



Action Detail

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VIN: 1FMZU73E82Z [REDACTED]
Name: MS [REDACTED]
Symptom Desc: AUTO TRANS NO ENGAGEMENT UNINTEND MVMNT
Reason Desc: LEGAL - ACCIDENT
Issue Type: 07 LEGAL
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
Odometer: 41320 MI
Action Date: 06/07/2004
Analyst Name: LEICH,CHERIE

Year: 2002
Owner Status: Subsequent
Issue Status: OPEN
Comm Type: FAX
Action Time: 09:59:15:230
Analyst: CLEICH

Model: EXPLORER
WSD: 2002-03-21
Primary Phone: [REDACTED]
Secondary Phone: [REDACTED]
Dealer: ROCHESTER FORD
P & A Code: 03830
Action Data: No

Case: 1359551594

COMMENTS: *****PRODUCT LIABILITY***** FAX RECEIVED 6-4-04. DEALER CONTACT: SCOTT A. CRANE. CUSTOMER ALLEGES VEHICLE DID NOT PROPERLY GO INTO PARK AND VEHICLE ROLLED BACKWARDS CAUSING DAMAGE. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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All Action Details for Issue

VIN: 1FMZU73KX3Z [REDACTED] Year: 2003 Model: EXPLORER Case: 1514250564
Name: [REDACTED] Owner Status: Original WSD: [REDACTED]
Symptom Desc: AUTO TRANS NO ENGAGEMENT Prima: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Dealer: 09670 DUTHLER FORD SALES, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 7000 MI Comm Type: PHONE
Analyst Name: FERRARO KRISTINA Analyst: KFERRARO
Action Date: 02/25/2004 Action Time: 15.18.47.893 Action Data: Yes

Comments CUSTOMER SAID: =CUST WAS INVOLVED IN A MINOR ACCIDENT OVER THE WEEKEND =DATE OF ACCIDENT: FEB. 21, 2004 =LOCATION: KALAMAZOO & 16TH (KENTWOOD, MI) =A POLICE REPORT WAS FILED: REPORT #: 04-10772 - OFFICER: KOK (TOWN OF KENTWOOD) =CUST SON WAS PUTTING GAS IN VEH - IT WAS IN PARK BUT STARTED ROLLING BACK SLOWLY - HER SON GOT BEHIND THE VEH TO TRY & STOP IT - A PASSERBY JUMPED INTO DRIVER'S SEAT & TRIED TO PRESS BRAKE TO STOP VEH BUT PRESSED GAS PEDAL INSTEAD =VEH HIT A VAN & THERE WAS A LITTLE DAMAGE TO VAN - DENT ON THE HATCH & BACKGLASS WAS SHATTERED =INSURANCE COMPANY HAS BEEN NOTIFIED: JEFF GREY STATE FARM =VEH IS REPAIRABLE & CURRENTLY BEING REPAIRED BY INDEPENDENT RECOMMENDED BY INS. CO. =INDEPENDENT SHOP: RODENHOUSE BODY SHOP (616) 871-6670 =IND. TOLD CUST THERE ARE NO RECALLS ON THIS VEH =NO INJURIES REQUIRING HOSPITAL/MEDICAL ATTENTION AT THIS POINT =CUST NO LONGER FEELS SAFE WITH THIS VEH & WOULD LIKE FORD TO PROVIDE HER WITH ANOTHER VEH, PREFERABLY NOT ANOTHER EXPLORER DEALER SAID: DUTHLER FORD 3560 28TH STREET S.E. GRAND RAPIDS, MI 49512 =WE DON'T WANT TO WORK ON THIS VEH =IF YOU'RE SEEKING HELP FROM FORD, YOU'LL HAVE TO GO BACK TO YOUR ORIGINAL SELLING DLRCRC 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.

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 09670 DUTHLER FORD SALES, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 7000 MI Comm Type: PHONE
Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
(J.)
Action Date: 02/26/2004 Action Time: 10.25.25.186 Action Data: Yes

Comments *** LPA COMMENTS *** - LPA CONTACTED CUSTOMER AND ACKNOWLEDGED RECEIPT OF COMPLAINT

Data Element Name	Data Value
CONTACT PERSON	DERICEE BANKS

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
Dealer: 09670 DUTHLER FORD SALES, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 7000 MI Comm Type: MAIL
Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
(J.)



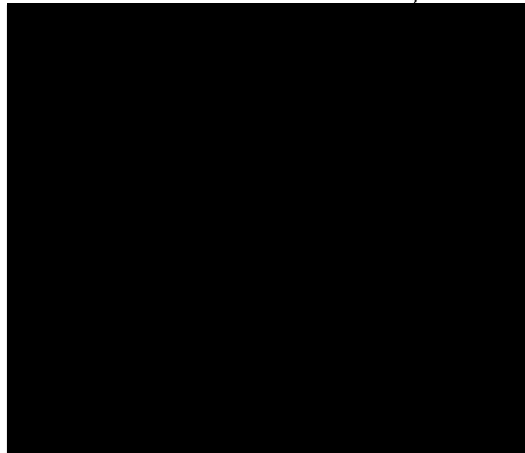
Action Detail

VIN: 1FMZU63K13Z [REDACTED]	Year: 2003	Model: EXPLORER	Case: 563622963
Name: MS [REDACTED]	Owner Status: Original	WSD: 2003-07-25	
Symptom Desc: PARKING BRAKE INOP/INEFFECTIVE		Primary Phone [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: SAMES MOTOR COMPANY, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 04498	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS	<i>Cust's</i> [REDACTED]		
Odometer: 2000 MI	Comm Type: PHONE		
Action Date: 10/23/2003	Action Time: 15:38:15:260	Action Data: Yes	
Analyst Name: SABRE FRASER	Analyst: SFRASE10		

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
ARI		BIMSTEIN	9562370817	SPOUSE

COMMENTS: CUSTOMER SAYS: -TWO DAYS AGO THE CUST ENDGAGED THE EMGENCY BRAKE AND THE VEH ROLED BACK AND HIT ANOTHER VEH -THIS CAUSED DAMAGE TO THE BACK BUMPER -THE CUST FEELS THE ISSUE IS FORD RESPOSABILITY AND WANTS FORD TO PAY TO FIX THE ISSUE -THE ACCIDENT HAPPENED ON TUE/OCT/21/2003 - THE ACCIDENT HAPPENED AT THE CUST HOME IN HIS DRIVWAY -THERE WAS NO POLICE REPAOT FILED -THE CUST HAS NOT FILED A CLAIM THROUGH HIS INSURANCE COMPANY PER CUSTOMER, DEALER SAYS: -THE DEALER INFORMED THE CUST TO BRING IN THE VEH AND THAY WILL FIX THE EMERGANCY BRAKE ONLY 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





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[Redacted]

Res: 41
Loudes

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Tuesday, January 17, 2006 1:39 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Markets

Dealership Name: Sutton Ford
Requesting Dealer: Sutton Ford
Contact Person: Ryan Voigt
Telephone: 7087208000
Email Address: rvoigt@suttonford.com
PA Code: 01527
Region: chicago
City: Matteson
Dealer State: IL
Fax Number: 708-720-4298
WSD: ?

- EYI only -

Vehicle Year: 2005
Vehicle Model: Explorer
Vehicle VIN: 1FMZU73K55U [Redacted]

- hit a tree

Mileage: 5675
Customer Name: [Redacted]
Street Address: [Redacted]
City: Park Forest
State: Illinois

Zip Code: [Redacted]
Home Ph: [Redacted]
Work Ph: [Redacted]

Customer Region: 41 - Chicago
Incident Involves: Accident
Date of Incident: 01/11/2006
County in which incident occurred: Cook
Is Alleging Defect: Yes

Alleging defect detail: She states that the vehicle jumped out of park after she parked in her driveway and rolled down after her when she went to get the mail. She states that her keys were in her hand.

Police Report Filed: No
Insurance Company Contacted: Y
Insurance Company Advice: They are fixing it.

Insurance Company Contact Information: State Farms Ron Williams Claim # [Redacted]

Coach Builder State: AK - Alaska

Resolution Sought Detail: She states that it is problem with the vehicle. We checked it out and can find nothing wrong with it.



Action Detail

VIN: 1FMZU73KX3Z [REDACTED]	Year: 2003	Model: EXPLORER	Case: 1609571843
Name: MR [REDACTED]	Owner Status: Original	WSD: 2003-04-22	
Symptom Desc: EXT TRIM/ACCESSORY BUMPER/FACIA APPEARANCE		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: BOYD COUNTY FORD INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 01940	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 4000 MI	Comm Type: PHONE		
Action Date: 07/03/2003	Action Time: 16:44:54:750	Action Data: Yes	
Analyst Name: NORMA MCKENZIE	Analyst: NMCKENZI		

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
COMMENTS: CUSTOMER SAYS: VEH. WAS IN PARK WHEN IT ROLL BACK VERY FAR HIS WIFE WAS OUT OF THE VEH. THE VEH. HIT A HOUSE AND DAMAGE THE BUMPER AND TAIL LIGHT == DAMAGE WAS DONE TO THE NEIGHBOUR HOUSE. INSURANCE COMPANY WAS CALL THEY WILL SEND SOMEONE TO ACCESS THE DAMAGE COUPLE BRUISES TO HER KNEE K SCIOTO COUNTRY POLICE RECORD WAS FILE. ENGINE WAS OFF WHEN THIS HAPPEN. SEEKING TO KNOW WHY THE VEH. ROLL BACK WHILE IN PARK. PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349				



Action Detail

[Print Action Detail](#)

VIN: 1FMZU73K24U [REDACTED]	Year: 2004	Model: EXPLORER	Case: 1431973654
Name: MRS [REDACTED]	Owner Status: Original	WSD: 2004-04-23	
Symptom Desc: AUTO TRANS NO ENGAGEMENT UNINTEND MVMNT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: PAUL MILLER FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD		P & A Code: 05688	
Odometer: 14677 MI	Comm Type: FAX		
Action Date: 06/08/2005	Action Time: 12:56:50:887	Action Data: <u>Yes</u>	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY*****FAX RECEIVED 6-6-05. DEALER CONTACT: LEE BEALL. CUSTOMER ALLEGES TRANSMISSION CAME OUT OF PARK AND ROLLED DOWNHILL AND HIT CONCRETE LEDGE.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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All Action Details for Issue

[Print](#)

VIN: 1FMZU73E12Z [REDACTED] Year: 2002 Model: EXPLORER Case: 590843012
Name: MR [REDACTED] Owner Status: Original WSD: 2002-09-14
Symptom Desc: PARKING BRAKE INOP/INEFFECTIVE Primary Phone: [REDACTED]
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
Dealer: 20533 DAN BUCKEYFORD INC Origin Desc: US CONCERN CASE BASE
Odometer: 22000 MI Comm Type: PHONE
Analyst Name: CABACUNGAN SUSAN Analyst: SCABACUN
Action Date: 01/11/2005 Action Time: 17.39.14.379 Action Data: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
KIM		COEN		SPOUSE

Comments CUSTOMER SAID: = ON JAN 11 , MY VEH WAS PARKED IN A SLIGHT INCLINED POSITION , THE EMERGENCY BRAKE WAS ON THERE WAS SLIGHT SNOW ON THE GROUND= AS I OPENED THE BACK GLASS TO GET MY GROCERIES, MY VEH STARTED TO ROLL = CUST WAS HIT ON HER KNEES= THERE WAS NO POLICE REPORT FILED = NO SERIOUS INJURIES REPORTED= HAS NOT INFORMED THE INSURANCE COMPANY= CUST WAS TRAUMATIZED AND SUFFERED BRUISES ON THE KNEES= VEH HAS NOT BEEN DIAGNOSED YET = CUST IS SEEKING FOR SOME INFORMATION AS TO WHY THE VEH DID THIS OR IS THERE A KNOWN CONCERN ON THE VEHDEALER SAID: DAN BUCKEY FORD INC540 CHESTNUT RIDGE ROADCHESTNUT RIDGE, NY 10977 TEL: (845) 352-3033CRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.= ADV CUST NO FSA/CSP RELATED TO THIS PROBLEM= ADV CUST TO HAVE THE VEH CHECKED BY THE DLRSH = ADV CUST FSA # 04S20 (LIFTGATE GLASS HINGE)

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 20533 DAN BUCKEYFORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 22000 MI Comm Type: PHONE
Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
(V.)
Action Date: 01/12/2005 Action Time: 08.27.01.142 Action Data: Yes

Comments ***LPA COMMENTS***LPA ACKNOWLEDGES RECEIPT OF THE CUSTOMER'S CONTACT MADE TO THE CRC. THE CUSTOMER IS ALLEGING SHE WAS PARKED ON A HILL WITH SNOW ON THE GROUND. SHE APPLIED THE PARKING BRAKE, AND EXITED THE VEHICLE TO THE REAR. SUDDENLY THE VEHICLE ROLLED BACK A LITTLE ON THE INCLINE BUMPING HER KNEES. NO INJURIES WERE SUSTAINED TO THE KNEES, JUST A LITTLE BRUISES. THE CUSTOMER HAS NOT CONSULTED THE INSURANCE COMPANY OR THE DEALERSHIP.

Data Element Name

Data Value

CONTACT PERSON

MRS. [REDACTED]

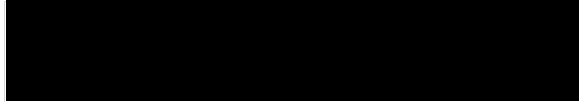
Action: REDIRECT TO OTHER

Dealer: 20533 DAN BUCKEYFORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 22000 MI Comm Type: MAIL
Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1

(V.)

Action Date: 01/12/2005**Action Time:**
08.30.42.899**Action Data:** No

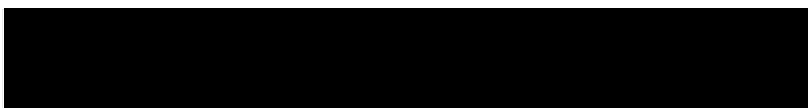
Comments ***LPA COMMENTS***LPA HAS REVIEWED THE ABOVE CASE, AND HAVE REDIRECTED THE CUSTOMER TO THE DEALERSHIP FOR POSSIBLE ASSISTANCE. THE DEALERSHIP WILL WELCOME THE OPPORTUNITY TO ADDRESS THE CUSTOMER'S ALLEGED CONCERN. NO FURTHER ACTION WILL BE PROVIDED BY FMC AT THIS TIME.



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VIN: 1FMZU73E92Z [REDACTED] Year: 2002 Model: EXPLORER
Owner Status: ORIGINAL WSD: 08/28/01
Name: MR [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 568363041 Day Ph: [REDACTED]
Symptom Desc: AUTO TRANS ENGAGEMENT DELAYED/SLIPS
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: QUALITY FORD OF MT VERNON, INC
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 20000 MI
Analyst: LLINCOLN LAZARUS LINCOLN Document Number:
Action Date: 09/24/02 Action Data: Y Action Time: 21:48:28 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: NT INTO A REVERSE GEAR AND AS A RESULT VEH WENT BACK AND HIT
A POLE LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED.
-ON 233RD STREET IN BRONX, NEW YORK -NO ONE HAS INJURE
D WHETHER OR NOT THERE WAS A POLICE REPORT FILED. -NO POLI
CE REPORT FILED WHETHER OR NOT THE CUSTOMER HAS FILED A CLA
IM WITH THEIR INSURANCE COMPANY. -DID NOT FILE CLAIM WITH
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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Action Detail

VIN: 1FMZU73EX2Z	Year: 2002	Model: EXPLORER	Case: 1534670826
Name: MS	Owner Status: Subsequent	WSD: 2002-04-11	
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: ROWE FORD SALES	
Origin Desc: US CONCERN CASE BASE		P & A Code: 09143	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 54000 MI	Comm Type: PHONE		
Action Date: 03/23/2006	Action Time: 14:51:06:600	Action Data: Yes	
Analyst Name: EVANS SHERYL	Analyst: SEVAN102		

COMMENTS: CUSTOMER SAID: -I BROUGHT THE VEH USED LAST AUGUST 2005-ON MARCH 14, 2006 THE ACCIDENT HAPPENED -MY VEH WAS PARKED ON THE TOP OF THE DRIVEWAY AND I WAS CLEANING THE VEH -MY VEH ROLL DOWN THE WHOLE DRIVEWAY ON ME AND CROSS THE ROAD IN A PARKING LOT -I WAS BANGED UP AND BRUISED AND CUT BUT NO SERIOUS DAMAGE-I DIDNOT TAKE THE VEH TO THE DEALERSHIP AFTER THE ACCIDENT -I DID CONTACT AN ATTORNEY ABOUT THIS ISSUE -I DON'T TRUST MY VEH, I WILL TO BE REIMBURSE FOR MY MEDICAL BILLS, NEW VEH, LOST WAGES AND PAIN AND SUFFERINGDEALER SAID: ROWE FORD SALES91 MAIN ST. WESTBROOK, ME 04092TEL: (800) 872-7693 X2078CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.-----ADV OF ABOVE INFO

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All Action Details for Issue

[Print](#)

VIN: 1FMZU73F42U [REDACTED] Year: 2002 Model: EXPLORER Case: 317482903
Name: [REDACTED] Owner Status: Original WSD: 2002-07-19
Symptom Desc: A/T ENGAGEMENT SHIFT LVR/LINK. Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Dealer: 00033 ROTH FORD, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 11000 MI Comm Type: PHONE
Analyst Name: MARLITT MATZANKE Analyst: MMATZANK
Action Date: 10/17/2003 Action Time: 08.48.19.463 Action Data: Yes

Caller Information If Different From Vehicle Owner:

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

Comments CUSTOMER SAYS: --- 10/16/2003 ROLLED OFF ON ITS OWN. THE VEHICLE WAS STILL IN PARK WHEN THEY GOT TO THE VEHICLE. THE VEHICLE HAS A SAFETY PROBLEM THAT CUST WANTS TO REPORT. THE CUST ADVISED THAT VEHICLE RUNS OFF WHEN IN PARK. THE VEHICLE WAS PARKED ON LEVEL GROUND IN THE DRIVEWAY. THERE WAS A WINDSTORM AND THE VEHICLE ROLL BACK WHERE THE DRIVE WAY GOES TO A SLIGHT INCLINE WHERE THE VEHICLE CONTINUED TO ROLL INTO A TREE. CUST KNOWS OF THREE OTHER VEHICLES IN THE SAME NEIGHBORHOOD ONE A PICKUP. AND AND EXPLORER BOTH THOSE VEHICLES HAD CHILDREN IN IT...CUST FEELS THAT THERE IS A DEFECT THAT CAUSED THIS PROBLEM.. CUST HAS CALLED HIS INSURANCE.. WAS TOLD THAT THERE IS \$2000- \$2500 DAMAGE ON THE VEHICLE ... CUST DOES NOT FEEL THAT THE VEHICLE SHOULD COME OUT OF PARK... PER CUSTOMER, DEALER SAYS: ROTH FORD, INC. HC 30, BOX 40 PETERSBURG, WV 26847 DISTANCE: 963 FEET TEL: (800) 334-7684 CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
Dealer: 00033 ROTH FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 11000 MI Comm Type: PHONE
Analyst Name: CASSANDRA JONES Analyst: CJONES
Action Date: 10/22/2003 Action Time: 07.44.16.363 Action Data: Yes

Comments THERE ARE NO OPEN RECALLS RELATED TO CUSTOMER CONCERNS. SITUATION IS BEST HANDLED BY INSURANCE CO. THRU SUBORGATION. WILL CALL CUST TO EXPLAIN POSITION. LETTER OF CLOSING WILL BE SENT TO CUSTOMER.

Data Element Name	Data Value
CERTIFIED LETTER #	

Action: FINAL CASE DISPOSITION

Dealer: 00033 ROTH FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 11000 MI

Comm Type: MAIL

Analyst Name: CASSANDRA
JONES

Analyst: CJONES

Action Date: 10/22/2003

Action Time:
07.48.11.599

Action Data: No

Comments LETTER OF CLOSING SENT TO CUSTOMER.



Action Detail

VIN: 1FMZU63K55U [REDACTED]	Year: 2005	Model: EXPLORER	Case: 504500866
Name: MRS [REDACTED]	Owner Status: Subsequent	WSD: 2005-01-21	
Symptom Desc: AUTO TRANS NO ENGAGEMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Pho [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: CAPITOL EXPRESSWAY FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 06098	
Action Desc: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP			
Odometer: 8000 MI	Comm Type: PHONE		
Action Date: 08/07/2006	Action Time: 16:22:32:567	Action Data: No	
Analyst Name: ILEANA BRITO (IBRITO3)	Analyst: IBRITO3		

COMMENTS: CUSTOMER SAID: - CUST PUT VEH IN PARK AND STEPPED OUT OF VEH- VEH DID NOT STAY IN PARK- DATE OF ACCIDENT 3/26/06- CUST SAYS SHE WAS INJURED- NO MAJOR INJURIES- VEH ROLLED DOWN DRIVE WAY- CUST WAS STUCK UNDER VEH- VEH RAN OVER HER LEG UPTO HER KNEE- HAS LOST SENSATION OF ANKLE- POLICE REPORT WAS FILE- BUT CUST DOES NOT HAVE #- VEH HAS NOT BEEN INSPECTED- FEELS FORD IS RESPONSIBLE- IS NOT WORKING WITH INSURANCE- WANTS FORD TO PAY FOR VEH'S REPAIRS AS WELL AS COMPENSATION- SAYS SHE HAS NOT RECEIVED LETTER FROM LEGALDEALER SAID: NONECAPITOL EXPRESSWAY FORD919 CAPITOL EXPRESSWAY SAN JOSE, CA 95136TEL: (408) 265-6000CRC ADVISED: THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN CONTACT WITHIN 10 BUSINESS DAYS.//----- CUST MENTIONED SHE HAS 2 HOME ADDRESSES- NOTIFICATION WAS SENT TO FLORIDA, CUST IS REQUESTING TO RECEIVE MAIL AT:1529 KOOSER RDSAN JOSE, CA 95118//----- ADVISED CUST OF PHRASEOLOGY

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- Pass Park Brake failure
- written warranty
- Injury
- No recalls
- send inj letter

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Action Detail

VIN: 1FMZU63K55U [REDACTED]	Year: 2005	Model: EXPLORER	Case: 504500866
Name: MRS [REDACTED]	Owner Status: Subsequent	WSD: 2005-01-21	
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Pho [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: CAPITOL EXPRESSWAY FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 06098	
Action Desc: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP			
Odometer: 8000 MI	Comm Type: PHONE		
Action Date: 03/27/2006	Action Time: 14:00:49:643	Action Data: No	
Analyst Name: BAROLETTE HENRI	Analyst: HBAROLET		

COMMENTS: CUSTOMER SAID: -ACCIDENT OCCURED AT 10AM ON 3/26/06.-CUST STATED THAT SHE PLACED VEH IN PARK AND IT SLIPPED INTO REVERSE.-OCCURED IN DRIVEWAY ACCROSS STREET.-A POLICE REPORT WAS FILED BUT CUST HAS NOT GOTTEN A COPY.-HAS NOT CONTACTED THE INSURANCE COMPANY.-NO DAMAGE TO VEH.-CUST LEG WAS CRUSHED AFTER VEH RAN OVER IT. -CUST CALLED TO HAVE THIS DOCUMENTED.DEALER SAID: -NONECAPITOL EXPRESSWAY FORD919 CAPITOL EXPRESSWAY SAN JOSE, CA 95136TEL: (408) 265-6000CRC ADVISED: THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT WITHIN 7-10 BUSINESS DAYS.

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All Action Details for Issue

[Print](#)

VIN: 1FMZU72E222 [REDACTED] Year: 2002 Model: EXPLORER Case: 358020564
Name: MR [REDACTED] Owner Status: Original WSD: 2001-09-29
Symptom Desc: A/T ENGAGEMENT SHIFT LVR/LINK. Primary Phone: [REDACTED]
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND**Dealer:** 20651 FULLERTON FORD**Origin Desc:** CONSUMER AFFAIRS - LITIGATION
PREVENTION-FD**Odometer:** 1 MI**Comm Type:** FAX**Analyst Name:**
LEICH,CHERIE**Analyst:** CLEICH**Action Date:** 02/25/2004**Action Time:**
09.56.42.427**Action Data:** Yes

Comments *****ATTORNEY DEMAND***** FAX RECEIVED 2-20-04. ATTORNEY ALLEGES
CLIENT'S VEHICLE HAS BEEN SERVICED FOR CHRONIC GEAR SHIFTING MALFUNCTIONS. ATTORNEY DEMANDS
CONTACT FROM FORD REPRESENTATIVE.

Data Element Name**Data Value**-----
NAME OF LAW FIRM
ATTORNEY NAME
ATTORNEY PHONE NUMBER-----
KIMMEL & SILVERMAN
ROBERT M. SILVERMAN
2155408888**Action:** MAKE OUTBOUND CALL TO ATTORNEY**Dealer:** 20651 FULLERTON FORD**Origin Desc:** CONSUMER AFFAIRS - LITIGATION
PREVENTION**Odometer:** 1 MI**Comm Type:** OTHER**Analyst Name:** KIRKSEY, VINCE
(V.)**Analyst:** VKIRKSE1**Action Date:** 02/26/2004**Action Time:**
09.03.58.196**Action Data:** Yes

Comments ***LPA COMMENTS*** LPA ACKNOWLEDGES RECEIPT OF THE ATTORNEY DEMAND LETTER SENT ON
BEHALF OF THE CUSTOMER BY KIMMEL/SILVERMAN.

Data Element Name**Data Value**-----
CONTACT PERSON-----
BOB SILVERMAN**Action:** INFORMATIONAL CALL/FAX WITH OTHER PARTY**Dealer:** 20651 FULLERTON FORD**Origin Desc:** CONSUMER AFFAIRS - LITIGATION
PREVENTION**Odometer:** 1 MI**Comm Type:** EMAIL**Analyst Name:** KIRKSEY, VINCE
(V.)**Analyst:** VKIRKSE1**Action Date:** 03/02/2004**Action Time:**
14.01.29.280**Action Data:** No

Comments ***LPA COMMENTS*** LPA HAS SENT AN E-MAIL TO THE CSM REQUESTING ADDITIONAL
INFORMATION REGARDING THE CUSTOMER'S CONCERN.

Action: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND

Dealer: 20651 FULLERTON FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 1 MI

Comm Type: FAX

Analyst Name: KIRKSEY, VINCE
(V.)

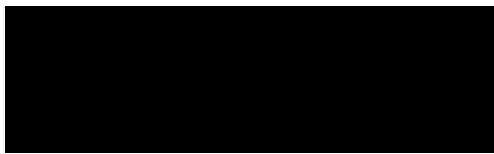
Analyst: VKIRKSE1

Action Date: 03/02/2004

Action Time:
14.09.28.714

Action Data: No

Comments ***LPA COMMENTS*** LPA HAS REVIEWED THE ABOVE CASE. UNFORTUNATELY, WE WILL BE ABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND PROPOSE NO FURTHER ACTION.



All Action Details for Issue

[Print](#)

VIN: 1FMZU63K73L [REDACTED] Year: 2003 Model: EXPLORER Case: 1282672664
Name: MR [REDACTED] Owner Status: Original WSD: 2003-04-24
Symptom Desc: AUTO TRANS NO ENGAGEMENT UNINTEND MVMNT Primary Phone: [REDACTED]
Reason Desc: LEGAL - ALLEGED SERIOUS INJURY Secondary Phone:
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Dealer: 02741 PAT MILLIKEN FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION-FD

Odometer: 21449 MI

Comm Type: FAX

Analyst Name:

Analyst: CLEICH

LEICH,CHERIE

Action Date: 09/22/2004

Action Time:
07.51.07.094

Action Data: No

Comments *****PRODUCT LIABILITY***** FAX RECEIVED 9-21-04. DEALER CONTACT: PAT LYONS. CUSTOMER ALLEGES VEHICLE WAS PARKED IN DRIVEWAY WITH ENGINE RUNNING. SHE OPENED DRIVER'S SIDE REAR DOOR WHEN VEHICLE STARTED ROLLING BACKWARD. CUSTOMER ALLEGES SHE WAS TRAPPED UNDER THE VEHICLE AND DRAGGED, FRACTURING HER ANKLE. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 02741 PAT MILLIKEN FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 21449 MI

Comm Type: PHONE

Analyst Name: SCHWAGLE,JEFF
(J.)

Analyst: JSCHWAGL

Action Date: 09/22/2004

Action Time:
12.37.31.662

Action Data: Yes

Comments *** LPA COMMENTS *** - LPA LEFT MESSAGE ACKNOWLEDGING RECEIPT OF COMPLAINT

Data Element Name

Data Value

CONTACT PERSON

PAT LYONS

Action: REQUEST FOR VEHICLE INSPECTION - EAA

Dealer: 02741 PAT MILLIKEN FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 21449 MI

Comm Type: EMAIL

Analyst Name: SCHWAGLE,JEFF
(J.)

Analyst: JSCHWAGL

Action Date: 09/22/2004

Action Time:
13.02.48.579

Action Data: No

Comments *** LPA COMMENTS *** - LPA REQUESTED INSPECTION BY EAA

Action: RECEIVE VEHICLE INSPECTION BACK

Dealer: 02741 PAT MILLIKEN FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

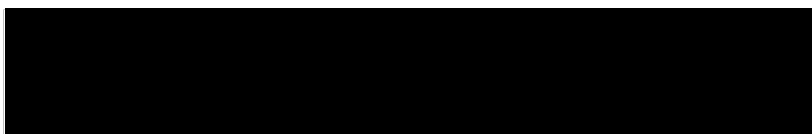
Odometer: 21449 MI

Comm Type: MAIL

Analyst Name: SCHWAGLE,JEFF

(J.)

Analyst: JSCHWAGL**Action Date:** 09/28/2004**Action Time:**
09.59.20.771**Action Data:** Yes**Comments** ***LPA COMMENTS *** - LPA RECEIVED RESULTS OF INSPECTION FROM EAA**Data Element Name****Data Value**FSE
DEALERNO
NO**Action:** DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND**Dealer:** 02741 PAT MILLIKEN FORD, INC.**Origin Desc:** CONSUMER AFFAIRS - LITIGATION
PREVENTION**Odometer:** 21449 MI**Comm Type:** MAIL**Analyst Name:** SCHWAGLE,JEFF
(J.)**Analyst:** JSCHWAGL**Action Date:** 09/28/2004**Action Time:**
10.27.10.097**Action Data:** No**Comments** *** LPA COMMENTS *** - EAA WAS NOT ABLE TO VERIFY CONCERN - EAA FOUND NO FORD PRODUCT DEFECTS - LPA RECOMMENDED THAT CUSTOMER CONTACT THEIR INSURANCE COMPANY REGARDING REPAIRS TO THE VEHICLE - LPA NOTED THAT THE INSURANCE COMPANY HAS THE RIGHT TO SUBROGATE FORD MOTOR COMPANY IF THEY CHOOSE - LPA RECOMMENDS NO FURTHER ACTION PENDING RECEIPT OF REQUESTED DOCUMENTS RELATED TO ALLEGED PERSONAL INJURY



All Action Details for Issue

[Print](#)

VIN: 1FMZU72K53U [REDACTED] Year: 2003 Model: EXPLORER Case: 1536152154
Name: MR [REDACTED] Owner Status: Original WSD: 2002-12-16
Symptom Desc: AUTO TRANS ENGAGEMENT DELAYED/SLIPS Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Dealer: 09035 YANKEE FORD SALES

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION-FD

Odometer: 1 MI

Comm Type: FAX

Analyst Name:

Analyst: CLEICH

LEICH,CHERIE

Action Date: 08/02/2004

Action Time:
14.53.34.321

Action Data: No

Comments *****PRODUCT LIABILITY***** FAX RECEIVED 8-2-04. DEALER CONTACT:
[REDACTED] CUSTOMER ALLEGES VEHICLE "JUMPED" OUT OF PARK, ROLLED DOWN INCLINE AND
DAMAGED BUMPER, FENDER AND DOOR. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 09035 YANKEE FORD SALES

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 18839 MI

Comm Type: PHONE

Analyst Name: SCHWAGLE,JEFF
(J.)

Analyst: JSCHWAGL

Action Date: 08/02/2004

Action Time:
16.30.23.872

Action Data: Yes

Comments *** LPA COMMENTS *** - LPA CONTACTED DEALERSHIP AND ACKNOWLEDGED RECEIPT OF
COMPLAINT

Data Element Name

Data Value

CONTACT PERSON

PATRICK MURRAY

Action: REQUEST FOR VEHICLE INSPECTION - EAA

Dealer: 09035 YANKEE FORD SALES

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 18839 MI

Comm Type: EMAIL

Analyst Name: SCHWAGLE,JEFF
(J.)

Analyst: JSCHWAGL

Action Date: 08/03/2004

Action Time:
09.58.30.458

Action Data: No

Comments *** LPA COMMENTS *** - LPA REQUESTED EAA INSPECTION OF VEHICLE

Action: RECEIVE VEHICLE INSPECTION BACK

Dealer: 09035 YANKEE FORD SALES

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 18839 MI

Comm Type: FAX

Analyst Name: SCHWAGLE,JEFF
(J.)

Analyst: JSCHWAGL

spoke to cust.
1:15 on 8/16
8/17

Action Date: 08/10/2004**Action Time:**
13.53.28.227**Action Data:** Yes**Comments** *** LPA COMMENTS *** - LPA RECEIVED INSPECTION REPORT FROM EAA**Data Element Name****Data Value**

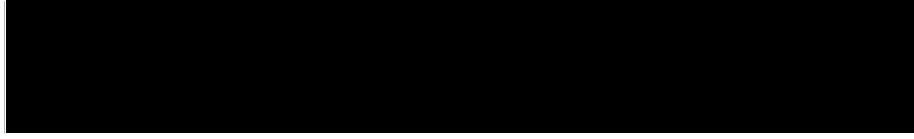
FSE

NO

DEALER

NO

Action: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND**Dealer:** 09035 YANKEE FORD SALES**Origin Desc:** CONSUMER AFFAIRS - LITIGATION
PREVENTION**Odometer:** 18839 MI**Comm Type:** MAIL**Analyst Name:** SCHWAGLE,JEFF
(J.)**Analyst:** JSCHWAGL**Action Date:** 08/10/2004**Action Time:**
13.58.40.853**Action Data:** No**Comments** *** LPA COMMENTS *** - EAA INSPECTOR INVESTIGATED VEHICLE AND WAS UNABLE TO DUPLICATE CONCERN - NO FORD PRODUCT DEFECT WAS FOUND - LPA RECOMMENDED THAT CUSTOMER CONTACT THEIR INSURANCE COMPANY - LPA NOTED THAT THE INSURANCE COMPANY MAY SUBROGATE FORD MOTOR COMPANY IF THEY CHOOSE - LPA RECOMMENDS NO FURTHER ACTION



Action Detail

VIN: 1FMZU73K14U	Year: 2004	Model: EXPLORER	Case: 1594933353
Name: [REDACTED]	Owner Status: Original	WSD: 2003-10-31	
Symptom Desc: AUTO TRANS ENGAGEMENT DELAYED/SLIPS		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: HAMPTON FORD INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 08812	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 3000 MI	Comm Type: PHONE		
Action Date: 12/01/2003	Action Time: 16:31:05:520	Action Data: Yes	
Analyst Name: WANJIKN WAMUGO	Analyst: WWAMUGO		

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
FRANK		VETERE		OTHER

COMMENTS: CUSTOMER SAYS: EXPLORER - HAD ACCIDENT. PUT VEH IN PARK, VEH MOVED AND FRONT DOOR WAS KNOCKED OFF IN HIS GARAGE. VEH IS AT BEING REPAIRED BY FORD. CONCERNED ABOUT THE VEH SAFETY. DLR IS WAITING FOR THE INSURANCE COMPANY TO FINISH ASSESMENT. HE WAS BRUISED. PER CUSTOMER, DEALER SAYS: 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



All Action Updates for Issue

Print

VIN: 1FMZU64E72Z [REDACTED] Year: 2002 Model: EXPLORER Case: 1560671713
Name: MR [REDACTED] Owner Status: Original WSD: 2001-04-09
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED
Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF
Dealer: 00543 SKYLINE FORD SALES, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 32000 MI Comm Type: PHONE
Analyst Name: RODRIGO RIVAS Analyst: RRIVAS
Action Date: 06/20/2003 Action Time: 15.34.15.515 Action Data: No

Caller Information If Different From Vehicle Owner:

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

Comments CUSTOMER SAYS: -CUST WAS AT HER PARKING LOT WHERE SHE WORKS AND SHE PUT THE VEHICLE IN PARK AND THEN AS SHE WAS GETTING OUT OF THE VEHICLE THE VEHICLE STARTED TO ROLL BACK WHICH CAUSED HER TO TRIP AND THE VEHICLE RAN HER OVER -SHE HAS SUFFERED SOME INJURIES TO HER LEGS THEY ARE BRUSED AND SHE HAS SEVERAL SCRAPES PER CUSTOMER, DEALER SAYS: -NONE CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. -CUST WAS TOLD THAT THE INFORMATION WILL BE SENT TO THE CONSUMER AFFAIRS DEPT. INFERENCE CASE ID: 5341

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 00543 SKYLINE FORD SALES, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 32000 MI Comm Type: PHONE
Analyst Name: PAWELEK, MAUREEN Analyst: MPAWELEK
(M.L.)
Action Date: 06/23/2003 Action Time: 14.02.35.101 Action Data: Yes

Comments LEFT MESSAGE FOR CUSTOMER AT PRIMARY NUMBER.

Data Element Name	Data Value
CONTACT PERSON	ANSWERING MACHINE

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 00543 SKYLINE FORD SALES, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 32000 MI Comm Type: PHONE
Analyst Name: PAWELEK, MAUREEN Analyst: MPAWELEK
(M.L.)
Action Date: 06/25/2003 Action Time: 13.40.47.479 Action Data: Yes

Comments LEFT SECOND MESSAGE FOR CUSTOMER.

Data Element Name	Data Value
CONTACT PERSON	MR. [REDACTED]

...15.515&ISSUE_UPDATE_ID_C=MPAWELEK&USER_ID_C=MPAWELEK&STATUS_

Action: FINAL CASE DISPOSITION**Dealer:** 00543 SKYLINE FORD SALES, INC.**Origin Desc:** CONSUMER AFFAIRS - LITIGATION
PREVENTION**Odometer:** 32000 MI**Comm Type:** OTHER**Analyst Name:** PAWELEK, MAUREEN
(M.L.)**Analyst:** MPAWELEK**Action Date:** 06/27/2003**Action Time:**
16.35.25.986**Action Data:** No**Comments** CUSTOMER HAS NOT RECONTACTED. SENDING LETTER ADVISING CUSTOMER TO CALL IF SHE
WISHES TO DISCUSS SITUATION.



Action Detail

VIN: 1FMZU73K63U [REDACTED]	Year: 2003	Model: EXPLORER	Case: 441160584
Name: MS [REDACTED]	Owner Status: Original	WSD: 2002-12-16	
Symptom Desc: PARKING BRAKE INOP/INEFFECTIVE		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: TWO RIVERS FORD INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 05729	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 12200 MI	Comm Type: PHONE		
Action Date: 02/27/2004	Action Time: 12:15:14:163	Action Data: Yes	
Analyst Name:	Analyst: PNARAYA4		

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
MR [REDACTED]		[REDACTED]		PARENT

COMMENTS: CUSTOMER SAID: - CLAIMS ON SUNDAY WHILE VEH WAS PARKED IN PARK, VEH ROLLED BACK - CAUSED INJURIES TO DAUGHTER & SELF. DAUGHTER HAD BRUISES & NEEDED MEDICAL ATTENTION - ACCIDENT HAPPENED ON SUNDAY 02/22/04 AT 5.30 PM. - LOCATION : CUST'S HOME ADDRESS - WHOLE REAR END HAS BEEN DAMAGED, VEH IS CURRENTLY AT AN INDEP BODY SHOP. - POLICE REPORT WAS FILED & REPORT # 04088313 - CUST HAS CONTACTED THE INSURANCE COMPANY & WAS RECOMMENDED TO TAKE VEH TO THE INDEP. BODY SHOP. - CALLING TO INFORM FORD. - INQUIRING IF THERE IS A RECALL ON THE BRAKES.DEALER SAID: - TWO RIVERS FORD, 2730 LEBANON ROAD, NASHVILLE, TN 37214 TEL: (615) 889-9215CRC 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.

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Document Type

Page 1 of 3

REFERENCE NUMBER

8100965

Tennessee Uniform Traffic Crash Report

Reporting Agency Name

Metrol Nashville Police Dept

Reporting Agency Type

1 Tennessee Highway Patrol (THP)
 3 Sheriff's Office
 4 Capitol Police
 5 Commercial Vehicle Enforcement (CVE)
 6 College/University Campus
 7 National Park Service
 8 Other
 Investigation Complete? ☒ Yes ☐ No
 Photos Taken?
 1 Yes ☒ No
 If Yes, by Whom?
 1 Police
 2 Other

Totals

Date of Crash

Vehicles	Killed	Injured	MONTH	DAY	YEAR
1	0	0	Jan	2	04
2	0	0	Feb	0	0
3	0	0	Mar	0	0
4	0	0	Apr	1	1
5	0	0	May	0	2
6	0	0	Jun	3	3
7	0	0	Jul	4	0
8	0	0	Aug	5	0
9	0	0	Sep	6	0
10	0	0	Oct	7	7
11	0	0	Nov	8	8
12	0	0	Dec	9	9
13	0	0	unk	unk	unk

Day of Crash

Time of Crash

County

City

Area

Trafficway/Land Way/Private Way

SUN

12:40

19

1760

Urban

1 Trafficway - OPEN

MON

0000

0000

0000

2 Rural

2 Trafficway - CLOSED

TUES

0101

0101

0101

3 Parking Lot

3 Private Property or Private Road

WED

0202

0202

0202

Additional Designation

(select 1)

THURS

0303

0303

0303

Hit and Run?

1 Yes-Hit Motor Vehicle in Transport

FRI

0404

0404

0404

2 Yes-Hit Pedestrian or Non-Motorist

3 Yes-Hit Parked Vehicle or Object

SAT

0505

0505

0505

0 Not Applicable

No Hit and Run

UNK

0606

0606

0606

3 Business

Solved?

0707

0707

0707

Residential

1 Yes 2 No

0808

0808

0808

5 School

0909

0909

0909

TDOT Use Only

Rail/Crossing ID

Time Notified

Time Arrived

Police Pursuit Involved?

1 Yes ☐ No ☒

ROUTE NUMBER	SPC CASE	CO. SEQ.	LOG MILE	LOC

GPS Coordinate

LATITUDE

LONGITUDE

School Bus Related?

1 Yes ☐ No ☒

Hwy No. and / Street Name

323 Tamworth Dr (Private Property)

Estimated

FT. MI.

N

W

S

FROM/AT

Hwy No. and / Street Name

Mile Post

Vehicle Number	Total Number of Occupants	Driver Presence
1 2 3 4	1 2 3 4 5 6	1 Driver Operated Vehicle
5 6 7 8	Other	2 Driver Operated Non-Contact Vehicle
9 10 20 30		3 Driver Operated Government Vehicle
		4 Driverless Vehicle

DRIVER NAME	First	M.I.	Last
D2			

ADDRESS	Street & Number
D2	

City & State	ZIP	Phone Number
D2		

Driver's License Number	State	Exp. Year
D4		

Date of Birth	Age	Sex	Race
D1	D5	D6 M F	1 White 2 Black 3 Hispanic 4 Other

License Class	Endorsements	Complied With?	Restrictions	Complied With?
D8	D9	N	D10	N

Injury Code	Safety Equipment	AIRBAG	EJECTION
0 3	00 Non-Motorist 01 Avail. Deployed 02 Avail. Not Deployed 28 Avail. Switch Off	30 Not Available 31 Not Replaced 32 Disabled/Injured 99 Unknown	0 Not Applicable 1 Not Ejected 2 Totally Ejected 3 Partially Ejected 9 Unknown

TRAPPED/EXTRICATED	0 Not Applicable 1 Not Trapped	2 Trapped/Extricated 3 Trapped/Not Extricated	9 Unknown Medical Transport

Driver Residence	1 Less 25 mi. 2 Over 25 mi.	3 Out of State	4 Ambulance/Hospital

Year of Vehicle	Make	Model	Color	Body Type
V5	V6	V7	V8	V9

Vehicle ID Number	Body Code
V11	V10

License Plate Number	State	Exp. Year
V12	V13	V14

Vehicle Owner	First	M.I.	Last

Street Address	City & State	ZIP	Phone Number
V4	V4		

Violations (may select 3)	Charges
0 None 1 Alcohol/Drugs 2 Reckless/Careless 3 Other Moving 4 Other Non-Moving 5 Pending	D13

Investigating Officer Rank and Name: (Print Name)	Badge/ID Number	District/Zone	Car No.	Report Date
A10	A11	A12	A13	A14

SF1203 (rev 1-14-2000)	PLEASE DO NOT WRITE IN THIS AREA

Vehicle Number	Total Number of Occupants	Driver Presence
1 2 3 4	0 1 2 3 4 5 6	1 Driver Operated Vehicle
5 6 7 8	Other	2 Driver Operated Non-Contact Vehicle
9 10 20 30		3 Driver Operated Government Vehicle
		4 Driverless Vehicle

DRIVER NAME	First	M.I.	Last
D2			

ADDRESS	Street & Number
D2	

City & State	ZIP	Phone Number
D2		

Driver's License Number	State	Exp. Year
D4		

Date of Birth	Age	Sex	Race
D1	D5	D6 M F	1 White 2 Black 3 Hispanic 4 Other

License Class	Endorsements	Complied With?	Restrictions	Complied With?
D8	D9	N	D10	N

Injury Code	Safety Equipment	AIRBAG	EJECTION
0 3	00 Non-Motorist 01 Avail. Deployed 02 Avail. Not Deployed 28 Avail. Switch Off	30 Not Available 31 Not Replaced 32 Disabled/Injured 99 Unknown	0 Not Applicable 1 Not Ejected 2 Totally Ejected 3 Partially Ejected 9 Unknown

TRAPPED/EXTRICATED	0 Not Applicable 1 Not Trapped	2 Trapped/Extricated 3 Trapped/Not Extricated	9 Unknown Medical Transport

Driver Residence	1 Less 25 mi. 2 Over 25 mi.	3 Out of State	4 Ambulance/Hospital

Year of Vehicle	Make	Model	Color	Body Type
V5	V6	V7	V8	V9

Vehicle ID Number	Body Code
V11	V10

License Plate Number	State	Exp. Year
V12	V13	V14

Vehicle Owner	First	M.I.	Last

Street Address	City & State	ZIP	Phone Number
V4	V4		

Violations (may select 3)	Charges
0 None 1 Alcohol/Drugs 2 Reckless/Careless 3 Other Moving 4 Other Non-Moving 5 Pending	D13

Investigating Officer Rank and Name: (Print Name)	Badge/ID Number	District/Zone	Car No.	Report Date
A10	A11	A12	A13	A14

SF1203 (rev 1-14-2000)	PLEASE DO NOT WRITE IN THIS AREA

Document Type

REFERENCE NUMBER

8100965

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2 Supplement Document

3 Amended Document

Local Agency Number

Reference Number Override

A0

Motorists (Passengers) and/or Non-Motorists

04-088313

Vehicle Number	NAME First	M.I.	Last	Date of Birth	Age	Injury Code	SEAT Position	SAFETY Equipment	AIRBAG
1 2	P3								
3 4 5 6 7	ADDRESS Same as <input type="checkbox"/> Driver <input type="checkbox"/> Owner Street & Number			City & State	ZIP	1 Male Sex	0 3		00 30
8 9 10 20 30						2 Female	1 4		01 31
Motorists 2						2	PS	PS	20 32
Non-Motorists 7	Other Cyclist	EJECTED	2 Totally Ejected	Ejection Path	TRAPPED/EXTRICATED	2 Trapped/Extricated	Medical Transport	Ambulance/Hospital	Alcohol
5 Pedestrian	8 Other Pedestrian	0 Not Applicable	3 Partially Ejected	P12	0 Not Applicable	3 Trapped/Not Extricated	Y N	P15	P16
6 Bicyclist	9 Other Non-Motorist	1 Not Ejected	9 Unknown		1 Not Trapped	9 Unknown			P17
Vehicle Number	NAME First	M.I.	Last	Date of Birth	Age	Injury Code	SEAT Position	SAFETY Equipment	AIRBAG
1 2	P3								
3 4 5 6 7	ADDRESS Same as <input type="checkbox"/> Driver <input type="checkbox"/> Owner Street & Number			City & State	ZIP	1 Male Sex	0 3		00 30
8 9 10 20 30						2 Female	1 4		01 31
Motorists 2						2	PS	PS	20 32
Non-Motorists 7	Other Cyclist	EJECTED	2 Totally Ejected	Ejection Path	TRAPPED/EXTRICATED	2 Trapped/Extricated	Medical Transport	Ambulance/Hospital	Alcohol
5 Pedestrian	8 Other Pedestrian	0 Not Applicable	3 Partially Ejected	P12	0 Not Applicable	3 Trapped/Not Extricated	Y N	P15	P16
6 Bicyclist	9 Other Non-Motorist	1 Not Ejected	9 Unknown		1 Not Trapped	9 Unknown			P17
Vehicle Number	NAME First	M.I.	Last	Date of Birth	Age	Injury Code	SEAT Position	SAFETY Equipment	AIRBAG
1 2	P3								
3 4 5 6 7	ADDRESS Same as <input type="checkbox"/> Driver <input type="checkbox"/> Owner Street & Number			City & State	ZIP	1 Male Sex	0 3		00 30
8 9 10 20 30						2 Female	1 4		01 31
Motorists 2						2	PS	PS	20 32
Non-Motorists 7	Other Cyclist	EJECTED	2 Totally Ejected	Ejection Path	TRAPPED/EXTRICATED	2 Trapped/Extricated	Medical Transport	Ambulance/Hospital	Alcohol
5 Pedestrian	8 Other Pedestrian	0 Not Applicable	3 Partially Ejected	P12	0 Not Applicable	3 Trapped/Not Extricated	Y N	P15	P16
6 Bicyclist	9 Other Non-Motorist	1 Not Ejected	9 Unknown		1 Not Trapped	9 Unknown			P17
Vehicle Number	NAME First	M.I.	Last	Date of Birth	Age	Injury Code	SEAT Position	SAFETY Equipment	AIRBAG
1 2	P3								
3 4 5 6 7	ADDRESS Same as <input type="checkbox"/> Driver <input type="checkbox"/> Owner Street & Number			City & State	ZIP	1 Male Sex	0 3		00 30
8 9 10 20 30						2 Female	1 4		01 31
Motorists 2						2	PS	PS	20 32
Non-Motorists 7	Other Cyclist	EJECTED	2 Totally Ejected	Ejection Path	TRAPPED/EXTRICATED	2 Trapped/Extricated	Medical Transport	Ambulance/Hospital	Alcohol
5 Pedestrian	8 Other Pedestrian	0 Not Applicable	3 Partially Ejected	P12	0 Not Applicable	3 Trapped/Not Extricated	Y N	P15	P16
6 Bicyclist	9 Other Non-Motorist	1 Not Ejected	9 Unknown		1 Not Trapped	9 Unknown			P17
Vehicle Number	NAME First	M.I.	Last	Date of Birth	Age	Injury Code	SEAT Position	SAFETY Equipment	AIRBAG
1 2	P3								
3 4 5 6 7	ADDRESS Same as <input type="checkbox"/> Driver <input type="checkbox"/> Owner Street & Number			City & State	ZIP	1 Male Sex	0 3		00 30
8 9 10 20 30						2 Female	1 4		01 31
Motorists 2						2	PS	PS	20 32
Non-Motorists 7	Other Cyclist	EJECTED	2 Totally Ejected	Ejection Path	TRAPPED/EXTRICATED	2 Trapped/Extricated	Medical Transport	Ambulance/Hospital	Alcohol
5 Pedestrian	8 Other Pedestrian	0 Not Applicable	3 Partially Ejected	P12	0 Not Applicable	3 Trapped/Not Extricated	Y N	P15	P16
6 Bicyclist	9 Other Non-Motorist	1 Not Ejected	9 Unknown		1 Not Trapped	9 Unknown			P17

Non-Motorist										Non-Motorist									
Location At Intersection										Location Not At Intersection									
N1 N2	N1 N2	N1 N2	N1 N2	N1 N2	N1 N2	N1 N2	N1 N2	N1 N2	N1 N2	N1 N2	N1 N2	N1 N2	N1 N2	N1 N2	N1 N2				
01 01 In Crosswalk	04 04 On Roadway, Crosswalk Availability Unknown	10 10 In Crosswalk	14 14 In Parking Lane	18 18 Other, Not on Roadway															
02 02 On Roadway, Not in Crosswalk	05 05 Not on Roadway	11 11 On Roadway, Not in Crosswalk	15 15 On Road Shoulder	19 19 Unknown															
03 03 On Roadway, Crosswalk Not Available	09 09 Unknown	12 12 On Roadway, Crosswalk Not Available	16 16 Bike Path																
		13 13 On Roadway, Crosswalk Availability Unknown	17 17 Outside Trafficway																
Vehicle Striking Non-Motorist										Vehicle Striking Non-Motorist									
N1 Vehicle #	N1 Vehicle #	N1 Vehicle #	N1 Vehicle #	N1 Vehicle #	N1 Vehicle #	N1 Vehicle #	N1 Vehicle #	N1 Vehicle #	N1 Vehicle #	N2 Vehicle #	N2 Vehicle #	N2 Vehicle #	N2 Vehicle #	N2 Vehicle #	N2 Vehicle #				
00 00 Appeared Normal	10 10 No Contributing Actions	30 30 Construction/Maintenance/Utility Worker	46 46 Failure to Use Lights							47 47 Improper Loading of Vehicle Cargo or Passengers									
01 01 Had Been Drinking	20 20 Not Visible	31 31 Playing in Roadway	48 48 Operator Inexperience							49 49 Operating without Required Equipment									
02 02 Illegal Drug Use	21 21 Daring, Running or Stumbling into Road	32 32 Lying in Roadway	50 50 Riding in Roadway Against Traffic							61 61 Vision Obstructed, By What? (Narrative)									
03 03 Ill (Sick)	22 22 Crossing with Signal	33 33 Walking in Roadway	59 99 Unknown Action																
04 04 Reaction to Drugs/Medication	23 23 Crossing against Signal	34 34 Walking beside Roadway																	
05 05 Failure to Take Drugs/Medication	24 24 Crossing, No Signal	41 41 Failure to Keep in Proper Lane or Running off Road																	
06 06 Blind	25 25 Coming from Behind Parked Car	42 42 Failure to Yield Right of Way																	
07 07 Restricted to Wheelchair	26 26 Standing in Safety Zone	43 43 Failure to Obey Traffic Controls																	
08 08 Other Physical Impairment (Narrative)	27 27 Getting on or off Other Vehicle	44 44 Failure to Observe Warnings or Instructions																	
09 09 Emotional (Depressed, Angry, Disturbed)	28 28 Pushing or Working on Vehicle	45 45 Failure to Signal Intentions																	
99 99 Unknown Condition	29 29 Other Working in Roadway																		

PLEASE DO NOT WRITE IN THIS AREA

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GS03

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8100965

Please Do Not Write In This Microfilm Space

2 Supplement Document

3 Amended Document

Local Agency Number

01-088313

Truck & Bus Crash Information

(This Section Must Be Completed for Each Truck or Bus Involved in this Crash.)

When To Use This Section:

Did the crash involve...

Part A

A truck with at least two axles and six tires?

Y ☐

A truck with a hazardous materials placard?

Y ☐

A bus designed to carry 16 or more persons, including the driver?

Y ☐

STOP! If all the responses to Part A are "NO" do not complete this Truck & Bus Crash Information Section. If there are any "YES" answers, continue to Part B.

Part B

Any person who was fatally injured?

Y ☐

Any injured person requiring transport for immediate medical treatment?

Y ☐

One or more vehicles that had to be towed from the scene as a result of the crash?

Y ☐

One or more vehicles that required repair or were provided assistance before

proceeding from scene under own power?

Y ☐

STOP! If all the responses to Part B are "NO" do not continue. If there are any "YES" answers, please complete this Truck & Bus Crash Information Section...

Vehicle # 1 2 3 4 5 6 7 8 9 10 20 30

Carrier Information

Carrier Identification Numbers

Source:

Vehicle Side
Shipping Papers
Trip Manifest
Driver
Log Book

• Interstate Carrier?

Y ☐

US DOT

TN DOS

ICC MC

Carrier Name

Carrier Address

Hazardous Material Information

• Hazardous Material Placard Displayed?

Y ☐

• Hazardous Cargo was Released?

Y ☐

Class Numbers

List the Hazardous Material(s)
by name in this load:

UN Numbers

List the Name(s) of Released
Hazardous Material(s):

Vehicle Information

Combined Gross Vehicle Weight Rating

LBS

Total # of Axles

Vehicle Configuration

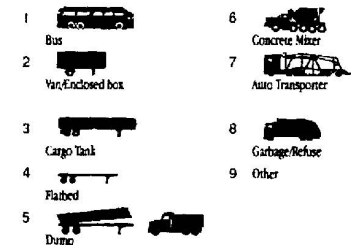


SEQUENCE OF EVENTS FOR THIS VEHICLE

(Mark a total of one to four events in the order that they occurred.)

- | | | | |
|---------|--------------------------------|---------|----------------------------------------------|
| 1 2 3 4 | Ran off Road | 1 2 3 4 | Collision involving motor vehicle in transp. |
| 1 2 3 4 | Jackknife | 1 2 3 4 | Collision involving parked motor vehicle |
| 1 2 3 4 | Overturn (Rollover) | 1 2 3 4 | Collision involving train |
| 1 2 3 4 | Downhill Runaway | 1 2 3 4 | Collision involving pedalcycle |
| 1 2 3 4 | Cargo Loss or Shift | 1 2 3 4 | Collision involving animal |
| 1 2 3 4 | Explosion or Fire | 1 2 3 4 | Collision involving fixed object |
| 1 2 3 4 | Separation of Units | 1 2 3 4 | Collision involving other object |
| 1 2 3 4 | Collision involving pedestrian | 1 2 3 4 | Other |

Cargo Body Type



Vehicle # 1 2 3 4 5 6 7 8 9 10 20 30

Carrier Information

Carrier Identification Numbers

Source:

Vehicle Side
Shipping Papers
Trip Manifest
Driver
Log Book

• Interstate Carrier?

Y ☐

US DOT

TN DOS

ICC MC

Carrier Name

Carrier Address

Hazardous Material Information

• Hazardous Material Placard Displayed?

Y ☐

• Hazardous Cargo was Released?

Y ☐

Class Numbers

List the Hazardous Material(s)
by name in this load:

UN Numbers

List the Name(s) of Released
Hazardous Material(s):

Vehicle Information

Combined Gross Vehicle Weight Rating

LBS

Total # of Axles

Vehicle Configuration

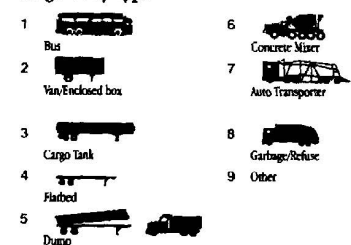


SEQUENCE OF EVENTS FOR THIS VEHICLE

(Mark a total of one to four events in the order that they occurred.)

- | | | | |
|---------|--------------------------------|---------|----------------------------------------------|
| 1 2 3 4 | Ran off Road | 1 2 3 4 | Collision involving motor vehicle in transp. |
| 1 2 3 4 | Jackknife | 1 2 3 4 | Collision involving parked motor vehicle |
| 1 2 3 4 | Overturn (Rollover) | 1 2 3 4 | Collision involving train |
| 1 2 3 4 | Downhill Runaway | 1 2 3 4 | Collision involving pedalcycle |
| 1 2 3 4 | Cargo Loss or Shift | 1 2 3 4 | Collision involving animal |
| 1 2 3 4 | Explosion or Fire | 1 2 3 4 | Collision involving fixed object |
| 1 2 3 4 | Separation of Units | 1 2 3 4 | Collision involving other object |
| 1 2 3 4 | Collision involving pedestrian | 1 2 3 4 | Other |

Cargo Body Type



PLEASE DO NOT WRITE IN THIS AREA

Attachment A

Statement from [REDACTED]
Incident Date: 2-22-2004
Time: 5:30pm

The Ford Explorer was parked in the homeowners driveway at [REDACTED] Nashville TN [REDACTED]. At approximately 5:30pm, I went to move the car to let another vehicle out of the driveway. The car engine was started and the emergency brake was on. I could not release the emergency brake. I placed the car into park and got out of the car and approached the car in front of mine. It was my Dad's car. I asked him to help me get the emergency brake off so that the car can be moved. My dad got out of the car and we both approached my vehicle (the drivers door was open). My dad released the emergency brake and the car started rolling out of the driveway. It drugged me approximately 75 feet and my dad 100 feet. The entire incident happened so fast. I know the car door was pushing me and I fell onto the pavement onto the street and rolled with the car for awhile. My dad informed me later that he kicked me out of the way of the tires. My Dad ended up across the street in the neighbor's lawn. The car continued to roll and hit the house across the street. It hit the garbage cans and the side of the house. Luckily, no one was injured at the home. The police came and took a report. I went to the emergency room at Summit Hospital. I have enclosed the papers that I received from them. I had road burns on my back. The emergency room staff told me it was 2nd and 3rd degree burns on my back. Some of the skin was scrapped completely off.

It was very emotional day, I thought my dad was killed and he thought I was killed. Luckily, we are both o.k. My product concern is the emergency brake release. I don't understand how the car rolled while being in park. The car was taken to the dealership who stated tests were performed and it was fine. I have enclosed a copy of that report also.

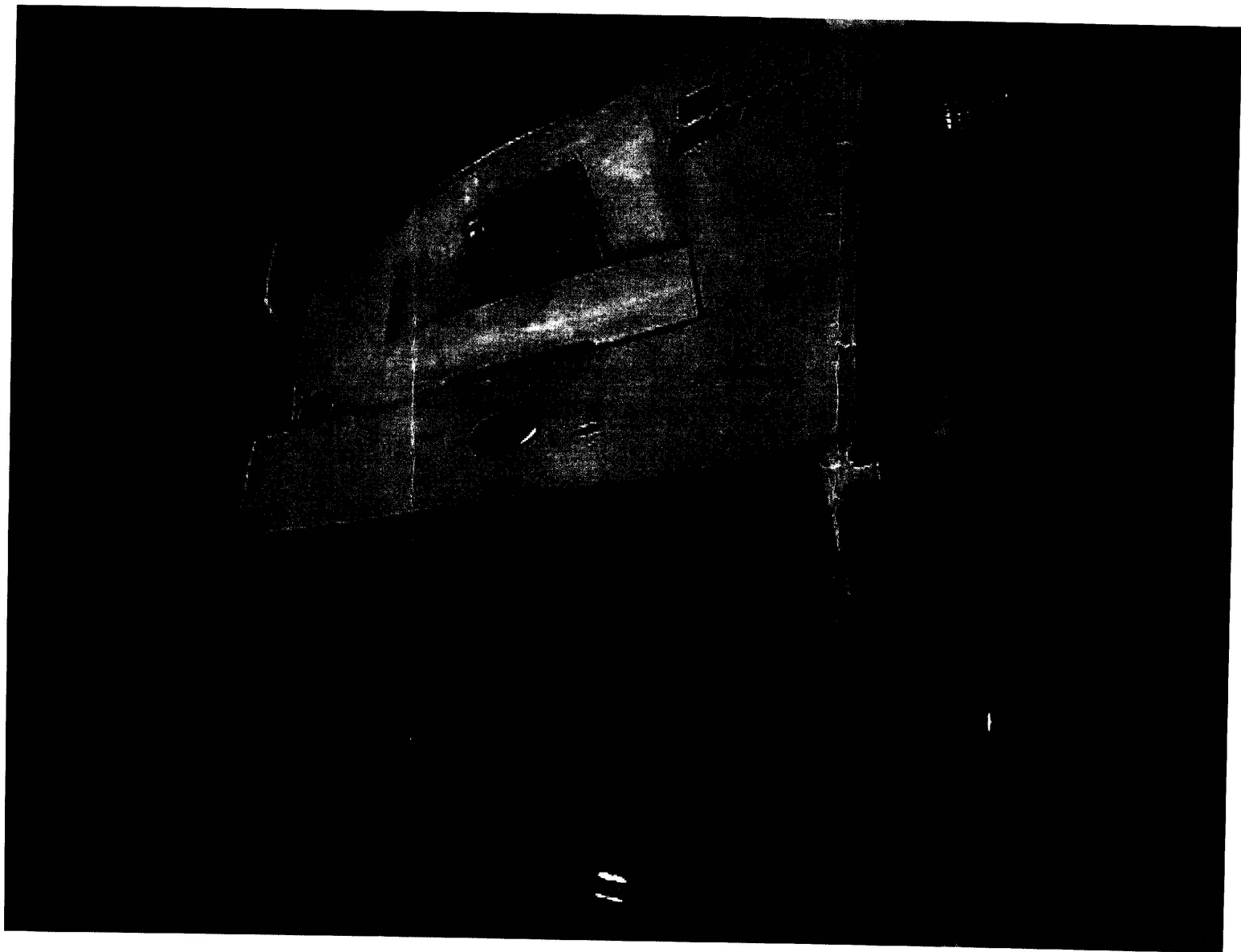
Thank you,
[REDACTED]

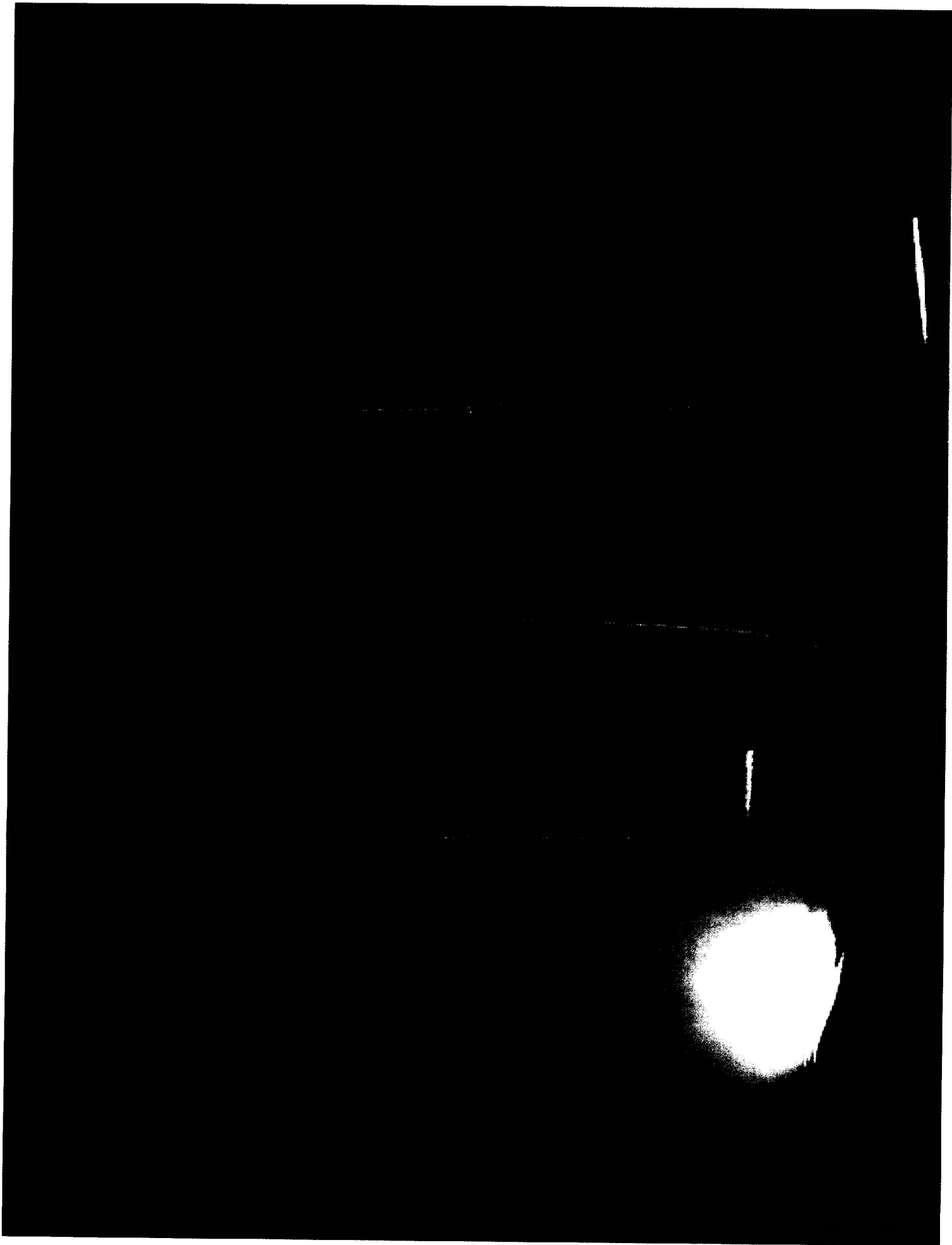
Attachment A

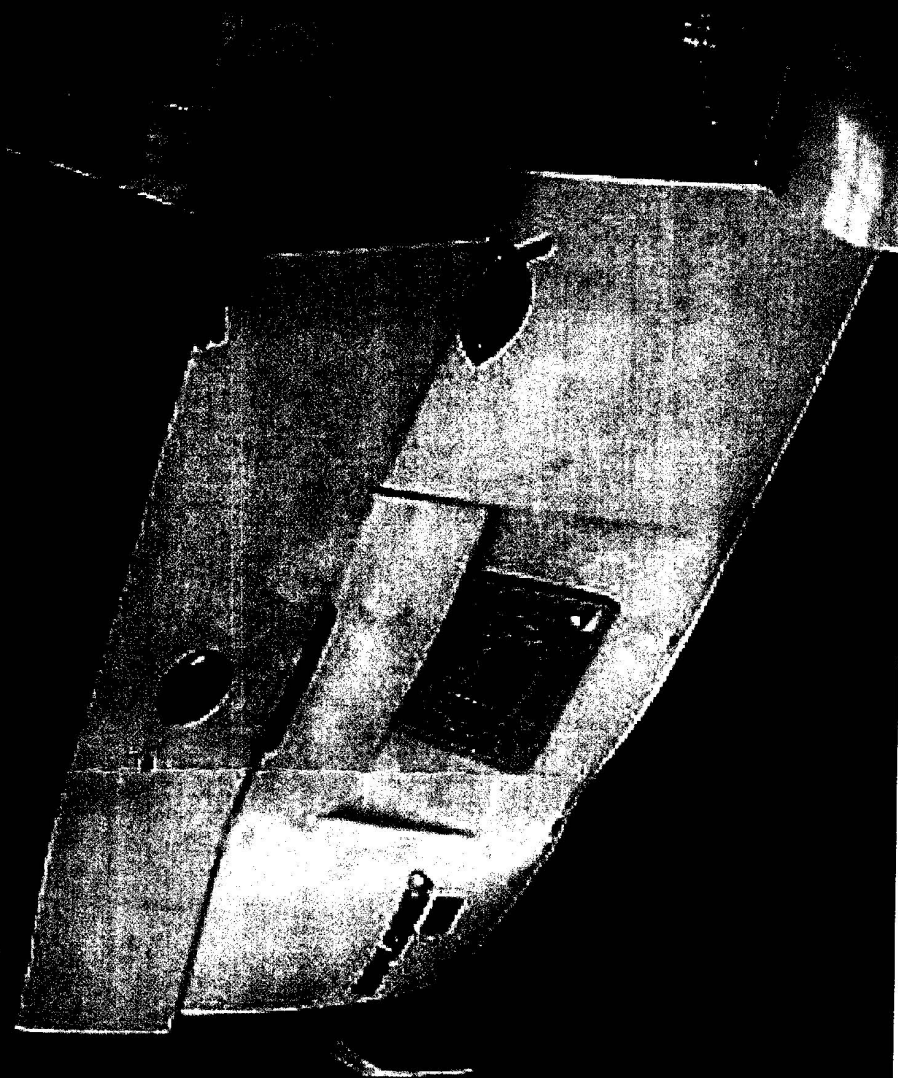
Statement from [REDACTED]
Incident Date: 2-22-2004
Time: 5:30pm

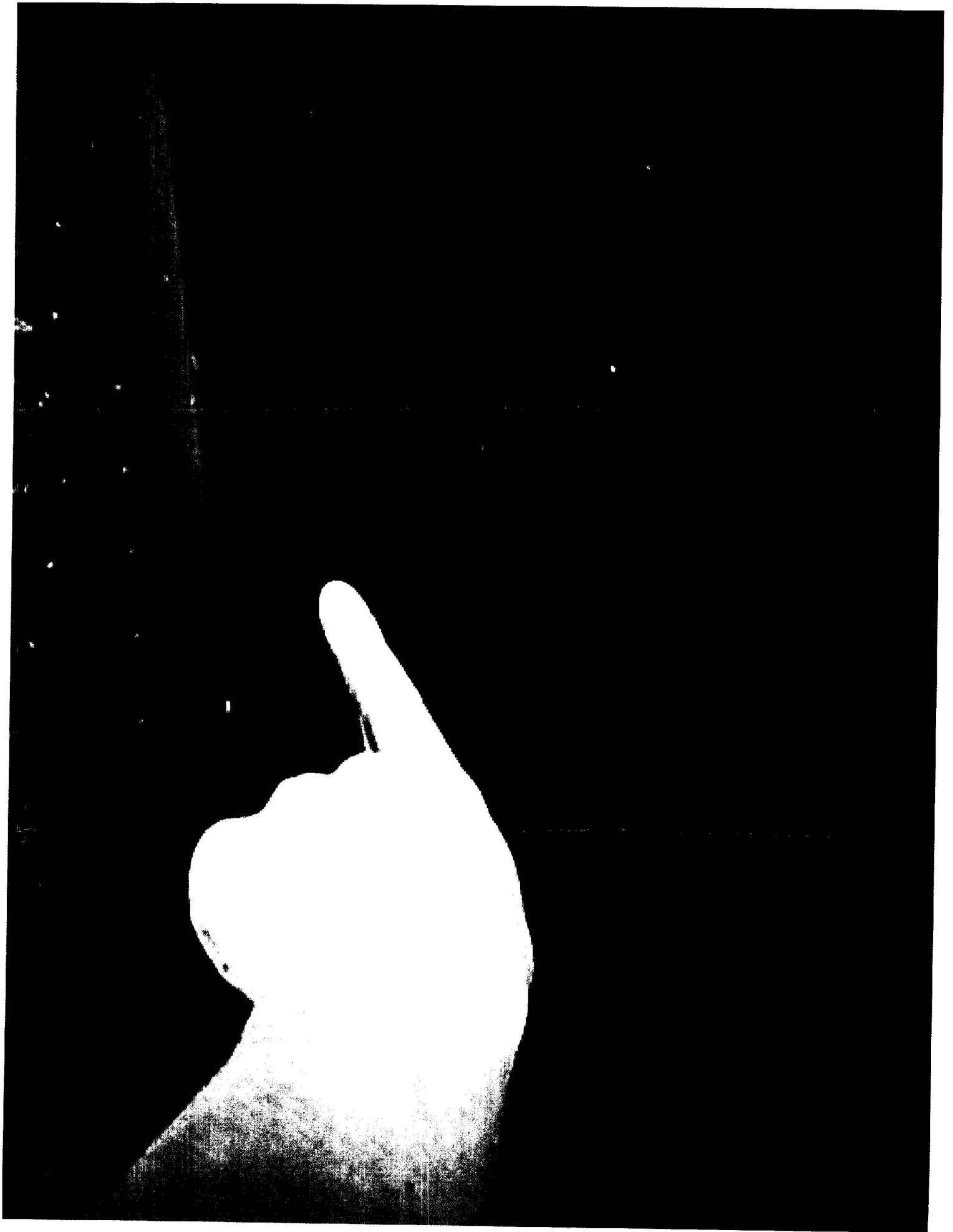
It was approximately 5:30pm and my vehicle was parked in the driveway at [REDACTED] Nashville TN [REDACTED]. I asked my daughter to move her vehicle to let me out. I went to my car and started my engine. My daughter approached my vehicle and stated "she was having problems releasing the emergency brake". I put my vehicle in park and got out to assist my daughter. We both approached the vehicle (drivers door was open). I leaned in to release the emergency ~~brake~~ brake. The vehicle immediately started rolling down the driveway. I reached in for the steering wheel to put the car into Park position but it was already in the Park position. I grabbed the driver's door to stay up from going underneath the vehicle. I felt my daughter fall onto the ground under me. I went to try and get her away from the tires. I landed in the neighbor's lawn across the street. We survived the accident and very grateful. I went to see the family doctor to get x-rays. I was told that I would be bang up a bit but I did not have any broken bones and would be fine.

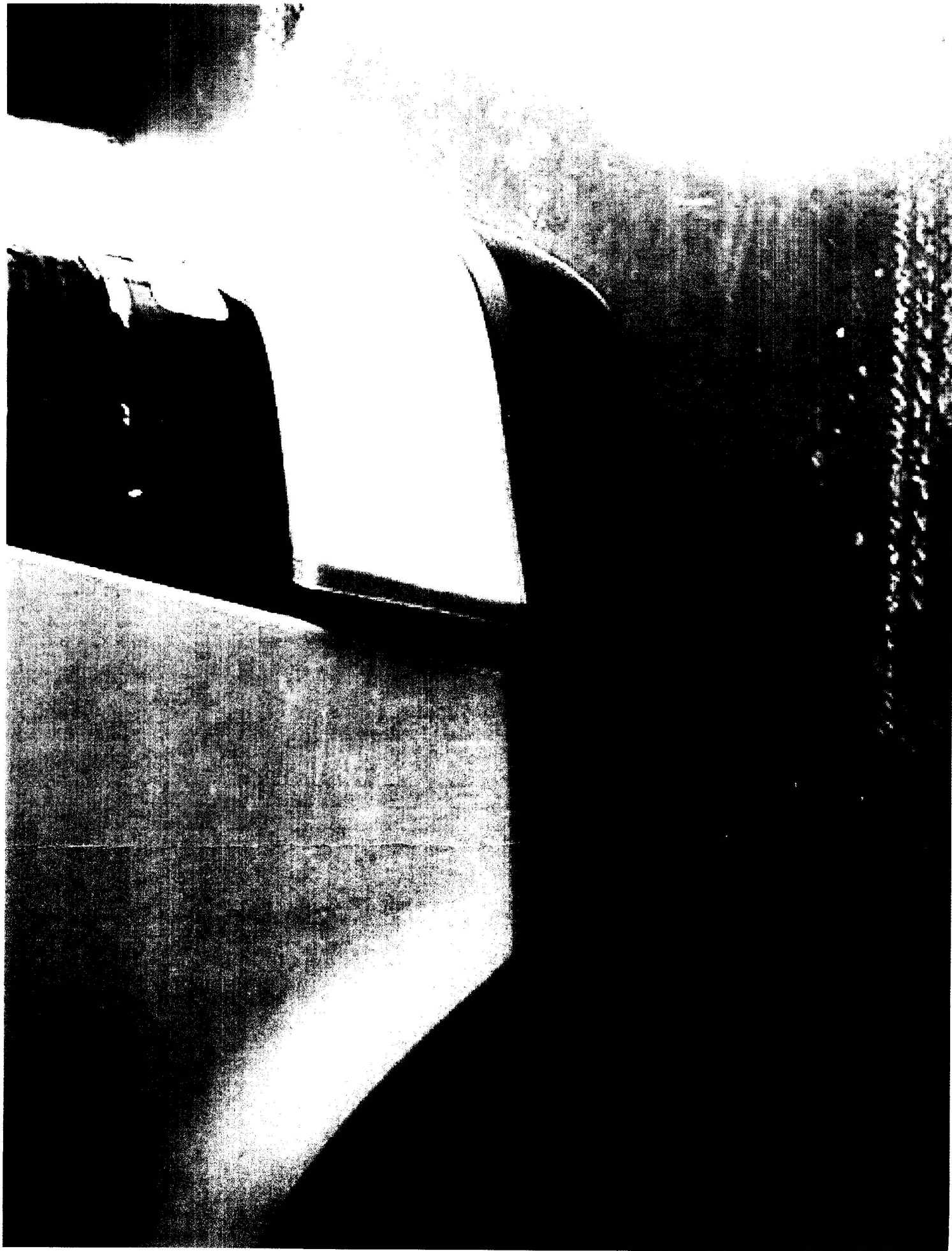
Thank you
[REDACTED]



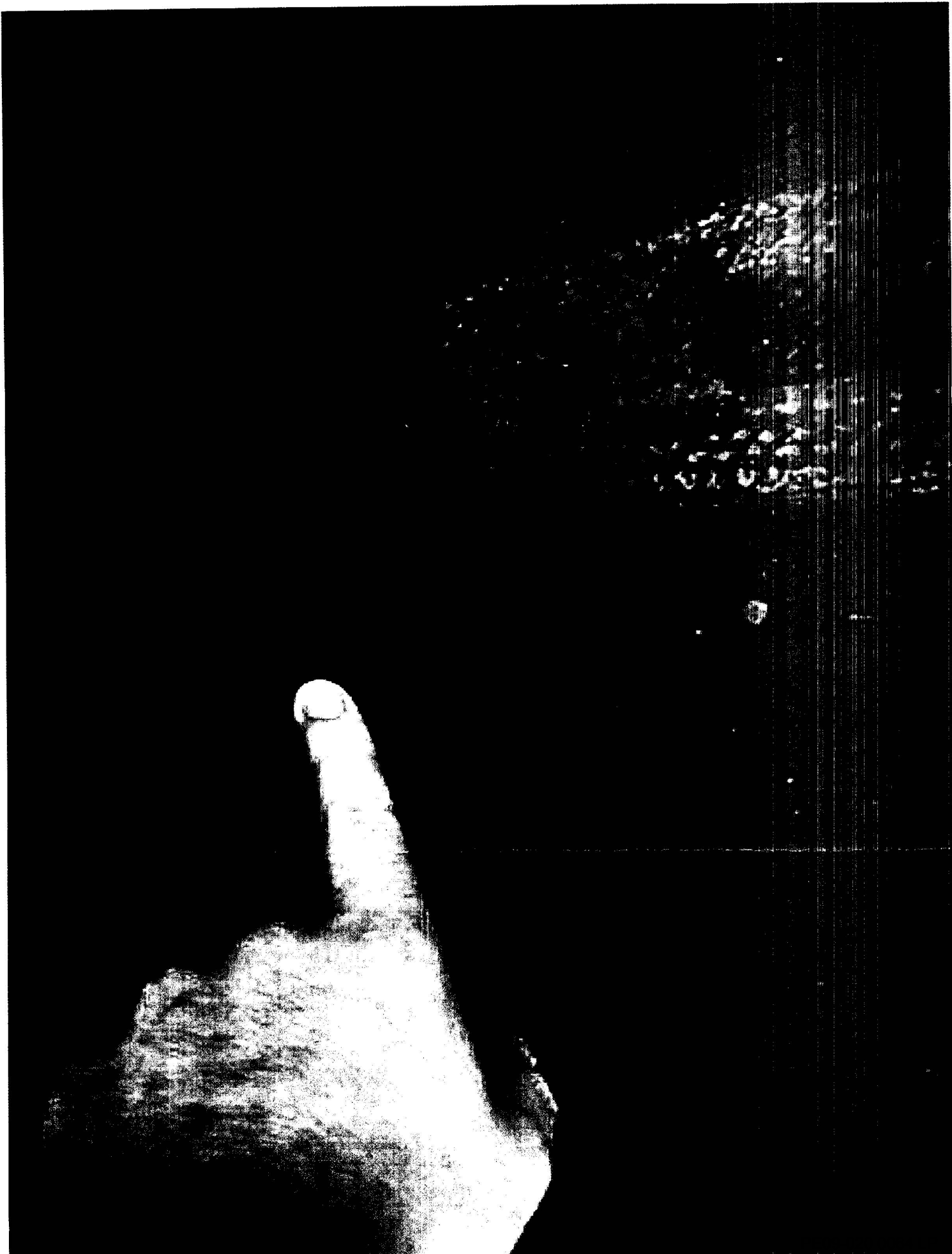














All Action Details for Issue

[Print](#)

VIN: 1FMZU62E62Z [REDACTED] Year: 2002 Model: EXPLORER Case: 532263083
Name: MR [REDACTED] Owner Status: Original WSD: 2001-06-23
Symptom Desc: PARKING BRAKE INOP/INEFFECTIVE Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Dealer: 07967 FORD COUNTRY OF LEWISVILLE Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION-FD
Odometer: 75077 MI Comm Type: FAX
Analyst Name: LEICH, CHERIE Analyst: CLEICH
Action Date: 11/04/2003 Action Time: 14.47.05.985 Action Data: No

Comments *****PRODUCT LIABILITY***** FAX RECEIVED 11-3-03. DEALER CONTACT:
BUTCH OKRUSCH. CUSTOMER ALLEGES VEHICLE JUMPED FROM PARK TO REVERSE AND ENGINE REVVED UP.
THE VEHICLE BACKED INTO CUSTOMER (WHO WAS STANDING IN FRONT OF AN OPEN CAR DOOR) AND A
NEIGHBORS FENCE. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 07967 FORD COUNTRY OF LEWISVILLE Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION
Odometer: 29405 MI Comm Type: PHONE
Analyst Name: PAWELEK, MAUREEN (M.L.) Analyst: MPAWELEK
Action Date: 11/05/2003 Action Time: 10.26.13.854 Action Data: Yes

Comments LEFT MESSAGE FOR BUTCH OKRUSCH AT DEALERSHIP.

Data Element Name

Data Value

CONTACT PERSON

VOICEMAIL

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER

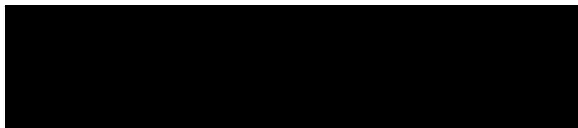
Dealer: 07967 FORD COUNTRY OF LEWISVILLE Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION
Odometer: 29405 MI Comm Type: PHONE
Analyst Name: PAWELEK, MAUREEN (M.L.) Analyst: MPAWELEK
Action Date: 11/10/2003 Action Time: 11.21.20.547 Action Data: No

Comments SPOKE WITH MRS. IRELAND, WHO SAID SHE HAD STARTED THE CAR WHEN SHE REALIZED SHE
NEEDED TO GO BACK INTO THE HOUSE. AS SHE PUT ONE FOOT OUT OF THE VEHICLE, IT WENT INTO REVERSE
AND ACCELERATED, KNOCKING HER DOWN. SHE GOT UP AND RAN AFTER THE VEHICLE, WHICH WENT UP AN
EMBANKMENT, KNOCKING OVER THE NEIGHBOR'S FENCE BEFORE SHE WAS ABLE TO GET BACK IN AND STOP
IT. CUSTOMER SAYS THE EMERGENCY BRAKE WAS ENGAGED THE ENTIRE TIME. CUSTOMER REQUESTED THAT
I SPEAK WITH HER HUSBAND. LEFT MESSAGE FOR HIM AT THIS WORK NUMBER.

Action: REQUEST FOR VEHICLE INSPECTION - FSE**Dealer:** 07967 FORD COUNTRY OF LEWISVILLE**Origin Desc:** CONSUMER AFFAIRS - LITIGATION
PREVENTION**Odometer:** 29405 MI**Comm Type:** PHONE**Analyst Name:** PAWELEK, MAUREEN
(M.L.)**Analyst:** MPAWELEK**Action Date:** 11/12/2003**Action Time:**
10.31.23.317**Action Data:** No**Comments** REQUESTED INSPECTION BY FSE. HE WILL RECONTACT WITH INSPECTION DATE.

Action: UPDATE/ADDCO CASE**Dealer:** 07967 FORD COUNTRY OF LEWISVILLE**Origin Desc:** CONSUMER AFFAIRS - LITIGATION
PREVENTION**Odometer:** 29405 MI**Comm Type:** EMAIL**Analyst Name:** PAWELEK, MAUREEN
(M.L.)**Analyst:** MPAWELEK**Action Date:** 11/13/2003**Action Time:**
14.38.12.702**Action Data:** No**Comments** FSE WILL INSPECT VEHICLE AT DEALERSHIP ON 11/18. LEFT MESSAGE FOR CUSTOMER.

Action: FINAL CASE DISPOSITION**Dealer:** 07967 FORD COUNTRY OF LEWISVILLE**Origin Desc:** CONSUMER AFFAIRS - LITIGATION
PREVENTION**Odometer:** 29405 MI**Comm Type:** OTHER**Analyst Name:** PAWELEK, MAUREEN
(M.L.)**Analyst:** MPAWELEK**Action Date:** 11/25/2003**Action Time:**
15.07.09.180**Action Data:** No**Comments** FSE INSPECTED VEHICLE ON 11/18 AND WAS UNABLE TO DUPLICATE ANY OF THE PROBLEMS THE
CUSTOMER DESCRIBED. SENT CUSTOMER LETTER ADVISING OF THIS INFORMATION AT HIS REQUEST. NO
FURTHER ACTION.



Action Detail

VIN: 1FMZU72E82Z	Year: 2002	Model: EXPLORER	Case: 1387292012
Name: MR	Owner Status: Original	WSD:	
Symptom Desc: PARKING BRAKE INOP/INEFFECTIVE		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Pho	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: FAMILY FORD INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 03751	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 1100 MI	Comm Type: PHONE		
Action Date: 07/20/2002	Action Time: 10:44:41:487	Action Data: Yes	
Analyst Name:	Analyst: NWATSON		

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
<p>COMMENTS: CUSTOMER SAYS: =CUSTOMER SAYS THAT THURSDAY THE 18TH HE CAME HOME AT 4:00PM AND SET THE PARKING BRAKE AND HE INTO HIS HOUSE. =CUSTOMER SAYS THAT A HOUR AND A HALF LATER THE VEH SLOWLY ROLLED BACKWARDS AND SLAMMED THE INTO THE FLAG POLE IN HIS CONDO COMPLEX. =CUSTOMER SAYS HE THINKS THAT THERE IS SOMETHING WRONG WITH THE PARKING BRAKE CABLE, CUSOTMER SAYS THAT HIS VEH IS DAMGED THAT WILL COST \$2600 PER CUSTOMER, DEALER SAYS: =NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349</p>				



All Action Details for Issue

[Print](#)

VIN: 1FMDU75K84Z [REDACTED] Year: 2004 Model: EXPLORER Case: 1377031815
Name: MR [REDACTED] Owner Status: Original WSD: 2004-07-21
Symptom Desc: AUTO TRANS NO ENGAGEMENT UNINTEND MVMNT Primary Phone:
Reason Desc: LEGAL - ACCIDENT Secondary Phone:
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT
Dealer: 09920 FRED BEANSFORD LINCOLN MERCURY OF WYNNEWOOD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
Odometer: 16806 MI Comm Type: EMAIL
Analyst Name: LEICH,CHERIE Analyst: CLEICH
Action Date: 06/30/2005 Action Time: 10.28.23.639 Action Data: Yes

Comments *****PRODUCT LIABILITY*****EMAIL RECEIVED 6-29-05. DEALER CONTACT: BOB MCNAMARA. CUSTOMER ALLEGES VEHICLE WAS IN PARK AND ROLLED DOWN A HILL. VEHICLE WAS UNOCCUPIED.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	KDUNLAP

Action: MAKE OUTBOUND CALL TO DEALER
Dealer: 09920 FRED BEANSFORD LINCOLN MERCURY OF WYNNEWOOD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 16806 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 07/01/2005 Action Time: 08.53.33.058 Action Data: No

Comments LPA CONTACTED DLR CONTACT BOB MCNAMARA. BOB STATED VEHICLE IS AT THE DLR. HE STATED HE CAN SEE PHYSICAL DAMAGE TO THE UNDERCARRIAGE.

Action: REQUEST FOR VEHICLE INSPECTION - DEALER
Dealer: 09920 FRED BEANSFORD LINCOLN MERCURY OF WYNNEWOOD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 16806 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 07/01/2005 Action Time: 08.54.24.459 Action Data: No

Comments LPA REQUESTED A VEHICLE INSPECTION FROM BOB AND A REPAIR ESTIMATE, IF NECESSARY.

Action: INFORMATIONAL CALL/FAX
Dealer: 09920 FRED BEANSFORD LINCOLN MERCURY OF WYNNEWOOD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 16806 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 07/01/2005 Action Time: 08.55.51.045 Action Data: No

Comments LPA CONTACTED CUSTOMER. CUSTOMER STATED HIS WIFE PARKED THE VEHICLE GOT OUT AND THE VEHICLE ROLLED DOWN THEIR DRIVEWAY UP ONTO A CURB AND LANDED ON A BOULDER. THERE WERE NO INJURIES.

Action: INFORMATIONAL CALL/FAX**Dealer:** 09920 FRED BEANSFORD LINCOLN MERCURY OF WYNNEWOOD**Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION**Odometer:** 16806 MI**Comm Type:** PHONE**Analyst Name:** DUNLAP, KENISHA **Analyst:** KDUNLAP**Action Date:** 07/06/2005**Action Time:** 10.27.16.528 **Action Data:** No**Comments** LPA FOLLOWED-UP WITH BOB AT DLR. BOB STATED THAT HE WAS AWAITING THE COLLISION CENTER TO COME TO DLR AND COMPLETE A REPAIR ESTIMATE.

Action: RECEIVE VEHICLE INSPECTION BACK**Dealer:** 09920 FRED BEANSFORD LINCOLN MERCURY OF WYNNEWOOD**Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION**Odometer:** 16806 MI**Comm Type:** PHONE**Analyst Name:** DUNLAP, KENISHA **Analyst:** KDUNLAP**Action Date:** 07/08/2005**Action Time:** 09.57.44.229 **Action Data:** Yes**Comments** LPA RECEIVED VEHICLE INSPECTION AND ESTIMATE FROM DLR.**Data Element Name****Data Value**

FSE

NO

DEALER

YES

Action: REFER TO INSURANCE CARRIER - UNABLE TO DUPLICATE**Dealer:** 09920 FRED BEANSFORD LINCOLN MERCURY OF WYNNEWOOD**Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION**Odometer:** 16806 MI**Comm Type:** PHONE**Analyst Name:** DUNLAP, KENISHA **Analyst:** KDUNLAP**Action Date:** 07/08/2005**Action Time:** 09.59.42.904 **Action Data:** No**Comments** DLR WAS UNABLE TO DUPLICATE CUSTOMER'S VEHICLE CONCERN. LPA CONTACTED CUSTOMER TO ADVISE OF SAME. LPA ADVISED CUSTOMER TO CONTACT HIS INSURANCE COMPANY AND ADVISED OF SUBROGATION. CLOSING CORRESPONDENCE MAILED. CASE FILED.



All Action Details for Issue:

Print

VIN: 1FMZU74E42U [REDACTED]	Year: 2002	Model: EXPLORER	Case: 1369251494
Name: MR [REDACTED]	Owner Status: Original	WSD: 2002-02-23	
Symptom Desc: AUTO TRANS NO ENGAGEMENT UNINTEND MVMNT		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: 01209 SLOAN MOTORS INC	Origin Desc: US CONCERN CASE BASE
Odometer: 17000 MI	Comm Type: PHONE
Analyst Name: MARGARET ARSENAULT	Analyst: MARSENAU
Action Date: 05/28/2004	Action Time: 10.14.46.425 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
KATHLEEN				SPOUSE

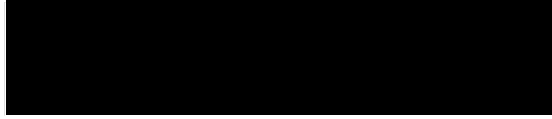
Comments CUSTOMER SAYS: VEH WAS INVOLVED IN ACCIDENT MAY 12TH, 2004. CUST FEELS THERE IS A PRODUCT DEFECT. VEH STARTING TO ROLL BACKWARDS WHEN VEH WAS IN PARKED AND WAS RUNNING. HAPPENED ON BUYERS ROAD IN CHESTER SPRINGS. POLICE REPORT FILED. STEERING WHEEL LOCK AND IN PARK. INSURANCE COMPANY HAS POLICE REPORT. BACKEND SMASHED INTO ANOTHER VEH. VEH BEING REPAIRED AT INDEPENDANT. THEN IT WILL BE TOWED TO DLRSHIP FOR INSPECTION OF TRANSMISSION PER CUSTOMER, DEALER SAYS: CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name

Data Value

FIRE/ACCIDENT

A



Action Detail

VIN: 1FMDU74W45U [REDACTED]	Year: 2005	Model: EXPLORER	Case: 612642706
Name: MR [REDACTED]	Owner Status: Original	WSD: 2005-06-30	
Symptom Desc: AUTO TRANS NO ENGAGEMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: BILL GREERMOTORS, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 05370	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 15600 MI	Comm Type: PHONE		
Action Date: 09/27/2006	Action Time: 18:20:34:307	Action Data: Yes	
Analyst Name: ROBLES ERIC	Analyst: EROBLES4		

COMMENTS: CUSTOMER SAID: ==AS PER HISTORICAL'S==THE [REDACTED]
 [REDACTED] THE DLR AT JOE MACHENS FORD IN COLUMBIA MO SM RALPH
 DUMAS SAID THE PROBABLY SOME ONE FROM INDIA JUST OUT OF COLLEGE THAT WILL PUT IN THIS INFO AND YOU WILL
 NEVER HEAR FROM FORDDEALER SAID: BILL GREER MOTORS, INC. 1700 WEST BROADWAY SEDALIA, MO 65301 TEL: (660) 826-
 5200CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM
 CONSUMER AFFAIRS WILL CONTACT YOU WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND
 REPORT THIS INCIDENT. -----ADVICE AS PER ABOVE

Ford Confidential

*Countdown**Town & Country*



1 in 8000

Action Detail

VIN: 1FMZU63K92Z [REDACTED]	Year: 2002	Model: EXPLORER	Case: 685920455
Name: MS [REDACTED]	Owner Status: Original	WSD: 2002-09-30	
Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: TROY AIKMAN FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 02490	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 36000 MI	Comm Type: PHONE		
Action Date: 07/25/2006	Action Time: 15:50:23:270	Action Data: Yes	
Analyst Name: CHARDT CHARITY	Analyst: CCHARDT		

COMMENTS: CUSTOMER SAID: =WAS SITTING IN THE CAR AND LEFT THE A/C ON WHILE SHE WAS IN THE CAR.=THE CAR WAS IN PARK AND THE VEH SURGED AND IT SORT OF ROCKED THIS TIME=THE VEH SURGED FORWARD AND SHE WAS IN THE PASSENGER SEAT AND HIT A TREE=HUSBAND CALLED A NEIGHBORHOOD MECHANIC AND THEY SAID IT SOUNDED LIKE SOMETHING IN THE TRANSMISSION OR SOMETHING.=NEVER HAD ANYTHING LIKE THIS HAPPEN.=DID NOT CALL THE INSURANCE COMPANY YET.=DID NOT HURT ANYONE AND THE POLICE WAS NOT CALLED.=WHEN SHE WENT TO GO MOVE THE VEH AWAY FROM THE TREE SHE HAD TO PULL THE VEH OUT OF PARK UNTIL REVERSE TO MOVE IT=HAD A RYNO GUARD BUT IT SAVED THE RADIATOR AND SUCH BUT IT JUST MESSED UP SOME PLASTIC STUFF=DID NOT MESS UP THE HEADLIGHTS OR ANYTHING LIKE THAT=HAVE NOT TAKEN TO THE DLRSH AS OF YET BECAUSE SHE WAS SHOOK UP.=THIS HAPPENED ON FRIDAY.=FEELS THIS WAS SOMETHING CAUSED BY SOME SORT OF DEFECT IN THE VEH BECAUSE THE VEH WAS IN PARK AND DID THIS.=THE COUNTY THAT SHE LIVES IN IS DALLAS.=LOCATION WAS OUTSIDE OF A BOWLING ALLEY=VEH IS AT THE CUST HOME NOW=DROVE THE VEH HOME FROM THE BOWLING ALLEY AND NOW SHE IS SCARED TO DEATH OF IT NOW=HUSBAND DROVE IT AROUND THE BLOCK TO SEE IF THERE WAS ANYTHING WRONG AND NOTHING.=HAS SURGED ON CUST BEFORE AND IT WAS ABOUT 4 TIMES BEFORE. =WHILE IT WAS IN PARK AND WHILE THE A/C WAS ON.=THANK GOODNESS NO ONE WAS AROUND AND NO ONE WAS WALKING ON THE SIDEWALK IN FRONT OF THE VEH.DEALER SAID: =TROY AIKMAN FORD DALLAS, TX 75231 TEL: (214) 361-8100 CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.=====NO RECALLS OR CSP=CALL THE DLRSH AND MAKE AN APPOINTMENT WITH THEM=GLAD THAT SHE WAS ABLE TO GIVE US A CALL=THINKS THERE WAS A MALFUNCTION IN THE CAR SOMEWHERE=LOVES THE VEH AND HAS HAD NO TROUBLE OTHER THAN THIS WITH IT

Ford Confidential



Action Detail

VIN: 1FMZU73E32U [REDACTED]	Year: 2002	Model: EXPLORER	Case: 501761643
Name: MS [REDACTED]	Owner Status: Subsequent	WSD: 2002-01-17	
Symptom Desc: AUTO TRANS NO ENGAGEMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phc: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: HAAG FORD SALES INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 02006	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 44000 MI	Comm Type: PHONE		
Action Date: 06/13/2003	Action Time: 13:56:01:527	Action Data: Yes	
Analyst Name: AUDREY YEUN	Analyst: AYUEN		

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
COMMENTS: CUSTOMER SAYS: -VEH WAS IN PARK AND RUNNING ON A DRIVEWAY -HER SON KNOCKED THE VEH OUT OF DRIVE AND THE IT WENT DOWN THE HILL AND INTO THE WOODS AND CRASHED INTO THE TREE -FEELS THAT THIS IS A DEFECT -THIS OCCURED ON 06/12/2003 IN LAWRENCEBURG, INDIANA -INSURANCE COMPANY HAS BEEN CONTACTED - POLICE REPORT WAS NOT FILED -VEH IS REPAIRABLE AND CURRENTLY AT AN INDEPENDENT FACILITY -SEEKING REPAIR PER CUSTOMER, DEALER SAYS: HAAG FORD 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				



All Action Details for Issue

Print

VIN: 1FMZU73E72U [REDACTED] Year: 2002 Model: EXPLORER Case: 1476350214
Name: MS [REDACTED] Owner Status: Original WSD: 2001-06-14
Symptom Desc: AUTO TRANS DOWNSHIFT NO/LATE 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: 00115 JACKSON FORD, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 15000 MI Comm Type: PHONE
Analyst Name: MARLITT MATZANKE Analyst: MMATZANK
Action Date: 01/21/2004 Action Time: 13.13.26.640 Action Data: Yes

Comments CUSTOMER SAYS: 01/15/2004 ---THE VEH WAS STOPPED AT A STORE . CUST LEFT THE VEHICLE RUNNING BUT PUT IT IN PARK... THE VEH JUMP OUT OF GEAR W THE VEHICLE WENT DOWN A SIDE OF A VAN OVER AN EMBANKMENT. AND INTO SOMEONE'S YARD. IT SCRACHED ALL THE PLASTIC AROUND THE WHEEL WELL WAS STOPPED BY SNOW.. THERE WERE NO INJURIES... THE WAS NO POLICE REPORT FILED INSURANCE WAS NOT NOTIFIED.. THIS IS THE SECOND TIME THAT THIS HAS HAPPENED. THE CUST FIRST TIME CUST HAD NOT REPORTED IT BECAUSE CUST WAS NOT SURE IF SHE BUMPED THE VEHICLE OR SOMETHING. THIS TIME CUST IS SURE IT JUST JUMPED OUT...DLR HAS NOT FOUND THE PROBLEM..CUST FEELS THAT VEH IS UNSAFE... PER CUSTOMER, DEALER SAYS: SHOULD NEVER EXIT THE VEHILCE IS RUNNING...JACKSON FORD INC 1314 N WEST AVENUE JACKSON, MI 49202 DISTANCE: 2.9 MILES TEL: (517) 787-9500 CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name

Data Value

FIRE/ACCIDENT

A

Action: MAKE OUTBOUND CALL TO CUSTOMER

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Dealer: 00115 JACKSON FORD, INC.

Odometer: 15000 MI

Comm Type: PHONE

Analyst Name: SCHWAGLE,JEFF (J.)

Analyst: JSCHWAGL

Action Date: 01/21/2004

Action Time: 14.58.38.188

Action Data: Yes

Comments *** LPA COMMENTS *** - LPA CONTACTED CUSTOMER AND ACKNOWLEDGED RECEIPT OF COMPLAINT

Data Element Name

Data Value

CONTACT PERSON

Action: FINAL CASE DISPOSITION

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Dealer: 00115 JACKSON FORD, INC.

Odometer: 15000 MI

Comm Type: MAIL

Analyst Name: SCHWAGLE,JEFF (J.)

Analyst: JSCHWAGL

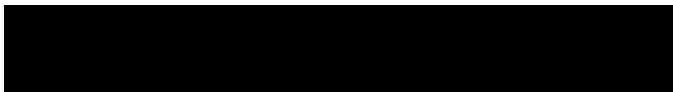
Action Date: 01/21/2004

Action Time: 15.00.53.530

Action Data: No

...:26.640&ISSUE_UPDATE_ID_C=JSCHWAGL&USER_ID_C=JSCHWAGL&STATUS.

Comments *** LPA COMMENTS *** - CUSTOMER INDICATES THAT THE VEHICLE WAS LEFT RUNNING WHILE UNATTENDED FOR APPROXIMATELY FIVE MINUTES - CUSTOMER INDICATES THAT THE VEHICLE HAS BEEN EXAMINED BY A FORD DEALERSHIP; THEY FOUND NO EVIDENCE OF ANY PRODUCT DEFECTS - LPA RECOMMENDED CUSTOMER CONTACT HER INSURANCE COMPANY - LPA NOTED THAT THE INSURANCE COMPANY HAS THE RIGHT TO FILE A SUBROGATION CLAIM AGAINST FORD IF THEY FEEL THERE IS A MANUFACTURERS DEFECT - LPA RECOMMENDS NO FURTHER ACTION



July 3, 2003

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

CONSUMER AFFAIRS
SECTION

RE: 2003 Explorer
VIN: 1FMZU72K73U [REDACTED]

3 JUL -9 A7:41

On May 23, 2003, I went to my local dealership to have my Explorer checked for a problem in which the vehicle rolled down an incline after the keys were removed and vehicle was suppose to be in park. The service manager told me that it was a mechanical malfunction and he would file a claim with Ford. They did not inspect the vehicle. They told me that a mechanical malfunction would not show up on the computer scanner. I was told to bring the vehicle in on June 4, 2003 for Ford to inspect the vehicle. I did so and told them for the inspector to contact me. I was not contacted by anyone that day. The service manager at Bert Wolf Ford in Charleston West Virginia told me that Ford would contact me in couple of days. I received a letter on June 23, 2003 that said after a thorough inspection; they found no defect in the vehicle. I was told to contact my insurance company for damages to the vehicle. The problem is that I do not feel that my insurance or I should have to pay for damages that I had been told by a service manager representing Bert Wolf that it was a mechanical malfunction. I did not purchase a vehicle that I am afraid to park and wonder if it is going to start rolling. The vehicle has not done this since the first time. However, can Ford say that it will not happen in the future and injury someone? I was told by someone at customer service that a representative from your department would contact me. That has not happen. Bert Wolf refuses to return my phone calls after telling me that it was a malfunction. I have talked to people that have told me that this has happen in the past with other vehicles. I would like to settle this matter as soon as possible. I have been in contact with legal services about this incident. I would like a copy of the inspection report and what was inspected. The service manager told me that if a vehicle does not have the problem at the time of inspection, it is impossible to say what happen. If this is true, then I am driving an unsafe vehicle that I want replaced. I did not purchase something that again I am afraid to drive.

[REDACTED]
[REDACTED]
North Matewan, WV. [REDACTED]

Ph: [REDACTED] (work)

Action Detail

VIN: 1FMZU72K73U [REDACTED]	Year: 2003	Model: EXPLORER	Case: 1299971393
Name: MR [REDACTED]	Owner Status: Original	WSD: 2003-05-10	
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: BERT WOLFE FORD INC	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 01928	
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY			
Odometer: 965 MI	Comm Type: FAX		
Action Date: 05/27/2003	Action Time: 14:28:44:103	Action Data: No	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY***** FAX RECEIVED 5-23-03 DEALER CONTACT: JAMIE SIX
 CUSTOMER ALLEGES VEHICLE WAS IN PARK WITH KEYS REMOVED FROM THE IGNITION WHEN IT BEGAN TO ROLL
 BACKWARDS DOWN CUSTOMRE'S DRIVEWAY CAUSING ACCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD
 REPRESENTATIVE.



Action Detail

VIN: 1FMZU73K74U [REDACTED]	Year: 2004	Model: EXPLORER	Case: 1579532065
Name: MS [REDACTED]	Owner Status: Subsequent	WSD: 2003-12-05	
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Pho [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: ROCHESTER FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 03830	
Action Desc: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP			
Odometer: 36400 MI	Comm Type: PHONE		
Action Date: 07/25/2005	Action Time: 16:05:52:787	Action Data: No	
Analyst Name: LINCOLN LAZARUS	Analyst: LLINCOL1		

COMMENTS: CUSTOMER SAID: -VEH WAS INVOLVED IN AN ACCIDENT--ON 24 JULY AROUND NOON VEH WAS PARKED IN GRAND PARENTS DRIVE WAY AND NO KEYS WERE IN THE IGNITION.-VEH WAS IN PARK SON WAS AT THE BACK SEAT,-SON MOVED TO FRONT SEAT AND TOUCHED GEAR SHIFTER AND TOOKSHIFTER OUT OF PARK WITH TWO FINGERS-VEH ROLLED DOWN BACK WARDS ON TO A ROAD AND SMASHED INTO TELEPHONE POLE-SON HIT HIS HEAD TO STEERING WHEEL-VEH SUSTAINED SEVER DAMAGE TO WHOLE BACK END AND SIDE QUARTER PANEL, SECOND ROW SEAT BELT BUCKLE BROKEN- POLICE REPORT FILED-POLICE REPORT NUMBER 05054642, OLSTEAD COUNTY POLICE-POLICE FOUND NO KEYS IN THE IGNITION-NOTIFIED INSURANCE COMPANY AND THEY SAID TO TAKE VEH TO THE DLR AND HAVE IT CHECKED- CURRENTLY VEH IS AT A GAS STATION-WILL TAKE IT TO FORD DLR-WANTS TO KNOW WHO IS RESPONSIBLE TO FIX MY VEH-DEALER SAID: NONE-CRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.



Action Detail

VIN: 1FMZU73KX2Z [REDACTED]	Year: 2002	Model: EXPLORER	Case: 444062025
Name: M&M [REDACTED]	Owner Status: Original	WSD: 2002-10-22	
Symptom Desc: AUTO TRANS DOWNSHIFT GEAR JUMP-OUT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: RON WILLEYFORD INC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 03415	
Action Desc: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP			
Odometer: 30000 MI	Comm Type: PHONE		
Action Date: 07/21/2005	Action Time: 12:20:06:933	Action Data: No	
Analyst Name: WILLIAMS ANDRE	Analyst: AWILL205		

COMMENTS: CUSTOMER SAID: -THE VEH WAS SITTING ON AN INCLINE-I HEARD A LOUD NOISE THEN THE VEH STARTED TO ROLL -I TRIED TO GET IN THE VEH THEN THE VEH GOT TO A STEEP INKLING AND I WAS JUST ABOUT TO DO INTO THE VEH AND IT PULLED ME FROM UNDER MY FEET AND DROVE OVER MY KNEE-THIS HAPPENED SUNDER JULY 17TH AROUND 8:30 PM-THE VEH WAS TOTALED-INSURANCE CLAIM WAS FILED-THE CLAIM IS STILL OPEN AND THEY ARE DECIDING ON THE AMOUNT OF THE VEH-POLICE REPORT FILED -CUST WASN'T GIVEN A POLICE REPORT NUMBER-I FEEL THAT IT'S FORD'S FAULT AND I AM GOING TO TAKE A HIT WITH THE INSURANCE WHERE I WILL STILL OWE MONEY ON THE LOAN-I WOULD LIKE TO KNOW WHAT FORD IS GOING TO DO TO KEEP ME AS A FORD CUSTDEALER SAID: -NONECRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.



All Action Details for Issue

[Print](#)

VIN: 1FMZU73K42Z [REDACTED] Year: 2002 Model: EXPLORER Case: 539723284
 Name: MS [REDACTED] Owner Status: Original WSD: 2002-07-11
 Symptom Desc: A/T ENGAGE SHIFT LVR/LINK. IMPROPER ADJUST 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: 02741 PAT MILLIKEN FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 21000 MI Comm Type: PHONE
 Analyst Name: WORRELL CARSON Analyst: CWORREL1
 Action Date: 11/23/2004 Action Time: 14.59.32.057 Action Data: Yes

Comments CUSTOMER SAID: SAYS THAT SHE HAS A SLIPPING PROBLEM WITH THE TRANS SAYS THAT SHE WAS TAKING GROCERIES OUT OF THE PASSENGER SIDE OF THE VEH WITH THE VEH RUNNING AND SHE REACHED IN TO TURN THE KEY IN THE IGNITION AND TURN IT OFF BUT IT SLIPPED INTO REVERSE AND BEFORE IT WAS STOPPED THE DOOR WAS DAMAGED NO ONE WAS INJURED THE VEH HAS NOT BEEN REPAIRED SAYS THAT SHE WAS TOLD TO TURN THIS INTO THE INSURANCE BUT SHE FEELS THAT SHE SHOULD NOT HAVE TO TURN THIS INTO HER INSURANCE CRC 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.

Data Element Name

Data Value

FIRE/ACCIDENT

A

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 02741 PAT MILLIKEN FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 21000 MI Comm Type: PHONE
 Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
 (J.)
 Action Date: 11/24/2004 Action Time: 09.58.32.511 Action Data: Yes

Comments *** LPA COMMENTS ***- LPA CONTACTED CUSTOMER AND ACKNOWLEDGED RECEIPT OF COMPLAINT

Data Element Name

Data Value

CONTACT PERSON

[REDACTED]

Action: REFER TO INSURANCE CARRIER-NO FORD PRODUCT DEFECT FOUND
 Dealer: 02741 PAT MILLIKEN FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 21000 MI Comm Type: MAIL
 Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
 (J.)
 Action Date: 11/24/2004 Action Time: 10.02.15.627 Action Data: No

Comments *** LPA COMMENTS ***- CUSTOMER INDICATES THAT SHE LEFT VEHICLE RUNNING UNATTENDED- CUSTOMER INDICATES THAT WHILE REACHING FOR KEYS TO TURN IGNITION OFF FROM OUTSIDE THE PASSENGER SIDE OF THE VEHICLE, THE VEHICLE WAS KNOCKED INTO REVERSE- LPA ADVISED CONTACTING INSURANCE COMPANY- LPA NOTED THAT INSURANCE COMPANY HAS THE RIGHT TO SUBROGATE FORD MOTOR COMPANY IF THEY CHOOSE- LPA RECOMMENDS NO FURTHER ACTION



•

Miclea, Marcel (M.M.)

From: Jackson, Celeste (CJ.)
Sent: Friday, November 09, 2007 9:01 AM
To: Miclea, Marcel (M.M.)
Subject: New Case: David Nicholl 1324093137

PRIVILEGED AND CONFIDENTIAL

**This email contains privileged and confidential communications.
If you received it in error, please delete it immediately and notify the sender.**

VIN: 1FMDU73K03U [REDACTED]

Year: Model: [REDACTED]

Case: [REDACTED]

Name: [REDACTED]

Kind Regards,

Celeste M. Jackson

Litigation Prevention Office Specialist

CCGO, Consumer Affairs

Phone: (313)845-5635 Fax: (866)799-4114 (cjacks84@ford.com)

**"Search for the Truth; Gods Word is our Start and Finish Line!" - 2Thessalonians 1:7-9;
1Corinthians 15:1-4; Romans 6:1-4,17; Ephesians 4:4-6; Colossians 1:18,24; Romans 16:16;
2Timothy 2:15; Philippians 3:16; John 12:48**

From: Keller, Kristian (P.) **On Behalf Of** Ordcalp, F (F.)
Sent: Thursday, November 08, 2007 1:36 PM
To: Jackson, Celeste (CJ.)
Subject: FW: Dealer Request For Consumer Affairs Review

From: dcpform@ford.com [<mailto:dcpform@ford.com>]
Sent: Thursday, November 08, 2007 1:28 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Regions

Dealership Name: spradley barr
Requesting Dealer: andi
Contact Person: [REDACTED]
Telephone: [REDACTED]
Email Address: clingan@spradleybarr.com
PA Code: 03139
Region: western
City: ft. collins
Dealer State: CO
Fax Number: 9702662383

11/9/2007

WSD: 1/23/03

Vehicle Year: 2003

Vehicle Model: explorer

Vehicle VIN: 1fmdu73k03u [REDACTED]

Mileage: 70423

Customer Name: [REDACTED]

Street Address: [REDACTED]

City: livermoore

State: Colorado

Zip Code: [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Customer Region: W4 - Denver

Incident Involves: Accident

Date of Incident: 11/08/2007

County in which incident occurred: larimer

Is Alleging Defect: Yes

Alleging defect detail: customer states that she was sleeping in the vehicle for an hour and a half with the vehicle running in park the vehicle rolled back and hit a tree. when it hit the tree the customer woke up and the vehicle was in reverse

Police Report Filed: No

Insurance Company Contacted: Y

Insurance Company Advice: the customer states the insurance company advised to take to the dealership

Insurance Company Contact Information: allstate - 1866-621-6900

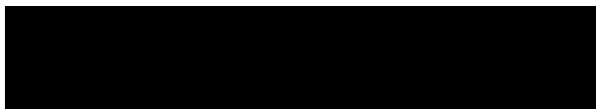
Coach Builder State: AK - Alaska

Resolution Sought Detail: to find out why the vehicle went into reverse and what needs to be done to fix it

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

11/9/2007

PE09-020 0084LP



Action Detail

VIN: 1FMZU74E54U [REDACTED]	Year: 2004	Model: EXPLORER	Case: 576842015
Name: MR [REDACTED]	Owner Status: Original	WSD: 2004-05-21	
Symptom Desc: AUTO TRANS NO ENGAGEMENT UNINTEND MVMNT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: FORD OF DUBLIN	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD		P & A Code: 07900	
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT			
Odometer: 13805 MI	Comm Type: EMAIL		
Action Date: 07/20/2005	Action Time: 16:01:24:217	Action Data: Yes	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY*****EMAIL RECEIVED 7-20-05. DEALER CONTACT: MANUAL REYES. CUSTOMER ALLEGES WHILE VEHICLE WAS PARKED IT POPPED OUT OF GEAR CAUSING ACCIDENT.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.



All Action Details for Issue

[Print](#)

VIN: 1FMZU75K33Z [REDACTED] Year: 2003 Model: EXPLORER Case: 538781544
Name: MR [REDACTED] Owner Status: Original WSD: 2003-08-22
Symptom Desc: AUTO TRANS UPSHIFT NO UPSHIFT 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: 00552 NORTHGATE FORD INC Origin Desc: US CONCERN CASE BASE
Odometer: 16600 MI Comm Type: PHONE
Analyst Name: GARTH BEAM Analyst: GBEAM
Action Date: 06/04/2004 Action Time: 09.53.29.928 Action Data: Yes

Comments CUSTOMER SAYS: == VEH WAS PARKED ON A SLIGHT INCLINE, IN CUST DRIVEWAY, WITH THE VEH RUNNING CUST HAD AN ELDERLY PARENT SITTING IN THE FRONT SEAT ... CUST WAS NOT SURE IF THE VEH WAS ENGAGE IN PARK.... CUST WENT TO PUT SOME DRY CLEANING IN SIDE .. CUST HEARD A LOAD BANGING NOISE THE VEH ROLLED INTO THE GARAGE DOOR CUST HAD SOME PROPERTY DAMAGE AS WELL THE FRONT HOOD & GRILL WAS DAMAGE ... CUST FOUND THE VEH IN GEAR CUST IS CALLING TO REPORT THE CONCERN PER CUSTOMER, DEALER SAYS: == NONE CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

Data Element Name

Data Value

FIRE/ACCIDENT

A

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 00552 NORTHGATE FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 16600 MI Comm Type: PHONE
Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
(V.)
Action Date: 06/07/2004 Action Time: 15.53.29.659 Action Data: Yes

Comments ***LPA COMMENTS*** LPA MADE AN OUTBOUND CALL TO THE CUSTOMER WHO WAS NOT AVAILABLE. THE CUSTOMER IS ALLEGING HIS VEHICLE WENT OUT OF PARK, AND HIT HIS GARAGE. THE CUSTOMER NOT SURE IF VEHICLE WAS IN PARK OR DRIVE PRIOR TO EXISTING THE VEHICLE. NO INJURIES WERE SUSTAINED, BUT DAMAGES WERE SUSTAINED TO HIS GARAGE. NO INSURANCE COMPANY CONTACTED YET. * THE CUSTOMER IS REQUESTING FMC INVESTIGATE THE MATTER.

Data Element Name

Data Value

CONTACT PERSON

Action: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND
Dealer: 00552 NORTHGATE FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 16600 MI Comm Type: MAIL
Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
(V.)
Action Date: 06/16/2004 Action Time: 09.20.56.386 Action Data: No

Comments ***LPA COMMENTS*** LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE

CUSTOMER INDICATED THAT HE MAY HAVE LEFT THE VEHICLE IN GEAR BEFORE HE GOT OUT. THE VEHICLE THEN ROLLED INTO HIS GARAGE CAUSING DAMAGES. NO INJURIES WERE SUSTAINED, AND THE INSURANCE COMPANY WAS CONTACTED. BASED ON THIS INFORMATION, WE WILL NOT PROVIDE ASSISTANCE IN THE MATTER, AND ASK THE CUSTOMER CONTINUE WORKING WITH HIS INSURANCE CARRIER WHO WILL FILE SUBROGATION AGAINST US IF THEY FEEL WE ARE LIABLE. NO FURTHER ACTION IS REQUIRED AT THIS TIME.



VIN: 1FMZU73K82Z	Year: 2002	Model: EXPLORER	Case: 1586552653
Name: MR	Owner Status: Original	WSD: 2002-09-17	
Symptom Desc: AUTO TRANS GENERAL INDICATOR		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: KRUG HILLTOP FORD-LINCOLN-MERC	
Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK		P & A Code: 01758	
Odometer: 31000 MI	Comm Type: EMAIL		
Action Date: 09/22/2003	Action Time: 16:17:35.497	Action Data: No	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

[Print Action Detail](#)

COMMENTS: *****PRODUCT LIABILITY***** EMAIL RECEIVED 9-22-03. DEALER CONTACT: DAN RETHERFORD. CUSTOMER ALLEGES VEHICLE CAME OUT OF PARK AND ROLLED BACKWARDS INTO A PARKED VEHICLE. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

[Update Issue](#) [Close Issue](#)

[Warranty History](#) [ESP/Recall](#) [Oasis](#)

...:35.497&SympC=504800&rTabPage=&Reason=0772&IssTyp=07&CustNo=11861400301&CustCtry=USA&Dealer=F48513,



All Active Defect Records

Print

VIN: 1FMDU75W74Z [REDACTED] Year: 2004 Model: EXPLORER Case: 1398051344
Name: MF [REDACTED] Owner Status: Original WSD: 2003-11-03
Symptom Desc: AUTO TRANS NO ENGAGEMENT UNINTEND MVMNT Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT Secondary Phone:
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Dealer: 20589 LARSON FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION-FD

Odometer: 9093 MI

Comm Type: FAX

Analyst Name:

Analyst: CLEICH

LEICH,CHERIE

Action Date: 05/13/2004

Action Time:

11.03.25.715

Action Data: No

Comments *****PRODUCT LIABILITY***** FAX RECEIVED 5-12-04. DEALER CONTACT:
RICHARD VAN BLARCOM. CUSTOMER ALLEGES VEHICLE WAS IN PARK AND ACCELERATED, WENT THROUGH
GARAGE AND HIT BACK WALL. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 20589 LARSON FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 9093 MI

Comm Type: PHONE

Analyst Name: KIRKSEY, VINCE

Analyst: VKIRKSE1

(V.)

Action Date: 05/14/2004

Action Time:

15.44.04.621

Action Data: Yes

Comments ***LPA COMMENTS*** LPA SPOKE WITH THE S/M REGARDING THE CUSTOMER'S CONCERN. THE
CUSTOMER IS ALLEGING HIS VEHICLE SUDDENLY ACCELERATED FORWARD WHILE IN THE PARK POSITION. AS
A RESULT THE CUSTOMER RAN INTO HIS GARAGE, AND RECEIVED MINOR INJURIES DURING THE ACCIDENT.
THE VEHICLE IS CURRENTLY AT THE DEALERSHIP, AND THE INSURANCE COMPANY WAS CONTACTED AND HAS
DECIDED TO REPAIR THE CUSTOMER'S VEHICLE. * THE CUSTOMER IS REQUESTING FMC TELL HIM WHY THIS
HAPPEN, AND WANTS HIS VEHICLE REPAIRED.

Data Element Name

Data Value

CONTACT PERSON

RICHARD VANBLARCOM

Action: REFER TO INSURANCE CARRIER-NO FORD PRODUCT DEFECT FOUND

Dealer: 20589 LARSON FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 9093 MI

Comm Type: MAIL

Analyst Name: KIRKSEY, VINCE

Analyst: VKIRKSE1

(V.)

Action Date: 05/17/2004

Action Time:

10.21.43.676

Action Data: No

Comments ***LPA COMMENTS*** LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE
DEALERSHIP INDICATED THEY WERE UNABLE TO DUPLICATE OR VERIFY THE CUSTOMER'S VEHICLE CONCERN.
BASED ON THIS INFORMATION, WE WILL BE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND PROPOSE
NO FURTHER ACTION. LPA HAS REFERRED THE CUSTOMER TO THEIR INSURANCE CARRIER FOR POSSIBLE
ASSISTANCE.



Action: RECEIVE VEHICLE INSPECTION BACK**Dealer:** 20636 SCHULTZ FORD INC**Origin Desc:** CONSUMER AFFAIRS - LITIGATION
PREVENTION**Odometer:** 34411 MI**Comm Type:** FAX**Analyst Name:** KIRKSEY, VINCE
(V.)**Analyst:** VKIRKSE1**Action Date:** 12/30/2003**Action Time:**
09.46.06.081**Action Data:** Yes

Comments ***LPA COMMENTS*** LPA HAS RECEIVED THE INSPECTION REPORT BACK FROM THE EAA INSPECTION AGENCY. THE REPORT REVEALED NO DEFECT WAS DETECTED DURING THE INSPECTION. THE EAA INSPECTOR WAS NOT ABLE TO VERIFY THAT A DEFECT CAUSED THE CUSTOMER'S ACCIDENT.

Data Element Name**Data Value**

FSE

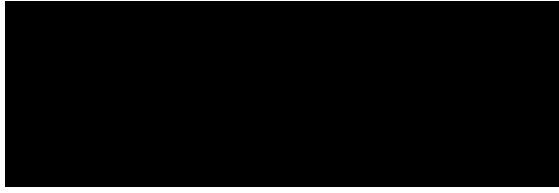
NO

DEALER

NO

Action: REFER TO INSURANCE CARRIER - UNABLE TO DUPLICATE**Dealer:** 20636 SCHULTZ FORD INC**Origin Desc:** CONSUMER AFFAIRS - LITIGATION
PREVENTION**Odometer:** 34411 MI**Comm Type:** MAIL**Analyst Name:** KIRKSEY, VINCE
(V.)**Analyst:** VKIRKSE1**Action Date:** 12/30/2003**Action Time:**
09.49.24.608**Action Data:** No

Comments ***LPA COMMENTS*** LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE EAA INSPECTOR INDICATED THAT A MANUFACTURER'S DEFECT COUND NOT VERIFY OR DUPLICATED. BASED ON THIS INFORMATION, WE WILL NOT PROVIDE ASSISTANCE IN THE MATTER, AND ASK THE CUSTOMER TO CONTACT THEIR INSURANCE CARRIER FOR POSSIBLE ASSISTANCE.



405923624

REG: #44
Lourdes

Board of Directors
Ford Motor Company
P.O. Box 685
Dearborn, MI 48126-0685

Gentlemen:

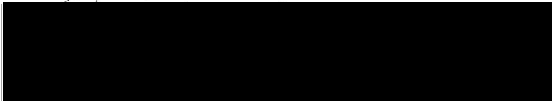
I am writing to inform Ford Motor Company of the accident on July 12, 2005 involving my 2003 Ford Explorer.

I was parked at a relative's house, with my car idling, picking up my children when after 10 minutes I saw the vehicle careening out of control through the yard and colliding with a house.

I had the vehicle in the PARK position. This incident could have killed or injured my family members. Under no circumstances was the vehicle not properly placed in the PARK position as questioned by Washington Ford. I am a responsible driver with a proven driving record.

I will, however, rid myself and my family of the vehicle as soon as I am financially able. I will never own or drive an Explorer or any Ford-made vehicle again. I can never trust this vehicle again around my family or property. However, for lack of a better term, I am STUCK with it financially. I have had documented electrical problems with this vehicle and several other problems. I will promise you I will never own another Ford vehicle.

Yours truly,



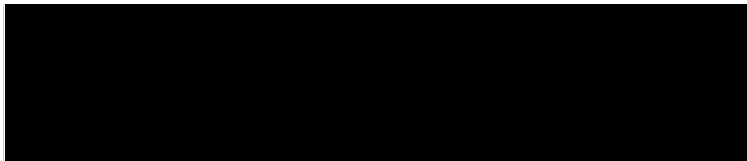
P.S. An investigation is ongoing at this time by my insurance company to determine whether or not there is a mechanical defect in this vehicle.

Action Detail

VIN: 1FMZU73K53Z [REDACTED]	Year: 2003	Model: EXPLORER	Case: 405923624
Name: MR [REDACTED]	Owner Status: Original	WSD: 2004-01-02	
Symptom Desc: AUTO TRANS NO ENGAGEMENT UNINTEND MVMNT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: WASHINGTONFORD INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD		P & A Code: 07313	
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT			
Odometer: 19492 MI	Comm Type: MAIL		
Action Date: 08/04/2005	Action Time: 15:08:24:047	Action Data: Yes	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY*****DATE STAMPED 8-5-05. CUSTOMER ALLEGES SHE PARKED HER VEHICLE AND LEFT IT IDLING. AFTER 10 MINUTES, SHE SAW THE VEHICLE CAREENING OUT OF CONTROL THROUGH THE YARD AND HIT A HOUSE.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Ford Confidential



All Action Details for Issue

[Print](#)

VIN: 1FMDU73K03U [REDACTED] Year: 2003 Model: EXPLORER Case: 1413531385
Name: MR [REDACTED] Owner Status: Original WSD: 2003-07-30
Symptom Desc: PARKING BRAKE INOP/INEFFECTIVE Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT
Dealer: 03603 COLONIAL FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION-FD
Odometer: 26000 MI Comm Type: MAIL
Analyst Name: LEICH,CHERIE Analyst: CLEICH
Action Date: 05/25/2005 Action Time: 09.44.30.875 Action Data: Yes

Comments *****PRODUCT LIABILITY*****DATE STAMPED 5-24-05. CUSTOMER ALLEGES EMERGENCY BRAKE WAS ON WHILE VEHICLE WAS PARKED IN THEIR DRIVEWAY. THE VEHICLE BEGAN TO ROLL BACKWARD, DOWN THE DRIVEWAY AND OVER THE CREST OF A VERY STEEP HILL. IT CONTINUED ROLLING BACKWARD WHEN IT WENT OVER A SMALL CLIFF AT WHICH POINT IT FLIPPED OVER ONTO ITS ROOF AND CRASHED INTO A TREE. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	CJONES

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 03603 COLONIAL FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION
Odometer: 26000 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 05/25/2005 Action Time: 14.53.06.022 Action Data: No

Comments LPA CONTACTED CUSTOMER. CUSTOMER WAS UNAVAILABLE. LPA LEFT A MSG WITH ALYSSA.

Action: INFORMATIONAL CALL/FAX
Dealer: 03603 COLONIAL FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION
Odometer: 26000 MI Comm Type: PHONE
Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
Action Date: 05/26/2005 Action Time: 09.45.34.765 Action Data: No

Comments LPA CONTACTED CUSTOMER AT WORK. CUSTOMER STATED THAT THE VEHICLE IS CURRENTLY AT AN AUTO BODY SHOP AWAITING A INSURANCE ADJUSTER TO COME OUT. THE VEHICLE HAS NOT BEEN INSPECTED BY A FORD DLR. THERE ARE NO INJURIES. CUSTOMER STATED THAT SHE HAS TO DISCUSS WITH HER HUSBAND WHAT IT IS THAT SHE WANTS TO DO AND WILL RECONTACT LPA.

Action: INFORMATIONAL CALL/FAX
Origin Desc: CONSUMER AFFAIRS - LITIGATION

Dealer: 03603 COLONIAL FORD
Odometer: 26000 MI
Analyst Name: DUNLAP, KENISHA
Action Date: 05/26/2005

Comm Type: PHONE
Analyst: KDUNLAP
Action Time: 10.37.13.740

PREVENTION
Action Data: No

Comments LPA RECEIVED A CALL FROM MR. STOVER. CUSTOMER IS WANTING A REPLACEMENT VEHICLE. CUSTOMER IS REQUESTING THAT LPA CONTACT COLONIAL FORD AND REQUEST A REPLACEMENT VEHICLE FOR HIM.

Action: INFORMATIONAL CALL/FAX

Dealer: 03603 COLONIAL FORD
Odometer: 26000 MI
Analyst Name: DUNLAP, KENISHA
Action Date: 06/03/2005

Comm Type: PHONE
Analyst: KDUNLAP
Action Time: 12.07.16.822

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Data: No

Comments LPA CONTACTED MS. STOEVEER. CUSTOMER STATED THAT HER VEHICLE IS STILL AT THE BODY SHOP BEING REPAIRED BY HER INSURANCE. THE VEHICLE HAS NEVER BEEN INSPECTED BY A FORD DLR TO CONFIRM CUSTOMER'S BRAKE CONCERN. CUSTOMER IS STILL REQUESTING A REPLACEMENT VEHICLE.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 03603 COLONIAL FORD
Odometer: 26000 MI
Analyst Name: DUNLAP, KENISHA
Action Date: 06/03/2005

Comm Type: PHONE
Analyst: KDUNLAP
Action Time: 12.08.16.194

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Data: No

Comments LPA ADVISED CUSTOMER TO CONTINUE WORKING WITH HER INSURANCE COMPANY AND OF SUBROGATION. THERE WERE NO INJURIES. CUSTOMER STATED THAT SHE HAS LOST HER CONFIDENCE IN THE VEHICLE. NOTHING FURTHER. CASE FILED.

26
ROBERT and DEBRA STOEVEER
13 Sans Souci Drive
Pawling, New York 12564
845-855-9209

May 20, 2005

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

Re: Incident Reference # 1413531385

Dear Sir/Madam:

We are writing as a follow-up with regard to the above referenced incident which was reported to your Customer Relationship Center by telephone on May 18, 2005.

On Saturday, May 14, 2005, we had an extremely unfortunate incident occur with our 2003 Ford Explorer (VIN# 1FMDU73K03U [REDACTED]) at our home in Pawling, New York. The vehicle was in park with the emergency brake on in our driveway which is on an incline. In front of our very eyes the vehicle began to roll backward, down the driveway and over the crest of our very steep front hill. It continued rolling backward when it went over a small cliff at which point it flipped over onto its roof and crashed into a large tree on the hill. Only by the Grace of God was no one hurt or any damage done other than to the vehicle. Our 6 year old son was standing right next to the vehicle when it began to roll and he somehow managed to get out of the way. Our front hill leads directly into the street we live on and we have a neighbor directly across the street. As you can see this could have been an extremely devastating accident.

We began our relationship with Ford Motor Company in 1995 and have purchased/leased 8 vehicles during that time. We currently have monthly payments on the 2003 Explorer, 2003 Taurus and 2002 Focus. The company that I work for has purchased several E350 Ford Vans and we have numerous family members, friends and co-workers that have purchased vehicles through Colonial Ford in Danbury, Connecticut on our recommendation. Of course, this can all be verified through Colonial's Sales Manager, Bill Johnson.

Based on this impressive history, we would like to see what Ford is now willing to do for us in return. The preliminary damage estimate is somewhere in the vicinity of \$12,000.00 - \$14,000.00. This is for structural damage only. We were hoping that it would be deemed a total loss. Our biggest concern is with the mechanical malfunction of the vehicle which has yet to be addressed. The vehicle could be repaired and look brand

CASE:
1413531385
REGION: 13
~~JOHNS~~
5 MAY 24 P2:11
CUSTOMER AFFAIRS
SECTION

Ford Motor Company
Customer Relationship Center
May 20, 2005
Page 2

new, but we would never feel comfortable owning a car that could have killed or severely injured someone for no apparent reason.

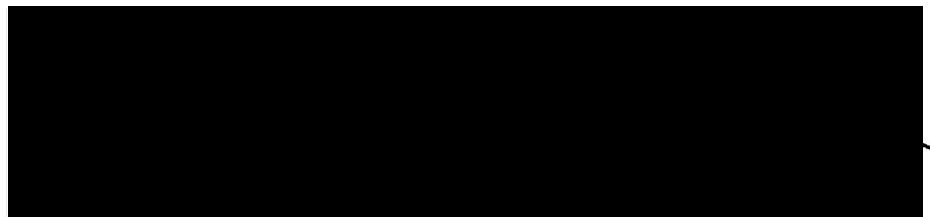
We stand to lose a sufficient amount of money between insurance deductible, car rental, monthly payment (on a vehicle that cannot be used) and loss of resale value. Our intention is not to consume our time and resources fighting with Ford Motor Company but to come to a fair and equitable solution to our problem. We would like Ford to help us out of our lease on this vehicle so that we can purchase a new vehicle (Ford) in which we will feel safe and secure. We hope that you will review all the facts we have presented and come to the realization that we are not being unreasonable in our requests. Keeping in mind that we have been loyal Ford customers, we would greatly appreciate your immediate attention and expeditious resolution to this matter.

Please contact us immediately in any of the following ways:

Home phone: [REDACTED]

Robert Cell: [REDACTED]

Email: [REDACTED]



cc: Bill Johnson
Sales Manager,
Colonial Ford



==>

VIN: 1FMZU73E82U [REDACTED] Year: 2002 Model: EXPLORER
Name: MS [REDACTED]
Trmt: VLC Case: 1413272002
Issue Type: 07 LEGAL Issue Status: K OPEN
Comm Type: FX FAX Odometer Reading: 13542
Dealer: 01425 HINES PARK FORD, INC Odometer Type: MI
Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL Document Number: _____
Reason Desc: LEGAL - ACCIDENT Legal Issue Type: _____
Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code: _____
Action Desc: MAKE OUTBOUND CALL TO DEALER CAN Award Code: _____
Comments: ***LPA COMMENTS***

LPA SPOKE WITH THE S/M REGARDING THE CUSTOMER VEHICLE
CONCERNS. THE CUSTOMER IS ALLEGING HER VEHICLE SUDDENLY
ACCELERATED FORWARD WHILE IN THE PARK POSITION, AND HIT A
BRICK WALL DAMAGING THE FRONT BUMPER AREA. NO INJURIES WERE
SUSTAINED, AND THE INSURANCE COMPANY HAS BEEN CONTACTED. THE
S/M INDICATED THEY HAVE ALREADY INSPECTED THE VEHICLE BUT
WAS UNABLE TO DUPLICATE THE CUSTOMER SUDDEN ACCELERATION

F1=Help F2=ActionList F5=Add F6=DealerInfo
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
LPREL54



All Action Details for Issue

Print

VIN: 1FMDU72K03Z [REDACTED] Year: 2003 Model: EXPLORER Case: 1598392803
Name: MS [REDACTED] Owner Status: Original WSD: 2003-06-24
Symptom Desc: PARKING BRAKE INOP/INEFFECTIVE 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: 20521 RITTENHOUSE-KERR FORD, INC.
Odometer: 4452 MI
Analyst Name: DENISE WALTON
Action Date: 10/07/2003

Comm Type: PHONE
Analyst: DWALTON4
Action Time: 16.32.50.625

Origin Desc: US CONCERN CASE BASE

Action Data: Yes

Comments CUSTOMER SAYS: =FRI.OCT.3/03 APPROX 3:10 PM CUST TOOK THE VEH TO DLR FOR SERVICE AND TO LOOK INTO WHY THE VEH WAS MAKING NOISE WHEN ACCELERATING =CUST PUT THE VEH IN PARK AND THE PARKING BRAKE ON = CUST CAME OUT OF THE VEH AND VEH CONTINUED TO ROLL AND CRASHED INTO 2NEW VEH'S ON THE DLR LOTS CUST WAS RUNNING AFTER THE VEH =POLICE CONTACTED AND A REPORT WAS FILED =DLR PROVIDED CUST WITH A LOANER =CUST FEELS THAT DLRSHIP TREATS CUST OF COLOR DIFFERENTLY =CUST WAS TOLD THAT CUST HAS TO PAY \$500 CUST STATES THAT SHE IS NOT GOING TO PAY =CUST DOES NOT WANT VEH CUST FEELS IT IS NOT SAFE =CUST WANTS A SAFE VEH =CUST IS ALLEGING PARKING BRAKE AS DEFECT =LOCATION AT RITTENHOUSE-KERR FORD LOTT IN THE FRONT =POLICE REPORT FILED OFFICER PIERSON WHEN HE GOT THERE EMERGENCY BRAKE WAS ON AND VEH WAS IN PARK =CUST WILL HAVE POLICE REPORT BY 10/08/2003 MONUTH IS THE COUNTY =CUST HAS CONTACTED INSURANCE COMPANY AND HAS FILED A CLAIM =CLAIM NUM IS #30V677979 PER CUSTOMER, DEALER SAYS: RITTENHOUSE-KERR FORD, INC. 700 SHREWSBURY AVENUE RED BANK, NEW JERSEY 07701 =NOISE COMING FROM PASSENGER SIDE INTERIOR =HAVE TO MAKE SURE THE VEH WAS IN PARK WITH PARKING BRAKE ON AND MOVING ON ITS OWN =G/M JIM CUST HAS TO PAY \$500 AND CUST CAN TAKE IT UP WITH FORD =G/M JIM STATES THEY CANNOT FIND ANYTHING WRONG WITH THE VEH 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.

Data Element Name

Data Value

FIRE/ACCIDENT

A

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
Dealer: 20521 RITTENHOUSE-KERR FORD, INC.
Odometer: 4452 MI
Analyst Name: KIRKSEY, VINCE (V.)
Action Date: 10/08/2003

Comm Type: PHONE
Analyst: VKIRKSE1
Action Time: 14.47.40.316

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Data: Yes

...:50.625&ISSUE_UPDATE_ID_C=VKIRKSE1&USER_ID_C=VKIRKSE1&STATUS_STATUS_C=C%20&ISSUE_ODOMTRC

Comments ***LPA COMMENTS*** LPA ACKNOWLEDGES RECEIPT OF THE CUSTOMER'S CONTACT MADE TO THE CRC. THE CUSTOMER IS ALLEGING HER VEHICLE PARK BRAKE FAILED, AND CAUSED THE VEHICLE TO ROLL BACKWARD STRIKING TWO NEW VEHICLES ON THE DEALERSHIP'S LOT. NO INJURIES WERE SUSTAINED, AND THE INSURANCE COMPANY WAS CONTACTED. THE CUSTOMER BELIEVES THE PARK BRAKE FAILED, AND CAUSED THE INCIDENT. * THE DEALERSHIP HAS INSPECTED THE VEHICLE, BUT WAS UNABLE TO DUPLICATE THE CUSTOMER'S CONCERN. * THE CUSTOMER IS REQUESTING FMC INVESTIGATE THE MATTER.

<u>Data Element Name</u>	<u>Data Value</u>
CERTIFIED LETTER #	LPA ACKNOWLEDGES RECEIPT OF CRC CONTACT

Action: REFER TO INSURANCE CARRIER - UNABLE TO DUPLICATE

Dealer: 20521 RITTENHOUSE-KERR FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 4452 MI

Comm Type: MAIL

Analyst Name: KIRKSEY, VINCE (V.)

Analyst: VKIRKSE1

Action Date: 10/08/2003

Action Time: 14.49.15.608

Action Data: No

Comments ***LPA COMMENTS*** LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE DEALERSHIP INDICATED THEY WERE UNABLE TO DUPLICATE THE CUSTOMER'S ALLEGED PARK BRAKE DEFECT. BASED ON THIS INFORMATION, WE WILL BE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND PROPOSE NO FURTHER ACTION.

...50,625&ISSUE_UPDATE_ID_C=VKIRKSE1&USER_ID_C=VKIRKSE1&STATUS_STATUS_C=C20&ISSUE_ODOMTRD



All Action Details for Issue

[Print](#)

VIN: 1FMZU73EX4U [REDACTED] Year: 2004 Model: EXPLORER Case: 619881754
Name: MR [REDACTED] Owner Status: Original WSD: 2004-05-10
Symptom Desc: A/T ENGAGEMENT SHIFT LVR/LINK. 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: 20636 SCHULTZ FORD INC Origin Desc: US CONCERN CASE BASE
Odometer: 3000 MI Comm Type: PHONE
Analyst Name: PEPPI DIMITROPOULOS Analyst: PDIMITRO
Action Date: 06/23/2004 Action Time: 17.13.07.295 Action Data: Yes

Comments CUSTOMER SAID: =VEH WAS IN PARK (IDLE) BUT THE ENGINE WAS RUNNING FOR ABOUT 15 MINUTES =CUST WAS AT HIS FRIENDS HOUSE AND THEN THE VEH STARTED COMING TOWARDS HIM AND WENT THROUGH HIS FRIENDS FENCE =CUST CALLED THE POLICE BUT HAS NOT FILED A POLICE REPORT AS OF YET =CUST CONTACTED HIS DLRSHIP AND ADVISED THEM OF WHAT HAPPENED =CUST WILL BE CONTACTING ROADSIDE ASSISTANCE AFTER THE POLICE REPORT IS FILED =FIRST TIME OF CONCERN =NO INJURIES INCURRED =CUST WANTS TO KNOW WHAT HIS NEXT STEPS ARE DEALER SAID: SCHULTZ FORD 80 ROUTE 304 NANUET, NY 10954 TEL: (845) 624-3600 CRC 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. =ADV CUST THAT THIS DLRSHIP IS BLUE OVAL CERTIFIED BASED ON CUST SATISFACTION, PRICING AND SALES ===ATTENTION CONSUMERS AFFAIRS --- PLEASE CONTACT CUST AT HOME# [REDACTED] 8

Data Element Name

Data Value

FIRE/ACCIDENT

A

Action: MAKE OUTBOUND CALL TO DEALER
Dealer: 20636 SCHULTZ FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 3000 MI Comm Type: PHONE
Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1
Action Date: 06/24/2004 Action Time: 09.52.47.543 Action Data: Yes

Comments ***LPA COMMENTS*** LPA SPOKE WITH THE SERVICE MANAGER-S/M REGARDING THE CUSTOMER'S CONCERN. THE CUSTOMER IS ALLEGING HIS VEHICLE WENT OUT OF PARK TO DRIVE ON AN INCLINE AT HIS FRIENDS HOME. THIS RESULTED IN THE VEHICLE ROLLING FORWARD, AND HITTING HIS FRIENDS FENCE CAUSING DAMAGES TO THE FENCE AND HIS FRONT BUMPER. NO INJURIES WERE SUSTAINED, AND NO INSURANCE COMPANY CONTACTED. * THE CUSTOMER IS REQUESTING FMC INVESTIGATE THE MATTER.

Data Element Name

Data Value

CONTACT PERSON

RICH MEYER

Action: REQUEST FOR VEHICLE INSPECTION - DEALER
Dealer: 20636 SCHULTZ FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 3000 MI Comm Type: PHONE
Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1
Action Time:

Action Date: 06/24/2004

09.53.56.827

Action Data: No

Comments ***LPA COMMENTS*** LPA HAS REQUESTED THE DEALERSHIP PERFORMED AN VEHICLE INSPECTION TO DETERMINE IF A DEFECT/PROBLEM EXIST.

Action: RECEIVE VEHICLE INSPECTION BACK**Dealer:** 20636 SCHULTZ FORD INC**Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION**Odometer:** 3000 MI**Comm Type:** PHONE**Analyst Name:** KIRKSEY, VINCE (V.)**Analyst:** VKIRKSE1**Action Date:** 06/25/2004**Action Time:**
10.35.25.607**Action Data:** Yes

Comments ***LPA COMMENTS*** LPA HAS RECEIVED AN INSPECTION REPORT VIA PHONE FROM THE DEALERSHIP INDICATING THAT THEY WERE UNABLE TO DUPLICATE THE CUSTOMER'S CONCERN. NO PROBLEM COULD BE FOUND WITH THE ALLEGED GEAR SHIFT CONCERN.

Data Element Name**Data Value**FSE
DEALERNO
YES

Action: REFER TO INSURANCE CARRIER - UNABLE TO DUPLICATE**Dealer:** 20636 SCHULTZ FORD INC**Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION**Odometer:** 3000 MI**Comm Type:** MAIL**Analyst Name:** KIRKSEY, VINCE (V.)**Analyst:** VKIRKSE1**Action Date:** 06/25/2004**Action Time:**
10.37.18.875**Action Data:** No

Comments ***LPA COMMENTS*** LPA SPOKE WITH THE SERVICE MANAGER-S/M REGARDING THE CUSTOMER'S CONCERN. THE S/M WAS UNABLE TO DUPLICATE THE CUSTOMER'S ALLEGED GEAR-SHIFT CONCERN DURING THE INSPECTION. BASED ON THIS INFORMATION, WE WILL BE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND PROPOSE NO FURTHER ACTION.



All Action Details for Issue

[Print](#)

VIN: 1FMZU72E92U [REDACTED] Year: 2002 Model: EXPLORER Case: 660660572
Name: MR [REDACTED] Owner Status: Original WSD: 2002-01-28
Symptom Desc: PARKING BRAKE INOP/INEFFECTIVE 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: 01995 FAIRWAY FORD Origin Desc: US CONCERN CASE BASE
Odometer: 51000 MI Comm Type: PHONE
Analyst Name: CHIVERTON-HOPKINSON EULA Analyst: ECHIVERT
Action Date: 06/09/2004 Action Time: 16.33.26.570 Action Data: Yes

Comments CUSTOMER SAID: - DATE OF THE FIRST ACCIDENT WAS APRIL 3, 04. - CUST STATED THAT LAST MONTH HIS VEH WAS IN HIS DRIVE WAY WHEN THE VEH SLIPPED OUT OF PARK AND DAMAGE HIS NEIGHBOR HOME. - CUST STATED THAT HIS INSURANCE WAS CONTACTED AND THEY PAID FOR THE REPAIR TO HIS VEH AND HIS NEIGHBOUR HOME - CUST STATED THAT HIS INSURANCE COMPANY SENT THE VEH TO FAIRWAY FORD DLRSHIP WHERE IT WAS REPAIRED. -TODAY THE VEH SLIPPED OUT PARK AGAIN AND HIT A TREE. - CUST STATED THAT THE BUMPER, TAIL AND THERE IS A DENT ABOVE THE BACK FENDER. - CUST IS BLAMING A DEFECT IN THE VEH THAT IS CAUSING THE VEH TO SLIP OUT OF PARK. - THE VEH IS CURRENTLY AT CUST HOME. - HE HAS NOT CONTACTED HIS INSURANCE COMPANY. DEALER SAID: FAIRWAY FORD 425 LYNN GARDEN DRIVE KINGSPORT, TN 37660CRC 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.

Data Element Name

Data Value

FIRE/ACCIDENT

A

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 01995 FAIRWAY FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 51000 MI Comm Type: PHONE
Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
Action Date: 06/10/2004 Action Time: 11.24.55.412 Action Data: Yes

Comments LEFT MESSAGE ON MACHINE FOR CUSTOMER REQUESTING RETURN PHONE CALL REGARDING VEHICLE CONCERN.

Data Element Name

Data Value

CONTACT PERSON

JERRY VENABLE

Action: DENY ASSISTANCE - BEYOND WARRANTY
Dealer: 01995 FAIRWAY FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 51000 MI Comm Type: MAIL
Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
Action Date: 06/30/2004 Action Time: 15.12.50.509 Action Data: No

Comments NO RELATED RECALLS/REPAIR HISTORY... SENT CUSTOMER "BEYOND WARRANTY - NO ASSISTANCE PROVIDED" LETTER.



All Action Details for Issue

VIN: 1FMZU63W021 [REDACTED] Year: 2002 Model: EXPLORER Case: 1509342542
Name: [REDACTED] Owner Status: Subsequent WSD: 0001-01-01
Symptom Desc: MANUAL TRANS. GEAR JUMP-OUT Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Dealer: 00529 GENE EVANS TEAM FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 1000 MI

Comm Type: MAIL

Analyst Name: TRAINEE FIVE

Analyst: TRAINEE5

Action Date: 09/11/2002

Action Time: 2:08 PM

Action Data: No

Comments *****DEALER REQUEST***** CONTACT: SCOTT GAHWILER 770 964-9801 ALLEGES: CUSTOMER STATES VEHICLE JUMPED OUT OF PARK AND ROLLED INTO BRICK WALL. **CUSTOMER REQUEST THAT A FORD REPRESENTATIVE CONTACT HIM TODISCUSS THIS MATTER.**

Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 00529 GENE EVANS TEAM FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 1000 MI

Comm Type: PHONE

Analyst Name: CELESTE JACKSON

Analyst: CJACKS84

Action Date: 09/11/2002

Action Time: 3:37 PM

Action Data: Yes

Comments LPA COMMENTS: LEFT MESSAGE WITH FEMALE AT HOME NUMBER SHE STATES THAT CUSTOMER CAN BE REACHED BEFORE 1PM. LPA RECEIVED CALL FROM DEALERSHIP CONTACT SCOTT AND HE STATED THAT THE CUSTOMER WAS NOT ALLEGING ANY INJURIES AND THAT THE CUSTOMER ALLEGE THAT HIS VEHICLE WAS PARKED IN THE DRIVEWAY AND IT ROLLED INTO THE SIDE OF HIS NEIGHBORS HOME.

Data Element Name

Data Value

CONTACT PERSON

FEMALE

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 00529 GENE EVANS TEAM FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 1000 MI

Comm Type: PHONE

Analyst Name: CELESTE JACKSON

Analyst: CJACKS84

Action Date: 09/12/2002

Action Time: 1:33 PM

Action Data: No

Comments LPA COMMENTS: CUSTOMER ALLEGES THAT THEY WERE TAKING GROCERIES OUT OF THE VEHICLE AND WHILE IN THE HOUSE PUTTING THEM UP THEIR NEIGHBOR INFORMED THEM THAT THE VEHICLE HAD ROLLED OUT OF THE DRIVEWAY. ALLEGES THAT THE VEHICLE ROLLED INTO THEIR NEIGHBORS YARD AND HIT A 3FT BRICK WALL. CUSTOMER STATES THAT THEY WOULD LIKE THEIR INSURANCE COMPANY TO HANDLE THE CLAIM. LPA EXPLAINED SUBROGATION. LPA CALLED DEALER CONTACT TO INFORM HIM OF CUSTOMER'S PREFERENCE, BUT HE WAS ON A TEST DRIVE.

....53.948&ISSUE_UPDATE_ID_C=CJACKS84&USER_ID_C=CJACKS84&STATUS_STATUS_C=C%20&ISSUE_ODOMI



All Action Details for Issue

[Print](#)

VIN: 1FMZU73E92Z [REDACTED] Year: 2002 Model: EXPLORER Case: 335321664
Name: MRS [REDACTED] Owner Status: Subsequent WSD: 2002-07-15
Symptom Desc: A/T ENGAGEMENT SHIFT LVR/LINK. 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: 04350 FUCCILLO FORD OF EAST GREENBUSH, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 34700 MI Comm Type: PHONE
Analyst Name: HYLTON ROSEMARIE Analyst: RHYLTON2
Action Date: 06/30/2004 Action Time: 10.00.30.680 Action Data: Yes

Comments CUSTOMER SAID: -SHE EMAILED A COMPLAINT ABOUT HER 2002 EXPLORER -SHE WAS CALLED BACK BY SOMEONE TO DISCUSS IT -ON JUNE 6, 2004, THE VEHICLE WAS PARKED IN FRONT OF HER MOTHER'S HOUSE ON CHURCH STREET IN STUYGESANT, NEW YORK -HERSELF AND 3 PASSENGERS GOT OUT OF THE VEHICLE, TOOK THINGS OUT OF THE REAR CARGO AREA. SHE WENT INTO THE HOUSE AND 10 TO 15 MINUTES LATER, HER MOTHER NOTICED THE VEHICLE WAS ROLLING. IT ROLLED DOWN HILL, ROLLED OVER TWICE AND LANDED ON THE HOOD OF HER FATHER'S TRUCK WHICH WAS ALSO DAMAGED. -THE VEHICLE HAS BEEN TOTALLED -THE VEHICLE WAS IN PARK, WHEN IT FLIPPED OVER AND LANDED, IT WAS NO LONGER IN PARK, SO IT HAD DISENGAGED ITSELF SOMEHOW. -THERE WERE NO INJURIES AS A RESULT OF THIS SITUATION. THERE WAS NO ONE IN THE VEHICLE -A POLICE REPORT WAS FILED, SHE DOES NOT HAVE IT WITH HER AT THIS TIME - THE VEHICLE COULD NOT BE REPAIRED AS THERE WAS \$17000 DAMAGE DONE TO IT -THE INSURANCE COMPANY GEICO TOOK THE VEHICLE AND ARE HOLDING IT -SHE IS CONCERNED AND WANTS THE VEHICLE EXAMINED AS SHE FEELS THAT SOMETHING WITHIN THE TRANSMISSION THAT FAILED DEALER SAID: - NONEFUCCILLO FORD OF EAST GREENBUSH, INC. 634 COLUMBIA TURNPIKE EAST GREENBUSH, NY 12061 TEL: (518) 479-1000 CRC 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.

Data Element Name

Data Value

FIRE/ACCIDENT

A

Action: MAKE OUTBOUND CALL TO CUSTOMER
Dealer: 04350 FUCCILLO FORD OF EAST GREENBUSH, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 34700 MI Comm Type: PHONE
Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1 (V.)
Action Date: 07/01/2004 Action Time: 09.34.18.018 Action Data: Yes

Comments ***LPA COMMENTS*** LPA ACKNOWLEDGES RECEIPT OF THE CUSTOMER'S CONTACT MADE TO THE CRC. THE CUSTOMER IS ALLEGING HER VEHICLE WENT OUT OF PARK, ROLLED THE HILL, AND LANDED UPSIDE DOWN ON HER FATHER VEHICLE. NO INJURIES WERE SUSTAINED, BUT HER VEHICLE WAS TOTALED, AND HER FATHER VEHICLE ALSO SUSTAINED DAMAGES. THE INSURANCE COMPANY IS INVESTIGATING THE MATTER. * THE CUSTOMER FEELS THEIR IS A DEFECT IN THE TRANSMISSION GEAR SHIFT, AND IS REQUESTING FMC INVESTIGATE THE MATTER.

Data Element Name

Data Value

CONTACT PERSON

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 04350 FUCCILLO FORD OF EAST GREENBUSH,
INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 34700 MI

Comm Type: MAIL

Analyst Name: KIRKSEY, VINCE
(V.)

Analyst: VKIRKSE1

Action Date: 07/01/2004

Action Time:
09.36.36.200

Action Data: No

Comments ***LPA COMMENTS*** LPA HAS REVIEWED THE CASE. INFORMATION PROVIDED BY THE CUSTOMER INDICATED THAT HER INSURANCE COMPANY HAS ALREADY CONDUCTED AN INVESTIGATION. ONCE THE INSURANCE COMPANY BECOMES INVOLVED WE GENERALLY REQUIRE THEM TO FILE A SUBROGATION CLAIM AGAINST THE MANUFACTURER IF THEY FEEL WE ARE LIABLE. BASED ON THIS INFORMATION, WE WILL NOT PROVIDE ASSISTANCE IN THE MATTER, AND ASK THE CUSTOMER TO CONTINUE WORKING WITH HER INSURANCE CARRIER.

[REDACTED]

All Action Details for Issue

Print

VIN: 1FMZU73E04Z [REDACTED]	Year: 2004	Model: EXPLORER	Case: 1537353435
Name: MISS [REDACTED]	Owner Status: Original	WSD: 2005-03-31	
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED		

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
Dealer: 03783 OTIS FORD,INC. **Origin Desc:** US CONCERN CASE BASE
Odometer: 12500 MI **Comm Type:** PHONE
Analyst Name: DODSON JAMES (HOWARD) **Analyst:** JDODSON8
Action Date: 12/14/2005 **Action Time:** 14.12.03.391 **Action Data:** No

Comments CUSTOMER SAID: -NOV. 16TH, 2005 VEH WAS PARKED IN CUST'S DRIVEWAY-VEH POPPED OUT OF PARK BY ITSELF AND RAN OVER CUST LEG-POLICE WERE CALLED IN HAMPTON BAYS, NY..SUFFOLK COUNTY-REPORT# 05-29620-INS. CO PAID FOR REPAIRS TO THE BODY OF THE VEH BUT CUST IS STILL WORKING WITH INS. CO IN REGARDS TO MECHANICAL ISSUE-CONTACTED OTIS FORD AT THE TIME AND WAS ADVISED TO CALL FORD-DOESN'T FEEL COMFORTABLE DRIVING THIS VEH AND IS ALLEGING FORD IS RESPONSIBLE FOR ACCIDENT-SEEKING FORD TO INVESTIGATE-CONSUMER AFFAIRS WAS SUPPOSE TO GET BACK IN TOUCH WITH CUST IN 2 BUSINESS DAYS-CUST NEVER RECEIVED ANY CALL FROM CONSUMER AFFAIRS-WANTS STATUS ON WHEN SOMEONE IS GOING TO CALLDEALER SAID: -NONECRC ADVISED: THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT WITHIN 7-10 BUSINESS DAYS.

Action: MAKE OUTBOUND CALL TO DEALER
Dealer: 03783 OTIS FORD,INC. **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 12500 MI **Comm Type:** PHONE
Analyst Name: KIRKSEY, VINCE (V.) **Analyst:** VKIRKSE1
Action Date: 12/16/2005 **Action Time:** 09.47.28.930 **Action Data:** No

Comments ***LPA COMMENTS***LPA SPOKE WITH THE DEALERSHIP REGARDING THE CUSTOMER'S CONCERN. THE SERVICE ADVISOR INDICATED THAT THE CUSTOMER'S VEHICLE IS CURRENTLY AT THE DEALERSHIP, AND THEY ARE IN THE PROCESS OF PERFORMING AN INSPECTION TO DETEMINE IF A DEFECT EXIST IN THE GEARSHIFT. THE CUSTOMER HAS ALLEGED THE VEHICLE CAME OUT OF PARK AND ROLLED BACKWARDS RUNNING OVER HER LEG.

Action: REQUEST FOR VEHICLE INSPECTION - DEALER
Dealer: 03783 OTIS FORD,INC. **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 12500 MI **Comm Type:** PHONE
Analyst Name: KIRKSEY, VINCE (V.) **Analyst:** VKIRKSE1
Action Date: 12/16/2005 **Action Time:** 09.48.33.817 **Action Data:** No

Comments ***LPA COMMENTS***THE DEALERSHIP IS IN THE PROCESS OF PERFORMING AN INSPECTION ON THE CUSTOMER'S VEHICLE TO DETERMINE IF A DEFECT EXIST WITHIN THE GEARSHIFT.

Action: RECEIVE VEHICLE INSPECTION BACK
Dealer: 03783 OTIS FORD,INC. **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 12500 MI **Comm Type:** PHONE
Analyst Name: KIRKSEY, VINCE (V.) **Analyst:** VKIRKSE1
Action Date: 12/20/2005 **Action Time:** 11.34.02.909 **Action Data:** Yes

Comments ***LPA COMMENTS***LPA HAS RECEIVED INFORMATION FROM THE DEALERSHIP INDICATING THEY WERE UNABLE TO VERIFY OR DUPLICATE THE CUSTOMER'S ALLEGED CONCERN. THEREFORE, NO DEFECT WAS FOUND THAT CAUSED THE CUSTOMER'S CONCERN.

Data Element Name	Data Value
FSE	NO
DEALER	YES

Action: CLOSING COMMENTS - DENIAL - NO PRODUCT DEFECT FOUND
Dealer: 03783 OTIS FORD, INC. **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 12500 MI **Comm Type:** MAIL
Analyst Name: KIRKSEY, VINCE (V.) **Analyst:** VKIRKSE1
Action Date: 12/20/2005 **Action Time:** 11.37.05.385 **Action Data:** No

Comments ***LPA COMMENTS***LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE DEALERSHIP INDICATED THAT THEY WERE UNABLE TO VERIFY THAT A DEFECT IN THE GEARSHIFT CAUSED THE CUSTOMER'S ALLEGED ACCIDENT. BASED ON THIS INFORMATION, WE WILL NOT PROVIDE ASSISTANCE IN THE MATTER, AND ASK THE CUSTOMER TO CONTACT HER INSURANCE COMPANY FOR POSSIBLE ASSISTANCE. NO FURTHER ACTION WILL BE PROVIDED.

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