

EA04-006

FORD

6/29/2004

APPENDIX D & E (E PART 1 OF 2)

PART 1 OF 9

EA04-006

FORD

6/29/2004

APPENDIX D

STEWART ROGER 2003

1310133303 ATLANTA

PHOTO-944 37878

Oxford NO. 152 1/3 ORA

**CUSTOMER
SATISFACTION
PROGRAM
03B03**
**Certain 2002/2003 Model Year F-Super Duty
and Excursion vehicles built with 7.3L
Diesel Engines - Adjustable Accelerator
Pedal Sensor Replacement**

Frank M. Ligon
Director
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P.O. Box 1804
Dearborn, Michigan 48121

February 2003

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Customer Satisfaction Program 03B03 - Certain 2002/2003 Model Year F-Super Duty and Excursion vehicles built with 7.3L Diesel Engines - Adjustable Accelerator Pedal Sensor Replacement

OASIS: Yes

OWNER LIST: Yes, we estimate that owner lists will be published in early April 2003.

PROGRAM TERMS: This program will be in effect until March 31, 2004, regardless of mileage.

AFFECTED VEHICLES

Certain 2002/2003 F-Super Duty and Excursion vehicles equipped with 7.3L Diesel Engines and Adjustable Pedals built at the Kentucky Truck Assembly Plant from Job 1 through October 17, 2002, and at the Cuscutan Assembly Plant from Job 1 through December 21, 2001.

REASON FOR PROGRAM

On some of the affected vehicles, an electronic sensor that is part of the adjustable accelerator pedal assembly may not always perform to design intent. Vehicles experiencing a problem with the adjustable accelerator pedal sensor may exhibit a Malfunction Indicator Light (MIL) along with one or both of the following Diagnostic Trouble Codes (DTC) P0221 or P0122. As a result, the customer may experience an intermittent loss of acceleration, or the inability to increase engine RPM past idle when depressing the accelerator pedal.

SERVICE ACTION

The dealer will replace the adjustable accelerator pedal Assembly on all affected 7.3L diesel equipped vehicles, and clear continuous DTC codes.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information

QUESTIONS?

Claims Information:.....1-800-423-8851
FSA VIN Lists Support:.....1-800-565-9601

COPY

Sent Via U.S. Mail

December 5, 2003

[REDACTED]
Rogersville, TN [REDACTED]

Re: 2003 F-Series
VIN: 1FTSW31F13E [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2003 F-Series.

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after your vehicle purchase. We understand that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they choose to do so. Ford proposes no further action at this time.

Thank you for giving us the opportunity to review your concern.

Sincerely,

KeNisha Dunlap
Consumer Affairs

F232-044 37878

Action Details for Issue

Print

VIN: 1FTSW31E13E [REDACTED] Year: 2003 Model: F-SERIES SUPER DUTY Case: 1310133303
 Name: [REDACTED] Owner Status: Original WSD: 2003-01-15
 Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-PD
 Dealer: 05884 MORRISTOWN FORD, INC.
 Odometer: 28563 MI Comm Type: EMAIL Analyst: DKOKOSZK
 Analyst Name: KOKOSZKA, DELPHINE (D.M.) Action Date: 12/01/2003 Action Time: 10.19.00.591 Action Data: No

Comments *****PRODUCT LIABILITY***** E-MAIL DATED: 11/26/03 DEALER CONTACT: KEN WILSON F JORD - MARK FULLINGTON. CUSTOMER ALLEGES HIS VEHICLE HAD AN ACCIDENT WHEN HE WAS MAKING A TURN, THERE WAS NO RESPONSE FROM ACCELERATOR AND WHILE PUMPING PEDAL IT THEN RESPONDED AT WIDE OPEN THROTTLE. VEHICLE WENT OFF ROAD AND HIT A BARBED WIRE FENCE. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 05884 MORRISTOWN FORD, INC.
 Odometer: 28563 MI Comm Type: PHONE Analyst: MMORRIZO
 Analyst Name: MORRIS, MARQUIS Action Date: 12/01/2003 Action Time: 15.53.07.807 Action Data: Yes

Comments CHICAGO LPA MADE DEALER CALL. LPA FOR ATLANTA REGION WILL FOLLOW UP.

Data Element Name	Data Value
CONTACT PERSON	MARK FULLINGTON

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 05884 MORRISTOWN FORD, INC.
 Odometer: 28563 MI Comm Type: PHONE Analyst: KDUNLAP
 Analyst Name: DUNLAP, KENISHA Action Date: 12/02/2003 Action Time: 14.05.18.752 Action Data: No

Comments LPA CONTACTED CUSTOMER. CUSTOMER NOT SEEKING PERSONAL INJURY CLAIM. WANTS VEHICLE REPAIRED. CUSTOMER STATED THAT HE NEVER RECEIVED NOTICE OF RECALL 03803, BUT KNEW HE WAS EXPERIENCING VEHICLE CONCERNS AND FAILED TO TAKE VEHICLE TO DEALER. LPA ADVISED CUSTOMER TO CONTACT INSURANCE COMPANY AND OF HIS INSURANCE CARRIER'S RIGHT TO SUBROGATION.

01/02/04 07:00

Action: INFORMATION CALL/FAX WITH DEALER

Dealer: 05884 MORRISTOWN FORD, INC.

Odometer: 28563 MI

Analyst Name: DUNLAP, KENISHA

Action Date: 12/02/2003

Comm Type: PHONE

Analyst: KDUNLAP

Action Time: 14.07.17.449

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments LPA CONTACTED MARK FULLINGTON OF MORRISTOWN FORD. LPA ASKED MARK TO INSPECT VEHICLE TO DETERMINE IF CSP 03003 COULD HAVE BEEN CAUSE OF CUSTOMER'S ACCIDENT. MARK FULLINGTON ADVISED THAT HE WOULD TRY AND DUPLICATE WHAT CUSTOMER ALLEGES AND WILL CONTACT LPA. LPA AWAITING RESULTS OF INSPECTION.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 05884 MORRISTOWN FORD, INC.

Odometer: 28583 MI

Analyst Name: DUNLAP, KENISHA

Action Date: 12/05/2003

Comm Type: PHONE

Analyst: KDUNLAP

Action Time: 09.49.58.704

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Date: No

Comments SM, MARK FULLINGTON, CONTACTED LPA. SM STATED THAT CUSTOMER'S INSURANCE COMPANY HAD BEEN OUT TO INSPECT VEHICLE. LPA CONTACTED CUSTOMER AND ADVISED TO CONTINUE WORKING WITH INSURANCE CARRIER AND OF RIGHT OF SUBROGATION. MAILED CUSTOMER CLOSING CORRESPONDENCE ON 12/5/03.

FIN3-044 37000

Customer Info

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

FORM-004 07001

 VM
 1FTSX31F1XE [REDACTED]
 VM
 1FMPU16L0NA [REDACTED]
 VM
 1FMDU3SPZVL [REDACTED]
 1FTSW31F13E [REDACTED]

Year Model
 1998 F-SERIES SUPER DUTY
 No Open Issues
 1998 EXPEDITION
 No Open Issues
 1997 EXPLORER
 No Open Issues
 2003 F-SERIES SUPER DUTY
 Open Issues Exist

Vehicle List

Sales Type	Owner Status	Vehicle Info
INDIVIDUAL RTL	Original Owner	Oasle Warranty History
INDIVIDUAL RTL	Original Owner	Oasle Warranty History
INDIVIDUAL RTL	Original Owner	Oasle Warranty History
INDIVIDUAL RTL	Original Owner	Oasle Warranty History

PROD-094 57882

VIN: 1FTSW31F13E

No ESP information for this VIN

Recall Information

Number	Type	Description	Campaign		Status Date	Dealer Code
				Status		
03B03	O	ADJ. PEDAL		RELEASED FOR MAILING	2003-04-03	F47563

FEB-04 37883

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FTSW31P13E	Veh Line: T/F7 - F250EDZ50M50550 (99-04)	Eng Serial No: 1993720
Model Year: 2003	Market District: T/F - FORD DIVISION DERIVATIVE	Body Style: *
Veh Type: T	Drive Code: T/F - 4 WEL L/R PART TIME DRIVE	Engine: T/D5 - NAVISTAR 7.3L OHV DI TC V8 D5L
Inv. Dealer: 03633	Body Cab Style: T/D6 - DOUBLE CAB (CREW CAB)	Transmission: T/D8 - 4 SP AUTO 4R100 (DIESEL APPL)
	Version/Color: T/C0 - 350 SERIES	

BUILD INFORMATION:

Region: NA - 00000000 Plant: A1 - KENTUCKY TRUCK PLANT BUILD
 Country: * - 00000000 Prod Date: 16-AUG-2002

SALE INFORMATION:

Region: NA - 00000000 Selling Dealer: 121500 - *
 Country: USA - 00000000 Selling Div: S/Prov: NC
 Buyer S/Prov: TN

Arrival Date: 22-AUG-2002 Red Carpet Lease: *
 Sale Date: 15-JAN-2003 Fleet/Retail/Cs. Lease: R
 Warranty Start Date: 15-JAN-2003 Modified Vehicle: *
 Orig Warranty Date: 15-JAN-2003 Recaptured Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

0112EA137401567 L 332 1600306 0P 0E 3504266 2R1Q2 21VPM 0N 0 21VPM0092 31 R 400 4 0 R F

1F751 0 E T 6100 0928

INSTALLED OPTION INFORMATION:

Air Conditioning: T/S - MANUAL AIR CONDITIONER	GVW Code: *
Aftermarket Amp Rating: CE	GVW Class Code: 5
Audio Equip: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: EGAR8 - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side): AQ - DRIVER PADDLE FOLD AWAY MIRROR
Axle Type: EGAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side): * - [N/A]
Battery Amp Rating: BA	Paint: * - [N/A]

FORD-000-07000

Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Assisted:	* - [N/A]
Brake Code(Revision):	* - [N/A]	Radio:	M1 - AM/FM STEREO CHANGER/CLK
Calibration Code:	*	Seated System:	* - [N/A]
Color(Access):	* - [N/A]	Seater Specific Axle:	
Color(Trim):	000MF -	Tire Brand:	AC - FIRESTONE
Delivery Type:	0	Tire Size:	D3FYJ - LT261/75R-16E OWL A-S
Drivetrain Code:	D	Traction Control:	* - [N/A]
Front Seat:	TD - SEAT-CAPTAIN CHAIR-DRVPASS Wheel Base:		
Fuel Type:	AF - UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: 77W813M777 RB: 2CW813M
 LR: 77W813M777 RL: 2CW813M
 LH: * RH: *
 SPARE: 2CW813M

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	* *
ESP Coverage(Miles):	* Emission Cert Type:	*
ESP Coverage(Times):	* Emission Descr Strict:	*
ESP Plan Year:	* Engine Family:	*
ESP Signature Date:		

1-800-4-A-FORD

Standard Claims List For Model Year 2003

VIN	VEH LINE	MKT DERIV	BODY CAR	VER SERIES	DRIVE TYPE	PLT CD	DR CD	ENG CD	REGS DATE	WARR DATE	SELLING DEALER	SELL CNT	TS	WOC	CPSC_S	PREF BASE	SURF	CCC	CD	DSY (Miles)			
	1F7	DP	TBC	TCD	DE	A1	D06	V06	15-AUG-2002	15-JAN-2003	121680	USA	9	2801	030701	F712	12K073	A	082	42	22078		
AWR Claim Key:		2/2/03	Yr Code:	507	Labor Rate:	2																	
Dir CD-Sub Cd:		02114	Name:		TESTERMAN MOTOR CO		Ph:		615-2724031	St:		TN	City:		USA	Reg Cd:		NA	New Dist:		0211-2003	Doc:	2-0102401
Tech Comment:		MY TIME NO LABOR OPA, NO.																					

FORD-044 07008

Dealer Information

FCSD Region **Sales Region** **Sales Zone** **Market** **PSA Code** **Sales Code**
 21-ATLANTA 21-ATLANTA G 02 05854 F21778

Dealer Name: MORRISTOWN FORD, INC.
Dealer Address: 1112 WEST MORRIS BLVD
 MORRISTOWN TN 37813
Dealer Main Phone: 423-585-5520

Dealer Service Phone: 423-585-5520

Position	Employee Name
DEALERPARTNER	DON WATSON
PARTS MANAGER	DWANE SHRYVER
SALES MANAGER	LARRY BROOKS
SALES MANAGER	BRETT D NICLEY
SALES MANAGER	MARK LADY
SALES MANAGER	WILLIAM C GRIFFIN
SALES MANAGER	RONNIE LLOY
SERVICE MANAGER	MARK A ELLISON
SERVICE MANAGER	MARK D FULLINGTON

Service Hours 7:30 - 5:30 M-F FAX# 423 585 6620

Directions

Trained Y

Additional Information GEN SALES MGR. BRETT NICELY USED CAR MGR. EARL ROBINSON

F21778-014 START

CSCN130

NOTIFICATION RECEIPT HISTORY

12/02/03 10:32:02

==>

ENTER CAMPAIGN NBR ==> 03B03

VIN ==> 1FTSW31F13B

DEFECT : ADJ. PEDAL

BODY STYLE DESC: F-350 CREW CAB 4X4

RESP DEALER : 147553

BEGINNING MAILED DATE: 03-04-10 YY-MM-DD

RELEASE DESC : NEW ISSUE TOTAL

ENDING MAILED DATE : 03-05-02 YY-MM-DD

CAMPAIGN DIV : 6

FLEET CODE:

FLEET MGMT LOC CODE:

LAST NAME

INITIALS:

STREET ADDR1

ADDR2

ST/PRV: TN

CITY : ROGERVILLE

CTRY:

ZIP/POSTAL CODE:

N-A SOURCE: N N-A EPF DATE: 03-01-15 YY-MM-DD

RESP DEALER :

BEGINNING MAILED DATE:

YY-MM-DD

RELEASE DESC :

ENDING MAILED DATE :

YY-MM-DD

CAMPAIGN DIV :

FLEET CODE:

FLEET MGMT LOC CODE:

LAST NAME :

INITIALS:

STREET ADDR1 :

ADDR2 :

ST/PRV:

CITY :

CTRY:

ZIP/POSTAL CODE:

N-A SOURCE:

N-A EPF DATE:

YY-MM-DD

F1-INQUIRY F3-EXIT

F4-QUIT

F5-G150

F7-FIRST PAGE

F8-NEXT PAGE

F9-G140

LPREL46

1048-LAST PAGE

From: dcp@ford.com
 Sent: Wednesday, November 26, 2003 4:44 PM
 To: fordca@ford.com
 Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: Ken Wilson Ford
Requesting Dealer: Morristown Ford Inc
Contact Person: Mark Fullington
Telephone: 423-586-5520
Email Address: markf@morristownford.net
PA Code: 05684
Region: 21
City: Morristown
State: TN
Fax Number: 423-318-0202
WSD: 01-15-2003
Vehicle Year: 2003
Vehicle Model: F350 Super Duty
Vehicle VIN: 1ftsw31f13e [REDACTED]
Mileage: 28563
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Rogersville
State: TN
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 21
Incident Involves: Accident
Date of Incident: 11-24-2003
County in which incident occurred: Hawkins
Is Alleging Defect: Y
Alleging defect detail: Customer States: Open recall on this veh for this concern. When making a turn there was no response from accelerator. While pumping pedal it then responded at wide open throttle. Veh went off road and hit a barbed wire fence.
Police Report Filed: Y
Police Report detail: Hawkins County, TN
Insurance Company Contacted: N
Insurance Company Contact Information: Westfield Insurance Agent: Price and Ramey Insurance Co. Producer: Keith Sims Phone: 423-345-2811
Coach Builder State: AK
Resolution Sought Detail: Customer owns a construction Company and seeks to have vehicle repaired using genuine Ford parts and also to have a loaner until repairs are completed.
Comments: Customer stated that veh had been exhibiting concern for several weeks intermittently. Took veh to closest dealer (Testerman Motor Company, Rogersville, TN) 2 weeks ago, who order part. Customer returned 11-24-2003 (before accident) to have veh repaired but dealer had ordered wrong part. Customer stated that he was not advised not to drive vehicle nor did he receive any notification of recall from Ford Motor Co. or selling dealer. Veh was towed to our dealership by customer today (11-25-03).

This email was automatically generated. Please do not reply to this email. No one monitors the inbox

12/1/03

FEB3-844 37888

EA04-006

FORD

6/29/2004

APPENDIX E



↑ [REDACTED]
0586700422 SDR

2002

PERO-044 37888



SPCHNAMA

Add Action

07/03/02 14:53:08

VIN: 1ETHX33E22 [REDACTED] Year: 2002 Model: F-SERIES SUPER DUTY
 Name: [REDACTED]
 Trmt: [REDACTED] 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 [REDACTED] 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

SFCHSCNA

Customer List

07/03/02 14:26:56

VIN: _____

CASE: 0586700422

HOME PHONE: _____

LAST NAME: _____

BIP/POSTAL: _____

CTRY: _____

A CUSTOMER NAME/
C City

Address/
St/Prov

Zip/Postal

Address/
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: [REDACTED]
 Address: [REDACTED]
 City: RENO
 Zip/Postal: [REDACTED]

Home Phone: [REDACTED]
 Day Phone: [REDACTED]
 State/Prov: NV
 Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
	1FTWX33F22[REDACTED] ORIGINAL	2002	F-SERIES SUPER DUTY	Individual Rtl Y
	1FTHX26F6V[REDACTED] SUBSEQUENT	1997	F-SERIES	Individual Rtl

F1=Help F2=IssueList F5=AddIssue F7=Prev F8=Next F9=ESP
 F10=HistHistory F11=Menu F12=Return F13=Recall/CNP F14=SpecialCoverage
 NO MORE RECORDS AVAILABLE LPREL3

SFCHDFMA

Dealer Information

07/03/02 14:27:25

DEALER: P72479 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 FRANCI
 Sales Zone: X
 FCSD Region: 10 SDR
 Market: R1
 Market Area: T

A

C POSITION

Employee Name

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 F7-Prev F8-Next F11-Menu F12-Return
 NO MORE RECORDS AVAILABLE

LPRELA3

SFCHADMA

Action Detail

07/03/02 14:27:30

==>

VIN: 1FTWX33F22E Year: 2002 Model: F-SERIES SUPER DUTY

Owner Status: ORIGINAL WSD: 11/05/01

Name: Hm Ph:

Trat: 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: 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=EEP

MORE COMMENTS AVAILABLE

LPRELA3

SFCHADMA

Action Detail

07/03/02 14:27:33

VIN: 1PTWX33F22E Year: 2002 Model: F-SERIES SUPER DUTY
 Owner Status: ORIGINAL WSD: 11/05/01
 Name: Hm Ph: [REDACTED]
 Trnt: 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: 0 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 COST 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

SFCHADMA

Action Detail

07/03/02 14:27:34

==>

VIN: 1FTWK33F22E Year: 2002 Model: F-SERIES SUPER DUTY
 Owner Status: ORIGINAL WSD: 11/05/01
 Name: Hm Ph: [REDACTED]
 Trmt: Case: 586700422 Day Ph: [REDACTED]
 Symptom Desc: SERVICE BRAKE PULL LEFT
 Reason Desc: LEGAL - ACCIDENT / FIRE
 Dealer: FALLOW FORD-MERCURY
 Issue Type: 07 LEGAL Issue Status: 0 OPEN
 Comm Type: PH PHONE Odometer Reading: 16000 MI
 Analyst: APATEL ANILSAB PATEL Document Number:
 Action Date: 06/27/02 Action Date: 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

SFCHADWA

Action Detail

07/03/02 14:27:35

==>

VIN: 1FTWX33F228 Year: 2002 Model: F-SERIES SUPER DUTY
 Owner Status: ORIGINAL WED: 11/05/01
 Name: Hm Ph:
 Trmt: 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
 Comn 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 THE
 OTTLE. -THE DOORS LOCK ON THEIR OWN. THE LIGHTS 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

SPCHADMA

Action Detail

07/03/02 14:27:35

==>

VIN: 1PTW333F22E Year: 2002 Model: F-SERIES SUPER DUTY

Owner Status: ORIGINAL WED: 11/05/01

Name: Hm Ph:

Trmt: 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: 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

LPRELA3

SFCHADMA

Action Detail

07/03/02 14:27:37

==>

VIN: 1FTWX33F22E [REDACTED] Year: 2002 Model: F-SERIES SUPER DUTY
Owner Status: ORIGINAL WSD: 11/05/01
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 586700422 Day Ph: [REDACTED]
Symptom Desc: SERVICE BRAKE FULL LEFT
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: FALLON FORD-MERCURY
Issue Type: 07 LEGAL Issue Status: 0 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: 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

SPCHREMA

Recall/OWP Information

07/03/02 14:28:07

-->

VIN: 1FTWX33F22B [REDACTED] Year: 2002 Model: F-SERIES SUPER DUTY
WSD: 11/05/01 Build Date: 10/23/01

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

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

LPRELA31

PHS-044 3701

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 03-JUL-2002

Note: All Costs are in US Dollars

VIN	AWS VL	WBSA VL	MET DR	BODY CAR	VER SERIES	DRIVE TYPE	PLANT CD	TRM CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	REG. CMT	TS	QTY	WCC	PRY	BASE	BUFF	VR7	VR9	CCC	CD
1FTWX33F22E	F7	TFT	*	TSD	TCD	TR	A1	TVP	TDS	25-10-01	05-11-01	172495	USA	3	Q21	GRZ	113Z	1851189	BAA	308	V05	S25	41
AWS Claim Key:		22252	Doc #:	1046137	Tax Code:	2	Labor Hrs:	1.3	Labor Cost:	83.72	Material Cost:	64.33	Total Cost:	147.25									
Dr-Cl-Sub Ctr:		9775E*	Name:	FALCON FORD-MERCURY	Pl:	775-022171	St:	NV	City:	USA	Reg Ctr:	NA	Expn Dates:	MAY-2002									
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.																					
1FTWX33F22E	F7	TFT	*	TSD	TCD	TR	A1	TVP	TDS	25-10-01	05-11-01	172495	USA	4	Q25	SVR	*	NYF	*	S10	V21	E13	E2
AWS Claim Key:		126293	Doc #:	105756A	Tax Code:	3	Labor Hrs:	1	Labor Cost:	65.94	Material Cost:	0	Total Cost:	65.94									
Dr-Cl-Sub Ctr:		9775E*	Name:	FALCON FORD-MERCURY	Pl:	775-022171	St:	NV	City:	USA	Reg Ctr:	NA	Expn Dates:	MAY-2002									
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 PAID NO PROBLEM FOUND. OK AT THIS TIME.																					

Any comments? You can contact



webmaster

PRO-014 57002

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. Thank!

VIN: 1FTWX33F22E Year: 2002 Model: F-SERIES SUPER DUTY
Owner Status: ORIGINAL WSD: 11/05/01
Name: Hm Ph:
Tmt: Case: 589700422 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: 10000 MI
Analyst: APATEL ANSAH PATEL Document Number:
Action Date: 08/27/02 Action Date: 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 80 FEET. -CUST'S VEH GOT INVOLVED IN AN

Thank!
-Leah

2003

1617571422 SOUTHWEST

PROD-944 37904

All Action Details for Issue

Print

VIN: 1FMDU43512F [REDACTED] Year: 2002 Model: EXCURSION Case: 1817571422
 Name: [REDACTED] Owner Status: Original WBD: 2002-02-16
 Symptoms 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: 04645 GILLESPIE FORD Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 21251 MI Comm Type: MAIL
 Analyst Name: LEICH, CHERIE Analyst: GLEICH
 Action Date: 06/16/2003 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: 04645 GILLESPIE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 21251 MI Comm Type: PHONE
 Analyst Name: PAWELEK, MAUREEN Analyst: MPAWELEK (M.L.)
 Action Date: 06/20/2003 Action Time: 15.34.22.654 Action Data: Yes

Comments: ACKNOWLEDGED RECEIPT OF ATTORNEY LETTER.

Data Element Name	Data Value
CONTACT PERSON	ASSISTANT

Action: INFORMATION CALL/FAX WITH DEALER
 Dealer: 04645 GILLESPIE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 21251 MI Comm Type: PHONE
 Analyst Name: PAWELEK, MAUREEN Analyst: MPAWELEK (M.L.)
 Action Date: 07/10/2003 Action Time: 16.14.07.317 Action Data: No

Comments: LEFT MESSAGE FOR SERVICE MANAGER GREG DUPPSTADT.

FORD-014 57888

Action: FINAL CASE DISPOSITION

Dealer: 04646 GILLESPIE FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 21281 MI

Comma Type: MAL

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

Analyst: MPAWELEK

Action Date: 07/11/2003

Action Time:
16.00.00.704

Action Desc: No

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

FEB-04 5:00

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CHG	STATUS
23	07/11	16:29	912187379388	EC-S	00:27	002	011 OK

Fax Cover Sheet

TO: Paul Torres
COMPANY:
PHONE:
FAX: (210) 787-9356

FROM: Maureen Pawelek-Murray
COMPANY: Ford Motor Company, Consumer Affairs Office
PHONE: (318) 845-3477
FAX: (318) 845-8668

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: 1FMSU43F12E [REDACTED]

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

SAUL A. TORRES
ATTORNEY AT LAW

June 11, 2003

MAURKEN 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:
Via: 1FMSU43F12E [REDACTED]

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	Date of Loss:	
Day:	[REDACTED]	Type of Loss:	
Business:	[REDACTED]	Point of Impact:	19. All Over
Inspect:	CALIBER - BLANCO	Business:	(210)344-3473
Location:	4906 Blanco Rd.		
	SAN ANTONIO, TX 78212		

Insurance Company: Days to Repair

2002 FORD EXCURSION 4X4 LIMITED 8-7.3L-7D 4D UTV GREEN Int:
VIN: 1FMSU43P12 [REDACTED] Id: [REDACTED] TX Reg 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	
M 3*	Rpr	Bumper w/EDGESENS 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 moldg Arizona beige				0.2	

2 of 4



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:

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 Outer 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 P	
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	65.00 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	40.00		
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 Jamb, Opening, Entry				0.5
39#	Refn	Tint Color for Match				0.5
40#	Refn	Dual 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 : **BRACKET'S 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 DR2MG00 Database Data 5/2003 and the parts selected are OEM-parts manufactured by the vehicle's 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 NE or Equal Mfgl Parts. Used parts are described as UJQ, Qual Recy Parts, RCV, or USRD. Reconditioned parts are described as Recon. Recored parts are described as Recore. NACS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (\$) icons indicate manual entries.

Pathways - A product of CCC Information Services Inc.

Standard Claims List For Model Year 2002

VIN	VEH LIN	DRY DRYV	BODY CAB	VEH SERIES	DRIVE TYPE	FLY CD	TR CD	ENG CD	PRD DATE	WARR DATE	SELLING DEALER	SELL CNT	TR	WCC	CPSC_6	PREP BASE	SLIP	CCC CD	LAST (Date)
1FMSU43F12E	TL1	TF	2WD	2SD	TR	A1	T08	T08	25-JAN-2002	18-FEB-2002	15287	USA	4	7706	0146X	1700		W16 42	3291
AWE Claim Key: 157247 Vtr Code: 1 Labor Hour: 4																			
Dr. Ct-Sub Ct: 04545-P Name: GILLESPIE FORD Pk: 210-5091000 St TX City Ct: USA Reg Ct: NA Exp: 18-MAY-2002 Doc: 8-00549651																			
Cust Comments: CUST STATES WINDSHIELD WASHERS DO NOT WORK																			
Tech Comments: WASHING HOSE KNOB AND WASHING HOSE																			
1FMSU43F12E	TL1	TF	2WD	2SD	TR	A1	T08	T08	25-JAN-2002	18-FEB-2002	15287	USA	4	5906	1100H	300		W16 07	3291
AWE Claim Key: 157247 Vtr Code: 1 Labor Hour: 3																			
Dr. Ct-Sub Ct: 04545-P Name: GILLESPIE FORD Pk: 210-5091000 St TX City Ct: USA Reg Ct: NA Exp: 18-MAY-2002 Doc: 8-00549651																			
Cust Comments: CUST STATES VEH PULLS TO THE LEFT AT LOW SPEEDS																			
Tech Comments: STEERING WASH POLY CENTER ALIGN SYSTEMS WASH																			
1FMSU43F12E	TL1	TF	2WD	2SD	TR	A1	T08	T08	25-JAN-2002	18-FEB-2002	15287	USA	4	5914	0600Z	28120		W16 42	3291
AWE Claim Key: 157247 Vtr Code: 1 Labor Hour: 3																			
Dr. Ct-Sub Ct: 04545-P Name: GILLESPIE FORD Pk: 210-5091000 St TX City Ct: USA Reg Ct: NA Exp: 18-MAY-2002 Doc: 8-00549651																			
Cust Comments: CUST STATES BRAKE PUMP NOISE AT DRIVER FRONT FLOOR BOARD WHEN DRIVING SLOW AND COMING TO A STOP																			
Tech Comments: FRONT CALIPER REPLACED CALIPER PINS COATED TO ENL PER SLEEVES AND ROAD TEST.																			
1FMSU43F12E	TL1	TF	2WD	2SD	TR	A1	T08	T08	25-JAN-2002	18-FEB-2002	15287	USA	4	7609	15910	1806		A07 42	3291
AWE Claim Key: 157247 Vtr Code: 1 Labor Hour: 0																			
Dr. Ct-Sub Ct: 04545-P Name: GILLESPIE FORD Pk: 210-5091000 St TX City Ct: USA Reg Ct: NA Exp: 18-MAY-2002 Doc: 8-00549651																			
Cust Comments: CUST STATES BRAKE HUMMING NOISE AT TIMES COMING FROM REAR HAS TO TURN OFF AND TURN BACK ON IN ORDER FOR NOISE TO GO AWAY																			
Tech Comments: INTERNAL PROBLEM WITH REAR BLEEDER TO HIGH TO REPLACE REAR																			
1FMSU43F12E	TL1	TF	2WD	2SD	TR	A1	T08	T08	25-JAN-2002	18-FEB-2002	15287	USA	4	496	1401H	18015		A07 42	308
AWE Claim Key: 200245 Vtr Code: 3 Labor Hour: 0																			
Dr. Ct-Sub Ct: 67706-P Name: VENTRON AFTERMARKET-U.S. Pk: 0,0 St MI City Ct: USA Reg Ct: NA Exp: 18-MAY-2002 Doc: 8-04430058																			
Tech Comments: ASK DEALERSHIP DEALERS FOR CODE BOOK																			

PROD-044 878218

CLAIM ID	TLI	TF	TWD	TSD	TR	AI	TDR	TDS	25-JAN-2002	15-FEB-2002	152057	USA	6	ST01 001001	2C32 9F06	DA	E29	42	7103	
AWR Claim Key:	250077	Tr Code:	1	Label Key:	13															
Dr-Cd-Sub Cd:	04545-A	Name:	OLLESPER FORD			Ph:	210-3091000		St:	TX	City Cd:	USA	Reg Cd:	NA	Reg Date:	2002-08-14	Doc:	R01C20851		
Clm Comment:	CUS STATES CHECK LIGHT IS ON AND VIBES OUT COMING TO A SLOW STOP SEE DRVE																			
Tech Comment:	ACCELERATOR PEDAL PERFORMED W/TH DIAGNOSIS, DCL REPLACED ACCELERATOR PEDAL.																			
CLAIM ID	TLI	TF	TWD	TSD	TR	AI	TDR	TDS	25-JAN-2002	15-FEB-2002	152057	USA	7	SE01 040002	ALBA1	*	N25	EP	7747	
AWR Claim Key:	250759	Tr Code:	1	Label Key:	23															
Dr-Cd-Sub Cd:	04545-A	Name:	OLLESPER FORD			Ph:	210-3091000		St:	TX	City Cd:	USA	Reg Cd:	NA	Reg Date:	2002-08-14	Doc:	R01C37031		
Clm Comment:	CUS STATES CHECK VIBRATION AT 45 MPH SEE HOLLAD																			
Tech Comment:	THROTTLE OUT OF BALANCE PERFORMED W/TH DIAGNOSIS, BALANCED & REPERVED ALL 4																			
CLAIM ID	TLI	TF	TWD	TSD	TR	AI	TDR	TDS	25-JAN-2002	15-FEB-2002	152057	USA	7	SE05 040001	FRONT	*	E26	WE	7747	
AWR Claim Key:	250760	Tr Code:	1	Label Key:	23															
Dr-Cd-Sub Cd:	04545-A	Name:	OLLESPER FORD			Ph:	210-3091000		St:	TX	City Cd:	USA	Reg Cd:	NA	Reg Date:	2002-08-14	Doc:	R01C37032		
Clm Comment:	CUS STATES CHECK STEERING WHEEL OFF CENTER SEE HOLLAD																			
Tech Comment:	STEERING OUT OF ADJUSTMENT PERFORMED DIAGNOSIS, ADJUSTED CASTER & SET TOR																			
CLAIM ID	TLI	TF	TWD	TSD	TR	AI	TDR	TDS	25-JAN-2002	15-FEB-2002	152057	USA	7	SV14 000001	SE126	*	NE8	42	7747	
AWR Claim Key:	250881	Tr Code:	1	Label Key:																
Dr-Cd-Sub Cd:	04545-A	Name:	OLLESPER FORD			Ph:	210-0997009		St:	TX	City Cd:	USA	Reg Cd:	NA	Reg Date:	2002-08-26	Doc:	R01C37033		
Clm Comment:	CUS STATES CHECK POPPING NOISE ON LEFT FRONT WHEEL DURING SEE HOLLAD																			
Tech Comment:	FRONT CALIPERS REPLACED FRONT CALIPERS, PERFORMED INSPECTION.																			
CLAIM ID	TLI	TF	TWD	TSD	TR	AI	TDR	TDS	25-JAN-2002	15-FEB-2002	152057	USA	7	3A82 000645	HTY	*	T06	42	7747	
AWR Claim Key:	250882	Tr Code:	1	Label Key:	13															
Dr-Cd-Sub Cd:	04545-A	Name:	OLLESPER FORD			Ph:	210-3091000		St:	TX	City Cd:	USA	Reg Cd:	NA	Reg Date:	2002-08-26	Doc:	R01C37034		
Clm Comment:	CUS STATES THE TRANSMISSION HAS DELAY SEPT SEE HOLLAD																			
Tech Comment:	X-TRONIC TRANSMISSION																			
CLAIM ID	TLI	TF	TWD	TSD	TR	AI	TDR	TDS	25-JAN-2002	15-FEB-2002	152057	USA	7	7NDG 011702	141	*	07	7747		
AWR Claim Key:	250883	Tr Code:	1	Label Key:	2															
Dr-Cd-Sub Cd:	04545-A	Name:	OLLESPER FORD			Ph:	210-3091000		St:	TX	City Cd:	USA	Reg Cd:	NA	Reg Date:	2002-08-26	Doc:	R01C37035		
Clm Comment:	CUS STATES THE SHOCKS AT FRONT STRIKE AT TIMES SEE HOLLAD																			
Tech Comment:	SHOCKS FITTING SHOCKS AT FRONT STRIKE																			

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11A141311210101	TAL1	DF	TWD	TWD	DS	A1	TDS	DS	25-JAN-2002	18-FEB-2002	152057	USA	7	7F02	011601	YF1Z	1732B	AB	W01	43	7747
AWS Claim Key: 250254 Trx Code: 1 Labor Hrs: 2																					
Dr-Cd-Sub-Cd	04545-A		Name: GILLESPIE FORD		Pn: 210-3091000		St: TX		City Cd:		USA Reg Cd:		NA		Rear Date: 08/26-AUG-2002		Doc #:		01-537806		
Cust Comments: CUS STATES CHECK WIPER BLADES OFF CENTER SEE BOLARD																					
Tech Comments: BOTH WIPER BLADES REPLACED BOTH WIPER BLADES																					
11A141311210101	TAL1	DF	TWD	TWD	DS	A1	TDS	DS	25-JAN-2002	18-FEB-2002	152057	USA	7	1D01	020203	F07Z	0730	AA	L65	33	7747
AWS Claim Key: 250253 Trx Code: 1 Labor Hrs: 2																					
Dr-Cd-Sub-Cd	04545-A		Name: GILLESPIE FORD		Pn: 210-3091000		St: TX		City Cd:		USA Reg Cd:		NA		Rear Date: 08/26-AUG-2002		Doc #:		01-537806		
Cust Comments: CUS STATES CHECK FOR OIL LEAK FROM ENGINE SEE BOLARD																					
Tech Comments: LEAK PLUG LEAKING PERFORMED INSPECTION REPLACED OIL PLUG																					
11A141311210101	TAL1	DF	TWD	TWD	DS	A1	TDS	DS	25-JAN-2002	18-FEB-2002	152057	USA	7	6P42	010782	*	152008	*	382	43	7747
AWS Claim Key: 250255 Trx Code: 1 Labor Hrs: 1																					
Dr-Cd-Sub-Cd	04545-A		Name: GILLESPIE FORD		Pn: 210-3091000		St: TX		City Cd:		USA Reg Cd:		NA		Rear Date: 08/26-AUG-2002		Doc #:		01-537806		
Cust Comments: CUS STATES CHECK RIGHT REAR DOOR WEATHER STRIP SEE BOLARD																					
Tech Comments: WEATHER STRIPPING REMOVED TO REPLACE ALL 4 WEATHER STRIPPING																					
11A141311210101	TAL1	DF	TWD	TWD	DS	A1	TDS	DS	25-JAN-2002	18-FEB-2002	152057	USA	7	8D07	011083	2C7Z	7866001	AAA	E52	42	7747
AWS Claim Key: 250257 Trx Code: 1 Labor Hrs: 3																					
Dr-Cd-Sub-Cd	04545-A		Name: GILLESPIE FORD		Pn: 210-3091000		St: TX		City Cd:		USA Reg Cd:		NA		Rear Date: 08/26-AUG-2002		Doc #:		01-537806		
Cust Comments: CUS STATES LEFT REAR SEAT CUSHION HAS A TEAR ON IT SEE BOLARD																					
Tech Comments: REAR SEAT BUN TEAR REPLACED REAR SEAT CUSHION																					
11A141311210101	TAL1	DF	TWD	TWD	DS	A1	TDS	DS	25-JAN-2002	18-FEB-2002	152057	USA	7	6C85	018895	*	1551916	*	873	42	7747
AWS Claim Key: 250251 Trx Code: 1 Labor Hrs: 2																					
Dr-Cd-Sub-Cd	04545-A		Name: GILLESPIE FORD		Pn: 210-3091000		St: TX		City Cd:		USA Reg Cd:		NA		Rear Date: 08/26-AUG-2002		Doc #:		01-537806		
Cust Comments: CUS STATES HEADLINE LEFT HIGH COMING LOOSE SEE BOLARD																					
Tech Comments: HEADLINE LOOSE AND HEADLINE TO ADD PADDING & RESECURE																					
11A141311210101	TAL1	DF	TWD	TWD	DS	A1	TDS	DS	25-JAN-2002	18-FEB-2002	152057	USA	7	7H01	128381	*	19709	*	C02	42	7747
AWS Claim Key: 250252 Trx Code: 1 Labor Hrs: 3																					
Dr-Cd-Sub-Cd	04545-A		Name: GILLESPIE FORD		Pn: 210-3091000		St: TX		City Cd:		USA Reg Cd:		NA		Rear Date: 08/26-AUG-2002		Doc #:		01-537806		
Cust Comments: CUS STATES A/C IS NOT COOLING GOOD SEE BOLARD																					
Tech Comments: RECHARGE A/C RECHARGED A/C																					

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CLAIM ID	DLI	TF	TWD	TSD	TR	AI	TD8	TD8	25-JAN-2002	18-FEB-2002	152057	USA	7	GM7 01803	2C7Z 786601	AAA	882	DA	8123	
AWB Claim Key:	250202	Trx Code:	1	Labour Hrs:	1															
Dir Cl-Sub Cl:	04545-A	Name:	GILLESPIE FORD	Ph:	210-3891000	St:	TX	City:	City Cl:	USA Reg Cl:	NA	Reg:	2002	Model:	2002	Doc:	804634451			
Com Comments:	CUS STATES REAR SEAT HAS A LEAK SEE BOLAND USE SPO2229809																			
Tech Comments:	REAR SEAT WAS REAR REPLACED REAR SEAT.																			
CLAIM ID	DLI	TF	TWD	TSD	TR <th>AI</th> <th>TD8</th> <th>TD8</th> <th>25-JAN-2002</th> <th>18-FEB-2002</th> <th>152057</th> <th>USA</th> <th>7</th> <th>5001 118001</th> <th>YC3E 3304</th> <th>ARRM</th> <th>YSB</th> <th>43</th> <th>8133</th>	AI	TD8	TD8	25-JAN-2002	18-FEB-2002	152057	USA	7	5001 118001	YC3E 3304	ARRM	YSB	43	8133	
AWB Claim Key:	250202	Trx Code:	1	Labour Hrs:	1X															
Dir Cl-Sub Cl:	04545-A	Name:	GILLESPIE FORD	Ph:	210-3891000	St:	TX	City:	City Cl:	USA Reg Cl:	NA	Reg:	2002	Model:	2002	Doc:	804634453			
Com Comments:	CUS STATES HEARING A NOISE IN STEERING SEE BOLAND																			
Tech Comments:	STEERING GEAR REPLACED STEERING GEAR & HYDRA BOOST LEAK																			
CLAIM ID	DLI	TF	TWD	TSD	TR <th>AI</th> <th>TD8</th> <th>TD8</th> <th>25-JAN-2002</th> <th>18-FEB-2002</th> <th>152057</th> <th>USA</th> <th>7</th> <th>5002 04002 *</th> <th>5360 *</th> <th>NS1</th> <th>33</th> <th>8133</th>	AI	TD8	TD8	25-JAN-2002	18-FEB-2002	152057	USA	7	5002 04002 *	5360 *	NS1	33	8133		
AWB Claim Key:	250202	Trx Code:	1	Labour Hrs:	2															
Dir Cl-Sub Cl:	04545-A	Name:	GILLESPIE FORD	Ph:	210-3891000	St:	TX	City:	City Cl:	USA Reg Cl:	NA	Reg:	2002	Model:	2002	Doc:	804634454			
Com Comments:	CUS STATES REAR AXLE IS MISALON ALSO NOISE WHEN BRAKING SEE DAVIS																			
Tech Comments:	REAR SUSPENSION COMPONENTS PERFORMED DIAGNOSIS, CHECKED & TIGHTENED ALL REAR SUSPENSION.																			
CLAIM ID	DLI	TF	TWD	TSD	TR <th>AI</th> <th>TD8</th> <th>TD8</th> <th>25-JAN-2002</th> <th>18-FEB-2002</th> <th>152057</th> <th>USA</th> <th>8</th> <th>7481 15006 *</th> <th>19C15 *</th> <th>A07</th> <th>42</th> <th>8133</th>	AI	TD8	TD8	25-JAN-2002	18-FEB-2002	152057	USA	8	7481 15006 *	19C15 *	A07	42	8133		
AWB Claim Key:	250202	Trx Code:	2	Labour Hrs:	0															
Dir Cl-Sub Cl:	07791-A	Name:	VICTORIN AFTERMARKET-U.S.	Ph:	**	St:	MI	City:	City Cl:	USA Reg Cl:	NA	Reg:	2002	Model:	2002	Doc:	804633989			
Com Comments:	REQUESTING DEALER'S WA CODES ONES																			
CLAIM ID	DLI	TF	TWD	TSD	TR <th>AI</th> <th>TD8</th> <th>TD8</th> <th>25-JAN-2002</th> <th>18-FEB-2002</th> <th>152057</th> <th>USA</th> <th>9</th> <th>6793 008001 *</th> <th>MAINT *</th> <th>A5*</th> <th>82</th> <th>10002</th>	AI	TD8	TD8	25-JAN-2002	18-FEB-2002	152057	USA	9	6793 008001 *	MAINT *	A5*	82	10002		
AWB Claim Key:	250202	Trx Code:	07158	Labour Hrs:	3															
Dir Cl-Sub Cl:	04545-A	Name:	GILLESPIE FORD	Ph:	210-3891000	St:	TX	City:	City Cl:	USA Reg Cl:	NA	Reg:	2002	Model:	2002	Doc:	802139101			
Com Comments:	PERSON DOCUMENT																			
Tech Comments:	3X OIL & FILTER CHANGE FOR DIESEL																			
CLAIM ID	DLI	TF	TWD	TSD	TR <th>AI</th> <th>TD8</th> <th>TD8</th> <th>25-JAN-2002</th> <th>18-FEB-2002</th> <th>152057</th> <th>USA</th> <th>9</th> <th>5002 049103</th> <th>FZTZ 38448</th> <th>A</th> <th>T26</th> <th>W6</th> <th>10002</th>	AI	TD8	TD8	25-JAN-2002	18-FEB-2002	152057	USA	9	5002 049103	FZTZ 38448	A	T26	W6	10002	
AWB Claim Key:	250202	Trx Code:	1	Labour Hrs:	23															
Dir Cl-Sub Cl:	04545-A	Name:	GILLESPIE FORD	Ph:	210-3891000	St:	TX	City:	City Cl:	USA Reg Cl:	NA	Reg:	2002	Model:	2002	Doc:	802139151			
Com Comments:	CUS STATES VIB FULLY TO THE RIGHT																			
Tech Comments:	ALIGNMENT PERFORMED W/CHANGED ALIGNMENT, AIR CASTER, CASTER & TOP ONE SIDE																			
CLAIM ID	DLI	TF	TWD	TSD	TR <th>AI</th> <th>TD8</th> <th>TD8</th> <th>25-JAN-2002</th> <th>18-FEB-2002</th> <th>152057</th> <th>USA</th> <th>9</th> <th>5K01 040401 *</th> <th>1007 *</th> <th>NQ3</th> <th>D9</th> <th>10002</th>	AI	TD8	TD8	25-JAN-2002	18-FEB-2002	152057	USA	9	5K01 040401 *	1007 *	NQ3	D9	10002		

FORD-044 37818

AWR Claim Key:	23428	Trk Code:	1	Labour Key:	14																	
Dr-Cl-Sub-Cl:	04545	Name:	GILLESPIE FORD	Ph:	210-5991000	St:	TX	City:	City	USA Reg. Cl:	NA	Year:	2002	Model:	2002-DEC	Doc:	042139132					
Com Comments:	CIS STATES VEH HAS A VIBRATION AT 60 MPH																					
Trk Comments:	THE FORCE VARIATION RESPONDED IS BALANCED ALL FOUR TIRES																					
11 MSU4312L3791	TLS	DP	TWD	TBD	TRE	AI	TDR	TDS	23-JAN-2002	15-FEB-2002	152857	USA	9	GM7	81M03	2C7Z	786604	AAA	S32	43	10002	
AWR Claim Key:	31105	Trk Code:	1	Labour Key:																		
Dr-Cl-Sub-Cl:	04545	Name:	GILLESPIE FORD	Ph:	210-5991000	St:	TX	City:	City	USA Reg. Cl:	NA	Year:	2002	Model:	2002-DEC	Doc:	042139132					
Com Comments:	CIS STATES FRONT 2 SIDE SEAT CUSHION IS ROUN																					
Trk Comments:	DRIVER SIDE SEAT CUSHION REPLACED DRIVER SIDE SEAT CUSHION																					
11 MSU4312L3791	TLS	DP	TWD	TBD	TRE	AI	TDR	TDS	23-JAN-2002	15-FEB-2002	152857	USA	10	7M02	150000	*	M8347	*	A07	43	9135	
AWR Claim Key:	31207	Trk Code:	2	Labour Key:	0																	
Dr-Cl-Sub-Cl:	07701	Name:	VESTRON AFTERMARKET-U.S.	Ph:	0	St:	ME	City:	City	USA Reg. Cl:	NA	Year:	2002	Model:	2002-DEC	Doc:	042000029					
Com Comments:	STOPPED PARTIALLY FOR TIRE DEPT																					
11 MSU4312L3791	TLS	DP	TWD	TBD	TRE	AI	TDR	TDS	23-JAN-2002	15-FEB-2002	152857	USA	12	7M02	150000	*	M8347	*	A07	43	9135	
AWR Claim Key:	07701	Trk Code:	7	Labour Key:	0																	
Dr-Cl-Sub-Cl:	07701	Name:	VESTRON AFTERMARKET-U.S.	Ph:	0	St:	ME	City:	City	USA Reg. Cl:	NA	Year:	2002	Model:	2002-JAN	Doc:	042000029					
Com Comments:	REQUESTING DEALER'S FIX CLERK INFO																					
11 MSU4312L3791	TLS	DP	TWD	TBD	TRE	AI	TDR	TDS	23-JAN-2002	15-FEB-2002	152857	USA	13	JV12	802000	*	1482	*	N07	13	15413	
AWR Claim Key:	31137	Trk Code:	03	Labour Key:	21																	
Dr-Cl-Sub-Cl:	04545	Name:	GILLESPIE FORD	Ph:	210-5991000	St:	TX	City:	City	USA Reg. Cl:	NA	Year:	2002	Model:	2002-FEB	Doc:	042000482					
Com Comments:	CUSTOMER STATES VEHICLE VIBRATES WHEN STOPPING																					
Trk Comments:	FRONT PADS ROTORS CALIPERS RAY FRONT CALIPERS W/DRIVE SHAFTS W/DRIVE SHAFTS INSPECTION																					
11 MSU4312L3791	TLS	DP	TWD	TBD	TRE	AI	TDR	TDS	23-JAN-2002	15-FEB-2002	152857	USA	13	*	*	*	*	*	*	*	*	15413
AWR Claim Key:	31215	Trk Code:	03	Labour Key:	4																	
Dr-Cl-Sub-Cl:	04545	Name:	GILLESPIE FORD	Ph:	210-5991000	St:	TX	City:	City	USA Reg. Cl:	NA	Year:	2002	Model:	2002-FEB	Doc:	042000484					
Com Comments:	2002 ADMIN TRUCK ACCIDENTAL FRONT STRIKE																					
Trk Comments:	RECALL UNDER PERFORMED RECALL INFO																					
11 MSU4312L3791	TLS	DP	TWD	TBD	TRE	AI	TDR	TDS	23-JAN-2002	15-FEB-2002	152857	USA	16	7M72	150000	*	18806	*	A16	43	21254	
AWR Claim Key:	04410	Trk Code:	03	Labour Key:	3																	
Dr-Cl-Sub-Cl:	04410	Name:	NORTSIDE FORD	Ph:	210-5299880	St:	TX	City:	City	USA Reg. Cl:	NA	Year:	2002	Model:	2004-JUN	Doc:	040073303					

SCALE 1/10-2002

Case Comments:	AIS REPAIR CD BY WORK DIRECT
Task Comments:	LED FLAYER WILL NOT BEND AT TIMES. SUSPECT REPAIR TO REPAIRING SALES TO REPAIR CD FLAYER. REPAIRING REPAIR CD NOTE THE WARNING ON TYPES OF CODE

02015 100-0001

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FMSU43F12[REDACTED]	2002	EXCURSION	INDIVIDUAL RTL	Original Owner	[REDACTED] Warranty History

FORM 0-14 5/2001

ESP Recall Information

VIN: 1FMSU43F12E [REDACTED]

Contract: 1 01

Status: Active

ESP Purchase Details

Purchase: [REDACTED]

Expiration Date: 2007-02-18

Plan Type: USA NEW 6580,000 PREMIUM CARE 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	Start Date	Dealer Code
02L11	L	LUG NUT TORQ		RELEASED FOR MAILING	2002-10-31	F47022
03B03	O	ADJ. PEDAL		COMPLETE	2003-02-28	04545

2012 848-2284