

June 14, 2006

Royal C	Dak, MI	
RE:	2005 Freestar VIN: 2FMZA58255B	
Dear		
involved	we been advised of your pursuit of damages of d. In order to evaluate this matter, we requestion by completing and returning this form:	lue to an accident in which your vehicle was est that you provide us with all the following
1.	Please provide a copy of each of the following of that each item is attached.	ocuments and check the box indicating
	<ul> <li>Medical records for each person alleged injured</li> <li>Medical bills for each person alleged injured</li> <li>Repair estimate, repair order or total loss work</li> </ul>	from all treating physicians/facilities.
2.	For each person alleged injured provide the follocontinue on back.)	owing: (If there are additional names
	Name:	Name:
	Address:	Address:
	Spouse's Name:	Spouse's Name:
	Occupation:	Occupation:
	Injury:Injury:_	
3.	Please specify what you believe is defective, if a	nything, with your vehicle.
4.	Has the alleged defective vehicle/part been rep	aired or replaced? Yes No
5.	Please provide the current location of the vehicly your insurance company to provide this information.	e (you may need to contact tion).

What are you seeking from Ford Motor Company in this matter?
/

Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until <u>all</u> the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 60 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Should you decide to pursue a claim against Ford Motor Company, please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial.

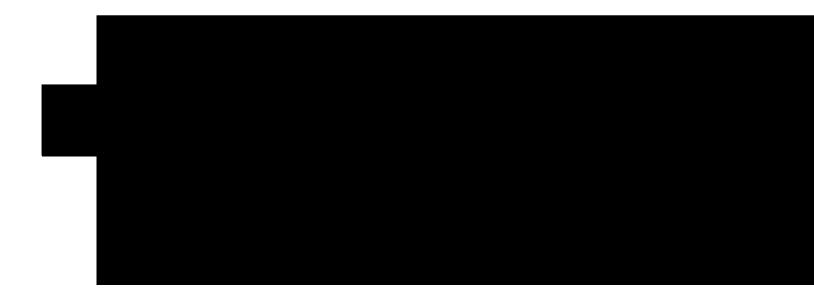
If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Respectfully yours,

Lourdes Fonseca-Nearon Consumer Affairs Page 1 of 1

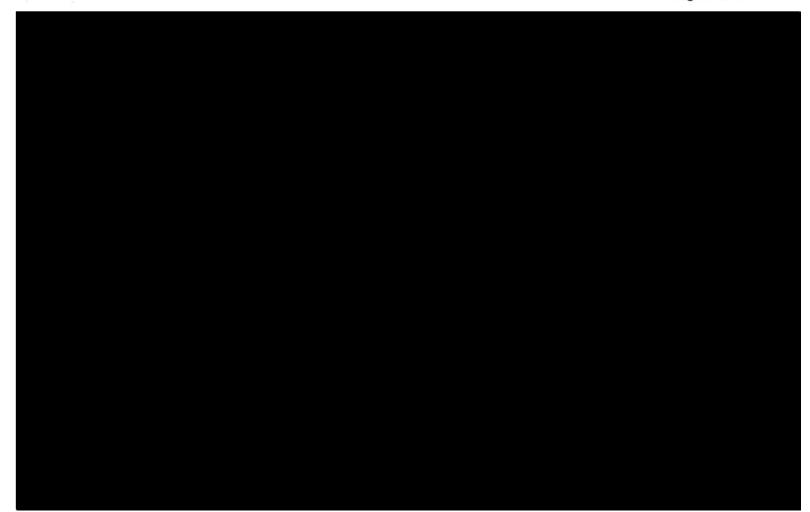
4 2(3, year) where

### **Customer Info**



Update This Information In Stars





OASIS RESULT: 2FMZA58255B

06/14/2006 09:07:44

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### VEHICLE INFORMATION

VEHICLE DESCRIPTION

**BODY STYLE** 

**ENGINE** 

2005 FREESTAR

SEL LIMITED WAGON

4.2L EFI

TRANSMISSION AX4N/4F50N 4 SPD **AXLE CODE** 24

**ENGINE CALIBRATION** 

5A41RA0A



### 🌄 GENERAL WARRANTY INFORMATION

WARRANTY START DATE

06/30/2005

**BUILD DATE** 06/30/2004

SALE MILEAGE



### ARN MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS: BEFORE REPLACING FS-10 A/C COMPRESSOR (19703), PLEASE SEE TSB 06-04-09



### WARNING MESSAGES

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT



### OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND



### EXTENDED COVERAGES

0701 - USA 2005 NEW 60/60,000 PREMIUMCARE W/ROADSIDE ASSIST

STANDARD DEDUCTIBLE: 100 USD

OWNER NAME:

OPTIONS:

**EXPIRATION DATE:** 06/30/2010

**DISTANCE**: 60,000

RENTAL: 28 UP TO 10 DAYS

TOWING: 0 USD

CONTRACT SOLD BY: USA 05340

ESP CONTRACT START DATE: 06/30/2005

### REPAIR HISTORY

### 06/06/2006

**DEALER:** Royal Oak Ford

**WARRANTY CLAIM NUMBER: 130186** 

ODOMETER: 009604M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC	
		000	06S42B	V		

REPROGRAM MODULE PER RECALL REPROGRAM MODULE PER RECALL NOTE CALLED IN FO R ADDED REPAIR

### 06/06/2006

**DEALER:** Royal Oak Ford

**WARRANTY CLAIM NUMBER: 130186** 

ODOMETER: 009604M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC
4F2Z17406A10CA	LFT ASY LFT/GT	001	40610AT		
4F2Z17406A11CA	LIFT LUGGAGE DOOR	001			

APPROVAL AMOUNT 85.02 TOTAL W-PARTS & LABOR NEW APPROVAL CODE WBBCS CHANGED ON 6.8.06-ANGEL- LABOR .2 REMOVE BOTH STRUTS FOR LIFT GATE PER AUTHO FROM F ORD TEST CLEARED CODES E 3

### 12/19/2005

**DEALER:** Royal Oak Ford

**WARRANTY CLAIM NUMBER: 122711** 

ODOMETER: 003858M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC
6F2Z 19980B	CONTROL A/C	001	12651D	46	BURNED OUT
		000	12651D2		
		000	MT19980		

### 11/17/2005

**DEALER:** Royal Oak Ford

**WARRANTY CLAIM NUMBER: 121216** 

**ODOMETER: 003330M** 

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC
RECAL	ECC PROCESSOR RECAL	000	12650D	04	SOFTWARE REVISION/FLASH MODULE
		000	12650D84		
		000	12650DX1		

TEST FOR CODES NONE RECAL CC04 TEST EEC SYSTEM AND PERFORM PINPOINT TEST P 1000 REPROGRAM PCM TO LATEST LEVEL AND RETEST ROAD TEST CHECKED NEW CALI 5F2 A DC RETEST OK REMOVE MAF SENSOR AND INSPECT CHECKED OK

Click Here for Full Warranty History

END OF OASIS REPORT FOR 2FMZA58255E

Report Applies to Country Code: USA



New User Guide Dealer Email

Portal: Communities

Page 1 of 3

Log Out

ID & Password Help/Contact Us

Welcome, George Brostenianc Search + Entire Site Thursday, June 08, 2006 More Search Options FCSD Markets Ford Credit Region Branch **Ford Markets** Brand Ford Great Lakes - Detroit Great Lakes Great Lakes Great Lakes-FCNA Detroit North Parts & Service Ford Stock: 6.66 -0.13 Finance. Sales Message Center Forms Parts & Service UPS Tracking Forms Awards & Recognitions Reference Numi Dealer Request For Consumer Affairs Review - All Markets **Body Shop** Destination Zip Communications IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZEDI Customer Track Shipn Dealer Request For Consumer Affairs Review Satisfaction \*\*\*Note: this form is for RETAIL vehicles ONLY\*\*\* Extended \*\*\*\*Fleet vehicles need to be referred to the North American Fleet Service Plan Service Office @ 800-343-5338\*\*\*\* Marketing & Advertising Pursuant to the W&P Manual, the Service manager is required to complete a Dealer Request for Consumer Affairs Review form if he/she suspects Parts legal action such as, alleged accidents or fires, may be taken. This form Department includes customer and vehicle information as well as a description of the Tools customer's allegations. Parts Ordering \*\*\*Note: All fields are required and must be filled in accordingly before & Receiving submitting this form\*\*\* **Parts Product** \*\*\*NOTE: You also have the option of printing this form and then faxing Line Information the fully completed form to 313-845-5668 or 313-845-5555\*\*\* Parts DETAILS OF INCIDENT: Wholesaling ROYAL OAK FORD Dealership Name: Service Tools ROYAL OAK FORD Requesting Dealer: **Technical Tools** GEORGE BROSTENIAN Contact Persons Training & 248-544-6501 Phone Number: Certification Email Address: Warranty Administration P& A Coder 05340 & Parts Returns Region: GREATLAKES-FCNA City: ROYAL OAK MI - Michigan State: 248-544-6583 Pax Number: CUSTOMER/VEHICLE INFORMATION: WSD 06/30/05 2005 Vahicle Year: Vehicle Model: FREESTAR 2FMZA58255BA Vehicle VIN: 9,604 Mileage: **Customer Name:** ARTHUR MASSUCCI

Portal: Communities

words and refresh and consideration and the		
Street Address:		
City: ROYAL OAK	negative and the second	
State: MI - Michigan	2.75%	
Zip Code:		
Home Phone:		
Work Phone:	de State of State	
Region: 48 - Detroit	MARCICES PROPERTY AND	
DEALER INFORMATION:  ***Note: DO NOT PUT THE VEHICLE	IN STORAGE WITHOUT THE	
APPROVAL O ***THE LITIGATION PREVENT ***NOTE: \$END AUTHORIZ. FORDCALP@FORD	F*** TON DEPARTMENT*** ATION REQUEST TO	
Incident Involves:	200	
Accident Fire Injury Medical Atter		
Date of Incident:	5-29-06	
County in which incident occurred:	USA	a the
Is customer alleging a component defect CAUSED the incident:	● Yes ○ No	Broday Car
If yes, what type & details:	06842 POWER	DIO
If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap	LIFTGATE MODULE PROGRAMING	Wet. The
Was a police report filed:	Yes No	VAL
If yes, where		Horaust.
Has the insurance company been contacted:	● Yes →No	Hit Cusc
What did the insurance company advise?		in the
Name and phone number of owner's Insurance company & agent's name:		head.
If the vehicle is a conversion unit, who is the coach builder? City:	NONE	
State:	AK - Alaska	
Zip Code:		
problem with the control of the cont	KTNG!	
RESOLUTION THAT CUSTOMER IS SEE	The state of the s	
going spok to the	MET, POSSIDE	
SOMMENTS: LICAD ACHE	HAS PAIW	
Submit •	₩.	

Portal: Communities

P.03

Page 3 of 3

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### All Action Details for Issue

Print

VIN: 2MRDA232X5E

Year: 2005

Model: MONTEREY

Case: 1509172926

Name:

Owner Status: Subsequent

WSD: 2004-11-03

Symptom Desc: PANELS/UNIBODY ATTACHMENT Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Primary Phone: 601-267-0145

Issue Type: 07 LEGAL

Secondary Phone:

Issue Status: CLOSED

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP

Dealer: 09705 PATRIOT FORD LINCOLN MERCURY

Origin Desc: US CONCERN CASE BASE

Odometer: 52000 MI

Comm Type: PHONE

Analyst Name: CHEESEMAN DOREEN (CDOREEN) Analyst: CDOREEN

Action Date: 10/19/2006

Action Time: 14.23.15.084Action Data: No

Comments CUSTOMER SAID: - THIS HAPPENED SOMETIME - SEPTEMBER -2006 - ----------- CUST STATES PUSH BUTTON TO OPEN LIFTGATE - GETTING STROLLER OUT FOR THE KIDS --- BEFORE IT STOPPED OPENING - IT WENT ALL THE WAY UP THEN FELL STRAIGHT DOWN - ON HER BACK ------ WENT TO DR'S GOT PAIN MEDICINE - SWELLING & BRUISED --- TOLD HER TO STAY HOME & REST - CUST STATES BETTER NOW ------CUST OFF HER FEET FOR ABOUT THREE DAYS - HARD WITH (2) KIDS ------ CUST HAD HEALTH INSURANCE - PAID CO -PAYMENT \$20.00 PLUS MEDICINE - \$30.00 FOR MEDICINE ------ CUST WANTS TO BE REIMBURSED FOR OUT OF POCKET EXPENSES --- TOTAL \$50.00 ------- CUST STATES CALLED DLRSHP - TO GET LIFTGATE REPAIRED - TOLD HER VEH IS OUT OF WARRANTY - WOULD HAVE TO PAY FOR IT - THEN CUST WENT ON INTERNET - SAW THE RECALL------------------- ON INTERNET - TOLD CUST TO CALL THIS PHONE # -SO THAT IS WHAT SHE DID - SM TOLD HER SHE HAD TO PAY FOR IT --- TOLD HER TO COME IN GIVE HER ESTIMATE - THEN WHEN SHE HAS MONEY - WILL DO IT - SCHEDULED TO TAKE IT IN TWO WEEKS AGO - DOESNT HAVE THE MONEY ---- ----- CUST CALLING FORD WANTS FORD TO PAY FOR HER MEDICINE - & CO PAY -DEALER SAID: PATRIOT FORD L/M 710 HIGHWAY 35 SOUTH CARTHAGE, MS 39051TEL: (601) 267-7373FAX; (601) 267-3222CRC ADVISED: THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP, YOU WILL RECEIVE WRITTEN CONTACT WITHIN 10 BUSINESS DAYS.- CRC ADVISED THE ABOVE ------ UPDATED NEW CUST RECORD----- - CRC ADVISED RECALL - 06S24 - FREESTAR/MONTEREY POWER LIFTGATE MODULE REPROGRAMMING----- - CRC OBC SM DAVID CLARK - TELL CUST TO SCHEDULE APPT - DOESNT KNOW ANYTHING ABOUT THIS ------ CRC ADVISED CUST SCHEDULE APPT TO HAVE THE LIFTGATE RECALL PERFORMED AT THE DLRSP -- SHE SAID SHE WOULD -- THANK YOU SO MUCH

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER

Dealer: 09705 PATRIOT FORD LINCOLN MERCURY

Origin Desc: CONSUMER AFFAIRS - LITIGATION

PREVENTION

Odometer: 52000 MI

Comm Type: OUTBOUND

Analyst Name: MICLEA

CUSTOMER MAIL

MARCEL

Analyst: MMICLEA

Action Date: 10/20/2006

Action Time: 11.32.04.970

Action Data: No

Comments ACKNOWLEDGED

Action: CLOSING COMMENTS - AWAITING RECONTACT CUSTOMER/DEALER/REGION

Dealer: 09705 PATRIOT FORD LINCOLN MERCURY

Origin Desc: CONSUMER AFFAIRS - LITIGATION

**PREVENTION** 

Odometer: 52000 MI

Comm Type: OUTBOUND

CUSTOMER MAIL

Analyst Name: MICLEA MARCEL

Analyst: MMICLEA

Action Date: 10/20/2006

Action Time: 11.40.56.297

Action Data: No

Comments VEHICLE INVOLVED IN ACCIDENT IN SEPTEMBER 2006----LIFTGATE FELL ON CUSTOMER'S BACK----

-	- 4	- 1-		01	1	2	0	-
•	CI	റ്റ	ıer	20	)	71	16 1	n

Carthage, MS

RE:

2005 Monterey

VIN: 2MRDA232X5

Dear

We have been advised of your pursuit of damages due to an accident in which your vehicle was involved. In order to evaluate this matter, we request that you provide us with <u>all</u> the following information by completing and returning this form:

- Please provide a copy of each of the following documents and check the box indicating that each item is attached:
- A copy of the police/fire report. If a police/fire report was not made, attach a separate sheet of paper providing a complete description of the incident.
- Medical records for each person alleged injured from all treating physicians/facilities
- Medical bills for each person alleged injured from all treating physicians/facilities.
- Original photographs or laser copies of the vehicle's collision/fire damage from several different angles.
- Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas.
- Repair estimate or repair order

OR

- Total loss worksheet with copies of draft payments
- Complete service history for vehicle including tune ups and oil changes.
- 2. For each person alleged injured provide the following: (If there are additional names back.)

continue on

Name:	Name:	
Address:	Address:	
Spouse's Name:	Spouse's Name:	
DOB:	DOB:	
Soc Security#:	Soc Security#:	
Occupation:	Occupation:	
Injury:	Injury:	

3. Please specify what you believe is defective, if anything, with your vehicle.

Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until <u>all</u> the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 45 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

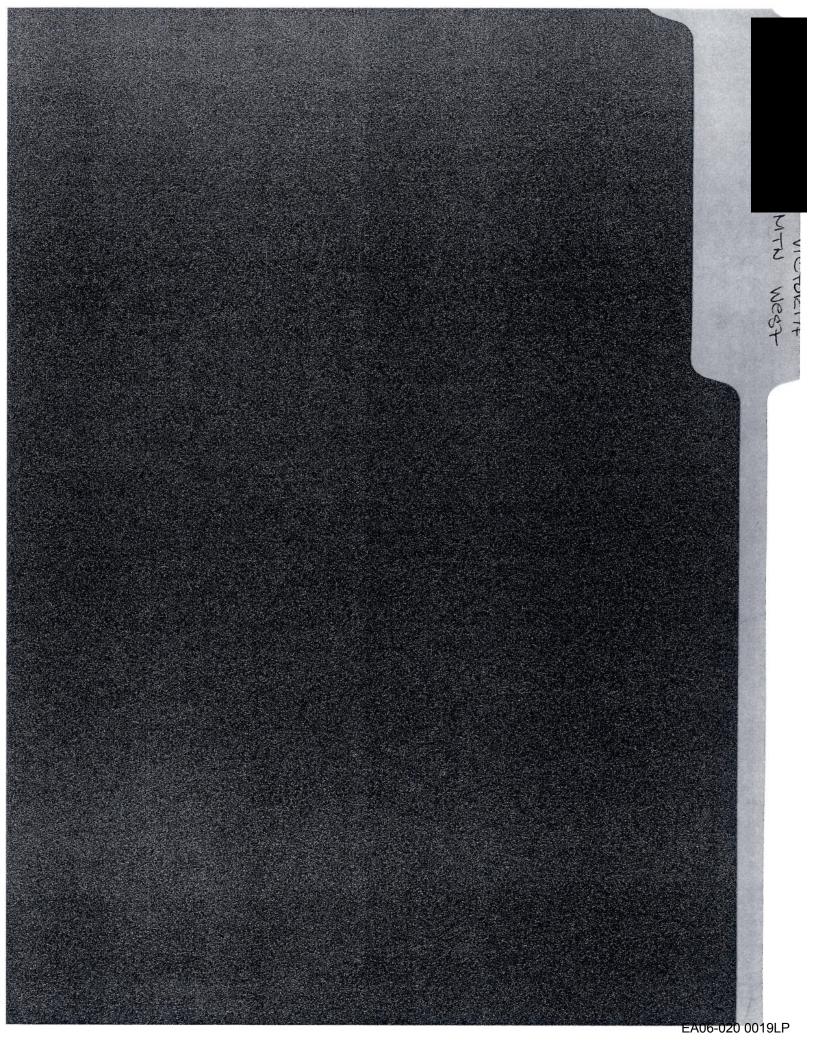
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If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Respectfully yours,

Marcel Miclea Consumer Affairs





### Hill, Wannetta (W.)

From: Clark, Kevin (K.J.)

Sent: Thursday, January 12, 2006 4:23 PM

To: Hill, Wannetta (W.)

Cc: Holland, Shirleen (S.); Nasar, John (H.S.)

Subject: RE:

I was made aware of this customer concern via email on Jan 5, 2005 from John Nassar, FCSD rep at Oakville Assy Plant. He advised me that the concern had been previously discussed with Messrs, Paul Stever, OAP, and Bharat Patel, Critical Concerns Mgr. earler that day.

I was familiar with and investigating a similar report since Oct, 2005.

I discussed next steps with Bharat Patel.

I was to contact the dealer SM, Brian Millhuff, Jan 5, 2005 as requested per the expectations of CQIS #6ADAD290 to confirm the vehicle was available at the dealership.

The recommended repair was to replace the power liftgate "Lift Assys" 4F2Z-17406A10-CA and 4F2Z-17406A11-CA with replacements from existing FCSD inventory. In addition, Oakville Assembly Plant was to supply an updated Electronic Controller Unit, 6F2Z 14B291-CA from plant stock. This part was introduced in production in Dec 2005. Also, I was to request the return of the removed parts to my office in Dearborn as part of a continuing analysis.

John Nassar and I contacted the dealership at about 2:00 PM EST. Mr. Millhuff was not available. We spoke with a service writer familiar with the vehicle and confirmed the vehicle was in fact at the dealership. We discussed our recommendations and provided shipping information for the return of the parts for analyis. He said that Mr. Millhuff was also anxious to discuss the case directly and that he would call back later in the day.

Mr. Millhuff returned my call approx. 3:30 PM EST and we reviewed the vehicle knowns and the recommended action. He confirmed that his technician had diagnosed the faulty Lift Assy as suspected.

I indicated to him that I was only able to speak to the technical nature of concern and repair recommendations and that I did not have a Consumer Affairs contact for the case. (none was provided in the original communication). I indicated to him based on his description that the concern could be readily duplicated and that I didn't see a need to delay the repair for additional contacts once the parts arrived.

I expected the ECU to ship from Oakville, Ontario on Friday, Jan 6th, however, I understand that it did not ship until Jan. 10.

I have not had any further direct contact with the dealer since Jan 5.

From your note, I assume that you have directed the dealer to put the repairs on hold until you provide further authorization. The return of the failed lift assembly is critical to the ongoing root cause investigation of the "Lift Assy" failure.

As a side note. The Freestar/Montery optional power liftgate is not a "hydraulic liftgate". It is mechanically driven by a rod via an electric motor. Two "gas pressurized" struts provide an assist and counterbalance for the weight of the liftgate, similar to a base model manual liftgate. These lifts might be described as "hydraulic". The understanding from the discussion with the dealer, is that one of the "Lifts" became depressurized. In the original cited complaint it stated that "The hydraulics came off" - I don't believe that statement to be accurate.

If I can be of any further assistance regarding the system operation or related questions, please feel free to contact me at your convenience.

### Kevin Clark

Pwr Closures Technical Implementor

Phone: (313) 33-73086 Mobile Phone: 313-805-5907 FAX:(313) 248-9026 E-mail: kclark2@ford.com

----Original Message----

From: Hill, Wannetta (W.)

Sent: Thursday, January 12, 2006 3:24 PM

To: Clark, Kevin (K.J.)

Subject: Victoria Tenney, 558280046

### **Action Requested:**

Please provide an update regarding your involvement in this customer's case. Thank you.

### Background:

The customer contacted the CRC stating the hydraulic liftgate on her 2005 Freestar (2FMZA52205B/ failed and injuried a child that was riding in the vehicle. The vehicle is currently at Brien Motors Inc.-08601. According to the service manager, Brian Millhuff, your office authorized repairs and provided a new strut and an updated controller for the vehicle. In addition, the dealership states that you have requested to have the old parts shipped to your office.

The customer seeks to pursue an injury claim. However, we have requested that you place your repairs on hold until we have enough time to evaluate the claim.

### Wannetta Hill

Litigation Prevention Analyst Phone (313)845-5670; Fax(313)845-5668 e-mail whill2@ford.com

### HP LaserJet 4100 MFP



3138455668 01/12/2006 03:36 PM

### Call Report

Job Date/Time Type Identification Duration Pages Result

01/12 03:35 PM Send 914254389741 01'07 OK



DATE: 1/12/06

> TO: Brian Millhuff

COMPANY: Brien Motors, Inc.

PHONE: 425-743-3421

FAX:

RE:

FROM: Wannetta Hill

COMPANY: Ford Motor Company, Consumer Affairs

> 16800 Executive Plaza Drive Dearborn, MI 48126-4207 Mail Drop 3NE-339

PHONE: (313) 845-5670 FAX:

(313) 845-5668

NUMBER OF PAGES: 3 including cover sheet

Per the customer's request, I have faxed you a is a copy of the injury letter. Please provide her with a copy of this document. In addition, please DO NOT perform any repairs to this vehicle until you hear from our office. I have emailed Kevin Clark to request information regarding his investigation. If you have any questions, I may be reached at the above phone number. Thank you



### Facsimile Cover Sheet

DATE:

1/12/06

TO:

Brian Millhuff

COMPANY:

Brien Motors, Inc.

PHONE:

425-743-3421

FAX:

425-438-9741

RE:

FROM:

Wannetta Hill

COMPANY:

Ford Motor Company, Consumer Affairs

16800 Executive Plaza Drive Dearborn, MI 48126-4207

Mail Drop 3NE-339

PHONE:

(313) 845-5670

FAX:

(313) 845-5668

NUMBER OF PAGES: 3 including cover sheet

COMMENTS: Per the customer's request, I have faxed you a is a copy of the injury letter. Please provide her with a copy of this document. In addition, please DO NOT perform any repairs to this vehicle until you hear from our office. I have emailed Kevin Clark to request information regarding his investigation. If you have any questions, I may be reached at the above phone number. Thank you



Consumer Affairs
January 11, 2006

PO Box 6248, MD 3NE-B Dearborn, MI 48126 USA



We have been advised of your pursuit of damages due to an accident in which your vehicle was involved. In order to evaluate this matter, we request that you provide us with <u>all</u> the following information by completing and returning this form:

- 1. Please provide a copy of each of the following documents and check the box indicating that each item is attached.
  - A copy of the police/fire report. If a police/fire report was not made, attach a separate sheet of paper providing a complete description of the incident.
  - Medical records for each person alleged injured from all treating physicians/facilities
  - Medical bills for each person alleged injured from all treating physicians/facilities.
  - Original photographs or laser copies of the vehicle's collision/fire damage from several different angles.
  - Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas.
  - Repair estimate, repair order or total loss worksheet with copies of draft payments
  - □ Complete service history for vehicle including tune ups and oil changes.
- 2. For each person alleged injured provide the following: (If there are additional names continue on back.)

Name:	Name:
Address:	
Spouse's Name:	
DOB:	DOB:
Soc Security#:	Soc Security#:
Occupation:	Occupation:
Injury:	Injury:

Has the alleged defective vehicle/part been repaired or replaced? Yes No
Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).
Has an insurance company been advised of this incident? Yes No If yes, please provide name, address and phone number of insurance company and adjust name and claim number.
What are you seeking from Ford Motor Company in this matter?

Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until <u>all</u> the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

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Respectfully yours,

Wannetta Hill Consumer Affairs Update dealership information in GOLDD; Update dealer personnel information in STARS.

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code	
MT-MOUNTAIN WEST	74-NORTH WEST	Α	D3	08601	F74527	
Dealer Name:	BRIEN MOTOR	S INC				
Dealer Address:	5200 EVERGRE EVERETT WAS					
Dealer Main Phone:	425-743-3421		L	125- 3/8/	3-9741	

Position	Employee Name
DEALER/PARTNER	CASEY SALZ
DEALER/PARTNER	ROCK PETERSON
PARTS MANAGER	MIKE P DAVIES
SALES MANAGER	JIM YONKER
SALES MANAGER	KEVIN DEAN
SALES MANAGER	LANCE HOLCOMB KAHLOR
SALES MANAGER	RICHARD L DEGROOT
SALES MANAGER	RONALD HENKEN
SALES MANAGER	SAM ORTEGA
SERVICE MANAGER	> BRIAN MILLHUFF > SV &

RO+ 87177 7171 21 326

- 2ND portion of parts - JOHN NASSAR/ Detroit for repairs - Hydraulic Strut Frates would Rrise Kevin Chark Bib6+ 248-767-6945 New Struts à upomers controller Kevin aprises Dir to repair Vehicle Kein REQUEST STRUCK L controller be actorness to this

Click Here To Update Customer Information

Customer:

Address

Country: USA

Cell Phone:

Preferred Contact method:

Preferred Contact Time:

Primary Phone:

WA

WA

Fax:

Email:

P.O. Boy 593 LINWOOD, WA 98046-

### Action Detail

VIN: 2FMZA52205BA

Year: 2005

Owner Status: Original

Symptom Desc: LOCKS/SECURITY HARDWARE LIFTCYLINDERS Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR

Issue Type: 07 LEGAL

Name:

Issue Status: OPEN

Origin Desc: US CONCERN CASE BASE

Odometer: 20000 MI Action Date: 01/04/2006

Analyst Name: OLSON ERIC

Comm Type: PHONE Action Time: 15:30:24:930

Analyst: EOLSON15

Print Action Detail

Model: FREESTAR Case: 558280046

WSD: 2005-01-20

Primary Phone: Secondary Phone:

Dealer: BRIEN MOTORS INC

P & A Code: 08601

Action Data: No

COMMENTS: CUSTOMER SAID: -WAS INFORMED THAT SHE WAS SUPPOSED TO CALL THE LEGAL COMPLAINT DEPARTMENT-THE HYDRAULICS CAME OFF AND FELL ON A CAR-HAPPENED DEC 31, 2005-HER DAUGHTER AND FRIENDS DAUGHTER AT A SKATING RINK WENT TO THE REAR TO GET SOMETHING OUT OPENED THE BACK HATCH HER HUSBAND PUSHED THE BUTTON TO OPEN THE HATCH-WAS GOING UP AND THE TWO GIRLS WENT TO GET THERE STUFF THE HYDRAULICS FAILED HATCH HIT ONE IN THE HEAD HAD TO BE RUSHED TO THE EMERGENCY ROOM-NO ONE WAS KILLED-VIDEO TAPED IT DOING THIS AT THE ER-SHOWED IT TO THE SALES PEOPLE-THEN TO SERVICE-HAS ABRASIONS ON HER NOSE AND BRUISING ON THE BACK OF HER HEAD-NO POLICE REPORT-AN INSURANCE REPORT WAS FILED WITH HER INSURANCE-JUST FILED YESTERDAY NO INFORMATION-DOES NOT KNOW IF THE VEH IS REPAIRABLE-LOVES THE VAN-IT COULD HAVE KILLED SOMEONE-FORD HAS BEEN GREAT-DEALER SAID: -THE DLR TOLD HER TO CALL-TALKED TO AREA REP WHO TOLD HIM TO HAVE HER CALLBRIEN MOTORS INC.5200 EVERGREEN WAYEVERETT, WA 98203TEL: (425) 353-7171FAX: (425) 353-0112CRC ADVISED: THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT WITHIN 7-10 BUSINESS DAYS.

Update Issue Close Issue

OASIS Warranty History ESP/Recall

ESP / Recall Information	
VIN: 2FMZA52205B	
No ESP Information for this VIN	
No Recall Information for this VIN	***

## **Vehicle Information Report**

# GENERAL VEHICLE INFORMATION: (Related Claims)

Veh Type: Model Year: 2005 2FMZA52205B Veh Line: Market Derived: Drive Code: T/A - 2 WHL L/H FRONT DRIVE T/A4 - FREESTAR/MONTEREY [04-06] Eng Serial No: 5G 724 AA Body Shell:

T/WB -EXTENDED WAGON

Body Cab Style: Version/Series: T/EF - FORD SERIES

Transmission: T/DX - 4 SPD AUTO TR NAAO AX4N/4F50N T/LY - 4.2L OHV EFI NA V6 GAS

Trace Eng Serial No: ------1------6-------8

Inv. Dealer:

Trace Trans Serial No:

A4921 101104MA500325085F2P 7000 AA

### BUILD INFORMATION:

Country: CAN - ######## Prod Date: 30-NOV-2004 Region: NA - ######## Plant: AS - OAKVILLE PLANT BUILD

### SALE INFORMATION:

Region: NA - ######## Selling Dealer:

Country: USA - ######## Selling Dir St/Prov: WA

15-DEC-2004 Red Carpet Lease: Buyer St/Prov:

20-JAN-2005 Fleet/Retail/Co. Lease: R

Warranty Start Date: 20-JAN-2005 Modified Vehicle:

Orig Warranty Date: 20-JAN-2005 Reacquired Vehicle: \* Vehicle Export Flag: N

### VOC/EOC:

2FMZ0D2 A525BA46669121 DD 32 21K5247 -----5----6----7----8--210A 92NWA 2 M CK E N24A5W1B5 SE 4S BSM 7 P D 74A527F 4 SP R L6P 4

## INSTALLED OPTION INFORMATION:

Air Conditioning: T/H - DUAL ZONE MAN TEMP CONT AUX AC GVW Code:

Axle Type: Fuel Type: Color(Trim): Color(Accent): Calibration Code: Brake Code(Service): Axle Ratio: Audio Disk: Alternator Amp Rating: \* Front Seat: Driveshaft Code: Delivery Type: Brake Code: Battery Amp Rating: 3 \*-[N/A] T/M - ST-INDIVIDUAL PREMIUM-DRV/PASS Wheel Base: \*-[N/A] AF -UNLEADED FUEL CAPABILITY 000B6 - MEDIUM LIGHT FLINT \*-[N/A] 5A41RA0A FBAAD -POWER 4-WHEEL DISC \*-[N/A] EGAHG - 3.54 FINAL DRIVE RATIO Mirror(Psngr Side): CT - PASS PWR/HEAT MIR-TURN SIGNAL Mirror(Driver Side): CT - DRV PWR/HEAT MIR-TURN SIGNAL Tire Size: Tire Brand: Suspn Tandem Axle: Instrumentation: AK - MESSAGE CENTER CLUSTER I/P **GVW Class Code:** Traction Control: Sound System: Power Antenna: AC - IVD TRACTION BRAKES AA -LESS UPGRADED SOUND SYSTEM \*-[N/A] D3JZH - P235/60R-16 BSW AG - GOODYEAR FB - CDX6+ RADIO WITH 6 DISC CHGR PNMTS - MED STEEL BLUE C/C HIGH SOLID

## TIRE DOT INFORMATION:

M614C9DR4104 RR: M614C9DR4104 M614C9DR4104 RF: M614C9DR4204 RI: \*

SPARE: UY3L\_ABC3104

## ESP INFORMATION: EMISSIONS INFORMATION:

Emission Code:

ESP Code:

ESP Coverage(Time): ESP Plan Year: ESP Coverage(Miles): ESP Signature Date: Engine Family: **Emission Decal Suffix: Emission Cert Type:** MUR DGAAB - DGAAB 5FMXT0422HB

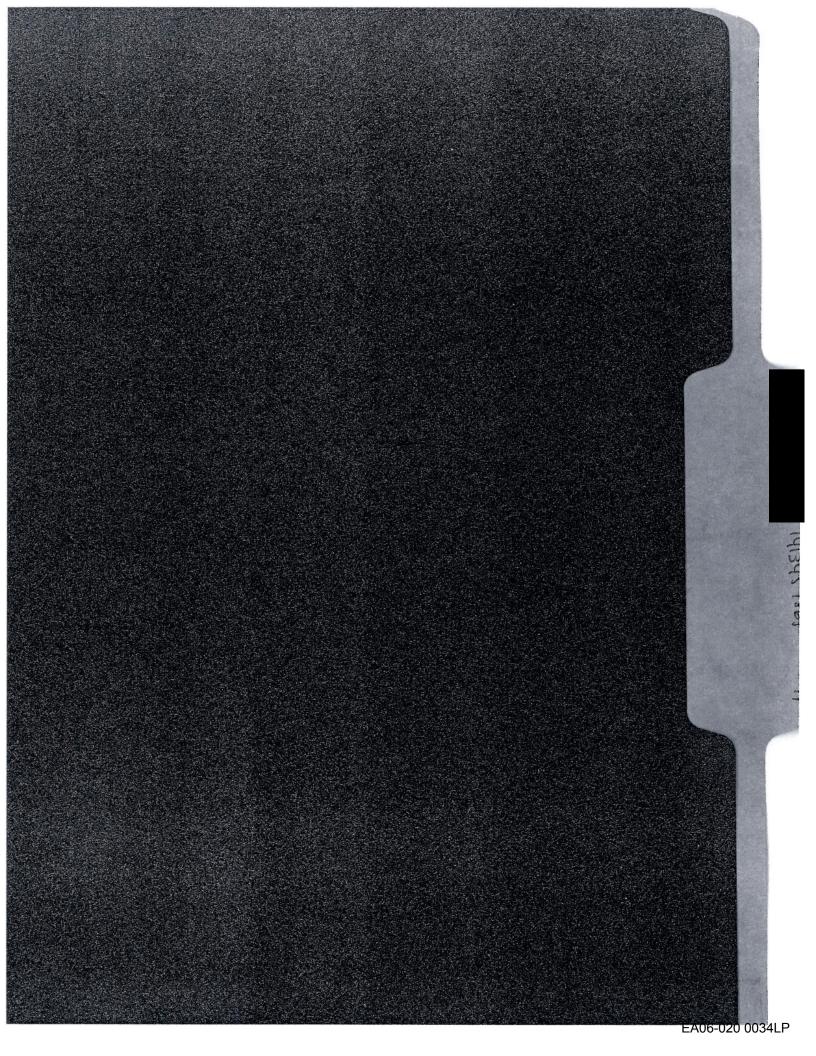
Can't find VIN Code =

# **Standard Claims List For Model Year 2005**

### Detailed Vehicle Specification

													-
III3 WCC CESC_0 FREE BASE SUFF CCC CD (Miles)	CNT	DEALER	DATE	DATE	CD	CD	CD	TYPE	SERIES	CAB	DERIV	LINE	
TIS WCC COSC 6 DDEE DASE SHEE CCC CD DIST	SELL	SELLING	WARR	PROD	ENG	TRS	PLT	DRIVE	VER	BODY	MKT	VIN VEH	_

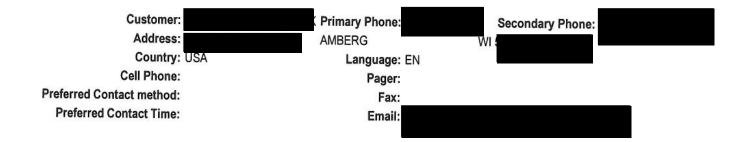




### LITIGATION PREVENTION CASE HANDLING CHECKLIST Please Place Documents in Chronological Order

Attorney Demand Product Liability_/ Checklist N/A why?
CuDL Contact #: 1413 451861  Analyst: W. H.)  Ford Choice State:
Case Analysis, (check if applicable):
Review AWS History Obtain Service File (RO Hard Copies, A.D. only) dates requested: Review CQIS ReportsCQIS report number: Did Customer go through DSB? Decision? ZM/FSE Involvement?(enclose copies of e-mails) Commercial Vehicle Any Modifications? List:
Required Documents:
Offer/Denial Letter E-Mail to CSM (A.D. only) Attorney Demand Letter (A.D. only) Acknowledgement Letter (A.D. only)
Additional Documents, If Applicable
Team Leader Case Review
Final Case Disposition
RAV OfferESPESPESP
General Case Comments:

### **Customer Info**



### **Action Detail**

VIN: 2FMDA52265E

Year: 2005

Name: Owner Status: Original Symptom Desc: PANELS/UNIBODY ATTACHMENT TAILGATE

Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR

Issue Type: 07 LEGAL

Issue Status: OPEN

Origin Desc: US CONCERN CASE BASE

Odometer: 4500 MI Action Date: 07/05/2005

Analyst Name: CAROL DSOUZA

Comm Type: PHONE Action Time: 11:29:04:177

Analyst: CDSOUZA1

Print Action Detail

Case: 1413451865

Model: FREESTAR WSD: 2005-03-15

Primary Phone:

Secondary Phone:

Dealer: TOWN & COUNTRY SALES CO.

P & A Code: 06174

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

**Last Name** 

Day Phone

Relationship SPOUSE

COMMENTS: CUSTOMER SAID: -THE LIFT GATE GOES ALL THE WAY TO THE TOP AND THEN DROPS-WHEN IT DROPPED THE LIFTGATE HIT THE CUST HEAD-IT DROPPED VERY HARD-IF IT HAD HIT ONE OF THE KIDS THEY WOULD HAVE BEEN PARALYSED -HAVE JUST WALKED OUT OF THE CHIROPRACTOR AND HAD SETTLED HER OTHER BILLS-CUST HAS TO GO BACK AGAIN FOR THE INJURY-EACH VISIT IS \$40-CUST WANTS US TO COVER THE COST OF THE CHIROPRACTOR-CUST SEEKING FIN ASSISTANCEDEALER SAID: -THE SHOCKS ARE NOT WORKING ON THE LIFTGATETOWN & COUNTRY SALESW 7600 US HIGHWAY 2QUINNESEC, MI 49876TEL: (906) 774-4715CRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.-CUST WILL BE GONE FOR A FEW DAYS -CUST CAN BE CALLED AT 715 759 5497 THIS IS THE HOME NUMBER -A MESSAGE CAN BE LEFT WITH A NUMBER TO CALL BACK -TOOK THE ABOVE CASE BASE AS THIS WAS AN ACCIDENT DUE TO A FAULT ON THE VEH -OBC TO DLRSHP-SPOKE WITH S/M JIM JOHNSON-WAS ADVISED THAT THIS IS DEFINITELY A FAULT WITH THE LIFTGATE-CUST IS OPERATING THE LIFT GATE NORMALLY- THE LIFTGATE JUST GOES UP AND SLAMS DOWN HARD

Update Issue Close Issue

OASIS Warranty History ESP/Recall

· CAST. SEEVING to BE REINDURSED for UN expected Office VISIT TO OHIPUPATUR

OASIS RESULT: 2FMDA52265B

See bottom of the OASIS result for 07/06/2005 contact ID 07/06/2005

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### VEHICLE INFORMATION

**VEHICLE DESCRIPTION** 2005 FREESTAR

BODY STYLE SEL 4 DOOR WAGON

ENGINE 4.2L EFI

TRANSMISSION

**AXLE CODE** 

**ENGINE CALIBRATION** 

5A41RA0A

G. G

### GENERAL WARRANTY INFORMATION

WARRANTY START DATE 03/15/2005

4F50N AUTO TRANSAXLE

BUILD DATE 11/22/2004 SALE MILEAGE

THIS VEHICLE HAS AN OPEN CUDL CONTACT

**WARNING MESSAGES** 

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

1

### EXTENDED COVERAGES

0712 - USA 2005 NEW 24/26,000 PREMIUM MAINTENANCE (M&W) 5K

STANDARD DEDUCTIBLE: 0 LISD

OWNER NAME:

OPTIONS:

EXPIRATION DATE: 03/15/2007

**DISTANCE: 27,000** 

RENTAL: 0 UP TO 0 DAYS

TOWING: 0 USD

**CONTRACT SOLD BY: USA 06226** 

ESP CONTRACT START DATE: 03/15/2005

0701 - USA 2005 NEW 60/100,000 POWERTRAINCARE W/ROADSIDE

STANDARD DEDUCTIBLE: 200 USD

OWNER NAME:

OPTIONS: \$200,DED.

**EXPIRATION DATE: 03/15/2010** 

**DISTANCE:** 100,000

**RENTAL: 28 UP TO 10 DAYS** 

TOWING: 0 USD

CONTRACT SOLD BY: USA 06226

ESP CONTRACT START DATE: 03/15/2005

1

### REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

Click Here for Full Warranty History

2FMDA52265BA45603

Page 2 of 2

END OF OASIS REPORT FOR 2FMDA52265B/

### ESP / Recall Information

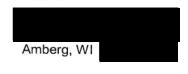
	7 (200)	
	VIN: 2FMDA52265B	
Contract: 1 of 2		
	ESP Purchase Details	
Purchaser:		Status: Active
Plan Type: USA 2005 NEW 24/26,000 PREMIUI	M MAINTENANCE (M&W) 5K	Expiration Date: 2007-03-15
Selling Dealer: BERGSTROM NEENAH-MENAS	SHA FORD	Expiration Miles: 27,000
Deductible: Rental:		Plan Year: 2005
Towing Allowance:		Purchase Type: N
Towning Anowanice.		Options:
	ESP Cancellation Details	
Cancel Date:	Process Date:	
Refund Percent:	Dealer Received Date:	
Dealer Credited:		
Contract: 2 of 2		
	ESP Purchase Details	
Purchaser		Status: Active
Plan Type: USA 2005 NEW 60/100,000 POWER	TRAINCARE W/ROADSIDE	Expiration Date: 2010-03-15
Selling Dealer: BERGSTROM NEENAH-MENAS	SHA FORD	Expiration Miles: 100,000
Deductible: 200		Plan Year: 2005
Rental: 28		Purchase Type: N
Towing Allowance:		Options: \$200,DED.
	ESP Cancellation Details	
Cancel Date:	Process Date:	
Refund Percent:	Dealer Received Date:	
Dealer Credited:		
	No Recall Information for this VIN	



Consumer Affairs

PO Box 6248, MD 3NE-B Dearborn, MI 48126 USA

July 6, 2005



RE:

2005 FreeStar

VIN:

2FMDA52265B

Dear

We have been advised of your pursuit of damages due to an accident in which your vehicle was involved. In order to evaluate this matter, we request that you provide us with <u>all</u> the following information by completing and returning this form:

- 1. Please provide a copy of each of the following documents and check the box indicating that each item is attached.
  - A copy of the police/fire report. If a police/fire report was not made, attach a separate sheet of paper providing a complete description of the incident.
  - Medical records for each person alleged injured from all treating physicians/facilities
  - Medical bills for each person alleged injured from all treating physicians/facilities.
  - Original photographs or laser copies of the vehicle's collision/fire damage from several different angles.
  - Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas.
  - □ Repair estimate, repair order or total loss worksheet with copies of draft payments
  - □ Complete service history for vehicle including tune ups and oil changes.
- 2. For each person alleged injured provide the following: (If there are additional names continue on back.)

Name:	Name:
Address:	
Spouse's Name:	
DOB:	DOB:
Soc Security#:	
Occupation:	
Injury:	Injury:



Please specify what you believe is defective, if anything, with your vehicle.
Has the alleged defective vehicle/part been repaired or replaced? Yes No
Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).
Has an insurance company been advised of this incident? Yes No If yes, please provide name, address and phone number of insurance company adjuster's name and claim number.
What are you seeking from Ford Motor Company in this matter?

Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until <u>all</u> the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 45 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Should you decide to pursue a claim against Ford Motor Company, please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Respectfully yours,

annette Hill

Wannetta Hill Consumer Affairs

### **Dealer Information**

FCSD Region Sales Region Sales Zone Market P&A Code Sales Code 41-CHICAGO J A1 06174 F41619

Dealer Name:

**TOWN & COUNTRY SALES** 

Dealer Address:

CO.

W7600 US HIGHWAY 2 QUINNESEC MI 49876

Dealer Main Phone:

906-774-4715

Dealer Service Phone:

906-774-4715

Position	Employee Name
CUST RELATIONS MGR	LEONARD R REED
DEALER/PARTNER	LARRY JUUL
PARTS MANAGER	RANDY J RYAN
SALES MANAGER	STEVE JUUL
SERVICE MANAGER	JAMES JOHNSON

Service Hours

.MON-FRI 8AM - 5PM SAT 8AM-12PM

**Directions** 

Trained

Υ

Additional Information

LSG ENROLLED

## Vehicle Information Report

Page 1 of 2

# GENERAL VEHICLE INFORMATION: (Related Claims)

T/LY - 4.2L OHV EFI NA V6 GAS T/A4 - FREESTAR/MONTEREY [04-06] Eng Serial No: 04618799295G Body Shell: Engine: T/F - FORD DIVISION DERIVATIVE T/A - 2 WHL L/H FRONT DRIVE Market Derived: Drive Code: Veh Line: 2FMDA52265B, 2005 Model Year: Veh Type:

Transmission: T/DX - 4 SPD AUTO TR NAAO AX4N/4F50N T/WB -EXTENDED WAGON T/EF - FORD SERIES Body Cab Style: Version/Series:

### BUILD INFORMATION:

Inv. Dealer:

Region: NA - ######### Plant: AS - OAKVILLE PLANT BUILD Country: CAN - ######## Prod Date: 22-NOV-2004

### SALE INFORMATION:

Region: NA - ######## Selling Dealer: 141561 -\* Country: USA - ########## Selling Dir St/Prov: WI

Buyer St/Prov: \*

Arrival Date: 06-DEC-2004 Red Carpet Lease: \*
Sale Date: 15-MAR-2005 Fleet/Retail/Co. Lease: R

Orig Warranty Date: 15-MAR-2005 Reacquired Vehicle: \* Vehicle Export Flag: N

Warranty Start Date: 15-MAR-2005 Modified Vehicle:

### VOC/EOC:

-----1-----2-----3------4------5------6------7------8------9-----9------9 QF EH N24 5W1B5C 4S JS 7 D 41J561 4 SP R M6P54 A 2FMD6D2 1 D 210A 2NWI 2 M A525BA45603121 FD 22 21K0001

## INSTALLED OPTION INFORMATION:

AE - TACHOMETER INSTRUMENTATION Mirror(Psngr Side): AD - PASS POWER CONVEX MIRROR Mirror(Driver Side): AD - DRIVER POWER MIRROR \* - [N/A] \*- [N/A] GVW Class Code: Instrumentation: Power Antenna: T/H - DUAL ZONE MAN TEMP CONT AUX AC GVW Code: EGAHG - 3.54 FINAL DRIVE RATIO FBAAD -POWER 4-WHEEL DISC \* - [N/A] \* - [N/A] Alternator Amp Rating: \* Battery Amp Rating: Air Conditioning: Brake Code: Audio Disk: Axle Ratio: Axle Type:

FB - CDX6+ RADIO WITH 6 DISC CHGR

Radio:

EA06-020 0044LP

\*-[N/A]

Brake Code(Service):

AA -LESS UPGRADED SOUND SYSTEM AC - IVD TRACTION BRAKES D3JZH - P235/60R-16 BSW AG - GOODYEAR Suspn Tandem Axle: Traction Control: Sound System: T/M - ST-INDIVIDUAL PREMIUM-DRV/PASS Wheel Base: Tire Brand: Tire Size: 000B6 - MEDIUM LIGHT FLINT 5A41RA0A \* - [N/A] Calibration Code: Driveshaft Code: Color(Accent): Delivery Type: Color(Trim): Front Seat:

TIRE DOT INFORMATION:

AF -UNLEADED FUEL CAPABILITY

Fuel Type:

M614C9DR4004 RF: M614C9DR4004

M614C9DR4004 RR: M614C9DR3904

RI: \*

SPARE: UY3L\_ABC2004

# ESP INFORMATION: EMISSIONS INFORMATION:

DGAAB - DGAAB 5FMXT0422HB MUR Emission Decal Suffix: Emission Cert Type: Emission Code: Engine Family: 2005 ESP Coverage(Miles): 100 ESP Coverage(Time): 060 ESP Plan Year:

ESP Signature Date: 30-MAR-2005

7/6/2005

Can't find VIN Code =

# Standard Claims List For Model Year 2005

TIS WCC CPSC_6 PREF BASE SUFF CCC CD DIST
SELL
SELLING DEALER
WARR DATE
PROD DATE
ENG
CD
PLT
DRIVE
VER SERIES
BODY
MKT DERIV
VIN UNE

7/6/2005



towncountrysales@chartermi.net www.towncountrysales.com TOWN & COUNTRY SALES W7600 HWY US 2 QUINNESEC, MI 49876

TELEPHONE 1-800-433-5970

1-906-774-4715

FAX

1-906-774-2955

FAX TO: WANNTIA HILL LOCATION: FOW FAX NUMBER: 313-845-5668 MESSAGE: COPG OF FOR EDER JULIE VANKIRK FROM: TAMUS A JOHNSON NUMBER OF PAGES (INCLUDING COVER SHEET)

1979

UC.F

REORDER

FORMS

S

SUPPL

LIES

CALL

2 6214



DEALER COMPUTER

DCS

SERVICE INVOICING BY

NO





### MOUNTAIN/KINGSFORD

W7600 US HIGHWAY 2

MAILING ADDRESS:

IRON MOUNTAIN/KINGSFORD, MICHIGAN 49801 P.O. BOX 2335 KINGSFORD, MI 49802 P & A CODE: 06174 MICH. REG. NO. - F 101741 Phone (906) 774-4715 • 1-800-433-5970  $^{\diamond}\text{SHOP}$  SUPPLIES - 2% OF THE PARTS AND LABOR CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. ADDITIONAL WORK AUTHORIZED BY: We certify that repairs were completed properly CUSTOMER PARTICIPATION DEALER REPAIR NEW ESTIMATE NO. CALLED DATE TERMS OF WARRANTY SEE REVERSE SIDE FOR WARRANTY INFORMATION ----- DRIVER/DWNER INFORMATION -- INVOICE: W23460 ----- INVOICE TO VANKIRK. AMBERG AMBERG HOME: WORK: HOME: - VEHICLE INFORMATION -------- FOR OFFICE USE -----VIN 2FMDA52265E LICENSE NUMBER: WI 448FGY ADV: 202 JOHNSON, INVOICE: PRELIM WAR W JJ 05 FORD 4DR MVAN TAX RULES: NY2NN INVOICED: 06/14/2006 15:38:13 FREESTAR SEL DIST: FMC DATES INSERVICE: 031505 PRODUCTION: 112204 ODOMETER IN: 15850 BEGIN: 06/14/06 DONE: 06/14/06 DATES OPERATION TECH HOURS CONCERN 51 MISC. REFUND FOR BROKEN HINGE INJURY MISC 104 2.1 B 150.00 CAUSE MISC REFUND CORRECTION MISC. REFUND FOR INJURY DUE TO RECALL 06842 DONE IN MARCH \$150.00 TECH: 104 - POLFUS, ERVIN J SS#: 7056 CERT#: M136837 SVC PART : MISC CONCERN CD: A99 COND CODE : 82 0 ----- SUBTOTAL LAB-MECHANICAL 150.00 TOTAL CHARGE FOR CONCERN 150,00 TYPE: W ----- GRAND TOTALS PAYMENT DISTRIBUTION FOR INVOICE W23460 SUMMARY OF CHARGES FOR INVOICE W23460 TOTAL CHARGE 150.00 LAB-MECHANICAL 150.00 TOTAL CHARGE 150.00 FAC WARRANTY 150,00 IF YOU HAVE ANY QUESTIONS - PLEASE SEE JAMES A JOHNSON PAGE 1 LAST PAGE

==> Aprvl Cd: J	Prior Approval Log Screen 1017U Field Cd: Log S C=Confidential	Status: A A=Approve P=Paid
P&A Code: 06174 USA	Dlr: Town & Country Sales	Co.
RO Nbr: 023460 R	Dlr: Town_&_Country_Sales  Rpr Seq: 51	Rpr Date: 2006/06/04
VIN: 2FMDA52265B	Odom: M Plan: Str Mile: Str Mile: Str Mile: Str Mile:	Causal Part:
ESPS Cover Cd:	Plan: Str Mile:	Str Date:
ESPS Cover St:	Used: Exp Mile:	Exp Date:
Aprvl Level:	****** INFORMATION ONLY:	Y ******* DAWA Percent
Vst/Rqst Amt:	Parts = Labor_Hrs: 00071.17 =	Parts %:
Rpr/Aprv Amt: 0000150.00	Labor Hrs: 00071.17 =	Labor %:
NADA/Max Amt: Remain Amt: 0000150.00	Misc Expn: = Loan Days: =	Misc %:
Remain Amt: 0000150.00	Loan Days: =	2010 pr print - 4000 th (1000 4000 4000 4000 1000 1000 1000 100
REIMBURSING THE CUSTOMER R	ELATING TO RECALL 06S42, 141	3451865
Insp Rqst Date:	Dlr Contact:  Model Year:  Claim Pmt Amt:	Phone:
Customer Name:	Model Year:	Model:
Last Date Paid:	Claim Pmt Amt: W	SI: Market Code: USA
Creator: W. HILL	Date: 2006/06/	14 Time: 16:15:57
	F3=End F4=AWA Scale F5=Hi	
	F9=Panel F10=Scroll Rmks	F12=Return
5112: ADD SUCCESSFUL		LPREL86

Server Name: AWS Adhoc

## Vehicle Information Report

### A4921 081104MA500314105F2P 7000 AA E1500 151004618799295G Veh Type: GENERAL VEHICLE Trace Trans Serial No: Trace Eng Serial No: Model Year: Vehicle Status Inv. Dealer: -----5----6-----7----8 INFORMATION: 2005 2FMDA52265B 724 AA Body Cab Style: - EXTENDED WAGON Market Derived: F-FORD Veh Line: Version/Series: T/EF - FORD SERIES Drive Code: T/A - 2 WHL L/H FRONT DRIVE T/A4 - FREESTAR/MONTEREY [04-06] Body Shell: (Related Claims) Engine: Transmission: Navis Eng Serial 04618799295G T/DX - 4 SPD AUTO TR NAAO AX4N/4F50N T/LY - 4.2L OHV EFI NA V6 GAS

### **BUILD INFORMATION**

Country:

CAN - ########### NA - ##########

Region:

Region: NA - ######## Selling Dealer: SALE INFORMATION: 141561 - \*

Prod Date:

22-NOV-2004 AS - OAKVILLE PLANT BUILD

Arrival Date: 06-DEC-2004 Red Carpet Lease:

Country: USA - ######## Selling Dlr St/Prov: WI Buyer St/Prov:

15-MAR-2005 Fleet/Retail/Co. Lease: R

Warranty Start Date: 15-MAR-2005 Modified Vehicle: \* Vehicle Count Flag: Y

Orig Warranty Date: 15-MAR-2005 Reacquired Vehicle: \* Vehicle Export Flag: N

### VOC/EOC:

A525BA45603121 FD 22 21K0001 -----11 D 210A 2NWI 2 M QF EH N24 5W1B5C 4S JS 7 D 41J561 4 SP R M6P54 A

22

## INSTALLED OPTION INFORMATION:

Alternator Amp Rating: \* T/H - DUAL ZONE MAN TEMP CONT AUX AC GVW Code: GVW Class Code:

Axle Type: Axle Ratio: Audio Disk: \*-[N/A] EGAHG - 3.54 FINAL DRIVE RATIO \*-[N/A] Mirror(Psngr Side): AD - PASS POWER CONVEX MIRROR Mirror(Driver Side): AD - DRIVER POWER MIRROR Instrumentation: AE - TACHOMETER INSTRUMENTATION

Calibration Code: Brake Code(Service): 5A4IRA0A \*-[N/A] FBAAD - POWER 4-WHEEL DISC Power Antenna: \*-[N/A] PNMTS - MED STEEL BLUE C/C HIGH SOLID

**Battery Amp Rating:** 

3

Brake Code:

Sound System: FB - CDX6+ RADIO WITH 6 DISC CHGR AA - LESS UPGRADED SOUND SYSTEM

Suspn Tandem Axle:

Tire Brand: Tire Manufacturer: AG - Goodyear

Color(Trim): Color(Accent):

000B6 - MEDIUM LIGHT FLINT

\*-[N/A]

Front Seat: Driveshaft Code: Delivery Type:

AC - IVD TRACTION BRAKES D3JZH - P235/60R-16 BSW 14C9DR - Integrity 99S

T/M - ST-INDIVIDUAL PREMIUM-DRV/PASS Traction Control: Wheel Base:

AF - UNLEADED FUEL CAPABILITY

### TIRE DOT INFORMATION:

F

M614C9DR4004 RR: M614C9DR4004 RF: M614C9DR3904 M614C9DR4004

SPARE: UY3L\_ABC2004 DOT Plant Manufacturer: M6 - THE GOODYEAR TIRE & RUBBER COMPANY; LAWTON; OKLAHOMA; UNITED STATES

## **ESP INFORMATION: EMISSIONS INFORMATION:**

ESP Coverage(Miles): **Emission Code:** Emission Cert Type: DGAAB - DGAAB

**Emission Decal Suffix:** 

ESP Coverage(Time):

ESP Code:

ESP Plan Year:

ESP Signature Date:

Engine Family: MUR SFMXT0422HB

Any comments? You can contact

webmaster

## STANDARD CLAIMS LIST

### AWS Online Report

Run Date: 21-MAR-2006 Note: All Costs are in US Dollars Server Name: AWS Adhoc

Cust Comments: Tech Comments:	Dir Cd-Sub Cd:	AWS Claim Key:	2FMDA52265I	Tech Comments:	Cust Comments:	Dlr Cd-Sub Cd:	AWS Claim Key:	2FMDA52265B	Tech Comments:	Cust Comments:	Dir Cd-Sub Cd:	AWS Claim Key:	2FMDA52265B	Tech Comments:	Cust Comments:	Dlr Cd-Sub Cd:	AWS Claim Key:	2FMDAS226SB.	VIN
PREFO	06226-	397140	<b>A</b> 4	I PREF	PREFC	06226-	257345	A4	5000 N	5,000 N	06174-	145609	Α4	DIAGN	CUSIC	06174-	128407	<b>A</b> 4	AWS VL
RM FO	06226-* Name:	3971408 Doc#:	T/A4	ORMEI	RM FO	06226-* Name:	2573456 Doc #:	T/A4	IILE MA	AILE M.	* Name	1456098 Doc #:	T/A4	DIAGNOSE FAILURE	MEKS	* Name	1284076 Doc #:	T/A4	WERS VL
MAIN O		: 08147101	Ŧ	I PREFORMED MAINTA	RD MOT		: 07596201	п	INTEN	AINTEN	: TOW	: 01563651	Ŧ	VILURE	IALES	E TOW	: 01498352	দ	S MKT DER
MENASHA FORD MOTOR COMPAN IAINTANCE PLAN	GSTROM	7101	T/WB	TANCE F	TOR CON	BERGSTROM NEI MENASHA FORD	6201	T/WB	ANCE 50	ANCE (C	/N & CO	3651	T/WB	ALL O	I I AHI	/N & CO	8352	T/WB	CAB
ORD IPANY QI LAN PER	BERGSTROM NEENAH-	Trx Code:	T/EF	LAN PER	APANY Q	BERGSTROM NEENAH- MENASHA FORD	Trx Code:	T/EF	00 MILES	OIL, FILTE	06174-* Name: TOWN & COUNTRY SALES CO.	Trx Code:	T/EF	LHIDRA	TE KEAK	UNTRY S	Trx Code:	T/EF	VER SERIES
FORD MO	7	de:	T/A	FORD MO	UALITY N	7	ode:	T/A	(8000 KM	5,000 MILE MAINTENANCE (OIL, FILTER AND ROTATE)	ALES CO.	ode:	T/A	OLIC LIF	HAICHW	06174-* Name: TOWN & COUNTRY SALES CO.	ode:	T/A	DRIVE S TYPE
PREFORM FORD MOTOR COMPANY QUALITY MAINTANCE CARE PLAN  1 PREFORMED MAINTANCE PLAN PER FORD MOTOR COMPANY QUALITY CARE PLAN	Ph:	0712S	AS	OTOR COA	PREFORM FORD MOTOR COMPANY QUALITY MAINTANCE CARE PLAN	Ph:	0712S	AS	S) MAINT.	OTATE)	Ph:	0712S	AS	LIFIUA	CUSTOMER STATES THAT THE REAR HATCH WILL NOT STAY UP, FALLS	Ph:	2	AS	PLANT CD
E CARE P	920-7279000	Labor Hrs:	T/DX	APANY QI	E CARE I	920-7279000	Labor Hrs:	T/DX	CHANGE		906-7744715	Labor Hrs:	T/DX	E ASSEM	TAY UP,	906-7744715	Labor Hrs:	T/DX	TRANS
LAN	9000	irs:	T/LY	JALITY	LAN	9000	irs:	T/LY	OIL AN		4715	Irs:	T/LY	BLYKE	FALLS	4715	irs:	T/LY	ENG
CARE PL	Sr: WI	ò	22-11- 04	CARE PI		St: WI	.7	22-11- 04	D FILTE		St: MI	.9	22-11- 04	PLACE N		St: MI	.6	22-11- 04	PROD DATE
AN	Ctrv Cd: USA	Labor Cost:	15-03-05	AN ++++		Ctry Cd: USA	Labor Cost:	15-03-05	R, ROTAT		Ctry Cd: USA	Labor Cost:	15-03-09	II ADDII		Ctry Cd: USA	Labor Cost:	15-03-03	WARR DATE
	· IISA	ost:	15-03-05 141561	I PREFORMED MAINTANCE PLAN PER FORD MOTOR COMPANY QUALITY CARE PLAN +++++GUEST HAS MAINT PLAN++++++++++++ LUBE, OIL AND TIRE ROTATE+++++++++++		: USA	ost:	15-03-05 141561	5000 MILE MAINTENANCE 5000 MILES (8000 KMS) MAINT. CHANGE OIL AND FILTER, ROTATE TIRES, MULTIPOINT INSPECTION		: USA	ost:	15-03-05 141561	DIAGNOSE FAILURE.		: USA	ost:	15-03-05 141561	SELLING DEALER
N.C.	Red C	36.3	USA	S MAINT		Reg Cd:	31.76	USA	ULTIPOIN		Reg Cd:	36.99	USA	E NEEDE		Reg Cd:	41.1	USA	SELL CNT
		Mate	12	PLAN			Mate	9	INI TV		d:	Mate	S	0.100			Mate	4	TIS
5	R .	rial Co	9	‡		VA R	rial Co	6	PECTION		Ä ₽	rial Co	6	HECK		VA R	rial Co	ž 6	QRT W
5	enr D	st: 15	6Y05 *	+++++++++++++++++++++++++++++++++++++++		epr Da	st: 15	6Y05 *	N.		epr Da	st: 17	6Y05 *	OPER		epr Da	st: 69	06 4F	TIS QRT WCC PREF BASE
	-09-	.9 To	ĭ	+++TC		te:22-N	.9 To	Z			te:28-J	.94 To	ĭ	AIION		te:05-J	.01 To	2Z 17	EF B/
52.5	NA Renr Date:09-MAR-2006	Material Cost: 15.9 Total Cost:	MAINT	BE, OI		NA Repr Date:22-NOV-2005	Material Cost: 15.9 Total Cost:	MAINT			NA Repr Date:28-JUL-2005	Material Cost: 17.94 Total Cost:	MAINT	07-11		NA Repr Date:05-JUL-2005	Material Cost: 69.01 Total Cost:	6J06 4F2Z 17406A10 CA	SE
	7		*	L AND				*					*	FIGALL					SUFF VRT VFG CCC CD
(Mile):14934	DIST	52.2	XXS	TIRE		DIST (Mile):11230	47.66	XXS			DIST(I	56.01	XXX	AND		DIST()	110.11	S05	VRT
14934			V00 .			11230		V00			DIST(Mile):7373		V00			DIST(Mile):4985		V39 N42 D8	VFG
			V00 A9* 82					V00 A9* 82			373		V00 A9* 82			1985		N42 I	ccc (
			23					22					22					8	T)

Any comments? You can contact



BEGRES CHIROPRACTIC 906 774 9698

PAGE3

Brian A. Begres, D.C.

JUL 2 1 2005

1221 Cedar Avenue Iron Mountain, MI 49801 (906) 774-4980

(906)-774-9698

pt. states

rt 4 ided neck

pain & points

rt hand is

sore on ulnar

surface into medial forearm

LBP LF side points to LA PRES.

COBRECCE CEPL xoc RH/C7 SAL

PR sac

L5 PL-ML

VIN FSA Details

**VIN FSA Details** 

VIN:

2FMDA52265B

FSA Status:

Launched

Brand:

**FORD** 

Manufacturing Country:

CAN

**FSA Details** 

00011280 FREESTAR/MONTEREY POWER LIFTGATE MODULE REPROGRAMMING

**Vehicle Details** 

Model Year:

2005

Assembly Plant:

OAKVILLE PLANT BUILD

Vehicle Line:

FREESTAR/MONTEREY EXTENDED WAGON

Production Date:

22-Nov-2004

Body Style Description:

Warranty Start Date:

15-Mar-2005 15-Mar-2005

Vehicle Type Description: VDM Vehicle Status:

TRUCK 800

Vehicle Condition

Engine Tag Code:

5G724AA

Emissions:

Code

**Vehicle Conditions** 

**Begin Date** 

Sale Date:

**End Date** 

Source

**Owner Details** 

**Current Owner** 

Business Name:

Owner Name:

Address 1:

Address 2:

Address 3:

Address 4:

City:

Country:

State/Province:

**AMBERG** 

Wisconsin

Phone #: E-Mail:

ZIP/Postal Code:

UNITED STATES

Owner Effective Date:

18-Mar-2005

Vendor Applied Date:

28-Apr-2005

Vendor Match Code

Description:

4-NEITHER NAME OR ADDRESS MATC

N&A Source:

POLK

GCamp Applied Date:

09-Mar-2006

Mail Status:

Active

Mail Suppression Date:

Fleet Code:

Fleet Name:

Fleet Status: Company Car:

Sales Code

Sub Code

Fleet Mgmt Code:

Description

Ordering Ship-To

P&A Code 06226

**GEO Sales** USA

F41561

Bergstrom Neenah-Menasha Ford

NOT AVAILABLE

VIN FSA Details Page 2 of 3

Stocking 06226 USA F41561 Bergstrom Neenah-Menasha Ford Selling 06226 USA F41561 Bergstrom Neenah-Menasha Ford

**FSA Details** 

VIN: 2FMDA52265BA45603 Local FSA: 06S42 - FREESTAR/MONTEREY POWER LIFTGATE MODULE REPROGRAMMING

Global FSA: 00011280

Hub: FORD NORTH	AMERICA	Country: UNITED	STATES
-----------------	---------	-----------------	--------

Segment / VIN Group(s):

Supplement Code:

+ 0 - TARGETING SEGMENT

- AA - 2005 FREESTAR/MONTEREY

00- Original

Responsible Dealer									
EO Sales	Sales Code	Sub Code	Description						
USA	F41561		Bergstrom Neenah-Menasha Ford						
		EO Sales Code	EO Sales Sales Code Sub Code						

Eligi	bility Indicators	
Туре	Indicator	Updated
Repair Eligibility	Υ	08-Mar-2006
Display Eligibility	Υ	08-Mar-2006
Original Mail Eligibility	N	13-Mar-2006
Follow up Mail	Υ	13-Mar-2006

Code	Vehicle Condition	Begin Date	End Date	Source

DescriptionRelease DateRELEASED TO APPROPRIATE SOURCE - ORIGINA13-Mar-2006EXTERNAL NAME AND ADDRESS APPLIED09-Mar-2006

				Repair				
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor C	Code Co	st Source
			VIN/	FSA Vehicle St	tatus			
	Des	cription		Rea	son		Date	
OPEN - L	_AUNCHED			Open		08-Mar-2006		
Confirme	ed					08-Mar-2006		

3 **VIN FSA Mail History** Ė. Local FSA:06S42-□FREESTAR/MONTEREY POWER LIFTG... Global FSA:00011280 Release: OOWNER LETTER Release Date: 13-Mar-2006 Mail Date: 15-Mar-2006 to 15-Mar-2006 Restricted Address: No Address: AMBERG, WI UNITED STATES Resp. Dealer: 06226USAF41561-Fleet Acct: Fleet Mgmt Loc:

N&A Source:

**POLK** 

Owner Effective Date:

18-Mar-2005

Note:

**FSA Counts** 

FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Т	otal
SAFETY RECALL	1		0	1
Total	1		0	1

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03-28-2006 08:25

### Fax Cover Sheet

Begres Chiropractic Clinic Dr. Peter Begres, D.C. Dr. Brian Begres, D.C. Dr. Gerald Abegglen, D.C.

1221 Cedar Avenue Iron Mountain, MI 49801 Telephone: (906)774-4980 Fax: (906) 774-9698

Send to:	From:
Consumer Hotairs	Begus Chropractic
Attention: Wanne Ha Hill	Date: 3-24-01
Phone Number:	Re: Julie Van Krie
Fax Number: 313-845-5668	
Urgent Reply ASAP Please comment Please review For your information  Total pages, including cover:	
Comments:	
	1
CONFIDENTIAL ITY NOTICE: The information of	period in this forcinile source is in

CONFIDENTIALITY NOTICE: The information contained in this facsimile transmission is legally privileged and confidential, intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any disclosure, dissemination, distribution or copy of this transmission is strictly prohibited. If you have received this transmission in error, please notify us by telephone immediately.

03-28-2006 08:25 BEGRES CHIROPRACTIC 906 774 9698

Brian A. Begres, D.C.

JUN 3 A 2005 ~~

JUL 1 4 2005 Men

My por dropped tailgate dropped to the fore head her frume-

on June 30 C2 BK \*

5:00 PM C6 PL \*

opened tailgate w/ power T6 Ant \*

opened tailgate w/ power T6 Ant \*

lift, she walked under. Ls PL \*

it & tailgate failed BI R+

it & tailgate failed BI R+

of her head.

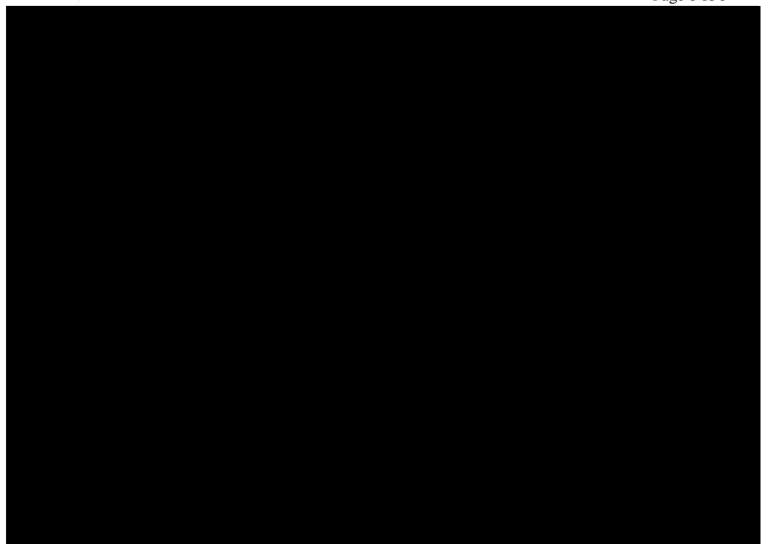
of her head.

arred neck & jaw states

immediate swelling & lasted.

up until 3 days ago.

Patient Name:



### All Action Details for Issue

Print

VIN: 2FMDA52265B

Year: 2005

Model: FREESTAR

Case: 1413451865

Name:

Owner Status: Original WSD: 2005-03-15

Symptom Desc: PANELS/UNIBODY ATTACHMENT TAILGATE Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY

Primary Phone:

Issue Type: 07 LEGAL

Issue Status: OPEN

Secondary Phone:

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP

Dealer: 06174 TOWN & COUNTRY SALES CO.

Origin Desc: US CONCERN CASE BASE

Odometer: 4500 MI

Comm Type: PHONE

Analyst Name: CAROL DSOUZA

Analyst: CDSOUZA1

Action Date: 07/05/2005

Action Time: 11.29.04.176

Action Data: No

Caller Information If Different From Vehicle Owner:

First Name

Middle Initial

Last Name

Day Phone

Relationship

**SPOUSE** 

Comments CUSTOMER SAID: -THE LIFT GATE GOES ALL THE WAY TO THE TOP AND THEN DROPS-WHEN IT DROPPED THE LIFTGATE HIT THE CUST HEAD-IT DROPPED VERY HARD-IF IT HAD HIT ONE OF THE KIDS THEY WOULD HAVE BEEN PARALYSED -HAVE JUST WALKED OUT OF THE CHIROPRACTOR AND HAD SETTLED HER OTHER BILLS-CUST HAS TO GO BACK AGAIN FOR THE INJURY-EACH VISIT IS \$40-CUST WANTS US TO COVER THE COST OF THE CHIROPRACTOR-CUST SEEKING FIN ASSISTANCEDEALER SAID: -THE SHOCKS ARE NOT WORKING ON THE LIFTGATETOWN & COUNTRY SALESW 7600 US HIGHWAY 2QUINNESEC, MI 49876TEL: (906) 774-4715CRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.-CUST WILL BE GONE FOR A FEW DAYS -CUST CAN BE CALLED AT 715 759 5497 THIS IS THE HOME NUMBER -A MESSAGE CAN BE LEFT WITH A NUMBER TO CALL BACK -TOOK THE ABOVE CASE BASE AS THIS WAS AN ACCIDENT DUE TO A FAULT ON THE VEH -OBC TO DLRSHP-SPOKE WITH S/M JIM JOHNSON-WAS ADVISED THAT THIS IS DEFINITELY A FAULT WITH THE LIFTGATE-CUST IS OPERATING THE LIFT GATE NORMALLY- THE LIFTGATE JUST GOES UP AND SLAMS DOWN HARD

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 06174 TOWN & COUNTRY SALES CO.

Origin Desc: CONSUMER AFFAIRS - LITIGATION

PREVENTION

Odometer: 4500 MI

Comm Type: PHONE

Analyst Name: HILL, WANNETTA

Analyst: WHILL2

Action Date: 07/06/2005

Action Time:

10.32.18.811

Action Data: No

Comments LEFT VM ASKING CUSTOMER TO CONTACT THE LPA. LPA WILL MAIL LETTER REQUESTING ADDITONAL INFORMATION REGARDING THE INJURIES...LPA WILL ADVISE CUSTOMER TO CONTACT DLR REGARDING LIFTGATE OPERATION.

Action: CLOSING COMMENTS - AWAITING RECONTACT CUSTOMER/DEALER/REGION

Dealer: 06174 TOWN & COUNTRY SALES CO.

Origin Desc: CONSUMER AFFAIRS - LITIGATION

**PREVENTION** 

Odometer: 4500 MI Analyst Name:

Comm Type: MAIL

HILL, WANNETTA

Analyst: WHILL2

Action Date: 07/06/2005

**Action Time:** 10.32.38.844

Action Data: No



### ESP / Recall Information

VIN: 2FMDA52265B

Contract: 1 of 2

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

Purchaser:

Plan Type: USA 2005 NEW 24/26,000 PREMIUM MAINTENANCE (M&W) 5K

Selling Dealer: BERGSTROM NEENAH-MENASHA FORD

Deductible: Rental:

Towing Allowance:

Status: Active

Expiration Date: 2007-03-15 Expiration Miles: 27,000

Plan Year: 2005 Purchase Type: N

Options:

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

Cancel Date:

Refund Percent: Dealer Credited: Process Date:

Dealer Received Date:

Contract: 2 of 2

Purchaser:

Plan Type: USA 2005 NEW 60/100,000 POWERTRAINCARE W/ROADSIDE

Selling Dealer: BERGSTROM NEENAH-MENASHA FORD

Deductible: 200 Rental: 28

**Towing Allowance:** 

Status: Active

Expiration Date: 2010-03-15 Expiration Miles: 100,000

Plan Year: 2005 Purchase Type: N Options: \$200,DED.

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

Cancel Date:

Process Date:

Refund Percent: Dealer Received Date:

**Dealer Credited:** 

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

-----Field Service Action-----Field Service

Number	Туре	Description	Status	Status Date	Dealer Code
06S42	SAFETY RECALL	FREESTAR/MONTEREY POWER LIFTGATE MODULE REPROGRAMMING	OPEN - LAUNCHED		



Frank M. Ligon Ford Motor Company P. O. Box 1904 Dearborn, Michigan 48121

March 2006

Safety Recall 06S42

Mr. John Sample 123 Main Street Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2005 and 2006 model year Freestar and Monterey vehicles equipped with the power liftgate option.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support.

return to your dealer for this service.

### What is the issue?

On your vehicle, the power liftgate motor automatically disengages after the liftgate is powered open. In the event of a liftgate strut malfunction, the liftgate can fall freely with no prior warning. Anyone standing beneath the liftgate may be injured if the liftgate falls.

### What will Ford and your dealer do?

Ford Motor Company and your dealer will reprogram the power liftgate module to eliminate the potential for the liftgate to fall. In the event that the liftgate begins to drop suddenly, the reprogrammed liftgate module will re-engage the liftgate motor and control lowering of the liftgate to the closed position. The vehicle operator will be alerted to this condition by rapid sounding (four times per second) of the liftgate closing chime. This service will be free of charge (parts and labor). We urge you to

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How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do?

Please call your dealer without delay and request a service date for Recall 06S42. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

What is the vehicle owner's responsibility?

While there is no expiration date for the service offered under Recall 06S42, the vehicle owner is responsible for having this recall service performed within a reasonable period of time. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall service performed as soon as possible.

If you do not already have a servicing dealer, you can access <a href="http://www.genuineservice.com">http://www.genuineservice.com</a> for dealer addresses, maps, and driving instructions.

<u>Fleet Owners</u>: To locate a dealer call 1-800-34FLEET. Representatives are available 9:30AM to 5:00PM Monday through Friday (Eastern Time Zone).

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332. Owners who have previously paid for this repair still need to have the recall described in this letter performed.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner. As soon as we receive updated state registration data, we will revise our records.

### Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-800-392-3673. For the hearing impaired call 1-800-232-5952 *(TDD)*.

Office Hours are Monday through Friday 8AM – 5PM (Your Local Time). If you wish to contact us through the Internet, our address is: www.ownerconnection.com

<u>Fleet Owners</u>: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you. Representatives are available 9:30AM to 5:00PM Monday through Friday (Eastern Time Zone).

Or you may contact us through the internet at <a href="www.fleet.ford.com">www.fleet.ford.com</a>

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington,

D. C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <a href="https://www.safercar.gov/">www.safercar.gov/</a>.

Thank you for your attention to this important matter.

Sincerely.

Frank M. Ligon

Director

Service Engineering Operations

Frank M. Ligar



Soc Security#:\_

Occupation:\_\_\_\_

5 JUL 29

-B SA

Consumer Affairs	PO Box 6248, MD 3NE Dearborn, MI 48126 US
July 6, 2005	CASE#
Amberg, WI	1413451865
RE: 2005 FreeStar VIN: 2FMDA52265B.	
Dear	
We have been advised of your p involved. In order to evaluate the information by completing and return	ursuit of damages due to an accident in which your vehicle wanis matter, we request that you provide us with <u>all</u> the following this form:
that each item is attached.  A copy of the police/fire separate sheet of paper Medical records for each police/fire separate sheet of paper Medical bills for each police of the police	report. If a police/fire report was not made, attach a per providing a complete description of the incidents on person alleged injured from all treating physicians/facilities be reson alleged injured from all treating physicians/facilities. Laser copies of the vehicle's collision/fire damage from es. laser copies of the inside of vehicle showing the and roof areas.
<ol> <li>For each person alleged in continue on back.)</li> </ol>	jured provide the following: (If there are additional names
Name:	Name:
Address:	Address:
Spouse's Name: Dw	
DOB:	DOB:
Soc Security#:	Soc Security#:

Injury: Not on head with Injury:

Tree felling- 1: Ft gete - James head

down cousing pan in jaw neck,
and shoulders, down arms

Occupation: RCA

	3.	Please specify what you believe is defective, if anything, with your vehicle.
		from shorts on Rear lift onte - the Carlo
		Coursing 1 No. 1 to 1-10
		the said the said when
	4.	Has the alleged defective vehicle/part been repaired or replaced? Yes No
	5.	Please provide the current location of the vehicle (you may need to contact
		your insurance company to provide this information).
		(home address) Amberg we
	_	
	6.	Has an insurance company been advised of this incident? Yes No
	20	If yes, please provide name, address and phone number of insurance company and
	a marine	adjuster's name and claim number.
. 99	Calous	Has an insurance company been advised of this incident? Yes No  If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.
	go.	
Les	7)	What are you seeking from Ford Motor Company in this matter?
apo	point	Please note that we need all the information requested above to evaluate this are
	matter	Your concern will not be evaluated until <u>all</u> the above information is
	submi	tted. Please feel free to provide any other additional information that may be
	helpfu	I to us in evaluating this matter.
		to as in evaluating this matter.
	material our file.	Once we are in receipt of all the requested information, it will be reviewed and you will be notified ecision concerning your claim. Should you not send all of the requested information and is within 45 days, we will assume that you are not interested in pursuing a claim and we will close Please note that your vehicle will not be inspected until all the above information has been and a determination has been made as to whether an inspection is warranted.
	and test	Should you decide to pursue a claim against Ford Motor Company, please be advised that all ary steps should be taken to ensure that the subject vehicle and all of its component parts are ned and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove any component part that you claim to be defective, and to be presented with the vehicle and the component part(s) at the time of trial.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Respectfully yours,
Warnette Hill

Wannetta Hill Consumer Affairs

313 -845-5670

### Case #1413451865

### 7. What are you seeking from Ford Motor Company in this matter?

I had just left a routine chiropractic visit just minutes prior to the failure of the lift shock. When I left the office the next estimated chiropractic return was to be several months away.

I am asking for reimbursement of this chiropractic visit at \$40. In addition, I have since made an additional visit for ongoing treatment of the head and neck injury \$40, and one more additional treatment is needed. \$40 I am asking also for \$10 toward gas to go to the appointment as it is 28 miles away from my house.

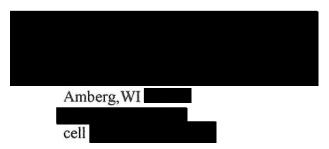
In summary, I am requesting:

\$40 for the initial visit prior to accident that caused injury

And I would like for you to consider paying the additional 2 visits of which one has already been completed, to fix the injury to my body caused by the failure \$80 
\$10. for gas money to go to each appointment

I do feel that if one of my children instead of me had been under the tailgate during the failure of the shock, the injuries would have been much more severe to them than to myself. My sister did catch the door after it had hit me, and if this would not have happened I believe even the injury to me would have been more severe.

Your consideration in this matter is greatly appreciated, and I will be willing to answer any questions that you may in this matter.



\* in initial phone request only I ousit was requested . I have since needed the additional visits.

July 22, 2005

Attn: Wannetta Hill Consumer Affairs

RE:2005 Freestar VIN:2FMDA52265B Case # 1413451865

Dear Ms. Hill,

The following is a complete description of the incident that occurred to me on June 30, 2005 in Iron Mt. Michigan.

On June 30, I had just left from a chiropractic appointment at approximately 4:20 pm. I then went to Wal-Mart to do some quick shopping accompanied by my sister Sue Oja. At approximately 5 pm, I was returning to my 2005 Freestar van with my purchases.

I activated the automatic rear door lift as I approached the van, my sister was just ahead of me, I was pushing the shopping cart, and at the time that I neared the van, one of my children called me on my cell phone. I answered the call but kept walking toward the up-lifting door. As I grabbed the first bags, to put inside the van as the door was still rising, I reached into the back to place them there and as I did this, I was hit on top on the head with the rear door. At first I thought that I just ran into it because I was not paying attention, but my sister who was standing there, said that as the door reached its full open height, the door just *fell*. My sister tried to catch it, but not before it had hit me.

I had immediate pain in my jaw and neck, and a bump on the top of my head that became very large and tender to touch. It felt as if it had split open, but had not. I did not go for hospital treatment, as I felt that without an open wound that they would not be able to do anything anyway.

I did not go back into Wal-Mart, but I did immediately call the Ford garage, Bergstrom Ford of Neenah, WI where I purchased the van to see if they could tell me what happened to my door and to ask what I should do. They said that I could bring it in and they would look at it, but since I was about 150 miles away, I could go to any Ford dealer. I then called Town & Country Ford in Quinnesec, MI. At this time, all of the service department people had left and the salesman said that I could check back the following day. Neither was able to tell me what had occurred, but the first garage suggested that the shock on the rear door might have failed. I was told to be careful with the door until it could be brought in to be inspected and fixed.

Amberg, WI

### Brian A. Begres, D.C.

1221 Cedar Avenue Iron Mountain, MI 49801 (906) 774-4980

JUL 1 4 2005 Min

### Brian A. Begres, D.C.

1221 Cedar Avenue Iron Mountain, MI 49801 (906) 774-4980

JUL 21, 2005

MS hypo fix tet ft. states

rt & ded neck

pain & points

te upper ceru.

rt hard is sore on ulnar surface into medial forearm

IBP LF side points to LF PAIS. CZBR\*1°
C&PL\*°°
RH/C7
SAL
PR SAL
L5 PL-ML
Pt Rt

ACCOUNT NUVBER! PATIENT SIGNATUR OFFICE VISITS FEE CODE CODE SERVICES **NEW PATIENT ESTABLISHED PATIENT** KRAYS dichem ocus =x/Exam 99201 CV 1-2 9694L Manua. u Spine All & at 7200 volanded Hig/Exam 99202 CMT 3 4 98941 Strine, Single View 72000 relaced =x/=xam 99203 CV1 5 98942 Cervica: (4 Views) 771.5 ASTER HOURS (in add to adjustment) Cervical AP & Lat. 1701 Bom : 10pm 99050 99211 Minimai Exam Jervicai Comp (7 Views) 121152 \*Cann Sam 99052 Problem Focus Exam 30212 Tank a AP & Lat. 77 1 Sat/Sun/indicatays 99054 mxpanded fixam 99213 peracic/flumbar API& 产利用 -, -i-033 Detailed Exami 99214 umbosacra AP & 721... Terry car Philow F()943 Expanded Consultation 99242 Commencer will become 00. Levelers \_3030 Lumposacra, w/Bending Seri Support 99070 [ ] WORK COMP X - PAY Review Modifier ne Hack / Biofreeze 99070 THERAPEUTIC MASSAGE Shappiements 90600 [ [AUTO Diocedure Units Het or Cold Pack Application97010 DIAGNOSIS CHRVICAL THORACIC LUMBAR nemary Primary o-mary 1336 Occipiocervical (Occi-O1) Thoracic (T1 - . 12) 7363 7391 Cervical (C1 - C7) 83921 Subluxation Thoracc #83000 Subjection to much in itel Submission (g) 24/1 Strain/Strain nan. SpeniolSigner Sprain/Strain/Whiplash Syndrome 8470 7225 Disc Degeneration 77252 Uso Trageneration Disc Degeneration /224 Inoracic or cumbosacrai neuritis 72210 Plac Deplacement 720ti or.co s 72885 Vyospasm 75812 Scandy a smess

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PETER L BEGRES OC

GERALD A ASEGGLEN DO

BRIAN A BEGRES OC

Segres Chronoractic Clinic 1221 Gedar Avenue Iron Mountain Mr. 19901 eleonone (906) 771 488. Cas (900) 774 9698

\* Check# \* Cash A Y'S CHARGES AMOUNT PAID YPE OF PAYMENT

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GERA	R L BEGRES ( NLD A ABEGGL N A BEGRES (	EN DC	12 Iron M Telepho	es Chiropractic Clinic 21 Cedar Avenue Mountain, MI 49801 one. (906) 774 - 4980 : (906) 774 - 9698		

TYPE OF PAYMENT

TODAY'S CHARGES

AMOUNT PAID

PHYSICIAN'S SIGNATURE

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ACCOUNT NUMBER | PATIENT SIGNATURE PATIENT NAME OFFICE VISITS CODE FEE FEE CODE SERVICES CODE FEE **NEW PATIENT** ESTABLISHED PATIENT X-RAYS Problem Focus Hx/Exam 99201 Manual CMT 1-2 98940 Full Spine AP & Lat 72010 Expanded Hx/Exam 99202 CMT 3 - 4 98941 Spine, Single View 72020 Detailed Hx/Exam 99203 CMT 6 98942 Cervical (4 Views) 72050 AFTER HOURS (in add to adjustment) Cervical AP & Lat 72040 0pm - 10pm 99050 Minimal Exam 99211 Cervical Comp (7 Views) 72052 10pm - 8am 99052 Problem Focus Exam 99212 Thoracic AP & Lat 72070 Sat/Sun/Holidays 99054 Expanded Exam 99213 Thoracic/Lumbar AP & L 72080 SUPPORTS Detailed Exam 99214 Lumbosacral AP & L 72100 Cervical Pillow E0943 **Expanded Consultation** 99242 Lumbosacral w/Oblique 72110 Foot Levelers L3030 Lumbosacral w/Bending 72114 Joint Support 99070 [ ] WORK COMP X - RAY Review Modifier -26 Ice Pack / Biofreeze 99070 THERAPEUTIC MASSAGE Supplements 90600 [ [AUTO Procedure Units 97124 Hot or Cold Pack Application 97010 DIAGNOSIS CERVICAL THORACIC LUMBAR Primary Primary [ ] Primary Occiptocervical (Occ - C1) [ ] 7390 Thoracic (T1 - T12) [ ] 7392 1 7393 Lumbar (L1 - L5) Cervical (C1 - C7) 7391 [ ] 83921 Subluxation Thoracic 83920 Subluxation Lumbar 8390\_ Subluxation @ 8471 Sprain/Strain 8460 Sprain/Strain 8470 Sprain/Strain/Whiplash Syndrome [ ] 72251 Disc Degeneration [ ] 72252 Disc Degeneration 7224 Disc Degeneration 7244 Thoracic or Lumbosacral neuritis 72210 Disc Displacement 7235 Torticollis [ ] 72885 Myospasm [ ] 75612 Spondylolisthesis 7291 Myalgia 1 7243 Sciatica **Brachial Plexus Lesions** 3530 [ ] 72210 Sciatica due to Disc Displacement 7233 Cervicobrachial Syndrome **SACRUM / COCCYX** [ ] 72885 Myospasm 30781 Tension Headache [ ] 72402 Spinal Stenosis Primary Myospasm 72885 Sacrococcygeal (S) [ ] 7242 Lumbago [] 7840 Cephalgia 83942 Subluxation Sacrum Sacroiliac Sprain/Strain [ ] 8481 [ ] 83941 Subluxation Coccyx [ ] 8474 Coccyx Sprain/Strain PETER L BEGRES DC Begree Chiropractic Clinic 1221 Cedar Avenue GERALD A ABEGGLEN DC Iron Mountain, MI 49801 Telephone: (906) 774 - 4980 BRIAN A SEGRES DC Fax: (906) 774 - 9698 [ ] Check# [ ] Cash TODAY'S CHARGES AMOUNT PAID TYPE OF PAYMENT PHYSICIAN'S SIGNATURE

CASE # 1413451865





# RON MOUNTAIN/KINGSFORD

W7600 US HIGHWAY 2

IRON MOUNTAIN/KINGSFORD, MICHIGAN 49801

MAILING ADDRESS:
P.O. BOX 2335
KINGSEORD MI 49903

MICH. REG. NO. - F 101741

KINGSFORD, MI 49802

Phone (906) 774-4715 • 1-800-433-5970

P & A CODE: 0617

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CONCERN 52 CUSTOMER STATES THAT TO CAUSE  LIFT SHOCK LEAKED ALL OF CORRECTION  52-1 EXTRATIME TO CHECK OPEN PART NUMBER  SPO 4F2Z 17406A10 CA SPO 4F2Z 17406A11 CA PARTS: COUNT 2  FACTORY TECH: 106 - JACOBSON, SVC PART : 17406A10  52-1 SVC PART : 17406A10	HE REAR HATCH WILL  OIL  E ASSEMBLY - REPI  RATION OF LIFTGAT  PO# NOT  JESSE SS#: 836  CONCERN  CONCERN  983  69.01	LACE TE AND DIAGNOSE TE DESCRIPTI LIFT ASY LIFT ASY ALLOWANCE 55 CERT#: M22 N CD: N42	E FAILURE ION - GAS - GAS E: 19.77 29195 COND	CODE : D8 CODE : D8 PART LAB-I TOTAL	40610AT TY T1 I S MECHANICAL L CHARGE FO	106 T 106 GUBTOTAL OR CONCER	.4 SELL 24.59 24.70	27, 24, 24, 24, 69, 41, 110.
CONCERN 52 CUSTOMER STATES THAT TO CAUSE  LIFT SHOCK LEAKED ALL OF CORRECTION  52-1 EXTRATIME TO CHECK OPEN PART NUMBER  SPO 4F2Z 17406A10 CA SPO 4F2Z 17406A11 CA PARTS: COUNT 2  FACTORY TECH: 106 - JACOBSON, SVC PART : 17406A10  52-1 SVC PART : 17406A10  FYPE: W  SUMMARY OF CHARGES FOR INVOICE M145 PARTS  AB-MECHANICAL	HE REAR HATCH WILL  OIL  E ASSEMBLY - REPI  RATION OF LIFTGAT  PO# NOT  JESSE SS#: 836  CONCERN  CONCERN  983  69.01  41.10	LACE TE AND DIAGNOSE TE DESCRIPTI LIFT ASY LIFT ASY ALLOWANCE 55 CERT#: M22 N CD: N42	E FAILURE ION - GAS - GAS E: 19.77 29195 COND	CODE : D3 CODE : D3 PART LAB- TOTAL	40610AT  MT40610AT  TY  1  S  MECHANICAL  CHARGE FO  ENT DISTRIB  L CHARGE	106 T 106 GUBTOTAL OR CONCER	.4 SELL 24.59 24.70	69. 41. 110. E W1498
CONCERN 52 CUSTOMER STATES THAT TO CAUSE  LIFT SHOCK LEAKED ALL OF CORRECTION  52-1 EXTRATIME TO CHECK OPEN PART NUMBER  SPO 4F2Z 17406A10 CA SPO 4F2Z 17406A11 CA PARTS: COUNT 2  FACTORY TECH: 106 - JACOBSON, SVC PART : 17406A10  52-1 SVC PART : 17406A10  FYPE: W  SUMMARY OF CHARGES FOR INVOICE M145 PARTS  AB-MECHANICAL	HE REAR HATCH WILL  OIL  E ASSEMBLY - REPI  RATION OF LIFTGAT  PO# NOT  JESSE SS#: 836  CONCERN  CONCERN  983  69.01	LACE TE AND DIAGNOSE TE DESCRIPTI LIFT ASY LIFT ASY ALLOWANCE 55 CERT#: M22 N CD: N42	E FAILURE ION - GAS - GAS E: 19.77 29195 COND	CODE : D3 CODE : D3 PART LAB- TOTAL	40610AT TY TI I S MECHANICAL L CHARGE FO	106 T 106 GUBTOTAL OR CONCER	.4 SELL 24.59 24.70	AMOU 13. 27. 24. 24. 24. 69. 41. 110. E W1498.

CONTACTED AND APPROVED ANY REVISED ESTIMATE SHOWN ON THIS INVOICE.

ESTIMATE \$375.00

## Maintenance

We purchased the vehicle new in March 2005 and recommended service at 3000 miles was done in June at Bergstrom.

Bergstrom Ford of Neenah 525 S. Green Bay Rd Neenah, WI 54956 1-800-924-4180

Only other service was for the defective lift shock and this work was done at: Town & Country Ford W7600 US Hwy 2
Iron Mt/Kingsford, MI 49801
(Quinnesec)
1-800-433-5970



Page 1 of 1



OASIS RESULT: 2FMDA58265BA07084 03/03/2008 11:43:58 FCXWS446

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#### VEHICLE INFORMATION

VEHICLE DESCRIPTION

BODY STYLE

**ENGINE** 

2005 FREESTAR

SEL LIMITED WAGON

4.2L EFI

TRANSMISSION AX4N/4F50N 4 SPD AXLE CODE

**ENGINE CALIBRATION** 

5A41SA0A



# **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT
VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY



### ARN MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
BEFORE REPLACING FS-10 A/C COMPRESSOR (19703), PLEASE SEE TSB 06-04-09



# **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE

**BUILD DATE** 

SALE MILEAGE

11/28/2005

08/05/2004

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND



# **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE



## , WARRANTY REPAIR HISTORY

07/24/2007

**DEALER:** Metro Ford

**WARRANTY CLAIM NUMBER: 111202** 

ODOMETER: 035606M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC
3F2Z 2C216AA	SENSOR ASY RR BRK AN	001	2219D5T	42	DOES NOT OPERATE PROPERLY
3F2Z 2C190AA	SENSOR ASY-RR BRKT	001	2219D		
		000	2219D13		

35606 IDS DIAG C 1235 C1236 PP TESTS ROAD TEST PID DATA REPLIREAR SPEED SEN SORS RETEST OK

07/24/2007

**DEALER:** Metro Ford

**WARRANTY CLAIM NUMBER: 111202** 

ODOMETER: 035606M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5463100	FRME&SPRING FRT SEAT	000	999A	33	LOOSE PART

35606 RESECURE TRIM

#### 04/09/2007

**DEALER:** Tamiami Ford, Inc.

**WARRANTY CLAIM NUMBER: 233459** 

ODOMETER: 032319M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION	CONDITION DESC
6F2Z 1109B	HUB ASY-REAR	001	1225AT	42	DOES NOT OPERATE PROPERLY
6F2Z 1109A	HUB ASY-REAR	001			

HUM NOISE LISTEN WITH CHASSIS EAR ON TEST DRIVE ROTATE TIRES AND TEST DRI VE AGAIN TO DETERMINE TIRE NOISE OR NOT REPLACED LR HUB BEARING TEST DRIVE A GAIN STILL HEARD SLIGHT BEARING NOISE MOST GONE TEST DRIVE WITH CHASSIS EAR REPLACE RR HUB BEARING TEST DRIVE AGAIN LR HUB BEARING DEFECTIVE FEEL ROUGH AND CAUSING RR HUB BEARING CAUSING NOISE

#### 04/09/2007

**DEALER:** Tamiami Ford, Inc.

**WARRANTY CLAIM NUMBER: 233459** 

**ODOMETER: 032319M** 

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3F2Z 1104AB	HUB ASSY-FRONT	001	2134A	42	DOES NOT OPERATE PROPERLY
		000	ADD		

ADD ON PER ROBBIE BEARING NOISE IN FRONT TEST DRIVE WITH CHASSIS EARS REPL ACE HUB BEARING RF HUB BEARING NOISEY RETEST NOISE IS GONE

Click Here for Full Warranty History

END OF OASIS REPORT FOR 2FMDA58265B

Report Applies to Country Code: USA



FSP	/ Recall	Infor	mation
LOF	/ Necan	IIIIUI	mation

VIN: 2FMDA58265B

# No ESP Information for this VIN

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

Number	Туре	Description	Status	Status Date	Dealer Code
06S42	SAFETY RECALL	PERFORM PRIOR TO VEHICLE DELIVERY - FREESTAR/MONTEREY POWER LIFTGATE MODULE REPROGRAMMING	CLOSE - REPAIRED	2006-05- 11	07616USAF11502



Frank M. Ligon
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company P. O. Box 1904 Dearborn, Michigan 48121

March 8, 2006

TO:

All U.S. Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 06S42:

Certain 2005 & 2006 Model Year Freestar & Monterey Vehicles Equipped With Power

Liftgate Option

Reprogram Power Liftgate Module

## **AFFECTED VEHICLES**

Certain 2005 and 2006 model year Freestar and Monterey vehicles built at the Oakville Assembly Plant from Job #1 through December 13, 2005. Affected vehicles are identified in OASIS. In addition, visit <a href="https://web.fsavinlists.dealerconnection.com">https://web.fsavinlists.dealerconnection.com</a> for a list of vehicles assigned to your dealership. This information will be available on March 8, 2006.

## **REASON FOR THIS SAFETY RECALL**

In the event of a liftgate strut malfunction, the liftgate may fall freely without warning after the liftgate is powered open. If the vehicle operator or passenger is standing beneath the liftgate when it falls, an injury may result.

#### SERVICE ACTION

Dealers are to reprogram the power liftgate modules on all affected vehicles to the latest software version. The latest software version may be obtained at <a href="https://www.motorcraft.com">www.motorcraft.com</a> (refer to Attachment III for software levels).

The latest software version allows the motor to sense a falling liftgate and activate an un-commanded power close mode to control lowering of the liftgate in the event that a strut failure occurs.

This recall must be performed on all affected vehicles at no charge to the vehicle owner. Do not demonstrate or deliver affected vehicles that remain in your new vehicle inventory until this safety recall has been completed.

#### **OWNER NOTIFICATION MAILING SCHEDULE**

Owners of affected vehicles will be notified by mail the week of March 13, 2006. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

#### PLEASE NOTE:

Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

## **ATTACHMENTS**

Attachment I:

Administrative Information

Attachment II:

Labor Allowances

Attachment III:

**Technical Information** 

**Customer Notification Letter** 

# **QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Only) .......1-800-325-5621

Sincerely,

Frank M. Ligon

Frank M. Ligar

# Safety Recall 06S42

Certain 2005 & 2006 Model Year Freestar & Monterey Vehicles Equipped With Power Liftgate Option Reprogram Power Liftgate Module

OASIS ACTIVATED? Yes. OASIS will be activated by March 8, 2006.

#### FSA VIN LIST ACTIVATED? Yes

Available through FMCDealer.com or at <a href="https://web.fsavinlists.dealerconnection.com">https://web.fsavinlists.dealerconnection.com</a> by March 8, 2006. Owner names and addresses will be available by March 22, 2006.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall action.

#### STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

#### **SOLD VEHICLES**

- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

#### TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

#### **RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis.

## **ADDITIONAL LABOR TIME**

This repair will require no additional labor time to complete. Claims submitted with "MT" labor will not be accepted for reimbursement.

# Safety Recall 06S42

Certain 2005 & 2006 Model Year Freestar & Monterey Vehicles Equipped With Power Liftgate Option Reprogram Power Liftgate Module

#### OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.
- Refund Claiming Information (Submit on separate repair line.)

Program Code: 06S42
 Misc. Expense: ADMIN
 Misc. Expense: 0.2 Hrs.

### RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

### **CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.

# Safety Recall 06S42:

Certain 2005 & 2006 Model Year Freestar & Monterey Vehicles Equipped With Power Liftgate Option Reprogram Power Liftgate Module

# LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram the power liftgate module to the latest calibration level, power open the liftgate and check for proper operation*.	06S42B	0.3 Hour

\*NOTE: If the power liftgate does not operate properly or enters into an un-commanded power close mode after performing the power liftgate module reprogramming, call the Special Service Support Center at 1-800-325-5621 for further direction.

PARTS REQUIREMENTS - None

# Miclea, Marcel (M.M.)

From:

Joe Otoole [jotoole@tamiamiford.com]

Sent:

Wednesday, March 05, 2008 12:23 PM

To:

Miclea, Marcel (M.M.)

Subject: thomas brennan

HI MARCEL WE HAVE THE FREESTAR HERE FOR MR.BRENNAN LAST 8 OF VIN.5B WE FOUND THE RIGHT REAR STRUT LEAKING ON THE REAR HATCH AND IT IS POSSIBLE THAT HATCH DID LET GO AS THE CUSTOMER SAID .PARTS AND LABOR TO REPLACE AND DIAG.\$127.15.I WILL E-MAIL PHOTO IN THE AM,THANKS JOT.

<<general release of all claims.doc>>

Joe,

This is the release the customer has to sign before any repairs start. When they are completer, call me and I will give you a payment code (P53).

# Marcel Miclea

Legal Analyst Office of the General Counsel Phone: (313) 322-1760 Fax: (888) 314-5917 MAR-17-2008 MON 06:36 PM

CUSTOMER SIGNATURE

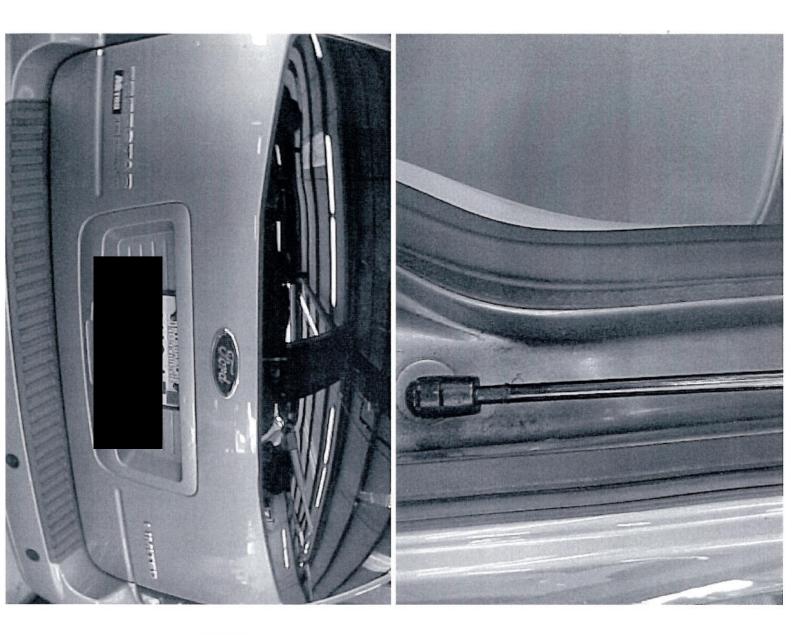
FAX NO.

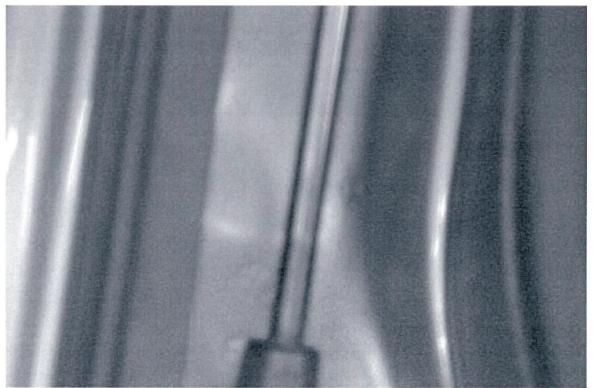
03

FOCS261265

28488 03/17/08 FOCS261265 JEFFREY PARKS 144 1869 FOZZ 48,072 / 05/FORD TRUCK/FREESTAR/4 DOOR WAGON DUXBRUY, MA 2 F M D A 5 8 2 6 5 B 03/05/08 MO: 48072 JOB# 1 CHARGES-----WARRANTY J# 1 51F0Z BODY ELECTRICAL C/S CHECK POWER REAR TAIL GATE OPERATIONS
STRUT LEAKING RIGHT SIDE
PERFORM LIFTGATE DIAG CODE B 201A CLEAR CODES FOUND RIGHT
STRUT LEAKING REPLACE BOTH REAR STRUTS PER OFFICE OF THE GENERAL COUNSEL -DESCRIPTION------------------UNIT PRICE-PARTS ----- QTY --- FP - NUMBER -----4F2Z-17406A11-CA 4F2Z-17406A10-CA WARRANTY LIFT ASY - GAS LIFT ASY - GAS 1 WARRANTY 0.00 JOB# 1 TOTALS-----JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00 LABOR ----OCM CHECKLIST TECH(S PERFORM MULTIPOINT INSPECTION AND RECORD FINDINGS J# 2 00F0Z99P TECH(S):157 0.00 JOB# 2 TOTALS-----JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00 ESTIMATE -----CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) COMMENTS - -WAIT TOTAL LABOR.... TOTAL PARTS.... 0.00 TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHG.
TOTAL MISC DISC \* [ ] CASH [ ] CHECK CK NO. [ 0.00 [ ] VISA 0.00 [ ] MASTERCARD [ ] DISCOVER 0.00 TOTAL TAX..... [ ] AMER XPRESS 0.00 [ ] OTHER [ ] CHARGE **TOTAL INVOICE \$** 0.00 THANK YOU FOR YOUR BUSINESS!!

==> Aprvl Cd: C	Prior Approval Log Screen *** 2008/03/17 08:19:57  JOIXR Field Cd: Log Status: A A=Approve P=Paid  C=Confidential D=Deny C=Close H=Hold
P&A Code: 01286 USA	Dlr: Tamiami Ford Inc
RO Nbr: 261265	Ror Seg: *1 Pam Code: Ror Date:
VIN: 2FMDA58265B	Odom: M Causal Part:
ESPS Cover Cd:	Plan: Str Mile: Str Date:
ESPS Cover St:	Used: Exp Mile: Exp Date:
Aprvl Level:	****** INFORMATION ONLY: Y ******* DAWA Percent
Vst/Rgst Amt:	Dlr: Tamiami_Ford, Inc.  Rpr Seq: *1    Pgm Code:
Rpr/Aprv Amt: 0000127.15	Labor Hrs: 00077.03 = Labor %:
NADA/ Flax Allic.	MISC DAPH.
Remain Amt: 0000127.15	Loan Days: =
GOOD WILL	REPAIRS (STRUTS REPLACEMENT)
Insp Rgst Date:	Dlr Contact: Phone:
Customer Name:	Dlr Contact: Phone:  Model Year: Model:  Claim Pmt Amt: WSI: Market Code: USA
Last Date Paid:	Claim Pmt Amt: WSI: Market Code: USA
Creator: M. MICLEA	Date: 2008/03/17 Time: 08:19:57
F1=Help F2=ESPS Contract	F3=End F4=AWA Scale F5=History F6=Repair Detail
F7=Prev F8=Next	F9=Panel F10=Scroll Rmks F12=Return
5112: ADD SUCCESSFUL	LPRELC6





EA06-020 0094LP





Ford Motor Company Office of the General Counsel 3 Parklane Boulevard Parklane Towers West, Suite 1500 Dearborn, Michigan 48126-2568

February 6, 2008

Clayto	n, NC	
RE:	2005 Freestar VIN: 2FMDA52275E Case #: 377020368	
Dear		
involve	ave been advised of your pursuit of damed. In order to evaluate this matter, we requippleting and returning this form:	lages due to an incident in which your vehicle was est that you provide us with <u>all</u> the following information
1.	Please provide a copy of each of the fo each item is attached:	llowing documents and check the box indicating that
	A copy of the police/fire report. If a poli	ce/fire report was not made, attach a separate sheet
		d injured from all treating physicians/facilities each person alleged injured from all treating
		of the vehicle's collision/fire damage from several
		of the inside of vehicle showing the steering wheel,
	Repair estimate or repair order	n
		OR
	Total loss worksheet with copies of draft Complete service history for vehicle inclu	
2.	For each person alleged injured pro continue on back.)	vide the following: (If there are additional names
	Name:	Name:
	Address:	Address:
	Spouse's Name:	Spouse's Name:
	DOB:	DOB:
	Occupation:	Occupation:

Injury:\_\_\_\_

Injury:\_\_\_\_\_

Has the alleged defective vehicle/part been repaired or replaced? Yes No
Please provide the current location of the vehicle and mileage (you may need to contain insurance company to provide this information).
Has an insurance company been advised of this incident? Yes No If yes, please provide name, address and phone number of insurance company and adj name and claim number.

Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until <u>all</u> the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 45 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Should you decide to pursue a claim against Ford Motor Company, please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.







OASIS RESULT: 2FMDA52275B 02/06/2008 09:40:19 FCXWS446

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## VEHICLE INFORMATION

VEHICLE DESCRIPTION

BODY STYLE SEL 4 DOOR WAGON ENGINE 4.2L EFI

2005 FREESTAR TRANSMISSION

AXLE CODE

ENGINE CALIBRATION

AX4N/4F50N 4 SPD

5A41RA0A

WARNING MESSAGES

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

A

ARN MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
BEFORE REPLACING FS-10 A/C COMPRESSOR (19703), PLEASE SEE TSB 06-04-09

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 03/21/2005

BUILD DATE 11/29/2004 SALE MILEAGE

00020

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

**WARRANTY REPAIR HISTORY** 

NO RECENT REPAIR HISTORY ON VEHICLE

Click Here for Full Warranty History

END OF OASIS REPORT FOR **2FMDA52275B**, Report Applies to Country Code: <u>USA</u>

