

PE06-048

FORD

1/12/2007

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FORD

1/12/2007

APPENDIX B

2001 through 2003 Model Year Ford Escape
Non-Crash Engine Compartment Fires related to ABS Components

OWNER REPORTS

As the agency is aware, within FCSD's North American Customer Service Operations, there is a Customer Relationship Center (CRC) that is responsible for facilitating communication between customers, dealerships and Ford Motor Company. Among other things, the CRC handles telephonic, electronic, and written inquiries, suggestions, informational requests, and concerns ("contacts") from Ford and Lincoln-Mercury vehicle owners about their vehicles or sales and service experience. The contacts are handled by CRC customer service representatives who enter a summary of the customer contact into a database known as CuDL (Customer Data Link). Certain contacts, such as letters from customers, are entered into the CuDL database. Those that were entered into the earlier MORS II system were also microfilmed. More recently, the records in MORS III/CuDL are imaged and stored electronically.

The CRC assigns to each vehicle-related contact report a "symptom code" or category that generally reflects the nature of the customer contact or vehicle concern, as described by the owner. The CRC does not undertake to confirm the accuracy of the description provided by the owner; they simply record what is reported. Therefore, given the complexity of the modern motor vehicle, it is Ford's experience that a significant percentage of owner contacts do not contain sufficient information to make a technical assessment of the condition of the vehicle or the cause of the event reported. Accordingly, although MORS contact reports may be useful in identifying potential problems and trends, the records are not the empirical equivalent of confirmed incidents and/or dealership's diagnosis. In the interest of responding promptly to this inquiry, Ford has not undertaken to gather the electronic images related to these contacts because of the largely duplicative nature of the information contained in the images, as well as the time and the burden associated with locating and producing those documents. The pertinent information related to those contacts generally would be included in the contact reports obtained from the CuDL system. To the extent that those documents exist, they are reflected in the comments of MORS III contact reports. Upon request, Ford will attempt to locate any specific items that are of interest to the agency.

In responding to this information request, Ford electronically searched CuDL using the following criteria:

<u>Model Year:</u>	2001 - 2003
<u>Subject Vehicle:</u>	Ford Escape vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.
<u>Date Parameters:</u>	January 1, 2000 through November 21, 2006 (the date of this inquiry)
<u>Types of Contacts:</u>	All, including suspended data, canceled contacts and inquiries

MORS III Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Service Brake Fluid Leak	301820	Reports of issues related to leaks from the service brake system.
Fire/Smoke	704XXX	Report of smoke, fire, scorching, or burning regardless of location on or in vehicle

MORS III Reason Code(s):

Reason Code	Description
07XX	Any contact of a legal nature

Word Searches:

The reports located using the search criteria described above were then manually reviewed for relevance using the Electronic Data Download System.

LEGAL CONTACTS

Within FCSD, there is also a Consumer Affairs Department that manages customer concerns, which cannot be resolved by the Customer Relationship Center (CRC). Among other things, the Consumer Affairs Department has a section, known as "Litigation Prevention," which handles a variety of informal (i.e., non-litigation) claims, such as property damage claims or attorney demand claims. Also, the Litigation Prevention section does not handle claims from insurance companies asserting subrogation rights arising out of payments made to insured. The Litigation Prevention section has been centralized in the Consumer Affairs Department since 1995, in Dearborn, Michigan. Prior to that time, Litigation Prevention personnel operated on a regional basis. For matters that the Litigation Prevention section handles, there are typically paper files that reflect the handling, investigation and resolution of property damage claims. The claims, known as "Legal Contacts" within FCSD, are entered into the CuDL database in the same manner that the CRC enters other customer communications into the CuDL database. When a customer contact is designated as a Legal Contact, it is so indicated near the top of the contact report.

FLEET TEST DATABASE

Ford's Product Analysis and Verification Test Operations tests Ford Motor Company components, systems, and vehicles within the private sector, and specifically on fleet vehicles that accumulate high mileage in a short period of time. These fleets in turn provide Ford with feedback on the parts placed on the vehicles for testing. Ford performed a search of its Fleet Test Database for potentially responsive reports using the following search criteria:

Model Year: 2001 - 2003

Subject Vehicle: Ford Escape vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2000 through November 21, 2006 (the date of this inquiry)

CPSC Codes:

CPSC No.	Title	SDS ID
06.09.00	Anti-Lock Control and Anti-Wheelspin Control Subsystem	ABS
18.00.00	Electrical Distribution and Electronic Control System	EDS

FIELD REPORTS

Within FCSD, there is a Vehicle Service & Programs Office that has overall responsibility for vehicle service and technical support activities, including the administration of field actions. That Office is the primary source within Ford of vehicle concern information originating from Ford and Lincoln-Mercury dealerships, field personnel, and other sources. The information is maintained in a database known as the Common Quality Indicator System (CQIS). The CQIS database includes reports compiled from more than 40 Company sources (e.g., Company-owned vehicle surveys, service technicians, field service and quality engineers, and technical hot line reports, etc.) providing what is intended to be a comprehensive concern identification resource. As with MORS contact reports, CQIS reports are assigned a "symptom code" or category that generally reflects the nature of the concern.

In responding to this information request, Ford electronically searched CQIS using the following criteria:

Model Year: 2001 - 2003

Subject Vehicle: Ford Escape vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: All reports received through November 21, 2006 (the date of this inquiry)

Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Service Brakes	3010	Chassis, Service Brake, Unknown
Service Brakes	3019	Chassis, Service Brake, Not Listed
Service Brakes	301A	Chassis, Service Brake, Indicator
Service Brakes	301820	Chassis, Service Brake, Leaks, Fluid
Electrical	2061	Electrical, Warning System, Indicator
Electrical	2060	Electrical, Warning System, Unknown
Fire/Smoke	704	Unknown, Fire/Smoke

Word Searches:

The reports located using the search criteria described above were then manually reviewed for relevance using the Electronic Data Download System.

UNIFIED DATABASE

The Unified Database (UDB) was created to track certain service parts sales in an effort to improve customer service and provide service parts in a timely fashion. UDB collects

information on retail vehicle repairs and maintenance from certain Ford/Lincoln/Mercury dealerships in the United States and Canada. UDB has information from the 4th quarter of 1998 to the present, and collects information only from participating dealerships. Ford cannot estimate the degree of accuracy or completeness of the information reported as a result of a UDB search because not all dealerships participate in the UDB system, the number of participating dealerships may change, the participating dealerships may not use UDB with any appreciable regularity, inconsistencies or inaccuracies may exist in the coding of repairs or maintenance, and the fact that not all vehicle repairs or maintenance are performed by Ford authorized dealerships.

Although Ford believes these reports are essentially a subset of the parts sales information provided in response to part sales information request, it is including them because a small percentage of the records may contain verbatim comments which could potentially relate to the agency's analysis.

In responding to this information request, Ford electronically searched UDB using the following criteria:

Model Year: 2001 – 2003

Subject Vehicle: Ford Escape vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2000 through November 21, 2006 (the date of this inquiry)

Base Part Number(s):

-14290- Engine Compartment Wiring Harness
-2C286- ABS Hydraulic Control Unit (HCU)
-2C219- ABS Electronic Control Unit (ECU)
-2C065- Service kit, ABS module (ECU and fasteners)
-2B373- ABS Module assembly

Word Searches:

The reports located using the search criteria described above were then manually reviewed for relevance using the Electronic Data Download System.

OASIS MESSAGES

FCSD is responsible for communicating a variety of vehicle and service information, such as warranty information for up to the past 360 days, Extended Service Plan part coverage information, and technical repair information, to North American Ford and Lincoln Mercury dealers. This information is communicated primarily through OASIS, which serves as an electronic link between Ford Motor Company and the dealers. OASIS covers all North American Ford and Lincoln Mercury cars and light trucks, and medium and heavy-duty Ford trucks, for the ten most current model years. Technical diagnostic and repair information on OASIS is contained in Special Service Messages (SSMs) and Technical Service Bulletin (TSBs) titles and brief summaries. It should be noted that dealers cannot access brief summaries.

SSMs and TSB titles are coded in OASIS by model year and vehicle line, and may be coded to other specific vehicle attributes (body style, engine code, or vehicle identification number) and

one or more OASIS Service Code(s). The dealers with access to OASIS usually search for information on the database by entering a VIN and the applicable Service Codes. SSMs and TSB titles that become inactive or superseded continue to be accessible by Ford employees, but no longer are accessible by the dealers. Dealers also are able to determine the recalls applicable to a particular vehicle by searching a particular VIN in OASIS. Recall information available on OASIS cannot be searched by Service Codes.

In 1998, the OASIS system was upgraded from the "OASIS 2" system to the new "Global OASIS." At that time, OASIS 2 was removed from service and is no longer used to communicate with dealers. During the upgrade, inactive information (such as inactive SSMs or superseded TSB titles) was not transferred to Global OASIS.

In responding to this information request, Ford searched Global OASIS for active, inactive, and superseded TSB titles and SSMs using the following search criteria:

Model Year: 2001 - 2003

Subject Vehicle: Ford Escape vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2000 through November 21, 2006 (the date of this inquiry)

OASIS Service Code(s): All OASIS messages located for the subject vehicles and the model years listed were reviewed for relevance.

OASIS 2 and Global OASIS are not capable of performing electronic word searches, so the search results are reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

The OASIS database also contains Broadcast Messages. Typically, these messages are directed to all dealerships and either are notifications of new SSMs/TSBs, or announcements with non-technical information (for example, "the Dealer Hotline will be closed today"). Broadcast Messages cannot be searched by OASIS service codes, and can be retrieved only while active (approximately 2 to 4 days). Ford has not undertaken to search for Broadcast Messages because Ford expects that any responsive information obtained with such a search generally would be non-substantive in nature or duplicative of the information obtained with the TSB title and SSM search described above.

INTERNAL SERVICE MESSAGES

FCSD, as part of its technical support activities, maintains fleet and technical telephone "hotlines." During the early stages of Ford's efforts to identify and resolve potential vehicle concerns, hotline personnel may draft Internal Service Messages (ISMs) on CQIS for their internal use. The ISMs are assigned a CQIS "symptom code" or category that generally reflects the nature of the concern. An ISM can form the basis for an oral response over the technical hotline to an inquiry from an individual dealer or fleet technician. The ISMs, however, are not made available electronically to fleets and dealers. Therefore, although ISMs are not "issued" to dealers like OASIS messages, Ford is construing this request broadly to include ISMs that may be related to the alleged defect in the subject vehicles.

In responding to this information request, Ford searched CQIS for active ISMs using the following search criteria:

Model Year: 2001 - 2003

Subject Vehicle: Ford Escape vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2000 through November 21, 2006 (the date of this inquiry)

CQIS Symptom Code(s):

Code	Description	Description	Description
301XXX	Chassis	Service Brake Sys.	
704000	FIRE/SMOKE	OTHER	OTHER
704100	FIRE/SMOKE	VISIBLE FLAME	OTHER
704145	FIRE/SMOKE	VISIBLE FLAME	UNDERHOOD
704199	FIRE/SMOKE	VISIBLE FLAME	NOT LISTED
704200	FIRE/SMOKE	SMOKE	OTHER
704245	FIRE/SMOKE	SMOKE	UNDERHOOD
704299	FIRE/SMOKE	SMOKE	NOT LISTED
704300	FIRE/SMOKE	SCORCHED/BURNT	OTHER
704345	FIRE/SMOKE	SCORCHED/BURNT	UNDERHOOD
704399	FIRE/SMOKE	SCORCHED/BURNT	NOT LISTED
704900	FIRE/SMOKE	N/L FIRE/SMOKE	OTHER
704999	FIRE/SMOKE	N/L FIRE/SMOKE	NOT LISTED

The CQIS database in which the ISMs reside is not capable of performing word searches, so the search results were reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

FIELD REVIEW COMMITTEE

Ford's Field Review Committee reviews all potential field service actions, including safety recalls and customer satisfaction programs, and recommends appropriate actions to corporate management. A Vehicle Service & Programs representative serves as Secretary to the Field Review Committee. Following approval of a field service action, the Vehicle Service & Programs Office prepares and launches the action. A representative copy of the communication to Ford's dealers, fleets, and Regional offices announcing the field service action is maintained in the Field Review Committee files.

WARRANTY

Ford's Analytical Warranty System (AWS) contains warranty claims and vehicle information for model years 1991 and forward for North America, and model years 1992 and forward for Europe and Jaguar.

Ford performed searches of AWS for potentially responsive reports using the following search criteria:

Model Year: 2001 - 2003

Subject Vehicle: Ford Escape vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Base Part Number(s):

-14290- Engine Compartment Wiring Harness
-2C286- ABS Hydraulic Control Unit (HCU)
-2C219- ABS Electronic Control Unit (ECU)
-2C065- Service kit, ABS module (ECU and fasteners)
-2B373- ABS Module assembly

No further filters were utilized for this portion of the search.

The reports located using the search criteria described above were then manually reviewed for relevance using the Electronic Data Download System

A second search of AWS was performed using the following:

Base Part Number(s): None

Customer Concern Code(s): All

Warranty Component Classification Code(s):

WCC	Description
5W01	ABS-Traction Control, less module
7T03	ABS-Traction Control, module

Word Searches:

The reports located using the search criteria described above were then manually reviewed for relevance using the Electronic Data Download System

A third search of AWS was performed using the following:

Base Part Number(s):

-2162- Service part number for the master cylinder reservoir cap
-2N382- Engineering part number for the master cylinder reservoir cap
-2K478- Master cylinder reservoir (tank)
-2140- Master cylinder/reservoir assembly
-14290- Engine Compartment Wiring Harness

Customer Concern Code(s):

CCC	Description
L63	Brake fluid leaks
V21	Brake fluid leaks

The reports located using the search criteria described above were not reviewed for relevance but are being provided for reference as requested in the information request.

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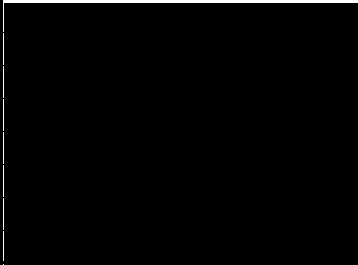
FORD

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APPENDIX D

Index for Litigation Prevention
Files

Index for Litigation Prevention Files
PE06-048

<u>Name:</u>	<u>Bates Range:</u>
	PE06-048 0001LP-0009LP
	PE06-048 0010LP-0022LP
	PE06-048 0023LP-0036LP
	PE06-048 0037LP-0071LP
	PE06-048 0072LP-0095LP
	PE06-048 0096LP-0109LP
	PE06-048 0110LP-0122LP
	PE06-048 0123LP-0190LP

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APPENDIX D

Litigation Prevention FINAL



Action Detail

VIN: 1FMYU04182K [REDACTED] Year: 2002 Model: ESCAPE Case: [REDACTED]
Name: [REDACTED] Owner Status: Subsequent WSD: 2002-03-20
Symptom Desc: FIRE/SMOKE VISIBLE FLAME Primary Phone: [REDACTED]
Reason Desc: LEGAL - FIRE CLAIM Secondary Phone:
Issue Type: 07 LEGAL Issue Status: ACKNOWLEDGE Dealer: FORD MOTORCOMPANY-FORD D V
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD P & A Code: 68053
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY - FIRE
Odometer: 60269 MI Comm Type: MAIL
Action Date: 07/28/2006 Action Time: 14:57:08:527 Action Data: Yes
Analyst Name: LEICH,CHERIE Analyst: CLEICH

COMMENTS: *****PRODUCT LIABILITY*****DATE STAMPED 7-27-06. CUSTOMER ALLEGES HEF
VEHICLE CAUGHT FIRE ON 7-11-06.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Ford Confidential

134 0552076

REG:53

Marcel

Dear Sir,

I owned a 2002 Ford Escape and I loved that car. It was the perfect car and size for me!

During the night of July 10th it caught on fire and burned. The engine compartment was completely gone as well as the dash board. A point of origin investigator thinks it could have been wiring but there was too much damage to tell.

Please look into your vehicles of the Escapes.

I don't want what happened to me happen to someone else.

I would like to buy another Escape but I am a little leary.

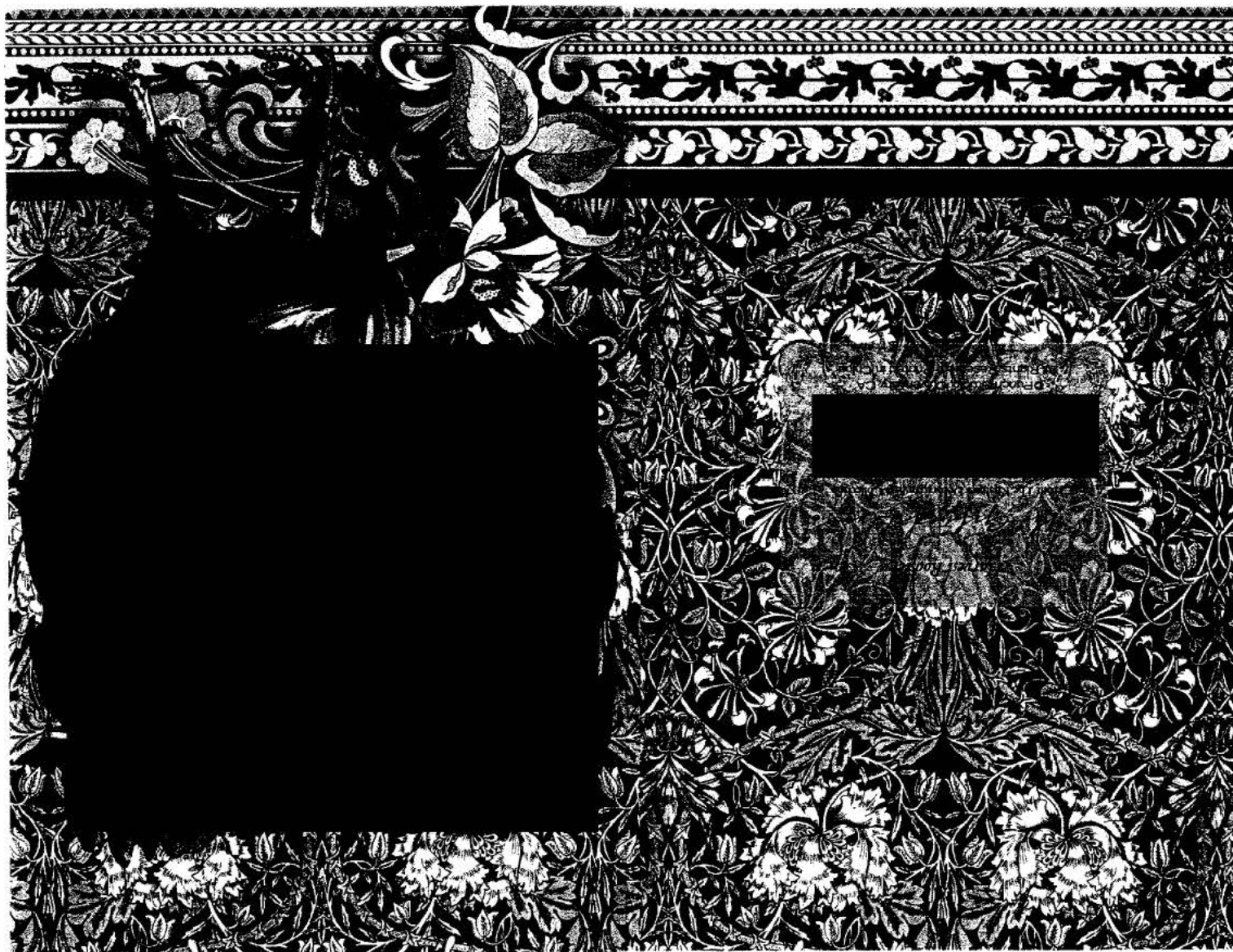
I hope you have a great Day!

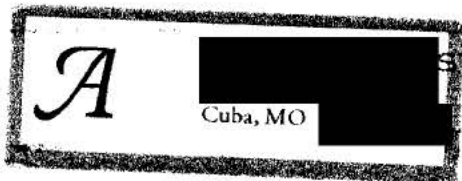
[REDACTED]

6/21/09

Cuba, MO

[REDACTED]





ST LOUIS MO 631

JUL 2006 PM 10 T



President of Ford Motor Company
Ford Motor Company
PO Box 6248
Dearborn, MI
48126

CONFIDENTIAL



Customer Info

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

Ford Confidential

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU04182K [REDACTED] Veh Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-06] Eng Serial No: 311536087
Model Year: 2002 Market Derived: F - FORD Body Shell: *
Veh Type: T Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer: 88Y06 Body Cab Style: T/WE -5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
Version/Series: T/EF - FORD SERIES

Trace Eng Serial No:

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

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: USA - ##### Prod Date: 04-MAR-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 171816 -*
Country: USA - ##### Selling Dlr St/Prov: OK
Buyer St/Prov: *

Arrival Date: 29-MAR-2002 Red Carpet Lease: *
Sale Date: 20-MAR-2002 Fleet/Retail/Co. Lease: F
Warranty Start Date: 29-MAR-2002 Modified Vehicle: *
Orig Warranty Date: 20-MAR-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
U042KC7248510337 4 LA14B0981 EBHF 2 469 63 563 G2X5 5 8S3ABNE715816L OVAYZ 223 4N3 2 1
1FMY8Q7 TRK A400A 14HI 80K01HZ097

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psng'r Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNYW3 - OXFORD WHITE SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	EA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code:	2M11A30A	Sound System:	AA -LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000ZX - MED DK GRAPHITE	Tire Brand:	AP - CONTINENTAL
Delivery Type:	H	Tire Size:	D3JUJ - P235/70R-16 OWL A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:	
Fuel Type:	AF -UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: A308_4530602 RF: A308_4530602
LR: A308_4530602 RR: A308_4530602
LI: * RI: *
SPARE: HY8A1R80802

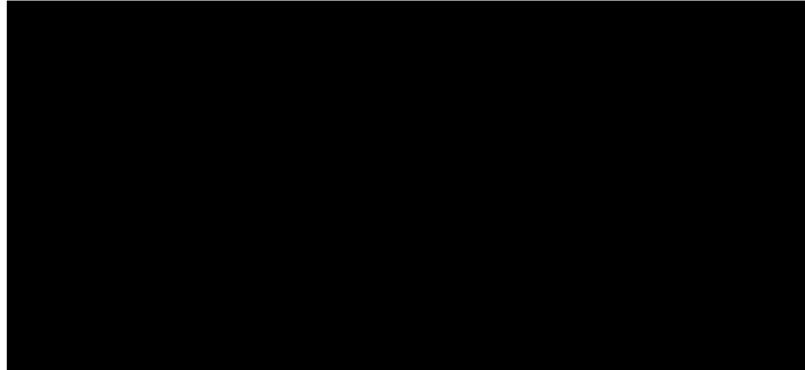
ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	T/C - T/C
ESP Coverage(Miles):	*	Emission Cert Type:	5
ESP Coverage(Time):	*	Emission Decal Suffix:	JPD
ESP Plan Year:	*	Engine Family:	2FMXT0301F7
ESP Signature Date:			

Standard Claims List For Model Year 2002

Detailed Vehicle Specification

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)	
1FMYU04182K		T/M1	F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-MAR-2002	29-MAR-2002	171816	USA	16	1H03	030804	2F1Z	9J460	AA	E29	42	16121
AWS Claim Key:		6318651	Trx Code:		S07	Labor Hrs:		0.3														
Dir Cd-Sub Cd:		08011 - *	Name: SCHWIEDER FORD				Ph:		573-7752222	St:MO		Ctry Cd:		USA		Reg Cd:		NA	Repr Date:25-JUN-2003		Doc #:00656801	
Cust Comments:		CHECK ENGINE LIGHT IS ON.																				
Tech Comments:		REPLACE DPFE SENSOR.																				
1FMYU04182K		T/M1	F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-MAR-2002	29-MAR-2002	171816	USA	19	2E03	030402	1L8Z	9F715	AA	D21	42	20513
AWS Claim Key:		7636431	Trx Code:		S07	Labor Hrs:		0.9														
Dir Cd-Sub Cd:		08011 - *	Name: SCHWIEDER FORD				Ph:		573-7752222	St:MO		Ctry Cd:		USA		Reg Cd:		NA	Repr Date:03-OCT-2003		Doc #:00664001	
Cust Comments:		ENGINE DIES.																				
Tech Comments:		REPLACE IAC VALVE AND REPROGRAM PCM AS PER TSB 02 23 01.																				
1FMYU04182K		T/M1	F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-MAR-2002	29-MAR-2002	171816	USA	26	*	*	*	*	*	*	*	30427
AWS Claim Key:		10248707	Trx Code:		04S13	Labor Hrs:		0.4														
Dir Cd-Sub Cd:		08011 - *	Name: SCHWIEDER FORD				Ph:		573-7752222	St:MO		Ctry Cd:		USA		Reg Cd:		NA	Repr Date:13-MAY-2004		Doc #:01482601	
Cust Comments:		RECALL 04S13.																				
Tech Comments:		REPROGRAM PCM.																				
1FMYU04182K		T/M1	F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-MAR-2002	29-MAR-2002	171816	USA	35	*	*	*	*	*	*	*	41497
AWS Claim Key:		12672622	Trx Code:		04S25	Labor Hrs:		0.4														
Dir Cd-Sub Cd:		08011 - *	Name: SCHWIEDER FORD				Ph:		573-7752222	St:MO		Ctry Cd:		USA		Reg Cd:		NA	Repr Date:28-JAN-2005		Doc #:00985501	
Cust Comments:		RECALL 04S25.																				
Tech Comments:		REPLACE ACCELERATOR CABLE.																				



G
y

Sent Via U.S. Mail

April 20, 2006

[REDACTED]
Kettering, OH [REDACTED]

Re: 2002 Escape
VIN: 1FMYU04172K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2002 Escape.

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

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

Sincerely,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

[Print](#)

VIN: 1FMYU04172K [REDACTED] Year: 2002 Model: ESCAPE Case: [REDACTED]
Name: [REDACTED] Owner Status: Subsequent WSD: 2002-09-21
Symptom Desc: FIRE/SMOKE VISIBLE FLAME Primary Phone: [REDACTED]
Reason Desc: LEGAL - FIRE CLAIM Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - FIRE

Dealer: 03794 PLANET FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION-FD

Odometer: 47000 MI

Comm Type: EMAIL

Analyst Name:

Analyst: CLEICH

LEICH,CHERIE

Action Date: 04/19/2006

Action Time:

14.47.39.343

Action Data: Yes

Comments *****PRODUCT LIABILITY*****EMAIL RECEIVED 4-18-06.DEALER CONTACT: JIM
PARRISH. CUSTOMER ALLEGES THE BRAKE MASTER CYLINDER LEAKING CAUSED AN ELECTRICAL
FIRE.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name

Data Value

ANALYST ID

KDUNLAP

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 03794 PLANET FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 47000 MI

Comm Type: PHONE

Analyst Name: DUNLAP,
KENISHA

Analyst: KDUNLAP

Action Date: 04/20/2006

Action Time:

12.02.50.164

Action Data: No

Comments LPA CONTACTED DLR CONTACT JIM PARRISH. JIM STATED CUSTOMER'S INS IS INVOLVED AND HAS
SENT AN INSPECTOR OUT TO INSPECT THE VEH. NO INJURIES.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 03794 PLANET FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 47000 MI

Comm Type: MAIL

Analyst Name: DUNLAP,
KENISHA

Analyst: KDUNLAP

Action Date: 04/20/2006

Action Time:

12.03.31.816

Action Data: No

Comments LPA MAILED CUSTOMER CORRESPONDENCE ADVISING THAT HE CONTINUE WORKING WITH
INSURANCE AND ADVISED OF SUBROGATION. NOTHING FURTHER. CASE FILED.

Ford Confidential

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Tuesday, April 18, 2006 5:35 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Markets

Dealership Name: Planet Ford
Requesting Dealer: Planet Ford
Contact Person: Jim Parrish
Telephone: 937-432-3673
Email Address: fixedoperationdirector@planet-ford.com
PA Code: 03794
Region: Midwest Market
City: Centerville
Dealer State: OH
Fax Number: 937-438-4766
WSD: 09/21/2002
Vehicle Year: 2002
Vehicle Model: Escape
Vehicle VIN: 1FMYU04172K [REDACTED]
Mileage: 47000
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Kettering
State: Ohio
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 47 - Cincinnati
Incident Involves: Fire
Date of Incident: 04/11/2006
County in which incident occurred: Montgomery
Is Alleging Defect: Yes
Alleging defect detail: Brake Master Cylinder leaking
Police Report Filed: Yes
Insurance Company Contacted: Y
Insurance Company Advice: The brake Master Cylinder Leaking Caused electrical fire
Insurance Company Contact Information: Nationwide
Coach Builder State: AK - Alaska
Resolution Sought Detail: Vehicle be repaired

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



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

This Form is for RETAIL VEHICLES ONLY, For FLEET VEHICLES call 1- 800-343-5338

DEALER INFORMATION:

Requesting Dealer Planet Ford P&A 03794 Region & State ONTO

Contact Person [REDACTED]

CUSTOMER/VEHICLE INFORMATION:

New or Used Used WSD 9-21-2002 Year/Model 2002

VIN 1EM4U04172K Mileage Unknown

Customer Name [REDACTED]

Address [REDACTED]

City Kerrington County [REDACTED] State ON Zip code [REDACTED]

Home Phone [REDACTED] Work Phone [REDACTED]

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident Y / N Fire (Y) N Injury Y / N

Medical Attention Sought : Y / N

Date of Incident 4-11-2006

Is customer alleging a component defect caused the incident? (Y) N If yes, what type & details Master Cylinder leaking

Was a police report filed? Y / N If yes, where not known

Has the Insurance Company been contacted? (Y) N What did the insurance company advise? Master Cylinder leaking causing fire to vehicle

Owner's Insurance Company Nationwide Agent's Name [REDACTED]

Insurance Company Phone Number ([REDACTED]) [REDACTED]

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

City [REDACTED] State [REDACTED] Zip [REDACTED]

RESOLUTION that CUSTOMER is SEEKING:

To have vehicle repaired

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER
ATTACHMENTS? Y / N, PAGES: [REDACTED]

Fax to: (313) 845-5668, or (313) 845-5555

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

Customer Info

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

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ESP / Recall Information

VIN: 1FMYU04172K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]

Plan Type: USA 2002 NEW 60/75,000 EXTRACARE W/ROADSIDE ASSISTANCE

Selling Dealer: HARRELSON FORD INC

Deductible: 100

Rental: 28

Towing Allowance:

Status: Active

Expiration Date: 2007-09-21

Expiration Miles: 75,000

Plan Year: 2002

Purchase Type: N

Options: \$100,DED.

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

Cancel Date:

Refund Percent:

Dealer Credited:

Process Date:

Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-04-23	01142USAL26270
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2005-04-06	03794USAF47202

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU04172K [REDACTED] Veh Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-06] Eng Serial No: 189683087
Model Year: 2002 Market Derived: F - FORD Body Shell: *
Veh Type: T Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE Engine: T/LD - MOD 3.0L DOHC EFI N.
Inv. Dealer: * Body Cab Style: T/WE -5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NA
Version/Series: T/EF - FORD SERIES

Trace Eng Serial No:

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

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: USA - ##### Prod Date: 07-DEC-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 121213 - *
Country: USA - ##### Selling Dlr St/Prov: NC
Buyer St/Prov: *

Arrival Date: 28-DEC-2001 Red Carpet Lease: *
Sale Date: 21-SEP-2002 Fleet/Retail/Co. Lease: R
Warranty Start Date: 21-SEP-2002 Modified Vehicle: *
Orig Warranty Date: 21-SEP-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
U042KB4489810337 6 4 2 01L0322 PK E M469 63 N63 285 5 4S3ABN 23B207L 4 UA N23 4 3 2 1
1FMY7S4 420A 14AR

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psng Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNUAA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	MJ - AM/FM STRO/CD CHANGER/CLK
Calibration Code:	2M11A30A	Sound System:	AE -AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	000ZX - MED DK GRAPHITE	Tire Brand:	* - [N/A]
Delivery Type:	0	Tire Size:	D3JUJ - P235/70R-16 OWL A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:	
Fuel Type:	AF -UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: A3084534501 **RF:** A3084534501
LR: A3084534501 **RR:** A3084534501
LI: * **RI:** *
SPARE: HY8A1R84501

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * **Emission Code:** T/C - T/C
ESP Coverage(Miles): * **Emission Cert Type:** *
ESP Coverage(Time): * **Emission Decal Suffix:** JPD
ESP Plan Year: * **Engine Family:** 2FMXT0301F7
ESP Signature Date:

Standard Claims List For Model Year 2002

Detailed Vehicle Specification

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
1FMYU04172KE	T/M1	F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	07-DEC-2001	21-SEP-2002	121213	USA	3	1D01	030203	*	6675	*	L65	D1	3984
AWS Claim Key:		3835404	Trx Code:		2	Labor Hrs:		1.7													
Dlr Cd-Sub Cd:		01142 - *	Name: CLINTON FAMILY FORD LINCOLN MERCURY OF ROCK HILL,				Ph:		803-3663181	St:SC	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:25-NOV-2002		Doc #:09669101		
Cust Comments:		CUSTOMER NOTES HAS OIL AROUND HEAD OF OIL FILTER AND AROUND GASKET AT ENGINE; CHECK AND ADVISE																			
Tech Comments:		CKED ENGINE OIL LEAK,ADDED DYE,BLACK LIGHT TEST,DRAIN OIL,R&I AND RESEAL OIL PAN,ROAD TEST																			
1FMYU04172KE	T/M1	F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	07-DEC-2001	21-SEP-2002	121213	USA	12	7G03	120203	*	18471	*	C20	55	17599
AWS Claim Key:		7287130	Trx Code:		E83	Labor Hrs:		0.2													
Dlr Cd-Sub Cd:		01142 - *	Name: CLINTON FAMILY FORD LINCOLN MERCURY OF ROCK HILL,				Ph:		803-3663181	St:SC	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:05-SEP-2003		Doc #:00169904		
Cust Comments:		MUSTY SMELL/GOES AWAY WHEN TURN ON A/C																			
Tech Comments:		DEODERIZED HEATER CASE,BLEW OUT DRAIN HOLE																			
1FMYU04172KE	T/M1	F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	07-DEC-2001	21-SEP-2002	121213	USA	20	*	*	*	*	*	*	*	27048
AWS Claim Key:		10134261	Trx Code:		04S13	Labor Hrs:		0.4													
Dlr Cd-Sub Cd:		01142 - *	Name: CLINTON FAMILY FORD LINCOLN MERCURY OF ROCK HILL,				Ph:		803-3663181	St:SC	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:23-APR-2004		Doc #:00828602		
Cust Comments:		RECALL 04S13 POWERTRAIN CONTROL MODULE RECALIBRATION																			
Tech Comments:		COMPLETED RECALL RECALIBRATED PCM																			
1FMYU04172KE	T/M1	F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	07-DEC-2001	21-SEP-2002	121213	USA	25	5V01	060302	3L8Z	1125	CA	N27	13	33062
AWS Claim Key:		11677094	Trx Code:		E84	Labor Hrs:		1.1													
Dlr Cd-Sub Cd:		01142 - *	Name: CLINTON FAMILY FORD LINCOLN MERCURY OF ROCK HILL,				Ph:		803-3663181	St:SC	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:17-SEP-2004		Doc #:01281002		
Cust Comments:		CHECK FOR VIBRATION WHEN BRAKING																			
Tech Comments:		ROAD TEST;INSPECT FRONT AND REAR BRAKES;MEASURED ROTORS;R&R FRONT ROTORS;ROAD TEST;RETEST																			

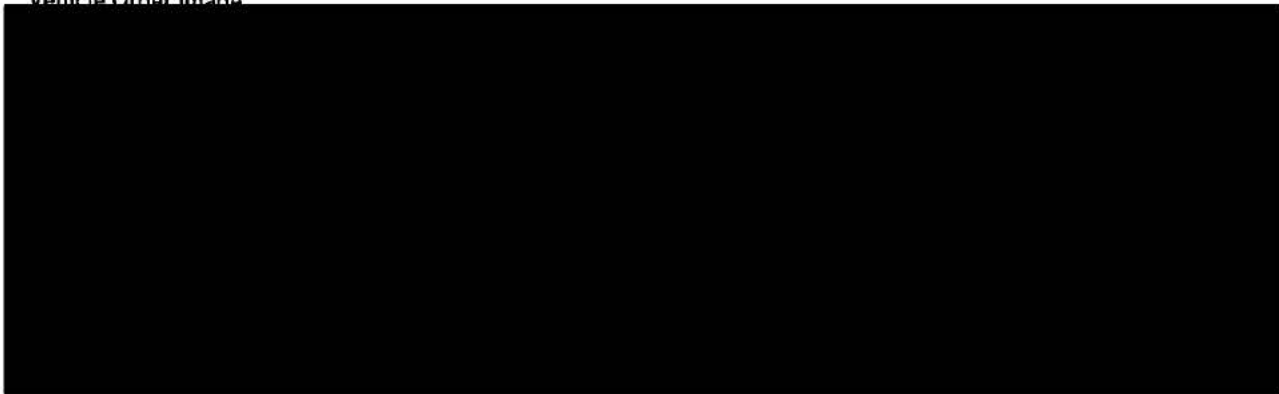
IFMYU04172KB	T/M1	F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	07-DEC-2001	21-SEP-2002	121213	USA	31	*	*	*	*	*	*	*	44360				
AWS Claim Key:		13288082		Trx Code:		04S25		Labor Hrs:		0.4															
Dir Cd-Sub Cd:		03794 - *		Name:		PLANET FORD, INC.		Ph:		937-4323673		St:OH		Ctry Cd:		USA		Reg Cd:		NA		Repr Date: 06-APR-2005		Doc #: 17521403	
Cust Comments:		ADDED OP PER OASIS INSTALL RECALL 04S25 ACCELERATOR CABLE																							
Tech Comments:		PER FORD INSTRUCTIONS REPALCED ACCLERATOR CABLE																							

VEHICLE DETAIL

VIN: 1FMYU04172KE [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE Paint Code/Color: EBONY SOLID C/C
Year: 2002 Calibration: 2M11A30A
Pay Load: Max Towing Weight:
GVWR: 04520 Axle Ratio:
WheelBase: 103 Warranty Start Date: 9/21/2002
GCWR: Vehicle Build Date: 12/7/2001
PEP Code: 420A

Selling Dealers Name: HARRELSON FORD INC
Selling Dealers P & A Code: 01071 Selling Dealers Sales Code: F21213
Selling Dealers Main Phone: 704-552-2760 Selling Dealers Service Phone: 704-552-2760

Vehicle Order Image



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Dealer Information

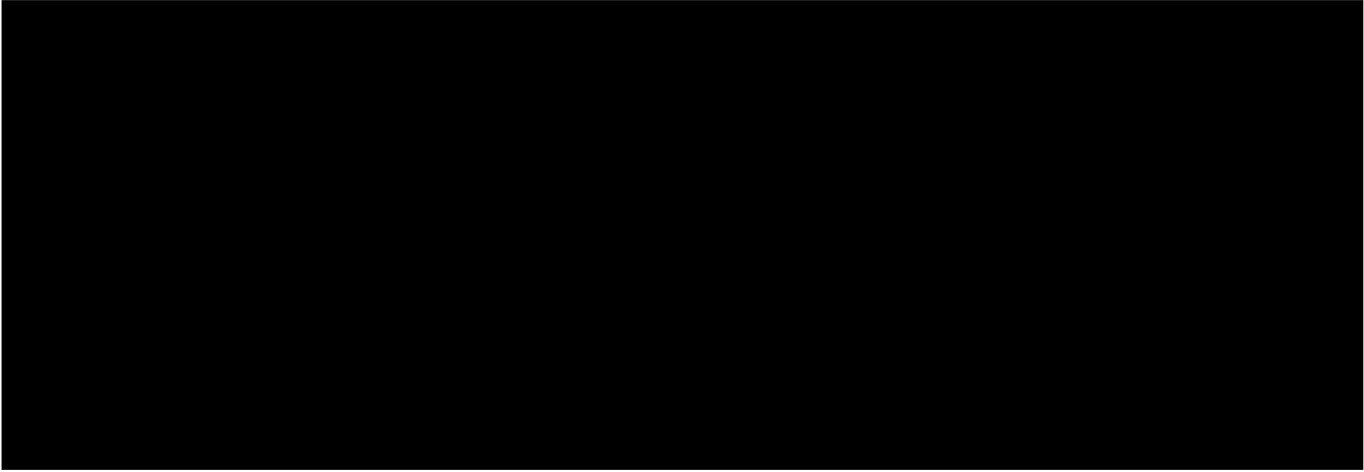
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
MW-MIDWEST	47-CINCINNATI	C	E4	03794	F47202

Dealer Name:	PLANET FORD, INC.
Dealer Address:	2601 EAST ALEX-BELL ROAD CENTERVILLE OH 45459
Dealer Main Phone:	937-432-3673

Position	Employee Name
DEALER/PARTNER	CORNELIUS A MARTIN
PARTS MANAGER	CHRIS WATSON
SALES MANAGER	BRYAN E BEST
SALES MANAGER	MARCUS B DEVOE
SALES MANAGER	CHARLES GRAY
SALES MANAGER	JOHN L SNELLING
SERVICE MANAGER	JAMES C PARRISH

Service Hours	7AM - 7PM MON - THURS / 7AM - 6PM FRI
Directions	FAX 937-438-3131
Trained	Y
Additional Information	LSG ENROLLED TOWING : 513-461-4980 SANDY'S TOWING SUPER SEA

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Ford Motor Company

Consumer Affairs

Sent Via US Mail

March 15, 2003

[REDACTED]
Lewisburg, OH [REDACTED]

RE: 2002 Escape

VIN: 1FMYU04182K [REDACTED]

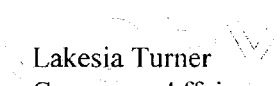
Dear [REDACTED]

Thank you for contacting us regarding the above-mentioned vehicle.

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

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

Sincerely,


Lakesia Turner
Consumer Affairs



Close an issue

VIN: 1FMYU04182K [REDACTED] Year: 2002 Model: ESCAPE WSD: 2002-01-12

Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]

Address: [REDACTED]

Case Number: [REDACTED] Issue Type: 07-LEGAL

Reason: LEGAL - FIRE CLAIM

Symptom: FIRE/SMOKE VISIBLE FLAME UNDERHOOD

Dealer: F47035 - RICART FORD INC

Comm Type: MAIL

Current Odometer
Reading: 20000 MI

Action: REDIRECT/REFERRAL/FINAL CASE DISPOSITION

Odometer Reading: 20000
MI

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED(C)

Caller information if different from vehicle owner

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Relationship: Select One

Phone: [REDACTED]

Comments:

***lpa spoke with customer, customer states vehicle caught on fire while traveling. customer has been involve with his insurance company who has already inspected the vehicle. lpa advised the customer to continue workin with his insurance company and explained subrogation. lpa sent the customer a closing letter dated 4/15/03.

Warranty History

ESP/Recall

Oasis

4/15/03

PE06-048-0025LP

Customer Info

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

4/17/03

PE06-048-0026LP

VIN		Year		Model	Vehicle List	Owner Status	Vehicle Info
1FMYU04182K		2002		ESCAPE	Sales Type INDIVIDUAL RTL	Original Owner	Oasis Warranty History
				No Open Issues			

OASIS RESULT:**1FMYU04182K**04/17/2003
11:27:26

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VEHICLE INFORMATION**VEHICLE DESCRIPTION**
2002 ESCAPE**BODY STYLE**
4 DR XLT MPV 4X4**ENGINE**
3.0L EFI DOHC**ENGINE CALIBRATION**
2M11A30A**TRANSMISSION**
CD4E AUTO TRANSAXLE**AXLE CODE**
69**GENERAL WARRANTY INFORMATION****WARRANTY START DATE**
01/12/2002**BUILD DATE**
11/21/2001**SALE MILEAGE**
00118**WARNING MESSAGES****LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

THIS VEHICLE HAD A CUDL CONTACT CLOSED WITHIN THE PAST 180 DAYS

THIS VEHICLE HAS AN OPEN CUDL INFORMATIONAL CONTACT

FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FMYU04182K

4/17/03

PE06-048-0028LP

ESP / Recall Information

VIN: 1FMYU04182K [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

[REDACTED] 4/17/03

PE06-048-0029LP

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU04182K1	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	169866087
Model Year:	2002	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	T	Drive Code:	T/F - 4 WHL L/H FULL TIME DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer:	02185	Body Cab Style:	T/WE - 5 DOOR LIGHT TRUCK	Transmission:	T/DJ - 4 SPD AUTO TRANS NAAO CD4E
		Version/Series:	T/EF - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: USA - ##### Prod Date: 21-NOV-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147035 - *
Country: USA - ##### Selling Dlr St/Prov: OH
Buyer St/Prov: OH

Arrival Date: 30-NOV-2001 Red Carpet Lease: *
Sale Date: 12-JAN-2002 Fleet/Retail/Co. Lease: R
Warranty Start Date: 12-JAN-2002 Modified Vehicle: *
Orig Warranty Date: 12-JAN-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
U042KB3063710337 6 4 2 18K8941 HK EN 469 63 N63 2X5 5 4S3ABN 47I035L 4 CX N23 4 3 2 1

1FMY8Q2 400A 914OH 63

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psng Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNSPW - DARK SHADOW GREY CC

Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code:	2M11A30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000ZX -	Tire Brand:	AP - CONTINENTAL
Delivery Type:	6	Tire Size:	D3JUI - P235/70R-16 OWL A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:	
Fuel Type:	AF - UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: A3084533701 RF: A3084533701
LR: A3084533701 RR: A3084534401
LI: * RI: *
SPARE: HY8A1R83501

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	* - *
ESP Coverage(Miles):	*	Emission Cert Type:	5
ESP Coverage(Time):	*	Emission Decal Suffix:	JPD
ESP Plan Year:	*	Engine Family:	2FMXT0301F7
ESP Signature Date:			

Can't find VIN Code =

Standard Claims List For Model Year 2002

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



VEHICLE DETAIL

VIN: 1FMYU04182K [REDACTED]	Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE	Paint Code/Color: DARK SHADOW GREY CC
Year: 2002	Calibration: 2M11A30A
Pay Load:	Max Towing Weight:
GVWR: 00000	Axle Ratio:
WheelBase: 103	Warranty Start Date: 1/12/2002
GCWR:	Vehicle Build Date: 11/21/2001
PEP Code: 400A	

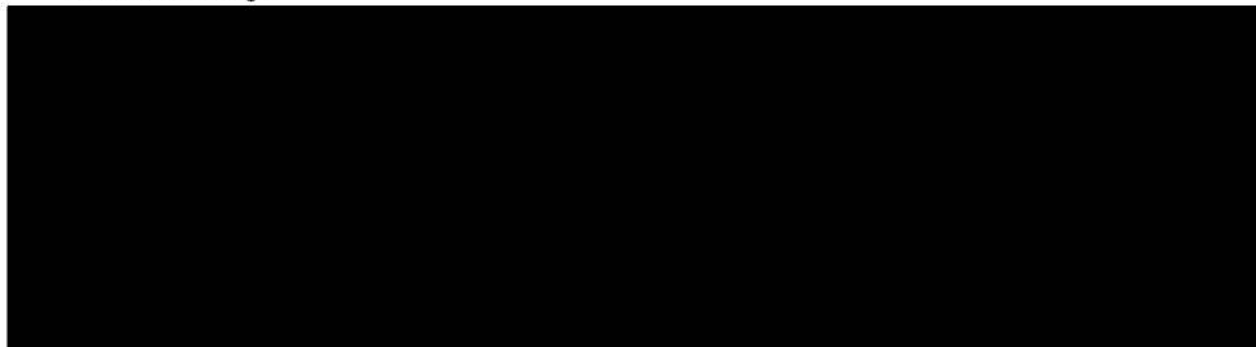
Selling Dealers Name: RICART FORD INC

Selling Dealers P & A Code: 02185

Selling Dealers Sales Code: F47035

Selling Dealers Main Phone: 614-836-5321 Selling Dealers Service Phone: 614-836-6300

Vehicle Order Image



Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
47-CINCINNATI	47-CINCINNATI	I	B1	02185	F47035

Dealer Name: RICART FORD INC
Dealer Address: 4255 S HAMILTON RD
 COLUMBUS OH 43227
Dealer Main Phone: 614-836-5321

Dealer Service Phone: 614-836-6300

Position	Employee Name
DEALER/PARTNER	FRED RICART
DEALER/PARTNER	RHETT RICART
GENERAL MANAGER	ERNEST HYATT
GENERAL MANAGER	GREGORY M DRYDEN
PARTS MANAGER	RICHARD PELLETIER
PARTS & SERVICE DIRECTOR	DONALD L ANDRES
SALES MANAGER	ROBERT MCCARTHY
SALES MANAGER	ROBERT CONRAD
SALES MANAGER	MARK E WATSON
SALES MANAGER	TED E FRANKLIN
SALES MANAGER	CHARLES MCGEE
SALES MANAGER	RAPHEAL E UDONKUKU
SALES MANAGER	GLEN FOSTER
SALES MANAGER	G. WILLIAM ZIEGLER
SALES MANAGER	JON LANGFORD
SALES MANAGER	AARON MADRY III
SALES MANAGER	KIMBERLY L FOSTER
SALES MANAGER	SHANE SELF
SALES MANAGER	STEVE ANTHONY
SALES MANAGER	GARY BLANK
SALES MANAGER	ROGER STRAIGHT
SALES MANAGER	LARRY LESTER
SALES MANAGER	MICHAEL SCHROEDER
SALES MANAGER	DAVID PENROD
SERVICE MANAGER	RONALD E TACKETT
SERVICE MANAGER	DAN W BRYAN
SERVICE MANAGER	CRAIG BARGER

Action Detail

VIN: 1FMYU04182K [REDACTED]
 Name: [REDACTED]
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
 Reason Desc: LEGAL - FIRE CLAIM
 Issue Type: 07 LEGAL
 Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Odometer: 20000 MI
 Action Date: 04/09/2003
 Analyst Name: CHERIE LEICH

Year: 2002
 Owner Status: Original

Issue Status: CLOSED

Comm Type: FAX
 Action Time: 08:04:52:480
 Analyst: CLEICH

Model: ESCAPE
 WSD: 2002-01-12
 Primary Phone: [REDACTED]
 Secondary Phone: [REDACTED]
 Dealer: RICART FORD INC
 P & A Code: 02185

Case [REDACTED]

Action Data: No

COMMENTS: *****PRODUCT LIABILITY***** FAX RECEIVED 4-8-03 DEALER CONTACT: RON TACKETT CUSTOMER ALLEGES FIRES STARTED IN THE ENGINE COMPARTMENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

This Form is for RETAIL VEHICLES ONLY, For FLEET VEHICLES call 1-800-343-5338

DEALER INFORMATION:

Requesting Dealer Ricart P&A 02185 Region & State Cincinnati, Oh

Contact Person [Redacted] Phone # [Redacted]

CUSTOMER/VEHICLE INFORMATION:

or Used NEW WSD 12 JAN 02 Year/Model 2002 ESCAPE

VIN 1FMYU04182K Mileage 20,000

Customer Name [Redacted]

Address [Redacted]

City Lake City County [Redacted] State Ohio Zip code [Redacted]

Home Phone [Redacted] Work Phone [Redacted]

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident Y/N Fire (Y)/N Injury Y (N)

Medical Attention Sought: Y (N)

Date of Incident 6 APR 103

Is customer alleging a component defect caused the incident? (Y)/N If yes, what type & details Started in engine compartment

Was a police report filed? Y (N)/N If yes, where LAKE CITY FIRE DEPT
1-386-752-3312

Has the Insurance Company been contacted? (Y)/N What did the insurance company advise? They would call FORD MOTOR COMPANY

Owner's Insurance Company ERIC INS. Agent's Name Rob Williamson
Insurance Company Phone Number () - - - - -

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

City [Redacted] State [Redacted] Zip [Redacted]

RESOLUTION that CUSTOMER is SEEKING:

CUSTOMER SEEKS A NEW VEHICLE AND
REPLACEMENT of lost personal items

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER

ATTACHMENTS? Y/N, PAGES: [Redacted]

Fax to: (313) 845-5668, (313) 845-5669 or (313) 845-5555

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

October 2002

Ford Motor Company - Ford Motor Vehicle Assurance Company

9-37

Vehicle AT

Jim's BP Auto Service
24 South 1st St.

LAKE CITY, FL. 32025

Ph 386-752-730



DM1ACEGA *** Ford ACES II Prior Approval Log Screen *** 2002/12/02 14:47:35
==> Aprvl Cd: J01CN Field Cd: Log Status: A A=Approve P=Paid
Remarks Type: C D=Dealer C=Confidential D=Deny C=Close H=Hold
P&A Code: 03690 USA Dlr: Curry Ford
RO Nbr: Rpr Seq: A Pgm Code: Rpr Date: 2002/12/02
VIN: 1FMCU04171K 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/Rqst Amt: Parts = Parts %:
Rpr/Aprv Amt: 0000153.85 Labor Hrs: 00078.05 = Labor %:
NADA/Max Amt: Misc Expn: = Misc %:
Remain Amt: 0000153.85 Loan Days: =
ADJUSTMENT FOR REPAIRS DONE DUE TO DEFECT.

Insp Rqst Date: Dlr Contact: Phone:
Customer Name: Model Year: Model:
Last Date Paid: Claim Pmt Amt: WSI: Market Code: USA
Creator: M. WYSCAVER Date: 2002/12/02 Time: 14:47:35
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 LPREL94

INVOICE



CURRY



P.O. BOX 701 • 3493 CROMPOND RD.
YORKTOWN HEIGHTS, NY 10598
(914) 736-9678
www.curryford.com

BRIARCLIFF MANOR NY

HOME: BUS:

PAGE 1

SERVICE ADVISOR: 924 DOMENICK LACATTIVA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BK	2001	FORD ESCAPE 4WD	1FMCU04171K		35350/35350	LABOR	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
13NOV2000		13NOV2003	17:00 02DEC02		81.00	CASH	02DEC2002
R.O. OPENED	READY	OPTIONS:	STK				

09:24 02DEC02 09:34 02DEC02

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A LABOR DIFFERENCE ON PRIOR TICKET APPROVED BY MATT FROM LEGAL DEPT
FORD PREVIOUS RO 252879 DIFF \$153.85

CAUSE: RO DIFFERENCE IN PRICE APPROVED BY MATT LEGAL DEPARTMENT
DIFFERENCE IS \$153.85 AWAITING APPRO VAL CODE

M OTHER LABOR HOURS

100 WM4 0.00

(N/C)

FC: D02 46

PART#: 14289

COUNT:

CLAIM TYPE: P53

AUTH CODE:

RO DIFFERENCE IN PRICE APPROVED BY MATT LEGAL DEPARTMENT DIFFERENCE IS
\$153.85 AWAITING APPRO VAL CODE



THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR
VEHICLE, WE HOPE YOU ARE COMPLETELY SATISFIED
IF FOR ANY REASON YOU ARE NOT PLEASE CONTACT
YOUR SERVICE ADVISOR NANCY OR SHERRY AT
736-9678. THANK YOU FOR YOUR BUSINESS AND WE
LOOK FORWARD FOR YOUR FUTURE SERVICE NEEDS

* M-F 7:30-6PM * WED 7:30-8PM * SAT 8-3PM *

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

PARTS CARRY A 12 MONTH/12,000 MILE WARRANTY FROM THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. COPIES OF WARRANTIES ARE AVAILABLE AT THE SELLER'S PLACE OF BUSINESS.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY OF:

LABOR 30 DAYS OR 1,000 MILES, WHICHEVER COMES FIRST.

PARTS 1 YEAR OR 12,000 MILES, WHICHEVER COMES FIRST.

STORAGE CHARGES OF \$15.00 PER DAY WILL BE IMPOSED 3 DAYS AFTER NOTICE TO CUSTOMER OF COMPLETION OF REPAIRS OR NOTICE FROM CUSTOMER DECLINING REPAIRS.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

CUSTOMER LABOR RATE IS

PER HR. AND/OR FLAT RATE MANUAL.
CUSTOMER COPYNEW YORK STATE REPAIR SHOP NO.
R703-2138

DEC 02 2002 09:42

9147362520

PAGE 02
PE06-048-0039LP

FAX COVER SHEET

CURRY FORD / SUBARU

TOTAL PAGES INCLUDING COVER SHEET 2

TO: MATT

FROM: Domeick

VOICE PHONE # (914) 736-9678

FAX # (914) 736-2520

COMMENTS: Here is The RO for
The Diff of \$153.85
P+A 03690 RO# [REDACTED] Line A
Any Question Please Call

Thanks
Dom

==>

VIN: 1FMCU04171K [REDACTED] Year: 2001 Model: ESCAPE
Owner Status: ORIGINAL WSD: 11/13/00
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: VLC Case: 376042532 Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: CURRY FORD
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 40000 MI
Analyst: MWYSCAVE MATTHEW WYSCAVER Document Number:
Action Date: 10/15/02 Action Data: N Action Time: 10:23:53 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: FINAL CASE DISPOSITION
Comments: PAID DEALERSHIP FOR REPAIR. ALSO REIMBURSED CUST FOR
TOWING AND RENTAL FEES.

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

LPREL94

Ford Motor Company

**REQUEST FOR NON-RAV/RAV SUPPLEMENTAL CHECK
CONSUMER AFFAIRS - FORD CUSTOMER SERVICE DIVISION**

ORIGINATOR (Check appropriate activity):

DATE: 10/15/2002

- ☐ Consumer Intervention
☒ Litigation Prevention
☐ Small Claims
☐ State Arbitration
- ☐ Special Liaison
☐ RAV Operations
☐ Dealer Repurchase (RAV Opns. approval required)
☐ DSB

☐ Check box if this request includes incidental or consequential expense.
Amount of incidental or consequential expense: \$

TOTAL CHECK /

PAYEE: N

Ad

INFORMATION 1

CUSTOMER DA:

Ad

VIN: 1FMCU041

**CUDL III FILE #:
INVOICE PAID #**

REASON: Towir

REQUESTED B)

CONCURRED B

APPROVED BY:

Account

(Legal)

26W99

(Goodwill)

20N09

1 Sender Account Number [Redacted]		Preprint Format No. 86696025		3 Payment Sender will be billed unless marked otherwise Bill to: Receiver 3rd Party ☐ ☐ ☐ Paid in Advance Check No. Amount Billing Reference (will appear on invoice)		Origin DTW		Airbill Number 9776940865					
FROM (Company) FORD MOTOR COMPANY Street Address CUSTOMER SERVICE DIV II 36800 EXECUTIVE PLAZA City DEARBORN Sent by (Name/Dept) Matt Wysever		State MI		ZIP CODE (Required) 48126		4 Service Type One box must be checked. Assumed Express noon unless noted. 10:30 A.M. Extra charge. Next Afternoon over 5 lbs. charged at the Express rate. *Express (Letter - 150 lbs) *Next Afternoon (Letter - 5 lbs) *Second Day (Letter - 150 lbs)		5 # of Pkgs [Redacted]		6 Weight (LBS) [Redacted]		7 Packaging Letter Express ☐ Express Pack ☐ Other Packaging ☐	
2 TO (Company) [Redacted] City [Redacted] State [Redacted] Attention: (Name/Dept) Briar Cliff Manor Phone (Required) [Redacted]		State NY		ZIP CODE (Required) [Redacted]		Special Instructions ☐ Saturday Delivery Extra charge Express only Not available to all locations ☐ Lab Pack Service ☐ Hold at Airborne		Declared Value [Redacted] or \$.00		Asset Protection [Redacted]		Shipment Valuation [Redacted]	
Description [Redacted]		Sender's Signature [Redacted]		Date [Redacted]		Airborne Signature [Redacted]		Date [Redacted]		AIRBORNE EXPRESS PO BOX 602, SEATTLE, WA 98111-0662 1-800-247-2676			

SENDER'S COPY

Bal Ref

200901

ONLY FOR SHIPMENTS WITHIN U.S.

60006

WARRANTY

DUPLICATE 1
PAGE 1CURRY FORD - SUBARU
P.O. BOX 701 · 3493 CROMPOND RD.
YORKTOWN HEIGHTS, NY 10598
(914) 736-9678

BRIARCLIFF MANOR NY

HOME: BUS:

SERVICE ADVISOR: 997 SHERRY MCLEOD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BK	2001	FORD ESCAPE 4WD	1FMCU04171K		35340/35350	T968	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13NOV2000		13NOV2003	19:00 01OCT02		81.00	CASH	15OCT2002
R.O. OPENED		READY	OPTIONS:	STK:			

16:18 10SEP02 10:10 11OCT02

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A VEH TOWED IN ... COULD NOT UP DATE MILEAGE

CAUSE: 42643 UNABLE TO VERIFY CAUSE CHECKED VEHICLE AND FOUND WHAT

APPEARED TO BE AT FIRE IN THE VEHICLE AND BURNED HARNESS R+R

ABS HARNESS AND M

2219D11 SOLENOID VALVE BLOCK / HCU - REPLACE

(2C215/2C219/2C266/2C286) - L

422 JOHN LIC#: JL34

WM4 1.10

85.86 85.86

1 YL8Z*2C286*DA CONTR ASY-BRK ANTI-LK HYD

201.07 168.90 168.90

1 YS8Z*11002*AARM REMAN STARTER MOTOR DRIVE &

RE

180.50 151.62 151.62

1 YL8Z*14290*NA WIR ASY-D/PNL HD/LP JCT

693.82 582.81 582.81

1 YL8Z*2C065*AA KIT-BRAKE SKID CONTROL MODU

304.64 226.04 226.04

1 BXL*40*R BATTERY ASY 12V WET

71.94 71.34 71.34

1 YS4Z*11572*AC SWITCH ASY-IGNITION

44.86 21.74 21.74

1 F7AZ*3F823*AA FLUID-PWR/STR. 48-12 OZ CONTAI

5.76 3.23 3.23

2 C6AZ*19542*AB BRAKE & HYD CL FLU EX H/DY 16

5.16 2.90 2.90

1 2F1Z*9J460*AA SENSOR ASY-EGR PRESSURE VLV

87.88 42.59 42.59

1 YL8Z*2C205*AA SNS ASSY FRT BRK ANTI/LK LH

65.00 42.00 42.00

1 YL8Z*2C204*AA SNS ASY-FRT BRK ANTI/LK RH

43.33 28.00 28.00

1 F5RZ*13466*D BULB TYPE W5 1.2 12V 2.3W

3.56 1.99 1.99

11000A STARTER CIRCUIT - CHECK - L

422 JOHN LIC#: JL34

WM4 0.50

39.03 39.03

11002A STARTER MOTOR - REMOVE AND INSTALL OR

REPLACE (11002) - L

422 JOHN LIC#: JL34

WM4 0.50

39.03 39.03

10654C1 BATTERY - REPLACE (10653/10654/10655) - L

422 JOHN LIC#: JL34

WM4 0.20

15.61 15.61

11572A SWITCH ASSEMBLY-IGNITION - REPLACE (11572)

- L

422 JOHN LIC#: JL34

PARTS CARRY A 12 MONTH/12,000 MILE WARRANTY FROM THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. COPIES OF WARRANTIES ARE AVAILABLE AT THE SELLER'S PLACE OF BUSINESS.

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PARTS - 1 YEAR OR 12,000 MILES WHICHEVER COMES FIRST

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

CUSTOMER LABOR RATE IS

PER HR. AND/OR FLAT RATE MANUAL

NEW YORK STATE REPAIR SHOP NO.
R703-2138

WARRANTY COPY

WARRANTY

CURRY FORD - SUBARU

P.O. BOX 701 · 3493 CROMPOND RD.
YORKTOWN HEIGHTS, NY 10598
(914) 736-9678DUPLICATE 1
PAGE 2

BRIARCLIFF MANOR NY

HOME: BUS:

SERVICE ADVISOR: 997 SHERRY MCLEOD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BK	2001	FORD ESCAPE 4WD	1FMCU04171K		35340/35350	T968	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
13NOV2000		13NOV2003	19:00 01OCT02		81.00	CASH	15OCT2002
R.O. OPENED		READY	OPTIONS: STK:				
16:18 10SEP02		10:10 11OCT02					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				WM4 0.60		46.83	46.83
13465A			BULBS-EXTERIOR - REPLACE (13465/13466) - L				
			422 JOHN LIC#: JL34				
			WM4 0.30			23.42	23.42
04320B			INSTRUMENT PANEL - ACCESS (4320) - L				
			422 JOHN LIC#: JL34				
			WM4 2.60			202.93	202.93
MT14289			ACTUAL TIME TO TRACE WIRING				
			422 JOHN LIC#: JL34				
			WM4 11.00			858.55	858.55

FC: D02 46

PART#: 14289

COUNT:

CLAIM TYPE:

AUTH CODE:

9622

56702 131126 TLABOR

42643 UNABLE TO VERIFY CAUSE CHECKED VEHICLE AND FOUND WHAT APPEARED TO BE AT FIRE IN THE VEHICLE AND BURNED HARNESS R+R ABS HARNESS AND MODULE ASSEMBLY HAD TO REMOVE DASH TO REPAIR 2 BRAKE SWITCH WIRES THAT HAD BURNED UP FROM THE MODULE BEING SHORTED OUT FROM THE FIRE R+R RADIO THAT ALSO WAS SHORTED OUT R+R DASH LIGHT BULB R+R BOTH FRONT ABS SENSORS ALL THESES REPAIRS WERE OKAYED FROM FORD AS IT WAS INSPECTED BY OUR FORD SERVICE ENGINEER AND DETERMINED IT WAS A FIRE AND OF UNKNOWN CAUSE. TEST DROVE VEHICLE FOR 64 MILES AFTER GETTING OKAY FROM CUSTOMER AND CAR IS FINE

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE, WE HOPE YOU ARE COMPLETELY SATISFIED IF FOR ANY REASON YOU ARE NOT PLEASE CONTACT YOUR SERVICE ADVISOR NANCY OR SHERRY AT 736-9678. THANK YOU FOR YOUR BUSINESS AND WE LOOK FORWARD FOR YOUR FUTURE SERVICE NEEDS
* M-F 7:30-6PM * WED 7:30-8PM * SAT 8-3PM *

COST, SALE, & COMP TOTALS 152849 265732 0

PARTS CARRY A 12 MONTH/12,000 MILE WARRANTY FROM THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. COPIES OF WARRANTIES ARE AVAILABLE AT THE SELLER'S PLACE OF BUSINESS.

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DESCRIPTION	TOTALS
LABOR AMOUNT	1311.26
PARTS AMOUNT	1346.06
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	2657.32
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	2657.32

CUSTOMER LABOR RATE IS

PER HR. AND/OR FLAT RATE MANUAL
WARRANTY COPYNEW YORK STATE REPAIR SHOP NO.
R703-2138

DM1ACEGA *** Ford ACES II Prior Approval Log Screen *** 2002/10/15 15:35:50
==> Aprvl Cd J017V Field Cd: Log Status: A A=Approve P=Paid
Remarks Type: C D=Dealer C=Confidential D=Deny C=Close H=Hold
P&A Code: 03690 USA Dlr: Curry Ford
RO Nbr: Rpr Seq: A Pgm Code: Rpr Date: 2002/09/10
VIN: 1FMCU04171K 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/Rqst Amt: Parts = Parts %:
Rpr/Aprv Amt: 0002657.32 Labor Hrs: 00078.05 = Labor %:
NADA/Max Amt: Misc Expn: = Misc %:
Remain Amt: 0002657.32 Loan Days: =
BODY DAMAGE PER MATTHEW WYSCAVER DONE BY C. PAPALIA.

Insp Rqst Date: Dlr Contact: Phone:
Customer Name: Model Year: Model:
Last Date Paid: Claim Pmt Amt: WSI: Market Code: USA
Creator: C. PAPALIA Date: 2002/10/15 Time: 15:35:50
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 LPREL731

PE06-048-0046LP

Mobil

0002948



SERVICE ORDER

0032-A10977

DEALER MILLER'S MOBIL 26 CAMPWOOD ROAD OSSINING, NEW YORK 10562 914-941-1257 B. A. R. NUMBER 7055342 E. P. A. NUMBER 3-515299		CUSTOMER'S NAME & ADDRESS [REDACTED] BRIARCLIFF MANOR NY [REDACTED]		DATE & TIME 09/10/02 12:12	IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY FIVE DOLLAR, INITIAL YOUR CHOICE WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE REQUIRED _____ ☐ ROADTEST ☐ APPROV BY _____ ☐ IF THIS BOX IS CHECKED SEE THE DEALER FOR ADDITIONAL WORK. STATE INSPECTION DUE _____
VEHICLE LICENSE NO. [REDACTED]	ODOMETER [REDACTED]	VEHICLE DESCRIPTION 1 01FOR ESCAPE	VEHICLE IDENTIFICATION NO. 1FMCU04171K	WRITTEN BY JMM	
PAYMENT METHOD ☐ MOBIL ☐ OTHER		CREDIT CARD NO. [REDACTED]	CREDIT AUTHORIZATION [REDACTED]	PROMISED 09/10	
[REDACTED]		[REDACTED]		☐ DELIVER ☒ WILL CALL ☐ PHONE WHEN READY	
SERVICE REPAIR INSTRUCTIONS / SYMPTOMS					SERVED BY JMM
					INSPECTED BY

TECH.	QTY.	PART NO.	REPAIR / SERVICE DESCRIPTION	PARTS	LABOR
JMM			TOWING VEHICLE LEFT OVERNIGHT FOR OIL CHANGE. FOUND SMOKE COMING FROM UNDER HOOD APPROX 3 HOURS AFTER VEHICLE PARKED. DISCONNECT BATTERY. FOUND ABS UNIT BURNED. TOW VEHICLE TO DEALER FOR POSSIBLE WARRANTY REPAIR. THANK YOU! We appreciate your business!	.00	100.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED. THE INDEPENDENT DEALER NAMED ABOVE IS AUTHORIZED BY ME TO PERFORM THE DESCRIBED SERVICES AND REPAIRS, INCLUDING REPLACEMENT OF NECESSARY PARTS. DEALER OR HIS EMPLOYEES MAY OPERATE VEHICLE FOR INSPECTION, TESTING OR DELIVERY AT MY RISK. WORK MAY BE SUBCONTRACTED AS NECESSARY AND AS EXPLAINED TO ME. ☐ RETURN REPLACED PARTS EXCEPT PARTS RETURNED TO SUPPLIER FOR CREDIT. ☐ I DO NOT WANT REPLACED PARTS. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT. PLEASE READ THE REVERSE SIDE.			SAFETY RECOMMENDATIONS						TOTALS																																					
CUSTOMER'S SIGNATURE _____ IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT BUT DO NOT AUTHORIZE COMPLETION OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR ASSEMBLY, REASSEMBLY, OR PARTIALLY COMPLETED WORK.			TIRES, BRAKES, BATTERY & COOLANT						LABOR	100.00																																				
			<table border="1"> <tr> <th>TIRES</th><th>RF</th><th>LF</th><th>RR</th><th>LR</th><th>SPARE</th></tr> <tr> <td>TREAD</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>PSI</td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>BRAKES-F</td><td colspan="3"></td><td colspan="2">BRAKES-R</td></tr> <tr> <td>BATTERY</td><td colspan="5"></td></tr> <tr> <td>COOLANT</td><td colspan="5"></td></tr> </table>						TIRES	RF	LF	RR	LR	SPARE	TREAD						PSI						BRAKES-F				BRAKES-R		BATTERY						COOLANT						PARTS	.00
			TIRES	RF	LF	RR	LR	SPARE																																						
			TREAD																																											
			PSI																																											
			BRAKES-F				BRAKES-R																																							
BATTERY																																														
COOLANT																																														
						SALES TAX	6.75																																							
						GASOLINE																																								
						SUB-LET	.00																																							
						DEPOSIT	.00																																							
						TOTAL	106.75																																							

REVISED ESTIMATE	PARTS	LABOR	TOTAL	DATE	TIME	☐ IN PERSON ☐ BY PHONE	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.
BY	AUTHORIZED BY CUSTOMER		PHONE NO.				

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	13-NEW YORK	C	H1	03690	F13116

Dealer Name: CURRY FORD

Dealer Main Phone: 914-736-1300

Dealer Service Phone:

914-736-1300

Position	Employee Name
GENERAL MANAGER	mark b turansky
PARTS MANAGER	FRANK ITRI
SALES MANAGER	MICHAEL LIMATA
SERVICE MANAGER	DOMENICK J LACATTIVA

9/13/02 Left mess for Domenick.

~~Car~~ below master cylinder - burnt. Car starts, runs, fuse blows to shift antilock. Lights all work - Ruined abs pump

Eric - FSE was called by Dealer - Not in Ours.

~~Eric~~ Kunkle
Ins. involved

Cust - How & why and never happen again.

9/13/02 I left mess for FSE - Eric

9/17/02 - Domenick is calling FSE for Apt. ^{husband} Said he would

9/27/02 - Made offer to repair. Cust. said he would
call back. need the letter & Release if accept

I will cover towing
\$175 - Entire bill.

Domenick is starting repairs 9/30/02
Land will fax RO when completed

FAX
914-923-5146

Ford Motor Company

Consumer Affairs

Sent via US Mail and Fax

October 2, 2002

[REDACTED]
Briarcliff Manor, NY [REDACTED]

RE: 2001 Escape
VIN: 1FMCU04171K [REDACTED]

Dear [REDACTED]

This letter is in response to our phone conversation:

Ford Motor Company has reviewed your case. As a goodwill gesture, we have decided to assist with the cost of repairing your vehicle due to fire damage, 75% of the rental/loaner fees and the towing expense. The repairs must be completed at the selling dealer. Upon acceptance of this offer, you will be required to sign the attached release.

To formally accept this offer, please sign and return this verification to me along with the signed release via fax at (313) 845-5555 within ten (10) days of the receipt of this letter. If you have any questions regarding this issue, please call (313) 845-5555.

Respectfully yours,

Matthew Wycaver
Consumer Affairs

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



*** TOTAL PAGE.01 ***

CONSUMER AFFAIRS

DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
08	10/02 08:50	914 923 5146	EC--S	00'20"	001	123	OK

Ford Motor Company

Consumer Affairs

Sent via US Mail and Fax

October 2, 2002

Briarcliff Manor, NY

RE: 2001 Escape

VIN: 1FMCU04171K

Dear

This letter is in response to our phone conversation:

Ford Motor Company has reviewed your case. As a goodwill gesture, we have decided to assist with the cost of repairing your vehicle due to fire damage, 75% of the rental/loaner fees and the towing expense. The repairs must be completed at the selling dealer. Upon acceptance of this offer, you will be required to sign the attached release.

To formally accept this offer, please sign and return this verification to me along with the signed release via fax at (313) 845-5555 within ten (10) days of the receipt of this letter. If you have any questions regarding this issue, please contact me at (313) 845-6254.

(X)

Respectfully yours,

Matthew Wyscaver
Consumer Affairs

Ford Motor Company

Consumer Affairs

Sent via US Mail and Fax

October 2, 2002

[REDACTED]
Briarcliff Manor, NY [REDACTED]

RE: 2001 Escape

VIN: 1FMCU04171K [REDACTED]

Dear [REDACTED]

This letter is in response to our phone conversation:

Ford Motor Company has reviewed your case. As a goodwill gesture, we have decided to assist with the cost of repairing your vehicle due to fire damage, 75% of the rental/loaner fees and the towing expense. The repairs must be completed at the selling dealer. Upon acceptance of this offer, you will be required to sign the attached release.

To formally accept this offer, please sign and return this verification to me along with the signed release via fax at **(313) 845-5555** within **ten (10) days** of the receipt of this letter. If you have any questions regarding this issue, please contact me at (313) 845-6254.

(X) _____

Respectfully yours,

Matthew Wyscaver
Consumer Affairs



[REDACTED]
Briarcliff Manor, NY [REDACTED]

September 30, 2002

Mr. Matt Wycaver
Legal/Consumer Affairs
Ford Motor Company

VIA FAX: 313-845-5555

RE: 2001 Ford Escape – VIN #1FMCU04171K [REDACTED]

Dear Mr. Wycaver:

It is with some disappointment that I received your "offer" and release regarding the above-referenced vehicle, due to the spontaneous fire that occurred on September 9, 2002.

My expectation after our phone conversation last Friday was that the specific details of what Ford Motor was going to do would be stipulated in either the offer or the release. I am assuming that the cover letter you faxed to me is considered the "offer"; however, there are no specific details contained in it. In fact, it only refers to "assistance" with the cost of repairing the Escape.

I am also perplexed as to the reference of a "goodwill" gesture on the part of Ford Motor. This would imply some doubt on the part of Ford Motor as to the facts relating to this case. Indeed, paragraph 4 of the standard release included specifies that this agreement is a "compromise of doubtful and disputed claims". At no time since I've been in communication with Ford Motor has anyone requested either witness contact information, the fire department report or the police department report (all of which I can provide, as necessary). Further, I have stated repeatedly that we have been zealots regarding the maintenance of this vehicle (service receipts are also complete and available, upon request).

To add to this, I verbally informed you of at least one other similar report made to the National Highway Transportation and Safety Administration (Web copy attached).

I would like to suggest the following paragraph to be added to any formal document, on which Ford Motor requires our signatures:

"It is understood that Ford Motor will repair, at their expense, anything that needs to be done as a result of the fire occurring on September 9, 2002. This includes both visible damage previously identified, including replacement of the wiring harness, ABS harness and instrument cluster, with Ford original parts, as well as any non-visible damage that may be identified when repair work begins. It is further understood that Ford Motor will reimburse the owner(s) the towing charge and a majority of the car rental expense incurred (since the Dealer involved does not have any loaner cars available until the week of October 14th). All pertinent

[REDACTED]
Briarcliff Manor, NY

invoices will be submitted by the owner(s) to Ford Motor when the repair work is completed and accepted."

Mr. Wycaver, as we discussed, our confidence level in this particular Ford Motor product has been shaken; however, the agreement we reached verbally on the phone is not, as far as I can tell, reflected properly in the legal documents Ford Motor is asking us to sign.

If this adjustment to the standard forms you submitted couldn't be made, then our only other option is to receive our money back from the purchase of the Escape (\$11,257.63 to date), and Ford Motor can keep this particular vehicle. If this option is viable, we will absorb the expenses incurred due to the lack of availability of the Escape since the 9th of September.

Looking forward to your response as soon as possible. We can best be reached at [REDACTED]

Sincerely,
[REDACTED]

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 13-SEP-2002

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1HMCU04171K [REDACTED]	M1	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	22-09-00	13-11-00	113116	USA	1		*	*	*	*	SXX	V00	*	*
AWS Claim Key:	368193	Doc #:	225793A	Trx Code:			00S49	Labor Hrs:	.4	Labor Cost:	29.54	Material Cost:	0	Total Cost:	36.93								
Dlr Cd-Sub Cd:	03690*	Name: CURRY FORD					Ph:	845-7361300	St: NY	Ctry Cd: USA	Reg Cd:	NA	Repr Date:	09-DEC-2000	DIST(Mile):1595								
Cust Comments:	RECALL 00S49 INSPECT FOR RECALL 00S49																						
Tech Comments:	INSPECT WIPER MODULE FOR RECALL 00S499																						

1HMCU04171K [REDACTED]	M1	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	22-09-00	13-11-00	113116	USA	12	Q30	6J08	YL8Z	7822620	BAB	S06	V07	L18	01
AWS Claim Key:	4546654	Doc #:	238425A	Trx Code:			E84	Labor Hrs:	.2	Labor Cost:	15.27	Material Cost:	7.18	Total Cost:	22.45								
Dlr Cd-Sub Cd:	03690*	Name: CURRY FORD					Ph:	845-7361300	St: NY	Ctry Cd: USA	Reg Cd:	NA	Repr Date:	22-OCT-2001	DIST(Mile):24528								
Cust Comments:	CUST STATES PASS SIDE FRT DOOR PLASTIC PIECE BROKE PART HERE,																						
Tech Comments:	24528 INSTALL SOP DOOR HANDLE TRIM.																						

1HMCU04171K [REDACTED]	M1	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	22-09-00	13-11-00	113116	USA	20	T04	1H03	2F1Z	9J460	AA	S11	V42	D21	46
AWS Claim Key:	9487604	Doc #:	249730A	Trx Code:			S07	Labor Hrs:	.7	Labor Cost:	54.65	Material Cost:	42.59	Total Cost:	97.24								
Dlr Cd-Sub Cd:	03690*	Name: CURRY FORD					Ph:	845-7361300	St: NY	Ctry Cd: USA	Reg Cd:	NA	Repr Date:	02-JUL-2002	DIST(Mile):35340								
Cust Comments:	CK ENGINE LIGHT ON MILEAGE WAS 33987 WHEN APPT WAS MADE																						
Tech Comments:	35340 VERIFY LIGHT ON BURNED OUT DPFE EEC TEST P0401 AND P0402. MOINTOR PIDS PERFORM PINPOINT TEST. BURNED OUT DPFE. REPLACE DPFE AND RETEST OK.																						

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 13-SEP-2002

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
11MCL0417	MI	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	22-09-00	13-11-00	113116	USA	1		*	*	*	*	SXX	V00	*	*
AWS Claim Key:	368193	Doc #:	225793A	Trx Code:			00S49	Labor Hrs:		4	Labor Cost:		29.54	Material Cost:		0	Total Cost:		36.93				
Dlr Cd-Sub Cd:	03690-*	Name:	CURRY FORD				Ph:	845-7361300		St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:09-DEC-2000			DIST(Mile):1595				
Cust Comments:	RECALL 00S49 INSPECT FOR RECALL 00S49																						
Tech Comments:	INSPECT WIPER MODULE FOR RECALL 00S499																						

11MCL0417	MI	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	22-09-00	13-11-00	113116	USA	12	Q30	6J08	YL8Z	7822620	BAB	S06	V07	L18	01
AWS Claim Key:	4546654	Doc #:	238425A	Trx Code:			E84	Labor Hrs:		2	Labor Cost:		15.27	Material Cost:		7.18	Total Cost:		22.45				
Dlr Cd-Sub Cd:	03690-*	Name:	CURRY FORD				Ph:	845-7361300		St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:22-OCT-2001			DIST(Mile):24528				
Cust Comments:	CUST STATES PASS SIDE FRT DOOR PLASTIC PIECE BROKE PART HERE,																						
Tech Comments:	24528 INSTALL SOP DOOR HANDLE TRIM.																						

11MCL0417	MI	T/M1	T/F	T/WD	T/EF	T/F	AJ	T/DJ	T/LD	22-09-00	13-11-00	113116	USA	20	T04	1H03	2F1Z	9J460	AA	S11	V42	D21	46
AWS Claim Key:	9487604	Doc #:	249730A	Trx Code:			S07	Labor Hrs:		7	Labor Cost:		54.65	Material Cost:		42.59	Total Cost:		97.24				
Dlr Cd-Sub Cd:	03690-*	Name:	CURRY FORD				Ph:	845-7361300		St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:02-JUL-2002			DIST(Mile):35340				
Cust Comments:	CK ENGINE LIGHT ON MILEAGE WAS 33987 WHEN APPT WAS MADE																						
Tech Comments:	35340 VERIFY LIGHT ON BURNED OUT DPFE EEC TEST P0401 AND P0402. MOINTOR PIDS PERFORM PINPOINT TEST. BURNED OUT DPFE. REPLACE DPFE AND RETEST OK.																						

Any comments? You can contact



webmaster

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMCU04171KE	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	596727087
Model Year:	2001	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	T	Drive Code:	T/F - 4 WHL L/H FULL TIME DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer:	03690	Body Cab Style:	T/WD - 4 DOOR WAGON	Transmission:	T/DJ - 4 SPD AUTO TRANS NAAO CD4E
		Version/Series:	T/EF - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 22-SEP-2000

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 113116 - *
 Country: USA - ##### Selling Dlr St/Prov: NY
 Buyer St/Prov: NY

Arrival Date: 04-NOV-2000 Red Carpet Lease: *
 Sale Date: 13-NOV-2000 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 13-NOV-2000 Modified Vehicle: *
 Orig Warranty Date: 13-NOV-2000 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 U041KE9774710337 6 F 2 11J0004 8C E 2M469 63 N63 2K5 5 4S A2N 13C116 3 UA M2364 2 11
 FMC7 3 1 914NY F 1

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	C	GVW Class Code:	C
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	* - [N/A]	Mirror(Psng Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	A	Paint:	PNUAA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	BE - ELETR PREM STRO/CSTE/DISC/CLK

Calibration Code:	0M11A30A	Sound System:	AE - AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	* - [N/A]
Color(Trim):	000ZV -	Tire Manufacturer:	AC -
Delivery Type:	0	Tire Brand:	* -
Driveshaft Code:	D	Tire Size:	D3JUJ - P235/70R-16 OWL A-S
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LI: * RI: *

SPARE: * DOT Plant Manufacturer: * - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	T/C - T/C
ESP Coverage(Miles):	*	Emission Cert Type:	5
ESP Coverage(Time):	*	Emission Decal Suffix:	HKS
ESP Plan Year:	*	Engine Family:	1FMXT0301F6
ESP Signature Date:			

Any comments? You can contact

*webmaster*

Consumer Complaints Summary

Make: FORD TRUCK
Model: ESCAPE
Year: 2001
ODI ID: 8018536

Summary:

VEHICLE WAS PARKED INSIDE OF CARPORT AND WITHOUT PRIOR WARNING HEARD A LOUD BANG VEHICLE CAUGHT ON FIRE/ EXPLODED AND MELTED TO THE GROUND. DEALERSHIP WAS AWARE OF PROBLEM.*AK

CLOSE WINDOW

Address

Witness

Address

(Please Affix Seal above)

Subscribed and sworn to before me this
_____ day of _____, 2002

(Notary Public)

(Commission Expiration Date)



Consumer Affairs

GENERAL RELEASE OF ALL CLAIMS

Regarding VIN #1FMCU04171K [REDACTED], I, [REDACTED], for the sole consideration of repair to said vehicle, hereby release and discharge Ford Motor Company "Ford", and Curry Ford, their affiliates, subsidiaries, employees, agents, representatives, successors, assign, insurers, suppliers and dealers, (collectively releasees), from all claims, accounts, actions, proceedings and sums of which I had or may have or that my spouse, assigns, heirs, executors or administrators had or may have against said Releasees by reason of any action, omission, or event, presently known or unknown, up to and including the date of this Release.

This Release expressly includes, but shall not be limited to, all such claims, or other rights for damages, losses, injuries, or consequences, to person or property or both, that may be based upon or arise out of a fire which occurred on or about September 9, 2002, within the State of New York, and I hereby acknowledge full settlement and satisfaction of all claims which I have or may have against Releasees by reason of such fire.

It is understood and agreed that in making the Release, I rely wholly upon my own judgment, and that no representations or statements made by Releasees, or any physician or surgeon employed by them, have influenced (me/us) to any extent in making the Release.

It is further understood and agreed that this settlement is a compromise of doubtful and disputed claims and that payment is not to be construed as an admission of liability upon the part of Releasees, by whom liability is expressly denied.

It is further understood and agreed that all agreements and understandings between the parties hereto are embodied and expressed herein and that the terms of this Release are contractual and not a mere recital.

This Release shall be construed and interpreted under the laws of the State of Michigan.

The parties represent and agree that they will forever keep the financial terms, amount and existence of this Agreement confidential and that they will not hereafter disclose any financial information concerning this Agreement.

I HAVE READ THE FOREGOING RELEASE COMPLETELY AND FULLY UNDERSTAND AND VOLUNTARILY ACCEPT IT.

Signed this ____ day of _____, ____.



Ford Motor Company

Consumer Affairs

Sent via Fax

September 27, 2002

[REDACTED]
Briarcliff Manor, NY [REDACTED]

RE: 2001 Escape
VIN: 1FMCU04171K [REDACTED]

Dear [REDACTED]

This letter is in response to our phone conversation.

Ford Motor Company has reviewed your case. As a goodwill gesture, we have decided to assist with the cost of repairing your vehicle due to the fire. The repairs must be completed at Curry Ford. Upon acceptance of this offer, you will be required to sign the attached release.

To formally accept this offer, please sign and return this verification to me along with the signed release via fax at **(313) 845-5555** within **ten (10) days** of the receipt of this letter. If you have any questions regarding this issue, please contact me at (313) 845-6254.

(X) _____

Respectfully yours,

Matthew Wycaver

Matthew Wycaver
Consumer Affairs



Leich, Cherie (C.A.)

From: d26l@aol.com
Sent: Friday, September 13, 2002 9:55 AM
To: fordcalp@ford.com
Subject: Dealer Request For Consumer Affairs Review

Previously Opened
9-12-02

CASE # [REDACTED]

Region: 13

MATT

Dealership Name: Curry Ford
Requesting Dealer: Curry Ford
P&A Code: 03690,03690
Region: 13
State: NY
Contact Person: Domenick Lacattiva
Contact Phone: 914-736-9678

WSD: 11/13/2000
Year: 2000
Model: ESCAPE
VIN: 1FMCU041711 [REDACTED]
Mileage: 42578
Customer Name: [REDACTED]
Customer Address: [REDACTED]
Customer City: Briarcliff Manor
Customer County: Westchester
Customer State: New York
Customer Zip: [REDACTED]
Customer Home Phone: [REDACTED]
Customer Work Phone: [REDACTED]
Customer Region: New York Region

Fire: Yes

Date of Incident: 9/9/2002
Is customer alleging a component defect caused the incident: Yes
If yes, what type and details: Customer states vehicle was parked for more then 2 hours withouy keys or anyone in vehicle and it just caught on fire
Police Report Filed: Yes
If yes, where: Town Of Ossining
Has the Insurance Company been contacted: Yes
What did the insurance company advise: Mertopolitan Auto& Home
Name and phone number of owner's insurance company & agent's name: Metropolitan
Auto & Home Agent: Scott Menta 914-448-9494 Claim # [REDACTED] 800-854-6011-Ext# 8592
If the vehicle is a conversion unit, who is the coach builder:
City:
State:
Zip:

Resolution that customer is seeking: Before the customer makes a decision on what she wants done she wants to know what caused this to happen and a guarantee that if the vehicle is repaired this will not happen again
Comments: The ABS wiring is burned up and the ABS pump has been damaged from the fire along with the vehicle engine wiring harness, also the air bag light is flashing and the only fuse that was blown and continues to blow is the shift interlock. The starter is starting to stay in the crank position now.

==>
VIN: 1FMCU04171K [REDACTED] Year: 2001 Model: ESCAPE
Owner Status: ORIGINAL WSD: 11/13/00
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: VLC Case: [REDACTED] Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: CURRY FORD
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 40000 MI
Analyst: DSUTHERL DANIELLE SUTHERLAND Document Number:
Action Date: 09/12/02 Action Data: Y Action Time: 09:47:22 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: CUSTOMER SAYS: -CUST SAYS THAT THE VEH CAUGHT ON FIRE. -
CUST IS CONCERNED ABOUT VEH -CUST WANTED TO KNOW WHY THIS
HAPPEND, SHE IS VERY CONCERNED AND WANTS THE DLRSHIP TO LOO
K AT THE VEH. HAS NOT HEARD FROM DLRSHIP -CUST SAYS THAT T
HE VEH WAS OFF ABOUT 2 1/2 HOURS. -CUST SAYS THAT THE FIRE
DEPARTMENT OBSERVED THAT THE FIREWAS COMING FROM THE BATTERY
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL94

==>

VIN: 1FMCU04171K [REDACTED] Year: 2001 Model: ESCAPE
Owner Status: ORIGINAL WSD: 11/13/00
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: VLC Case: [REDACTED] Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: CURRY FORD
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 40000 MI
Analyst: DSUTHERL DANIELLE SUTHERLAND Document Number:
Action Date: 09/12/02 Action Data: Y Action Time: 09:47:22 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: DEPARTMENT OBSERVED THAT THE FIRE WAS COMING FROM THE BATTERY
AREA AND THE ABS HAS TOTALLY BURNT UP. *****FI
RE***** -DATE OF FIRE: SEPTEMBER 9TH 20
02 -FIRE ORIGINATED: IN THE BATTERY AND ABS SYSTEM -LOCATION
OF VEH: AT CURRY FORD DLRSHIP -FIRE REPORT WAS FILED -THA
T THE FIRE SEEM TO BE AN ELECTRICAL ONE. -CUST DID NOT HAVE
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL94

==>

VIN: 1FMCU04171K [REDACTED] Year: 2001 Model: ESCAPE
Owner Status: ORIGINAL WSD: 11/13/00
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: VLC Case: [REDACTED] Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: CURRY FORD
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Comm Type: PH PHONE Odometer Reading: 40000 MI
Analyst: DSUTHERL DANIELLE SUTHERLAND Document Number:
Action Date: 09/12/02 Action Data: Y Action Time: 09:47:22 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: T THE FIRE SEEM TO BE AN ELECTIRCAL ONE. -CUST DID NOT HAVE
REPORT NUMBER, FIRE TOOK PLACE IN WEST CHESTER COUNTY -CLA
IM HAS NOT YET BEEN FILED WITH INSURANCE COMPANY. -DLRSHIP
HAS NOT YET DONE DIAGNOSIS. PER CUSTOMER, DEALER SAYS: -N
ONE- CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO O
UR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS W
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL94

==>
VIN: 1FMCU04171K [REDACTED] Year: 2001 Model: ESCAPE
Owner Status: ORIGINAL WSD: 11/13/00
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: VLC Case: [REDACTED] Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: CURRY FORD
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 40000 MI
Analyst: DSUTHERL DANIELLE SUTHERLAND Document Number:
Action Date: 09/12/02 Action Data: Y Action Time: 09:47:22 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: UR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS W
ILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSU
RANCE CARRIER AND REPORT THIS INCIDENT. ...SPOKE TO DOMEN
ICK THE S/M AT CURRY'S FORD WHO STATED THAT THEY WILL LOOK
AT CUST VEH TODAY EARLY IN THE AFTERNOON AND WILL CONTACT CU
ST TO INFORM HER WHEN THEY'VE DIAGNOSED THE VEH. -ADVISED
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL94

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VIN: 1FMCU04171K [REDACTED] Year: 2001 Model: ESCAPE
Owner Status: ORIGINAL WSD: 11/13/00
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: VLC Case: [REDACTED] Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: CURRY FORD
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 40000 MI
Analyst: DSUTHERL DANIELLE SUTHERLAND Document Number:
Action Date: 09/12/02 Action Data: Y Action Time: 09:47:22 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: ST TO INFORM HER WHEN THEY'VE DIAGNOSED THE VEH. -ADVISED
CUST OF DLR'S RESPONSE INFERENCE CASE ID: 5349

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

LPREL94

Customer Info

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

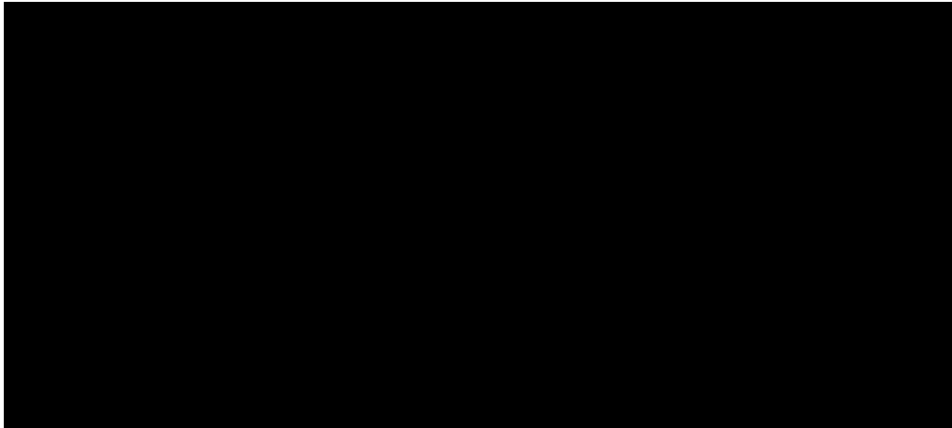
ESP / Recall Information

VIN: 1FMCU04171K [REDACTED]

No ESP Information for this VIN

-----Recall Information-----					
Number	Type	Description	Campaign	Status	Dealer Code
00L12	L	TIRE		FORCED COMPLETION	2001-11-21
00S49	S	WNDSHLD WIPE		COMPLETE	2000-12-09

VIN		Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FMCU04171K		2001	ESCAPE	INDIVIDUAL RTL	Original Owner	Oasis Warranty History
		Open Issues Exist				



September 7, 2006

[REDACTED]
Brooklyn, NY [REDACTED]

Re: 2002 Escape
VIN: 1FMYU03152K [REDACTED]

Dear [REDACTED]

Your letter dated August 23, 2006 to Mr. F [REDACTED] was forwarded to Consumer Affairs for review.

We sincerely regret the circumstances you described. Customer satisfaction is a primary objective of the Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining customer confidence in us after the purchase.

Although warranties are designed to cover unpredictable situations which may occur, we are always willing to consider individual requests for assistance beyond the warranty period. We hope you understand, however, that we are unable to assist you as your vehicle is beyond the warranty. In addition, your vehicle is not involved in any open recalls that would have contributed to the circumstances you described. Furthermore, your 2002 Escape is not equipped with the same speed control deactivation system or switch as in the recalled vehicles. Mr. Nevi has also informed us that the switch in your 2002 Escape is a redundant mechanical switch at the brake pedal inside the vehicle. As a result, we are unable to provide any assistance with this matter.

We are sorry that we cannot meet your expectations in this instance. Thank you for contacting us.

Sincerely,

L. Nearon
Consumer Affairs
Owner Relations Operations

Fonseca, Lourdes (L.C.)

From: Bowers, Peggy (M.M.)
Sent: Thursday, September 07, 2006 10:27 AM
To: Fonseca, Lourdes (L.C.)
Subject: FW: [REDACTED] Escape Fire
Attachments: [REDACTED].Brooklyn,_NY,_2002_Escape.pdf

Lourdes-

This case is one you previously handled. Please send a follow up letter to the customer indicating the vehicle is not part of the recall with language indicating 1) the letter is in response to her letter to Ray Nevi and 2) her vehicle does not have the same switch (use Ray's language below).

Please let me know if you have questions.

Peggy Bowers

Litigation Prevention Manager
Ford Motor Company
phone (313) 845-4743 fax (313) 845-5668
e-mail: mbowers@ford.com

From: Wright, Mont (J.L.)
Sent: Wednesday, August 30, 2006 12:33 PM
To: Bowers, Peggy (M.M.)
Cc: McGinnis-Solomon, LaSonja (.)
Subject: [REDACTED] Escape Fire

Due to the circumstances of this case I am assuming your team would handle, if so, Ray will need an update and the customer needs to know it is in response to her letter to Ray.

If not your group let me know, thanks.

From: Nevi, Ray (R.A.)
Sent: Wednesday, August 30, 2006 11:41 AM
To: Wright, Mont (J.L.)
Subject: Customer Contact - [REDACTED]

Mont,

Attached is the customer contact that I left a voicemail about yesterday. The customer is alleging that her Escape experienced a fire and should be recalled for the same reasons that we conducted our pervious speed control deactivation switch recall. She had previously contacted the Company and was told there were no recalls on her vehicle. She then wrote to me - I suspect she got my name and address from NHTSA. **Her Escape does not have the same speed control deactivation system or switch as the recalled vehicles. In fact, on the Escape, the switch is a redundant mechanical switch at the brake pedal inside the vehicle.** However this is handled, she should know that the response concerns her letter to me so that she knows she will not hear from me. She also needs to understand that her vehicle is different than the recalled vehicles. Please provide a closing report to me.



Call me is you have any questions. Thanks.

Ray



Consumer Affairs

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

Sent Via U.S. Mail

July 26, 2006

████████████████████
Brooklyn, NY ██████████

RE: 2002 Escape
VIN: 1FMYU03152K ██████████

Dear ██████████

This is in response to your phone call to our Ford Customer Relationship Center regarding your concerns. We apologize for the delay in our response.

We sincerely regret any inconveniences that you have experienced with your vehicle. However, our review indicates that there are no open recalls or owner notification programs pertaining to the fire involving your 2002 Escape. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,


L. Nearon
Consumer Affairs

Are you people
kidding me or
what? What
if I was actually
driving when this
happened? Does
someone have to die
before you wake up?



★ POPULAR FORD

2533 CONEY ISLAND AVENUE
BROOKLYN, N.Y. 11223

(718) 376-9111

FAX (718) 645-0290



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01FOZ054 99FOZ230P	54000 MILE SERVICE ROTATE TIRES	MO MI		99FOZ001P 02FOZ001	CHG OIL + FILTER LUBE OIL FILTER	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/21/05		16770	371	008 008 008 008 008	W C C C C	04S25BFO WORKSFO BK1FFO COOLINGFO 99PFO GBATFO	

SALESPERSON NO. 376

S E R V I C E

VEHICLE I.D. NO. 1FMYU03152K		YEAR/MAKE/MODEL 02/FORD TRUCK/ESCAPE/5 DOOR UTILITY		PRODUCTION DATE 01/23/02	STOCK NO.	LICENSE NO.	R.O. NO.
CUSTOMER NO.		SERVICE CONTRACT		DELIVERY DATE 02/05/02	DELIVERY MILES	SELLING DEALER NO. 803629	R.O. DATE 07/24/06
COLOR SILVER/MED/DK FLI		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO. 4465	
BROOKLYN, NY		TURBO	MMAC	AIR COND	P.S.	TRANS	MILEAGE 21,115
RESIDENCE PHONE		BUSINESS PHONE		ADVISOR NO. 9371	ADVISOR ELAINE LUSKIN		
TIME RECEIVED 02:53pm		DATE/TIME PROMISED 07/24/06 05:30pm		LABOR RATE 95.00			
APPOINTMENT ☐ Yes ☒ No		TERMS: STRICTLY CASH OR ACCEPTABLE CREDIT CARD.					

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LEND IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREOF. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABON AND PARTS 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. HOWEVER, NO WARRANTY AND/OR GUARANTEE ON PARTS AND/OR UNITS SUBJECT FOR CLEANING, MINOR REPAIR OF RADIATORS, HEATER CORES AND GAS TANKS. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE CHARGE \$25.00 PER DAY 48 HRS. AFTER WORK COMPLETION. NO REFUNDS ON SPECIAL ORDERED PARTS. ALL REPAIRS NOT COVERED UNDER APPLICABLE WARRANTIES ARE SUBJECT TO DIAGNOSTIC CHARGES.

X

1 C 11FOZ ENGINE MINOR
CUST ST TRUCK WENT ON FIRE-HOLD FOR INSURANCE ADJUSTER

I ACKNOWLEDGE RECEIPT OF A COPY OF THIS WORK ORDER AT THE TIME OF MY APPROVAL. INITIALS _____

PRE-INSPECTION PRICE

X _____ \$ _____
CUSTOMER SIGNATURE PARTS, MAT'L & LABOR

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED ----- SAVE
SAVE PARTS INITIALS _____

ADD'L WORK APPROVED

\$ _____

OK'D BY _____ DATE _____ A
P

CALL'D BY _____ PHONE CALLED _____

TEAR DOWN FOR ESTIMATE ONLY RE-INSPECTION ESTIMATE PARTS & LABOR

X \$ _____ \$
INITIALS AMOUNT

**ALL PARTS ARE NEW
EXCEPT AS NOTED**

★ POPULAR FORD

2533 CONEY ISLAND AVENUE
BROOKLYN, N.Y. 11223

(718) 376-9111

FAX (718) 645-0290



CUSTOMER NO. [REDACTED]	ADVISOR ELAINE LUSKIN	9371	TAG NO. 4465	INVOICE DATE 08/03/06	IN [REDACTED]
[REDACTED]	LABOR RATE 95.00	LICENSE NO. [REDACTED]	MILEAGE 21,115	COLOR SILVER/MED/	STOCK NO.
BROOKLYN, NY [REDACTED]	YEAR / MAKE / MODEL 02/FORD TRUCK/ESCAPE/5 DOOR UTILITY			DELIVERY DATE 02/05/02	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 1 F M Y U 0 3 1 5 2 K [REDACTED]			SELLING DEALER NO. 803629	PRODUCTION DATE 01/23/02
[REDACTED]	P.T.E. NO.		P.O. NO.	P.O. DATE 07/24/06	
COMMENTS					

MO: 21116

*****		TOTAL LABOR....	979.50
* [] CASH [] CHECK CK NO. []		TOTAL PARTS....	1750.99
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	228.68
		TOTAL INVOICE \$	2959.17

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PAID
AUG 03 2006
POPULAR FORD SALES, INC.

451516218992
POPULAR FORD
2505 CONEY ISLAND AVE
BROOKLYN, NY 11223
7183765600

Sale

ID: 0000161T
08/03/06 16:43:33
Batch #: 00335

VISA

XXXXXXXXXX [REDACTED]

Appr Code: 08938A Inv#: [REDACTED]

Total: \$ 2959.17

Customer Copy
THANK YOU

★ POPULAR FORD

2533 CONEY ISLAND AVENUE
BROOKLYN, N.Y. 11223

(718) 376-9111

FAX (718) 645-0290



CUSTOMER NO. [REDACTED]	ADVISE ELAINE LUSKIN	9371	TAG NO. 4465	INVOICE DATE 08/03/06	[REDACTED]
[REDACTED]	LABOR RATE 95.00	LIC [REDACTED]	MILEAGE 21,115	COLOR SILVER/MED/	STOCK NO.
BROOKLYN, NY [REDACTED]	YEAR / MAKE / MODEL 02/FORD TRUCK/ESCAPE/5 DOOR UTILITY			DELIVERY DATE 02/05/02	DELIVERY MILES
	VEHICLE I.D. NO. 1 F M Y U 0 3 1 5 2 K [REDACTED]			SELLING DEALER NO. 803629	PRODUCTION DATE 01/23/02
	F.T.E. NO.		P.O. NO.	R.O. DATE 07/24/06	
[REDACTED]	COMMENTS				MO: 21116

JOB# 1 CHARGES-----

LABOR-----
J# 1 11FOZ ENGINE MINOR HOURS: 10.70 TECH(S):9111 856.00
CUST ST TRUCK WENT ON FIRE-HOLD FOR INSURANCE ADJUSTER
REPLACED BOOSTER, HCU AND HCU HARNESS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 YL8Z-2005-AA BOOSTER 201.47 201.47
1 YL8Z-2C286-DA CONTROL 332.42 332.42
1 YL8Z-2C065-AA KIT - R 393.05 393.05
1 2L8Z-14290-AEA WIRING 688.79 688.79
TOTAL - PARTS 1615.73

JOB# 1 TOTALS-----
LABOR 856.00
PARTS 1615.73

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 2471.73

JOB# 2 CHARGES-----

LABOR-----
J# 2+40FOZ01 BRAKE CONCERN HOURS: 1.30 TECH(S):9111 123.50
REPLACE MASTER CYCLINDER
PART WAS NOT COVERED UNDER INSURANCE
REPLACED MASTER CYCLINDER

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 2L8Z-2140-AA CYLINDER 123.20 123.20
3 PM-1-C FLUID - 4.02 12.06
TOTAL - PARTS 135.26

JOB# 2 TOTALS-----
LABOR 123.50
PARTS 135.26

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 258.76

07/27/2006 at 10:02 AM
81909

0217217070101018-01

GEICO
BROOKLYN FIELD OFFICE
Visit us at geico.com
2785 CONY ISLAND AVE
BROOKLYN, NY 11235
(917) 418-7511 Fax: (516) 213-1498

ESTIMATE OF RECORD

Written By: MIKE DALESSANDRO #IA-989085 07/27/2006 10:02 AM
Adjuster: MIKE DALESSANDRO #IA-989085

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
BROOKLYN, NY [REDACTED]
Evening: [REDACTED]
Business: [REDACTED]

Claim # [REDACTED]
Policy # [REDACTED]
Date of Loss: 07/23/2006 at 12:00 AM
Type of Loss: Comprehensive
Point of Impact: 16. Non-Collision

Inspect 2147 HARING ST
Location: BROOKLYN, NY 11229-5114

Evening: [REDACTED]
HOME

Repair POPULAR FORD
Facility: 2533 CONEY ISLAND AVE
BROOKLYN, NY 11223

Business: [REDACTED]
4 Days to Repair
License # [REDACTED]

2002 FORD ESCAPE 4X2 XLT 6-3.0L-FI 4D UTV SILVER Int:

VIN: 1FMYU03152K [REDACTED] Lic: [REDACTED] NY Prod Date: [REDACTED] Odometer: 21115

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Keyless Entry
Theft Deterrent/Alarm	Rear Wiper	Dual Mirrors
Privacy Glass	Luggage/Roof Rack	Fog Lamps
Clear Coat Paint	Power Steering	Power Brakes
Power Windows	Power Locks	Power Driver Seat
Power Mirrors	AM Radio	FM Radio
Stereo	Search/Seek	CD Changer/Stacker
Anti-Lock Brakes (4)	Driver Air Bag	Passenger Air Bag
Cloth Seats	Bucket Seats	Recline/Lounge Seats
Automatic Transmission	Overdrive	Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1#	Repl	BRAKE BOOSTER	1	201.47	1.5	
2#	Repl	BRAKE FLUID	3	12.06		
N 3#	Repl	ABS PUMP/ECU CONTOL UNIT	1	332.42	2.2	
4#	Repl	HCU KIT	1	393.05	Incl.	
5#	Repl	HCU HARNESS OR MAIN ENGINE WIRE HARNESS	1	688.79	7.0	
6#	ADJ		1	363.80		
7#	Subl	*NO SUPPLEMENT WILL BE HONORED UNLESS AUTHORIZED BY GEICO*	1			

Subtotals ==> 1991.59 10.7 0.0

07/27/2006 at 10:02 AM
81909

0217217070101018-01

ESTIMATE OF RECORD

2002 FORD ESCAPE 4X2 XLT 6-3.0L-FI 4D UTV SILVER Int:

Line 3 : ECU UNIT AND HCU KIT ARE 2 SEPARATE PIECES THAT MAKE UP ABS
PUMP..BOTH DAMAGED BY FIRE AND NEED REPLACEMENT

Estimate Notes:
A/P WITH ELAINE

Prior Damage Notes:
MASTER CYLINDER LEAKING

Parts		1991.59
Body Labor	10.7 hrs @ \$ 41.00/hr	438.70

SUBTOTAL		\$ 2430.29
Sales Tax	\$ 2430.29 @ 8.3750%	203.54

TOTAL COST OF REPAIRS		- \$ 2633.83
ADJUSTMENTS:		
Deductible		1000.00

TOTAL ADJUSTMENTS		\$ 1000.00
NET COST OF REPAIRS		\$ 1633.83

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO, IN CONNECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW ENFORCEMENT AGENCY, THE DEPARTMENT OF MOTOR VEHICLES OR AN INSURANCE COMPANY, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE OF THE SUBJECT MOTOR VEHICLE OR STATED CLAIM FOR EACH VIOLATION.

Master C-1C
6/25/06 5930

JUL 27, 2006 COUNTER SALES

POPULAR FORD PORT 502

LINE	QTY	DESCRIPTION	UNIT	QTY	PRICE	AMOUNT	EXTENDED
1	2182-2140-AA	CYLINDER	1	1	123.20		123.20
2	2182-2005-AA	BOOSTER	1	1	201.47		201.47
3	PM-150	FLUID	3	3	4.02		12.06
4	2182-20285-DA	CONTROL	1	1	332.42		332.42
5	2182-20065-AA	KIT - R	1	1	393.05		393.05
6	2182-21280-AEA	WIRING	1	1	688.79		688.79
7	FO						

0 626.17
 0 688.79
 1

(O=INQ) (HQ=HOSTS)
 TOTAL :

DUPLICATE LOGIN DETECTED ON PORT 5025 AT 08:10:00 07/27/2006

08/01/2006

PE06-048-0082LP

August 23, 2006

[REDACTED]
Brooklyn, NY [REDACTED]

Mr. Ray Nevi
Assistant Director, Ford Automotive Safety Office
Ford Motor Company
PO Box 6248
Dearborn, Michigan 48126

Re: 2002 Ford Escape XLT
VIN# 1FMYU03152K [REDACTED]

Dear Mr. Nevi.

As you can see from my enclosures, I sent my concerns to Ford 3 weeks ago and have yet to receive any sort of an acknowledgement from them. Since you are in the safety office, I thought it best to try you since the big guy's obviously don't care about the little guy's.

Based on the info off of Ford's website and all of the documentation enclosed, I believe that the Escape should also be a part of your recall. Read on and you will see why. As evidenced in my documentation, you will see that I am not the only one who could have roasted marshmallow's with their car. I also believe that since this is Ford's problem and not mine, that not only myself, but also Geico, my insurance company be reimbursed for the full amount as stated by Ford on your service write-up. This cost Geico and myself just under \$3,000.00 and we should not have to pay for something that was due to Ford's poor craftsmanship.

Everything you need to see is enclosed as well as a listing of the people that this correspondence has previously gone to. New York State Senator Charles Schumer is waiting for a response as well. I hope that Ford has the common decency to at least answer a Senator.

If I still get no acknowledgement, I have retained a lawyer that I will use. I will also go to whatever media outlet that I have to in order to get this resolved. Dateline NBC loves stuff like this.

I am totally and completely serious about this and will not let it go until I get satisfaction.

[REDACTED]

[REDACTED]
Brooklyn, NY [REDACTED]

August 4, 2006

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, Michigan 48126

To Whom It May Concern:

First, please let me start by saying that I want this letter brought to the attention of Ford's CEO or Ford's President and I do expect an answer and I don't want to see a form letter with a rubber stamp signature as a response.

I own, (no lease or financing involved) a 2002 Ford V6 XLT Escape with 21,115 meticulously maintained miles on it. As evidenced by the age of the vehicle and the mileage, it is not abused. The vehicles VIN# is 1FMYU03152K [REDACTED]

On the morning of Sunday, July 23, 2006 at 7:50am, I backed the above mentioned Escape up about 20 feet into a parking spot other than where it was parked, in front of my house. This took all of about 3.9 seconds. My husband and I left on our motorcycles at 8:00am that morning for a trip to Pennsylvania.

At 8:33am, my neighbor across the street was on the phone to 911 calling the New York City Fire Department. My cold car was experiencing an under the hood fire. Wires were burning, there was intense smoke and I was told that there were 5 fire trucks there. I found out about this when I came home at 6:33pm that night as my neighbors came running to me to tell me that my car went on fire. The Fire Department left a note on the seat stating that it was an electrical fire and to not attempt to move the car and to have it towed to the shop.

After going thru my insurance company, and losing a day's pay for Monday, July 24th because it had to be flat bedded to Popular Ford on Coney Island Avenue in Brooklyn, New York, where I bought it, it sat for almost 2 weeks. I got it back yesterday.

After doing a lot of research about this problem of which you sent me a letter telling me that there was no recall on this vehicle for underhood fires, (I complained over the phone to your Consumer Affairs people on Tuesday, July 25, 2006), my research shows me that the problem that occurred with my Escape is the same exact problem that occurred with the 1994 to 2002 F-150's, Navigator's and Expeditions. Who do you think that you are fooling?

Coincidence?? I think not. Taking the easy way out and pretending that no one will notice? Now that is a different story. Let me guess. You had a whole lot of extra faulty wiring harnesses and speed control deactivation switches laying around that just so happened to fit the Escapes configuration and thought, "What the heck, who's going to know if we use them or not, plus look at all the money we'll save"? Well guess what, I noticed and so did a woman named Sue. You will see Sue's comments enclosed regarding her Escape which also went on fire. Where there's two, there has to be more.

There are a couple of things attached that I think you might want to look into so you can see things the way that I am seeing them.

This entire mess came out to close to \$3,000.00 of which I was responsible for shelling out of my pocket, close to \$1,367.00 that was due to no fault of mine. Why should I have to be penalized for your ineptness? Can you honestly answer me that? The fault lies with Ford and your crappy design. Me and who knows how many others have to suffer at your hands? I don't think so. Consumers buy products based on reliability. You have proved time and time again that your products are far from reliable.

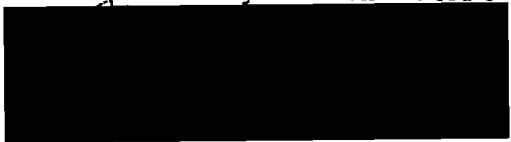
I hope that you open your eyes and see that you need to recall the Escape also and make your wrongs right. Is it going to take someone, or worse yet, someone and their loved ones to die in an Escape because of the faulty wiring and switches before you wake up and take care of things? I thank God that I was not on the highway when this caught fire or better yet that my whole family was not in the car with me.

I want you to know that I am very, very serious about this and have enclosed every single thing relevant to this instance. I have also sent everything here in copy to NY State Senator Charles Schumer, the Better Business Bureau, The Federal Trade Commission, the United States Attorney General's Office in Brooklyn, New York, NBC's Dateline and I also have a lawyer waiting in the wings and will use him if needed.

If I can help it, you are going to stop deceiving people who put their trust in your vehicles.

I will never ever, ever for the rest of my life, own, lease or finance any kind of Ford vehicle. I will tell everyone who asks me how I like my truck and who may be thinking about getting one, not to do it and to go to another manufacturer, one that can be trusted and that is reliable. My life is way too precious to me and my family to lose it because of you.

An extremely dissatisfied Ford owner.



Ford Motor Company

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[Parts and Service](#)
[My Vehicle](#)
[Accessories & Merchandise](#)
[Recall Information](#)

Ford Supplements Previous Safety Recall

To: Ford owners of certain speed control-equipped gas or natural gas 1994-2002 F-250 through F-550 F-Super Duty trucks, 2000-2002 Excursions, 1994-1996 Econoline vans and 1996-2002 E-450 vans, as well as speed control-equipped 1998 Explorers and Mountaineers.

If you own one of the vehicles listed above, then you will be notified of a voluntary safety recall that supplements an earlier voluntary safety recall involving the speed control deactivation switch.

Last year Ford announced a recall of 1994-2002 model year F-150, Expedition and Navigator vehicles to repair the speed control system and address the possibility of fires. At that time, we indicated further analysis would continue to determine what operating conditions were contributing to the potential for switch leakage. We also said that when we had more answers about what was causing these fires, we would communicate our findings and take further action if appropriate. Today, we have more information to share with you.

After a year of intensive research, we have concluded that these vehicles do have specific factors that in rare situations may cause some speed control deactivation switches in them to be susceptible to brake fluid leaks and corrosion, which may result in the switch overheating. This is why we are recalling these additional vehicles.

We believe today's action includes those vehicles we identified as having a rare interaction between the speed control deactivation switch and the brake system that could cause the switch to overheat and ultimately catch fire.

To repair your vehicle, dealers will install a fused wiring harness at the speed control deactivation switch to eliminate the potential risk of fire if the switch overheats. The fused wiring harness cuts off the electrical current to the switch in the event there is increased current due to a leaking switch.

Ford has a sufficient supply of fused wiring harnesses to repair customers' vehicles. If your vehicle is among those listed above, please take it to a Ford or Lincoln Mercury dealership to have the fused wiring harness installed.

Owners of these affected vehicles will be notified by mail shortly. Owners who have not already had their previously recalled vehicles repaired should contact their dealer to make arrangements for the repair. Vehicles from last year's recall include 1994-2002 Ford F-150s, 1997-2002 Ford Expeditions, 1998-2002 Lincoln Navigators and 1994-1996 Ford Broncos equipped with factory-installed speed control.

Customers may get further information at www.genuineservice.com or they may contact Ford's Customer Relationship Center at 1-888-222-2751.

Sincerely,

08/23/2006

PE06-048-0086LP

United States Senate

WASHINGTON, DC 20510

August 14, 2006

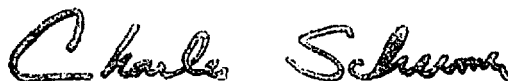
Ford Motor Company
Consumer Affairs Division
PO Box 6248, MD-3NE-B
Dearborn, MI 48126

Dear Sir/Madam:

I am writing on behalf of my constituent, [REDACTED] has contacted my office regarding an issue that falls under the jurisdiction of the Ford Motor Company. For your convenience, I have enclosed correspondence from [REDACTED]. Any assistance or information you could provide regarding this matter would be greatly appreciated.

I know I can count on your cooperation in reviewing the self-explanatory material and advising me of your findings. If additional information is needed, please do not hesitate to contact Jennifer Chang in my New York Office at (212) 486-4430. Thank you in advance for your cooperation and prompt attention to this matter.

Sincerely,



Charles E. Schumer
United States Senate

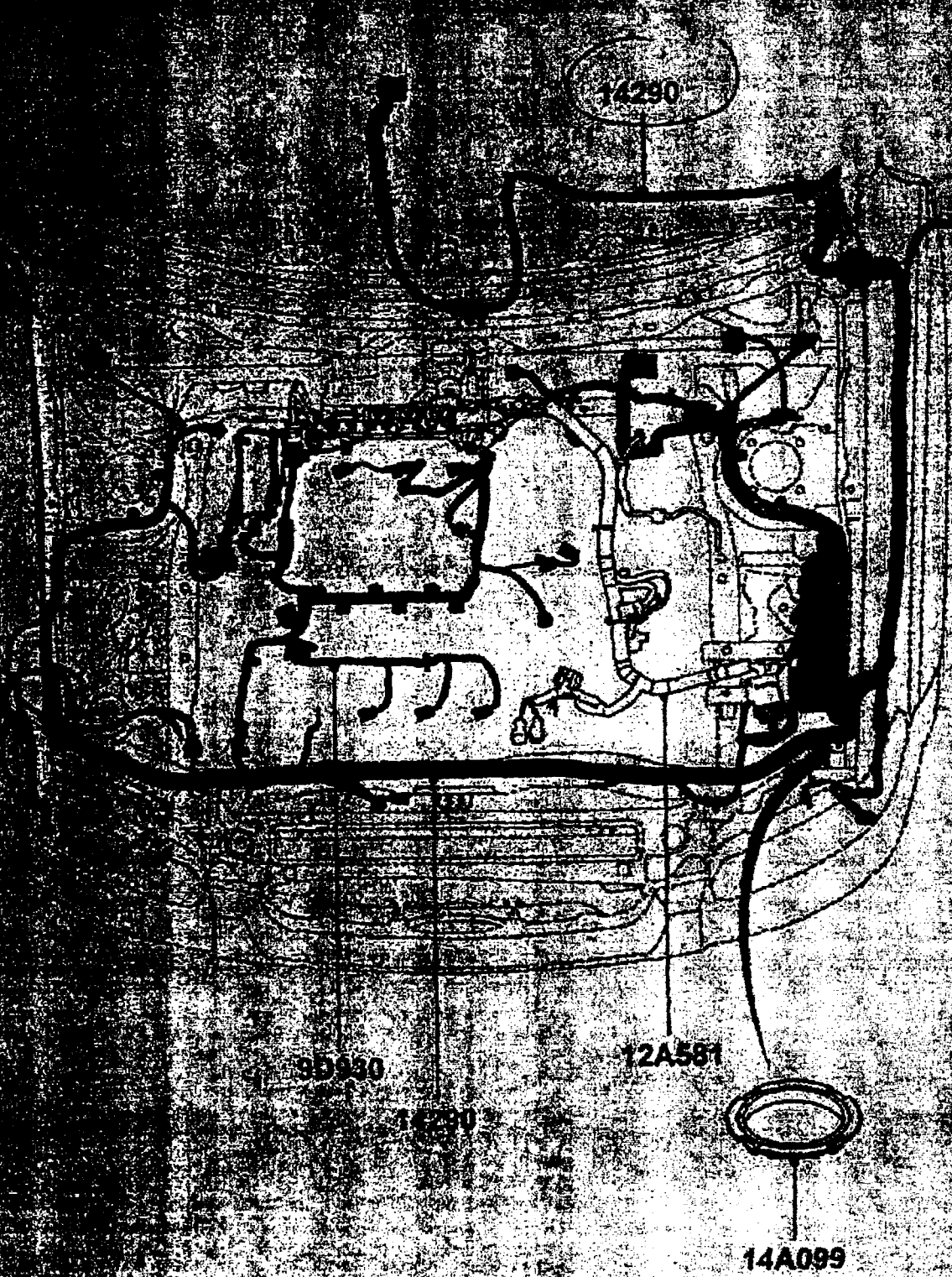
CES/jc/jc

PLEASE RESPOND TO THE FOLLOWING OFFICE:

☐ ALBANY: LEO O'BRIEN BUILDING ROOM 420 ALBANY, NY 12207 (518) 431-4070	☐ BINGHAMTON: FEDERAL OFFICE BUILDING 15 HENRY STREET ROOM 80 BINGHAMTON, NY 13901 (607) 772-8109	☐ BUFFALO: 111 WEST HURON ROOM 620 BUFFALO, NY 14202 (716) 846-4111	☐ HUDSON VALLEY: P.O. Box A RLD HOOK, NY 12571 (914) 285-9741 (845) 569-0923	☐ LONG ISLAND: TWO GREENWAY PLAZA 145 PINE LAWN ROAD ROOM 300N MILVILLE, NY 11747 (631) 753-0378	☐ NEW YORK CITY: 757 THIRD AVENUE SUITE 1702 NEW YORK, NY 10017 (212) 486-4430 TDD: (212) 486-7661	☐ ROCHESTER: 100 STATE STREET ROOM 3040 ROCHESTER, NY 14614 (716) 263-5966	☐ SYRACUSE: 100 SOUTH CORTLAND ROOM 841 SYRACUSE, NY 13261 (315) 423-5471	☐ WASHINGTON: 313 HART SENATE OFFICE BUILDING WASHINGTON, DC 20510 (202) 224-6542 TDD: (202) 224-0420
---	--	---	--	---	---	--	---	---



<http://schumer.senate.gov>



08/01/2006

OUT DL: being laughing online or dominant hands online in parking garages or online. OUT WHAT THE HECK DO I KNOW YOU? chuckle & grin CID: crying in disgrace CUL: see you later **YOU DON'T KNOW WHAT YOUR KIDS ARE SAYING ONLINE.** CYO: see you online DBA: doing business as usual DL: dead link DLTBBB: don't let the bed bugs bite DIKU: do I know you? EMFBI: excuse me for butting in F2F: face to face FC: fingers crossed FISH: first in, still here FMTYEWTK: far more than you ever wanted to know FOMCI: falling off my chair laughing FTRMMH: from the bottom of my heart FIID:

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- HEALTH
- SPORTS
- LIFESTYLE
- SEEN ON ABC7
- CONTACT US
- JOBS

TEXT SIZE:

- A
- A
- A
- A

*Based on my recent
experience w/ the same
problem, why are
the Escape's not on
this list ???*

Site Search

☐ site
 ☐ web

Ford recalls 1.2 million trucks

AP Associated Press

(Washington-AP, August 3, 2006) - Ford recalled 1.2 million trucks, sport utility vehicles and vans on Thursday amid concerns of potential engine fires, expanding upon one of the largest vehicle recalls in history.

Ford Motor Co. said the recall was tied to the speed control deactivation switch system, which could corrode over time, overheat and catch fire.

The recall involves vehicles fueled by gasoline or natural gas and equipped with speed control, including the 1994-2002 F-250, F-350, F-450 and F-550 F-Super Duty trucks, 2000-2002 Excursion SUVs, 1994-1996 Econoline vans and 1996-2002 E-450 vans, and 1998 Explorers and Mountaineers. The recall does not involve similar vehicles fueled by diesel.

Last September, Ford recalled 3.8 million pickups and SUVs from the 1994-2002 model years, including the top-selling F-150 pickup, because of the concerns over engine fires. It was the fifth-largest auto industry recall in U.S. history.

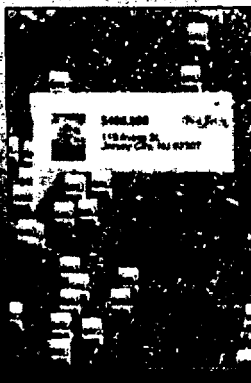
08/04/2006

Buying or Selling a Home?

BUYERS

Search Homes For Sale
Get New Home Listing Alerts

SELLERS



In January 2005, the company recalled nearly 800,000 pickups and SUVs from the 2000 model year because of similar issues.

The National Highway Traffic Safety Administration said Thursday it closed a nearly two-year investigation into the cause of the fires. The agency has received 1,472 complaints connected to the problems, including 65 reports of fires.

NHTSA said there have been no confirmed deaths or injuries, but lawsuits have been filed over three deaths in Iowa, Georgia and Arkansas, allegedly connected to vehicle fires.

Ford said last year its review found that brake fluid could leak through the cruise control's deactivation switch into the system's electrical components, leading to corrosion. That could lead to a buildup of electrical current that could cause overheating and a fire.

Dealers installed a fused wiring harness to the cruise control deactivation switch to prevent the risk of fire if the switch leaked.

NHTSA spokesman Rae Tyson said that agency investigators, working with Ford, found the switch overheated in vehicles where the switch was placed in an upright position or at an angle and where there was excessive vacuum pressure in the brake system.

He called it "one of the most exhaustive investigations that we've ever done."

Tyson said he did not expect any additional recalls. About 20 million of the switches are used in vehicles, but Tyson said similar problems have not been found in non-Ford vehicles.

"We believe that we have identified the problem vehicles and we believe the Ford recall today is going to address the remaining problem," he said.

In a letter to NHTSA, Ford said that through April, it had identified about 250 incidents alleging fire or smoke tied to the switch in the affected vehicles, with about 60 related to smoke. The company said there have been no allegations of serious injuries or fatalities.

Ford spokeswoman Kristen Kinley said about 40 percent of the vehicles under the previous recalls have been fixed.

Owners of the newly recalled vehicles will receive notices in the mail in a week and dealers will install a fused wiring harness. Customers can contact Ford at 1-888-222-2751.

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[Email Friend](#)

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[Newsletters](#)

[RSS](#)

08/04/2006

Chrisie, just recently one of my customers auto repair shop was destroyed by a Ford truck that was parked inside, happened over a weekend truck had been parked in there about 2 days, Ford knows about the problem and have a recall out on many vehicles, couple years ago another friend's house was destroyed by a fire caused by his Crown Victoria squad car catching fire in his driveway

Don't let Ford give you any crap, the fires are not caused by the wiring harness being under master cylinder and leaking fluid, they're are caused by the cruise control which sends continuous current to a relay attached to or near the master cylinder even when ignition is off, it over heats and catches fire then catching master cylinder on fire, this is what our Fire Marshal told him and I was there when a fire investigator was there and he said the same thing. this has been a problem since the 80's, same thing happened to a co-worker back in '88 Ford knows it but got the DOT to exempt some vehicles from the recall in order to cut their expense,

"The Anti-Ford Page: Consumer Letter"

Call For Action

Have you been ripped off & need somewhere to turn? Let 6abc help!
www.6abc.com

TattletaleConsumerHotline

Consumer information, complaints, alerts,
prepaid legal, debt help
www.tattletaleconsumerhotline.com

Ads by Google

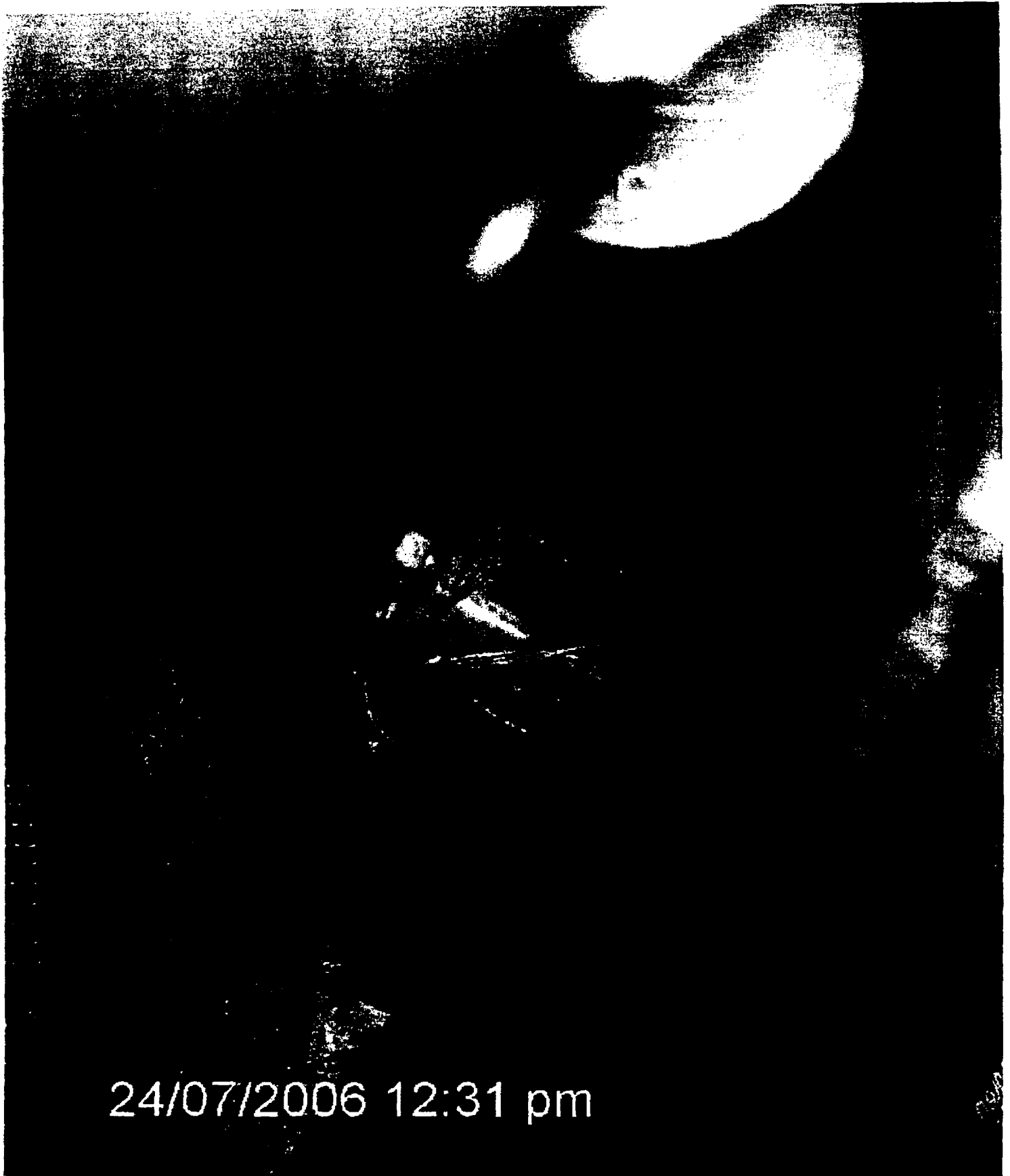
Subject:

Fri, 19 Aug 2005 17:58:33 -0400
Date:

My 2002 Ford Escape caught fire while parked in the garage. My husband = and I were in the house doing some chores when I smelled rubber burning. = I opened the garage door to see a wall of black smoke. Anyway, my car is = gone. Fortunately the garage was fire proof. It all has to be torn out = and redone. Everything in garage was melted. The house was full of smoke = so every item had to be cleaned. Walls, forks knives food stuff thrown = out. The computers, t.v.s , curtains& clothes had to be sent out to get = cleaned. This was not our fault. We don't know for sure yet but we are = assuming it has to do with the cruise control switch. I wish that I had = not bought a Ford! [REDACTED]

Back to The Anti-Ford Page

*This is a
woman named
[REDACTED]
experience
Now you tell
me if there
is a problem.*



24/07/2006 12:31 pm

08/04/2006

PE06-048-0093LP



27/07/2006 09:12 am

08/04/2006

PE06-048-0094LP

"ALWAYS ON OUR TOWS"

DMV REG. 7021924
D.C.A. LIC. # 832834

**SOLID GOLD
TOWING, INC.**

1960 BROADWAY • BROOKLYN, NY 11207
(718) 257-1556 • (800) 660-GOLD

CHARGE #

PAID

ACCOUNT CJ

Date 07-24-02

ADDRESS

Make Ford

CITY AND STATE

Year 02

SERVICE FROM

2147 Haring / AV-U
mlage - 028

Type CSC

BGA2605

Reg. No.

SERVICE TO

Cave neck rd / C.J.A

Color Gray

VEH. NO.

OWNER'S NAME

Comm. VEH.

ADDRESS

Truck # 93

CITY AND STATE

DRIVER James

Home

Business

Phone #

Phone #

OD.

--	--	--	--

VIN #

1. _____ REMOVE DRIVE SHAFT ☐

2. _____ ADDITIONAL LABOR ☐

3. _____ FLATBED & WHEEL LIFT ☒

4. _____ ROAD SERVICE ☐

5. _____ WAITING TIME ☐

P.O. #

AS AGREED PRICE

AUTHORIZED SIGNATURE

RECEIVED THE ABOVE VEHICLE

X

Towing
& Prep.

Tolls

☐ Additional Services & etc.

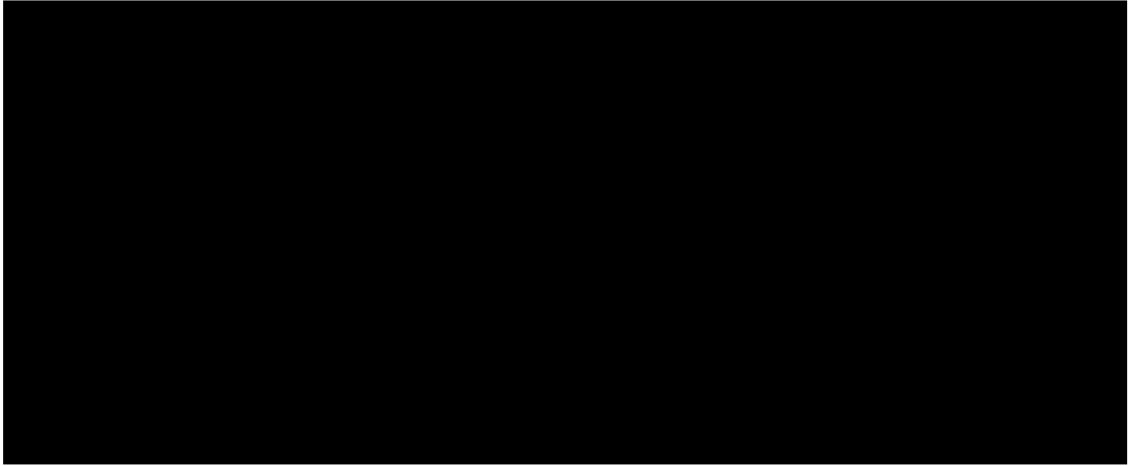
N.Y. Sales Tax
or Resale #

TOTAL
CHARGES

D 61420

PRIVATE CONTRACT TOWING

PE06-048-0095LP



COPY

Sent Via U.S. Mail

September 9, 2005

[REDACTED]
New Baltimore, NY [REDACTED]

RE: 2002 Escape
VIN: 1FMYU04132K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2002 Escape.

We sincerely regret the circumstances you described and your concern has been documented. A situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier. If they determine that there is manufacturer liability, they have the right to file a subrogation claim against Ford Motor Company in order to pursue the matter.

The phone number and address for the New York State Insurance Commission Bureau is as follows: 212-480-6400.

One Commerce Plaza Albany, New York 12257	25 Beaver Street 5 th Floor New York, New York 10004
65 Court Street Room 7 Buffalo, New York 14202	200 Old Country Road Suite 340 Mineola, New York 11501

We appreciate the opportunity to review your request.

Sincerely,

Ke'Nisha Dunlap
Consumer Affairs

PE06-048-0097LP

All Action Details for Issue

[Print](#)

VIN: 1FMYU04132K [REDACTED] Year: 2002
Name: [REDACTED] Owner Status: Subsequent
Symptom Desc: FIRE/SMOKE VISIBLE FLAME
Reason Desc: LEGAL - FIRE CLAIM
Issue Type: 07 LEGAL Issue Status: CLOSED

Model: ESCAPE Case: [REDACTED]
WSD: 2001-10-19
Primary Phone: [REDACTED]
Secondary Phone:

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - FIRE

Dealer: 07252 CROSSROADSFORD/MERCURY

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION-FD

Odometer: 46771 MI

Comm Type: EMAIL

Analyst Name:

LEICH,CHERIE

Analyst: CLEICH

Action Date: 09/08/2005

Action Time:
10.33.46.976

Action Data: Yes

Comments *****PRODUCT LIABILITY*****EMAIL RECEIVED 9-6-05. DEALER CONTACT:
DAWN LOGERFO. CUSTOMER ALLEGES VEHICLE CAUGHT ON FIRE.CUSTOMER REQUESTS CONTACT FROM
FORD REPRESENTATIVE.

Data Element Name

Data Value

ANALYST ID

KDUNLAP

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 07252 CROSSROADSFORD/MERCURY

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 46771 MI

Comm Type: PHONE

Analyst Name: DUNLAP,
KENISHA

Analyst: KDUNLAP

Action Date: 09/09/2005

Action Time:
13.06.48.737

Action Data: No

Comments LPA CONTACTED DLR CONTACT DAWN. LPA LEFT A V-MAIL MSG.

Action: INFORMATIONAL CALL/FAX

Dealer: 07252 CROSSROADSFORD/MERCURY

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 46771 MI

Comm Type: PHONE

Analyst Name: DUNLAP,
KENISHA

Analyst: KDUNLAP

Action Date: 09/09/2005

Action Time:
15.07.02.939

Action Data: No

Comments LPA RECEIVED A RETURN CALL FROM DAWN. DAWN STATED THAT CUSTOMER'S INSURANCE
COMPANY BELIEVES THE FIRE ORIGINATED AT THE HCU MODULE. THERE IS \$1500 WORTH OF DAMAGE.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 07252 CROSSROADSFORD/MERCURY

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 46771 MI

Comm Type: PHONE

Analyst Name: DUNLAP,
KENISHA

Analyst: KDUNLAP

Action Date: 09/09/2005**Action Time:**
15.07.55.475**Action Data:** No

Comments LPA ADVISED THAT THIS IS AN INSURANCE ISSUE. CUSTOMER'S VEHICLE IS BEYOND WARRANTY, THERE ARE NOI RECALLS, AND NO RELATED REPAIR HISTORY. THERE ARE NO INJURIES. CLOSING CORRESPONDENCE MAILED. CASE FILED.

Ford Confidential

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Tuesday, September 06, 2005 1:19 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: CROSSROADS FORD
Requesting Dealer: CROSSROAD FORDS
Contact Person: DAWN LOGERFO
Telephone: 518-756-2105
Email Address: d-logerf@dealeremail.com
PA Code: 07252
Region: 13-NEW YORK
City: RAVENA
Dealer State: NY
Fax Number: 518-756-3713
WSD: 10/19/2001
Vehicle Year: 2002
Vehicle Model: ESCAPE XLT
Vehicle VIN: 1FMYU04132K [REDACTED]
Mileage: 46771
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: NEW BALTIMORE
State: New York
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 13 - New York
Incident Involves: Fire
Date of Incident: 09/05/2005
County in which incident occurred: GREEN COUNTY
Is Alleging Defect: Yes
Alleging defect detail: HCU MODULE
Police Report Filed: No
Insurance Company Contacted: Y
Insurance Company Advice: GOING TO S
Insurance Company Contact Information: TRAVELERS INSURANCE 518-756-2161 STOLZ AGENCY, INC...
Coach Builder State: AK - Alaska
Resolution Sought Detail: REIMBURSEMENT FROM FORD MOTOR COMPANY...
Comments: FIRE OCCURED WHILE VEHICLE WAS PARKED...ENGINE WAS NOT RUNNING...

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

9/6/2005

PE06-048-0100LP

Customer Info

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

Ford Confidential

ESP / Recall Information

VIN: 1FMYU04132K [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
[REDACTED]	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
[REDACTED]	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-05-20	07252USAL14334
[REDACTED]	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2005-02-08	07252USAL14334

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU04132K [REDACTED] Veh Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-06] Eng Serial No: 103360087
Model Year: 2002 Market Derived: T/F - FORD DIVISION DERIVATIVE Body Shell: *
Veh Type: T Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE Engine: T/LD - MOD 3.0L DOHC EFI N.
Inv. Dealer: 43346 Body Cab Style: T/WE -5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NA
Version/Series: T/EF - FORD SERIES

Trace Eng Serial No:

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

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: * - ##### Prod Date: 04-OCT-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124807 - *
Country: USA - ##### Selling Dir St/Prov: OK
Buyer St/Prov: OK

Arrival Date: 15-OCT-2001 Red Carpet Lease: *
Sale Date: 19-OCT-2001 Fleet/Retail/Co. Lease: F
Warranty Start Date: 19-OCT-2001 Modified Vehicle: *
Orig Warranty Date: 19-OCT-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
U042KA6226310337 4 LA30H0093 NH F 3 469 63 563 G2X5 5 8S3ABNE245807E 3VAE4 2H3 4 3 2 1
1FMY3Q5 2K A400A 14FL 80M01HZ007 63

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psng Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNEGE - VERMILION SOLID C/C #2
Brake Code:	FEAAB -4 WHL ANTI-LOCK BRAKES	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code:	2M11A30A	Sound System:	AA -LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000HH - MED DK PARCHMENT	Tire Brand:	AP - CONTINENTAL
Delivery Type:	H	Tire Size:	D3JUJ - P235/70R-16 OWL A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:	
Fuel Type:	AF -UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: A3084533401 RF: A3084533401
LR: A3084533401 RR: A3084533401
LI: * RI: *
SPARE: HY8A1R82501

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	* - *
ESP Coverage(Miles):	*	Emission Cert Type:	5
ESP Coverage(Time):	*	Emission Decal Suffix:	JPD
ESP Plan Year:	*	Engine Family:	2FMXT0301F7
ESP Signature Date:			

Standard Claims List For Model Year 2002

Detailed Vehicle Specification

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)	
1FMYU04132K		T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-OCT-2001	19-OCT-2001	124807	USA	6	4C01	090303	*	5A231	*	L66	33	9381
AWS Claim Key:		1135035	Trx Code:		2	Labor Hrs:		0.3														
Dir Cd-Sub Cd:		45300 - *	Name:		HERTZ RAC - WEST PALM BEACH			Ph:	*.*	St:FL		Ctry Cd:		USA		Reg Cd:		NA	Repr Date:29-MAR-2002		Doc #:5423930	
Cust Comments:		MUFFLER CAME OFF																				
Tech Comments:		REINSTAL MUFFLER,SECURE CLAMP PROPERLY																				
1FMYU04132K		T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-OCT-2001	19-OCT-2001	124807	USA	7	6J01	011404	YL8Z	78219A64	BAA	B05	42	10953
AWS Claim Key:		1461584	Trx Code:		2	Labor Hrs:		0.7														
Dir Cd-Sub Cd:		45298 - *	Name:		HERTZ RAC - FT LAUDERDALE			Ph:	*.*	St:FL		Ctry Cd:		USA		Reg Cd:		NA	Repr Date:04-MAY-2002		Doc #:57310201	
Cust Comments:		R F DOOR W N OPEN																				
Tech Comments:		REPLACE DOOR LATCH																				
1FMYU04132K		T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-OCT-2001	19-OCT-2001	124807	USA	14	6F34	010701	YL8Z	7825324	AA	B43	07	15743
AWS Claim Key:		4084545	Trx Code:		E84	Labor Hrs:		0.2														
Dir Cd-Sub Cd:		07252 - *	Name:		CROSSROADS FORD/MERCURY			Ph:	518-7562105	St:NY		Ctry Cd:		USA		Reg Cd:		NA	Repr Date:29-NOV-2002		Doc #:02369351	
Cust Comments:		ORDER AND INSTALL DOOR MOLDINGS																				
Tech Comments:		INPROPER FIT WEATHERSTRIP REAR CARGO BACK DOOR REPLACE																				
1FMYU04132K		T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-OCT-2001	19-OCT-2001	124807	USA	24	5V02	060302	*	2001	*	N17	42	25000
AWS Claim Key:		7635587	Trx Code:		E84	Labor Hrs:		0.8														
Dir Cd-Sub Cd:		07252 - *	Name:		CROSSROADS FORD/MERCURY			Ph:	518-7562105	St:NY		Ctry Cd:		USA		Reg Cd:		NA	Repr Date:07-OCT-2003		Doc #:02954951	
Cust Comments:		CUSTOMER STATES CHECK BRAKES SQUEAL AND GRINDING																				
Tech Comments:		NPF BRAKE SHOES PAD ASSEMBLIES HYDRAULIC INSPECT																				

IFMYU04132K	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-OCT-2001	19-OCT-2001	124807	USA	30	5V10	060601	2L8Z	2K478	AA	G29	D4	29291	
AWS Claim Key:		9742871	Trx Code:		E84	Labor Hrs:		0.2														
Dlr Cd-Sub Cd:		07252 - *	Name:		CROSSROADS FORD/MERCURY			Ph:	518-7562105	St:	NY	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		31-MAR-2004	Doc #:03309653	
Cust Comments:		MASTER CYLINDER BRAKE LIGHT ON																				
Tech Comments:		MASTER CYLINDER BRAKE LIGHT ON ADD ON REPAIR																				
IFMYU04132K	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-OCT-2001	19-OCT-2001	124807	USA	32	*	*	*	*	*	*	*	30740	
AWS Claim Key:		10317973	Trx Code:		04S13	Labor Hrs:		0.4														
Dlr Cd-Sub Cd:		07252 - *	Name:		CROSSROADS FORD/MERCURY			Ph:	518-7562105	St:	NY	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		20-MAY-2004	Doc #:03410551	
Cust Comments:		CUSTOMER STATES VEHICLE STALLS OUT OCCASIONALLY WHEN SLOWING DOWN																				
Tech Comments:		PERFORMED RECALL 04S13 VEHICLES STALLING PERFORMED RECALL 04S13 RECHECKED ALL OK																				
IFMYU04132K	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-OCT-2001	19-OCT-2001	124807	USA	32	5V10	060701	2L8Z	2140	AA	H19	D4	30740	
AWS Claim Key:		10317974	Trx Code:		E84	Labor Hrs:		0.8														
Dlr Cd-Sub Cd:		07252 - *	Name:		CROSSROADS FORD/MERCURY			Ph:	518-7562105	St:	NY	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		20-MAY-2004	Doc #:03410552	
Cust Comments:		CUSTOMER STATES BRAKE WARNING LIGHTS COME ON INTERMITTENTLY																				
Tech Comments:		MASTER CYLINDER LEAKING REPLACED MASTER CYLINDER FOR CYLINDER LEAKING																				
IFMYU04132K	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-OCT-2001	19-OCT-2001	124807	USA	35	3A08	070100	YL8Z	7902	BCRM	P59	D4	34967	
AWS Claim Key:		11407248	Trx Code:		E84	Labor Hrs:		7.8														
Dlr Cd-Sub Cd:		07252 - *	Name:		CROSSROADS FORD/MERCURY			Ph:	518-7562105	St:	NY	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		12-AUG-2004	Doc #:03574652	
Cust Comments:		CUSTOMER STATES WHEN GOING UPHILL AROUND 35 MPH VEHICLE MAKES CLUNKING NOISE WHEN DOWNSHIFTING CHECK AND ADVISE																				
Tech Comments:		TEST DROVE VEHICLE FOUND SHUDDER COMING FROM TORQUE CONVERTOR REMOVED TRANSMISSION AND REPLACED TORQUE CONVERTOR FLUSHED LINES TESTDROVE ALL OK AT THIS TIME.																				
IFMYU04132K	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-OCT-2001	19-OCT-2001	124807	USA	35	7K88	000615	*	NPF	*	H19	82	34967	
AWS Claim Key:		11407249	Trx Code:		E83	Labor Hrs:		0.7														
Dlr Cd-Sub Cd:		07252 - *	Name:		CROSSROADS FORD/MERCURY			Ph:	518-7562105	St:	NY	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		12-AUG-2004	Doc #:03574653	
Cust Comments:		CUSTOMER STATES ABS LIGHT IS ON																				
Tech Comments:		ABS LIGHT ON NGS CODES CALLED HOTLINE CHECKED PUMP MOTOR NO CAUSE FOUND																				

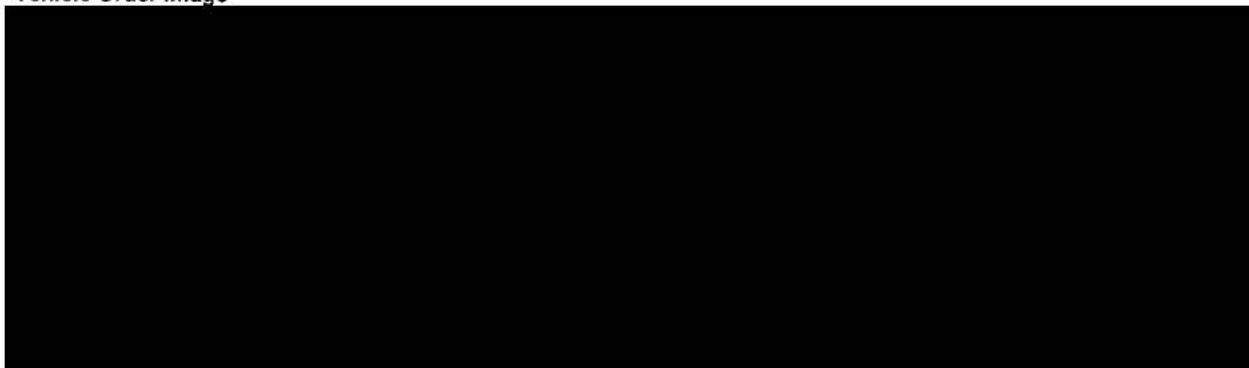
IFMYU04132K	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-OCT-2001	19-OCT-2001	124807	USA	41	*	*	*	*	*	*	*	40379										
AWS Claim Key:		12751417		Trx Code:		04S25		Labor Hrs:		0.4																					
Dir Cd-Sub Cd:		07252 - *		Name:		CROSSROADS FORD/MERCURY		Ph:		518-7562105		St:		NY		Ctry Cd:		USA		Reg Cd:		NA		Repr Date:		08-FEB-2005		Doc #:		03901352	
Cust Comments:		CUSTOMER STATES PERFORM ACCELERATOR RECALL 04S25																													
Tech Comments:		RECALL 04S25 PERFORMED RECALL FOR ACCELERATOR CABLE REPLACEMENT																													

VEHICLE DETAIL

VIN: 1FMYU04132K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE Paint Code/Color: VERMILION SOLID C/C #2
Year: 2002 Calibration: 2M11A30A
Pay Load: Max Towing Weight:
GVWR: 04520 Axle Ratio:
WheelBase: 103 Warranty Start Date: 10/19/2001
GCWR: Vehicle Build Date: 10/4/2001
PEP Code: 400A

Selling Dealers Name: THE HERTZ CORPORATION
Selling Dealers P & A Code: 43346 Selling Dealers Sales Code: F24807
Selling Dealers Main Phone: -- Selling Dealers Service Phone: --

Vehicle Order Image



Ford Confidential

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	13-NEW YORK	U	B2	07252	F13477

Dealer Name: CROSSROADSFORD/MERCURY
Dealer Address: 2466 ROUTE 9 WEST
 RAVENA NY 12143
Dealer Main Phone: 518-756-2105

Position	Employee Name
DEALER/PARTNER	RONALD W TEATOR
GENERAL MANAGER	KEVIN R BESTLER
PARTS MANAGER	SUE GRANT
SALES MANAGER	JOHN M ALBANO
SERVICE MANAGER	John F Mayo
SERVICE MANAGER	DAWN LOGERFO

Service Hours

FAX: 518 756 3713

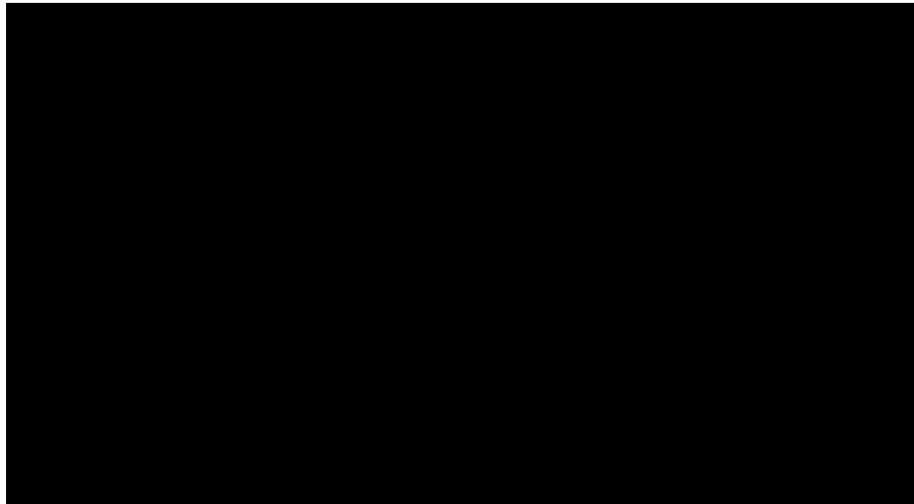
Directions

Trained

Y

Additional Information

Ford Confidential



Dealer: 05240 DICK SMITH FORD, INC.**Origin Desc:** CONSUMER AFFAIRS - LITIGATION
PREVENTION**Odometer:** 25000 MI**Comm Type:** PHONE**Analyst Name:** TANYA,
ROQUEMORE**Analyst:** TROQUEMO**Action Date:** 04/21/2004**Action Time:**
12.01.36.141**Action Data:** No**Comments** LPA INFORMED CUSTOMER TO WORK WITH INSURANCE COMPANY. SENT LETTER OF PREVIOUS
INSURANCE INVOLVEMENT.

COPY

Sent Via US Mail

April 21, 2004

[REDACTED]

Raytown, MO [REDACTED]

RE: *2003 Escape*
VIN: 1FMYU93143K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding 2003 Escape.

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

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

Sincerely,

Tanya Roquemore
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMYU93143K [REDACTED] Year: 2003 Model: ESCAPE Case: [REDACTED]
Name: [REDACTED] Owner Status: Original WSD: 2002-09-30
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Dealer: 05240 DICK SMITH FORD, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 25000 MI Comm Type: PHONE
Analyst Name: CAROLETTE EVANS Analyst: CEVANS
Action Date: 04/20/2004 Action Time: 18.32.51.126 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	FRIEND

Comments CUSTOMER SAYS: -CALLING ON BEHALF OF CUSTS ROOM MATE -ROOM MATES VEH IS INSURED UNDER CUSTS INSURANCE -CUSTS CAN BE CONTACTED AT WORK# IS [REDACTED] -SMARTT SYSTEM WILL NOT UPDATE CUSTS INFO WITH WORK# -THE FORD DLR IS DRAGGIN THEIR FEET TO TAKE CARE OF A CONCERN -THE ENGINE COUGHT FIRE YESTERDAY AND THERE WAS NO WARNING -THERE WAS SMOKE AND NO WARNING LIGHTS -THE FIRE DEPT CAME OUT TO PUT OUT THE SMOKE -FIRE DEPT SID IT LOOKED LIKE IT WAS ELECTRICAL -EVERYONE IS SAYING LET THE INSURANCE TAKE CARE OF THE ISSUE BUT CUST DOES NOT THINK THAT THE INSURANCE SHOULD TAKE OF THE CONCERN -CUST HAS CONTACTED THE INSURANCE COMPANY ALL STATE PER CUSTOMER, DEALER SAYS: DICK SMITH FORD, INC. -DLR TELLS CUST TO CONTACT INSURANCE TO TAKE CARE OF THE ISSUE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name	Data Value
FIRE/ACCIDENT	F

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 05240 DICK SMITH FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 25000 MI Comm Type: PHONE
Analyst Name: TANYA, ROQUEMORE Analyst: TROQUEMO
Action Date: 04/21/2004 Action Time: 11.13.44.528 Action Data: Yes

Comments LPA SPOKE TO CUSTOMER. CUSTOMER SAID THE VEHICLE IS AT THE DEALERSHIP. INSURANCE COMPANY IS GOING TO HAVE VEHICLE INSPECTED. DEALERSHIP WILL NOT DO INSPECTION. ENGINE IS BURNT. BUT THERE IS NOT ANY DAMAGE TO THE INTERIOR OF THE VEHICLE. CUSTOMER THINKS THAT FORD DEALERSHIP SHOULD COVER THE EXPENSE OF THE VEHICLE SINCE IT IS STILL UNDER WARRANTY AND THINKS FIRE WAS DUE TO A DEFECT.

Data Element Name	Data Value
CONTACT PERSON	CANDICE KISSEE

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

All Action Details for Issue

Print

VIN: 1FMYU93143K [REDACTED] Year: 2003 Model: ESCAPE Cas [REDACTED]
Name: [REDACTED] Owner Status: Original WSD: 2002-09-30
Symptom Desc: FIRE/SMOKE SCORCHED/BURNT UNDERHOOD Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Dealer: 05240 DICK SMITH FORD, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 25000 MI Comm Type: PHONE
Analyst Name: CAROLETTE EVANS Analyst: CEVANS
Action Date: 04/20/2004 Action Time: 18.32.51.126 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
CANDICE		KISSEE		FRIEND

Comments CUSTOMER SAYS: -CALLING ON BEHALF OF CUSTS ROOM MATE -ROOM MATES VEH IS INSURED UNDER CUSTS INSURANCE -CUSTS CAN BE CONTACTED AT WORK# IS [REDACTED] -SMARTT SYSTEM WILL NOT UPDATE CUSTS INFO WITH WORK# -THE FORD DLR IS DRAGGIN THEIR FEET TO TAKE CARE OF A CONCERN -THE ENGINE COUGHT FIRE YESTERDAY AND THERE WAS NO WARNING -THERE WAS SMOKE AND NO WARNING LIGHTS -THE FIRE DEPT CAME OUT TO PUT OUT THE SMOKE -FIRE DEPT SID IT LOOKED LIKE IT WAS ELECTRICAL -EVERYONE IS SAYING LET THE INSURANCE TAKE CARE OF THE ISSUE BUT CUST DOES NOT THINK THAT THE INSURANCE SHOULD TAKE OF THE CONCERN -CUST HAS CONTACTED THE INSURANCE COMPANY ALL STATE PER CUSTOMER, DEALER SAYS: DICK SMITH FORD, INC. -DLR TELLS CUST TO CONTACT INSURANCE TO TAKE CARE OF THE ISSUE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name

Data Value

FIRE/ACCIDENT

F

Contact

Region 53
 7
 04/03/16/13/11/17



DEALER REQUEST FOR CONSUMER AFFAIR

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL A

This Form is for RETAIL VEHICLES ONLY, For FLEET VEHICLES call 1-800

DEALER INFORMATION:

Requesting Dealer Dick Smith Ford P&A 53 B 013 Region & State Missouri (53)Contact Person Mike Gatschet Phone # (816) 353-1495

CUSTOMER/VEHICLE INFORMATION:

New or Used New WSD _____ Year/Model 2003 EscapeVIN LEMYU93143K Mileage Approx

Customer Name _____

Address _____

City Raytown County MO. State Mo. Zip code _____

Home Phone _____ Work Phone _____

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident Y/N Fire Y/N Injury Y/NMedical Attention Sought: Y NDate of Incident 4-19-2004

Is customer alleging a component defect caused the incident? Y/N If yes, what type & details _____

Was a police report filed? Y N If yes, where No Police Report - But Fire department Report WAS Filed.Has the Insurance Company been contacted? Y/N What did the insurance company advise? Fire investigator felt like fire started at fuel return line at Mass Air Flow SensorOwner's Insurance Company Allstate Agent's Name Nancy NormanInsurance Company Phone Number (816) 524-8468

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

City _____ State _____ Zip _____

RESOLUTION that CUSTOMER is SEEKING:

Replacement Vehicle (Customer Request that they be contacted by phone to discuss)

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER

ATTACHMENTS? Y/N, PAGES: _____

Fax to: (313) 845-5668, or (313) 845-5555

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

Server Name : AWS Production

Standard Claims List For Model Year 2003

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	FIS	WCC	CPSC 6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)	
1FMYU93143K		T/M1	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	20-AUG-2002	30-SEP-2002	153013	USA	9	2E06	100106	*	9350	*	E29	42	10696
AWS Claim Key:		1478459	Trx Code:		1	Labor Hrs:		1.7														
Dir Cd-Sub Cd:		05240-*	Name:			DICK SMITH FORD, INC.			Ph:	816-3531495	St:	MO	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		12-JUN-2003	Doc #:		139593A
Cust Comments:		INSPECT FOR CHECK ENGINE LIGHT WAS ON																				
Tech Comments:		10702 VERIFY CHK ENGINE LIGHT EEC V TEST PASS PASS P0115 MONITOR DCL DISPLAY NORMAL READINGS CHK OASIS N A DCL ROAD TEST POWER BAL TEST FOR CUTTING OUT PASS FUEL SYSTEM TEST 65 PSI INJECTOR FLOW TEST PASS PINPOINT TEST DA WENT TO PINPOINT TEST Z1 REPROGRAM PCM ROAD TEST EEC V TEST P1000 P1000 P1000 NORMAL OPERATION AT THIS TIME																				

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] MO 6 [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager: [REDACTED]
Preferred Contact method: [REDACTED] Fax: [REDACTED]
Preferred Contact Time: [REDACTED] Email: [REDACTED]

VIN		Year		Model		Vehicle List	Owner Status	Vehicle Info
1FMYU93143K		2003		ESCAPE		Sales Type INDIVIDUAL RTL	Original Owner	Oasis Warranty History
				Open Issues Exist				

OASIS RESULT:

04/21/2004

1FMYU93143K [REDACTED]

10:07:59

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VEHICLE INFORMATION

VEHICLE DESCRIPTION
2003 ESCAPE
TRANSMISSION
CD4E AUTO TRANSAXLE

BODY STYLE
4 DR XLT MPV 4X4
AXLE CODE
69

ENGINE
3.0L EFI DOHC

ENGINE CALIBRATION
3M11A30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE
09/30/2002

BUILD DATE
08/20/2002

SALE MILEAGE

WARNING MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
BEFORE REPLACING DEGAS BOTTLE (-8A080-) SEE TSB 03-25-02
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

THIS VEHICLE HAD A CUDL CONTACT CLOSED

OUTSTANDING FIELD SERVICE ACTIONS

04S13 POWERTRAIN CONTROL MODULE RE-CALIBRATION

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

06/12/2003 DEALER: Dick Smith Ford, Inc.

WARRANTY CLAIM NUMBER: 139593

ODOMETER: 010696M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
9350	PUMP ASY-FUEL	000	12650D	42	DOES NOT OPERATE PRO
		000	12650D45		
		000	12650D80		
		000	12650D81		
		000	12650D84		
		000	12650DX1		
		000	9350B		

10702 VERIFY CHK ENGINE LIGHT EEC-V TEST PASS- PASS- P0115 MONITOR DCL DISPL AY NORMAL READINGS CHK
OASIS N-A DCL ROAD TEST POWER BAL TEST FOR CUTTING OUT PASS FUEL SYSTEM TEST 65 PSI IJNMECTOR FLOW
TEST PASS PINPOIN TEST DA WENT TO PINPOINT TEST Z1 REPROGRAM PCM ROAD TEST EEC-V TEST P1000-P1000-
P10 00 NORMAL OPERATION AT THIS TIME

END OF OASIS REPORT FOR 1FMYU93143K [REDACTED]

ESP / Recall Information

VIN: 1FMYU93143K

No ESP Information for this VIN

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

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

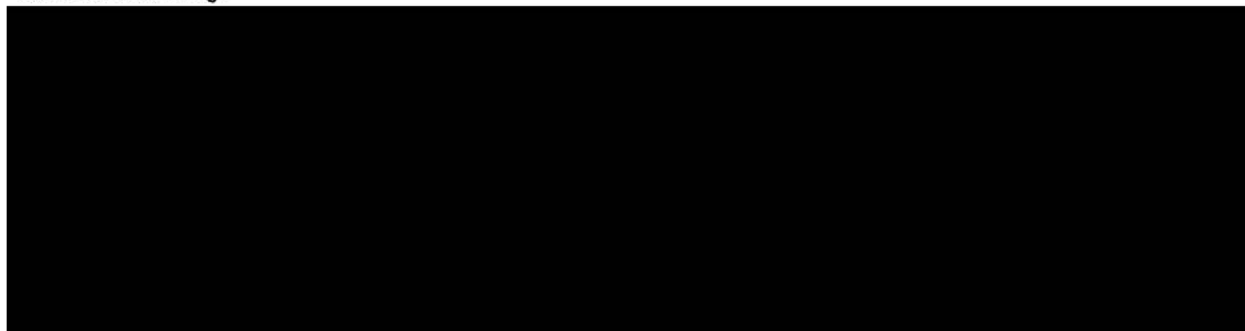
Number	Type	Description	Status	Status Date	Dealer Code
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	OPEN - LAUNCHED		

VEHICLE DETAIL

VIN: 1FMYU93143K [REDACTED]	Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE	Paint Code/Color: GOLD ASH METALLIC
Year: 2003	Calibration: 3M11A30A
Pay Load:	Max Towing Weight:
GVWR: 04520	Axle Ratio:
WheelBase: 103	Warranty Start Date: 9/30/2002
GCWR:	Vehicle Build Date: 8/20/2002
PEP Code: 420A	

Selling Dealers Name: DICK SMITH FORD, INC.
Selling Dealers P & A Code: 05240 Selling Dealers Sales Code: F53013
Selling Dealers Main Phone: 816-353-1495 Selling Dealers Service Phone: 816-353-1495

Vehicle Order Image



Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
53-KANSAS CITY	53-KANSAS CITY	B	A2	05240	F53013

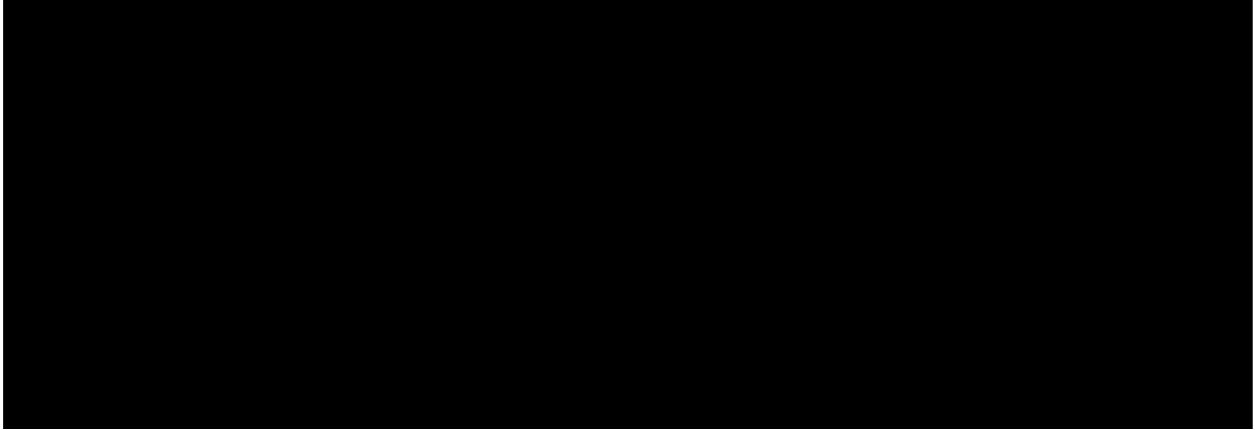
Dealer Name: DICK SMITH FORD, INC.

Dealer Address: 9505 E 350 HWY
RAYTOWN MO 64133

Dealer Main Phone: 816-353-1495

Dealer Service Phone: 816-353-1495

Position	Employee Name
CUST RELATIONS MGR	KIRK A GOBEN
DEALER/PARTNER	MARK R SMITH
DEALER/PARTNER	PHILLIP R SMITH
DEALER/PARTNER	VIRGINIA R SMITH
DEALER/PARTNER	RICHARD R SMITH
PARTS MANAGER	ROBERT L STEPHENS
SALES MANAGER	WAYNE E EAGLE
SALES MANAGER	THOMAS KIMBLE
SALES MANAGER	DONALD R COX
SERVICE MANAGER	ROBERT B GINTHER
SERVICE MANAGER	ARTHUR C CRABTREE



==>

VIN: 1FMYU02132K [REDACTED] Year: 2002 Model: ESCAPE
Name: [REDACTED]
Trmt: [REDACTED] Case: [REDACTED]
Issue Type: 07 LEGAL Issue Status: C INVESTIGAT
Comm Type: FX FAX Odometer Reading: 4500
Dealer: 06197 VAN BOXTEL FORD, INC Odometer Type: MI
Symptom Desc: FIRE/SMOKE SMOKE Document Number: _____
Reason Desc: LEGAL - FIRE CLAIM Legal Issue Type: _____
Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code: _____
Action Desc: DENY ASSISTANCE - REFER TO INS CAN Award Code: _____
Comments: ***LPA IS DENYING ASSISTANCE DUE TO THE EAA'S INSPECTION _____
REPORT THAT INDICATE THAT HE WAS UNABLE TO VERIFY THE _____
SOURCE, ORIGIN OR CAUSE OF FIRE DUE TO THE VEHICLE BEING _____
SO SEVERELY BURNED. _____
***LPA IS SENDING CUSTOMER DENIAL/INSURANCE LETTER _____
DATED 6/5/02. _____
*****NO FURTHER ACTION AT THIS TIME*****

F1=Help F2=ActionList F5=Add F6=DealerInfo
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
UPDATE SUCCESSFUL LPREL85

Ford Motor Company

Consumer Affairs

*Sent Via U.S. Mail

June 5, 2002

[REDACTED]
Oneida, WI [REDACTED]

RE: 2002 Ford Escape
VIN: 1FMYU02132K [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle.

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

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

Thank you for the opportunity to review this concern.

Respectfully yours,

COPY

Tisha Mosley
Consumer Affairs

0396721422



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

This Form is for RETAIL VEHICLES ONLY, For FLEET VEHICLES call 1-800-343-5338

DEALER INFORMATION:

Requesting Dealer Van Boxtel Ford P&A 06197 Region & State Chicago Region WisconsinContact Person Doug Follett: mgr. Body shop Phone # (920) 499-3131

CUSTOMER/VEHICLE INFORMATION:

New or Used New WSD 10/20/2001 Year/Model 2002 EscapeVIN 1FMYU02132K Mileage 4,500Customer Name [REDACTED]Address [REDACTED]City Oneida County Brown State WIHome Phone [REDACTED] Work Phone ()

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident Y / N Fire Y / NMedical Attention Sought: Y / NDate of Incident May 17, 2002Is customer alleging a component defect caused the incident? N / N If yes, what type & details She parked vehicle in driveway and shut it off. Engine "dieseled" for 1 or 2 seconds and shut off. A few minutes later vehicle was on fireWas a police report filed? Y / N If yes, where Hobart/Lawrence Police Dept. (attached)Has the Insurance Company been contacted? Y / N What did the insurance company advise? No advise as of right now.Owner's Insurance Company Bayland Ins. Agent's Name Todd Olsen
Insurance Company Phone Number (920) 330-9000If the vehicle is a conversion unit, who is the coach builder? No
City State Zip

RESOLUTION that CUSTOMER is SEEKING:

Customer would like Ford to replace the vehicle a.s.a.p.
Vehicle is a total loss.PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER
ATTACHMENTS? Y / N, PAGES: 3

Fax to: (313) 845-5668, (313) 845-5669 or (313) 845-5555

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

October 2001

Ford Motor Company - Ford Motor Vehicle Assurance Company

9-37
(335)

Page 1 of 1 Pages

Hobart / Lawrence Police Dept.
INCIDENT REPORT1. Crime Codes DVO Y
Hate Crime Y N

2. Nature of Incident <i>Force</i>		3. Incident # <i>02-17571</i>	
4. Incident Address <i>Force</i>		City / State / Zip <i>Wisc</i>	
5. Type of Location <i>Single Family Home</i>		6. Type of Property Damage <i>Force</i>	
7. Est. \$ of Damage <i>20,000.00</i>			
8. Report Date <i>05-17-02</i>		9. Report Time <i>1317</i>	
10. Attempt <i>Y N</i>		11. Officer Name / Number <i>D. Bunk #64</i>	
12. Date Occurred / Between		13. Time Occurred / Between	
14. Day of Week of Occurrence <i>SMTWTFS</i>		15. Method of Entry	
16. Poss. Point of Entry		17. Poss. Point of Exit	
Where Attacked		18. Weapon Used	
19. Forced Entry <i>Y N</i>		20. Tool Used	
21. Abandoned Structure <i>Y N</i>		22. Name (Last / First / Middle)	
23. D.O.B.			
24. Address		City / State / Zip	
25. H Phone: B		26. Statement Y N R	
27. Victim Race <i>W</i> Sex <i>F</i>		Hgt Wgt	
28. Business Name		29. Business Address	
City / State / Zip		30. Phone	
31. Victim Injured <i>Y N</i>		32. Taken SV To: ISM BGMH Other	
33. By			
34. Year / Make / Model / Style / Color / Lic.#		/State	
Other Identifying Features			
NUMBER OF WITNESSES		35. Additional Names of V - W - S on Supplement <i>Y N</i>	
36. Name (Last / First / Middle)		C W I	
37. D.O.B.		38. Race / Sex	
39. H () Phone: B ()		Time Available	
40. Address		City / State / Zip	
41. Statement <i>Y N R</i>			
42. Name (Last / First / Middle)		C W I	
43. D.O.B.		44. Race / Sex	
45. H () Phone: B ()		Time Available	
46. Address		City / State / Zip	
47. Statement <i>Y N R</i>			
NUMBER OF SUSPECTS		48. Name (Last / First / Middle)	
49. D.O.B.			
50. Address		City / State / Zip	
51. H () Phone: B ()		Time Available	
52. Statement <i>Y N R</i>		53. VOR	
54. Suspect Race Sex		Hgt Wgt	
55. Arrested <i>Y N</i>		At Large <i>Y N</i>	
56. Aliases		57. Clothing Description	
Cost		Shirt	
Pants		Shoes	
58. Year / Make / Model / Style / Color / Lic.#		/State	
Other Identifying Features			
59. Mother/Guardian Name		Notified <i>Y N</i>	
60. Address		61. H () Phone: B ()	
62. Marital Status <i>M S D W</i>			
63. Father/Guardian Name		Notified <i>Y N</i>	
64. Address		65. H () Phone: B ()	
66. Marital Status <i>M S D W</i>			

School Attending

Grade

PE06-048-0127LP

May. 21. 2002 9:54AM

HIGHVIEW CUSTOM FABRICATING INC.

NARRATIVE

Received a call of a car fire at [REDACTED]
 [REDACTED] When I arrived the Robert Lee
 (Capt.) already had the fire out
 I talked to the owner of the vehicle
 & she stated that she drove in her
 driveway & turned off the key but
 the vehicle seemed like it wanted
 to keep running. A short time after
 she noticed smoke & fire coming from
 under the hood.
 I feel that the vehicle is a total loss.

Date 5-17-02

Signature [REDACTED]

HLY

ACTION	67 Jailed Y N	68 Photos Y N	Subject Evidence	Video	35MM	Polaroid	69 Taken By:
	70 Transported W S	Taken To:	SV SM	BCM	Jail	Other	71 By:
	72 Citation issued Y N						
SOLVABILITY FACTORS	73 Inventory / Property Number			74 Insurance Company			
	75 Can Suspect be Named?			Y	(circle those that apply)	N	U
	76 Can Suspect be Located?			Y	N	U	
	77 Can Suspect be Described?			Y	N	U	
	78 Are Suspect's Prints Y N			Photos Y N	Records Y N	Available? Y	N
FACTORS	79 Officer Action:			84 Property Sheet Left w/Victim			
	☐ Cleared by Arrest			☐ Resolved		☐ Other Categories	
	☐ Unfounded			☐ No Action		☐ See Officer Detail Sheet	
	☐ Exp. Clearance Inactive			☐ No Leads		☐ Further Investigative Action Needed	
	☐ Turned Over to a Other Agency. Which Agency						
CATCH-UP	85 Read & Approved By Sgt. / OIC (Badge #)		86 Dated		87 Assigned By (Badge #)		88 Assigned To (Badge #)
	89 Number of Solvability Factors		91 Further Investigation		Y	N	Civil
	92 Copies to Invest		Y	N	By:		
93. CHECK ONE:							
☐ Open Assigned		☐ Reopened / Reactivated		☐ No Action			
☐ Closed by Arrest		☐ Unfounded		☐ Exceptional Clearance			
☐ Resolved		☐ Inactive / No Leads		☐ Turned Over to Other Agency			
☐ Open Pending Release of Property Only				☐ Referral			

PE06-048-0128LP



DEALER REQUEST FOR CONSUMER AFFA

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL

This Form is for RETAIL VEHICLES ONLY, For FLEET VEHICLES call 1-

DEALER INFORMATION:Requesting Dealer Van Boxtel Ford P&A 06197 Region & State WISCONSINContact Person Doug Follett: Body shop Mgr. Phone # (920) 499-3131**CUSTOMER/VEHICLE INFORMATION:**New or Used New WSD 10/20/2001 Year/Model 2002 EscapeVIN 1FMYU02132K Mileage 4,500Customer Name [REDACTED]Address [REDACTED]City Oneida County Brown State WI Zip code [REDACTED]Home Phone [REDACTED] Work Phone () - - - - -**DETAILS of INCIDENT:**Incident Involves (Circle all that apply): Accident Y/N Fire Y/N Injury Y/NMedical Attention Sought: Y/NDate of Incident May 17, 2002Is customer alleging a component defect caused the incident? N If yes, what type & details She parked vehicle in driveway and shut it off. Engine "dieseled" for 1 or 2 seconds and shut off. A few minutes later vehicle was on fire.Was a police report filed? N If yes, where Hobart/Lawrence Police Dept. (attached)Has the Insurance Company been contacted? N What did the insurance company advise? No advise as of right now.Owner's Insurance Company Bayland Ins. Agent's Name Todd OlsenInsurance Company Phone Number (920) 330-9000If the vehicle is a conversion unit, who is the coach builder? NoCity [REDACTED] State [REDACTED] Zip [REDACTED]**RESOLUTION that CUSTOMER is SEEKING:**Customer would like Ford to replace the vehicle a.s.a.p. Vehicle is a total loss.PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER
ATTACHMENTS? Y/N, PAGES: 3

Fax to: (313) 845-5668, (313) 845-5669 or (313) 845-5555

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

Page 1 of 1 Pages

Hobart / Lawrence Police Dept.
INCIDENT REPORT1. Crime Codes _____
Hate Crime Y N

DVO Y

OCCASION	2. Nature of Incident <i>Fire</i>										3. Incident #					
	4. Incident Address <i>City / State / Zip</i>															
	5. Type of Location <i>Single Family Home</i>						6. Type of Property Damage <i>Fire</i>				7. Est. \$ of Damage <i>20,000.00</i>					
	8. Report Date <i>05-17-02</i>		9. Report Time <i>1317</i>		10. Attempt <i>Y N</i>		11. Officer Name / Number <i>D. Buck #64</i>									
VICTIM	12. Date Occurred / Between				13. Time Occurred / Between				14. Day of Week of Occurrence <i>SMTWTFS</i>		15. Method of Entry					
	16. Poss. Point of Entry		17. Poss. Point of Exit		Where Attacked		18. Weapon Used		☐ Handgun ☐ Rifle-Shotgun ☐ Cutting Instrument ☐ Blunt Object ☐ Personal Weapon ☐ Chemical Explosives ☐ Explosives ☐ CS Gas ☐ Unknown ☐ Other							
	19. Forced Entry <i>Y N</i>		20. Tool Used		21. Abandoned Structure <i>Y N</i>											
	22. Name (Last / First / Middle)										23. D.O.B.					
VEH	24. Address <i>City / State / Zip</i>															
	25. Phone: B		Time Available		26. Statement <i>Y N R</i>		27. Victim: Race <i>W</i>		Hgt		Eyes					
	Sex <i>F</i>		Wgt		Hair											
	28. Business Name				29. Business Address <i>City / State / Zip</i>				30. Phone							
WITNESSES	31. Victim Injured <i>Y N</i>		32. Taken <i>SV</i>		Jail <i>To: ISM BCMH Other</i>		33. By									
	34. Year / Make / Model / Style / Color / Lic.# / State												Other Identifying Features			
	35. Additional Names of V - W - S on Supplement <i>Y N</i>															
	36. Name (Last / First / Middle) <i>C W I</i>				37. D.O.B.				38. Race / Sex		39. H () Phone: B ()		Time Available			
SUSPECT	40. Address <i>City / State / Zip</i>												41. Statement <i>Y N R</i>			
	42. Name (Last / First / Middle) <i>C W I</i>				43. D.O.B.				44. Race / Sex		45. H () Phone: B ()		Time Available			
	46. Address <i>City / State / Zip</i>												47. Statement <i>Y N R</i>			
	48. Name (Last / First / Middle)												49. D.O.B.			
VEH	50. Address <i>City / State / Zip</i>												51. H () Phone: B ()		Time Available	
	52. Statement <i>Y N R</i>		53. VOR		54. Suspect: Race		Hgt		Eyes		Eyewear <i>Y N</i>		TTY Sent <i>Y N</i>			
	Sex		Wgt		Hair		Facial Hair <i>Y N</i>									
	55. Arrested <i>Y N</i>		At Large <i>Y N</i>		56. Aliases		57. Clothing Description Coat _____ Shirt _____ Pants _____ Shoes _____									
CIVIL	58. Year / Make / Model / Style / Color / Lic.# / State												Other Identifying Features			
	58. Mother/Guardian Name				Notified <i>Y N</i>		60. Address				61. H () Phone: B ()		62. Marital Status <i>M S D W</i>			
	63. Father/Guardian Name				Notified <i>Y N</i>		64. Address				65. H () Phone: B ()		66. Marital Status <i>M S D W</i>			

School Attending

Grade

May 21, 2002 9:54AM

HIGHVIEW CUSTOM FABRICATING INC.

No. 1405 P. 3/3

NARRATIVE

Received a call of a car fire at [REDACTED]
 [REDACTED] When I received the report Fire
 Dept. already had the fire out
 I talked to the owner of the vehicle
 & she stated that she drove in for
 driveway & turned off the key but
 the vehicle seemed like it wanted
 to keep running. A short time later
 she noticed smoke & fire coming from
 under the hood.
 I feel that the vehicle is a total loss.

Date 5-17-02

Signature [REDACTED]

ACTION	67 Jailed Y N	68 Photos Y N	Subject Evidence		Videos	35MM	Polaroid	69 Taken By:	
	70 Transported W S	Taken To:	SV	SCMH	SM	Jail	Other	71 By:	
	73 Inventory / Property Number			74 Insurance Company					
SOLVABILITY FACTORS	75. Can Suspect be Named?			Y	(circle those that apply) N	U	80. Can Suspect's Vehicle be Identified?		
	76. Can Suspect be Located?			Y	N	U	81. Is There a Significant MO?		
	77. Can Suspect be Described?			Y	N	U	82. Is There Significant Physical Evidence Present?		
	78. Are Suspect's	Prints, Y N	Photos, Y N	Records, Y N	Available?	Y	N	83. Is Property Traceable?	
	79. Officer Action:						84. Property Sheet Left w/Victim		
OTHER FACTORS	☐ Cleared by Arrest			☐ Resolved			☐ Other Categories		
	☐ Unfounded			☐ No Action			☐ See Officer Detail Sheet		
	☐ Exp. Clearance Inactive			☐ No Leads			☐ Further Investigative Action Needed		
	☐ Turned Over to a Other Agency, Which Agency								
	85. Recd - Approved By Sgt. / OIC (Badge #)			86 Dated		87 Assigned By (Badge #)		88 Assigned To (Badge #)	
80 Number of Solvability Factors			91 Further Investigation		Y	N	Civil	32 Copies to Invest	
93. CHECK ONE:			Open Assigned			Reopened / Reactivated			
			Closed by Arrest			Unfounded			
			Resolved			Inactive / No Leads			
			Open Pending Release of Property Only			No Action			
						Exceptional Clearance			
						Turned Over to Other Agency			
						Reinitial			

PE06-048-0131LP



Fax Cover Sheet

To: **Consumer Affairs**
Phone Number:

Company: **Ford Motor Co.**
Fax Number: 1-313-845-5668

From: **Jeff Van Boxel**
Phone Number: (920) 499-3131
Fax Number: (920) 429-6307

Number of pages including cover sheet: **4** **DATE: 5/28/02**

Comments:

...On approximately May 21st or 22nd I faxed the attached sheets to Ford Motor Co. Someone from Consumer Affairs did call and leave a message for Doug Follett, Body Shop Manager and Doug left a return voice mail. We haven't heard back from you since.

The adjuster for the insurance company representing [REDACTED] stopped out on Friday, 5/24/02 and was of the opinion the fire was the result of a manufacturer's defect. He told us it was going to be his recommendation to place the blame for the fire on Ford.

I talked to a representative of the insurance company today. They wanted to know if Ford was going to replace the vehicle. I told them we haven't had an opportunity to know what Ford's position is. She then asked me if they could tow the vehicle out of here. I told her she better let me try and contact Ford again. I didn't know if you needed to have your own adjuster look at the vehicle or not.

Please contact me at your earliest convenience. Ms. [REDACTED] needs another vehicle and she needs to know if she should go through her insurance company or not. My office hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. (Central time).

Thank you.

Jeff Van Boxel
Owner Relations Manager

R. Wade Greenisen
P.O. Box 751
Germantown, WI 53022
Cell: 262 434 0321
E-Mail : bucko6@netwurx.net

Fax

To: Ford Motor Div. - Tisha Mosley **From:** R. Wade Greenisen
Fax: 313 845-5669 **Date:** June 3, 2002
Phone: 313 845 5458 **Pages:** 9
Re: Case # [REDACTED] **CC:**

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

-Comments:

Per your request I am attaching 7 page PVIR for the above subject case. Original documents and photos will be sent via overnight courier as soon as photos are processed.

Thank you for giving Engineering Analysis Associates this opportunity to serve you.

R. Wade Greenisen

R. Wade Greenisen

Service Associate

*Spoke w/ EAA - Wade
Vehicle is severely burned &
Could not determine
Cause of fire 6/4/02*



FORD CUSTOMER SERVICE DIVISION

FAX TRANSMITTAL

DATE: May 29, 2002 **TOTAL PAGES:** 1 (including cover sheet)

TO: Mr. R. Wade Greenisen-EAA

LOCATION:

FAX: (262) 306-8661 / 673-4610

PHONE: (262) 434-0321

SUBJECT: Fire

Customer name: [REDACTED] / 2002 Escape / CASE# [REDACTED]
VIN: 1FMYU02132K [REDACTED]

Contact person at dealership: Doug Follett (Body Shop Manager)
Van Bostel Ford
1010 S. Military Ave.
Green Bay, WI 54304
(920) 499-3131

MESSAGE: Thanks R.Wade! Please fax your reports back to me and send the photos and the original reports back by overnight courier so that we can make our decision sooner. Thanks and feel free to call with any questions. The customer alleges that she parked the vehicle in her driveway then when she got out she heard noises as if it was going to start again and then it caught fire under the hood. There are no recalls on this vehicle and there were no injuries reported.

Tisha Mosley
Ford Motor Company
16800 Executive Plaza Drive
MD#3NE-B, Suite 343
Dearborn, MI 48126-4207

Phone (313) 845-5458

Fax (313) 845-5669

Ford Motor Company
Preliminary Vehicle Inspection Report

Ford File Number [REDACTED]

FIRE

SECTION A PHOTOGRAPHIC EVIDENCE

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

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

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

A. Exterior

- Right and left side
- Front and rear
- Hood, outer and inner panels
- Deck lid, outer and inner panels
- Roof
- Vehicle Identification Number (VIN)

B. Interior

- Door trim panels
- Instrument panel and odometer
- Under dash area (wiring and/or after-market installations)
- Ashtray area
- Carpet
- Seats
- Rear window area (after-market installations)

C. Under hood

- Engine
- Transmission and cooler line connections
- Radiator, hoses and clamps
- Power steering reservoir, hoses and clamps
- Fluid reservoirs
- Fuel system, lines, hoses and clamps
- Fuel vapor management system (canister, lines, fuel cap)
- Battery, cables, power distribution, wiring

Fire
06/02/2002

Ford File Number [REDACTED]**FIRE****D. Under body**

- Exhaust (impact damage, improper clearance, catalytic converter discoloration or residue on pipes)
- Engine (oil leaks or impact damage)
- Transmission/transaxle, cooler lines and connections
- Fuel tank and inlet pipe

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

Comments and observations:

ENGINE COMPARTMENT FIRE LR CORNER - NO EXHAUST
OR CATALYTIC CONVERTER OVERHEAT.

SECTION B DRIVER OBSERVATIONS AT THE BEGINNING OF THE FIRE

Was the vehicle occupied at the time of the fire?

☐ Yes☒ No

Time when fire became evident to owner/driver

13:00 Hours 05 Min.

(Use 24 hour clock Example: 2:27 PM =14:27)

How long had the vehicle been driven?

 Hours 15 Min.

If the vehicle was parked, how long?

 Hours 2 Min.

If the vehicle was occupied at the time of the fire, obtain the following information:

Ambient air temperature at the time of the incident was 52 °F.

Driver Observation	Description
Any electrical accessories not operating properly?	<u>No</u>
Any instrument panel warning lamps illuminated or gages not in normal range?	<u>No</u>
Any unusual odors?	<u>No</u>
Any unusual sounds?	<u>STARTER MOTOR ENGAGED WHILE</u> <u>PARKED WITH KEYS OUT OF IGN</u>
Any fluid leaks evident prior to the event?	<u>No</u>
Any smoke, sparks or flames evident?	<u>YES - UNDER HOOD</u>

Was anyone using smoking materials at the time of the event?

☐ Yes ☒ NoIf yes, what seat location was the person smoking seated?

Ford File Number [REDACTED]**FIRE**

What did the driver do when the fire became evident?

Called 911- Her Uncle
Attempted To Extinguish with 2 Dry Chemical Extinguishers
Before FD Arrival

SECTION C VEHICLE INSPECTION

List the physical location where the inspection was conducted.

VAN BOXTEL FORD 1010 S. MILITARY AVE. GREEN BAY, WI

List the name, title and company affiliation of anyone who was present during your inspection. (Obtain and attach a business card if possible).

JEFF VAN BOXTEL

Identify the damaged areas**Exterior:** (Check all that apply)

Panel	Location	Damage
Hood	☒ Outer Panel ☒ Inner Panel	☒ Burned ☐ Melted ☐ Smoke
Front fenders	☐ Right ☒ Left	☒ Burned ☐ Melted ☐ Smoke
Front doors	☐ Right ☐ Left	☐ Burned ☐ Melted ☐ Smoke
Rear Doors	☐ Right ☐ Left	☐ Burned ☐ Melted ☐ Smoke
Quarter Panels	☐ Right ☐ Left	☐ Burned ☐ Melted ☐ Smoke
Deck Lid	☐ Outer Panel ☐ Inner Panel	☐ Burned ☐ Melted ☐ Smoke
Bumpers	☐ Front ☐ Rear	☐ Burned ☐ Melted ☐ Smoke

Interior (Check all that apply)

Panel	Location	Damage
Dash	☐ Right ☒ Center ☒ Left	☐ Burned ☒ Melted ☒ Smoke
Headliner	☒ Right ☒ Left ☒ Front ☒ Rear	☐ Burned ☐ Melted ☒ Smoke
Front door trim	☒ Right ☒ Left	☐ Burned ☐ Melted ☒ Smoke
Rear Door trim	☒ Right ☒ Left	☐ Burned ☐ Melted ☒ Smoke
Quarter Panels	☒ Right ☒ Left	☐ Burned ☐ Melted ☒ Smoke
Carpet	☒ Right ☒ Left ☒ Front ☒ Rear	☐ Burned ☐ Melted ☒ Smoke
Seats	☒ Front ☒ Rear ☒ Third	☐ Burned ☐ Melted ☒ Smoke

Glass (check all that apply)

Glass:	Location	Damage
☒ Windshield		☐ Burned ☐ Melted ☒ Smoke
☐ Back light		☐ Burned ☐ Melted ☐ Smoke
☐ Front door	☐ Right	☐ Burned ☐ Melted ☐ Smoke
	☐ Left	☐ Burned ☐ Melted ☐ Smoke

Ford File Number

FIRE

☐ Rear door	☐ Right	☐ Burned	☐ Melted	☐ Smoke
	☐ Left	☐ Burned	☐ Melted	☐ Smoke
☐ Other	☐ Other (list)	☐ Burned	☐ Melted	☐ Smoke

Electrical

Are there any fuses open, missing or incorrect rating? (List circuit number and fuse rating)

ALL BURNED/MELTED

Is there any after-market equipment installation involved?

NO

Wiring condition at the point of origin? (cut, spliced, penetrated, etc.)

N/A

Describe the color of any bare copper wires.

N/A

Are there any wire strands fused together? Where?

N/A

Is there any evidence of wire ends beaded or balls of melted wire? Describe:

NO

Is there any evidence of arcing? Describe:

NO**Fluids**

Engine oil level	☐ >Full	☐ Full	☐ < Full	☐ Empty
Transmission oil level		☐ Full ☐	☐ < Full	☐ Empty
Power Steering level		☐ Full	☐ < Full	☐ Empty
Brake Fluid level		☐ Full	☐ < Max.	☐ Empty
Anti-Freeze level		☐ Full	☐ < Full	☐ Empty
Windshield washer fluid level		☐ Full	☐ < Full	☐ Empty

> Above
 <=Below

Note if any fluid container was burned by the fire causing loss of fluid.

ALL DIPSTICKS & RESERVOIRS MELTED**Fuel**

Are there any fuel leaks evident? (Lines, hoses, clamps, connections, Carburetor, Fuel injection rails, nozzles and O-Rings.) If yes, describe:

Ford File Number _____

FIREBurned / melted.

Describe the condition of fuel supply and return lines.

Describe the condition of fuel tank, filler neck, filler cap and gauge assembly.

NOT AFFECTED BY THE FIRE.

Ford File Number **FIRE****Exhaust System / Underbody**

Routing and clearance of catalytic converter, muffler(s) and pipes.

OK

Is there any evidence of fluid residue on the exhaust system?

No

Is there any discoloration or swelling of the catalytic converter?

No

Is there any evidence of fluid residue on floor pan, driveline, or suspension?

No**SECTION D RESULTS OF THE VEHICLE INSPECTION**

Apparent location of fire **origin**. (Do not speculate. If your observations clearly indicate the point of origin, describe what you saw that leads you to believe this is the point of origin. (Example: Left side of transmission)

If the origin cannot be determined, indicate "Origin is undetermined".

Origin is undetermined

Apparent **ignition source** of the fire. (Do not speculate. If your observations clearly indicate the ignition source, describe what you saw that leads you to believe this to be the ignition source. Example: (Hot surface ignition on exhaust system supported by fluid witness marks on the pipe.) If the source cannot be determined, indicate "Source is undetermined".

Source is undetermined

Apparent **cause** of the fire. Do not speculate or offer any conclusion. If your inspection has located a condition that would have caused the fire to begin, you should describe your observations. (Example: Transmission outlet cooler line fitting loose at the transmission). If the cause cannot be determined, indicate "Cause is undetermined".

Cause is undetermined

Ford File Number



FIRE

Fire
06/02/2002

Page 7 of 7

SFCHADMA

Action Detail

05/22/02 11:18:11

==>

VIN: 1FMYU02132K [REDACTED] Year: 2002 Model: ESCAPE
Owner Status: ORIGINAL WSD: 10/19/01
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: [REDACTED] Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SMOKE
Reason Desc: LEGAL - FIRE CLAIM
Dealer: VAN BOXTEL FORD, INC.
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: FX FAX Odometer Reading: 4500 MI
Analyst: MKELSEY2 MOLLY KELSEY Document Number:
Action Date: 05/22/02 Action Data: N Action Time: 09:54:32 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments: ***** DEALER REQUEST LETTER *****
REC'D 05/22/02

DEALERSHIP CONTACT: DOUG FOLLETI 920 499 3131
ALLEGES

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

LPREL85

SFCHADMA

Action Detail

05/22/02 11:18:15

==>

VIN: 1FMYU02132K [REDACTED] Year: 2002 Model: ESCAPE
Owner Status: ORIGINAL WSD: 10/19/01
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: [REDACTED] Day Ph: [REDACTED]
Symptom Desc: FIRE/SMOKE SMOKE
Reason Desc: LEGAL - FIRE CLAIM
Dealer: VAN BOXTEL FORD, INC.
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: FX FAX Odometer Reading: 4500 MI
Analyst: MKELSEY2 MOLLY KELSEY Document Number:
Action Date: 05/22/02 Action Data: N Action Time: 09:54:32 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments:

CUSTOMER ALLEGES HER VEHICLE IS DEFECTIVE.

CUSTOMER REQUESTS FORD REPLACE HER VEHICLE.

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

LPREL85

==>

DEALER: F41104 VAN BOXTEL FORD, INC.
 Address: 1010 S MILITARY AV
 City: GREEN BAY
 State/Prov: WI ZIP/Postal: 54304
 Country: USA Trained: Y
 Dlr Phone: 920 499 3131
 Svc Phone: 920 499 3131
 Svc Hours: 7:00 AM - 6:00 PM
 Directions:

P&A Code: 06197
 Sales Region: 41 CHICAGO
 Sales Zone: J
 FCSD Region: 41 CHICAGO
 Market: E3
 Market Area:

A

C POSITION

Employee Name

com - SDipietr

DEALER/PARTNER	VANBOXTEL, EDWIN A
GENERAL MANAGER	VAN BOXTEL, TOM
PARTS & SERVICE DIRECTOR	REIVITIS, VICTOR A
PARTS MANAGER	DENEYS, LELAND
SALES MANAGER	JONES, KEVIN E
SERVICE MANAGER	THEROUX, ROBERT H

F1=Help

F2=IssueList

F7=Prev

F8=Next

F11=Menu

F12=Return

NO MORE RECORDS AVAILABLE

LPREL85

Spoke w/ Dong - Bodyshop mgmt 5/29

Cust. alleges she pull into
 drive way many noise
 vehicle @ the dealership

couldn't get mileage
 4520-5020

Insur. co - has been
 notified
 adjuster been out
 & stated they will
 Subrogate.

Friday

==>

VIN: 1FMYU02132K [REDACTED] Year: 2002 Model: ESCAPE
WSD: 10/19/01 Build Date: 08/09/01

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

F1=Help F7=Prev F8=Next F11=Menu F12=Return
NO DETAIL RECORDS AVAILABLE FOR THIS INQUIRY

LPREL85

==>

Name:

Address:

Address:

City: ONEIDA

Zip/Postal:

Home Phone:

Day Phone:

State/Prov: WI

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	-----	-----	-----	-----
	1FMYU02132K	2002	ESCAPE	X Plan Rtl
	ORIGINAL			Y

F1=Help

F2=IssueList

F5=AddIssue

F7=Prev

F8=Next

F9=ESP

F10=WarrHistory

F11=Menu

F12=Return

F13=Recall/ONP

F14=SpecialCoverage

NO MORE RECORDS AVAILABLE

LPREL85

==>

VIN 1FMYU02132K [REDACTED] Year: 2002 Model: ESCAPE
Sale Type: X Plan Rtl Trmt: WSD: 10/19/01
Name: [REDACTED]
Address: [REDACTED] Home Phone: [REDACTED]
Address: [REDACTED] Day Phone: [REDACTED]
City: ONEIDA State/Province: WI
Zip/Postal: [REDACTED] Country: USA
Prev Owner: Owner Status: ORIGINAL
Issue Type: Odometer Reading: MI
Comm Type: Legal Issue Type: --
Document Nbr: CAN Court Code: --
Symptom Desc: CAN Award Code: --
Reason Desc: Last Handled Date: 05/22/02
Action Desc:
Dealer: [REDACTED]

----- Caller Information -----

Last Name: First Name: MI: _
Day Phone: Relationship: _
F1=Help F2=CustomerList F4=UpdCustInfo F5=AddComments F6=IssueList
F9=SympList F10=ReasonList F11=Menu F12=Return F13=DealerList
F14=ESP F15=WarrHistory F16=Recall/ONP F17=SpecCoverage F18=ActionList
RECORD FOUND LPREL85

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU02132K [REDACTED] Veh Line: T/M1 - ESCAPE (U204) [2001] Eng Serial No: 016536087
Model Year: 2002 Market Derived: T/F - FORD DIVISION DERIVATIVE Body Shell: *
Veh Type: T Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer: 06197 Body Cab Style: T/WD - 4 DOOR WAGON Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
Version/Series: T/EF - FORD SERIES

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: USA - ##### Prod Date: 09-AUG-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 141104 - *
Country: USA - ##### Selling Dlr St/Prov: WI
Buyer St/Prov: WI

Arrival Date: 21-AUG-2001 Red Carpet Lease: *
Sale Date: 19-OCT-2001 Fleet/Retail/Co. Lease: R
Warranty Start Date: 19-OCT-2001 Modified Vehicle: *
Orig Warranty Date: 19-OCT-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
U022KA2616 [REDACTED] 4 2 28F1208 LF BH 469 7A 563 26 5 853A N 41J104E 2 E4 W2A 3 11
FMY3H6 220A 714WI 7A

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	AD - DRIVER POWER MIRROR
Axle Type:	* - [N/A]	Mirror(Psngr Side):	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating:	A	Paint:	PNEGC - VERMILION SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AQ - ELETR PREMIUM AM/FM STRO/CSTE
Calibration Code:	0M11A30A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	* - [N/A]
Color(Trim):	000ZV -	Tire Manufacturer:	AD - GENERAL
Delivery Type:	X	Tire Brand:	ACUU44W - GRABBER AW 100S
Driveshaft Code:	D	Tire Size:	D3GT1 - P225/70R 15 BSW A-S OWL
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF: ACUU44W2501 RF: ACUU44W2501
LR: ACUU44W2501 RR: ACUU44W????
LI: * RI: *
SPARE: HY891R91801 DOT Plant Manufacturer: AC - GENERAL TIRE CO. ; CHARLOTTE ; NORTH CAROLINA ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/B - T/B
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	JDM
ESP Plan Year:	* Engine Family:	2FMXT0301F6
ESP Signature Date:		

Any comments? You can contact



webmaster

Can't find claims for VIN Code

STANDARD CURVES 197

Web Online Report

Run Date: 22 MAY 2002

Note: All Costs are in US Dollars

Any comments? You can contact

webmaster

OASIS RESULT
1FMYU02132K05/22/2002
11:19:32**VEHICLE INFORMATION****VEHICLE DESCRIPTION**
2002 ESCAPE**BODY STYLE**
4 DR XLS MPV 4X4**ENGINE**
3.0L EFI DOHC**ENGINE
CALIBRATION**
0M11A30A**TRANSMISSION**
CD4E AUTO TRANSAXLE**AXLE CODE**
69**GENERAL WARRANTY INFORMATION****WARRANTY START DATE**
10/19/2001**BUILD DATE**
08/09/2001**SALE MILEAGE****WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAS AN OPEN CUDLIMORS LEGAL CONTACT*FIELD SERVICE ACTIONS*****EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FMYU02132KA26169

==>

VEHICLE ID: 1F2K [REDACTED] (WWYPBBBBBB) Vin: 1FMYU02132K [REDACTED] Div: 2 Status: 800
Vehicle Line: TM1 Convy Deliv: 082101 Orig P-Lvl: 215 Selling Dlr: 41J104
Order Recpt: 062101 ShipTo Stat: Curr P-Lvl: 215 Sale Date: 101901
Orig Sched: 081301 Rls-To Stat: WI Order Dlr/Reg: 41104/41 Demo Dt:
Inv Prep: 073101 Orig Int St: 082201 Orig Rls Dlr: 41104 Deliv Type: X
Prod Date: 080901 Curr Int St: 082201 Rls Dlr P&A: 06197 Sales Prd: 001102
Rls Date: 080901 Dlrfin Ext: 090701 Warr Start: 101901 Cancel Sl:
Memo Consgn: P&C Ext: 090701 WarrS-Ind: Sale Status: G
Orig Pltbus: 081001 Advert Ext: 090701 -Date- -Dealer- -Region-
Curr Pltbus: 081001 Slspsn SS#: 391821582 Shipped: 081201
T/Name: [REDACTED] Curr Stock: 081001 41J104 41
Addr: [REDACTED] State: WI 1st-Prior:
City: ONEIDA N/A-Rcpt: 102201 2nd-Prior:
Zip: [REDACTED] Warr-Ins-Ind: 3rd-Prior:
V.O.:1 2 3 4 5 6 7 8
1234523456789012345678901234567890123456789012345678901234567890123456789012345678901234
U022K10337 4 2 28F1208 LF EH 469 7A 563 26 5 853A N 41J104E 2 E4
8 9 0 1 2 3 4 5 6
56789012345678901234567890123456789012345678901234567890123456789012345678901234567890
W2A 3 11FMY3H6 220A 714WI
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL85

Mosley, Tisha (T.S.)

From: Mosley, Tisha (T.S.)
Sent: Wednesday, May 22, 2002 11:26 AM
To: DiPietro, Scott (.)
Subject: [REDACTED], [REDACTED] 2002 Escape VIN:1FMYU02132K [REDACTED] CASE# 356721422

Hello Scott,
I have received a Dealer request from Van Boxtel (06197) regarding the customer stated above. The customer is alleging the vehicle caught fire and is requesting a replacement. I am collecting information at this time. If you have any questions or concerns, please let me know.
Thanks and have a Wonderful Wednesday!

Tisha Mosley
Legal Analyst--Chicago Region
Consumer Affairs/Litigation Prevention
(313) 845-5458 Telephone
(313) 845-5669 Fax
tmosley@ford.com

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
16	05/29	16:18	912626734610	EC--S	00'24"	001	219	OK



FORD CUSTOMER SERVICE DIVISION

FAX TRANSMITTAL

DATE: May 29, 2002 **TOTAL PAGES:** 1 (including cover sheet)

TO: Mr. R. Wade Greenisen-EAA

LOCATION:

FAX: (262) 306-8661 / 673-4610

PHONE: (262) 434-0321

SUBJECT: Fire

Customer name: [REDACTED] 2002 Escape / **CASE#** [REDACTED]
VIN: 1FMYU02132K [REDACTED]

Contact person at dealership: Doug Follett (Body Shop Manager)
 Van Bostel Ford
 1010 S. Military Ave.
 Green Bay, WI 54304
 (920) 499-3131

MESSAGE: Thanks R.Wade! Please fax your reports back to me and send the photos and the original reports back by overnight courier so that we can make our decision sooner. Thanks and feel free to call with any questions. The customer alleges that she parked the vehicle in her driveway then when she got out she heard noises as if it was going to start again and then it caught fire under the hood. There are no recalls on this vehicle and there were no injuries reported.

Tisha Mosley
Ford Motor Company
 16800 Executive Plaza Drive
 MD#3NE-B, Suite 343
 Dearborn, MI 48126-4207

Phone (313) 845-5458

Fax (313) 845-5669



FORD CUSTOMER SERVICE DIVISION

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DATE: May 29, 2002 **TOTAL PAGES:** 1 (including cover sheet)

TO: Mr. R. Wade Greenisen-EAA

LOCATION:

FAX: (262) 306-8661

673-4610

PHONE: (262) 434-0321

SUBJECT: Fire

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	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
13	05/29	15:26	912623068661	---S	00'00"	000	212	BUSY



FORD CUSTOMER SERVICE DIVISION

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LOCATION:

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CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
10	05/29	15:11	912623068661	---S	00'00"	000	210	BUSY



FORD CUSTOMER SERVICE DIVISION

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DATE: May 29, 2002 **TOTAL PAGES:** 1 (including cover sheet)

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LOCATION:

FAX: (262) 306-8661

PHONE: (262) 434-0321

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 Dearborn, MI 48126-4207

Phone (313) 845-5458

Fax (313) 845-5669

Ford Motor Company
Preliminary Vehicle Inspection Report

Ford File Number

CUSTOMER & VEHICLE INFORMATION

Year	2002	Make	FORD	Model	ESCAPE	VIN	1FMYU02132KA
Owner Name		[REDACTED]					
City		ONEIDA	State	WI	Zip	[REDACTED]	
Driver Name		SAME				Address	
City			State		Zip	Home Telephone	Business Telephone
Attorney Name (☒ Claimant not represented)					Address		
City		State		Zip Code		Telephone	
Inspection Location		VAN BOXTEL FORD		Inspection Date		5/31/02	
Date of Incident		5/17/02		Time of Incident		1:00 AM/PM	
Inspected By		R. WANE GREENISEN		Organization		ENGINEERING ANALYSIS	
Inspectors Signature		[Signature]		Telephone		262-434-0321	
				Date		6-2-02	

SECTION A INSPECTION SUMMARY

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

Vehicle has sustained a major fire to the engine compartment with smoke & heat damage to the interior. The area of greatest heat and damage appears to be in the left rear corner of the engine compartment. The customer indicated that after she parked the vehicle and removed the ignition key, the vehicle attempted to start and then she saw smoke & flames from under the hood.

SECTION B INTERVIEW - VEHICLE HISTORY

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

ONEIDA, WI

CUSTOMER & VEHICLE INFORMATION

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

NONE

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

NONE

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

NOTHING UNUSUAL

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

NONE

SECTION C INTERVIEW - INCIDENT DETAILS

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

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

N/A

Drive Length this trip: Hrs. _____ Minutes 15 Length of trip in miles: 7

Estimated vehicle speed: 45 MPH Source of estimate: Driver Posted speed: N/A MPH

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

OWNERS HOME ADDRESS

CUSTOMER & VEHICLE INFORMATION

Weather conditions and visibility:

Mild - Clear

Approx. ambient temperature 54°F. Any physical visual obstructions? (Signs, Trees, Bushes)

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

Concrete ☒	Asphalt ☐	Gravel ☐	Dirt ☐	Other ☐
--	----------------------------------	---------------------------------	-------------------------------	--------------------------------

Other, Please Describe: _____

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

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

Other, Please Describe: _____

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

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

Any warning lights "On", high/low gauge readings, or messages displayed (Y/N): _____ Describe:

Electrical systems operation (normal/other?):

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

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

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

CUSTOMER & VEHICLE INFORMATION

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

No

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where?

No

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

No

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

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

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

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

If yes, list the Year, Make and

Model _____

Owner name and address _____

Driver name and address _____

Vehicle speed estimate: _____ M.P.H. Estimate by whom? _____

Describe damage _____

PropertyWas property (other than vehicles) damaged? Yes ☐ No ☒ (If No, skip to Section E)

Owner of property _____

Address/Location of property _____

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

Describe the nature and extent of damage (including measurements) _____

CUSTOMER & VEHICLE INFORMATION**SECTION E DRIVER DESCRIPTION OF THE INCIDENT**

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

IN A TELEPHONE INTERVIEW [redacted] STATED SHE HAD RUN SOME ERRANDS AND HER LAST STOP WAS ABOUT A MILE FROM HOME. THE VEHICLE WAS PARKED THERE FOR 10 MIN WITHOUT INCIDENT. UPON ARRIVING AT HOME SHE PARKED THE VEHICLE IN HER DRIVE AND TOOK HER DAUGHTER INTO THE HOUSE. SHE REMOVED THE KEYS AT THAT TIME. WITHIN SEVERAL MINUTES SHE RETURNED TO REMOVE ARTICLES FROM THE VEHICLE AND AS SHE APPROACHED SHE COULD HEAR THE STARTER MOTOR ENGAGING AND THEN SHE SAW SMOKE & FLAMES FROM UNDER THE HOOD. SHE CALLED THE FD & A NEIGHBOR CAME AND USED 2 DRY PINE EXTINGUISHERS WITHOUT SUCCESS.

SECTION F POLICE / FIRE INCIDENT REPORT

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

*Fire Report Filed:(Y/N) N Report Number _____ Copy Attached (Y/N) N
Municipality/Agency and Location HOBART VOLUNTEER FIRE DEPT.

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

SECTION G RECALL CAMPAIGNS

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

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

Ford File Number

CUSTOMER & VEHICLE INFORMATION

Recall Number	Description	Completed?	
		☐ Yes	☐ No
		☐ Yes	☐ No
		☐ Yes	☐ No
		☐ Yes	☐ No

CUSTOMER & VEHICLE INFORMATION**SECTION H VEHICLE SYSTEM INSPECTION REPORT**

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

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

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

☐ Automatic Transmission/Transaxle (4)	☐ Inadvertent Vehicle Movement (5)
☐ Brake/ABS System (5)	☐ Restraint Systems (6)
☒ Fire (5)	☐ Seats (5)
☐ Hood Latches (4)	☐ Steering, Suspension Tires & Wheels (4)

() indicates the number of pages in the report

SECTION I PHOTOGRAPHS

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

How many photographs were taken? 14 By whom? R. WAGE GREENISEN

To whom were these photographs supplied? Tisha Mosley Ford LP6

SECTION J INCIDENT SITE INSPECTION

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

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

Ford Motor Company
Preliminary Vehicle Inspection Report

Ford File Number

FIRE

SECTION A PHOTOGRAPHIC EVIDENCE

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

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

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

A. Exterior

- Right and left side
- Front and rear
- Hood, outer and inner panels
- Deck lid, outer and inner panels
- Roof
- Vehicle Identification Number (VIN)

B. Interior

- Door trim panels
- Instrument panel and odometer
- Under dash area (wiring and/or after-market installations)
- Ashtray area
- Carpet
- Seats
- Rear window area (after-market installations)

C. Under hood

- Engine
- Transmission and cooler line connections
- Radiator, hoses and clamps
- Power steering reservoir, hoses and clamps
- Fluid reservoirs
- Fuel system, lines, hoses and clamps
- Fuel vapor management system (canister, lines, fuel cap)
- Battery, cables, power distribution, wiring

FIRE

D. Under body

Engine (oil leaks or impact damage)

Fuel tank and inlet pipe

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

Comments and observations:

ENGINE COMPARTMENT FIRE LR CORNER- NO EXHAUST
OR CATALYTIC CONVERTER OVERHEAT.

SECTION B DRIVER OBSERVATIONS AT THE BEGINNING OF THE FIRE

☐ Yes☒ No

13:00 Hours

05 Min.

(Use 24 hour clock Example: 2:27 PM =14:27)

Hours

15 Min.

Hours

2 Min.

If the vehicle was **occupied** at the time of the fire, obtain the following information:

Ambient air temperature at the time of the incident was 52 °F.

Driver Observation	Description
Any electrical accessories not operating properly?	No
Any instrument panel warning lamps illuminated or gages not in normal range?	No
Any unusual odors?	No
Any unusual sounds?	STARTER MOTOR ENGAGED WHILE PARKED WITH KEYS OUT OF IGN
Any fluid leaks evident prior to the event?	No
Any smoke, sparks or flames evident?	YES - UNDER HOOD

☐ Yes ☒ No

If yes, what seat location was the person smoking seated?

FIRE

What did the driver do when the fire became evident?

Called 911 - Her Uncle
Attempted to Extinguish with 2 Dry Chemical Extinguishers
Before FD Arrival

SECTION C VEHICLE INSPECTION

List the physical location where the inspection was conducted.

VAN BOXTEL FORD 1010 S. MILITARY AVE. GREEN BAY, WI

List the name, title and company affiliation of anyone who was present during your inspection. (Obtain and attach a business card if possible).

JEFF VAN BOXTEL

Identify the damaged areas

Exterior: (Check all that apply)

Panel	Location	Damage
Hood	☒ Outer Panel ☒ Inner Panel	☒ Burned ☐ Melted ☐ Smoke
Front fenders	☐ Right ☒ Left	☒ Burned ☐ Melted ☐ Smoke
Front doors	☐ Right ☐ Left	☐ Burned ☐ Melted ☐ Smoke
Rear Doors	☐ Right ☐ Left	☐ Burned ☐ Melted ☐ Smoke
Quarter Panels	☐ Right ☐ Left	☐ Burned ☐ Melted ☐ Smoke
Deck Lid	☐ Outer Panel ☐ Inner Panel	☐ Burned ☐ Melted ☐ Smoke
Bumpers	☐ Front ☐ Rear	☐ Burned ☐ Melted ☐ Smoke

Interior (Check all that apply)

Panel	Location	Damage
Dash	☐ Right ☒ Center ☒ Left	☐ Burned ☒ Melted ☒ Smoke
Headliner	☒ Right ☒ Left ☒ Front ☒ Rear	☐ Burned ☐ Melted ☒ Smoke
Front door trim	☒ Right ☒ Left	☐ Burned ☐ Melted ☒ Smoke
Rear Door trim	☒ Right ☒ Left	☐ Burned ☐ Melted ☒ Smoke
Quarter Panels	☒ Right ☒ Left	☐ Burned ☐ Melted ☒ Smoke
Carpet	☒ Right ☒ Left ☒ Front ☒ Rear	☐ Burned ☐ Melted ☒ Smoke
Seats	☒ Front ☒ Rear ☒ Third	☐ Burned ☐ Melted ☒ Smoke

Glass (check all that apply)

Glass:	Location	Damage
☒	Windshield	☐ Burned ☐ Melted ☒ Smoke
☐	Back light	☐ Burned ☐ Melted ☐ Smoke
☐ Front door	☐ Right	☐ Burned ☐ Melted ☐ Smoke
	☐ Left	☐ Burned ☐ Melted ☐ Smoke

FIRE

☐ Rear door	☐ Right	☐ Burned	☐ Melted	☐ Smoke
	☐ Left	☐ Burned	☐ Melted	☐ Smoke
☐ Other	☐ Other (list)	☐ Burned	☐ Melted	☐ Smoke

Electrical

Are there any fuses open, missing or incorrect rating? (List circuit number and fuse rating)

ALL BURNED/MELTED

Is there any after-market equipment installation involved?

NO

Wiring condition at the point of origin? (cut, spliced, penetrated, etc.)

N/A

Describe the color of any bare copper wires.

N/A

Are there any wire strands fused together? Where?

N/A

Is there any evidence of wire ends beaded or balls of melted wire? Describe:

NO

Is there any evidence of arcing? Describe:

NO

Fluids

Engine oil level	☐ >Full	☐ Full	☐ < Full	☐ Empty
Transmission oil level		☐ Full ☐	☐ < Full	☐ Empty
Power Steering level		☐ Full	☐ < Full	☐ Empty
Brake Fluid level		☐ Full	☐ < Max.	☐ Empty
Anti-Freeze level		☐ Full	☐ < Full	☐ Empty
Windshield washer fluid level		☐ Full	☐ < Full	☐ Empty

> Above

<=Below

Note if any fluid container was burned by the fire causing loss of fluid.

ALL DIPSTICKS & RESERVOIRS MELTED

Fuel

Are there any fuel leaks evident? (Lines, hoses, clamps, connections, Carburetor, Fuel injection rails, nozzles and O-Rings.) If yes, describe:

FIRE

BURNED / MELTED

Describe the condition of fuel supply and return lines.

Describe the condition of fuel tank, filler neck, filler cap and gauge assembly.

NOT AFFECTED BY THE FIRE.

FIRE**Exhaust System / Underbody**

Routing and clearance of catalytic converter, muffler(s) and pipes.

OK

Is there any evidence of fluid residue on the exhaust system?

No

Is there any discoloration or swelling of the catalytic converter?

No

Is there any evidence of fluid residue on floor pan, driveline, or suspension?

No**SECTION D RESULTS OF THE VEHICLE INSPECTION**

Apparent location of fire **origin**. (Do not speculate. If your observations clearly indicate the point of origin, describe what you saw that leads you to believe this is the point of origin. (Example: Left side of transmission)

If the origin cannot be determined, indicate "Origin is undetermined".

Origin is undetermined

Apparent **ignition source** of the fire. (Do not speculate. If your observations clearly indicate the ignition source, describe what you saw that leads you to believe this to be the ignition source. Example: (Hot surface ignition on exhaust system supported by fluid witness marks on the pipe.) If the source cannot be determined, indicate "Source is undetermined".

Source is undetermined

Apparent **cause** of the fire. Do not speculate or offer any conclusion. If your inspection has located a condition that would have caused the fire to begin, you should describe your observations. (Example: Transmission outlet cooler line fitting loose at the transmission). If the cause cannot be determined, indicate "Cause is undetermined".

Cause is undetermined

Ford File Number



FIRE

We honor the following credit cards:

- Master Card • American Express
- Discover • Visa

The People's Choice



Where "Careful Shoppers" Save.

Van Boxtel Ford, Inc.
Van Boxtel Auto Credit L.L.C.
Van Boxtel RV Supermart L.L.C.
1010 S. Military Ave., P.O. Box 11567
Green Bay, WI 54307-1567
www.vanboxtel.com
920-499-3131

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02FTZ	M--OIL&FILTER	MI	0.00	19FTZ05	5,000 MI MAINTENANCE	MI	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/26/02		3815	404	602	I	02FOZOF	OIL & FILTER CHANGE
10/18/01		10	174	180	I	82FTZRN	REC CLEAN NEW
08/22/01		10	430	68	I	99FTZ	POLISH MACHINE
				176	I	76FTZDC	DELIVERY CHECK
				68	I	82FTZDC	DELIVERY CLEAN
				68	I	99FTZ	POLISH MACHINE

SALESPERSON NO. 298 GARY J GRIEGER

B O D Y

STATE REG# 3

CALL WHEN READY ☐ YES ☐ NO	VEHICLE ID NO. 1FMYU02132K	YEAR/MAKE/MODEL 02/FORD TRUCK/ESCAPE/4 DOOR STANDAR	PRODUCTION DATE	STOCK NO.	LICENSE NO.
SAVE PARTS FOR CUST. ☐ YES ☐ NO	ONEIDA, WI	CUSTOMER BRIGHT RED CC/MED	DELIVERY DATE 10/20/01	DELIVERY MILES 158	SELLING DEALER NO. B.O. DATE B869 05/20/02
☐ CASH ☐ CREDIT CARD ☐ CHARGE ☐ INTERNAL	REPAIR ORDER NO.	TURBO FTZZ	AIR COND. Y	P. S. Y	TRANS A
APPOINTMENT ☐ Yes ☒ No	DATE/TIME RECEIVED 06:57am 07/01/02	DATE/TIME PROMISED 12:42pm	PRIORITY 9	LABOR RATE	ADVISOR NO. ADVISOR 276 DOUG FOLLETT

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

JOB 1	C 65FOZ TOWED IN CANNOT READ MILEAGE	BODY WORK	YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION. 1. I request an estimate in writing before you begin repairs. 2. Please proceed with repairs, but call me before continuing if the price will exceed \$ _____ 3. I DO NOT WANT AN ESTIMATE. _____ Do you want the replaced parts you are entitled to? ☐ YES ☐ NO ☐ This vehicle received without face to face customer contact. ESTIMATED PRICE ESTIMATE CHARGE SHOP REPRESENTATIVE SIGNATURE ADDITIONAL WORK AUTHORIZED BY: _____ NAME DATE TIME A.M. P.M. NO. CALLED NEW TOTAL EST.
2+ W 39FOZ CAR 11	---RENTAL		"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection., P.O. Box 8911, Madison, Wisconsin 53708-8911." "Any warranties on the products sold hereby are those made by the manufacturer. The seller, VAN BOXTEL FORD, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products." NOTICE: CUSTOMER IS ENTITLED TO INSPECT OR RECEIVE ANY COMPONENTS, PARTS OR ACCESSORIES REPLACED OR REMOVED BY THE SHOP.

CUSTOMER NAME		[REDACTED]		SERIAL NO. 1FMYU02132K		[REDACTED]	
TOTAL R/O'S		3		TOTAL SERV. DAYS 29		MAKE FT FORD TRUCK	
LN#	RO. NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE. DESCRIPTION.....
1	[REDACTED]	03/26/2002	3815	A	404		
				T	602	1 I	02FOZOF OIL & FILTER CHA
2		10/18/2001	10	A	174		
				T	180	1 I	82FTZRN RECLEAN NEW
				T	68	2 I	99FTZ POLISH MACHINE
3		08/22/2001	10	A	430		
				T	176	1 I	76FTZDC DELIVERY CHECK
				T	68	2 I	82FTZDC DELIVERY CLEAN
				T	68	3 I	99FTZ POLISH MACHINE

(E=ENTER) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (X=EXTERNAL) (TAB)

1	COMPANY NAME		TRUDYK 10/23/01 12:45
2	LAST NAME		SUFFIX
3	FIRST NAME		16 NAME ID
4	MID. NAME		17 RES PHONE
5	STREET ADDR		18 BUS PHONE
			EXT
6	CITY/?	ONEIDA	19 FAX PHONE
7	STATE/?	WISCONSIN	EXT
8	ZIP CODE		20 CELL PH
9	COUNTY/?	BROWN	EXT
10	BILL TO ADDR		21 PAGER PH
			EXT
11	CITY/?		22 OTHER PH
12	STATE/?		23 STOCK#
13	ZIP CODE		24 VIN
14	OTHER NAME		STATUS
15	NAME TYPE	S X X V X X	ACTIVE
25	EMAIL ADDR		PAY METHOD

(S=SERVICE) (P=PARTS) (VA=VALUE) (G=GEN)

(DV=DOC VIEW) (LINE#) (M=MODIFY) (C=COMMENTS) (E=ENTER)

R. Wade Greenisen
P.O. Box 751
Germantown, WI 53022
Cell: 262 434 0321
E-Mail : bucko6@netwurx.net

Fax

To: Ford Litigation Prevention -- Tisha Mosley **From:** R. Wade Greenisen

Fax: 313 845-5689

Date: June 5, 2002

Phone: 313 845-5458

Pages: 9

Re: Case [REDACTED]

CC:

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

•Comments:

Hi Tisha,

Sorry for the delay in sending these forms. This is the first investigation I have made since the new forms were released and I didn't pay attention to the instructions. All forms and photos sent via UPS Overnight delivery today.


R. Wade Greenisen

Ford Motor Company Preliminary Vehicle Inspection Report

Ford File Number

CUSTOMER & VEHICLE INFORMATION

Year 2002	Make FORD	Model ESCAPE	VIN 1FMYU02132KA
Owner Name [REDACTED]		Address [REDACTED]	
City ONEIDA	State WI	Home Telephone [REDACTED]	Business Telephone [REDACTED]
Driver Name SAME		Address [REDACTED]	
City [REDACTED]	State [REDACTED]	Zip [REDACTED]	Home Telephone [REDACTED] Business Telephone [REDACTED]
Attorney Name (☒ Claimant not represented)		Address [REDACTED]	
City [REDACTED]	State [REDACTED]	Zip Code [REDACTED]	Telephone [REDACTED]
Inspection Location VAN BOXTEL FORD		Inspection Date 5/31/02	Current Mileage EST 45010
Date of Incident 5/17/02		Time of Incident 1:00 AM-PM	Repair Estimate (Attach Written, If avail.) \$ TOTAL LOSS
Inspected By R-WANE GREENISEN		Organization ENGINEERING ANALYSIS	Telephone 262-434-0321
Inspectors Signature R-Wane Greenisen		Date 6-2-02	

SECTION A INSPECTION SUMMARY

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

Vehicle has sustained a major fire to the engine compartment with smoke & heat damage to the interior. The area of greatest heat and damage appears to be in the left rear corner of the engine compartment. The customer indicated that after she parked the vehicle and removed the ignition key, the vehicle attempted to start and then she saw smoke & flames from under the hood.

SECTION B INTERVIEW - VEHICLE HISTORY

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

ONEIDA, WI [REDACTED]

Ford File Number

CUSTOMER & VEHICLE INFORMATION

Weather conditions and visibility:

MILD - CLEARApprox. ambient temperature 54°F. Any physical visual obstructions? (Signs, Trees, Bushes)

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

Concrete ☒	Asphalt ☐	Gravel ☐	Dirt ☐	Other ☐
--	----------------------------------	---------------------------------	-------------------------------	--------------------------------

Other, Please Describe:

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

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

Other, Please Describe:

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

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

Any warning lights "On", high/low gauge readings, or messages displayed (Y/N): ☐ Describe:

Electrical systems operation (normal/other?):

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

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

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

Ford File Number

CUSTOMER & VEHICLE INFORMATION

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

NONE

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

NONE

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

NOTHING UNUSUAL

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

NONE**SECTION C INTERVIEW - INCIDENT DETAILS**

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

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

N/A

Drive Length this trip: Hrs. _____ Minutes 15 Length of trip in miles: 7

Estimated vehicle speed: 45 MPH Source of estimate: Driver Posted speed: N/A MPH

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

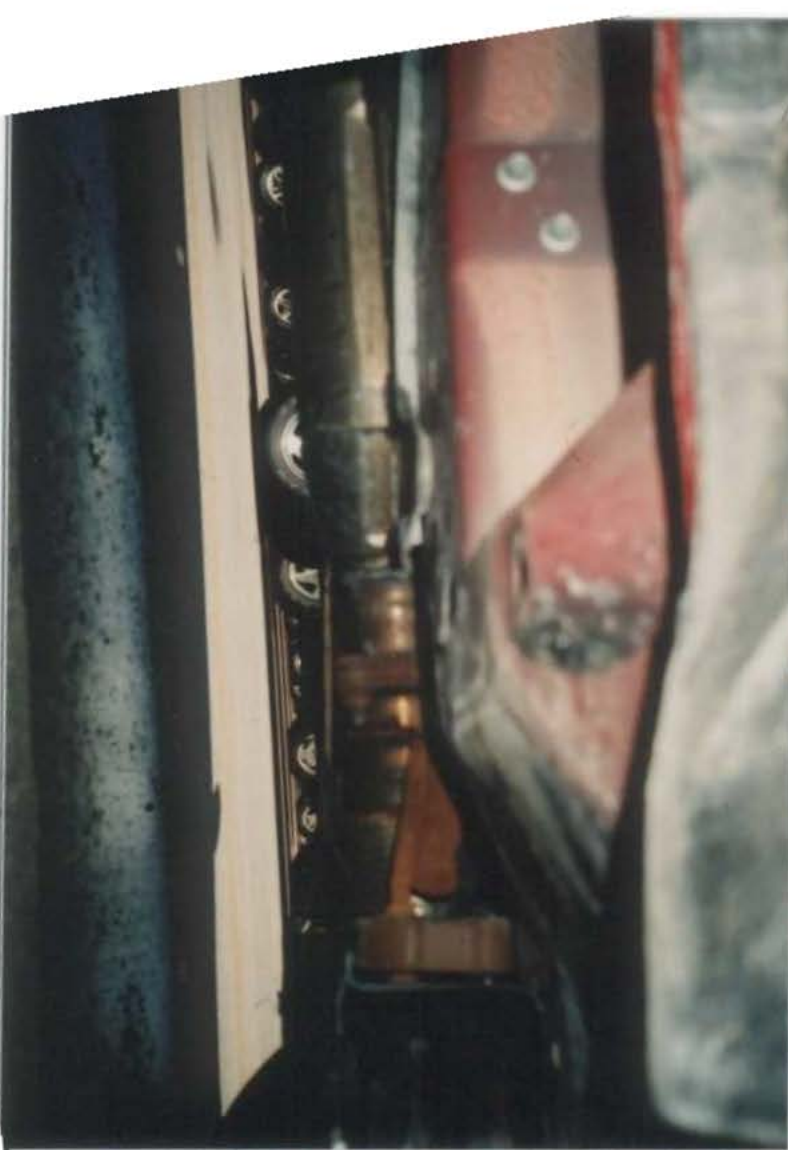
OWNERS HOME ADDRESS







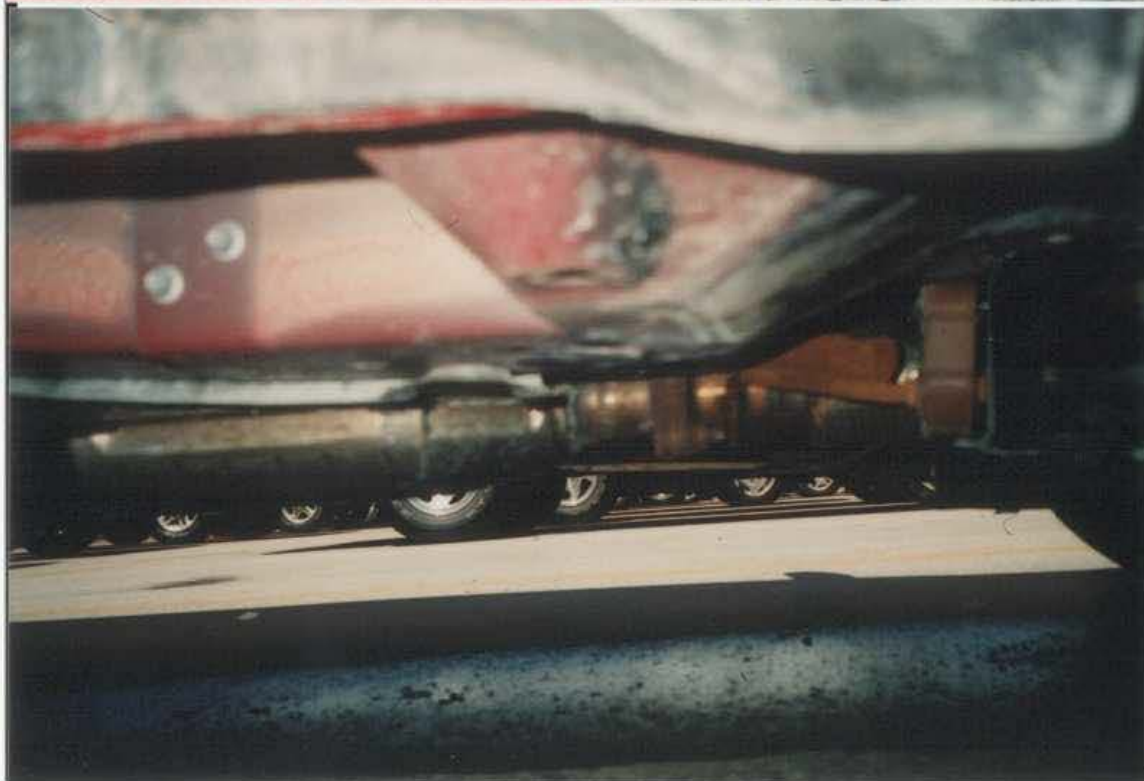














BaseCare

ESCAPE NEW Coverage						
BaseCare		Plan Year				
		2001	2002	2004	2005	2006
3 Year Plan	36,000					
	48,000	x	x	x	x	x
	60,000	x	x	x	x	x
	75,000	x	x	x	x	x
	100,000	x	x	x	x	x
4 Year Plan	36,000					
	48,000	x	x	x	x	x
	60,000	x	x	x	x	x
	75,000	x	x	x	x	x
	100,000	x	x	x	x	x
5 Year Plan	36,000	x	x	x	x	x
	48,000	x	x	x	x	x
	60,000	x	x	x	x	x
	75,000	x	x	x	x	x
	100,000	x	x	x	x	x
6 Year Plan	36,000	x	x	x	x	x
	48,000	x	x	x	x	x
	60,000	x	x	x	x	x
	75,000	x	x	x	x	x
	100,000	x	x	x	x	x
7 Year Plan	36,000		x	x	x	x
	48,000		x	x	x	x
	60,000	x	x	x	x	x
	75,000	x	x	x	x	x
	100,000		x	x	x	x

ExtraCare

ESCAPE NEW Coverage						
ExtraCare		Plan Year				
		2001	2002	2004	2005	2006
3 Year Plan	36,000					
	48,000	x	x	x	x	x
	60,000	x	x	x	x	x
	75,000	x	x	x	x	x
	100,000	x	x	x	x	x
4 Year Plan	36,000					
	48,000	x	x	x	x	x
	60,000	x	x	x	x	x
	75,000	x	x	x	x	x
	100,000	x	x	x	x	x
5 Year Plan	36,000	x	x	x	x	x
	48,000	x	x	x	x	x
	60,000	x	x	x	x	x
	75,000	x	x	x	x	x
	100,000	x	x	x	x	x
6 Year Plan	36,000	x	x	x	x	x
	48,000	x	x	x	x	x
	60,000	x	x	x	x	x
	75,000	x	x	x	x	x
	100,000	x	x	x	x	x
7 Year Plan	36,000		x	x	x	x
	48,000		x	x	x	x
	60,000	x	x	x	x	x
	75,000	x	x	x	x	x
	100,000		x	x	x	x

PremiumCare

ESCAPE NEW Coverage						
PremiumCare		Plan Year				
		2001	2002	2004	2005	2006
3 Year Plan	36,000					
	48,000	x	x	x	x	x
	60,000	x	x	x	x	x
	75,000	x	x	x	x	x
	100,000	x	x	x	x	x
4 Year Plan	36,000					
	48,000	x	x	x	x	x
	60,000	x	x	x	x	x
	75,000	x	x	x	x	x
	100,000	x	x	x	x	x
5 Year Plan	36,000	x	x	x	x	x
	48,000	x	x	x	x	x
	60,000	x	x	x	x	x
	75,000	x	x	x	x	x
	100,000	x	x	x	x	x
6 Year Plan	36,000	x	x	x	x	x
	48,000	x	x	x	x	x
	60,000	x	x	x	x	x
	75,000	x	x	x	x	x
	100,000	x	x	x	x	x
7 Year Plan	36,000		x	x	x	x
	48,000		x	x	x	x
	60,000	x	x	x	x	x
	75,000	x	x	x	x	x
	100,000		x	x	x	x

ESCAPE USED Coverage						
BaseCare		Plan Year				
		2001	2002	2004	2005	2006
6 Month	6,000	x	x	x	x	x
1 Year	12,000	x	x	x	x	x
2 Year	24,000	x	x	x	x	x
3 Year	36,000	x	x	x	x	x
4 Year	48,000	x	x	x	x	x

ESCAPE USED Coverage						
ExtraCare		Plan Year				
		2001	2002	2004	2005	2006
1 Year	12,000	x	x	x	x	x
2 Year	24,000	x	x	x	x	x
3 Year	36,000	x	x	x	x	x
4 Year	48,000	x	x	x	x	x

ESCAPE USED Coverage						
PremiumCare		Plan Year				
		2001	2002	2004	2005	2006
1 Year	12,000	x	x	x	x	x
2 Year	24,000	x	x	x	x	x
3 Year	36,000	x	x	x	x	x
4 Year	48,000	x	x	x	x	x

BaseCare Covered Parts

2B373 -ABS Module (RABS valve)
 14290 -Engine compartment wiring harness
 2C286 -Hydraulic Control Unit

ExtraCare Covered Parts

2B373 -ABS Module (RABS valve)
 14290 -Engine compartment wiring harness
 2C286 -Hydraulic Control Unit
 2C219 -Electronic Control Unit

PremiumCare Covered Parts

2B373 -ABS Module (RABS valve)
 14290 -Engine compartment wiring harness
 2C286 -Hydraulic Control Unit
 2C219 -Electronic Control Unit
 2C065 -Service kit, ABS module (ECU and seals)

Registered Plans by Model Year and Plan Year for 2001MY-2003MY Escape Vehicles

BaseCare

		ESCAPE NEW BaseCare Coverage																	
Plan Year	Model Year	2000			2001			2002			2004			2005			2006		
		2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003
3 Year Plan	36,000																		
	48,000				14	1		3	10	48			2						1
	60,000	1			7	3		1	10	8	1		1						
	75,000	2			11		1	1	12	3			1						
	100,000	1			15	11	3	3	12	7			5						
4 Year Plan	36,000																		
	48,000				36	12		6	9	20	2		4		3	2			2
	60,000				54	9		10	25	21	1	3	4		1	2			
	75,000				49	13		11	17	22		3	1			1			
	100,000				61	23	4	7	30	23		5	14			2			
5 Year Plan	36,000				15	1	1		5	4		2			3	1			
	48,000				29	5	1	2	16	10	1		5		4	3			2
	60,000	2			372	119	3	56	159	152	12	23	47		8	23			4
	75,000	6			326	106	8	101	206	181	9	37	74		7	32			5
	100,000	1			233	89	8	50	154	113	2	23	40		2	11			
6 Year Plan	36,000				9	3	1			6					1				
	48,000				5	3		2	7	12	5	1	1		3	3			2
	60,000				101	48	4	25	62	70	18	19	25		18	9			8
	75,000				178	53	4	110	143	191	40	54	91		29	59			12
	100,000				100	48	1	53	62	53	8	28	27		7	30			6
7 Year Plan	36,000								1	5		1	1		2				
	48,000							2	1		2	1	1						
	60,000				11	2	1	3	5	4	4	4	4		1	3			3
	75,000				16	7	1	7	12	13	7	2	5		2	7			6
	100,000							7	6	10	3	3	4		2	5			1

		ESCAPE USED BaseCare Coverage																	
Plan Year	Model Year	2000			2001			2002			2004			2005			2006		
		2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003
6 Month	6,000				1			5			18	12	1	11	6	4	6	8	6
1 Year	12,000							12	3		44	7	1	46	32	9	23	19	20
2 Year	24,000				8	1		85	10	1	286	80	10	211	233	70	103	114	132
3 Year	36,000				9	1		123	11	1	240	102	23	149	215	89	37	76	119
4 Year	48,000				5	1		43	6		108	33	1	72	74	36	16	29	48

BaseCare Covered Parts

2B373 -ABS Module (RABS valve)
14290 -Engine compartment wiring harness
2C286 -Hydraulic Control Unit

ExtraCare

ESCAPE NEW ExtraCare Coverage																			
Plan Year Model Year		2000			2001			2002			2004			2005			2006		
		2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003
3 Year Plan	36,000	1																	
	48,000																		
	60,000																		
	75,000																		
	100,000																		
4 Year Plan	36,000	1																	
	48,000																		
	60,000																		
	75,000																		
	100,000																		
5 Year Plan	36,000	6																	
	48,000																		
	60,000																		
	75,000																		
	100,000																		
6 Year Plan	36,000	3																	
	48,000																		
	60,000																		
	75,000																		
	100,000																		
7 Year Plan	36,000																		
	48,000																		
	60,000																		
	75,000																		
	100,000																		

ESCAPE USED ExtraCare Coverage																			
Plan Year Model Year		2000			2001			2002			2004			2005			2006		
		2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003
6 Month	6,000																		
1 Year	12,000				2			11			18	8		22	25	4	13	9	18
2 Year	24,000				8			117	7		225	73	7	153	182	107	81	96	142
3 Year	36,000				21	2		302	52	5	456	168	21	182	329	160	47	100	225
4 Year	48,000				20	2		118	30	6	185	64	25	68	106	64	11	28	97

ExtraCare Covered Parts

2B373 -ABS Module (RABS valve)
 14290 -Engine compartment wiring harness
 2C286 -Hydraulic Control Unit
 2C219 -Electronic Control Unit

PremiumCare

		ESCAPE NEW PremiumCare Coverage																	
Plan Year	Model Year	2000			2001			2002			2004			2005			2006		
		2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003
3 Year Plan	36,000																		
	48,000				74	18		9	33	71		5	2			2			
	60,000				120	32	5	5	67	102		3	3		1	2			
	75,000	1			192	133	88	7	74	97		3	20			4			1
	100,000				108	45	4	13	64	69			17						
4 Year Plan	36,000																		
	48,000				124	57	13	26	85	194	4	4	17		7	11			3
	60,000	1			205	76	11	31	129	191	2	12	24		1	12			1
	75,000				375	183	14	80	243	237	3	48	53		1	35			2
	100,000	2			339	175	13	49	263	271	10	12	51			14			
5 Year Plan	36,000				70	55	3	10	50	89	13	8	4		5	9			10
	48,000				193	85	4	21	153	211	21	12	20		16	12			13
	60,000	5			2,574	1,269	80	249	1,643	1,995	105	138	260		61	89			28
	75,000	18			4,249	2,142	155	1,034	3,519	4,028	161	501	747		69	339		2	43
	100,000	2			1,412	681	52	284	1,114	1,210	15	135	248		12	94			5
6 Year Plan	36,000	1			194	150	9	21	136	197	34	16	13	2	18	23		1	28
	48,000				254	146	6	38	190	245	43	29	33		27	23			29
	60,000	5			2,125	1,046	65	466	1,692	2,270	277	258	335	1	251	243		3	161
	75,000	4			2,761	1,478	129	1,155	2,427	3,157	319	592	865	1	254	510		2	184
	100,000	1			1,388	795	56	353	679	557	52	153	152		37	151			15
7 Year Plan	36,000							11	35	67	8	6	4		15	9			8
	48,000							15	61	103	14	13	13		12	14			7
	60,000				268	173	12	43	185	247	41	32	30		30	30		1	25
	75,000				400	189	20	134	276	304	59	64	57		43	58			32
	100,000							48	95	120	27	54	36		27	31			19

		ESCAPE USED PremiumCare Coverage																	
Plan Year	Model Year	2000			2001			2002			2004			2005			2006		
		2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003	2001	2002	2003
6 Month	6,000																		
1 Year	12,000							7			21	8		6	9	6	3	7	14
2 Year	24,000				2	2		99	18		229	87	9	154	208	111	63	111	166
3 Year	36,000				13	1		113	18	3	347	115	13	182	296	133	44	80	276
4 Year	48,000							127	17	1	2	97	13		2	84			

PremiumCare Covered Parts

2B373 -ABS Module (RABS valve)
 14290 -Engine compartment wiring harness
 2C286 -Hydraulic Control Unit
 2C219 -Electronic Control Unit
 2C065 -Service kit, ABS module (ECU and seals)

PE06-048

FORD

1/12/2007

APPENDIX H

SSM 15860

Article Number: 15860

Article Type: S

Title: BRAKE FLUID LEAK FROM MASTER CYLINDER RESERVOIR CAP

Text:

SOME 2001-2002 ESCAPE VEHICLES MAY EXHIBIT A BRAKE FLUID LEAK FROM THE MASTER CYLINDER RESERVOIR CAP. ENGINEERING IS CURRENTLY INVESTIGATING THIS CONDITION THROUGH THE QUICKER SERVICE FIX (QSF) PROCESS. ADDITIONAL INFORMATION IS EXPECTED TO BE RELEASED BY LATE THIRD QUARTER 2002. PLEASE CONTINUE TO SUBMIT EDSR'S AND TO MONITOR OASIS FOR UPDATED INFORMATION.

Vehicles:

2001 - 2002 ESCAPE (00130)

Symptom Codes:

301000 (Service Brake System)

PE06-048

FORD

1/12/2007

APPENDIX H

SSM 15963

Article Number: 15963

Article Type: S

Title: BRAKE FLUID SEEP FROM MASTER CYLINDER RESERVOIR CAP

Text:

SOME 2001-2002 ESCAPE MAY EXHIBIT BRAKE FLUID SEEPAGE OR LEAKAGE AROUND THE BRAKE MASTER CYLINDER RESERVOIR. THIS MAYBE CAUSED BY INSUFFICIENT SEAL AROUND THE RESERVOIR CAP. TO SERVICE, INSTALL A NEW CAP FROM SERVICE KIT - 2L8Z-2162-AA. FOLLOW SECTION 206-00: BRAKE SYSTEM IN WORKSHOP MANUAL TO INSURE CORRECT FLUID LEVELS AND PROCEDURE.

Vehicles:

2001 - 2002 ESCAPE (00130)

Symptom Codes:

206000 (Warning Indicators)

301000 (Service Brake System)

PE06-048

FORD

1/12/2007

APPENDIX H

SSM 16645

OASIS SPECIAL SERVICE MESSAGE NUMBER: 16645

MESSAGE TITLE: 2001-2002 ESCAPE - INSTRUMENT PANEL BRAKE LAMP ILLUMINATED, BRAKE FLUID LEAK

APPLICABLE VEHICLES :

2001 - 2002 TRUCK : 00130 ESCAPE

OASIS MESSAGE :

SOME 2001-2002 ESCAPE MAY EXHIBIT AN INSTRUMENT PANEL BRAKE LAMP ILLUMINATION AND/OR A BRAKE FLUID LEAKING CONDITION. IF A BRAKE FLUID LEAK EXISTS, PLEASE ENSURE THE DEFINITE LEAK-POINT IS FOUND BEFORE REPLACING A COMPLETE MASTER CYLINDER ASSEMBLY. THE MASTER CYLINDER FLUID RESERVOIR CAP IS A PRIMARY CAUSE OF LEAKS, AND A REPLACEMENT CAP WAS RELEASED TO SERVICE 6/11/2002. AN INDICATION THAT THE CAP IS LEAKING IS THAT THE DECAL ON THE RESERVOIR IS SOILED AND/OR DISCOLORED. IF THE CAP IS THE LEAK-POINT, ENSURE THE CAP SEALING SURFACE ON THE CURRENT RESERVOIR IS NOT SCORED/NICKED/OUT-OF-ROUND/BLEMISHED. IF THAT SEALING SURFACE IS GOOD, THEN REPLACE THE CAP WITH SERVICE KIT CAP: 2L8Z-2162-AA. FOLLOW SECTION 206-00: BRAKE SYSTEM IN WORKSHOP MANUAL TO INSURE CORRECT FLUID LEVELS AND PROCEDURE.

APPLICABLE SYMPTOM CODES :

301000 CHASSIS SERVICE BRAKE SYSTEM

PE06-048

FORD

1/12/2007

APPENDIX I

Circuit Diagrams and
Component Location Views
Summary

Circuit Diagrams and Component Location Views Summary

ABS System Circuit Diagrams

- Files - ABS System Wiring Page 1.pdf
- ABS System Wiring Page 2.pdf
- ABS System Wiring Page 3.pdf
- ABS System Wiring Page 4.pdf
- ABS Connector Pinout.pdf

The ABS module uses two pins for power. Pin 9 (60 Amp fuse) and Pin 25 (25 Amp fuse). It also senses the ignition key position (pin 20) on a 5 Amp fuse, which is shared with the speed control system and it senses the brake pedal switch position on a 15 Amp fuse. The circuit through Pin 9 is the power supply for the hydraulic pump motor.

Components in the engine compartment that receive electrical power when the ignition key is off:

Starter and Alternator

- File - Location of Starter (C197) and Alternator (C102).pdf

PCM (Powertrain Control Module)

- File - Location of PCM (C175).pdf

Battery Junction Box

- File - Location of Battery Junction Box (P93).pdf

ABS Module

- File - Location of ABS Module (C155).pdf

PE06-048

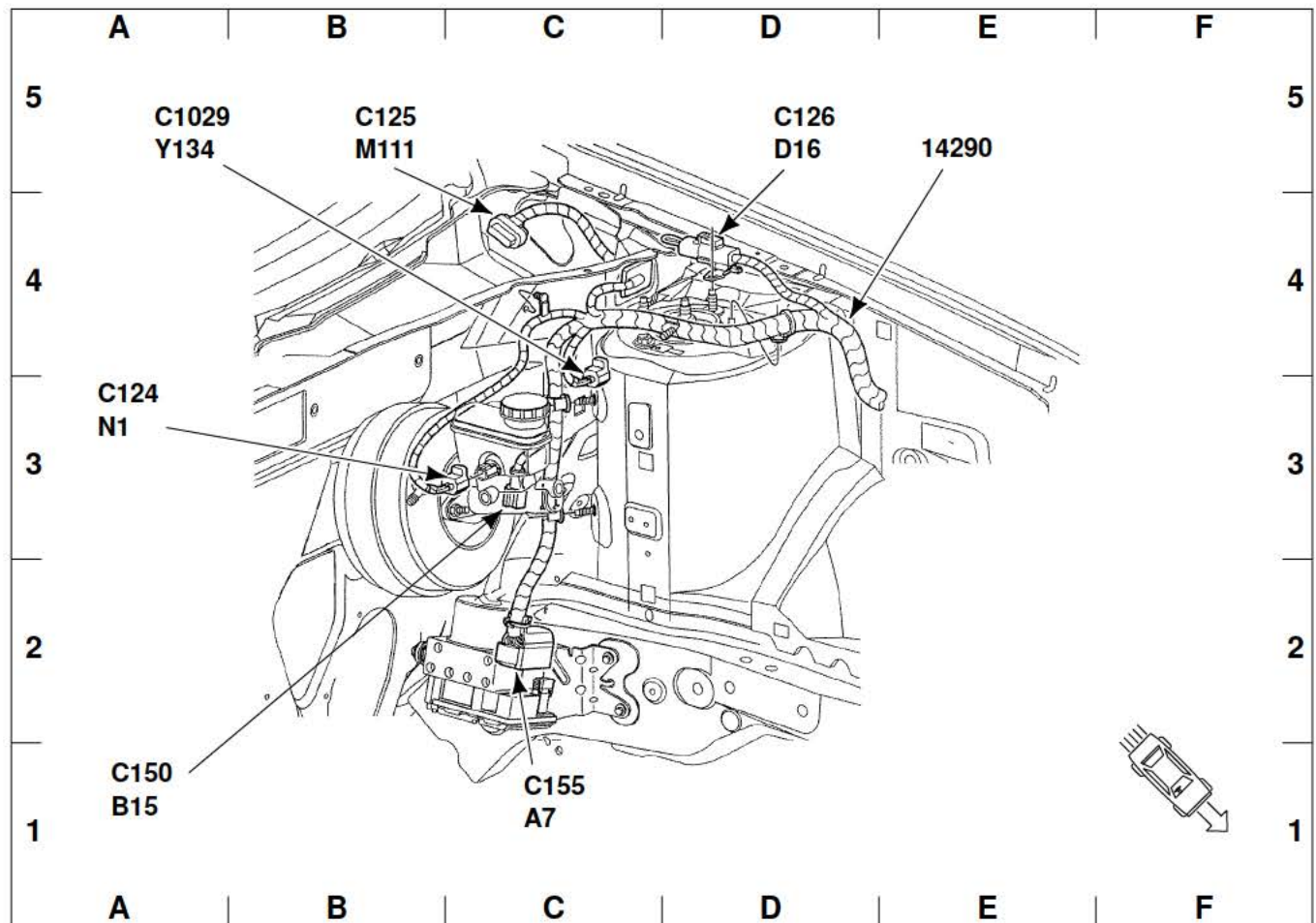
FORD

1/12/2007

APPENDIX I

Powered

Location of ABS Module
(C155)



engine compartment, LH side, rear

14290	E 5	C155	C 1
A7 ... ABS control module	C 1	C1029	A 5
B15 .. Wheel speed sensor, left front	A 1	D16 .. ABS test connector	D 5
C124	A 3	M111 Windshield wiper motor	B 5
C125	B 5	N1 ... Brake fluid level switch	A 3
C126	D 5	Y134 . EVAP canister purge valve	A 5
C150	A 1		

PE06-048

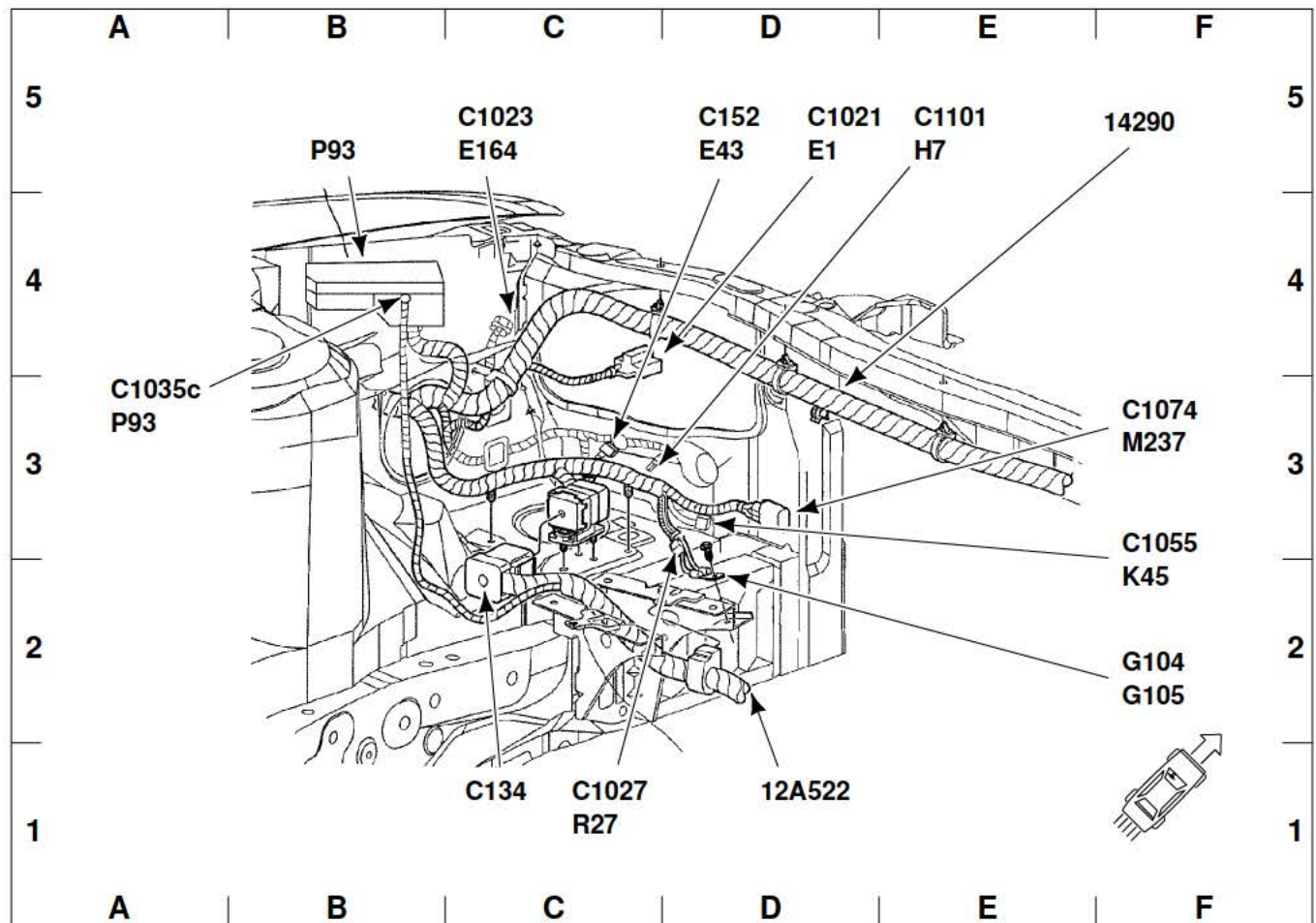
FORD

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APPENDIX I

Powered

Location of Battery Junction
Box (P93)



engine compartment, LH side, front

12A522	D 1	E1 ... Headlamp, left	D 5
14290	F 5	E43 .. Fog lamp, left front	D 5
C134	C 1	E164 . Park/turn lamp, left front	C 5
C152	D 5	G104	F 2
C1021	D 5	G105	F 2
C1023	C 5	H7 ... Horn, left	E 5
C1027	C 1	K45 .. Engine cooling fan relay	F 2
C1035c	A 3	M237 Engine cooling fan motor 1	F 3
C1055	F 3	P93 .. Battery Junction Box (BJB)	A 3
C1074	F 3	P93 .. Battery Junction Box (BJB)	B 5
C1101	E 5	R27 .. Engine cooling fan resistor	C 1

PE06-048

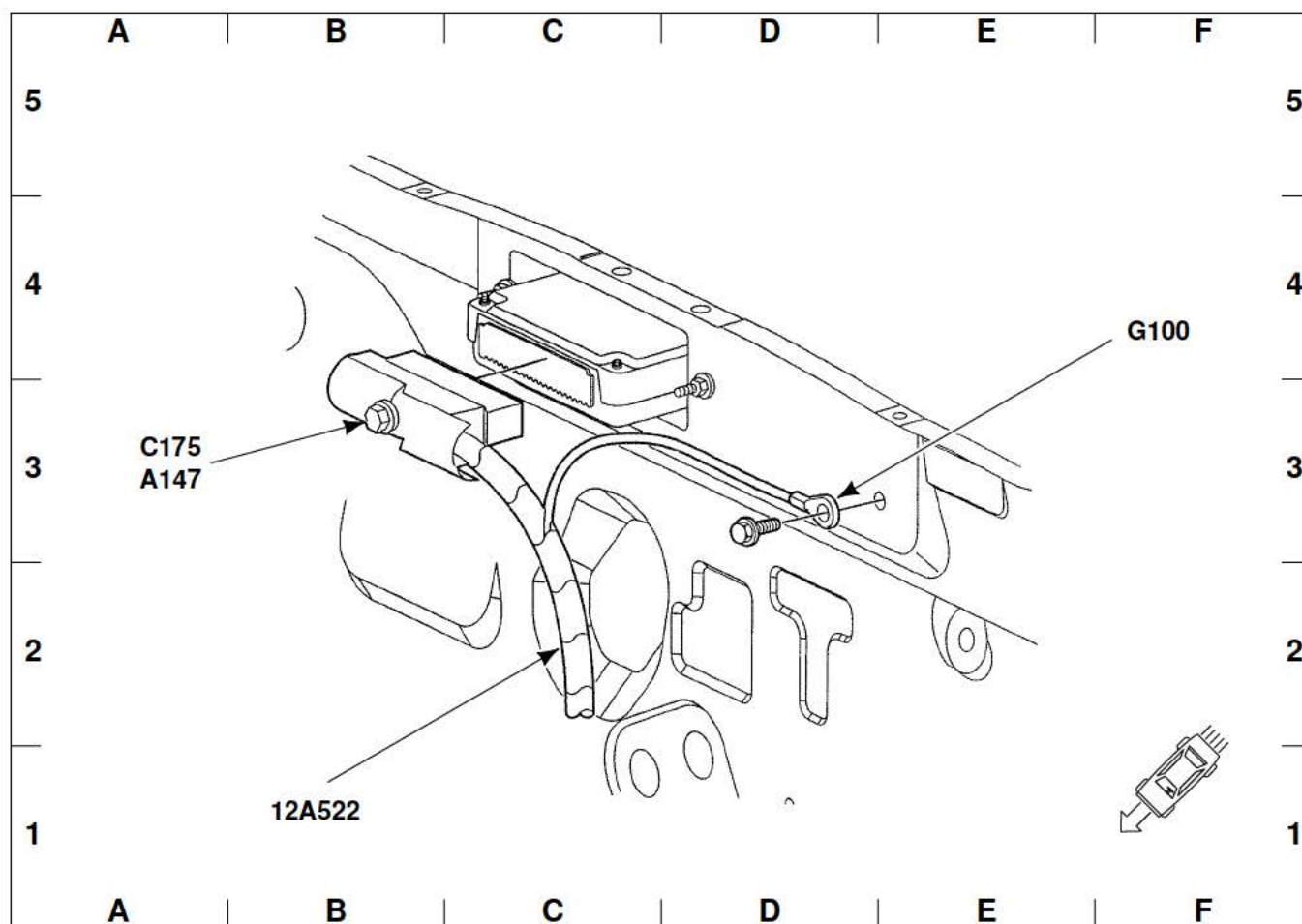
FORD

1/12/2007

APPENDIX I

Powered

Location of PCM (C175)



engine compartment, center, rear

12A522	B 1	C175	A 3
A147 . Powertrain Control Module (PCM)	A 3	G100	F 4

PE06-048

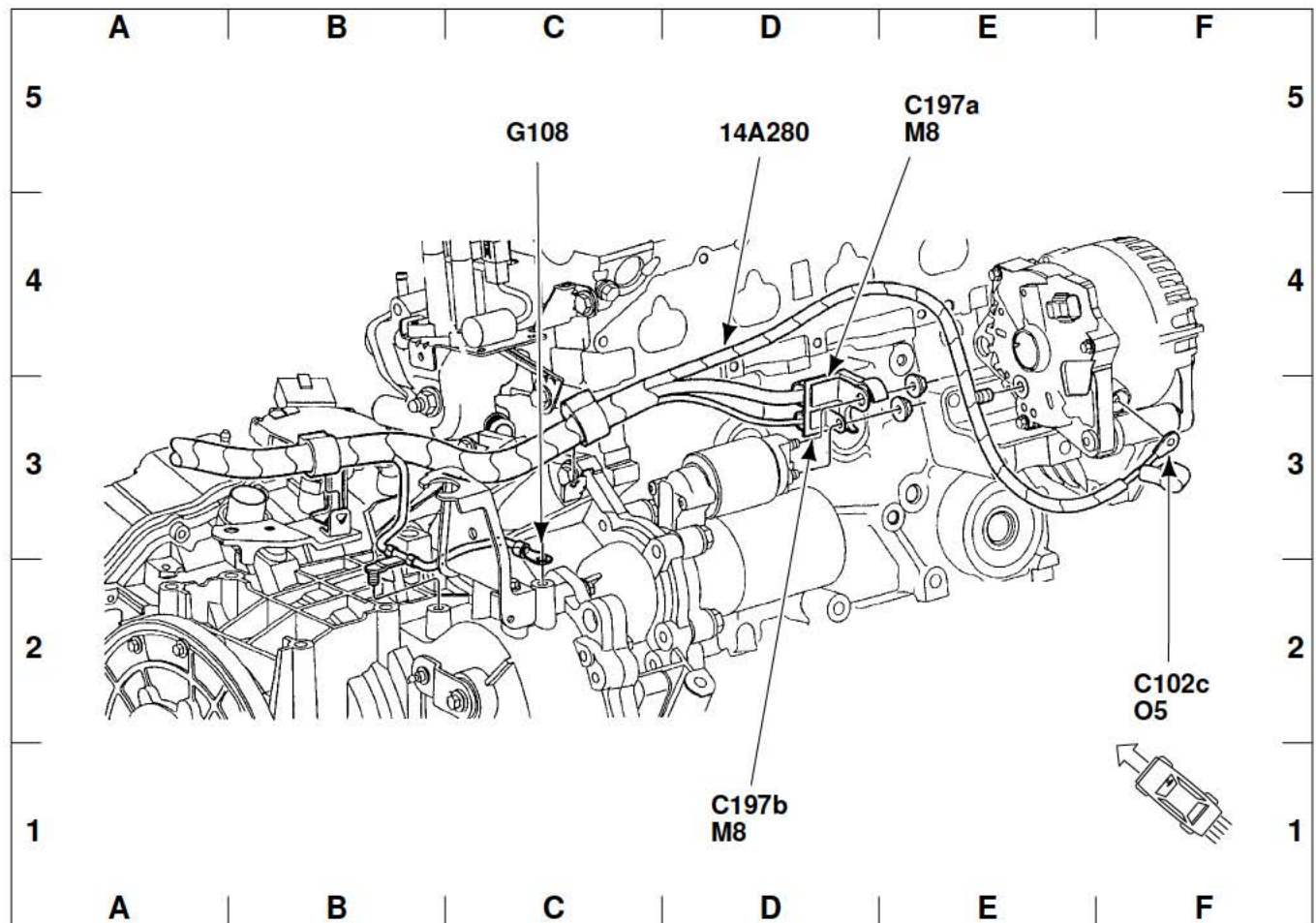
FORD

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APPENDIX I

Powered

Location of Starter (C197) and
Alternator (C102)



engine, rear, ZETEC engine

14A280	D 5	G108	C 5
C102c	F 1	M8 .. Starter motor	D 1
C197a	E 5	M8 .. Starter motor	E 5
C197b	D 1	O5 ... Generator	F 1

PE06-048

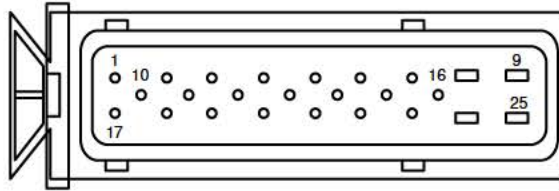
FORD

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APPENDIX I

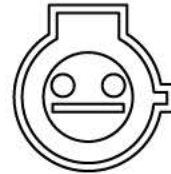
Diagrams

ABS Connector Pinout

C155**14290**A7
ABS control module

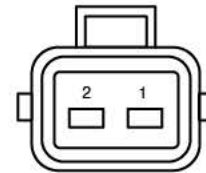
F25007

Pin	Circuit	Circuit Function
1	-	not used
2	511 (LG)	Brake pedal position switch, to stoplamps
3	516 (YE/BK)	Wheel speed sensor, right front -
4	514 (YE/RD)	Wheel speed sensor, right front +
5	-	not used
6	523 (RD/PK)	Wheel speed sensor, right rear +
7	524 (PK/BK)	Wheel speed sensor, right rear -
8	57 (BK)	Ground
9	534 (YE/LG)	Voltage supplied at all times (overload protected)
10	-	not used
11	-	not used
12	-	not used
13	-	not used
14	-	not used
15	603 (DG)	Anti-lock brake indicator, control
16	398 (BK/YE)	Anti-lock brake indicator, control
17	522 (TN/BK)	Wheel speed sensor, left front -
18	521 (TN/OG)	Wheel speed sensor, left front +
19	-	not used
20	677 (LB)	Voltage supplied in Start and Run (overload protected)
21	519 (LG/BK)	Wheel speed sensor, left rear -
22	518 (LG/RD)	Wheel speed sensor, left rear +
23	70 (LB/WH)	ISO Bus
24	57 (BK)	Ground
25	483 (RD)	Voltage supplied at all times (overload protected)

C160**14290**B14
Wheel speed sensor, right front

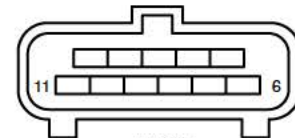
F02299

Pin	Circuit	Circuit Function
1	516 (YE/BK)	Wheel speed sensor, right front -
2	514 (YE/RD)	Wheel speed sensor, right front +

C162**14290**E42
Fog lamp, right front

F02301

Pin	Circuit	Circuit Function
1	478 (TN/OG)	Fog lamp switch, to front fog lamp
2	57 (BK)	Ground

C167**12A522**B99
Transmission
Range (TR) sensor

F11027

Pin	Circuit	Circuit Function
1	57 (BK)	Ground
2	1167 (WH/BK)	Transmission Range (TR) sensor, signal, CC Drive sense
3	140 (BK/PK)	Voltage supplied in reverse
4	1093 (TN/RD)	Power, Hot in Start with Park or Neutral
5	89 (OG)	signal, return
6	1169 (WH/LB)	Transmission Range (TR) sensor, signal, EE Low sense
7	1168 (YE/BK)	Transmission Range (TR) sensor, signal, DD Second sense
8	1166 (YE/RD)	Transmission Range (TR) sensor, signal, BB Neutral sense
9	306 (TN/LB)	Voltage supplied in Start (overload protected)
10	199 (LB/YE)	Transmission Range (TR) sensor, to, Powertrain Control Module (PCM)
11	1165 (WH/RD)	Transmission Range (TR) sensor, signal, AA Park sense

PE06-048

FORD

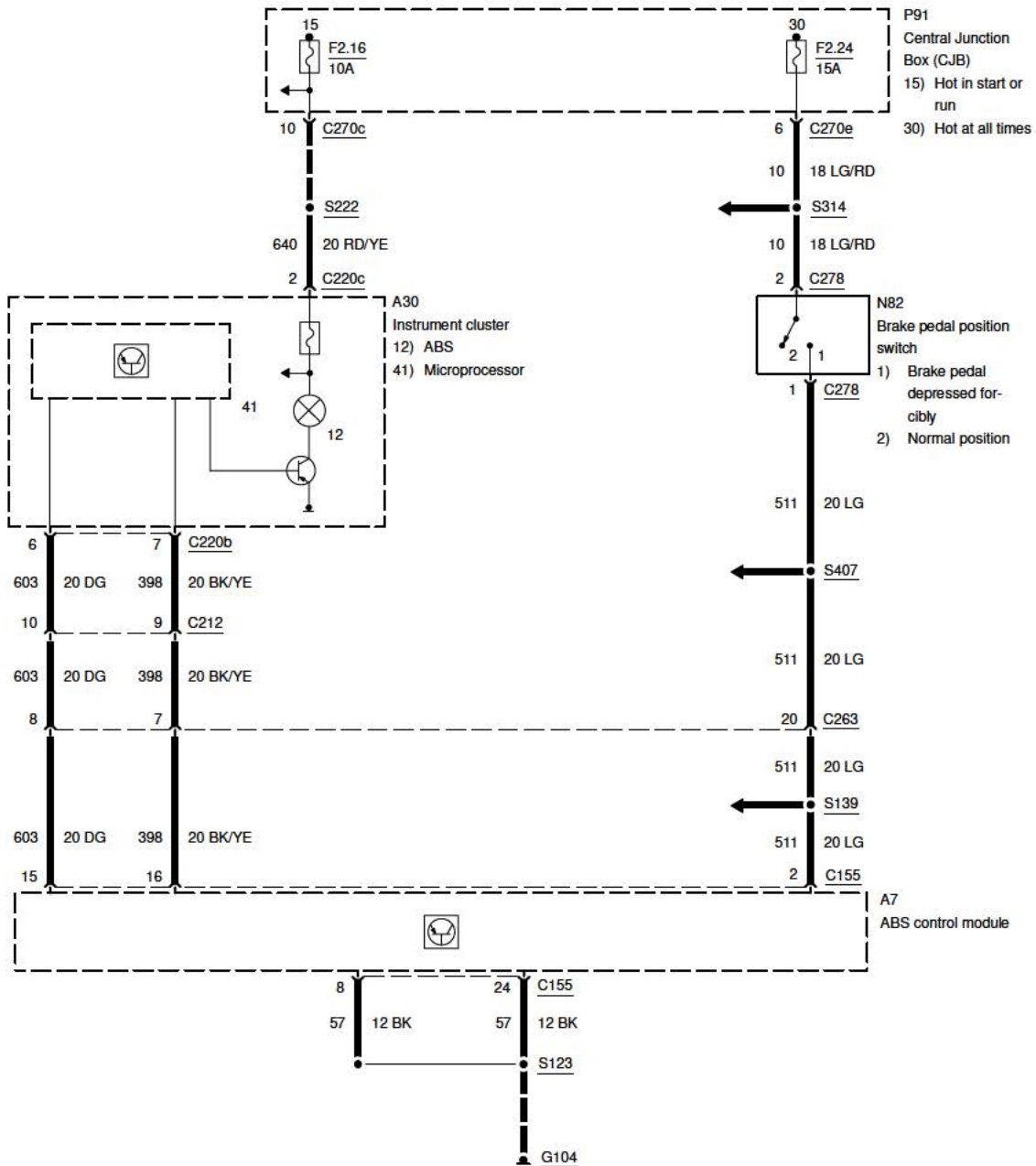
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APPENDIX I

Diagrams

ABS System Wiring Page 1

-1



PE06-048

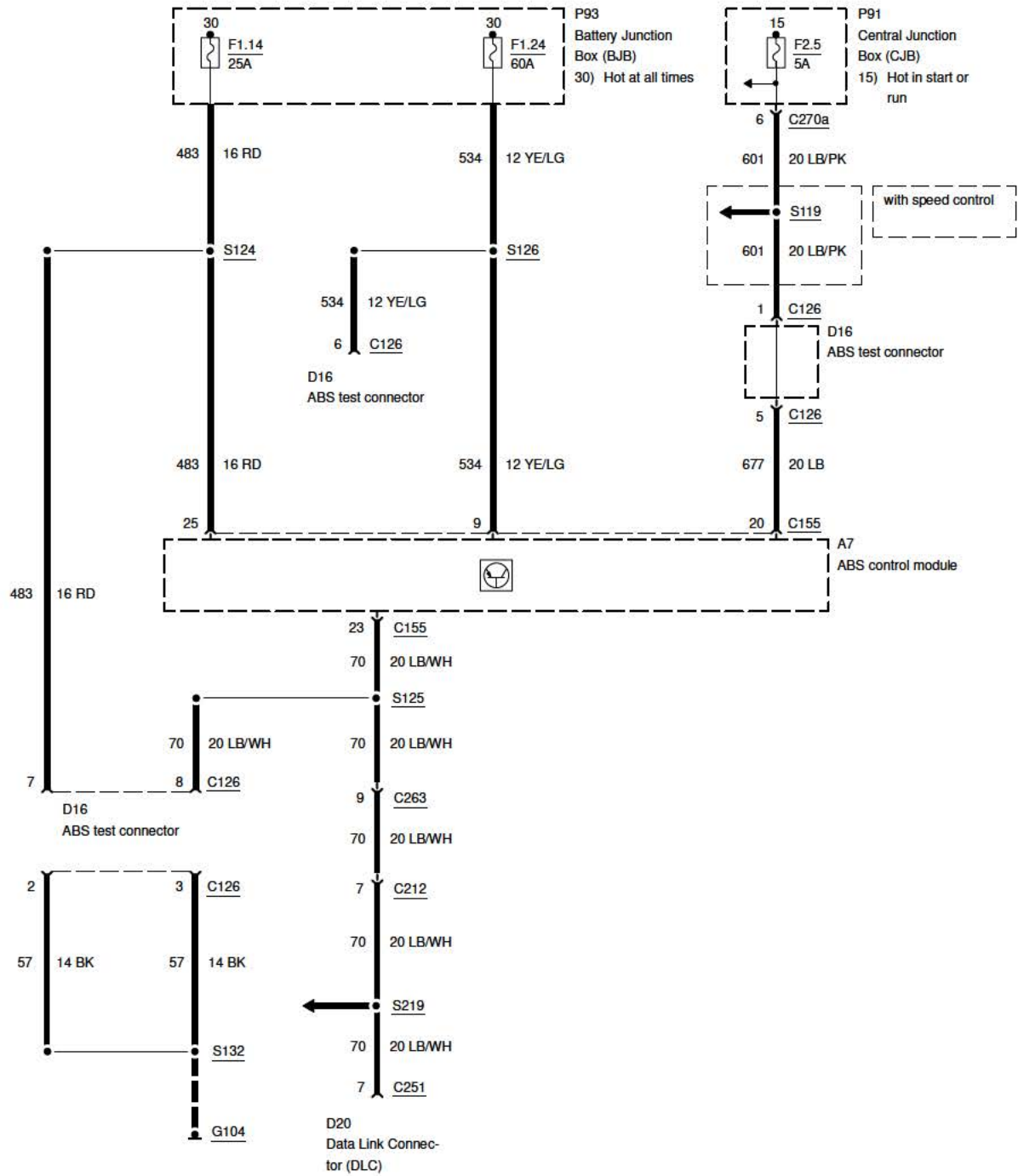
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APPENDIX I

Diagrams

ABS System Wiring Page 2



PE06-048

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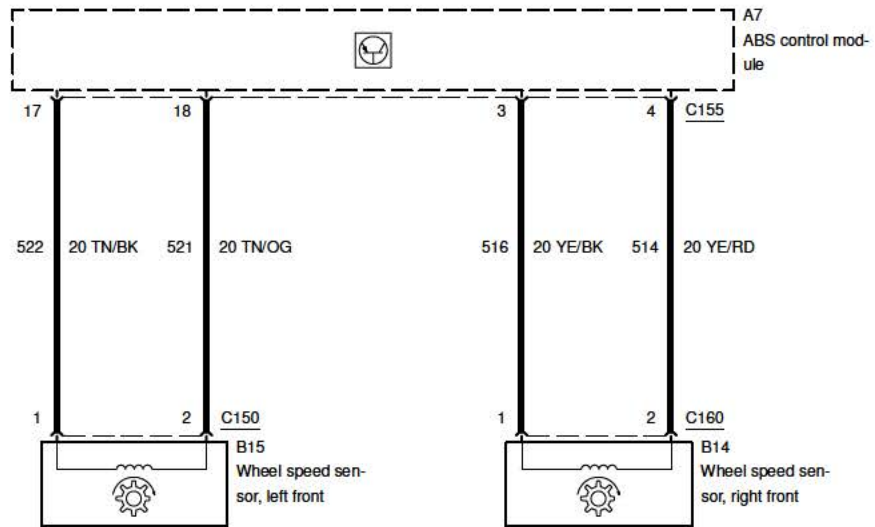
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APPENDIX I

Diagrams

ABS System Wiring Page 3

-3



PE06-048

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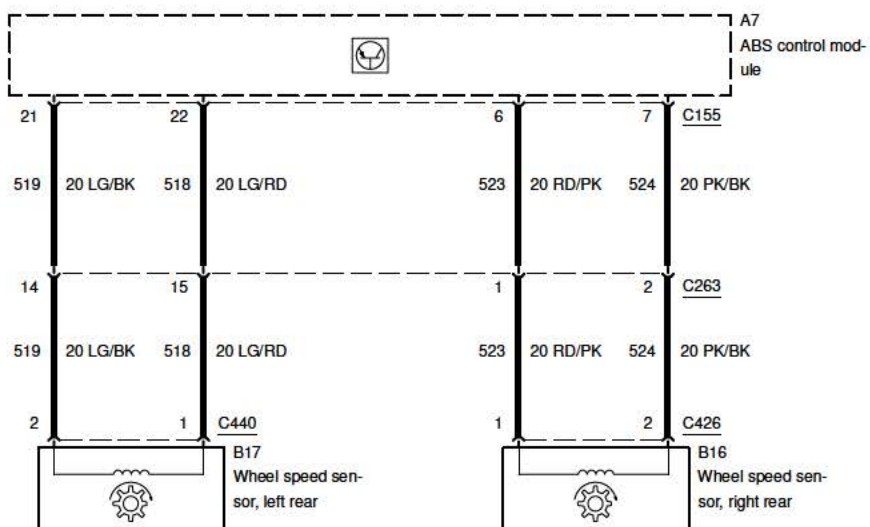
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APPENDIX I

Diagrams

ABS System Wiring Page 4

-4



PE06-048

FORD

1/12/2007

APPENDIX M

ABS Modules

A SUFFIX: EFFECTIVE IN 6.12.2000 TO 12.22.2003

1.

MMP Component Name: KIT-BRAKE SKID CONTROL MODUService Part Number: YL8Z-2C065-AAEngineering Number: YL842C065AAComment: N/ASALES:

2006	958
2005	1213
2004	1480
2003:	4238
2002:	622
2001:	100

Application:

In	Out		
Yr	Yr	Feature Descriptions	Feature Descriptions
02	02	FORD ESCAPE / MAZDA TRIBUTE	
01	06	FORD ESCAPE / MAZDA TRIBUTE	4 WHL ANTI-LOCK BRAKES
	03	FORD ESCAPE / MAZDA TRIBUTE	ALL 4 WHEEL LEFT HAND DRIV
		4 WHL ANTI-LOCK BRAKES	
	01	FORD ESCAPE / MAZDA TRIBUTE	ALL 4 WHEEL LEFT HAND DRIV
		FEATURE CONTENT GROUP 1	FEATURE CONTENT GROUP 3
		4 WHL ANTI-LOCK BRAKES	
01	01	FORD ESCAPE / MAZDA TRIBUTE	ALL 4 WHEEL DRIVE
		FEATURE CONTENT GROUP 3	4 WHL ANTI-LOCK BRAKES
01	01	FORD ESCAPE / MAZDA TRIBUTE	ALL 4 WHEEL DRIVE
		FEATURE CONTENT GROUP 1	FEATURE CONTENT GROUP 5
		4 WHL ANTI-LOCK BRAKES	
	01	FORD ESCAPE / MAZDA TRIBUTE	ALL 4 WHEEL DRIVE

2.

MMP Component Name: MOD ASY-BRK ANTI LK CONTRService Part Number: YL8Z- 2B373-AAEngineering Number: YL8T 2C219 ABComment: Obs Eff: 10/18/01-REPLACED BY YL8Z-2C065-AASALES:

2006	0
2005	0
2004	0

01-03 Escape Base Numbers: 2B373 & 2C219

2003 0
 2003: 0
 2002: 24
 2001: 185

Application:

In	Out	Feature Descriptions	Feature Descriptions
Yr	Yr		
02	02	FORD ESCAPE / MAZDA TRIBUTE	
01	06	FORD ESCAPE / MAZDA TRIBUTE	4 WHL ANTI-LOCK BRAKES
	03	FORD ESCAPE / MAZDA TRIBUTE	ALL 4 WHEEL LEFT HAND DRIVE
		4 WHL ANTI-LOCK BRAKES	
	01	FORD ESCAPE / MAZDA TRIBUTE	ALL 4 WHEEL LEFT HAND DRIVE
		FEATURE CONTENT GROUP 1	FEATURE CONTENT GROUP 3
		4 WHL ANTI-LOCK BRAKES	
01	01	FORD ESCAPE / MAZDA TRIBUTE	ALL 4 WHEEL DRIVE
		FEATURE CONTENT GROUP 3	4 WHL ANTI-LOCK BRAKES
01	01	FORD ESCAPE / MAZDA TRIBUTE	ALL 4 WHEEL DRIVE
		FEATURE CONTENT GROUP 1	FEATURE CONTENT GROUP 5
		4 WHL ANTI-LOCK BRAKES	
	01	FORD ESCAPE / MAZDA TRIBUTE	ALL 4 WHEEL DRIVE
		FEATURE CONTENT GROUP 1	FEATURE CONTENT GROUP 3
		4 WHL ANTI-LOCK BRAKES	
	01	FORD ESCAPE / MAZDA TRIBUTE	ALL 4 WHEEL RIGHT HAND DRIV
		4 WHL ANTI-LOCK BRAKES	
03	03	ESCAPE/TRIBUTE (U204) RHD	4 WHL ANTI-LOCK BRAKES
03	03	ESCAPE/TRIBUTE (U204) RHD	ALL 4 WHEEL RIGHT HAND DRIV
		4 WHL ANTI-LOCK BRAKES	
07		ESCAPE/TRIBUTE/MARINER-LHD	4 WHL ANTI-LOCK BRAKES

B SUFFIX: EFFECTIVE IN 12.22.2003 TO 5.01.2006

PE06-048

FORD

1/12/2007

APPENDIX M

Reservoir Cap

01-03 Escape Brake Oil Cap

1.

MMP Component Name: CAP ASY-BRK RESVR

Service Part Number: YL8Z-2162-AA

Engineering Number: YL84 2N382 AA

Comment: Replaced by 2L8Z-2162-AA

SALES:

2006	0
2005	0
2004	0
2003	1517
2002	5163
2001	609

Application:

In	Out	
Yr	Yr	Feature Descriptions

		03 FORD ESCAPE / MAZDA TRIBUTE
01	01	FORD ESCAPE / MAZDA TRIBUTE ALL AUTOMATIC TRANSMISSIONS
		ALL LEFT HAND DRIVE KANSAS CITY PLANT BUILD
01	03	FORD ESCAPE / MAZDA TRIBUTE ALL AUTOMATIC TRANSMISSIONS
		ALL LEFT HAND DRIVE FEATURE CONTENT GROUP 3
01	02	FORD ESCAPE / MAZDA TRIBUTE ALL AUTOMATIC TRANSMISSIONS
		ALL LEFT HAND DRIVE FEATURE CONTENT GROUP 1
		FEATURE CONTENT GROUP 5
02		FORD ESCAPE / MAZDA TRIBUTE ALL AUTOMATIC TRANSMISSIONS
		ALL RIGHT HAND DRIVE GREAT BRITAIN
01	02	FORD ESCAPE / MAZDA TRIBUTE ALL AUTOMATIC TRANSMISSIONS
		ALL RIGHT HAND DRIVE EXCEPT GREAT BRITAIN
01	01	FORD ESCAPE / MAZDA TRIBUTE ALL MANUAL TRANSMISSIONS
01	03	FORD ESCAPE / MAZDA TRIBUTE ALL MANUAL TRANSMISSIONS
		ALL LEFT HAND DRIVE FEATURE CONTENT GROUP 3
01	02	FORD ESCAPE / MAZDA TRIBUTE ALL MANUAL TRANSMISSIONS
		ALL LEFT HAND DRIVE FEATURE CONTENT GROUP 1
		FEATURE CONTENT GROUP 5
01	02	FORD ESCAPE / MAZDA TRIBUTE ALL MANUAL TRANSMISSIONS
		ALL RIGHT HAND DRIVE GREAT BRITAIN
01	02	FORD ESCAPE / MAZDA TRIBUTE ALL MANUAL TRANSMISSIONS
		ALL RIGHT HAND DRIVE EXCEPT GREAT BRITAIN

2.

MMP Component Name: KIT-BRK MSTR CYL CVR

Service Part Number: 2L8Z-2162-AA

Engineering Number: 2L84 2L211 AA

01-03 Escape Brake Oil Cap

Comment: Replace by 3L8Z- 2162-AA

SALES:

2006	1268
2005	2812
2004	29883
2003	50835
2002	11840
2001	609

Application:

In Out	Yr Yr Feature Descriptions	Feature Descriptions

	02 05 FORD ESCAPE / MAZDA TRIBUTE	
	03 03 ESCAPE/TRIBUTE (U204) RHD	In Out

3.

MMP Component Name: KIT-BRK MSTR CYL CVR

Service Part Number: 3L8Z-2162-AA

Engineering Number: 3L84 2L211 AA

Comment:

SALES:

YEAR	Quantity
2006	3039
2005	8229
2004	59678
2003	50835
2002	11840
2001	609

Application:

In Out	Yr Yr Feature Descriptions	Feature Descriptions

	02 06 FORD ESCAPE / MAZDA TRIBUTE	
	03 03 ESCAPE/TRIBUTE (U204) RHD	
	07 ESCAPE/TRIBUTE/MARINER-	

01-03 Escape Brake Oil Cap

4.

MMP Component Name: CAP ASY-BRK M/CYL FILL

Service Part Number: 2L1Z-2162-BA

Engineering Number: 2L14 2162 BA

Comment:

SALES:

YEAR	Quantity
----	-----
2006	509
2005	611
2004	265
2003	62
2002	1
2001	0

Application:

In Out	Feature Descriptions	Feature Descriptions
Yr Yr	Feature Descriptions	Feature Descriptions
-----	-----	-----
06	EXPLORER/MOUNTAINEER	
02	EXPLORER/MOUNTAINEER	IVD TRACTION BRAKES
03 05	LINCOLN AVIATOR	IVD TRACTION BRAKES
04 04	NAVIGATOR (U228)	LESS ANTI-SPIN TRACTION BRAKES
03 03	NAVIGATOR (U228)	ANTI-SPIN TRACT BRAKES W/O IVD
03 03	NAVIGATOR (U228)	INTERACTIVE VEHICLE DYNAMICS
03 06	NAVIGATOR (U228)	LESS INTERACTIVE VEHICLE DYNAM
03 04	NAVIGATOR (U228)	ROLL STABILITY CNTRL (RSC) BRK
03 03	NAVIGATOR (U228)	INTERACTIVE VEHICLE DYNAMICS
	JOB #1 PROGRAM CONTROL	
03 03	NAVIGATOR (U228)	JOB #2 PROGRAM CONTROL
	ROLL STABILITY CNTRL (RSC) BRK	
03 03	NAVIGATOR (U228)	JOB #2 PROGRAM CONTROL
03 03	NAVIGATOR (U228)	LESS INTERACTIVE VEHICLE DYNAM
	JOB #1 PROGRAM CONTROL	
03 06	NAVIGATOR (U228)	ROLL STABILITY CONTROL (RSC)
03 04	EXPEDITION (U222)	INTERACTIVE VEHICLE DYNAMICS
03 06	EXPEDITION (U222)	LESS INTERACTIVE VEHICLE DYNAM
03 03	EXPEDITION (U222)	ROLL STABILITY CNTRL (RSC) BRK
04 06	EXPEDITION (U222)	ROLL STABILITY CONTROL (RSC)
02 06	FORD ESCAPE / MAZDA TRIBUTE	
05 06	FORD ESCAPE / MAZDA TRIBUTE	ALL AUTOMATIC TRANSMISSIONS
06 06	FORD ESCAPE / MAZDA TRIBUTE	ALL AUTOMATIC TRANSMISSIONS
	ALL LEFT HAND DRIVE	POWER FRT DISC/REAR DRUM
06 06	FORD ESCAPE / MAZDA TRIBUTE	ALL AUTOMATIC TRANSMISSIONS
	ALL LEFT HAND DRIVE	POWER 4-WHEEL DISC

01-03 Escape Brake Oil Cap

03 04 FORD ESCAPE / MAZDA TRIBUTE	ALL AUTOMATIC TRANSMISSIONS
ALL LEFT HAND DRIVE	FEATURE CONTENT GROUP 1
FEATURE CONTENT GROUP 5	
05 06 FORD ESCAPE / MAZDA TRIBUTE	ALL MANUAL TRANSMISSIONS
06 06 FORD ESCAPE / MAZDA TRIBUTE	ALL MANUAL TRANSMISSIONS
ALL LEFT HAND DRIVE	POWER FRT DISC/REAR DRUM
06 06 FORD ESCAPE / MAZDA TRIBUTE	ALL MANUAL TRANSMISSIONS
ALL LEFT HAND DRIVE	POWER 4-WHEEL DISC
03 04 FORD ESCAPE / MAZDA TRIBUTE	ALL MANUAL TRANSMISSIONS
ALL LEFT HAND DRIVE	FEATURE CONTENT GROUP 1
FEATURE CONTENT GROUP 5	
05 06 FORD ESCAPE / MAZDA TRIBUTE	MOD 3.0L DOHC EFI NA V6 G*NAA
TAIWAN PLANT BUILD	HAIDUONG ASSEMBLY PLT(VIETNAM
SANTA ROSA ASY PLNT-PHILIPPINE	TAIWAN
PHILIPPINES	VIETNAM
03 ESCAPE/TRIBUTE (U204) RHD	
07 ESCAPE/TRIBUTE/MARINER-LHD	
07 ESCAPE/TRIBUTE/MARINER-LHD	ALL AUTOMATIC TRANSMISSIONS
07 07 ESCAPE/TRIBUTE/MARINER-LHD	ALL AUTOMATIC TRANSMISSIONS
POWER FRT DISC/REAR DRUM	
07 ESCAPE/TRIBUTE/MARINER-LHD	ALL MANUAL TRANSMISSIONS
07 07 ESCAPE/TRIBUTE/MARINER-LHD	ALL MANUAL TRANSMISSIONS
05 06 FORD ESCAPE / MAZDA TRIBUTE	ALL 2 WHEEL DRIVE
07 ESCAPE/TRIBUTE/MARINER-LHD	ALL 2 WHEEL DRIVE
UNLEADED FUEL CAPABILITY	