPAIRED, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE, AND THAT I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE WARRANTY. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE WARRANTY. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE WARRANTY.

NOTICE PLACED TO PROPERTY CODE, 04000

I AM THE PERSON OR AGENT AGING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPAIRS IN ACCORDANCE WITH THE REPAIR AGREEMENT. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE WARRANTY. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE WARRANTY. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE WARRANTY.

STATE OF THE PERSON RESPONSIBLE FOR THE REPAIR OF THE VEHICLE

I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE WARRANTY. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE WARRANTY. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE WARRANTY.

In the event of completion of this bill, I agree to pay my reasonable cost of collection, including reasonable attorney's fees and costs, which shall in any event be not less than one-third of the amount.

FOR THE ONLY LIABILITY APPLYING TO THIS PARTIAL, I AGREE TO BE OBLIGATED TO THE PERSONS. THE BILLING COMPANY SHALL BE RESPONSIBLE FOR THE COLLECTION OF THE BILLING COMPANY. THE BILLING COMPANY SHALL BE RESPONSIBLE FOR THE COLLECTION OF THE BILLING COMPANY. THE BILLING COMPANY SHALL BE RESPONSIBLE FOR THE COLLECTION OF THE BILLING COMPANY.

I have read, understood and accept all provisions of the Warranty Agreement, including the Ford Motor Company's standard service policy.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

INVOICE TO	DRIVER/OWNER INFORMATION	INVOICE# M15370
FOR OFFICE USE	VEHICLE INFORMATION	
FAO: 6433 ADV: 215 MODEL: D INVOICE# 08/31/2002 10:29:15 AM	02 EXCURSION GREEN	LICENSE NUMBER: TX D4222F

TYPE: M	TOTAL CHARGE FOR CONCERN	68.26
CONCERN 50 CUS STATES CHECK RIGHT REAR DOOR WEATHER STRIP /SEE ROLAND	OPERATION TECH	AMOUNT
CAUSE WEATHER STRIPPING	NT23943 141	64.00
CORRECTION R&I TRIM TO REPLACE ALL 4 WEATHER STRIPPING.		
FACTORY TECH: 141 - NORALEB, 3916 P		
SVC PART : X	CONCERN CODE: 502	COND CODE : 42
PRG CODE : M	PART AUTH: NO 082802 16:02	
REPAIR TYPE 01 VISIT 1 CODES -		

TYPE: M	SUBTOTAL	64.00
	LAB-MECHANICAL	64.00
	TOTAL CHARGE FOR CONCERN	64.00

CONCERN 59 CUS STATED LEFT REAR SEAT CUSHION HAS A TEAR ON IT /SEE ROLAND	OPERATION TECH	AMOUNT
CAUSE REAR SEAT HAS TEAR	NT64416 141	57.60
CORRECTION REPLACED REAR SEAT CUSHION.		
PART NUMBER	QTY	UNIT
PNC 2C7Z 7866601AAA	1	348.33
PARTS: COUNT		
FACTORY TECH: 141 - NORALEB, 3916 P		
SVC PART : X	CONCERN CODE: 552	COND CODE : 42
PRG CODE : M		
FP-2C7Z7866601AAA		
REPAIR TYPE 01 VISIT 1 CODES -		

TYPE: M	SUBTOTAL	57.60
	LAB-MECHANICAL	57.60
	TOTAL CHARGE FOR CONCERN	57.60

CONCERN 60 CUS STATES HEADLINER LEFT SIDE CYLINDR (LOOSE /SEE ROLAND	OPERATION TECH	AMOUNT
CAUSE HEADLINER LOOSE	519158 141	178.00
CORRECTION R&I HEADLINER TO ADD PADDING & RESECURE.		
FACTORY TECH: 141 - NORALEB, 3916 P		
SVC PART : X	CONCERN CODE: 873	COND CODE : 42
PRG CODE : M		
REPAIR TYPE 01 VISIT 1 CODES -		

REPRINTED 3 TIMES

REPRINTED: You may receive a customer satisfaction survey shortly from Ford

711

EXHIBIT E.2.

[illegible]

OF THE PERSON RESPONSIBLE OR AGENT FOR PERSONAL
INJURY

I hereby declare that the above work contains no work of the same kind as the copyright material now copyrighted and not responsible for loss or damage in which or which it is made in, and of any other work having the same or for any other reason in connection with the work or design in the copyright material as described or mentioned. I hereby declare that the above work contains no work of the same kind as the copyright material as described or mentioned. (By the person) of making the work. I hereby declare that the above work contains no work of the same kind as the copyright material as described or mentioned. (By the person) of making the work.

In the event of non-payment of this bill, I agree to pay my remaining debt of collecting, brokering, arranging, collecting from, submitting fees and cost only. I shall also be responsible to pay from my own pocket the amount.

[illegible]

I have read, understood and accept all portions of the Warranty Statement covering the Ford Light Company vehicle under warranty code:

(ACKNOWLEDGE RECEIPT OF THE PARTS
AND COVER LETTER ENCLOSED) _____

EMPHASIS ON

DRIVER/OWNER INFORMATION - INMATE: M14344

FBI OFFICE 145

'ADN 6696 ADVI 215 PAKEL, D INADICED: 09/06/2002 14:49:46 NR 02 EXCURSION GREEN LICENSE NUMBER: TI 042305

DATE	DESCRIPTION	37044	149	07.60
53-1	REPLACED STEERING GEAR & HYDRO BOOST LINE.			
	HYDRO BOOST PUMP - REPLACE	371948	149	25.60
PART NUMBER	QTY	LIST	SELL	
FMC 1C32 3504 ARM	1	356.00	350.00	350.00
FMC 380098 9	4	1.31	.92	3.68
FMC XT 2 GRX	1	2.00	1.75	1.75
FMC 1C32 38714 BR	10	33.60	48.78	48.78
PARTS CHARGE				
7221-147 - EISENHOWER 1471				
BVC PART : X	PROB CODE : M	CONCERN/CD : 158	QTY CODE : 42	
FP-1C323504ARM				
REPAIR TIME OF VISIT : 1 HOUR -				
53-1 BVC PART : X	PROB CODE : M	CONCERN/CD : 158	QTY CODE : 42	
FP-1C323504ARM				

TYPE 1	TOTAL CHARGE FOR CONCERN	519.41
--------	--------------------------	--------

CONCERN	DATE	TIME	OPERATION	TECH	AMOUNT
54	01/10/71	14:00	REAR SUSPENSION COMPONENTS	149	126.00
REAR	PERFORMED DIAGNOSIS, CHECKED & TIGHTENED ALL REAR SUSPENSION.				
DIRECTION	TECH: 149 - CLEVERLY 1471				
FACTORY	DVC PART : X				
	PROG CODE : 0				
	CONCERN CODE : 186				
	CMB CODE : 42				
	REPAIR TYPE: 01 VISIT 1 COMB -				

TYPE: M	TOTAL CHANGE FOR CONCERN	128,00
---------	--------------------------	--------

DUNTON SS LOWER PD 809935
 X
 DUNTON NO CHARGE

OPERATION	TECH	APPOINT
MC	110	B .00

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford.

PER3-044 27868

(210) 508-1070

NOTICE PURSUANT TO PROPERTY CODE §72.001

I AM THE PERSON OR AM NOT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAYMENT OF THE MOTOR VEHICLE LOAN TO THE FINANCIAL INSTITUTION. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH MINNESOTA'S MONEY ORDER, OR A CREDIT CARD, THROUGH THE MERCHANT'S DISCHARGED STATUS OF INSUFFICIENT FUNDS, NO FUNDS, OR EXHAUSTING THE MAXIMUM CREDIT LIMIT. THE CREDIT CARD HOLDER HAS NO CLAIM OR ACCOUNT ON THE ACCOUNT UPON WHICH THE CREDIT OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSING.

SIGNATURE OF THE PERSON FURNISHING EVIDENCE FOR PERSON
FURNISHING EVIDENCE FOR PERSON

I hereby authorize the repair work performed and I agree to be bound along with the reasonable material and labor that you are not responsible for here or damages to vehicle or vehicle left in vehicle in case of fire, theft or any other cause beyond your control or for any claim caused by the availability of parts or delays in parts delivery by the supplier or transporter. I hereby grant you and/or your employees permission to complete the vehicle repairs described on above. I authorize or designate for the purpose of having another inspected. An express warranty is then to be made or substituted in accordance with the amount of repair charges.

In the event of assignment of the bill, I agreed to pay my immediate cost of collection, including reasonable collection fees, attorney fees and court costs, which would be an event in not less than one-third of the amount.

AS IS: The only warranties applying to this product are those which may be obtained by the manufacturer. The seller does not hereby expressly disavow or disclaim, either written or implied, including any implied warranties of merchantability of fitness for a particular purpose, and neither the seller nor manufacturer may be held responsible for any failure to conform with the intent of this product article written. Buyer shall not be entitled to receive a refund or return of any consideration for the goods if the goods are damaged for any reason, including for loss of time, loss of use, loss of value, loss of profit or income, or any other economic damage. Complaints and claims are not admissible for claims caused by inevitability of parts or defects in parts or services or materials or workmanship.

† Horse race, undated and except all positions at the Kentucky Statewide racing site Ford Motor Company.

I ACKNOWLEDGE RECEIPT OF THE PARTS
AND LABELS LISTED BELOW ON:

WORLD IS

DRIVER/OWNER DESIGNATION-- INVOICE: M2138

94251430

SPIN AWAY!

STRENGTHS

● 2010年11月1日

TAX: 1474 ADV: 215 PAGE: 04 INVOICE# PRELON MAR C N AG
TAX REF# NNNN INVOICE# 11/01/2002 12:25:56
INVOICE# IN 10002 DIST# PRC
DATE# BTRN# 10/29/02 DATE# 10/30/02

VIN: 1F803F1Z0B79199 LICENSE NUMBER: 7T DV292
02 POND EXCURSION LIMITED AND OUR SPOTTY GREEN
STOCK: 01B79199
DATES IN SERVICE: 02/1902 PRODUCTION: 012302 SEL: 02/100

CONCLIN 51 CDS STATUS VEH. IN 1/5 TO THE RIGHT
 CAUSE ALIGNMENT
 CORRECTION PERFORMED NWH, CHECKED ALIGNMENT, SET CASTER, CAMBER & TOE ONE SIDE.
 51-1 TWENTY, CAMBER, TOE-IN - CHECK
 51-2 CASTER, CAMBER AND TOE-IN - CORRECT
 PART NUMBER P/N NOTE DESCRIPTION
 P/N-1277 38440 A 074284 CASTER BUSHING
 P/N 061200 074284
 PARTS: COUNT 1 ALIGNMENT: 7.35
 FACTORY TECH. 107 - BROADVIEW TECH.
 SVC. PART : X PROG CODE : 11 CANCEL
 PP-FZT28440A LINE AUTH: NM 103002 16:59
 REPAIR TYPE 01 VISIT : CODES -
 51-1 SVC. PART : X PROG CODE : 11 CANCEL
 PP-FZT28440A LINE AUTH: NM 103002 16:59
 51-2 COND. CODE: 12 COND. CODE : 42

OPERATION	TECH	AMOUNT
10070	107	44.00
3001A	107	51.20
3001A1	107	51.20
BUY	LIST	SELL
18	31.47	26.43
18	65.00	65.00

Figure 1

CONCERN 52 CUS STATES VEH HAS A VIBRATION AT 50-7000HZ
CAUSE "TIRE FORCE VARIATION"
CORRECTION REINFORCED & BALANCED ALL FOUR TIRES.
52-1 TIRE - REINFORCED
FACTORY TEL# 107 - BROADHEAD 2881

OPERATION	TECH	REMARKS
190701	107	75.40
190702	107	76.80

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford

FD-302 (Rev. 11-27-70)

EXHIBIT E-4

78298

DATE RECEIVED			ACCOMPLISHED			ORIGINAL P.D. NUMBER		
SERVICE UNDETAILED PARTS								
DATE RECEIVED			ACCOMPLISHED			ORIGINAL P.D. NUMBER		
☐ ENGINE ☐ TRANSMISSION ☐ DRIVE SHAFT ☐ FRONT END ☐ REAR END ☐ SUSPENSION ☐ STEERING ☐ BRAKES ☐ ELECTRICAL ☐ BODY ☐ PAINT ☐ TIRE ☐ FLUIDS ☐ OTHER								
PARTS			LABOR			TOTAL		

APPROVED AND SIGNED FOR THIS

ON BEHALF OF SERVICE CENTER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE, BASED ON SERVICE RECORDS MAINTAINED BY THE SERVICE CENTER, AND THAT NO CHARGE IS BEING MADE FOR THE INFORMATION CONTAINED HEREIN. THE INFORMATION CONTAINED HEREIN IS NOT TO BE USED FOR ANY OTHER PURPOSES WITHOUT THE WRITTEN CONSENT OF THE SERVICE CENTER. THE INFORMATION CONTAINED HEREIN IS NOT TO BE USED FOR ANY OTHER PURPOSES WITHOUT THE WRITTEN CONSENT OF THE SERVICE CENTER. THE INFORMATION CONTAINED HEREIN IS NOT TO BE USED FOR ANY OTHER PURPOSES WITHOUT THE WRITTEN CONSENT OF THE SERVICE CENTER.

AND THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE NUMBER OF THE MOTOR VEHICLE SUBJECT TO THE PURCHASE AGREEMENT, I UNDERSTAND THAT THE VEHICLE IS TO BE USED FOR THE FOLLOWING NON-BUSINESS PURPOSES: PERSONAL USE AND I AGREE TO PAYMENT FOR THE NUMBER OF THE MOTOR VEHICLE BY A CREDIT CARD. IF A CREDIT CARD TRANSACTION IS STOPPED, DISCLOSED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER ON THE CREDIT CARD HOLDER HAS NO ACCOUNT ON THE ACCOUNT UPON WHICH IT IS DRAWN ON THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

RECEIVED BY THE FBI FROM THE FBI ON 10/10/68 FOR PERSON

[illegible]

In the event of assignment of the bill, we agree to pay any reasonable cost of collecting, including reasonable attorney's fees, interest fees and court costs, when such is due from us on the date that collection of the account.

[illegible]

I take responsibility and accept all provisions of the Warranty Statement covering this Fort Minor Campaign while under service only.

I ACKNOWLEDGE RECEIPT OF THE PARTS
AND LABOR LISTED BELOW ON _____

INVOICE TO: [REDACTED]		ORDER NUMBER INFORMATION: INVOICE# 428864	
PAY ANTICIPATE [REDACTED] TX [REDACTED] WORKS [REDACTED]		PAY ANTICIPATE [REDACTED] TX [REDACTED] WORKS [REDACTED]	
FOR MY USE		VEHICLE INFORMATION	
TAG# 4089 MAKE: 309 HENDER, INVOICE# 428864 MAR 91 THE REFS: RETURN INVESTIG 01/17/2003 121006 WORKSHEET FOR 121014 DATEB. RETURN 01/17/03 HOMEY 01/17/03	VIN: 1F803F128079199 02 FORD DATED: INVESTIG: 01/17/03 PRODUCTION: 01/23/03 COLN: 021002	LICENSE NUMBER: TX 07232F EXPIRATION: 11/11/04 AND 408 02/11/04 STOCK# 00829199	
CONCERN 51 CASE# 1 CORROSION NO PROBLEM FOUND FACTORY: (BEN 110 - (27549 4423, NO CONCERN FOR 428 REPAIR TYPE RI CODE# 1	CUSTOMER STATES VEHICLE STILL FLIES TO THE RIGHT CONCERN 52 CASE# 1 CORROSION NO WORK PERFORMED BEAT COVER CONCERN UNDER INVESTIGATION FACTORY: (BEN 110 - CUEVIS 4472, NO CONCERN FOR 499 REPAIR TYPE RI CODE# 1	OPERATION 1000 TECH 110 AMOUNT .00	SUBTOTAL TOTAL CHARGE FOR CONCERN .00
TYPE: M SUMMARY OF CHARGES FOR INVOICE 428864 TOTAL CHARGE .00		SUBTOTAL TOTAL CHARGE FOR CONCERN .00 PAYMENT DISTRIBUTION FOR INVOICE 428864 FAC. WARRANTY .00 TOTAL CHARGE .00	

IF YOU HAVE ANY QUESTIONS - PLEASE SEE AGNES K. DUTTIER

PAGE 1

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford

PM03-044 27062

EXHIBIT E.5.

NOTICE PLACED IN PROPERTY CODE 478.04[illegible]

SIGNATURE OF THE AGENT (PRINT NAME OF AGENT FOR PERSON
PERSONNEL FILE ONLY)

[illegible]

is the quest for the "good life" - to say the very reasonable and it includes, besides material
collected from numerous other good things, which still is my quest in the long run and I'm getting

AN-12 The only working copy of the photo in this unit may be found in the collection. The other copies are in the collection of the National Archives and Records Administration. The photo is a black and white photograph of a man in a suit and tie, standing in front of a building. The man is looking towards the camera. The building has a sign that reads "NATIONAL ARCHIVES".

[illegible]

ACTION ROOM CHASE ON THE FIFTH
AND SHERMAN STREETS

[illegible]

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford Motor Company. We

7111 N. LOOP 470 • SAN ANTONIO, TEXAS 78288
72101 508-1070

[illegible]

NOTICE PLUMBING TO PROPERTY CODE, IFU-001

[illegible]

SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR INCIDENT

I hereby authorize the Special Agent mentioned above to do such thing with the foregoing enclosed and agree that you are not responsible for loss or damage to vehicle or contents in vehicle in case of fire, theft or any other cause except your negligence or for any claims caused by unavailability of parts or delays in repairs caused by the negligence or incompetence of a third party. You authorize your employees/representatives to execute the vehicle transfer documents, receipts, releases or assignments for the purpose of making similar disposition. An express mechanic's lien is hereby acknowledged in those vehicles to secure the amount of similar repairs.

in the event of re-employment of this bill, I agree to pay any reasonable cost of initiation, including reasonable attorney's fees, obtained from said estate assets, which shall in any event be not more than one-third of the net assets.

ALL RISK: The only warranties appearing in this policy are those which may be obtained by the insureds. The policy does not provide separate coverage of accidents, other causes of damage, including any implied warranties of seaworthability of the vessel for its particular purpose, and neither does it provide for any other purpose to recover for any liability. It is understood that the only of the parties under contract. Buyer shall be entitled to recover from the seller only any consequential damages, damages to property, equipment, for loss of use, time, loss of time, loss of profit or income, or any other financial damage. Example: First is not responsible for claims caused by irreparability of parts or damage to the vessel caused by accident or negligence.

*These charts, statements and excerpts are property of The Weyerhaeuser Company and are not to be reproduced without written permission.

ACKNOWLEDGE RECEIPT OF THE (MATTER AND LABOR (WITH) RECEIPT)

[illegible]

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford Motor Company. We want to give you the best service available. If you do not feel you can grade us as completely



7111 NEW EGOP 410 - SAN ANTONIO, TEXAS 78238

(210) 509-1070

PROGRAM	AUTHORIZATION	COMMENTS
SERVICE INSTALLED PARTS		
DATE RECEIVED	APPROVED BY	ORIGINAL P.A. NAME
MO. DAY YR.	NAME	

P.S. CODE

04945

CHECK (✓) APPROPRIATE BOX		
☐ CLAIM RETURN	☐ AUTHORIZATION NO. CUMULATIVE	☐ PARTS STOCK OUT
PARTS	LABOR	TOTAL
Authorized Signature and Date		

ON BEHALF OF SERVICE CENTER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE. I AGREE TO HOLD THE INFORMATION CONTAINED HEREIN SUBJECT TO NO CHANGE TO ANYTHING THAT HAS NO INFORMATION FROM THE SERVICE CENTER OR THE VEHICLE OR OTHERWISE THAT MAY BE REQUIRED TO REPAIR. I AGREE TO HOLD THE INFORMATION CONTAINED HEREIN SUBJECT TO NO CHANGE TO ANYTHING THAT HAS NO INFORMATION FROM THE SERVICE CENTER OR THE VEHICLE OR OTHERWISE THAT MAY BE REQUIRED TO REPAIR. I AGREE TO HOLD THE INFORMATION CONTAINED HEREIN SUBJECT TO NO CHANGE TO ANYTHING THAT HAS NO INFORMATION FROM THE SERVICE CENTER OR THE VEHICLE OR OTHERWISE THAT MAY BE REQUIRED TO REPAIR.

NAME DEALER, SERVICE, REPAIR, OR AUTHORIZED PERSON DATE

NOTICE PURSUANT TO PROPERTY CODE, §70.091

THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBMITTED TO THE REPAIR AGREEMENT, UNDERSTANDS THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.001, IF THE PERSON FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, CREDIT CARD, OR A CREDIT CARD TRANSACTION IS STOPPED, DISCHARGED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR OWNER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON REPOSSESSION FOR PAYMENT

I hereby authorize the repair work hereunder and agree to be bound by the terms and conditions of the repair agreement and agree that you are not responsible for loss or damage to vehicle or contents in vehicle in case of fire, theft or any other cause beyond your control or for any damage caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you either your acceptance permission to operate the vehicle hereby described so above, for repairs or otherwise for the purpose of holding dealer responsible. An express mechanic's lien is hereby acknowledged in above vehicle to secure the amount of repairs thereon.

In the event of re-possession of the vehicle, I agree to pay any reasonable cost of collection, including reasonable attorney fees, charges and court costs, which shall not be paid by the vehicle owner or the amount.

AS IS: The only warranties regarding this vehicle are those which may be included by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and hereby disclaims any other person is named for any liability in connection with the sale of this vehicle under warranty. Dealer shall not be liable in respect to the selling dealer any consequential damages, damages for profits, loss of use, loss of time, loss of profit or income, or any other incidental damages, although Ford is not responsible for delays caused by unavailability of parts or delays in parts shipment by supplier or transporter.

I have read, understood and accept all provisions of the Warranty Statement covering this Ford Motor Company vehicle and/or service parts.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

(INVOICE TO)

DRIVER/OWNER INFORMATION -- (INVOICE: E32004)

SAN ANTONIO TX
NAME: [REDACTED]

SAN ANTONIO TX
NAME: [REDACTED]

FOR OFFICE USE:
SALE: 6347 ADV: 309 BATTLE, INVOICE: PART IN REP. R. F.
TAX: 181.811 ATMM INVOICE: 02/03/2001 13114130
ADDRESS: IN: 15415
DATE: 02/24/03 DATE: 03/03/03

WHITE INFORMATION
VIN: 1FTHF4H127H79299
02 FORD EXCELISION LIMITED 400 400 3PTUTY GREEN
STOCKS: 0079199
DATE: (INVOICE: 021002 PRODUCTION: 012392 00.01 021802)

EXCELISION 300 3PT. BENTON.
EXCELISION NO STARS
PARTS: 70311-110-137441 4473, 00
EXCELISION 300 3PT. XT
EXCELISION 300 3PT. XT

OPERATION	THRU	AMOUNT
NE	110	R .00

TOTAL 30

TOTAL CHARGE FOR EXCELISION .00

SUMMARY OF CHARGES FOR INVOICE E32004
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE E32004

NET FRT. CHG:	.00
TOTAL CHARGE	.00

ATTENTION: THE FORD MOTOR COMPANY AND FORD
WARRANTY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE LARRY K. BRETTEN

IMPORTANT: You may receive a customer satisfaction survey shortly from Ford Motor Company. We want to give you the best service available. If you do not feel you can grade us as completely

EXHIBIT F.

to whom it may concern:

on 03/04/2003 [REDACTED] asked for me to test drive his vehicle with him after we had repaired it because it was pulling to the left now after test driving vehicle is pulling to the left after looking at his repairs his tires have been balanced and rotated i then said to [REDACTED] that it was a tire pull he said his advisor had told him he need a new tire .

GILLESPIE



Roland Cuevas
Shop Foreman

7111 N.W. Loop 410
San Antonio, Texas 78212
<http://www.gillespieford.com>

(210) 509-1056
(800) 345-FORD
Ford Customer Service (800) 392-FORD

7TH FLOOR, 200 P STREET, NEW YORK, N.Y. 10006

PROGRAM	ALTERNATION	COMBINATION
SERVICE INSTALLED PARTS		
DATE INSTALLED	ACCUSED DAMAGE	CHARGE, P.O. NUMBER
NO.	QTY.	REMARKS
CHECK (✓) APPROPRIATE BOX ☐ MODIFIED ☐ ALTERNATE PARTS ☐ ADJUST ☐ REPAIR ☐ REPAIR ☐ REPAIR		
DATE	LABOR	TIME
THE REMARKS OF SERVICE AND THE SERVICE PARTS ARE THE PROPERTY OF THE COMPANY AND ARE TO BE KEPT IN THE COMPANY'S POSSESSION AND ARE NOT TO BE USED FOR ANY OTHER PURPOSE. THE COMPANY IS NOT RESPONSIBLE FOR THE LOSS OF OR DAMAGE TO ANY PARTS OR EQUIPMENT. THE COMPANY IS NOT RESPONSIBLE FOR THE LOSS OF OR DAMAGE TO ANY PARTS OR EQUIPMENT.		
DATE	CHARGE, P.O. NUMBER	TIME

[illegible][illegible]

By the word of self-incrimination of the 1st, I agree to pay any reasonable and of counsel, including reasonable fees, attorneys fees and court costs, which shall be my duty to pay in the event of the lawsuit.

[illegible]

© 1994, 1995, 1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675

I ACKNOWLEDGE RECEIPT OF THE PARTY
AND ASSOCIATED LITERATURE

INVOICE NO.		DRIVER/RUNNER INFORMATION		INVOICE NUMBER	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
SAN ANTONIO	TX	SAN ANTONIO	TX		
LINE:	[REDACTED]		[REDACTED]		

FOR OFFICIAL USE				VEHICLE INFORMATION		
FILE# 62-42	HOW# 210 PREP	IN JUDICIAL NOTE	NR N D E	IP	VIN 1P8M8Z1221199	LENDER MORGAN TS BANK
	TAT RULFBA	WOMAN TRAVELER	10/20/2002	01/20/02	62 FRO	EXCURSION LIMITED AIR AIR SEATTLE WASH
	CHANDLER DR 7145			BLK FLE		SPRKE 087917
DATE# 08/14/02	DATE# 08/15/02				DATE# 02/02/02	PRODUCTION 012202 03/05/02/02

POLICEMAN	CITY	STATUS	REMARKS	DATE	TIME	BY
000000-01	EUB-STATION CAFEK-PHOTO IS ON AND MEN OFFER ONLY COMING TO A SLOW STOP		INVESTIGATION	TECHNICAL	08:00	000000-01
	SEE PAGE		H79725	119		000000-01

NAME	WHEEL POSITION PRIME	WHEEL POSITION PRIME	WHEEL POSITION PRIME	WHEEL POSITION PRIME
CORRECTION	POSITION	POSITION	POSITION	POSITION
51-1	51-1	51-1	51-1	51-1
51-2	51-2	51-2	51-2	51-2
51-3	51-3	51-3	51-3	51-3
51-4	51-4	51-4	51-4	51-4
51-5	51-5	51-5	51-5	51-5

PART NUMBER	QTY	UNIT	PRICE	TOTAL
FIG. 2052	1	PCB IN	49.00	49.00
PARTIAL COUNT	1			

FACTORY TECH-119 - RUMBLE 1900 - M
ONE PART 1:1
PT-2C329FC3400
REPAIR TYPE OF UTILITY: CUMM

SI-1	RUC PART 1 X	PAGE ONE - M	DONKIN COI F79	CONE DATE 1 42
SI-2	EP-ZCZM-F80DA	END DATE 1 42		
SI-3	CHRONO COI DSO	CONE DATE 1 42		
SI-4	CHRONO COI DSO	CONE DATE 1 42		
SI-5	CHRONO COI DSO	CONE DATE 1 42		
SI-6	CHRONO COI DSO	CONE DATE 1 42		

COSTS	
PRINTS	49.00
LABORATION	89.20
TOTAL CHARGE FOR CONCRETE	138.20

REPRINTED AT THE

IMPORTANT: You must receive a minimum satisfaction survey shortly from Ford

PER3-844 27887

PERG-844 27578

EXHIBIT H.

EXPENSE ACCOUNT

AUTO RENTAL (EXHIBIT H.1.)	\$112.27
Magoo's INSPECTIONS (EXHIBITS C. & C.3.)	266.00
GASOLINE COST @ 1.65/GAL- 3000 MILES (EXHIBIT H.2. & H.3.)	471.90
ADMIN & MISC.	215.00
TOTAL EXPENSES INCURRED	<u>\$1,065.17</u>

Present For

Account Number

Page 2 of 6

New Activity

Transactions for

September 4, 2002

ENTERPRISE RENTACAR SAN ANTONIO TX

Location

Rental: SAN ANTONIO TX

Return: SAN ANTONIO TX

Agreement Number: D391831

Renter Name: MOLINA

Reference Number: 3339877

Reference: 3339877/780/000

Date
02/08/28
02/09/04

58.85

September 7, 2002

ENTERPRISE RENTACAR SAN ANTONIO TX

Location

Rental: SAN ANTONIO TX

Return: SAN ANTONIO TX

Agreement Number: D382224

Renter Name: MOLINA/DOMINGO N

Reference Number: 33421841

Reference: 33421841/000/000

Date
02/08/05
02/09/07

21.28

26 AUG 02

TO

07 SEP 02

Total of New Activity

80.23

Finance Charges	Average Daily Balance \$	Daily Periodic Rate	Actual Annual Percentage Rate	Corresponding Annual Percentage Rate	FINANCE CHARGE \$
Billing days this period: 30					
Purchases	0.00	0.0274%	0.00%	9.89%	0.00
Cash Advances	0.00	0.0486%	0.00%	17.74%	0.00
					0.00

FE83-644 27072

Continued on next page



Cards

Customer Service Page 1 of 8
 1-888-BLUE-741
 (24 hours/7 days)
 www.americanexpress.com

Blue from American Express™

Card #

[REDACTED]

Closing Date

September 11, 2002

Account Number

3712-881389-71009

Account Summary

Previous Balance \$	Payment Activity \$	New Charges/Payments \$ Inc. Previous Charge/Activity	New Balance \$	Minimum Amount Due \$
3,857.81	-3,858.00	+80.23	+80.04	

Payment Due Date
 October 1, 2002

* Indicates posting date.

Please refer to page 3
 for important information
 regarding your account.

Credit Line Summary on September 11, 2002	Total Credit Line \$	Available Credit Line \$	Cash Advance Limit \$	Available Cash Limit \$
	10,300.00	10,219.96	2,100.00	2,100.00

Payments

Payment by [REDACTED]	3,858.00
Payment by [REDACTED]	2,100.00
Payment by [REDACTED]	2,100.00
Total of Payment Activity	-3,858.00

Account Number		Credit Line	Cash or Credit Available	Cash in Billing Cycle	Closing Date	Total Minimum Payment Due	Payment Due Date
		\$19,300.00	\$19,250.24	30	03/17/03	\$15.00	04/15/03
Pending Date	Transaction Date	Reference Number	Credit Type	Category	Transaction	Charges	Credits (CR)
PURCHASES AND ADJUSTMENTS							
03/01	02/27	3770	VS	C	MR PANDA BUFFET SAN ANTONIO TX		
03/06	02/04	3787	VS	C	ENTERPRISE RENTACAR SAN ANTONIO TX		
					CAR RENT NO. DBB1406		
					CHECK OUT DATE 3/04/03		
TOTAL FOR BILLING CYCLE FROM 02/18/2003 THROUGH 03/17/2003						\$53.33	\$0.00

IMPORTANT NEWS

USE THE ENCLOSED ACCESS CHECKS TO PAY YOUR FEDERAL, STATE, AND LOCAL TAXES--
OR CONTACT US AT WWW.MENACASH.COM OR 1-888-815-3908.

THE CREDIT YOU EARNED...THE PROTECTION YOU DESERVE. CONTACT US: 1-888-809-3858
OR WWW.MENAPROTECT.COM TO ENROLL IN THE OPTIONAL CREDIT PROTECTION PLAN TODAY.

FOR CURRENT HIGH-YIELD CD AND MONEY MARKET DEPOSIT ACCOUNTS. VISIT
WWW.MENADEPOSITS.COM OR CALL MENA AT 1-800-949-4748. MEMBER FDIC.

SUMMARY OF TRANSACTIONS

Pending Balance	(-) Payments and Credits	(+) Cash Advances	(+) Purchases and Adjustments	(+) Past Due Rate Finance Charges	(+) Transaction Fee Finance Charges	(-) New Balance Total	TOTAL MINIMUM PAYMENT DUE	
\$2.57 CR	\$0.00	\$0.00	\$53.33	\$0.00	\$8.08	\$49.75	Past Due Amount	\$0.00
							Current Payment	\$15.00
							Total Minimum Payment Due	\$15.00

FINANCE CHARGE SCHEDULE

Category	Periodic Rate	Corresponding Annual Percentage Rate	Balance Subject to Finance Charge
Cash Advances			
A. BALANCE TRANSFERS, CHECKS	0.010136% DLY*	3.70%	\$0.00
B. ATM, BANK	0.036027% DLY*	13.15%	\$0.00
C. PURCHASES	0.036027% DLY*	13.15%	\$0.00

FOR THE BILLING PERIOD:
ANNUAL PERCENTAGE RATE..... SEE ABOVE

* Periodic Rate May Vary

FOR YOUR SATISFACTION, EVERY HOUR, EVERY DAY

- For Customer Satisfaction and up to the minute automated information including balance, available credit, payments received, payments due, due date, payment address information, or to request duplicate statements, call 1-800-949-2556.
- For TDD (Telecommunications Device for the Deaf) assistance, call 1-800-949-3178.
- Mail payments to: MENA AMERICA, P.O. BOX 1890, WILMINGTON, DE 19805-2719.
- Billing rights are reserved only by written inquiry. Mail billing inquiry, using form on the back, and other inquiries to: MENA AMERICA, P.O. BOX 15026, WILMINGTON, DE 19851-5026.

PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION

4313 0281 1000 1495

882 067 Y 000 0807 0400 00

PAGE 1 OF 1



SECRET

[REDACTED]

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[REDACTED]

[REDACTED]



1 800 RENT-A-CAR

ENTERPRISE RENT-A-CAR COMPANY OF TEXAS

2716 SAN PEDRO AVE

810-877-1716

SAN ANTONIO

TX 78216-4420

5299

MO	7:30A-7:00P	TU	7:30A-7:00P
WE	7:30A-7:00P	TH	7:30A-7:00P
FR	7:30A-7:00P	SA	8:00A-12:00P
SU	CLOSED		

12-RTX 800 PRE REV. 1988

DATE	5/22/08	RENTAL	220143	156	INITIAL	ADMS-NECH	NO.	D	951406
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0157 PM	5/22/08	15
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150 MI FREE P/DAY

SAN ANTONIO	TX
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DAY = 24 HOUR PERIOD

DRIVER'S LICENSE	0214335	STATE	TX	EXPIRATION	3/14/08
------------------	---------	-------	----	------------	---------

IN	5/22/08	OUT	5/22/08
----	---------	-----	---------

CONNECTION ADDRESS TO	Y. GILLESPIE FORD
-----------------------	-------------------

ADDRESS	7111 NORTHWEST LOOP 410
---------	-------------------------

SAN ANTONIO	TX	78205
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PHONE	810-509-1000
-------	--------------

DATE	5/22/08
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TIME	12:00 PM
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DATE	5/22/08
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DATE	5/22/08
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NOTICE: Your Rental agreement offers, for an additional charge, an optional waiver to cover all or a part of your responsibility for damage to or loss of the vehicle. Before deciding whether to purchase this waiver, you may wish to determine whether our own automobile insurance or credit card agreement provides you coverage for rental vehicle damage or loss and determine the amount of the deductible under your own insurance coverage. The purchase of the waiver is not mandatory. The waiver

EXTRA CHARGE: \$50.00 VISA AUTH 5/22/08 042508

EXTRA CHARGE: \$50.00 VISA AUTH 5/22/08 042508

EXTRA CHARGE: \$50.00 VISA AUTH 5/22/08 042508

EXTRA CHARGE: \$50.00 VISA AUTH 5/22/08 042508

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EXTRA CHARGE: \$50.00 VISA AUTH 5/22/08 042508

EXTRA CHARGE: \$50.00 VISA AUTH 5/22/08 042508

*TEXAS PROP TAX, TITLE & LICENSE FEE REIMBURSEMENT

PLEASE USE SEAT BELTS

See Terms and Conditions on Reverse and Attached Rental Agreement Ticket Stub

CUSTOMER COPY - ADDITIONAL STIPULATIONS ON REVERSE SIDE

*BANK COUNTY DECLARED THAT AN ADDITIONAL TAX OF 1% BE IMPOSED ON EACH MOTOR VEHICLE IN BANK COUNTY, TEXAS, AS A RESULT OF THE 2007 AND 2008 TEXAS GENERAL ELECTRICITY AND COUNCIL VOTERS' PRESENT APPROVED BY THE VOTERS OF THE CITY ON NOVEMBER 6, 1996.

FE23-844 27878

EXHIBIT H.1.

AUTO RENTAL

Invoice Dated: 8-14-02	\$10.64
Invoice Dated: 8-26-02	58.95
Invoice Dated: 9-5-02	21.28
Invoice Dated: 2-28-03	<u>21.40</u>
TOTAL COST	<u>\$112.27</u>

EXHIBIT H.2.

ACCRUED MILEAGE

# of trips to Dealer for repair*	# of miles
11-ea. @ 30 miles-round trip to drop off vehicle for repair	330
11-ea. @ 30 miles-round trip to pick up vehicle after completion	330
8-ea. Trip to discuss problems with Dealer @ 8 x 30	240
Trips for estimates and repair inquiries to Dealers & various shops	<u>2100</u>
TOTAL MILES _____	<u>3000</u>
* 30 MILES ROUND TRIP FROM MY HOME TO Gillespie Ford	

EXHIBIT H.3.

GASOLINE COST

3000 Total miles used + 10.5 miles/Gal. = 286 Gals. Used

286 Gals. @ \$ 1.65/Gal.	\$471.90
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TOTAL GASOLINE COST FOR 3000 MILES	<u>\$471.90</u>
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EXHIBIT I

OF DAYS VEHICLE WAS OUT OF SERVICE

Dates	# of days
5-20-02 to 5-23-02	4
8-14-02 to 8-15-02	2
8-26-02 to 9-3-02	9
9-3-02 to 9-6-02	4
10-29-02 to 10-30-02	2
10-31-02 to 11-1-02	2
1-17-03	1
2-26-03 to 3-3-03	6
Late pick up days	3
TOTAL NUMBER OF DAYS	33

Dispute Settlement Board
P.O. Box 1424
Waukesha, WI 53187-1424
(800) 688-2429



Case Number: 1617571422
Subject: 2002 Ford Excursion
VIN: 1FMSU43F12EB79199

April 15, 2003

[REDACTED]
San Antonio, TX [REDACTED]

Dear [REDACTED]

This letter is to acknowledge the receipt of your DSB application and to provide you with your DSB case number: 1617571422.

Upon initial review of your application we find that the following concern(s) will be presented to the Board.

CONCERNS:

Rear Hatch Door
Driver Side Doors

Front Grill
Running Board

Differential
Suspension/Steering

We have received the videotape in our office you submitted as part of your case file information. It will be forwarded to the Board along with your transcript. However, please note that the Dispute Settlement Board is intended to operate as an informal dispute resolution mechanism. As such, most of the formalities and the procedural rules found in traditional litigation do not apply to the Dispute Settlement Board. Among these are the rules of evidence, and more specifically, what evidence a Board should consider in deciding a case. Therefore, the Dispute Settlement Board process does not utilize video presentations developed by either party.

Concerns in your application that are not listed above may not be within the Board's jurisdiction. Please refer to the Dispute Settlement Board brochure for the rules and guidelines.

We have begun collecting information from your servicing dealership(s) and Ford Motor Company. You will receive a copy of this information prior to the Board meeting, which will occur within approximately 40 days of this letter date.

Please note, you may be contacted by your dealership and/or a Ford Motor Company Representative in an effort to resolve your case before it is heard by the Board.

Questions regarding the status of your case can be directed to Ryan Charles and Candy Martin at (800) 688-2429 between the hours of 8:00 a.m. and 5:00 p.m. Central time, Monday through Friday.

Sincerely,

DSB Administration

FE83-044 27083

VEHICLE DETAIL

VIN: 1FMSU43F12EB79199	Engine: NAVISTAR 7.3L OHV DI TC V8 DSL
Make: FORD	Transmission: 4 SP AUTO 4R100 (DIESEL APPLA
Model: EXCURSION	Paint Code/Color: ESTATE GREEN C/C
Year: 2002	Calibration:
Pay Load:	Max Towing Weight:
GVWR: 09200	Axle Ratio:
WheelBase: 137	Warranty Start Date: 2/18/2002
GCWR:	Vehicle Build Date: 1/23/2002
PEP Code: 430A	

Selling Dealers Name: GILLESPIE FORD

Selling Dealers P & A Code: 04545

Selling Dealers Sales Code: F52057

Selling Dealers Main Phone: 210-508-1000 Selling Dealers Service Phone: 210-508-1000

Vehicle Order Image

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1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
U 4 3 2 E B 7 9 1 9 9 1 3 7 7 1 J 7 Z 2 2 8 L 7 2 B 8 TL M H 9 C 1 R 4 T
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
5 3 1 B M S H 5 2 E 0 5 7 R P 4 8 T 4 6 L H N F 1
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
FMS1Y81 A 430A 9 F9TX
1 2 3 4 5 6 7 8 9 160

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PEB-044 27684

1
0586700422 SDR

2002

PIB3-044 27085

>>>

VIN: 1FTWX33F22EA99725 Year: 2002 Model: F-SERIES SUPER DUTY
Name: XXXXXXXXXX
Cmt: XXXXXXXXXX Case: 586700422
Issue Type: 07 LEGAL Issue Status: C OPEN
Comm Type: PH PHONE Odometer Reading: 16000
Dealer: 07758 FALLON FORD-MERCURY Odometer Type: MI
Symptom Desc: SERVICE BRAKE PULL LEFT Document Number: _____
Reason Desc: LEGAL - ACCIDENT / FIRE Legal Issue Type: _____
Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code: _____
Action Desc: FINAL CASE DISPOSITION CAN Award Code: _____
Comments: LPA SPOKE WITH CUSTOMER'S WIFE CINDY WHO VERIFIED NO INJURIE
S IN ACCIDENT. CUSTOMER SAYS THAT SHE BELIEVES INSURANCE COM
PANY WAS CONTACTED AND SOME REPAIRS HAVE BEEN DONE. VEHICLE
IS CURRENTLY AT CUSTOMER'S HOME. LPA ADVISED THAT MATTER SHO
ULD CONTINUE THROUGH INSURANCE COMPANY AND EXPLAINED SUBROGA
TION PROCESS. LPA PROVIDED PHONE NUMBER OF 313 845-5547 IF
CUSTOMER HAS ANY ADDITIONAL QUESTIONS.

F1-Help F2-ActionList F5-Add F6-DealerInfo
F9-PrevComments F10-NextComments F11-Menu F12-Return F13-DealerList
UPDATE SUCCESSFUL LPRELA3

SPCHSCMA.

Customer List

07/03/02 14:26:56

==>

VIN: _____

CASE: 0586700422

HOME PHONE: _____

LAST NAME: _____

ZIP/POSTAL: _____

CTRY: _____

A CUSTOMER NAME/

Address/

Address/

C City

St/Prov

Zip/Postal

Ctry

Home Phone

RENO

NV

USA

F1=Help F2=VehicleList

F4=UpdCustInfo

F5=AddCustIssue

F7=Prev F8=Next

F11=Menu

F12=Return

NO MORE RECORDS AVAILABLE

LPRELA3

==>

Name:

Address:

Address:

City: RENO

Zip/Postal:

Home Phone:

Day Phone:

State/Prov: NV

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	-----	----	-----	-----
	1FTWX33F22EA99725	2002	F-SERIES SUPER DUTY	Individual Rtl
	ORIGINAL			Y
	1PTHX26F6VEA65497	1997	F-SERIES	Individual Rtl
	SUBSEQUENT			

F1=Help

F2=IssueList

F5=AddIssue

F7=Prev

F8=Next F9=ESP

F10=WarrHistory

F11=Menu

F12=Return

F13=Recall/ONP

F14=SpecialCoverage

NO MORE RECORDS AVAILABLE

LPRELA3

=>

DEALER: F72479 FALLON FORD-MERCURY
Address: 1351 W WILLIAMS AV
City: FALLON
State/Prov: NV ZIP/Postal: 89406
Country: USA Trained: Y
Dlr Phone: 702 423 2171
Svc Phone: 702 423 2171
Svc Hours: 7:30 A.M. - 5:30 P.M. M-F
Directions:

P&A Code: 07758
Sales Region: 72 SAN FRANCISCO
Sales Zone: X
FCSD Region: 10 SDR
Market: R1
Market Area: T

A

C POSITION

Employee Name

GENERAL MANAGER

HENNING, KURT

PARTS MANAGER

ORNELLAS, DONALD

SALES MANAGER

NIX, JAMES M

SERVICE MANAGER

GREENLAW, JAMES S

F1=Help F2=IssueList
NO MORE RECORDS AVAILABLE

F7=Prev

F8=Next

F11=Menu

F12=Return

LPRELA3

==>
VIN: 1FTWX33F22EA99725 Year: 2002 Model: F-SERIES SUPER DUTY
Owner Status: ORIGINAL WSD: 11/05/01
Name: [REDACTED] Hm Ph: [REDACTED]
Cmt: Case: 586700422 Day Ph: [REDACTED]
Symptom Desc: SERVICE BRAKE PULL LEFT
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: FALLON FORD-MERCURY
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 16000 MI
Analyst: APATEL ANISAH PATEL Document Number:
Action Date: 06/27/02 Action Data: Y Action Time: 18:00:39 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: VLC078TCUSTOMER SAYS: -VEH WAS TAKEN TO DLR TWICE FOR BRAK
E CONCERNS. -VEH GOT INTO ACCIDENT AND CUST FEELS IT WAS CA
USED BY THE BRAKE CONCERNS. -THE BRAKES LOCK UP, VEH TURNS
LEFT AND SKIDS. -THE ELECTRICAL COMPUTER DOE NOT OPERATE. V
E HAD NO THROTTLE. -THE LEFT FRONT ALWAYS PULLS TO THE LEFT
AND SKIDDED ABOUT 60 FEET. -CUST'S VEH GOT INVOLVED IN AN
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE LPRELA3

==>

VIN: 1FTWX33P22EA99725 Year: 2002 Model: F-SERIES SUPER DUTY

Owner Status: ORIGINAL

WSD: 11/05/01

Name:

Hm Ph:

Amt:

Case: 586700422

Day Ph:

Symptom Desc: SERVICE BRAKE PULL LEFT

Reason Desc: LEGAL - ACCIDENT / FIRE

Dealer: FALLON FORD-MERCURY

Issue Type: 07 LEGAL

Issue Status: O OPEN

Comm Type: PH PHONE

Odometer Reading: 16000 MI

Analyst: APATEL ANISAH PATEL

Document Number:

Action Date: 06/27/02 Action Data: Y

Action Time: 18:00:39 EST

Origin Desc: US CONCERN CASE BASE

Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Comments: AND SKIDDED ABOUT 60 FEET. -CUST'S VEH GOT INVOLVED IN AN
ACCIDENT ON MONDAY. VEH IS CURRENTLY WITH THE CUST. -VEH HAS
NOT BEEN REPAIRED COMPLETELY YET. CUST WAS TOLD HE WOULD G
ET A RENTAL AND HAS NOT GOTTEN ONE YET. -CUST WAS ON HIS W
AY TO CALIFORNIA WAS IN AN AREA WHERE NEAREST TOWN WAS 100 M
ILES AWAY. NO POLICE REPORT OR INSURANCE CLAIM WAS FILED. -A

F1-Help F2-AddAction F4-PrevAction F5=NextAction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

MORE COMMENTS AVAILABLE

LPRELA3

==>
VIN: 1PTWX33F22EA99725 Year: 2002 Model: F-SERIES SUPER DUTY
Owner Status: ORIGINAL WSD: 11/05/01
Name: [REDACTED] Hm Ph: [REDACTED]
Cmt: Case: 586700422 Day Ph: [REDACTED]
Symptom Desc: SERVICE BRAKE PULL LEFT
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: FALLON FORD-MERCURY
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 16000 MI
Analyst: APATEL ANISAH PATEL Document Number:
Action Date: 06/27/02 Action Data: Y Action Time: 18:00:39 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: ILES AWAY. NO POLICE REPORT OR INSURANCE CLAIM WAS FILED. -A
LLEGING DEFECT WITH BRAKES. -ACCIDENT OCCURED IN EAGLEVILLE
-CUST WANTS FORD TO TAKE TRUCK BACK AND GIVE HIM HIS MONEY
BACK. -VEH HAS ALOT OF PROBLEMS. THE A/C HAS A TERRIBLE SM
ELL COMING FROM IT. THE ABS HAS NEVER WORKED. VEH HAS ALOT O
F ELECTRICAL ISSUES. THE VEH ALWAYS LOCKS UP .VEH HAS NO THR
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPRELA3

SFCHADMA.

Action Detail

07/03/02 14:27:35

==>
VIN: 1FTWX33F22EA99725 Year: 2002 Model: F-SERIES SUPER DUTY
Owner Status: ORIGINAL WSD: 11/05/01
Name: [REDACTED] Hm Ph: [REDACTED]
Cmt: Case: 586700422 Day Ph: [REDACTED]
Symptom Desc: SERVICE BRAKE PULL LEFT
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: FALLON FORD-MERCURY
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 16000 MI
Analyst: APATEL ANISAH PATEL Document Number:
Action Date: 06/27/02 Action Data: Y Action Time: 18:00:39 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: F ELECTRICAL ISSUES. THE VEH ALWAYS LOCKS UP .VEH HAS NO THR
OTTL. -THE DOORS LOCK ON THEIR OWN. THE LIGETS TURN ON AN
D OFF ON THEIR OWN. AND ALL THIS HAS BEEN HAPPENING EVER SIN
CE VEH WAS 3 WEEKS OLD. -DLR CANNOT GET TIE ROD FOR CUST AN
D CUST WANTS THAT PART.-CUST DOES NOT WANT TO CONTACT ANYONE
HE'S TRYING TO FIX VEH ON HIS OWN SO HE CAN DRIVE IT AGAIN.
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPRELA3

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VIN: 1FTWX33F22EA99725 Year: 2002 Model: F-SERIES SUPER DUTY
Owner Status: ORIGINAL WSD: 11/05/01
Name: [REDACTED] Hm Ph: [REDACTED]
mt: [REDACTED] Case: 586700422 Day Ph: [REDACTED]
Symptom Desc: SERVICE BRAKE PULL LEFT
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: FALLON FORD-MERCURY
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 16000 MI
Analyst: APATEL ANISAH PATEL Document Number:
Action Date: 06/27/02 Action Data: Y Action Time: 18:00:39 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: HE'S TRYING TO FIX VEH ON HIS OWN SO HE CAN DRIVE IT AGAIN.
NEEDS IT FOR WORK. WANTS PART IN 3V HOURS BECAUSE HE HAS TO
LEAVE. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: -
I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROU
P. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUS
INESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT
F1-Help F2-AddAction F4-PrevAction F5-NextAction F6=ActionData
F9-PrevComments F10-NextComments F11-Menu F12=Return F13-ESP
MORE COMMENTS AVAILABLE

LPRBLA3

SFCHADMA

Action Detail

07/03/02 14:27:37

>>>

VIN: 1FTWX33F22BA99725 Year: 2002 Model: F-SERIES SUPER DUTY

Owner Status: ORIGINAL

WSD: 11/05/01

Name:

Hm Ph:

Email:

Case: 586700422

Day Ph:

Symptom Desc: SERVICE BRAKE PULL LEFT

Reason Desc: LEGAL - ACCIDENT / FIRE

Dealer: FALLON FORD-MERCURY

Issue Type: 07 LEGAL

Issue Status: O OPEN

Comm Type: FH PHONE

Odometer Reading: 16000 MI

Analyst: APATEL ANISAH PATEL

Document Number:

Action Date: 06/27/02 Action Data: Y

Action Time: 18:00:39 EST

Origin Desc: US CONCERN CASE BASE

Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Comments: INESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT
THIS INCIDENT. INFERENCE CASE ID: 5349

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

NO MORE COMMENTS AVAILABLE

LPRELA3

VIN: 1FTWX33F22EA99725

Year: 2002

Model:

F-SERIES SUPER DUTY

WSD: 11/05/01

Build Date: 10/23/01

-----Campaign-----				Status	Dealer	
C	Number	Type	Description	Status	Date	Code

F1=Help F7=Prev F8=Next F11=Menu F12=Return
NO DETAIL RECORDS FOUND

LPR3LA31

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 03-JUL-2002

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DBL	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WOC	PRF	BASE	SUFF	VKT	VFG	CCC	CD
1FTWX33F22EA99725 P7	T/F7	*	T/BD	T/CD	T/B	A1	T/VF	T/DS	23-10-01	05-11-01	172495	USA	5	Q21	GR02	1L32	18611B09	BAA	906	V05	S25	41	
AWS Claim Key:		979429	Doc #: 1046138		Trx Code:		2	Labor Hrs:		13	Labor Cost:		85.72	Material Cost:		61.53	Total Cost:		147.25				
Dir Ctl-Sub Ctl:		07758-*	Name: FALLON FORD-MERCURY				Ph:	715-4232171	St: NV	City Ctl:	USA	Reg Ctl:		NA	Reg Date:		28-MAR-2002	DIST(Mile):9513					
Cust Comments:		CUSTOMER STATES DRIVERS SEAT BELT WILL NOT RETRACT AND WILL LOCK.																					
Tech Comments:		VERIFIED CONCERN. INTEGRATED SEAT BELT STICKING AND BINDING. REMOVED SEAT COVER TO GAIN ACCESS TO SEAT BELT. REPLACED INTEGRATED SEAT BELT, INSTALLED SEAT COVER AND TEST DROVE. SEAT BELT WORKING NORMAL AT THIS TIME.																					

1FTWX33F22EA99725 P7	T/F7	*	T/BD	T/CD	T/B	A1	T/VF	T/DS	23-10-01	05-11-01	172495	USA	6	Q65	5V88	*	NPF	*	S10	V21	H15	B2	
AWS Claim Key:		1363863	Doc #: 105576A		Trx Code:		2	Labor Hrs:		1	Labor Cost:		65.94	Material Cost:		0	Total Cost:		65.94				
Dir Ctl-Sub Ctl:		07758-*	Name: FALLON FORD-MERCURY				Ph:	715-4232171	St: NV	City Ctl:	USA	Reg Ctl:		NA	Reg Date:		01-MAY-2002	INST (Mile):11657					
Cust Comments:		CUSTOMER STATES UNDER LOAD BRAKE PEDAL WENT TO FLOOR WILL NOT STOP																					
Tech Comments:		TEST DROVE VEHICLE OK. TESTED ABS NO CODES. PULLED OFF ALL WHEELS INSPECTED BRAKES AND PADS NO PROBLEM FOUND. OK AT THIS TIME.																					

Any comments? You can contact

webmaster

Gale, Leah (L.L.)

From: Gale, Leah (L.L.)
Sent: Wednesday, July 03, 2002 2:29 PM
To: Rabaut, Nicole (M.)
Subject: Legal Contact

Hi Nicole,

Our office has received a legal case for our handling. If you have been previously involved with this customer and have information that you feel would be helpful in our review, please respond to this note. If you have not been involved, it is not necessary that you respond. Thanks!

VIN: 1FTWX33F22EA89725 Year: 2002 Model: F-SERIES SUPER DUTY
Owner Status: ORIGINAL WSD: 11/05/01
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 585700422 Day Ph: [REDACTED]
Symptom Desc: SERVICE BRAKE PULL LEFT
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: FALLON FORD-MERCURY
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 15000 MI
Analyst: APATEL ANISAH PATEL Document Number:
Action Date: 06/27/02 Action Date: Y Action Time: 15:00:39 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: VLC078TCUSTOMER SAYS: -VEH WAS TAKEN TO DLR TWICE FOR BRAK
E CONCERNS. -VEH GOT INTO ACCIDENT AND CUST FEELS IT WAS CA
USED BY THE BRAKE CONCERNS. -THE BRAKES LOCK UP, VEH TURNS
LEFT AND SKIDS. -THE ELECTRICAL COMPUTER DOE NOT OPERATE. V
E HAD NO THROTTLE. -THE LEFT FRONT ALWAYS PULLS TO THE LEFT
AND SKIDDED ABOUT 50 FEET. -CUST'S VEH GOT INVOLVED IN AN

Thanksl
-Leah

2003

0502861063 SOUTHWEST

FE03-044 27808

nyforn

All Action Details for Issue

VIN: 1FTNW21F21ED28258 Year: 2001 Model: F-SERIES SUPER DUTY Case: 502851063
Name: [REDACTED] Owner Status: Original WBD: 2001-07-09
Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT Secondary Phone:
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Dealer: 02399 MCGILVRAY FORD LINCOLN MERCURY Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
Odometer: 12688 MI Comm Type: EMAIL
Analyst Name: CHERIE LEICH Analyst: CLEICH
Action Date: 04/16/2003 Action Time: 13.58.06.803 Action Data: No

Comments: *****PRODUCT LIABILITY***** EMAIL RECEIVED 4-14-03 DEALER CONTACT;
[REDACTED] CUSTOMER ALLEGES HE WAS INVOLVED IN AN ACCIDENT DUE TO ACCELERATOR PEDAL
STICKING. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER
Dealer: 02399 MCGILVRAY FORD LINCOLN MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION
Odometer: 12698 MI Comm Type: PHONE PREVENTION
Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
(J.)
Action Date: 04/17/2003 Action Time: 11.41.12.058 Action Data: Yes

Comments: *** LPA COMMENTS *** - LPA CONTACTED DEALERSHIP

Data Element Name	Data Value
CONTACT PERSON	WESLEY EDGE

Action: REDIRECT TO OTHER
Dealer: 02399 MCGILVRAY FORD LINCOLN MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION
Odometer: 12696 MI Comm Type: PHONE PREVENTION
Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
(J.)
Action Date: 04/17/2003 Action Time: 11.42.47.887 Action Data: No

Comments: *** LPA COMMENTS *** - DUE TO NATURE OF COMPLAINT, REDIRECTED CASE TO JODY BANCIU

Action Detail

VIN: 1FTNW21F21ED28258 Year: 2001 Model: F-SERIES SUPER DUTY Case: 502661063
 Name: Owner Status: Original WSD: 2001-07-09
 Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP Primary Phone: Secondary Phone:
 Reason Desc: LEGAL - ACCIDENT Dealer: MCGILVRAY FORD LINCOLN MERCURY
 Issue Type: 07 LEGAL Issue Status: OPEN P & A Code: 02386
 Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Odometer: 12898 Comm Type: EMAIL
 Action Date: 04/16/2003 Action Time: 13:58:06:803 Action Date: No
 Analyst Name: CHERIE LEICH Analyst: CLEICH
 COMMENTS: *****PRODUCT LIABILITY***** EMAIL RECEIVED 4-14-03 DEALER CONTACT
 *****CUSTOMER ALLEGES HE WAS INVOLVED IN AN ACCIDENT DUE TO ACCELERATOR PEDAL STICKING. CUSTOMER
 REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Per Lourdes
 discussed w/
 Jim Leary -
 Case involved
 fatalities

PE03-04 27181

Leich, Charlie (C.A.)

From: w-edge@dealeremail.com
Sent: Monday, April 14, 2003 5:57 PM
To: fordcalp@ford.com
Subject: Dealer Request For Consumer Affairs Review

CASE:

502861063

Region: 52

Maureen

Dealership Name: McGilvray Ford Lincoln Mercury

Requesting Dealer: [REDACTED]

P&A Code: 02399,02399

Region: 52

State: TX

Contact Person: [REDACTED]

Contact Phone: [REDACTED]

WSD: 07/09/2001

Year: 2001

Model: F350

VIN: 1FTNW21F21ED26258

Mileage: 12698

Customer Name: TODD PEARAH

Customer Address: 124 BAYTREE TRAIL

Customer City: MABANK

Customer County: UNKNOWN

Customer State: Texas

Customer Zip: 75147

Customer Home Phone: 214-215-7126

Customer Work Phone: 903-451-3106

Customer Region: Southwest Region

Accident: Yes

Date of Incident: 06/26/2002

Is customer alleging a component defect caused the incident: Yes

If yes, what type and details: WE ARE NOT SURE WHAT THE CUSTOMER IS ALLEGING, OUR BODY SHOP MANAGER HAS BEEN SUBPOENAED FOR DEPOSITION ON APRIL 24TH 2003. THEY HAVE ALSO REQUESTED AN ACCELERATOR PEDAL ASSEMBLY WE REPLACED UNDER WARRANTY ALSO REQUESTING ALL DOCUMENTS IN THE REPAIRS OF MR PEARAH'S TRUCK. PLEASE CONTACT WESLEY EDGE IN THIS MATTER.

Police Report Filed: No

If yes, where:

Has the Insurance Company been contacted: Yes

What did the insurance company advise: REPAIRS ARE COMPLETED

Name and phone number of owner's insurance company & agent's name: UNKNOWN

If the vehicle is a conversion unit, who is the coach builder:

City:

State:

Zip:

Resolution that customer is seeking: CUSTOMER IS BEING SUED BY PARTYS FAMILY WHICH WAS INVOLVED IN THE ACCIDENT CUSTOMER STATES VEHICLE ACCELERATOR STUCK WE REPLACED PEDAL ASSEMBLY DUE TO WOULD NOT GO ABOVE IDLE AT TIMES.

Comments: CRM JIM LEARY ADVISED ME TO OPEN THIS CONTACT ONE TO ADVISE FORD OF THE SITUATION TWO TO FIND OUT IF FORD IS ALSO IN THE SUITE.

MEMO-044 27103

NECESSARY TO REPLACE CLUSTER REPLACE INSTRUMENT CLUSTER

01/16/2003 DEALER: McGivray Ford Lincoln Mercury

WARRANTY CLAIM NUMBER: 130258

ODOMETER: 012698M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1C3Z 2561203CAA	SEAT BELT BUCKLE END	001	01S211		
1L7Z 7551202AAA	SEAT BELT BUCKLE END	001			

SAFETY RECALL 01S21 A.3 INSPECTION FAILED INSPECTION REPLACE BOTH FRT SEAT BELTS

END OF OASIS REPORT FOR 1FTNW21F21ED26258

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FTNW21F21ED26258 Veh Line: T/F7 - F250HD/350430/350 (9903) Eng Serial No: 1666078
 Model Year: 2001 Market Description: T/F - FORD DIVISION DERIVATIVE Body Shell: *
 Veh Type: T Drive Code: T/A - 4 WHL LH PART TIME DRIVE Engine: T/D8 - NAVISTAR 7.3L OHV DI TC V8 D6L
 Inv. Dealer: 02429 Body Cab Style: T/BC - DOUBLE CAB (CREW CAB) Transmission: T/D8 - 4 SP AUTO 4R100 (DIESEL APPL)
 Version/Series: T/BD - 250 SERIES

BUILD INFORMATION:

Region: NA - #00000000 Plant: A1 - KENTUCKY TRUCK PLANT BUILD
 Country: USA - #00000000 Prod Date: 25-MAY-2001

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 152460 - *
 Country: USA - #00000000 Selling Div StProv: TX
 Buyer StProv: TX

Arrival Date: 01-JUN-2001 Red Carpet Lease: *
 Sale Date: 09-JUL-2001 Fleet/Retail/Cs. Lease: R
 Warranty Start Date: 09-JUL-2001 Modified Vehicle: *
 Orig Warranty Date: 09-JUL-2001 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

1-----2-----3-----4-----5-----6-----7-----8-----9-----
 W211EDG62581563 R 132 1207303 SC EX 39C124RLSHVET 2008 EX B 52M465891 A1 R 100 1 0 F
 1FTW201 604h 5r97x

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER GVW Code:
 Alternator Amp Rating: 80 GVW Class Code: N
 Audio Dist: * - [N/A] Instrumentation: * - [N/A]
 Axle Ratio: EGAB - 3.73 FINAL DRIVE RATIO Mirror(Driver Side): * - [N/A]
 Axle Type: EQAC - LIMITED SLIP REAR AXLE Mirror(Passg Side): * - [N/A]
 Battery Amp Rating: 80 Paint: PNYW3 - OXFORD WHITE WB CAGWB
 Brake Code: FEAB - 4 WHL ANTI-LOCK BRAKES Power Antenna: * - [N/A]
 Brake Code(Service): * - [N/A] Radio: BE - ELETK PREM STRONGSTEDISCCLK
 Calibration Code: 1F7193DA Sound System: * - [N/A]

Color(Accent): * - [N/A]
 Color(Trim): * - [N/A]
 Delivery Type: E
 DriveShaft Code: D
 Front Seat: * - [N/A]
 Fuel Type: AJ - DIESEL FUEL CAPABILITY

Sump/Traction Ash: * - [N/A]
 Tire Brand: AC - FIRESTONE
 Tire Size: D3JYK - LT265/75R16E OWL A-T BSW
 Traction Control: * - [N/A]
 Wheel Base:

TIRE DOT INFORMATION:

LF: VNWS1XL1901 RF: VNWS1XL1901
 LR: VNWS1XL1901 RR: VNWS1XL1901
 LE: * RI: *
 SPARE: 2XWS1XM1901

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Evaluation Code: T/B - T/B
 ESP Coverage(Miles): * Evaluation Cert Type: *
 ESP Coverage(Time): * Evaluation Decal Suffix: *
 ESP Plan Year: * Engine Family: *
 ESP Signature Date:

VEHICLE DETAIL

VIN: 1FTNW21F21ED26258	Engine: NAVISTAR 7.3L OHV DI TC V8 DSL
Make: FORD	Transmission: 4 SP AUTO 4R100 (DIESEL APPLIA
Model: F-SERIES SUPER DUTY	Paint Code/Color: OXFORD WHITE WB CAC-W/B
Year: 2001	Calibration: 1F719SQA
Pay Load:	Max Towing Weight:
GVWR: 08800	Axle Ratio:
WheelBase: 156	Warranty Start Date: 7/8/2001
GCWR:	Vehicle Build Date: 5/25/2001
PEP Code: 608A	

Selling Dealers Name: RANDALL NOE FORD MERCURY, INC.
 Selling Dealers P & A Code: 02524 Selling Dealers Sales Code: F52480
 Selling Dealers Main Phone: 972-524-3776 Selling Dealers Service Phone: 000-000-0000

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 W 2 1 1 E D 2 6 2 5 8 1 5 6 3 K 1 3 2 1 2 D 7 3 8 3 S C E H 3 9 C 1 Z 4 R L
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 N V E T 2 K 0 8 S M B 5 2 N 4 8 5 8 9 1 Z 1 R 8 H S 4 8 F 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F T N 2 D 6 6 0 8 A 9 F 9 T X
 1 2 3 4 5 6 7 8 9 160

Update This Information In Stars

Dealer Detail

FC&D Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
52-SOUTHWEST	52-DALLAS	N	G1	02399	F52462

Dealer Name:	MCGILVRAY FORD LINCOLN MERCURY		
Dealer Address:	2970 HIGHWAY 31 EAST ATHENS TX 75752		
Dealer Main Phone:	903-875-5753	Dealer Service Phone:	903-875-5758

Position	Employee Name
DEALER/PARTNER	RICHARD MCGILVRAY
GENERAL MANAGER	KEN MCGILVRAY
PARTS MANAGER	JIM R VANCE
SALES MANAGER	LYNN SWOFFORD
SALES MANAGER	TIM FOWLER
SALES MANAGER	BRAD NORRELL
SERVICE MANAGER	WESLEY M EDGE

OASIS RESULT:
1FTNW21F21ED26258

04/17/2003

11:53:28

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VEHICLE INFORMATION
VEHICLE DESCRIPTION
 2001 F-SERIES

BODY STYLE
 F-250 CREW CAB 4X4

ENGINE
 7.3L TURBO - DI

ENGINE CALIBRATION
 1F719S0A

TRANSMISSION
 4R100 4SP (DIESEL)

AXLE CODE
GENERAL WARRANTY INFORMATION
WARRANTY START DATE
 07/09/2001

BUILD DATE
 06/26/2001

SALE MILEAGE
 00147

WARNING MESSAGES
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAD A CUOL CONTACT CLOSED WITHIN THE PAST 180 DAYS

FIELD SERVICE ACTIONS
NO CAMPAIGN MESSAGE(S) FOUND
EXTENDED COVERAGES
NO ESP INFORMATION AVAILABLE
REPAIR HISTORY

01/16/2003 DEALER: McGivray Ford Lincoln Mercury

WARRANTY CLAIM NUMBER: 130258
ODOMETER: 012886M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1CSZ 9F835BA	PEDAL & SENSOR ASY	001	12850D	25	OPEN CIRCUIT
		000	12850DX1		
		000	12850DX5		
		000	MTDF438		

TEST WONT ACCEL ONLY IDLES CK ENG LIGHT COMES ON KOEO PASS CONT CODE
 P0221 R EPLACE FAILED ACCEL PEDAL ASSEMBLY RETEST KOEO PASS CONT CODE
 PASS

01/16/2003 DEALER: McGivray Ford Lincoln Mercury

WARRANTY CLAIM NUMBER: 130258
ODOMETER: 012888M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
XC3Z 10849LA	CLUSTER ASY-INSTR PNL	001	17286A	42	DOES NOT OPERATE PRO

ROAD TEST FOUND SPEEDO WORKS NORMAL TRIPMINDER AND ODOMETER INOP

ESP / Recall Information

VIN: 1FTNW21F21ED28258

No ESP Information for this VIN

Recall Information					
Number	Type	Description	Campaign Status	Status Date	Dealer Code
01S21	S	SEAT BELT	COMPLETE	2009-01-16	02389
01V05	X	SEAT BELT	CAMP-PROG SUPERCEDED	2001-11-12	

VIN	Year Model	Vehicle List	Sales Type	Owner Status	Vehicle Info
1FTNW21F21ED26258	2001 F-SERIES SUPER DUTY	BUSINESS RTL	Original Owner	Oasis	Warranty History
	No Open Issues				

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone:
Address: [REDACTED] MABANK TX [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

0515842222

2002

Southwest

FE83-844 27113

SPCHADMA

Action Detail

08/29/02 10:50:37

VIN: 1FMSU43F6YEC35243 Year: 2000 Model: EXCURSION
Owner Status: SUBSEQUENT WSD: 02/12/00
Name: [REDACTED] Hm Ph: [REDACTED]
Int: [REDACTED] Case: 515842222 Day Ph: [REDACTED]
Symptom Desc: TIRES/WHEELS APPEARANCE
Reason Desc: LEGAL - ACCIDENT
Dealer: COVERT FORD, INC.
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: FX FAX Odometer Reading: 46189 MI
Analyst: MKELSEY2 MOLLY KELSEY Document Number:
Action Date: 08/28/02 Action Data: N Action Time: 14:08:02 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments: *****DEALER REQUEST*****
08/28/02

4343
DEALERSHIP CONTACT: JOE PRIEN 512 345-6550

CUSTOMER ALLEGES HIS TIRE IS DEFECTIVE.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL19

SFCHADMA

Action Detail

08/29/02 10:50:40

VIN: 1FMSU43P6YEC35243 Year: 2000 Model: EXCURSION
Owner Status: SUBSEQUENT WSD: 02/12/00
Name: [REDACTED] Hm Ph: [REDACTED]
Fmt: [REDACTED] Case: 515042222 Day Ph: [REDACTED]
Symptom Desc: TIRES/WHEELS APPRANCE
Reason Desc: LEGAL - ACCIDENT
Dealer: COVERT FORD, INC.
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: FX FAX Odometer Reading: 46189 MI
Analyst: MKELSEY2 MOLLY KELSEY Document Number:
Action Date: 08/28/02 Action Data: N Action Time: 14:08:02 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments: CUSTOMER ALLEGES HIS TIRE IS DEFECTIVE.

**CUSTOMER REQUESTS FORD PAY FOR NEW TIRE AND REPAIRS TO HIS
VEHICLE.**

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

LPREL19

SFCHADMA

Action Detail

08/30/02 14:06:04

==>
VIN: 1FMSU43F6YEC35243 Year: 2000 Model: EXCURSION
Owner Status: SUBSEQUENT WSD: 02/12/00
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 515842222 Day Ph: [REDACTED]
Symptom Desc: TIRES/WHEELS APPEARANCE
Reason Desc: LEGAL - ACCIDENT
Dealer: COVERT FORD, INC.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: FX FAX Odometer Reading: 46189 MI
Analyst: 9867MP MAUREEN PAWELEK Document Number:
Action Date: 08/30/02 Action Data: Y Action Time: 12:07:10 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: MAKE OUTBOUND CALL TO CUSTOMER
Comments: SPOKE WITH SUPERVISOR MARK RATAJACK AND VERIFIED THAT FORD
IS NOT COVERING DAMAGE TO VEHICLES RELATED TO TIRES THAT
ARE NOT UNDER RECALL OR WARRANTY. LEFT MESSAGE FOR CUSTOMER.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

LPREL191

VIN: 1FMSU43F6YEC35243 Year: 2000 Model: EXCURSION
Name:
Email:
Issue Type: 07 LEGAL Case: 515842222
Comm Type: FX FAX Issue Status: C ACKNOWLEDG
Dealer: 04437 COVERT FORD, INC. Odometer Reading: 46189
Symptom Desc: TIRES/WHEELS APPEARANCE Odometer Type: MI
Reason Desc: LEGAL - ACCIDENT Document Number:
Origin Desc: CONSUMER AFFAIRS - LITIGATION Legal Issue Type:
Action Desc: DENY ASSISTANCE - REFER TO INS CAN Court Code:
Comments: CONTACTED CUSTOMER AND ADVISED THAT FORD CANNOT BE OF CAN Award Code:
ASSISTANCE IN THIS MATTER. NO FURTHER ACTION.

F1=Help F2=ActionList F5=Add F6=DealerInfo
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
UPDATE SUCCESSFUL LPREL191

Name:

Address:

Address:

City:

AUSTIN

Zip/Postal:

Home Phone:

Day Phone:

State/Prov: TX

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	-----	-----	-----	-----
	1FMSU43F6YEC35243	2000	EXCURSION	Individual Rtl
	SUBSEQUENT			Y

F1=Help

F2=IssueList

F5=AddIssue

F7=Prev

F8=Next F9=ESP

F10=WarrHistory

F11=Menu

F12=Return

F13=Recall/ONP

F14=SpecialCoverage

NO MORE RECORDS AVAILABLE

LPRRL19

==>

VIN: 1FMSU43F6YRC35243

Year: 2000

Model: EXCURSION

BSD: 02/12/00

Build Date: 01/14/00

A	-----	Campaign-----	Status	Dealer
C	Number	Type Description	Status	Date Code
-	-----	-----	-----	-----

F1=Help F7=Prev F8=Next F11=Menu F12=Return
NO DETAIL RECORDS AVAILABLE FOR THIS INQUIRY

LPREL19

VIN: 1FMSU43F6YEC35243 Year: 2000 Model: EXCURSION
Contract: 1 of 1 Status: ACTIVE

-----Purchase Details-----

Purchaser: [REDACTED]
Expiration Date: 02/12/05
Expiration Miles: 75000
Plan Type: USA NEW 60/75,000 PREMIUMCARE W/ROADSIDE ASSISTANCE
Plan Year: 2000
Selling Dealer: COVERT FORD, INC.
Rental: 28
Deductible: 50
Towing Allowance:
Purchase Type: TRANSFERRED
Options:

-----Cancellation Details-----

Cancel Date: Process Date:
Refund Percent: Dealer Received Date:
Dealer Credited:

F1=Help F9=PrevContract F10=NextContract F11=Menu F12=Return
RECORD FOUND LPREL19

051584222

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

DEALER REQUEST FOR CONSUMER AFFAIRS REV

*****Note: this form is for RETAIL vehicles ONLY*****

*****Fleet vehicles need to be referred to the North American Fleet Service Office*****

Pursuant to the W&P Manual, the Service manager is required to co
Dealer Request for Consumer Affairs Review form if he/she suspects
such as, alleged accidents or fires, may be taken. This form includes customer
and vehicle information as well as a description of the customer's allegations.

*****Note: All fields are required and must be filled in accordingly before submitting this form*****

*****NOTE: You also have the option of printing this form and then faxing the fully completed form to 313-845-6669*****

DEALER INFORMATION:

Dealership Name:	Covert Ford, Inc.
Requesting Dealer:	
Contact Person:	JOE PRIEN
Phone Number:	(512)345-4343
E-Mail Address:	
P&A Code:	04437
Region:	52
State:	TX
Fax Number:	512-345-6550

CUSTOMER / VEHICLE INFORMATION:

WSD:	02/12/2002
Year:	2000
Model:	EXCURSION
VIN:	1FMSU43F6YEC35243
Mileage:	46189
Customer Name:	
Address:	
City:	LEANDER
State:	TX: Texas
Zip Code:	
Home Phone:	
Work Phone:	

Region:

52:Southwest Region

DETAILS of INCIDENT:

***Note: DO NOT PUT THE VEHICLE IN STORAGE WITHOUT THE APPROVAL OF ***

THE LITIGATION PREVENTION DEPARTMENT

NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM

Incident Involves:

☒ Accident ☐ Fire ☐ Injury ☐ Medical Attention Sought

Date of Incident:

08/10/2002 (mm/dd/yyyy)

County in which incident occurred:

TRAVIS

Is customer alleging a component defect CAUSED the incident:

If yes, what type & details:

If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap

Was a police report filed:

☐ Yes ☒ No

FIRESTONE STEELTEX A/T
TIRE TREAD SEPARATED AND
CAUSED ABOUT \$2500 OF
DAMAGE TO THE VEHICLE.

Firestone has the tire + refuses to help.

If yes, where:

Has the Insurance Company been contacted:

☐ Yes ☒ No

What did the insurance company advise?

Name and phone number of owner's insurance company & agent's name:

If the vehicle is a conversion unit, who is the coach builder?

City:

State:

Coach States

Zip Code:

RESOLUTION that CUSTOMER is SEEKING:

CUSTOMER WANTS FORD TO PAY FOR THE TIRE AND THE DAMAGE TO THE EXCURSION.

COMMENTS:

CUSTOMER IS THREATENING TO GO TO THE MEDIA IF THE ISSUE IS NOT RESOLVED QUICKLY.

COVERT FORD

Phone: 512-345-4343

Fax: 512-345-6550



To: *Consumer Affairs* **Date:** *8/28/02*

Recipient fax: *313 845 5669* **# of pages:** *3*

From: *Joe Prien* **Subject:** *Firestone tire separation*

Message:

**P.O.Box 201780
Austin, Tx
78720-1780**

**11514 Research Blvd.
Austin, Tx
78759**

Kelaey, Molly (M.M.)

From: mercy@covertford.com
Sent: Wednesday, August 28, 2002 11:57 AM
To: fordcalp@ford.com
Subject: Dealer Request For Consumer Affairs Review

Dealership Name: Covert Ford, Inc.
Requesting Dealer:
P&A Code: 04437,04437
Region: 52
State: TX
Contact Person: JOE PRIEN
Contact Phone: (512)345-4343

WSD: 02/12/2002
Year: 2000
Model: EXCURSION
VIN: 1FMSU43F6YEC35243
Mileage: 46189
Customer Name: [REDACTED]
Customer Address: [REDACTED]
Customer City: LEANDER
Customer County: TRAVIS
Customer State: Texas
Customer Zip: [REDACTED]
Customer Home Phone: [REDACTED]
Customer Work Phone: [REDACTED]
Customer Region: Southwest Region

Accident: Yes

Date of Incident: 08/10/2002

Is customer alleging a component defect caused the incident: Yes

If yes, what type and details: FIRESTONE STEELTEX A/T TIRE TREAD SEPARATED AND CAUSED ABOUT \$2500 OF DAMAGE TO THE VEHICLE. CUSTOMER WENT TO FIRESTONE DEALERSHIP TO HAVE THEM WARRANTY THE TIRE AND PAY FOR THE RELATED DAMAGE, FIRESTONE REFUSED. FIRESTONE REFERRED HIM TO CALL THE NATIONAL HEADQUARTERS, COVERT FORD SENT TIRE IN TO FIRESTONE AT THEIR REQUEST. FIRESTONE AGAIN REFUSED TO ASSIST THE CUSTOMER.

Police Report Filed: No

If yes, where:

Has the Insurance Company been contacted: No

What did the insurance company advise:

Name and phone number of owner's insurance company & agent's name:

If the vehicle is a conversion unit, who is the coach builder:

City:

State:

Zip:

Resolution that customer is seeking: CUSTOMER WANTS FORD TO PAY FOR THE TIRE AND THE DAMAGE TO THE EXCURSION.

Comments: CUSTOMER IS THREATENING TO GO TO THE MEDIA IF THE ISSUE IS NOT RESOLVED QUICKLY.