

EA09-013

FORD

5-19-2011

Appendix B

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Appendix B

Search Criteria

2002 – 2005 Ford Explorer/Mercury Mountaineer Unintended Movement in Park

OWNER REPORTS

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

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

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

Model Year:

2002 – 2005 Ford Explorer, Mercury Mountaineer	Subject Vehicle
2003 – 2005 Lincoln Aviator	Subject Vehicle
2001 Ford Explorer	Peer Vehicle
2006 Ford Explorer	Peer Vehicle

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

Date Parameters:

<u>Model Year & Vehicle Lines</u>	<u>Start Date</u>	<u>End Date</u>
2002 – 2005 Ford Explorer, Mercury Mountaineer	January 1, 2001	April 5, 2011
2003 – 2005 Lincoln Aviator	January 1, 2002	April 5, 2011
2001 Ford Explorer	January 1, 2000	April 5, 2011
2006 Ford Explorer	January 1, 2005	April 5, 2011

MORS III Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
A/T Engagement Shift Lever/Linkage	5033XX	A/T Engagement Shift Lever/Linkage All
Automatic Transmission	503154	No Engagement Park Function
Automatic Transmission	503155	Unintended Movement

MORS III Reason Code(s):

Reason Code	Description
07XX	Legal Contacts

LEGAL CONTACTS

Beginning in early 2008, most consumer complaints and all legal claim processing has been centralized in OGC within the Consumer Litigation team. A transition has occurred such that all legal contacts (including those formerly handled by "Litigation Prevention") are coordinated through this team.

Prior to the transition, there was a Consumer Affairs Department within FCSD that managed customer concerns, which could not be resolved by the Customer Relationship Center (CRC). Among other things, the Consumer Affairs Department had a section, known as "Litigation Prevention," that handled a variety of informal (i.e., non-litigation) claims, such as property damage claims or attorney demand claims.

The Litigation Prevention section had been centralized in the Consumer Affairs Department since 1995, in Dearborn, Michigan. Prior to that time, Litigation Prevention personnel operated on a regional basis. For matters that the Litigation Prevention section handled, there were typically paper files that reflected the handling, investigation and resolution of property damage claims.

The claims, known as "Legal Contacts" are entered into the CuDL database that the CRC uses to enter other customer communications. When a customer contact is designated as a Legal Contact, it is so indicated near the top of the contact report.

FIELD REPORTS

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

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

Model Year:

2002 – 2005 Ford Explorer, Mercury Mountaineer	Subject Vehicle
2003 – 2005 Lincoln Aviator	Subject Vehicle
2001 Ford Explorer	Peer Vehicle
2006 Ford Explorer	Peer Vehicle

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

Date Parameters:

<u>Model Year & Vehicle Lines</u>	<u>Start Date</u>	<u>End Date</u>
2002 – 2005 Ford Explorer, Mercury Mountaineer	January 1, 2001	April 5, 2011
2003 – 2005 Lincoln Aviator	January 1, 2002	April 5, 2011
2001 Ford Explorer	January 1, 2000	April 5, 2011
2006 Ford Explorer	January 1, 2005	April 5, 2011

Symptom Code(s).

Symptom Category	Symptom Code	Symptom Description
A/T Engagement Shift Lever/Linkage	5033XX	A/T Engagement Shift Lever/Linkage All
Automatic Transmission	503154	No Engagement Park Function
Automatic Transmission	503155	Unintended Movement

Base Part Number(s):

See attached sheet for vehicle lines, part numbers, and descriptions

OASIS MESSAGES

FCSD is responsible for communicating a variety of vehicle and service information, such as warranty information for up to the past 360 days, Extended Service Plan part coverage information, and technical repair information, to North American Ford and Lincoln-Mercury

dealers. This information is communicated primarily through OASIS, which serves as an electronic link between Ford Motor Company and the dealers. OASIS covers all North American Ford and Lincoln-Mercury cars and light trucks, and medium and heavy-duty Ford trucks, for the ten most current model years. Technical diagnostic and repair information on OASIS is contained in Special Service Messages (SSMs) and Technical Service Bulletin (TSBs) titles and brief summaries. It should be noted that dealers cannot access brief summaries.

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

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

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

Model Year:

2002 – 2005 Ford Explorer, Mercury Mountaineer	Subject Vehicle
2003 – 2005 Lincoln Aviator	Subject Vehicle
2001 Ford Explorer	Peer Vehicle
2006 Ford Explorer	Peer Vehicle

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

Date Parameters:

<u>Model Year & Vehicle Lines</u>	<u>Start Date</u>	<u>End Date</u>
2002 – 2005 Ford Explorer, Mercury Mountaineer	January 1, 2001	April 5, 2011
2003 – 2005 Lincoln Aviator	January 1, 2002	April 5, 2011
2001 Ford Explorer	January 1, 2000	April 5, 2011
2006 Ford Explorer	January 1, 2005	April 5, 2011

OASIS Service Code(s):

Symptom Category	Symptom Code	Symptom Description
A/T Engagement Shift Lever/Linkage	5033XX	A/T Engagement Shift Lever/Linkage All
Automatic Transmission	503154	No Engagement Park Function
Automatic Transmission	503155	Unintended Movement

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

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

INTERNAL SERVICE MESSAGES

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

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

Model Year:

2002 – 2005 Ford Explorer, Mercury Mountaineer	Subject Vehicle
2003 – 2005 Lincoln Aviator	Subject Vehicle
2001 Ford Explorer	Peer Vehicle
2006 Ford Explorer	Peer Vehicle

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

Date Parameters:

<u>Model Year & Vehicle Lines</u>	<u>Start Date</u>	<u>End Date</u>
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2003 – 2005 Lincoln Aviator	January 1, 2002	April 5, 2011
2001 Ford Explorer	January 1, 2000	April 5, 2011
2006 Ford Explorer	January 1, 2005	April 5, 2011

CQIS Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
A/T Engagement Shift Lever/Linkage	5033XX	A/T Engagement Shift Lever/Linkage All
Automatic Transmission	503154	No Engagement Park Function
Automatic Transmission	503155	Unintended Movement

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

FIELD REVIEW COMMITTEE

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

WARRANTY

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

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

Model Year:

2002 – 2005 Ford Explorer, Mercury Mountaineer	Subject Vehicle
2003 – 2005 Lincoln Aviator	Subject Vehicle
2001 Ford Explorer	Peer Vehicle
2006 Ford Explorer	Peer Vehicle

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

Date Parameters:

<u>Model Year & Vehicle Lines</u>	<u>Start Date</u>	<u>End Date</u>
2002 – 2005 Ford Explorer, Mercury Mountaineer	January 1, 2001	April 5, 2011
2003 – 2005 Lincoln Aviator	January 1, 2002	April 5, 2011
2001 Ford Explorer	January 1, 2000	April 5, 2011
2006 Ford Explorer	January 1, 2005	April 5, 2011

Base Part Number(s):

See attached sheet for vehicle lines, part numbers, and descriptions

Customer Concern Code(s):

CCC	Description
P01	Difficult to operate shift lever, change gears
P51	Difficult to operate shift lever
P59	Other automatic transmission

EA09-013: 2002-2005 Explorer/Mountaineer - Unintended Movement in Park

[illegible]

EA09-013

FORD

5-19-2011

Appendix D

Litigation Prevention



May 27 05 04:23p crown motors (530) 241-1788 p.2
http://www.fmcdealer.dealerconnection.com/portal/communities/community.asp?UserID=412898... 5/27/2005

New User Guide Dealer Email ID & Password Help/Contact Us Log Out



Welcome, Doug Arnold

Friday, May 27, 2005

Entire Site

Search More Search Options

Brand Ford Region California FCSD Region San Francisco Ford Credit Region Western-FCNA Branch Sacramento

Ford Stock: 10.07 +0.04

Message Center Sales Finance Parts & Service

Parts & Service

Forms

Awards & Recognitions

Forms

Body Shop

Dealer Request For Consumer Affairs Review Go

Communications

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

Customer Satisfaction

Dealer Request For Consumer Affairs Review

Extended Service Plan

Note: this form is for RETAIL vehicles ONLY
Fleet vehicles need to be referred to the North American Fleet Service Office @ 800-343-5338

Marketing & Advertising

Parts Department Tools

Pursuant to the W&P Manual, the Service manager is required to complete a Dealer Request for Consumer Affairs Review form if he/she suspects legal action such as, alleged accidents or fires, may be taken. This form includes customer and vehicle information as well as a description of the customer's allegations.

Parts Ordering & Receiving

Note: All fields are required and must be filled in accordingly before submitting this form

Parts Product Line Information

NOTE: You also have the option of printing this form and then faxing the fully completed form to 313-845-5668 or 313-845-5555

Parts Wholesaling

DETAILS OF INCIDENT:

Service Tools

Dealership Name:

Technical Tools

Requesting Dealer:

Training & Certification

Contact Person:

Warranty Administration & Parts Returns

Phone Number:

Email Address:

P & A Code:

Region:

City:

State:

Fax Number:

CUSTOMER/VEHICLE INFORMATION:

WSD:

Vehicle Year:

Vehicle Model:

Vehicle VIN:

Mileage:

Customer Name:

City:

Crown Motors

Crown Motors

Doug Arnold

5302414321

darnold@crownmotorsredding.com

00602

S.F

Redding

AK Alaska CA

530 241-1788

12-14-2004

1987 2005

Aviator

5LMEU88H85

5600 ???

[Redacted Customer Name]

May 27 05 04:23p crown motors

(530) 241-1788

p. 3

<http://www.fmcdealer.dealerconnection.com/portal/communities/community.asp?UserID=412898...> 5/27/2005

Region:

99 - All Regions 72 San Francisco

DEALER INFORMATION:

*****Note: DO NOT PUT THE VEHICLE IN STORAGE WITHOUT THE APPROVAL OF**********THE LITIGATION PREVENTION DEPARTMENT**********NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM*****

Incident Involves:

☒ Accident ☐ Fire ☐ Injury ☐ Medical Attention Sought

Date of Incident:

5-26-05

County in which incident occurred:

Shasta

Is customer alleging a component defect
CAUSED the incident:☒ Yes ☐ No

If yes, what type & details:

Transmission
came out of neutral
and into Drive gear
Hit Gourse Door.If no, refer to Escalated Concern Handling
section of the Customer Handling Roadmap

Was a police report filed:

☒ Yes ☐ No

If yes, where

NO

Has the insurance company been
contacted:☒ Yes ☐ No

What did the insurance company advise?

NOT that I
know about.Name and phone number of owner's
insurance company & agent's name:

??

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

City:

State:

AK - Alaska

Zip Code:

RESOLUTION THAT CUSTOMER IS SEEKING:

COMMENTS:

Submit

May 27 05 04:22p

crown motors

(530) 241-1788

p. 1



DATE: 5-27-05

FAX NO: (530) 241-5179

NO. OF PAGES, INCLUDING THIS PAGE (3)

TO: Consumer Affairs Review

LOCATION: _____

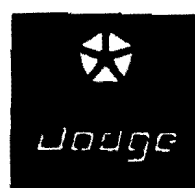
FAX NO: 313-845-5668

FROM: Doug Arnold

VOICE NO: 530-241-4321

COMMENTS

Regards : 



Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Friday, May 27, 2005 6:29 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: Crown Motors
Requesting Dealer: Crown Motors
Contact Person: Doug Arnold
Telephone: 5302414321
Email Address: darnold@crownmotorsredding.com
PA Code: 00602
Region: SF
City: Redding
Dealer State: CA
Fax Number: 530-241-1788
WSD: 12-14-2004
Vehicle Year: 2005
Vehicle Model: Aviator
Vehicle VIN: 5lmeu88h85zj02953
Mileage: 5600
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Millville
State: California
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 72 - San Francisco
Incident Involves: Accident
Date of Incident: 05/27/2005
County in which incident occurred: shasta
Is Alleging Defect: Yes
Alleging defect detail: transmission came out of netural and into drive and hit garage door
Police Report Filed: No
Insurance Company Contacted: Y
Insurance Company Advice: do not know at this time
Coach Builder State: AK - Alaska

- no incident report
- no damage to vehicle
- not reporting to insurance

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

Action Detail

[Print Action Detail](#)

VIN: 5LMEU88H85Z [REDACTED]
Name: MRS [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: 4480 MI
Action Date: 05/31/2005
Analyst Name: LEICH,CHERIE

Year: 2005
Owner Status: Original
Issue Status: OPEN
Comm Type: FAX
Action Time: 15:09:00:943
Analyst: CLEICH

Model: AVIATOR
WSD: 2004-12-14
Primary Phone: [REDACTED]
Secondary Phone:
Dealer: CROWN FORD
P & A Code: 00602
Action Data: Yes

COMMENTS: *****PRODUCT LIABILITY*****FAX RECEIVED 5-27-05. DEALER CONTACT: DOUG ARNOLD. CUSTOMER ALLEGES VEHICLE CAME OUT OF PARK AND HIT THE GARAGE DOOR.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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

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

Caller Information - 5DGF1007

Caller Name (Last, First): [REDACTED] **Title:** TECHNICIAN
Email: [REDACTED] **Pref. Language:** ENGLISH
Caller Type: CALL BACK
Dealer (Geo/Mkt, Sub, P&A): USA,,00602 Crown Ford
Dealer Phone: (530) 241-4321
FIN Code: **FIN Name:**
Address: **Phone:**
City: **State:**
Zip: **P.O. Box:**

OASIS Information - 5DGF1007
OASIS **WAS** CONTACTED IN THE LAST 5 DAYS

Vehicle Information - 5DGF1007

VIN: 5LMEU88H85Z [REDACTED] **Odometer:** 4480 Miles
Vehicle: 2005 AVIATO, AWD, 4DR, MPV **Build Date:** 09/01/2004
Delivering Dealer: [REDACTED]
R.O/Claim Number: [REDACTED] **Claim Date:**
Wrnty St. Date: 12/14/2004 **Body Conversion:**
Vehicle Weight: 6210 LB
Engine: 4.6L DOHC EFI **Build Date:**
Build Shift: **Plant:**
Exchange: N **Serial Number:** 04374995524_
Calibration: 5U81A50 A **Part Nbr:** 5S 934 AA
Transmission: 5R55S O/D 5SP AUTO **Build Date:**
Build Shift: **Plant:**
Exchange: N **Serial Nbr.:** 04235796____
Model Nbr.: 5U81A50 **Part Nbr:**
Axle: 3200# FORD 3.73 CONVENTIONAL **Build Date:**
Build Shift: **Plant:**
Exchange: N **Serial Number:**
Axle Id Tag: **LH/RH Drive:**
Emission:

Component	Family Code	Feature Code	Family Description	Feature Description
Tire Vendor				
Front Tire	D3K	AY	TIRES-17 INCH	P245/65R 17 A/S
Rear Tire				
Exterior Paint	PNB	JK	YELLOW EXT PAINT FAMILY B	IVORY PARCHMENT TRI-COAT

Concern Information - 5DGF1007

Symptom Code: 503453-DRVLIN A/T ENGAGEMENT HARSH ENGAGEMNT FORWARD/REVERSE
Additional Symptom: VERY HARSH
EO:
EC:
EB:
EB:
Symptom Verified: **Intermittent:**
Comeback: **MIL On:**
Tow In: **Quits on Road:**
Self Test Run: **Outside Temp.:**
Causal Condition: **Restart:**
How When Code: **Computed Timing:**
Base Timing: **Grid Location:**
CCC: **WCC:**
Difficulty To Diagnose: **Level of Assistance:**
of Like Concerns: 0000 **Repair Effectiveness %:**
Responsible Activity: **Customer Severity %:**
Engineering Severity: **Test Stand:**
Road Test: **Repair Prior:**
Repair Attempts: **Causal Factor:**
Routing Code: **Component Location:**
Component Feature: - **Quality Alert #:**
8D Required: **8D Number:**
8D Closed Date:

Concern Description - 5DGF1007

- REPAIR** 04/07/2005 05:32PM RAYMOND FEHER MSS - FCSD - TECH SVC HOTLINE
TECH STATES THAT HAS HARSH SHIFT CONDITION AND HAS DONE TSB 05-6-12 TO NO AVAIL,HAS REPLACED THE SOL. PACK,HAS REFLASHED THE THE PCM, HAS NOT CLEARED KAM.
- RECOMM** 04/07/2005 05:32PM RAYMOND FEHER MSS - FCSD - TECH SVC HOTLINE
ADVISE TECH TO MAKE SURE PCM IS AT THE LATEST LEVEL AND TO CLEAR KAM_ BY DISCONNECTING THE BATT AND TURNING ON THE HEADLIGHTS FOR ABOUT 10_ MIN. ADVISE TECH THAT WOULD RECHECK THE PRESSURE ON THE PC-A,B,C JUST TO MAKE SURE THAT THERE IS NO SOL. PACK PRESSURE CONCERNS.
- REPAIR** 04/08/2005 01:32PM CHRIS HALL MSS - FCSD - TECH SVC HOTLINE
WAS CONTACTED BY TERRY TRUSEAU AT PLANT AND ASKED TO CONTACT DEALER TO CONFERENCE CALL FOR ADDITIONAL INFO. TECH CLEARED KAM AND THE ENGAGEMENTS ARE HARSHER AND DROVE 4 MILES WITH NO CHANGE. HAS NOT CHECKED LINE PRESSURE OR DONE OSC ON PCA B OR C.
- RECOMM** 04/08/2005 01:32PM CHRIS HALL MSS - FCSD - TECH SVC HOTLINE
PLANT RECOMMENDS CHECKING LINE PRESSURE AND IF HIGH TO TURN PCA,B,C TO 0 AND PRESSURE SHOULD DROP TO 70 PSI, IF SO AND SOLENOIDS CAN BE COMMANDED UP AND DOWN AND THE LP IS 400 PSI THE PCM MAY BE THE CONCERN.TECH ASKED TO CALL PLANT BACK DIRECTLY AT 877-218-1239 WITH RESULTS.
- REPAIR** 04/14/2005 04:12PM ROLF STEGEMANN MSS - FCSD - TECH SVC HOTLINE
ANOTHER TECH TOOK OVER THE REPAIR. REPLACE SOLENOID PACK AND PCM TO NO AVAIL. THE PCC PRESSURE IS STILL ERRATIC. SEEKING ADVICE.
- RECOMM** 04/14/2005 04:12PM ROLF STEGEMANN MSS - FCSD - TECH SVC HOTLINE
ADVISED TECH TO CONTACT TERRY AS INDICATED BY PREVIOUS SE
- ADD-ON** 04/14/2005 05:24PM TERRY TRUDEAU FAO - FOE - PTO/BORDEAUX TRN P
PLANT: CLEARING OF THE KAM CORRECTLY RESOLVED THE CONCERN AFTER REPL T HE SOLENOID BODY AS HOT LINE SUGGESTED.
- ADD-ON** 04/15/2005 12:49PM TERRY TRUDEAU FAO - FOE - PTO/BORDEAUX TRN P
TECH CALLED BACK AND COMPAIRED TO A LIKE VEHICLE REVERSE ENGAGEMENT IS STILL HARSH. REFERRED BACK TO HOT LINE FOR ASSISTANCE.
- ADD-ON** 04/20/2005 10:11AM JOE WATSON MSS - FCSD - VSP PVT SVC ENG
BINNED REPORT
- AUDIT** 04/22/2005 07:56PM RYAN MORRISON(FSE) MSS - FCSD - REG - SAN FRAN
TECH ASSIST REFERRAL HAS BEEN OPENED
- ADD-ON** 04/22/2005 08:08PM RYAN MORRISON(FSE) MSS - FCSD - REG - SAN FRAN
TEST DROVE THE VEHICLE AND THE TRANS ENGAGEMENT INTO DRIVE AND REVERSE IS FIRM, BUT IT IS COMPAREABLE TO A NEW 2005 EXPLORER ON THE LOT (ANOTHER AVIATOR WAS NOT AVAILABLE). ADVISED THE DEALER AND THE CUSTOMER THAT THE CONCERN IS RESOLVED AND NO FURTHER REPAIRS SHOULD BE PERFORMED. THE CUSTOMER STILL FEELS THAT THE ENGAGEMENT IS TO HARSH FOR A "\$40,000" VEHICLE. ADVISED THE CUSTOMER THAT THE TRANSMISSION IS OPERATING NORMALLY AT THIS TIME, AND FURTHER REPAIRS WILL NOT IMPROVE THE CONDITION ANY FURTHER.
- AUDIT** 04/22/2005 08:08PM RYAN MORRISON(FSE) MSS - FCSD - REG - SAN FRAN
TECH ASSIST REFERRAL HAS BEEN CLOSED
- ADD-ON** 05/11/2005 09:23AM RYAN MORRISON(FSE) MSS - FCSD - REG - SAN FRAN
THE CUSTOMER WAS ALSO COMPLAINING OF THE FOLLOWING CONCERNS IGNITION WILL INTERMITTANTLY NOT TURN OVER, STEREO OPERATION, REAR END NOISE, AND JERKING. NONE OF THESE ISSUES WERE PRESENT WHEN I DROVE THE VEHICLE.

Potential Safety/Emission:**Serviceability Concern :**

Contact Information - [REDACTED]
Contact Last Name : **First Name :**
Phone : **Email :**
Consultant Last Name : **First Name :**
Name : **Email :**
Phone :

Customer Information - 5DGF1007
Customer Last Name : **First Name :**
Home Phone : **Work Phone :**
Email : **Country :**
City : **State :**

Finalize Call - 5DGF1007
Reason for call : **Addl. Explanation :**
5-Information not available to dealer, D-Other SEEKING ANY OTHER KNOWNS

Requester: KDUNLAP
PRINT REPORT
Server: ECCWS196B

Ford Proprietary, Private

6-Jun-2005
Retention: None

All Action Details for Issue

Print

VIN: 5LMEU88H85Z [REDACTED] Year: 2005 Model: AVIATOR Case: 569020895
Name: MRS [REDACTED] Owner Status: Original WSD: 2004-12-14
Symptom Desc: AUTO TRANS GENERAL NOISE Primary Phone: [REDACTED]
Reason Desc: DRP-VEHICLE REPURCHASE REQUEST Secondary Phone:
Issue Type: 06 DSB Issue Status: OPEN

Action: OPEN-CA-BBB PROVIDES APPLICATION
Dealer: 00602 CROWN FORD Origin Desc: BETTER BUSINESS BUREAU
Odometer: 4962 MI Comm Type: MAIL
Analyst Name: BROWN, JASON Analyst: J-BRO195
Action Date: 05/10/2005 Action Time: 12.14.30.648 Action Data: No

Comments NEW CASE FRD0571835-SHE ALSO STATES THAT SHE HAS PROBLEMS WITH HER CAR RADIO, SHE ALSO HEARS A CLUNKING NOISE WHEN SHE PUTS THE CAR IN GEAR, AND THE IGNITION WILL NOT TURN OVER SOME TIMES

Action: FIELD E-MAIL SENT - DSB
Dealer: 00602 CROWN FORD Origin Desc: CONSUMER AFFAIRS-DISPUTE RESOLUTION PROGRAM
Odometer: 4962 MI Comm Type: EMAIL
Analyst Name: TEAMER,KRYSTAL Analyst: KTEAMER
Action Date: 05/11/2005 Action Time: 08.00.43.381 Action Data: No

Comments HEARING PENDING.

All Action Details for Issue

Print

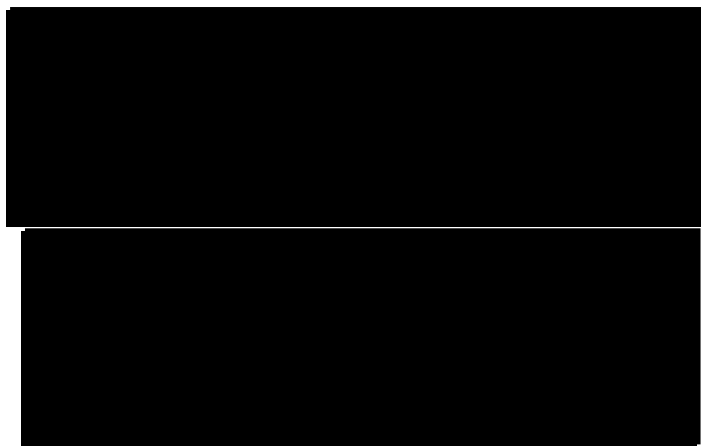
VIN: 5LMEU88H85Z [REDACTED] Year: 2005 Model: AVIATOR Case: 569020895
Name: MRS [REDACTED] Owner Status: Original WSD: 2004-12-14
Symptom Desc: AUTO TRANS GENERAL NOISE Primary Phone: [REDACTED]
Reason Desc: WARRANTY - VEHICLE REPLACEMENT REQUEST Secondary Phone:
Issue Type: 03 CONCERN Issue Status: OPEN
Initial Customer Contact:

Action: WARRANTY DISPUTE VEHICLE REPLACEMENT REQUEST
Dealer: 00602 CROWN FORD Origin Desc: US CONCERN CASE BASE
Odometer: 3500 MI Comm Type: PHONE
Analyst Name: MOHAMMED URJII Analyst: UMOHAMME
Action Date: 03/30/2005 Action Time: 15.48.21.500 Action Data: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
PERRY		HART		SPOUSE

Comments CUSTOMER SAID: - THERE WAS A REAR END NOISE WHEN CUST TOOK VEH HOME FORM THE DLR- DLR HAD TO REPLACE THE WHOLE REAR END- NOW THERE IS A CLUNKING NOISE WHEN PUTTING THE VEH INTO GEAR- HASN'T GONE TO THE DLR YET FOR THIS CONCERN- THE KEY WONT TURN IN THE IGNITION SOMETIMES- HASN'T GONE TO THE DLR YET FOR THIS CONCERN EITHER- CUST IS DISSATISFIED WITH THE VEH DUE TO THESE CONCERNS- SEEKING A BUY BACKDEALER SAID: NONECRC ADVISED: I HAVE DOCUMENTED YOUR CONCERNS AND REQUEST FOR A VEHICLE REPLACEMENT. A COPY OF THIS DOCUMENTATION WILL BE SENT TO YOUR DEALERSHIP FOR FURTHER EVALUATION ON THE REPAIR ISSUE. FORD 'S POLICY IS TO HONOR THE NEW VEHICLE LIMITED WARRANTY. THE PERSON TO SPEAK WITH IS THE CRMISM AT YOUR DLR. THEY ARE IN THE BEST POSITION TO EXPLAIN WHAT IS AVAILABLE, WHAT CAN OR CANNOT BE DONE AND IF THERE IS ANY APPLICABLE WARRANTY COVERAGE. YOU WILL BE CONTACTED IN REGARDS TO POSSIBLE NEXT STEPS ONCE THEY HAVE COMPLETED REVIEWING THIS SITUATION. *** NOTE TO CSR IF CUSTOMER IS REQUIRING A TIMEFRAME PROVIDE 2-5 BUSINESS DAYS AND IT COULD BE THE SERVICE MANAGER CALLING.



COPY

Sent Via U.S. Mail

April 4, 2003

[REDACTED]
[REDACTED]
Jonesboro, IL [REDACTED]

Re: 2001 Explorer
VIN: 1FMZU73E91Z [REDACTED]

Dear Ms. [REDACTED]:

Thank you for contacting us regarding your 2001 Explorer.

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

We appreciate the opportunity to review your request.

Sincerely,

Celeste M. Jackson
Consumer Affairs

Action Details for Case

Print

VIN: 1FMZU73E912 [REDACTED] **Year:** 2001 **Model:** EXPLORER **Case:** 631100903
Name: MRS [REDACTED] **Owner Status:** Subsequent **WSD:** 2000-10-08
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:** CLOSED
Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Dealer: 08029 FORD GROVES **Origin Desc:** US CONCERN CASE BASE
Odometer: 48253 MI **Comm Type:** PHONE
Analyst Name: LATANYA ABBOTT **Analyst:** LABBOTT
Action Date: 03/31/2003 **Action Time:** 17.30.42.916 **Action Data:** Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
TAMMY	L	PARMLY	6188337615	FAMILY

Comments CUSTOMER SAYS: THE WHOLE BACK OF THE VEH IS CRASHED CUST CANNOT TELL IF THE VEH IS IN PARK THE VEH ROLLED INTO THE NEIGHBOUR HOUSE WHILE CUST WAS TAKING THE CHILD OUT OF THE VEH ACCIDENT HAPPENED IN JONESBORO, MISSOURI NO POLICE REPORT FILED NO INJURIES HAS CONTACTED THE INSURANCE VEH IS REPAIRABLE IS CALLING TO REPORT THE INCIDENT 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:** 08029 FORD GROVES**Odometer:** 48253 MI**Analyst Name:** CELESTE JACKSON**Action Date:** 04/01/2003**Comm Type:** PHONE**Analyst:** CJACKS84**Action Time:** 15.36.25.056**Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION**Action Data:** Yes

Comments LPA COMMENTS: THERE WAS NO ANSWER AT CONTACT, TAMMY PARTLY NUMBER PROVIDED. LEFT V-MAIL MESSAGE AT CUSTOMER'S NUMBER REQUESTING A RETURN PHONE CALL.

Data Element Name	Data Value
-------------------	------------

CONTACT PERSON

V-MAIL

Action: UPDATE/ADDCO CASE
Dealer: 08029 FORD GROVES
Odometer: 48253 MI
Analyst Name: CELESTE JACKSON
Action Date: 04/04/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 11.36.27.087

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Data: No

Comments LPA COMMENTS: SECOND ATTEMPT TO REACH CUSTOMER; LEFT MESSAGE ON MACHINE AT [REDACTED] DUE TO CONTACT NUMBER FOR TAMMY P [REDACTED] IS NO ANSWER. CUSTOMER CAN REACH ME AT [REDACTED].

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 08029 FORD GROVES
Odometer: 48253 MI
Analyst Name: CELESTE JACKSON
Action Date: 04/04/2003

Comm Type: PHONE
Analyst: CJACKS84
Action Time: 12.00.53.182

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Action Data: No

Comments LPA COMMENTS: LPA SPOKE WITH SVR. MGR. CW HORTON AND HE PROVIDED A CELL NUMBER FOR THE CUSTOMER. SPOKE WITH CUSTOMER AND SHE ALLEGES THAT SHE PARKED HER VEHICLE AND WENT TO REMOVE HER CHILD FROM THE VEHICLE. ALLEGES HER CHILD HIT THE GEARSHIFT AND THE VEHICLE BEGAN TO ROLL INTO REVERSE AND HIT HER NEIGHBOR'S HOME. ALLEGES THAT THAT VEHICLE WAS STILL RUNNING AT THE TIME. STATES THAT THERE WERE NO INJURIES. CUSTOMER SAYS THAT GRACE JOHNS IS THE OWNER OF THE VEHICLE, BUT SHE MAKES THE PAYMENTS AND THAT THE INSURANCE IS IN HER NAME. SAYS THAT SHE CONTACTED HER INSURANCE COMPANY, BUT HAD THE VEHICLE IN HER GARAGE UNDER THE IMPRESSION THAT CONSUMER AFFAIRS WOULD BE OUT IN 30 DAYS TO LOOK AT THE VEHICLE. CUSTOMER SAYS THAT THE GEARSHIFT SHOULD NOT MOVE UNLESS THE BRAKES ARE APPLIED LPA ADVISED CUSTOMER THAT HER VEHICLE IS BEYOND WARRANTY, NO RECALLS, AND EXPLAINED SUBROGATION.

Action Details for Issue

Print

VIN: 1FMZU73E91Z [REDACTED]	Year: 2001	Model: EXPLORER	Case: 631100903
Name: MRS [REDACTED]	Owner Status: Subsequent	WSD: 2000-10-08	
Symptom Desc: AUTO TRANS NO ENGAGEMENT UNINTEND MVMNT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - CUSTOMER WAITING FOR DECISION		Secondary Phone: [REDACTED]	
Issue Type: 02 INFORMATION	Issue Status: FOLLOW-UP REQUIRED		
Action: CB-IT TAKES UP TO 30 DAYS FOR CA TO COMPLETE AN INVESTIGATION			
Dealer: 08029 FORD GROVES		Origin Desc: US CONCERN CASE BASE	
Odometer: 48000 MI	Comm Type: MAIL		
Analyst Name: LANA LETOSHKO	Analyst: LLETOSHK		
Action Date: 04/02/2003	Action Time: 10.49.42.211	Action Data: No	

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
TAMMY		PARMLY		CHILD

Comments CUSTOMER SAYS: - THE WHOLE BACK OF THE VEH IS CRASHED CUST CANNOT TELL IF THE VEH IS IN PARK THE VEH ROLLED INTO THE NEIGHBOUR HOUSE WHILE CUST WAS TAKING THE CHILD OUT OF THE VEH ACCIDENT HAPPENED IN JONESBORO, MISSOURI NO POLICE REPORT FILED NO INJURIES HAS CONTACTED THE INSURANCE VEH IS REPAIRABLE IS CALLING TO REPORT THE INCIDENT -----

----- INBC - CUST - CUST CLAIMS THAT HAS NOT RECEIVED A CALLBACK FROM LEGAL DEPARTMENT - CUST CANNOT WAIT FOR 30 DAYS - CUST WOULD LIKE LEGAL DEPARTMENT YO CONTACT HER ASAP PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: THANK YOU FOR CONTACTING US IN RELATION TO YOUR ONGOING CASE. FORD CONSUMER AFFAIRS INVESTIGATIONS MAY TAKE UP TO 30 DAYS. LET ME ASSURE YOU THAT THIS TYPE OF SITUATION IS A HIGH PRIORITY FOR FORD MOTOR COMPANY, AND YOU WILL BE CONTACTED BY PHONE WHEN THEY HAVE COMPLETED THEIR INVESTIGATIONS. I HAVE VERIFIED YOUR CONTACT INFORMATION TO ENSURE OUR RECORDS ARE UP TO DATE. - ADVISED CUST THAT OBC FROM LEGAL DEPARTMENT HAS BEEN MADE ON 04/01/2003 AT 3:36 P.M. - CUST HANG UP THE PHONE INFERENCE CASE ID: 1567

Action: INQUIRY FROM DEALER		Origin Desc: MANUAL - PHONE CSR
Dealer: 08029 FORD GROVES		
Odometer: 1 MI	Comm Type: PHONE	
Analyst Name: KERRY-ANN MUIRHEAD	Analyst: KMUIRHEA	
Action Date: 04/02/2003	Action Time: 17.26.03.753	Action Data: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
CW		HORTON		DEALER

Comments CUSTOMER SAYS: *- DLR IS CALLING TO VERIFY INFO ON FILE *-HE WANTS TO KNOW IF ANY OTHER NUMBERS CAN BE PROVIDED TO THE CUST TO ESALATE THE ISSUE PER CUSTOMER, DEALER SAYS: CAC ADVISED: /*- CSR INFORMED S/M MR.HOTON THAT HE CAN CONTACT THE BUSINESS ASSITANCE CENTER *CRC ONLY CAN UPDATE PROFILE THEN SEND IT TO CONSUMFER AFFAIRS DEPARTMENT *- CRC DOES NOT HAS A NUMBER FOR CONSUMER AFFAIRS



Sent Via U.S. Mail

October 27, 2004



[REDACTED]
Philadelphia, PA [REDACTED]

Re: 2004 Mountaineer
VIN: 4M2DU86W24U [REDACTED]

Dear Mr. [REDACTED]:

Thank you for contacting us regarding your 2004 Mountaineer.

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

We appreciate the opportunity to review your request.

Sincerely,

Catherina Papalia-Reid
Consumer Affairs

Leich, Cherie (C.A.)

From: Cpform, D (D.)
Sent: Monday, October 25, 2004 11:25 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: Northeast Lincoln Mercury
Requesting Dealer: Same
Contact Person: Bob Barag
Telephone: 2153316600
Email Address: r.barag@northeastlincoln.com
PA Code: 10464
Region: Phila
City: Phila
Dealer State: PA
Fax Number: 215-338-7929
WSD: 11/17/2003
Vehicle Year: 2004
Vehicle Model: Merc mountaineer
Vehicle VIN: 4m2du86w24u [REDACTED]
Mileage: 13326
Customer Name: [REDACTED]

City: Phila
State: Pennsylvania
Zip Code: [REDACTED]
[REDACTED]

Customer Region: 16 - Philadelphia
Incident Involves: Accident
Date of Incident: 10/11/2004
County in which incident occurred: Phila
Is Alleging Defect: Yes
Alleging defect detail: James stated car was put in park to go in a store, and when he came out car hit fence, and damaged lr of car
Police Report Filed: No
Insurance Company Contacted: Y
Insurance Company Advice: Send to body shop
Insurance Company Contact Information: Allstate Barry Perroziello 215 281 1100
Coach Builder State: AK - Alaska
Resolution Sought Detail: Repair of vehicle

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10/26/2004



Klemmer, Marcie (M.)

From: Jackson, Celeste (CJ.)
Sent: Wednesday, January 09, 2008 2:44 PM
To: Klemmer, Marcie (M.)
Subject: New Case: [REDACTED]

VIN: 1FMEU75836[REDACTED] **Year:** **Model:** EXPLORER **Case:** 529840098
Name: [REDACTED]

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Tuesday, January 08, 2008 9:16 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Regions

Dealership Name: Stoneham Ford
Requesting Dealer: Stoneham Ford
Contact Person: Mark Melkonian
Telephone: 781-438-0490
Email Address: markmelkon@aol.com
PA Code: 09054
Region: Boston
City: stoneham
Dealer State: MA
Fax Number: 781-984-0036
WSD: 03/14/2006
Vehicle Year: 2006
Vehicle Model: explore
Vehicle VIN: 1fmeu75836[REDACTED]
Mileage: 20500
Customer Name: [REDACTED]

City: Malden
State: Massachusetts
Zip Code: [REDACTED]

Customer Region: N2 - Boston
Incident Involves: Accident
Date of Incident: 01/04/2008
County in which incident occurred: middlesex
Is Alleging Defect: Yes
Alleging defect detail: customer states vehicle rolled backwards after shifted into park and customer was out of vehicle.
Police Report Filed: No
Insurance Company Contacted: N

1/9/2008

Coach Builder State: AK - Alaska

Resolution Sought Detail: wants Ford to pay for body damage

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1/9/2008



ATAYLO29
400800578**Jackson, Celeste (CJ.)**

From: dcpform@ford.com
Sent: Monday, February 25, 2008 9:46 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Regions

Dealership Name: hudson ford
Requesting Dealer: hudson ford
Contact Person: phillip renfro
Telephone: 2708214100
Email Address: plrenfro@hudsonauto.com
PA Code: 05698
Region: cincinnati
City: madisonville
Dealer State: KY
Fax Number: 270-821-0962
WSD: 10-20-2006
Vehicle Year: 2006
Vehicle Model: explorer
Vehicle VIN: 1fmeu73856u [REDACTED]
Mileage: 18633
Customer Name: [REDACTED]

City: madisonville
State: Kentucky
Zip Code: [REDACTED]

Work Phone: [REDACTED]
Customer Region: G3 - Cincinnati
Incident Involves: Accident
Date of Incident: 02/22/2008
County in which incident occurred: hopkins

Is Alleging Defect: Yes

Alleging defect detail: c/s she pulled into her garage put the vehicle in park and took the keys out of the ignition and while walking to her mailbox she herd a fast clicking noise and looked back and the vehicle was rolling toward her. vehicle continued to roll backward until being stopped by a tree

Police Report Filed: No

Insurance Company Contacted: N

Coach Builder State: AK - Alaska

Resolution Sought Detail: repair to the vehicle both mechanical and body

Per Mr. Richard
- No injuries
- No actual property damage
- No ins claim submitted

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2/26/2008

Server Name : AWS New Prod AWSPPRDDG Claims loaded through 25-FEB-2008 Server Name : AWSPPRDDG

ANALYTICAL WARRANTY SYSTEM[Home](#) | [Overview](#) | [Statistics](#) | [Documentation](#) | [Download](#) | [Online Reports](#) | [Utilities](#) | [Contact Us](#)**Standard Claims List For Model Year 2006**

Note: All Costs are in US Dollars

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	VRT NA	VRT ROW	VFG	CCC	CD	DIST (Miles)			
1FMEU73856U	T/U5	F	T/WD	T/EF	T/E	AN	T/VV	T/W8	07- JUN- 2006	20- OCT- 2006	147089	USA	5	6J02	011404	6L2Z	7826413	B	S06	S06	V07	L07	42	4846			
AWS Claim Key:		2980053	Trx Code:		2	Labor Hrs:		.7	Labor Cost:		45.63	Material Cost:		15.96	Total Cost:		61.59										
Dlr Cd-Sub Cd:		05698-*	Name:				HUDSON AUTO				Ph:		270-8214100		St:		KY	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:20-FEB-2007		Doc #:08194501	
Cust Comments:		CUST STATES LEFT REAR DOOR POWER LOCK																									
Tech Comments:		WONT UNLOCK STICKS REMOVE AND REPLACE LATCH REASSEMBLE																									
1FMEU73856U	T/U5	F	T/WD	T/EF	T/E	AN	T/VV	T/W8	07- JUN- 2006	20- OCT- 2006	147089	USA	10	3A04	0701XX *	7Z369	*	S11	S11	V48	P51	04	10549				
AWS Claim Key:		4177929	Trx Code:		S07	Labor Hrs:		.9	Labor Cost:		60.6	Material Cost:		0	Total Cost:		60.6										
Dlr Cd-Sub Cd:		05698-*	Name:				HUDSON AUTO				Ph:		270-8214100		St:		KY	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:31-JUL-2007		Doc #:08563901	
Cust Comments:		CUST STATES VEH HAS A HARD DOWNSHIFT																									
Tech Comments:		PERFORMED ROAD TEST RAN KOEO TEST ON PCM AND TCM NO CODES IN MEMORY REPRGRAM PCM AND TCM RESET KAN AND PERFORMD RELEARN PER TSB																									
1FMEU73856U	T/U5	F	T/WD	T/EF	T/E	AN	T/VV	T/W8	07- JUN- 2006	20- OCT- 2006	147089	USA	11	6N01	010805 *	7820878	*	S07	S07	V75	B63	42	11965				
AWS Claim Key:		4437850	Trx Code:		2	Labor Hrs:		2	Labor Cost:		13.47	Material Cost:		0	Total Cost:		13.47										
Dlr Cd-Sub Cd:		05698-*	Name:				HUDSON AUTO				Ph:		270-8214100		St:		KY	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:05-SEP-2007		Doc #:08682801	
Cust Comments:		CUST STATES W STRIP ON BODY UNDER DOOR COMING OFF																									
Tech Comments:		CK FRONT DRIVER WEATHERSTRIP LOOSE REATT ON CLIP																									

Any comments?

TIME RECEIVED
Thu, 28 Feb 2008 14:28:22 -0500

REMOTE CSID
2708210962

DURATION PAGES
41 1

STATUS
Received

Feb 28 08 12:19p Hudson Ford Nissan

2708210962

p.1



HUDSON FORD-NISSAN

1801 LANTAFF BOULEVARD
P.O. Box 1329
Madisonville, KY 42431
Phone: (800) 737-6453
or (270) 821-4100
Fax (270) 821-0962

90938	UN F M E U 7 3 8 5 6 U		02/22/08
			08:55
			02/26/08
SEE ALSO	MR (270) 821-8742 W: (270) -		MRSA
		CALL WHEN READY	

A FLAT SURFACE	7191A	T11 17	114.46
CHECKED VEHICLE FOR OBVIOUS SIGNS OF FAILURE	JEFF'S TOW 15318		40.00
REMOVED TRANS PAN AND INSPECTED FOR DAMAGE OR	Total Labor		114.46
FAILURE OF PARKING PAW FAILURE - NONE FOUND -	Total Sublet		40.00
REINSTALLED PAN			
Warranty Claim Repair Type: R1 - 01			
(11-9179 JASON ELLIS-) A	Total Repair (Warranty)		154.46

Next Service MAY 08 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said product. Any limitation contained herein does not constitute a prohibited by law.

TERMS
No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

W/C	INT		CUSTOMER
114.46	.00	Labor	.00
.00	.00	Parts	.00
40.00	.00	Sublet	.00
.00	.00	Ss/hazardous	.00
.00	.00	Oil/Grease	.00
154.46	.00	Sub Total	.00
.00	.00	Tax	.00
154.46	.00	Total	.00

90938 Customer Copy



Ford Motor Company
3 Parklane Boulevard
Parklane Towers West, Suite 1500
Dearborn, Michigan 48126-2568

VIA U.S. MAIL ONLY

February 29, 2008

[REDACTED]
[REDACTED]
Madisonville, KY [REDACTED]

RE: 2006 Ford Explorer
VIN: 1FMEU73856U [REDACTED]

Dear Mr. and Mrs. [REDACTED]:

This letter is in regard to the above named vehicle.

Your concern has been thoroughly reviewed by the Service Department at Hudson Ford. Because the Service Department was not able to confirm a manufacturer's defect, Ford Motor Company is unable to offer you assistance at this time.

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

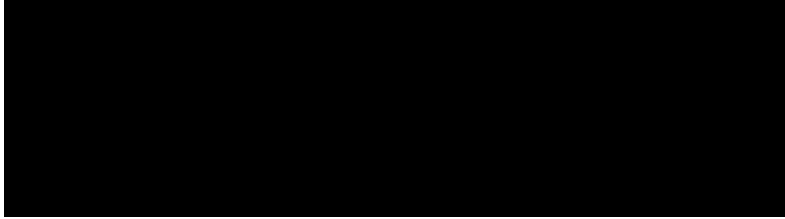
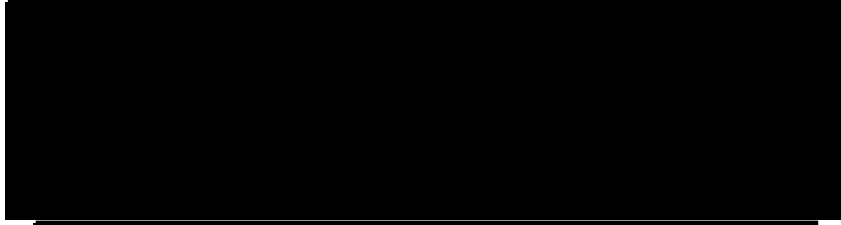
If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or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

Thank you for the opportunity to review this concern.

Respectfully yours,

Copy

Alma Taylor
Claims Analyst
Office of the General Counsel



Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Wednesday, January 19, 2005 11:48 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: HINES PARK L-M
Requesting Dealer: HINES PARK LM
Contact Person: TIM WORTHINGTON
Telephone: 734-453-2424
Email Address: TIM.WORTHINGTON@HINESPARKLM.COM
PA Code: 13952
Region: DETROIT
City: PLYMOUTH
Dealer State: MI
Fax Number: 734-453-2499
WSD: 06/22/2004
Vehicle Year: 2003
Vehicle Model: MOUNTAINEER
Vehicle VIN: 4M2DU86W34U [REDACTED]
Mileage: 12918
Customer Name: [REDACTED]
[REDACTED]
City: CANTON
State: Michigan
Zip Code: [REDACTED]
[REDACTED]

9:27 1/21
LM
Insurance claim has been
filed. ID: 35 #
1/21

Customer Region: 48 - Detroit
Incident Involves: Accident
Date of Incident: 01/19/2005
County in which incident occurred: USA
Is Alleging Defect: Yes
Alleging defect detail: TRANS CAR JUMPED IN REVERSE HIT CAR BEHIND HIS CAR
Police Report Filed: Yes
Police Report detail: UNKNOWN
Insurance Company Contacted: Y
Insurance Company Advice: YES
Insurance Company Contact Information: UNKNOWN
Coach Builder State: AK - Alaska
Resolution Sought Detail: UNKNOWN POSS REFUND OF DED.

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1/19/2005

All Action Details for Issue

[Print](#)

VIN: 4M2DU86W34L [REDACTED] Year: 2004 Model: MOUNTAINEER Case: 470840195
Name: MR [REDACTED] Owner Status: Original WSD: 2004-06-11
Symptom Desc: AUTO TRANS NO ENGAGEMENT UNINTEND MVMNT 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: 13952 HINES PARKLINCOLN-MERCURY INC Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION-FD
Odometer: 12918 MI Comm Type: EMAIL
Analyst Name: Analyst: CLEICH
LEICH,CHERIE
Action Date: 01/20/2005 Action Time: 09.46.00.172 Action Data: No

Comments *****PRODUCT LIABILITY***** EMAIL RECEIVED 1-19-05. DEALER CONTACT:
TIM WORTHINGTON. CUSTOMER ALLEGES TRANSMISSION JUMPED IN REVERSE CAUSING HIM TO HIT ANOTHER
VEHICLE.

Action: MAKE OUTBOUND CALL TO DEALER
Dealer: 13952 HINES PARKLINCOLN-MERCURY INC Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION
Odometer: 12918 MI Comm Type: PHONE
Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL
(J.)
Action Date: 01/21/2005 Action Time: 09.30.08.410 Action Data: Yes

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

Data Element Name	Data Value
CONTACT PERSON	TIM WORTHINGTON

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
Dealer: 13952 HINES PARKLINCOLN-MERCURY INC Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION
Odometer: 12918 MI Comm Type: MAIL
Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL
(J.)
Action Date: 01/21/2005 Action Time: 10.38.22.706 Action Data: No

Comments *** LPA COMMENTS ***- CUSTOMER HAS ALREADY FILED CLAIM WITH INSURANCE COMPANY- LPA
NOTED THE INSURANCE COMPANY CAN SUBROGATE FORD MOTOR COMPANY IF THEY CHOOSE- LPA
RECOMMENDS NO FURTHER ACTION



Consumer Affairs
Sent Via US Mail

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

January 21, 2005

[REDACTED]
Canton, MI [REDACTED] 0

RE: 2004 Mercury Mountaineer
VIN: 4M2DU86W34U [REDACTED]

Dear Mr. [REDACTED]

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

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

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

Sincerely,

Jeff Schwagle
Consumer Affairs



All Action Details for Issue

[Print](#)

VIN: 4M2DU86W34L [REDACTED] Year: 2004 Model: MOUNTAINEER Case: 470840195
Name: MR [REDACTED] EN Owner Status: Original WSD: 2004-06-11
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

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT

Dealer: 13952 HINES PARKLINCOLN-MERCURY INC Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION-FD

Odometer: 12918 MI Comm Type: EMAIL

Analyst Name: Analyst: CLEICH
LEICH,CHERIE

Action Date: 01/20/2005 Action Time: 09.46.00.172 Action Data: No

Comments *****PRODUCT LIABILITY***** EMAIL RECEIVED 1-19-05. DEALER CONTACT:
TIM WORTHINGTON. CUSTOMER ALLEGES TRANSMISSION JUMPED IN REVERSE CAUSING HIM TO HIT ANOTHER
VEHICLE.

EA09-013

FORD

5-19-2011

Appendix E

Crash and Injury Chart

Allegation Groupings	Last_Name	First_Name	Source	Case	MY	VIN	State	Report Date	Odometer	Ford Assessment
Shifter moved from park by child	[REDACTED]	[REDACTED]	MORS III	623742497	2003	1FMDU65W83Z [REDACTED]	MD	09/06/07	80000	A1
	[REDACTED]	[REDACTED]	VOQ	10133089	2002	1FMRU15WX2L [REDACTED]	LA	08/04/05	74800	A1
	[REDACTED]	[REDACTED]	MORS III	501761643	2002	1FMZU73E32U [REDACTED]	IN	06/13/03	44000	A1
	[REDACTED]	[REDACTED]	VOQ	10365256	2002	4M2ZU66K62Z [REDACTED]	CA	11/10/10	120929	A1
	[REDACTED]	[REDACTED]	OGC	538315	2002	4M2ZU66W02U [REDACTED]	AL	04/21/06	-	A1
	[REDACTED]	[REDACTED]	MORS III	362623073	2002	1FMZU63EX2U [REDACTED]	FL	02/05/04	47000	A1
	[REDACTED]	[REDACTED]	MORS III	1579532065	2004	1FMZU73K74U [REDACTED]	MN	07/25/05	36400	A1
Alleged unintended FORWARD movement in park	[REDACTED]	[REDACTED]	OGC	519096	2004	4M2ZU86W74Z [REDACTED]	SC	07/03/05	20000	A1
	[REDACTED]	[REDACTED]	MORS III	685920455	2002	1FMZU63K92Z [REDACTED]	TX	07/25/06	36000	A1
	[REDACTED]	[REDACTED]	MORS III	1358172035	2004	1FMZU62K34U [REDACTED]	GA	07/22/05	7000	A1
	[REDACTED]	[REDACTED]	OGC	531366	2004	4M2ZU86W54U [REDACTED]	NY	06/01/06	33637	A1
	[REDACTED]	[REDACTED]	MORS III	1413272002	2002	1FMZU73E82U [REDACTED]	MI	07/19/02	13542	A1
	[REDACTED]	[REDACTED]	MORS III	1398051344	2004	1FMDU75W74Z [REDACTED]	NJ	05/13/04	9093	A1
Alleged unintended movement in park with prior shifter concerns	[REDACTED]	[REDACTED]	MORS III	412003050	2004	1FMZU73KX4Z [REDACTED]	AK	11/01/10	99700	A1
	[REDACTED]	[REDACTED]	VOQ	10168454	2003	4M2ZU86K73U [REDACTED]	NY	09/02/06	41652	A1
	[REDACTED]	[REDACTED]	MORS III	533840145	2004	1FMZU62K94U [REDACTED]	FL	01/14/05	25000	A1
	[REDACTED]	[REDACTED]	OGC	D032273	2002	1FMZU73EX2Z [REDACTED]	IL	11/01/10	104000	A3
	[REDACTED]	[REDACTED]	MORS III	369283551	2002	1FMZU73E52Z [REDACTED]	KY	12/21/01	7631	A1
	[REDACTED]	[REDACTED]	MORS III	1622712304	2004	1FMZU62KX4U [REDACTED]	AZ	09/17/04	9000	A1
Alleged rolls in park with parking brake engaged	[REDACTED]	[REDACTED]	MORS III	590843012	2002	1FMZU73E12Z [REDACTED]	NY	01/11/05	22000	A1
	[REDACTED]	[REDACTED]	MORS III	1387292012	2002	1FMZU72E82Z [REDACTED]	CT	07/20/02	1100	A1
	[REDACTED]	[REDACTED]	VOQ	10340699	2003	1FMZU64K03U [REDACTED]	GA	06/29/10	95000	A1
	[REDACTED]	[REDACTED]	MORS III	1413531385	2003	1FMDU73K03U [REDACTED]	NY	05/18/05	26000	A1
	[REDACTED]	[REDACTED]	OGC	491726	2003	1FMDU72K03Z [REDACTED]	NJ	10/03/03	4459	A1
	[REDACTED]	[REDACTED]	MORS III	563622963	2003	1FMZU63K13Z [REDACTED]	TX	10/23/03	2000	B1
	[REDACTED]	F	MORS III	532263083	2002	1FMZU62E62Z [REDACTED]	TX	11/04/03	29405	A1

Allegation Groupings	Last_Name	First_Name	Source	Case	MY	VIN	State	Report Date	Odometer	Ford Assessment
Alleged unintended movement unknown if in park	[REDACTED]	[REDACTED]	MORS III	341000894	2002	1FMZU73W42U [REDACTED]	MI	03/29/04	17000	B1
	[REDACTED]	[REDACTED]	OGC	500748	2002	1FMZU73E52Z [REDACTED]	OR	02/13/04	36886	B1
	[REDACTED]	[REDACTED]	MORS III	426361527	2003	1FMZU62K33Z [REDACTED]	IL	06/01/07	33000	B1
Alleged vehicle came out of park and into reverse or gear causing unintended movement	[REDACTED]	[REDACTED]	OGC	488736	2002	1FMZU63E32U [REDACTED]	SC	04/10/03	46245	A1
	[REDACTED]	[REDACTED]	MORS III	471701947	2002	1FMZU72K12Z [REDACTED]	NY	07/16/07	80000	A1
	[REDACTED]	[REDACTED]	MORS III	469482263	2002	1FMZU73E62Z [REDACTED]	NJ	08/14/03	16000	A1
	[REDACTED]	[REDACTED]	MORS III	1564872345	2004	1FMZU73K04Z [REDACTED]	MI	08/22/05	1	A1
	[REDACTED]	[REDACTED]	MORS III	568363041	2002	1FMZU73E92Z [REDACTED]	NY	10/11/02	20000	A1
	[REDACTED]	[REDACTED]	MORS III	504500866	2005	1FMZU63K55U [REDACTED]	FL	03/27/06	8000	A1
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	MORS	612642706	2005	1FMZU74W45U [REDACTED]	MO	09/27/06	15600	A1
	[REDACTED]	[REDACTED]	MORS III	539723284	2002	1FMZU73K42Z [REDACTED]	MI	11/23/04	21000	A1
	[REDACTED]	[REDACTED]	OGC	528399	2004	1FMZU72K54Z [REDACTED]	AK	11/23/05	9382	A1
	[REDACTED]	[REDACTED]	OGC	D032855	2002	1FMZU72K02U [REDACTED]	PA	11/19/10	49500	A1
	[REDACTED]	[REDACTED]	MORS III	1609353411	2002	1FMZU73E12U [REDACTED]	MI	12/07/01	1100	A1
	[REDACTED] Z	[REDACTED]	VOQ	10164458	2005	4M2DU86K55U [REDACTED]	MI	08/03/06	9302	A1
	[REDACTED]	[REDACTED]	VOQ	10298720	2003	4M2ZU86K43U [REDACTED]	IN	01/08/10	112000	A1
	[REDACTED]	[REDACTED]	OGC	D035332	2003	1FMZU73K43U [REDACTED]	NC	12/20/10	122328	A1
	[REDACTED]	[REDACTED]	VOQ	10378676	2005	1FMZU73K35Z [REDACTED]	ID	11/14/09	80000	A1
	[REDACTED]	[REDACTED]	OGC	542489	2004	1FMZU62KX4U [REDACTED]	GA	11/01/05	33266	A1
	[REDACTED]	[REDACTED]	MORS III	301340063	2002	1FMZU63K12Z [REDACTED]	TX	01/08/03	6000	A1
	[REDACTED]	[REDACTED]	AWS	7496998	2003	4M2ZU66K33U [REDACTED]	TX	08/30/04	19591	A1

Allegation Groupings	Last_Name	First_Name	Source	Case	MY	VIN	State	Report Date	Odometer	Ford Assessment
Alleged vehicle came out of park and rolled			MORS III	1536152154	2003	1FMZU72K53U	ME	08/02/04	18839	A1
			MORS III	1511013487	2003	1FMZU73K63U	MN	10/16/09	100000	A1
			OGC	510250	2004	1FMDU73K14U	KY	02/25/05	29000	A1
			MORS III	576842015	2004	1FMZU74E54U	CA	07/20/05	13805	A1
			MORS III	1586552653	2002	1FMZU73K82Z	MI	09/22/03	31000	A1
			MORS III	660660572	2002	1FMZU72E92U	VA	06/09/04	51000	A1
			MORS III	1509342542	2002	1FMZU63W02U	GA	09/11/02	1000	A1
			MORS III	335321664	2002	1FMZU73E92Z	NY	06/06/04	34700	A1
			MORS III	1595130414	2003	1FMZU63W73Z	CA	02/10/04	12000	A1
			MORS III	1537353435	2004	1FMZU73E04Z	NY	11/16/05	12500	A1
			CQIS	2LRE4007	2003	4M2DU86W83Z	IN	12/18/02	313	A1
			MORS III	1476350214	2002	1FMZU73E72U	MI	01/21/04	15000	A1
Alleged vehicle movement with shifter not properly engaged in park			OGC	549142	2003	1FMDU84W03U	IL	01/12/06	50966	A1
			MORS III	538781544	2003	1FMZU75K33Z	NY	06/04/04	16600	A1
			MORS III	1359551594	2002	1FMZU73E82Z	MN	06/07/04	41320	A1
			VOQ	10317000	2003	4M2DU66K63Z	TN	03/05/10	102100	A1
			MORS III	346681713	2002	1FMZU72EX2U	NJ	06/20/03	28000	A2
			MORS III	1356113434	2003	1FMZU85W13Z	VT	09/19/05	30000	A1
			OGC	479194	2002	1FMZU63E82U	CA	03/09/03	36155	A1
			MORS III	444062025	2002	1FMZU73KX2Z	IA	07/21/05	30000	A1
			OGC	D016433	2004	1FMZU72K34U	NJ	09/30/09	101942	A1
			VOQ	10279630	2004	1FMZU73KX4Z	NY	08/06/09	36000	A1
			VOQ	10297858	2003	4M2ZU66W33U	MS	01/03/10	108000	A1
			MORS III	275680397	2004	1FMZU73K14Z	FL	02/08/07	56082	A1
			MORS III	1647152897	2004	1FMZU73K94Z	MO	10/16/07	65000	A1
			MORS III	439520596	2004	1FMZU73E14U	PA	02/28/06	44000	A1
			MORS III	1486650222	2002	1FMZU72E02Z	WV	11/05/03	27000	A1

Allegation Groupings	Last_Name	First_Name	Source	Case	MY	VIN	State	Report Date	Odometer	Ford Assessment
Alleged Rolls in Park			OGC	492343	2002	1FMZU73E22Z	KS	01/27/04	61456	A1
			MORS III	423140186	2005	1FMZU73K55U	IL	01/18/06	5675	A1
			MORS III	1609571843	2003	1FMZU73KX3Z	OH	07/03/03	4000	A1
			MORS III	1431973654	2004	1FMZU73K24U	KY	06/08/05	14677	A1
		(SHERIFF'S OFFICE)	MORS III	623642155	2004	1FMZU72K14U	SC	11/16/05	53000	A1
		L	MORS III	1534670826	2002	1FMZU73EX2Z	ME	03/23/06	54000	A1
			MORS III	317482903	2002	1FMZU73E42U	WV	10/17/03	11000	A1
		IA	OGC	D033081	2004	1FMDU85W94Z	MO	11/29/10	91000	A1
		T	OGC	528173	2003	1FMZU63K73U	MI	07/08/04	23408	A1
			OGC	491743	2002	1FMZU72E92Z	MT	09/29/03	-	A1
			MORS III	376422024	2004	1FMZU63K24U	MO	07/20/04	13611	A1
	SERVICES									
			MORS III	1594933353	2004	1FMZU73K14U	NH	12/01/03	3000	A1
			MORS III	1560671713	2002	1FMZU64E72Z	TX	06/20/03	32000	A1
			MORS III	441160584	2003	1FMZU73K63U	TN	02/27/04	12200	A1
			VOQ	10059553	2003	4M2ZU86W73Z	PA	02/21/04	20000	A1
			OGC	538359	2005	1FMDU73E35Z	OR	12/27/06	37799	A1
			MORS III	1369251494	2002	1FMZU74E42U	PA	05/28/04	17000	A1
			MORS III	1393853004	2004	4M2DU86W24U	PA	10/26/04	13326	A1
			VOQ	10266520	2004		GA	11/19/08	39000	A1
			MORS III	1324093137	2003	1FMDU73K03U	FL	11/09/07	70423	A1
			VOQ	10301906	2004	1FMZU63KX4Z	FL	10/20/09	45000	A1
			MORS III	1501812693	2002	1FMZU73E42U	CO	09/26/03	17000	A1
			MORS III	405923624	2003	1FMZU73K53Z	PA	08/04/05	19492	A1
			MORS III	1641691935	2004	1FMZU73K74Z	WI	07/12/05	12300	A1
			OGC	505539	2002	1FMZU72E52U	PA	09/25/03	26024	A1
			MORS	663162145	2002	1FMDU74W12U	WA	08/02/05	40000	A1
			VOQ	10292440	2002	1FMZU74W32Z	TX	11/17/09	123699	A1

Allegation Groupings	Last_Name	First_Name	Source	Case	MY	VIN	State	Report Date	Odometer	Ford Assessment
			OGC	D012063	2002	1FMZU63E92U	SC	06/03/09	180000	A1
	Unknown	Unknown	VOQ	10272847	2002	1MFZU63E92U	NC	06/04/09	181000	A1
	Unknown	Unknown	VOQ	10285472	2005	1MFDU74E65U	MA	09/28/09	30000	A1
			MORS III	514163118	2002	1FMDU74E92U	TN	11/06/08	107361	A1
			AWS	15869932	2002	1FMZU73E62Z	CO	12/12/06	55737	A1
			MORS III	1597872874	2002	1FMZU73E02Z	WV	10/13/04	32320	A1
			CQIS	3DWF4019	2003	1FMZU73K73Z	KY	04/23/03	6817	A1
			MORS III	619881754	2004	1FMZU73EX4U	NY	06/23/04	3000	A1
			MORS III	1310253353	2002	1FMZU73E32U	NY	12/01/03	34411	A1
			MORS III	1413553161	2002	1FMDU73W02Z	MI	11/12/01	869	A1
			MORS III	1377031815	2004	1FMDU75K84Z	PA	06/30/05	16806	A1
			MORS III	1299971393	2003	1FMZU72K73U	WV	05/27/03	1481	A1

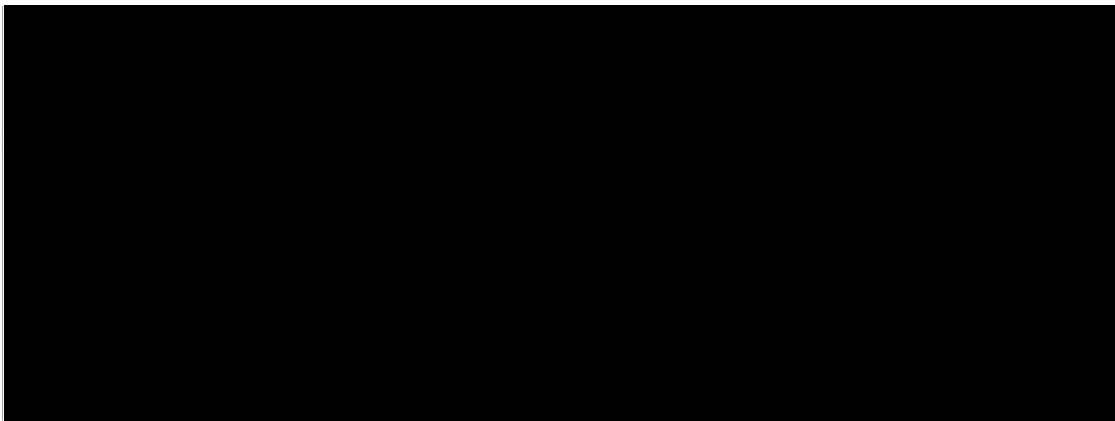
EA09-013

FORD

5-19-2011

Appendix F

Lawsuits and Claims Files





INDIANA OFFICER'S STANDARD CRASH REPORT

Page 1 of 4

Mail to:

Electronic Version

Indiana State Police, Crash Records Section
100 North Senate Avenue, Indianapolis, IN 46204

901066883

Local ID

200900005318

Date of Crash 02/22/2009	Day of Week Sun	Actual Local Time 5:27 PM	County ST JOSEPH	Township CLAY	# Motor Vehicles 2	# Injured 0	# Dead 0	# Commercial Vehicles 0	# Deer 0
Road Crash Occurred On [REDACTED]			Nearest/Intersecting Road/Mile Marker/Interchange		If not an intersection, number of feet from	Direction	Road Classification OTHER		
Inside Corporate Limits? NO		City/Town or Nearest City/Town SOUTH BEND			Property? PRIVATE	Crash Latitude		Crash Longitude	
Driver #1			Driver #2		Driver #3		Driver #4		

Primary Cause		Primary Cause		Area Information	
Vehicle 1	Vehicle 2	Vehicle 1	Vehicle 2		
Driver Contributing		Vehicle Contributing		Hit and Run NO	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	School Zone NO	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rumble Strips NO	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Locality RURAL	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Light Condition DAYLIGHT	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Weather Conditions CLOUDY	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Surface Condition ICE	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Type of Median NONE	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Type of Roadway Junction NO JUNCTION INVOLVED	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Road Character STRAIGHT/GRADE	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Roadway Surface CONCRETE	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Construction NO	If Yes, Construction Type
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Traffic Control Devices NONE	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Traffic Control Device Operational? NA	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Was this crash the result of aggressive driving? NO	

Total Estimate of all damage in the Crash:

\$1001 TO \$2500

Other Property Damage (1) State Property Owner's Name and Address

Other Property Damage (2) State Property Owner's Name and Address

Witness/Other Participant		Non-Motorist	
<input type="checkbox"/> Witness	# Name	(Last Name, First Name, MI)	
<input type="checkbox"/> Other Participant			
Address etc.		Non-Motorist Type	Non-Motorist Action
Phone # Location at Time of Crash		Apparent Physical Condition	
<input type="checkbox"/> Witness	# Name	Cited?	Direction
<input type="checkbox"/> Other Participant			
Address etc.		Street/Highway	
Phone # Location at Time of Crash		Traffic Control? If yes, was traffic control operational?	

Local ID

200900005318

**Type of
Crash**

OTHER - EXPLAIN IN NARRATIVE

Time Notified 5:30 PM	Time Arrived 5:40 PM	Other Location of Investigation AT SCENE ONLY			
Assisting Officer		ID No.	Agency	Investigation Complete? YES	Photos Taken? NO
Assisting Officer		ID No.	Agency	Date of Report 02/22/2009	
Investigating Officer MORIARTY, M		ID No. 234	Agency ST JOSEPH SD	Reviewing Officer CPL D BAUER	

Narrative

██████████ reports that his unoccupied Lincoln Aviator was parked in the driveway at ██████████. The driveway was inclined and covered with packed snow and ice. Behind his vehicle was the parked, unoccupied vehicle belonging to ██████████.

██████████ said his vehicle evidently rolled backwards and pushed the ██████████ vehicle down the driveway. As the two vehicles slid down, ██████████ vehicle turned and the driver's side slid along the passenger front corner of the other vehicle. ██████████ said they did not see this happen; both vehicles were discovered in the street at the end of the driveway.

██████████ said his vehicle had been the subject of a manufacturer's recall because of problems with this make and model slipping out of gear while the gear shift lever is in Park. He said the gear shift lever of his vehicle had been repaired two weeks ago. ██████████ said his vehicle was in Park when he parked it in the driveway.

Tire marks in the snow of the driveway seem to indicate that the wheels of ██████████ vehicle were rolling when it moved backwards down the driveway. There were distinct tire treads, as opposed to slide marks.

Local ID
200900005318

Page 3 of 4

EA09-013 000004LC

UNIT INFORMATION

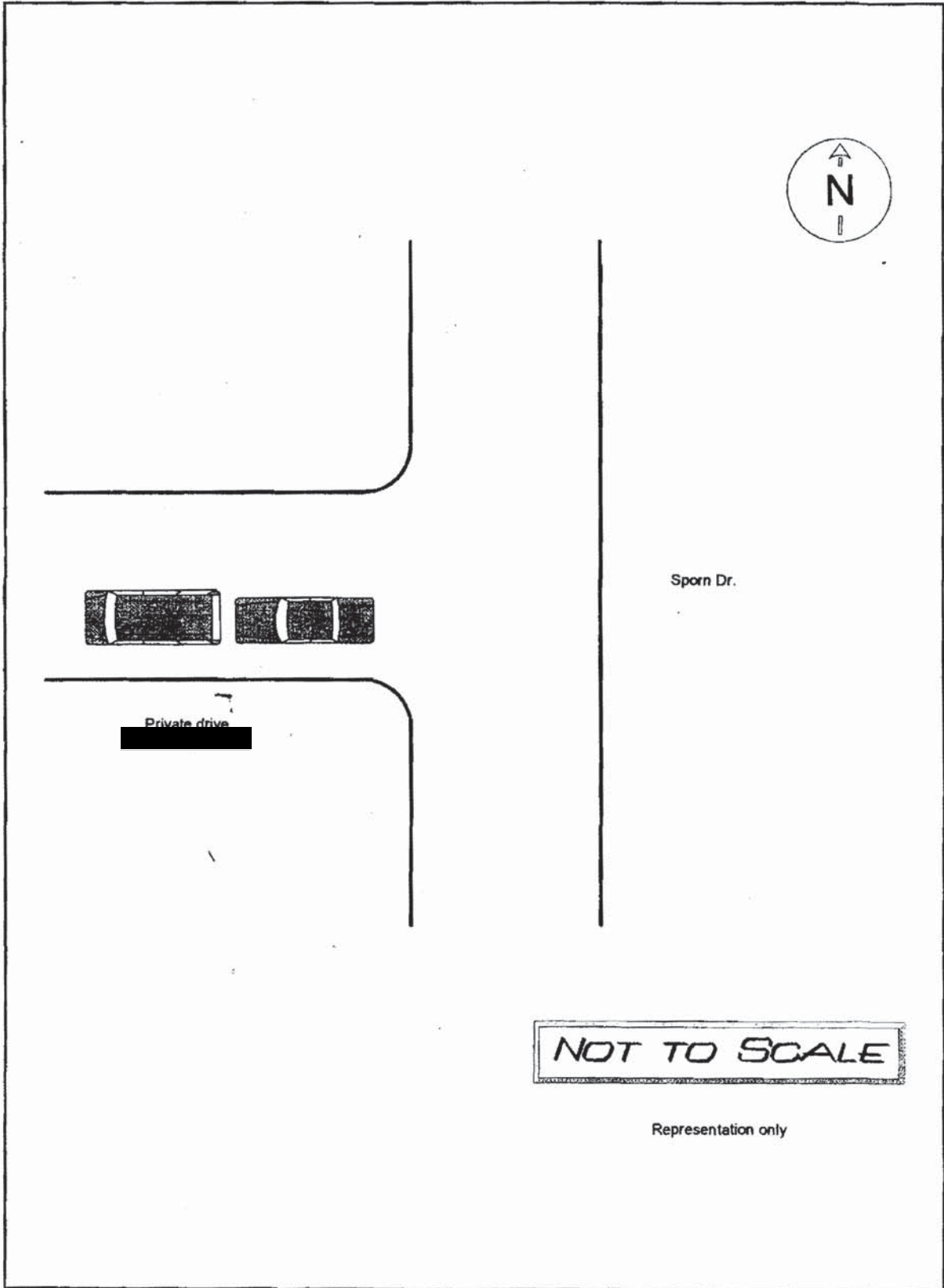
901066883

Page 4 of 4

Local ID

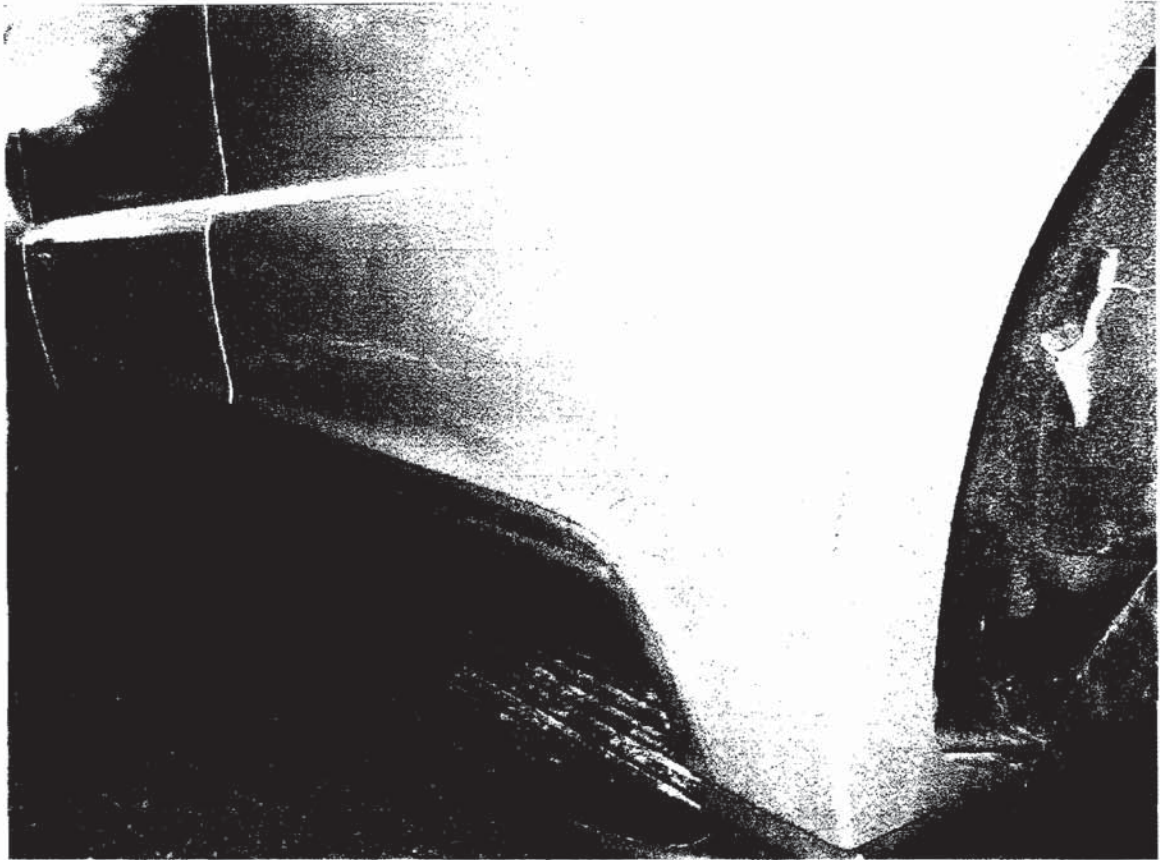
20090005318

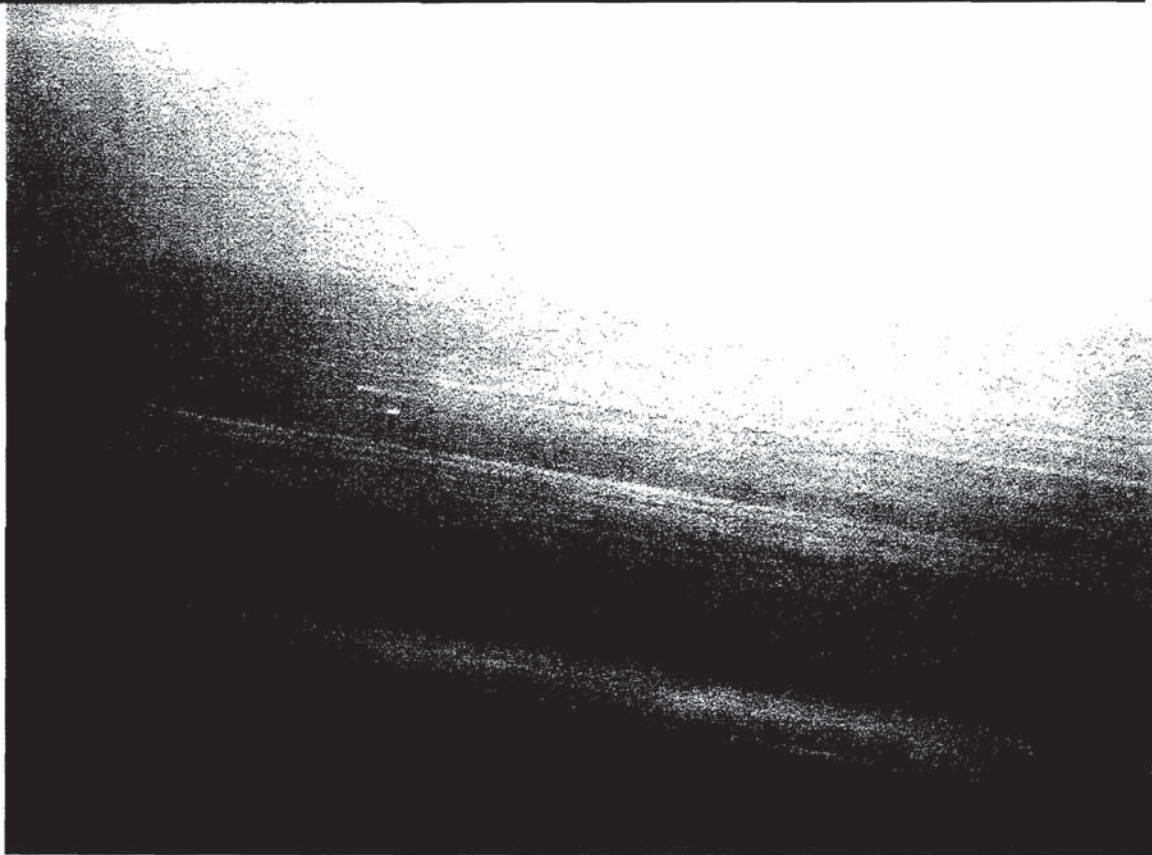
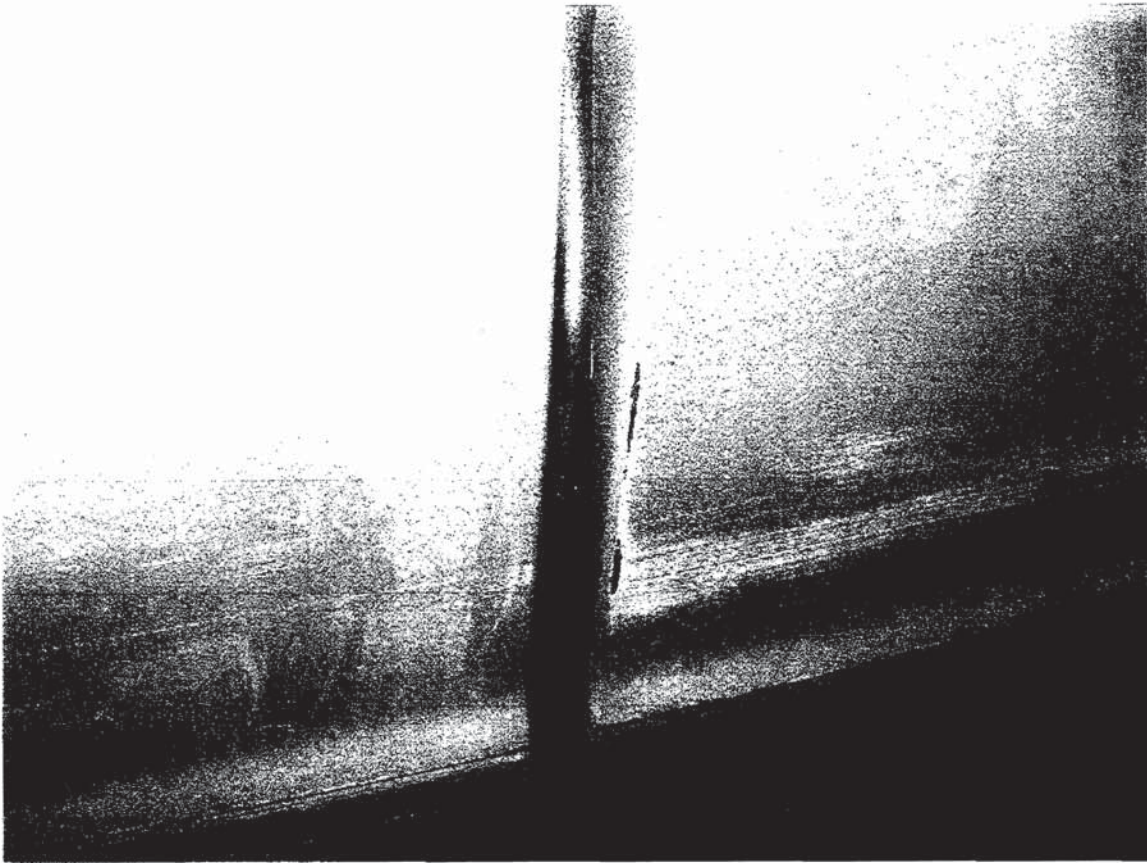
Driver's Name (Last, First, MI)				Safety Equipment Used							
Address (Street, City, State, Zip)				Safety Equipment Effective?							
				Ejection/Trapped							
Date of Birth		Age		Gender		EMS No.		Driver Injury Status			
Driver's License #		Lic Type		CDL Class		Lic State		Nature of Most Severe Injury			
Apparent Physical Status		Restrictions		Location of Most Severe Injury							
<input type="checkbox"/> Normal <input type="checkbox"/> Had Been Drinking <input type="checkbox"/> Handicapped <input type="checkbox"/> Ill <input type="checkbox"/> Asleep/Fatigued <input type="checkbox"/> Drugs/Medication <input type="checkbox"/> Unknown		<input type="checkbox"/> Glasses/Contact Lenses <input type="checkbox"/> Outside Rearview Mirror <input type="checkbox"/> Daylight Driving <input type="checkbox"/> Automatic Transmission <input type="checkbox"/> Special Controls <input type="checkbox"/> Employment Only <input type="checkbox"/> Motorcycle Only <input type="checkbox"/> To/From Employment		<input type="checkbox"/> Employer's Vehicle Only <input type="checkbox"/> State-Owned Vehicles <input type="checkbox"/> PP Chauffeurs Taxi Only <input type="checkbox"/> Power Steering <input type="checkbox"/> Special Restrictions <input type="checkbox"/> Probation DWI <input type="checkbox"/> Probation HTO <input type="checkbox"/> None		<input type="checkbox"/> If Cited? <input type="checkbox"/> Infraction <input type="checkbox"/> Misdemeanor <input type="checkbox"/> Felony <input type="checkbox"/> IC Codes					
Test Given		Type Given									
<input type="checkbox"/> Blood <input type="checkbox"/> Urine <input type="checkbox"/> Breath <input type="checkbox"/> SFST <input type="checkbox"/> PBT		<input type="checkbox"/> Pending		Drug Results							
Alcohol Results		Certified Test									
PBT		Vehicle Year		Make		Model		Style			
Veh# 2		Color BLUE		1995		SATURN		SL2			
# Occupants 0		Lic Year 2008		License #		License State IN		Initial Impact Area			
# Axes 2		Speed Limit 00		Insured By STATE FARM		Phone Number 574 277-7900		<input type="checkbox"/> Undercarriage <input type="checkbox"/> Trailer <input type="checkbox"/> None <input type="checkbox"/> Unknown			
Registered Owner's Name (Last, First, MI)				<input type="checkbox"/> Same as Driver		Areas Damaged (Multiples)					
						<input type="checkbox"/> Undercarriage <input type="checkbox"/> Trailer <input type="checkbox"/> None <input type="checkbox"/> Unknown					
SOUTH BEND				IN							
Towed?		Towed To		Towed By		Vehicle Use					
NO						PERSONAL (FARM, COMPANY)					
Lic State		Lic Year		Registered Owner's Name (Last, First, MI)		<input type="checkbox"/> Same as Driver		Emergency Run?			
								Fire?			
License#		Address (Street, City, State, Zip)						NO			
Veh Year		Make						Vehicle Type			
								PASSENGER CAR/STATION WAGON			
Lic State		Lic Year		Registered Owner's Name (Last, First, MI)		<input type="checkbox"/> Same as Driver		Pre-Crash Vehicle Action			
								PARKED			
License#		Address (Street, City, State, Zip)						Direction of Travel			
Veh Year		Make						EAST			
Commercial Vehicle: Carrier's Name and Address				Type of Primary/Secondary Roadway							
				One Way Traffic Two Way Traffic							
				<input type="checkbox"/> One Lane <input type="checkbox"/> Two Lanes <input checked="" type="checkbox"/> Private Drive							
				<input type="checkbox"/> Two Lanes <input type="checkbox"/> Multi-Lane Divided (3 or more) <input type="checkbox"/> Alley							
				<input type="checkbox"/> Multi-Lanes (3 or more) <input type="checkbox"/> Multi-Lane Undivided 2 way left turn							
				<input type="checkbox"/> Multi-Lane Undivided (3 or more)							
HAZMAT Proper Shipping Name:				Collision Crash							
US DOT#		ICC#		State DOT#		ANOTHER MOTOR VEHICLE					
Vehicle Identification#		CMV Inspection		If Yes		Non-Collision Crash					
Gross Vehicle Weight Rating		Cargo Body Type									
HAZMAT Placard		HAZMAT Release of Cargo		HAZMAT 4-Digit ID#		Hazard Class #					



Photographs

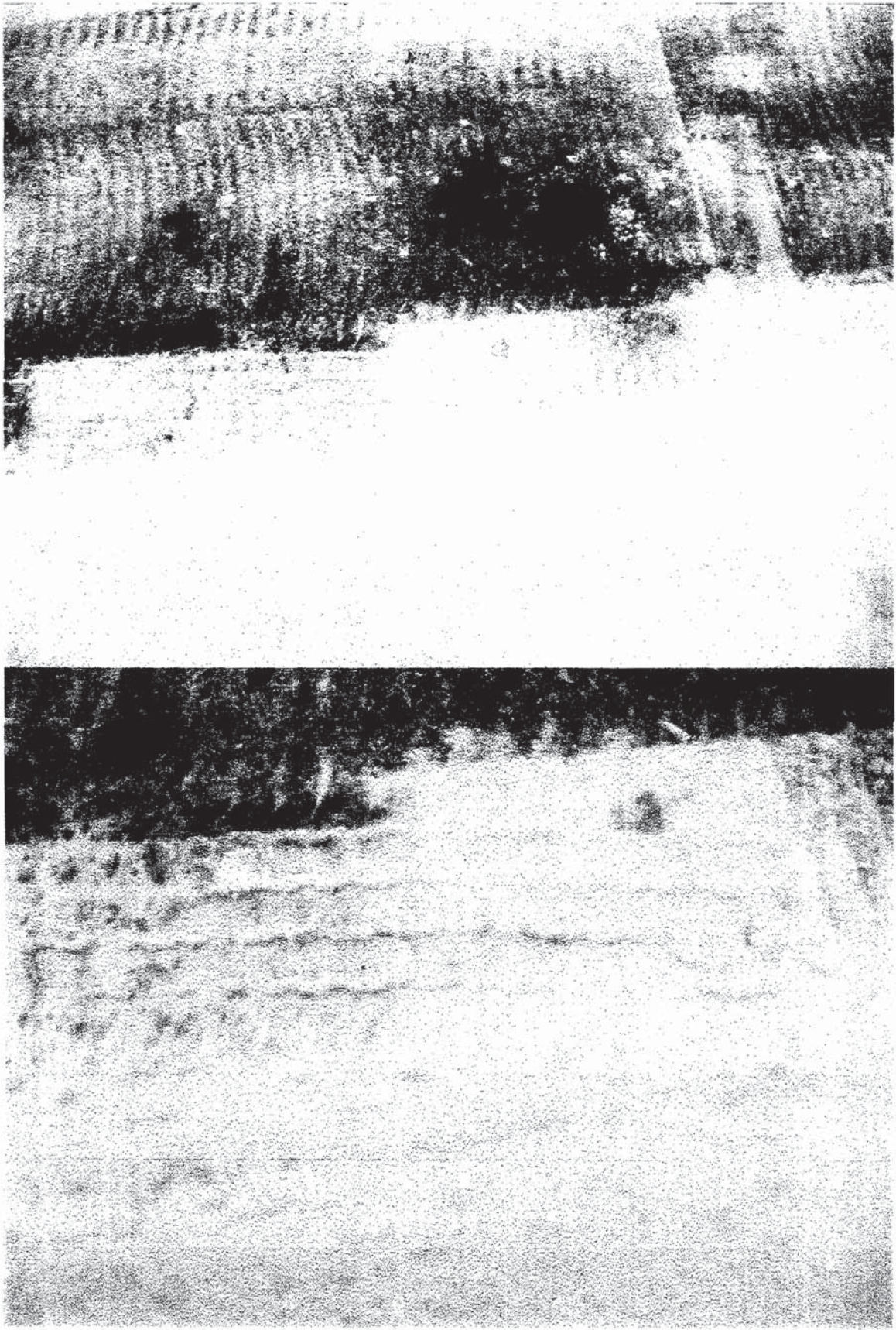




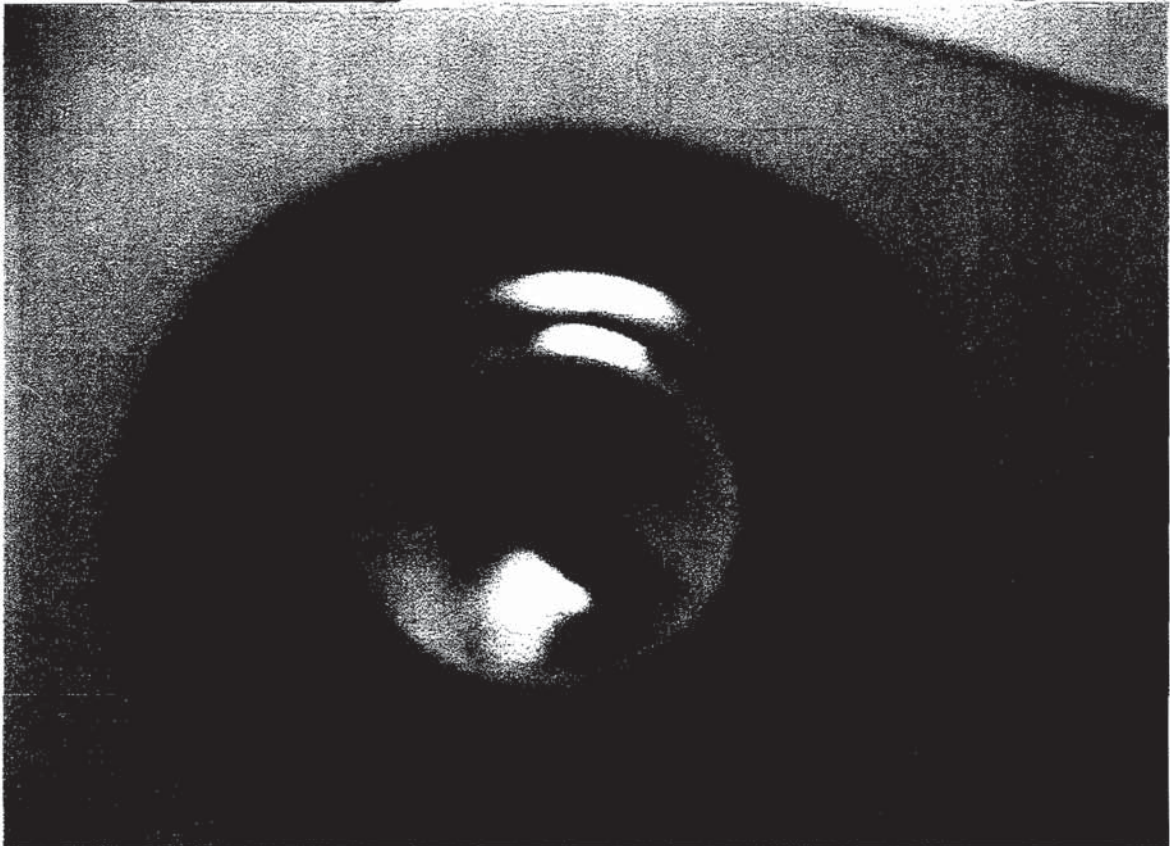
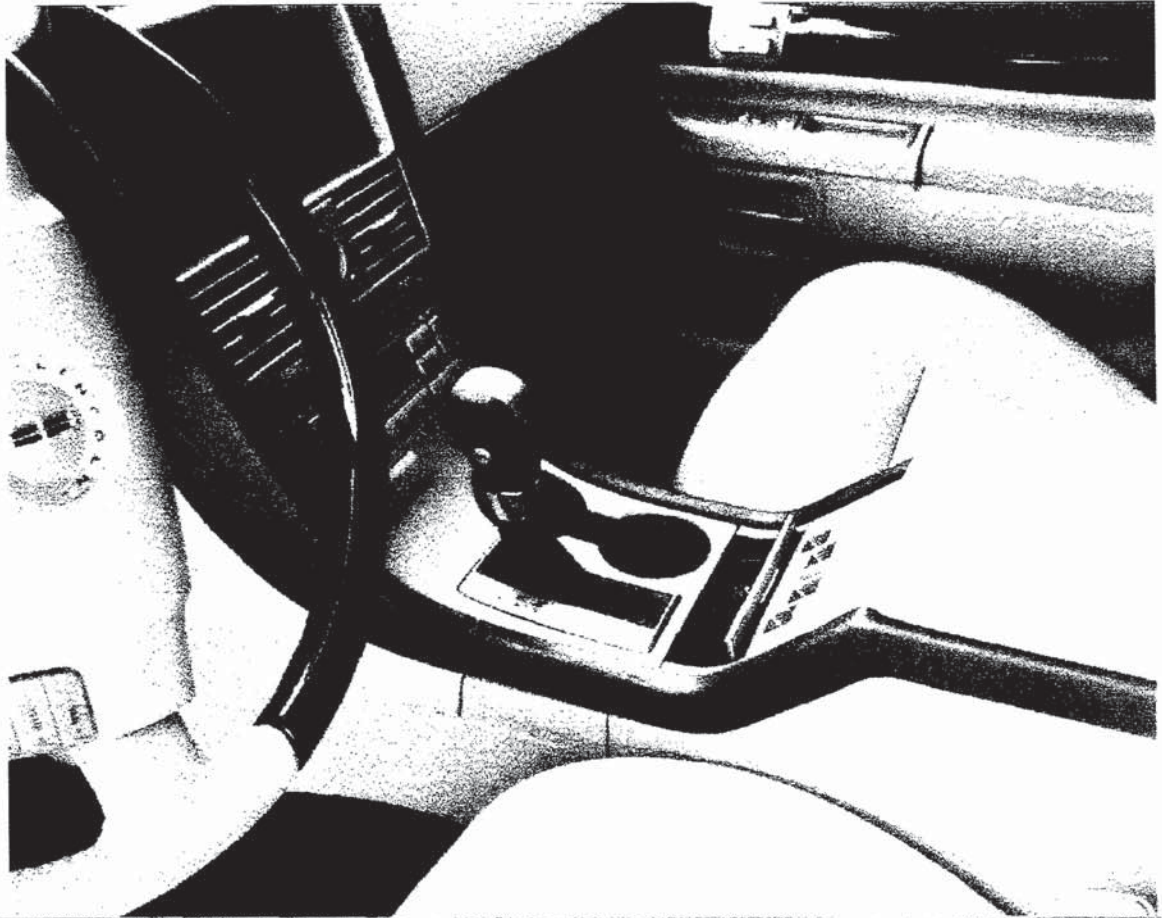


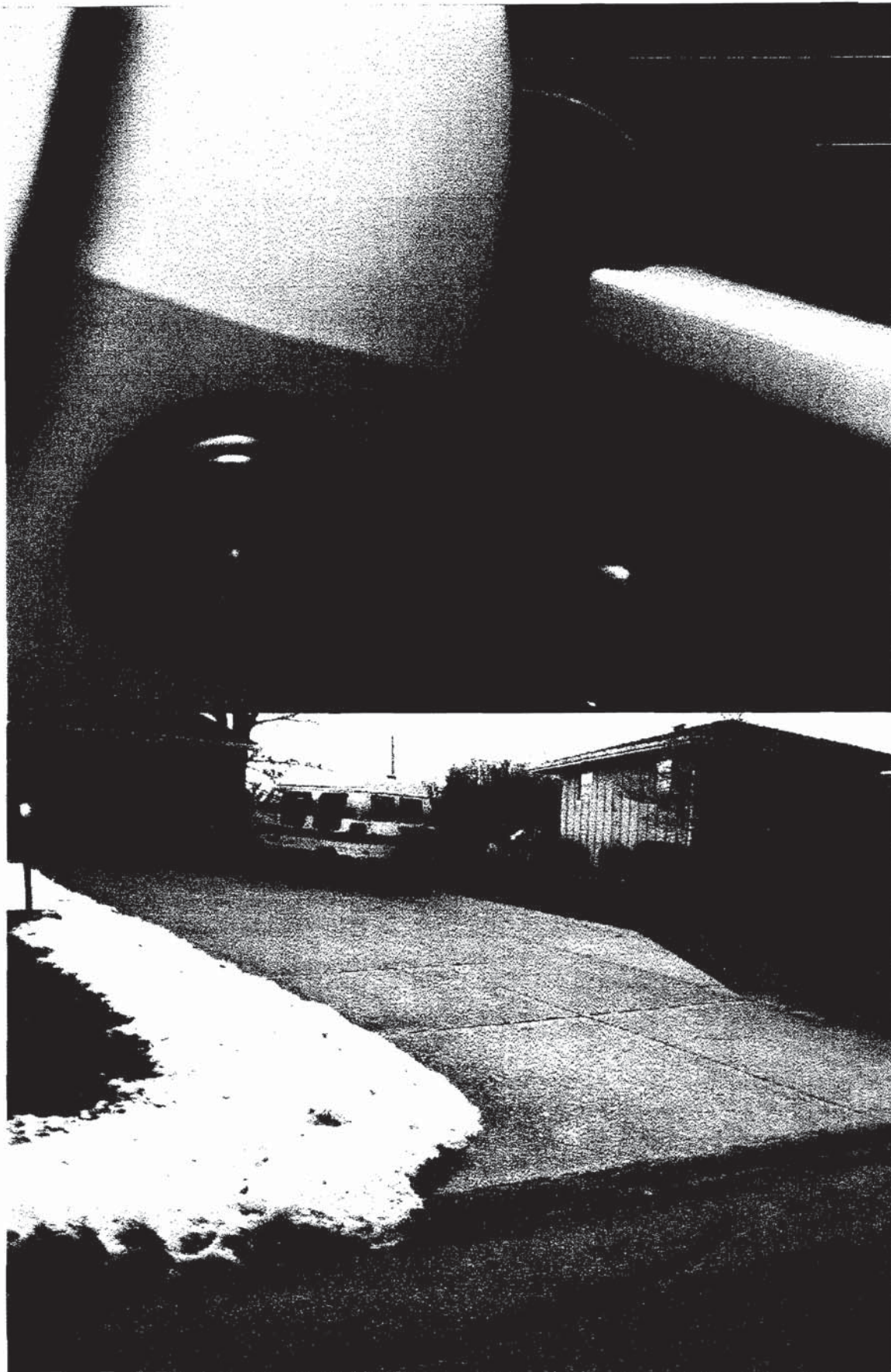


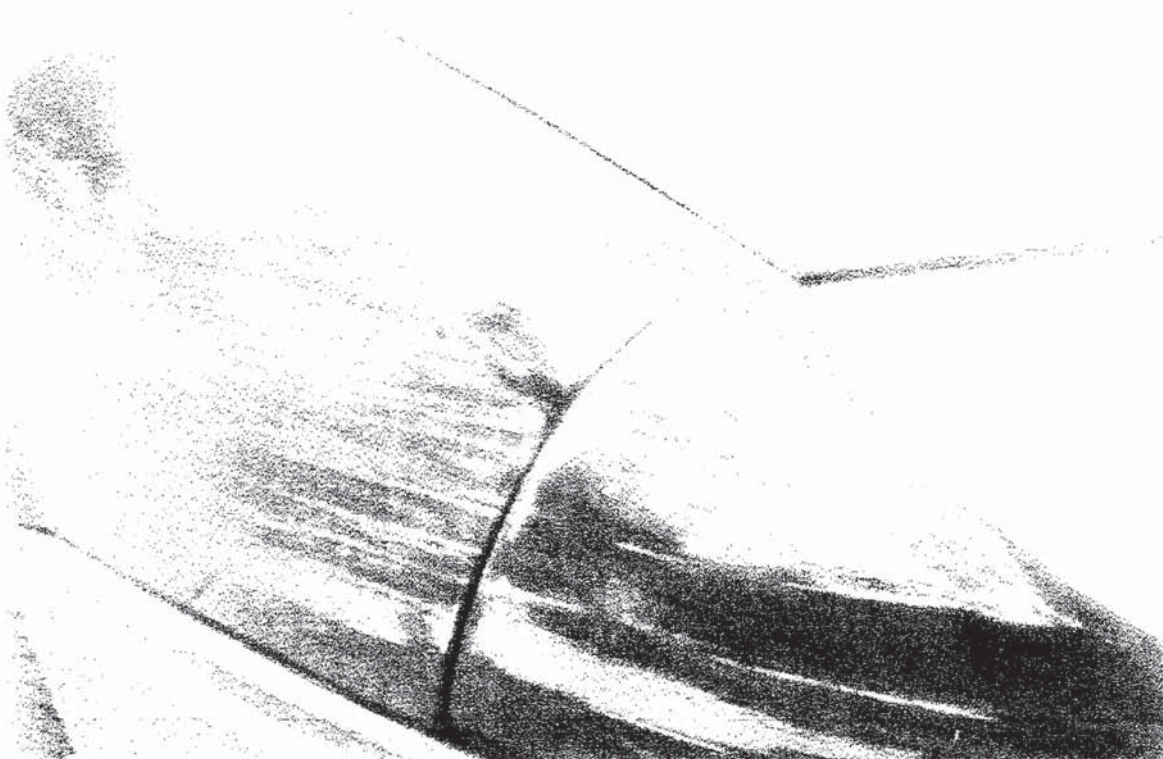
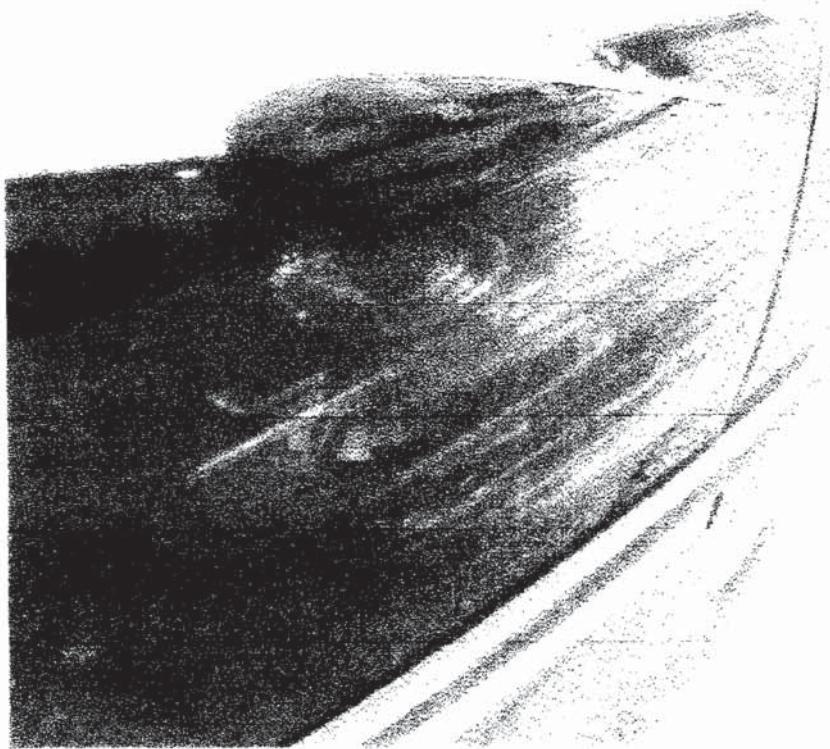


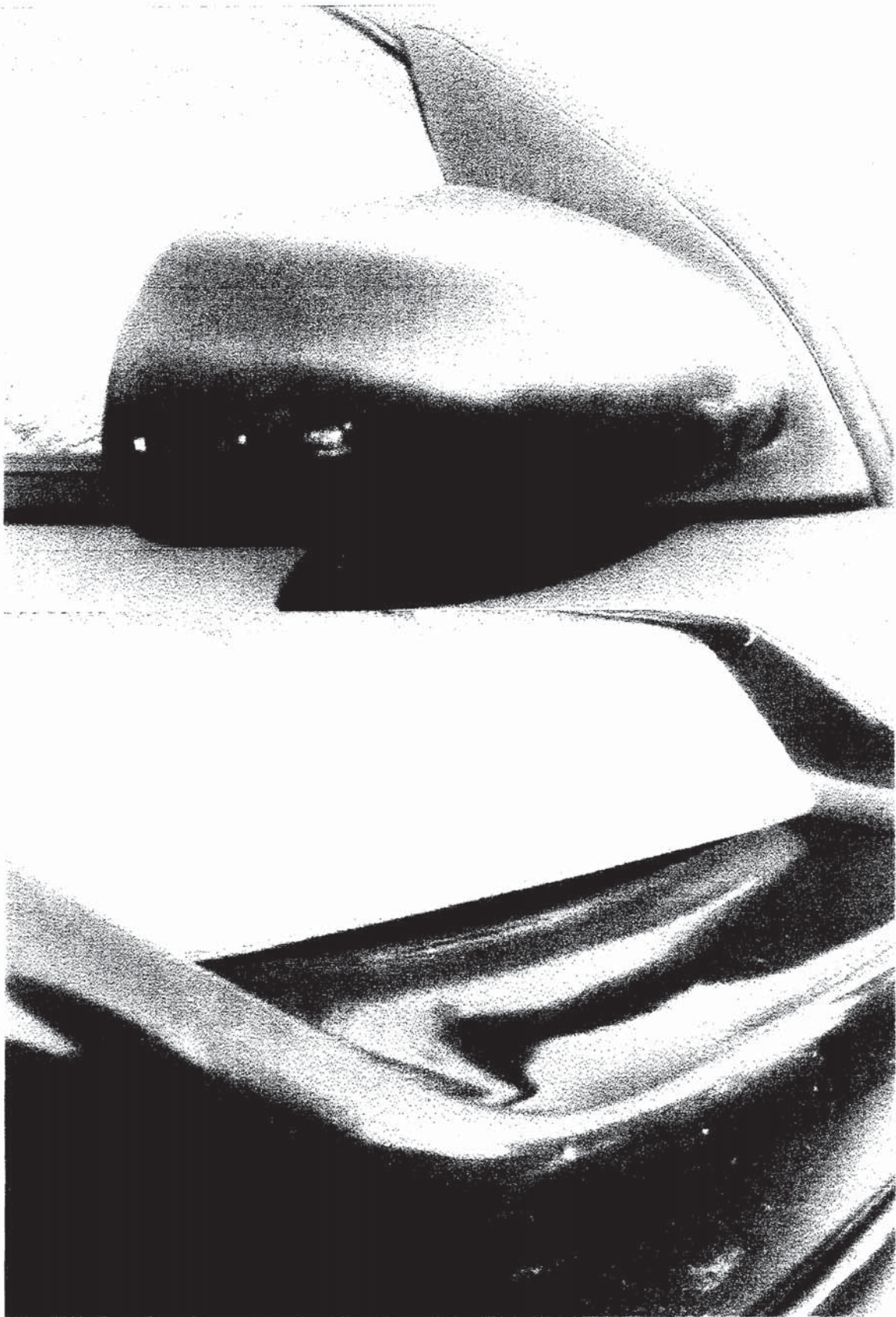












Service History



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DEALER # 20402
6244 E. 22nd Street
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(520) 747-2000
reservations (520) 570-7301
Mon. - Sat. 7am to 7pm

LINCOLN
Mercury

2003, 2004 & 2005 President's Award Winning Dealership

VEHICLE NO. 335970	ADVISOR SCOTT TZYSLUCK	5315	TAG NO. 1394	WORK DATE 10/04/07	MODEL NO. F7C3549684
	LABOR RATE	LICENSE NO.	MILEAGE 26,395	COLOR 7	STOCK NO.
TUCSON, AZ	YEAR MAKE MODEL 05/LINCOLN TRUCK/AVIATOR/4 DOOR UTIL	VEHICLE S.I. NO. 5 L M E U 8 8 H 3 5 Z	DELIVERY DATE	DELIVERY MILES	
	ETC NO.	PO	SELLING DEALER NO.	PRODUCTION DATE	
RESERVE PHONE 570 628-9506	BUSINESS PHONE	COMMENTS	R.O. DATE 09/29/07		
			MO: 26399		
LABOR & PARTS			WARRANTY		
JOB # 1 05ETZWAR1 GENERAL REPAIR TECH(S): 6382			WARRANTY		
HISSING NOISE FROM BRAKE PEDAL WHEN PRESSING DOWN ON IT. VERIFIED CONCERN. SLIGHT HISSING HEARD WHEN PEDAL DEPRESSED OTHER THAN NORMAL AIR EXHAUSTION FROM DIAPHRAM IN BOOSTER. REPLACED BRAKE BOOSTER AS PER WORKSHOP MANUAL. RETESTED BOOSTER FOR HISSING-HISSING GONE. NORMAL OPERATIONAL NOISE ONLY-GOOD. ROADTESTED GOOD.			X		
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-----			WARRANTY		
JOB # 1 1 305Z-14529-AAA SWITCH - WINDOW			WARRANTY		
JOB # 1 1 2L2Z-2005-AA KIT - BRAKE BO			WARRANTY		
JOB # 1 TOTAL PARTS 0.00			WARRANTY		
JOB # 1 TOTAL LABOR & PARTS 0.00			WARRANTY		
JOB # 2 05ETZWAR2 GENERAL REPAIR TECH(S): 6382			WARRANTY		
CUSTOMER STATES BACK LEFT WINDOW INOP. WINDOW SWITCH SPO 2 DAYS FROM 10/01. VERIFIED CONCERN. PERFORMED PINPOINT. FOUND WINDOW SWITCH I INOP. REPLACED SWITCH. RETESTED GOOD.			X		
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-----			WARRANTY		
JOB # 2 TOTAL PARTS 0.00			WARRANTY		
JOB # 2 TOTAL LABOR & PARTS 0.00			WARRANTY		
JOB # 3 05ETZWAR3 GENERAL REPAIR TECH(S): 6382			WARRANTY		
CUSTOMER STATES STEP PAD ON RIGHT SIDE IS PULLING UP. PO # PAAAT TO REPLACE SPO ON STEP PAD-3DAYS FROM 10/01. VERIFIED CONCERN. FLOOR PAD CLIP NOT HOLDING. REPLACED STEP PAD. RETESTED GOOD.			WARRANTY		
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-----			WARRANTY		
JOB # 3 1 205Z-16490-AA MAT			WARRANTY		
JOB # 3 TOTAL PARTS 0.00			WARRANTY		
JOB # 3 TOTAL LABOR & PARTS 0.00			WARRANTY		
JOB # 4 05ETZWAR4 SUBLET RENTAL TECH(S): 6328			INTERNAL		
RENTAL FACTORY WARRANTY			INTERNAL		
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-----			INTERNAL		
JOB # 4 TOTAL PARTS 0.00			INTERNAL		
JOB # 4 TOTAL LABOR & PARTS 0.00			INTERNAL		
COMMENTS			INTERNAL		
AUTH CODE # PAAAT			INTERNAL		



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2003 & 2004 President's Award Winning Dealership

CELL: 928-533-3995

CUSTOMER NO. 325705		ADVISOR PETE SALOMON	TAG NO. 5938	INVOICE DATE 09/29/06	INVOICE NO. FJCS312041
[REDACTED]		LABOR RATE	LICENSE NO.	7060	STOCK NO.
TUCSON, AZ		YEAR / MAKE / MODEL	10,768	COLOR /	DELIVERY MILES
		05/LINCOLN TRUCK/AVIATOR/4 DOOR UTIL			DELIVERY DATE
		VEHICLE ID NO.	5 L M E U 8 8 H 3 5 Z	SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.		DATE 09/23/06	REPRINT# 1
BUSINESS PHONE		COMMENTS			
MO: 10768					
LABOR & PARTS					
J# 1 05FTZWAR1 GENERAL REPAIR TECH(S): 5597 WARRANTY					
CUSTOMER STATES VEHICLE WILL NOT GO INTO GEAR CK AND ADVISE.					
P01					
SHIFT LOCK CIRCUIT DIAG AND PINPOINT TEST REPLACE SHIFTER					
ASSEMBLY INOP RETEST OK					
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-----					
JOB # 1 1 5C5Z-7210-AA LEVER - GEAR S					
JOB # 1 TOTAL PARTS 0.00					
JOB # 1 TOTAL LABOR & PARTS 0.00					
J# 2 05FTZWAR2 GENERAL REPAIR TECH(S): 5597 WARRANTY					
CUSTOMER STATES DOOR SWITCH BEZEL PEELING CK AND ADVISE.B47					
M-TIME IS TO REPLACE DRIVERS DOOR SWITCH REZF1					
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-----					
JOB # 2 1 4C5Z-14525-BAA HOUSING - SWIT					
JOB # 2 TOTAL PARTS 0.00					
JOB # 2 TOTAL LABOR & PARTS 0.00					
J# 3 05FTZWAR3 GENERAL REPAIR TECH(S): 5597 WARRANTY					
CUSTOMER STATES REAR HATCH LINCOLN EMBLEM FADING CK AND					
ADVISE.B62					
M-TIME IS TO REMOVE EMBLEM AND ADHESIVE AND REPLACE					
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-----					
JOB # 3 1 4C5Z-7842528-AAA NAME PLATE					
JOB # 3 TOTAL PARTS 0.00					
JOB # 3 TOTAL LABOR & PARTS 0.00					
J# 4 05FTZWAR4 GENERAL REPAIR TECH(S): 5597 WARRANTY					
CUSTOMER STATES DRIVER SEAT LOOSE ALSO MAKES SQUEEING					
NOISE CK AND ADVISE.S03					
INSTALL SEAT CLIP KIT ON BOTH SEATS PER TSB 05-4-16					
RETEST OK					
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-----					
JOB # 4 2 3L2Z-78618D46-AA KIT - REPAIR					
JOB # 4 TOTAL PARTS 0.00					
JOB # 4 TOTAL LABOR & PARTS 0.00					
J# 5 05FTZWAR5 GENERAL REPAIR TECH(S): 5597 WARRANTY					
CUSTOMER STATES ABS LIGHT COMES WHILE GOING 10 MPH CK AND					
ADVISE.H19					
ABS CIRCUIT DIAG NO CODES ROAD TESTED OK NO TSB OR SSM					
NPF					
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-----					
JOB # 5 TOTAL PARTS 0.00					

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

X

I ACKNOWLEDGE RECEIPT AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X

THIS COPY MUST BE RETURNED FOR ADJUSTMENT

AUTHORIZED SIGNATURE & DATE

PROGRAM CODE(S)	APPROVAL CODE OR NO.	COMPLIMENT CODE
REPAIR 1		

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 10 YEARS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF THE MANUFACTURER.

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON GARY



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DEALER # 20402
6244 E. 22nd Street
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2003 & 2004 President's Award Winning Dealership

CELL: 928-533-3995

CUSTOMER NO. 325705	ADVISOR PELE SALOMON	TAG NO. 5938 / 060	INVOICE DATE 09/29/06	INVOICE NO. FJCS312041
	LABOR RATE	LICENSE NO.	MILEAGE 10,768	COLOR /
	YEAR / MAKE / MODEL 05/LINCOLN TRUCK/AVIATOR/4 DOOR UTIL		DELIVERY DATE	DELIVERY MILES
TUCSON, AZ	VEHICLE ID. NO. 5 L M E U 8 8 H 3 5 Z		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 09/23/06	REPRINT# 1
BUSINESS PHONE	COMMENTS			MO: 10768
JOB # 5 TOTAL LABOR & PARTS			0.00	
J# 6 00FTZ101 BRAKE INSPECTION TECH(S): 6024 WARRANTY				
CUSTOMER REQUEST BRAKE INSPECTION BRAKES SQUEELING ROAD TESTED HEARD NOISE FROM FRONT AND REAR BRAKES INSPECTED AND SERVICED FRONT AND REAR BRAKES NOISE STILL THEIR PERFORMED PRO CUTT ON FRONT ROTORS AND REMOVED GLAZE FROM PADS AND REASSEMBLED. REMOVED REAR DRIVE SHAFT AND			I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS OTHER- WISE INDICATED.	
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-			X	
JOB # 6 TOTAL PARTS			0.00	
JOB # 6 TOTAL LABOR & PARTS			0.00	
J# 7 05FTZW6 GENERAL REPAIR TECH(S): 5597 WARRANTY				
CUSTOMER STATES REAR SUB WOOFER NOT WORKING CK AND ADVISE. R&R RADIO AND PINPOINT TEST WIRING R&R RIGHT REAR QUARTER PANEL REPAIR POOR CONNECTION TO SUBWOOFER RETEST OK			I ACKNOWLEDGE RECEIPT AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE	
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-			X	
JOB # 7 TOTAL PARTS			0.00	
JOB # 7 TOTAL LABOR & PARTS			0.00	
J# 8 04FTZW1 FRONT END TECH(S): 5207 WARRANTY				
CUSTOMER STATES FRONT TIRES WEARING UNEVEN CK AND ADVISE.H62 TOE .05 TO MUCH CHECK AND RESET TOE			THIS COPY MUST BE RETURNED FOR ADJUSTMENT	
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-			AUTHORIZED SIGNATURE & DATE	
JOB # 8 TOTAL PARTS			0.00	
JOB # 8 TOTAL LABOR & PARTS			0.00	
J# 9 70FTZRENTWAR "SUBLET" RENTAL TECH(S): 5228 WARRANTY				
Added Operation (4PETERS @ 09/25/2006 07:02) RENTAL FACTORY WARRANTY			ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHER- WISE INDICATED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEAR- ANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORT- ING THIS CLAIM ARE AVAILABLE FOR 1 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF THE MANUFACTURER.	
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-			PROGRAM CODE(S) APPROVAL CODE OR NO. COMMITMENT CODE	
JOB # 9 TOTAL PARTS			0.00	
JOB # 9 TOTAL LABOR & PARTS			0.00	
SUBLET-----PO#-----VEN# INV# INV.DATE-DESCRIPTION-----			REPAIR	
JOB # 9 490738 D040211 09/29/06 INV#D040211			TOTAL - SUBLET	
COMMENTS-----			WARRANTY 0.00	
CS1 AND PERFORMED REAR PRO CUTT AND REMOVED GLAZE FROM PADS AND INSTALL ROTORS BEFORE CUTT 28.23 AFTER CUT 28.07 FRONTS REARS BEFORE CUTT 11.95 AFTER 11.67 FRONT PADS 10/32 REAR 10/32				



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2003 & 2004 President's Award Winning Dealership

CELL: 928-533-3995

CUSTOMER NO. 325705	ADVISOR PETE SALOMON	TAG NO. 5938	INVOICE DATE 09/29/06	INVOICE NO. FJCS312041
TUCSON, AZ	LABOR RATE	LICENSE NO.	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 05/LINCOLN TRUCK/AVIATOR/4 DOOR UTIL	SALES TAX 10,768	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 5 L M E U 8 8 H 3 5 Z	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 09/23/06	REPRINT# 1
BUSINESS PHONE	COMMENTS			
MO: 10768				

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

X I ACKNOWLEDGE RECEIPT AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT

AUTHORIZED SIGNATURE & DATE

PROGRAM CODES APPROVAL CODE ON NO. COMMITMENT CODE

REPAIR

ON BEHALF OF SERVING DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONVICTED IN ANY WAY WITH ANY ACCIDENT NEGLIGENCE OR MISUSE RECORDS SUPPORTING THIS CLAIM AND AVAILABLE FROM YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF THE MANUFACTURER.

SIGNATURE DEALER GENERAL MANAGER OR AUTHORIZED PERSON DATE



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LINCOLN
Mercury

2003, 2004 & 2005 President's Award Winning Dealership

CUSTOMER NO. 335970		SALES REP. SCOTT TZYSTUCK		5315	1394	DATE 10/04/07	INVOICE NO. FJCS549684
[REDACTED]		LABOR RATE	LICENSE TAX	SALES TAX	26,395	COLOR	STOCK NO.
TUCSON, AZ [REDACTED]		YEAR/MAKE/MODEL 05/LINCOLN TRUCK/AVIATOR/4 DOOR UTIL				DELIVERY DATE	DELIVERY MILES
		VEHICLE ID NO. 5 L M E U 8 8 H 3 5 Z [REDACTED]				SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE		COMMENTS				P.O. DATE 09/29/07	
						MO: 26399	
TOTALS				I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.			
*****				TOTAL LABOR.... 0.00			
* [] CASH [] CHECK CK NO. []				TOTAL PARTS.... 0.00			
* [] VISA [] MASTERCARD [] DISCOVER				TOTAL SUBLET.... 0.00			
* [] AMER XPRESS [] OTHER [] CHARGE				TOTAL G.O.G.... 0.00			
*****				TOTAL MISC CHG. 0.00			
				TOTAL MISC DISC 0.00			
				TOTAL TAX..... 0.00			
THANK YOU FOR YOUR BUSINESS!!				TOTAL INVOICE \$ 0.00			
CUSTOMER SIGNATURE				I ACKNOWLEDGE RECEIPT AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.			
				X THIS COPY MUST BE RETURNED FOR ADJUSTMENT.			
				AUTHORIZED SIGNATURE & DATE			
				PROGRAM CODES APPROVAL CODE OR NO. COMMITMENT CODE			
				REPAIR			
				ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. REPAIRS DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF THE MANUFACTURER.			
				DEALER GENERAL MANAGER OR AUTHORIZED PERSON			

OCT 05 2007



STORE# 1612
1650 WEST VALENCIA
TUCSON [SOUTH], AZ 85746-0000 US
(520)573-3777
LIC# 588GWP

Service Order:



465700 54318

DATE 10-06-2007	NAME [REDACTED]	TUCSON, AZ	PHONE # [REDACTED]
YEAR 2005	MAKE LINCOLN	MODEL AVIATOR	COLOR Grey
LICENSE [REDACTED]	ODOMETER 26300	CUSTOMER ARRIVAL TIME 2007-10-06 09:59 AM	SERVICE COMPLETED TIME 2007-10-06 11:58 AM

Service Description	Service
ECONOMY PACKAGE - Oil - REPLACED, 6.0 Qts - Grease fittings - COMPLETE, 0 Ftags - Pre Service Oil Check - CHECKED, One Quart Low - Oil Filter - REPLACED - Oil Pressure - CHECKED	18.88
TREAD DEPTH Driver Front - 9/32 Driver Rear - 5/32 Passenger Rear - 4/32 Passenger Front - 9/32	

Merchandise Description	Quantity	Unit Price	Merchandise
SUPERTECH 5W/20 QT	5	1.64	Included
SUPERTECH 5W/20 QT	1	1.64	1.64
PRO 2 OIL FILTER	1	1.97	Included

I do agree and fully understand that my motor vehicle had a low oil level when I brought it to Wal-Mart for an oil change. This was pointed out to me, that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.

Customer Comments	Total (Excluding Tax) 20.52
Technician Comments PG.1.254 T.Q.30 PH2	DISCLAIMER I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. WAL-MART IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND WAL-MART'S CONTROL [REDACTED SIGNATURE] 10-06-2007 CUSTOMER SIGNATURE DATE

SIGNED

DATE

COURTESY TECHNICIAN: VERA 7033
LOWER BAY TECHNICIAN: ENRIQUE 3556
SERV. W/OUT COUPON: ARTURO 7173
UPPER BAY TECHNICIAN: VERA 7033

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.



STORE# 1612
1650 WEST VALENCIA
TUCSON [SOUTH], AZ 85746-0000 US
(520)573-3777
LIC# 588GWP

Service Order:



485703 78936

DATE 01-25-2008	NAME [REDACTED]	1332 S WOODVINE TUCSON, AZ [REDACTED]	PHONE # [REDACTED]
YEAR 2005	MAKE LINCOLN	MODEL AVIATOR	COLOR Grey
LICENSE [REDACTED]	ODOMETER 35000	CUSTOMER ARRIVAL TIME 2008-01-25 10:22 AM	SERVICE COMPLETED TIME 2008-01-25 11:28 AM

Service Description	Service
ECONOMY PACKAGE - Oil REPLACED, 6.0 Qts - Grease Fittings - COMPLETE, 0 Frgs - Pre Service Oil Check - CHECKED, Full TREAD DEPTH Driver Front - 7/32 Driver Rear - 3/32 Passenger Rear - 3/32 Passenger Front - 7/32	18.88

Merchandise Description	Quantity	Unit Price	Merchandise
PENNZOIL 5W20	5	2.78	Included
PENNZOIL 5W20	1	2.78	2.78
PRO 2 OIL FILTER	1	1.97	Included

Customer Comments	Total (Excluding Tax) 21.66
Technician Comments PG277 PH2 TQ20 LBS 245 65 R17	DISCLAIMER I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. WAL-MART IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND WAL-MART'S CONTROL. [REDACTED] 01-25-2008 TURE DATE

I do agree and fully understand that my motor vehicle had a low oil level when I brought it to Wal-Mart for an oil change. This was pointed out to me, that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.

SIGNED

DATE

COURTESY TECHNICIAN: ERNESTO 7387
LOWER BAY TECHNICIAN: SERGIO 7088
SERV WRTR/GREETER: ARTHUR 7358
UPPER BAY TECHNICIAN: ERNESTO 7387

HAVE YOUR TUG NUTS RETORQUED AFTER THE FIRST 50 MILES.

5336661

50846

CAMPBELL FORD, LINCOLN-MERCURY, INC

Phone (269) 687-0130 - 269-684-8300

*INVOICE

2801 South 11th NILES, MICHIGAN 49120

www.carsbycampbell.com

DUPLICATE 1

PAGE 1

NOTRE DAME IN
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 97232 TOM HAMILTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	95	LINCOLN AVIATOR	5LMEU88H35Z		57175/57175	T635	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PU NO.	RATE	PAYMENT	INV. DATE
01JAN05 IS							
01JAN05 DD			17:30 23JAN09			CASH	03FEB09
R.O. OPENED		READY	OPTIONS:	ENG:4.6_Liter_DOHC			

10:54 15JAN09 16:00 03FEB09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A Moved to: 50846A Line: A							
C999 Moved to: 50846A Line: A							
			999	C		0.00	0.00
	1	305Z*7823201*AA	REGULATOR ASY		311.18	311.18	311.18
PARTS:	311.18	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	311.18

B CHECK WONT COME OUT OF PARK

CAUSE: 57175 INSPECTED AND FOUND SHIFTER KNOB SEPERATED FROM LEVER.

REMOVED CENTER CONSOL AND REPLACED SHIFTER ASAY.

7210A GEAR SELECTOR LEVER - REPLACE (7210) - L

97196 WESP

(N/C)

1 305Z*7210*AA LEVER - GEAR SHIFT

(N/C)

FC: P68 01

PART#: 305Z*7210*AA

COUNT:

CLAIM TYPE: ESP

AUTH CODE:

SUPL R050846 P020513 TOM

WESP

(N/C)

FC:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

57175 INSPECTED AND FOUND SHIFTER KNOB SEPERATED FROM LEVER.

REMOVED CENTER CONSOL AND REPLACED SHIFTER ASAY.

C Moved to: 50846A Line: B

C999 Moved to: 50846A Line: B

999
| | 97119 | C | | | | | |
| | | C | | | | | |

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

Service Hours:
8:00 a.m. - 5:30 p.m. Mon. Wed, Thur, Fri. Open until 7:30 p.m. Tuesday
8:00 a.m. - Noon Saturday

STATEMENT OF DISCLAIMER

This factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes, nor authorizes any other person to assume for it any liability in connection with the sale of this item.

DESCRIPTION

TOTALS

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

PLEASE PAY
THIS AMOUNT

SIGNED DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

EA09-013 000027LC

BEGINNING OF CONTACT
03/04/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

11.31.25

REGION: G2 DETROIT OGC ISSUE CASE NBR: 0415143206
VIN: 5LMEU88H35Z ZONE: A07 OPENED: 02/23/2009
ENGINE: H VEH TYPE: T CLOSED: 02/23/2009

LAST NAME: STATUS: CLOSED
TITLE: MI:
ADDRESS: ME:
CITY: NOTRE DAME STATE: IN ZIP:
HOME PHONE:
MODEL YEAR: 2005 MODEL: AVIATOR AWD 4-DR
MILEAGE: 57000
DEALER NAME: CAMPBELL FORD LINCO SALES CODE: L45262 P & A: 02744
REASON CODE: 0772 LEGAL - ACCIDENT
SYMPTOMS: 801000 GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 791 - ADVISE CUSTOMER INFO WILL BE SENT TO OGC
DOCUMENT: ANALYST: KBROW315 KAREN BROWN (KBROW315)

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

DATE: 02/23/2009 TIME: 11.22.02:
ACTION DATA/COMMENTS:

MAR 04 2009

OFFICE OF THE
GENERAL COUNSEL

FIRE / ACCIDENT A
CUSTOMER SAID: " DATE OF THE ACCIDENT 02.22.09" WHAT THE CUST
OMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT V
EH ROLLED DOWN THE HILL WITH THE VEH IN PARK" IF THERE WERE
ANY INJURIES SUSTAINED NO" LOCATION OF THE VEHICLE WHEN THE A
CCIDENT OCCURRED SPOONER RD , SOUTH BEND INDIANA" WHETHER OR
NOT THERE WAS A POLICE REPORT FILED YES" IF A POLICE REPORT W
AS FILED, WHAT THE FINDINGS WERE THE TIRES ROLLED AND WERE NO
T SLIDING WHEN IT ROLLED DOWN THE HILL INTO THE OTHER VEH (CO
ULD TELL THAT BECAUSE OF THE SNOW)" THE POLICE REPORT NUMBER
AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED 2009000
05318 REPORT #ST JOSEPH COUNTY" WHETHER OR NOT THE CUSTOMER
HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY NO" IF A CLAIM
HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STAT
US OF THE CLAIM" WHETHER OR NOT THE VEHICLE IS REPAIRABLE YES
" NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUST
OMER MENTIONS THEY HAVE SOUGHT ONE)" WHAT THE CUSTOMER IS SEE
KING CUST SEEKING TO HAVE THE VEH REPAIRED DEALER SAID: CAMPBE
LL FORD LINCOLN - MERCURY INC. 2801 S. ELEVENTH ST NILES, MI
49120 TEL: (269) 684-8300 CRC ADVISED: I WILL FORWARD YOUR INFO
RMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD
RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR
CONCERN. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT
INFORMATION BEFORE SENDING ISSUE.

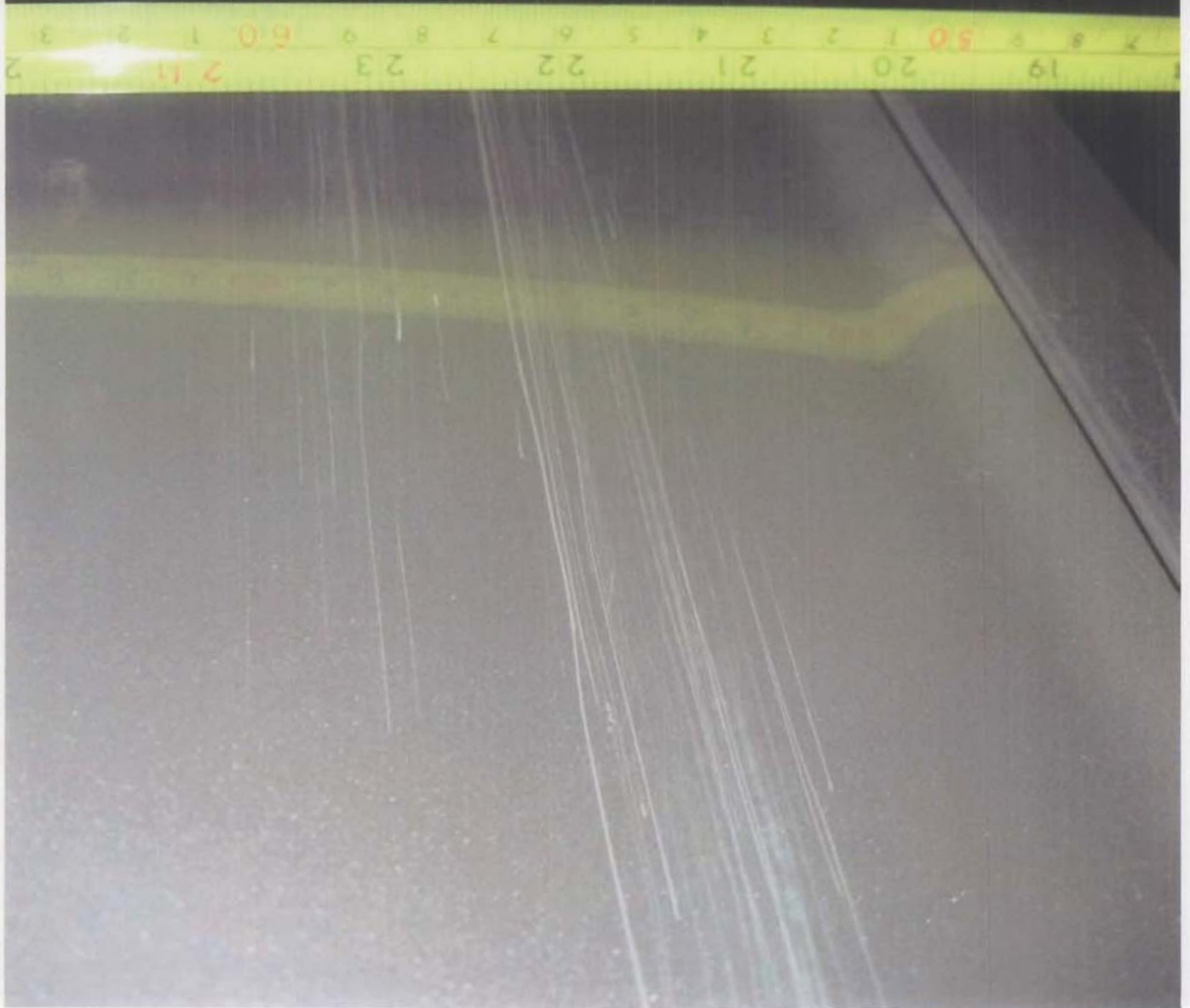
CONSUMER AFFAIRS


03/04/2009 DMAR01LF CONFIDENTIAL

Location and distinction of all
markings indicate that all
damage on driver side occurred
during the same event while the
vehicle was traveling forward.



Location and distinction of all markings indicate that all damage on driver side occurred during the same event while the vehicle was traveling forward.





Location and distinction of all
markings indicate that all
damage on driver side occurred
during the same event while the
vehicle was traveling forward.

Location and distinction of all markings indicate that all damage on driver side occurred during the same event while the vehicle was traveling forward.



Location and distinction of all markings indicate that all damage on driver side occurred during the same event while the vehicle was traveling forward.



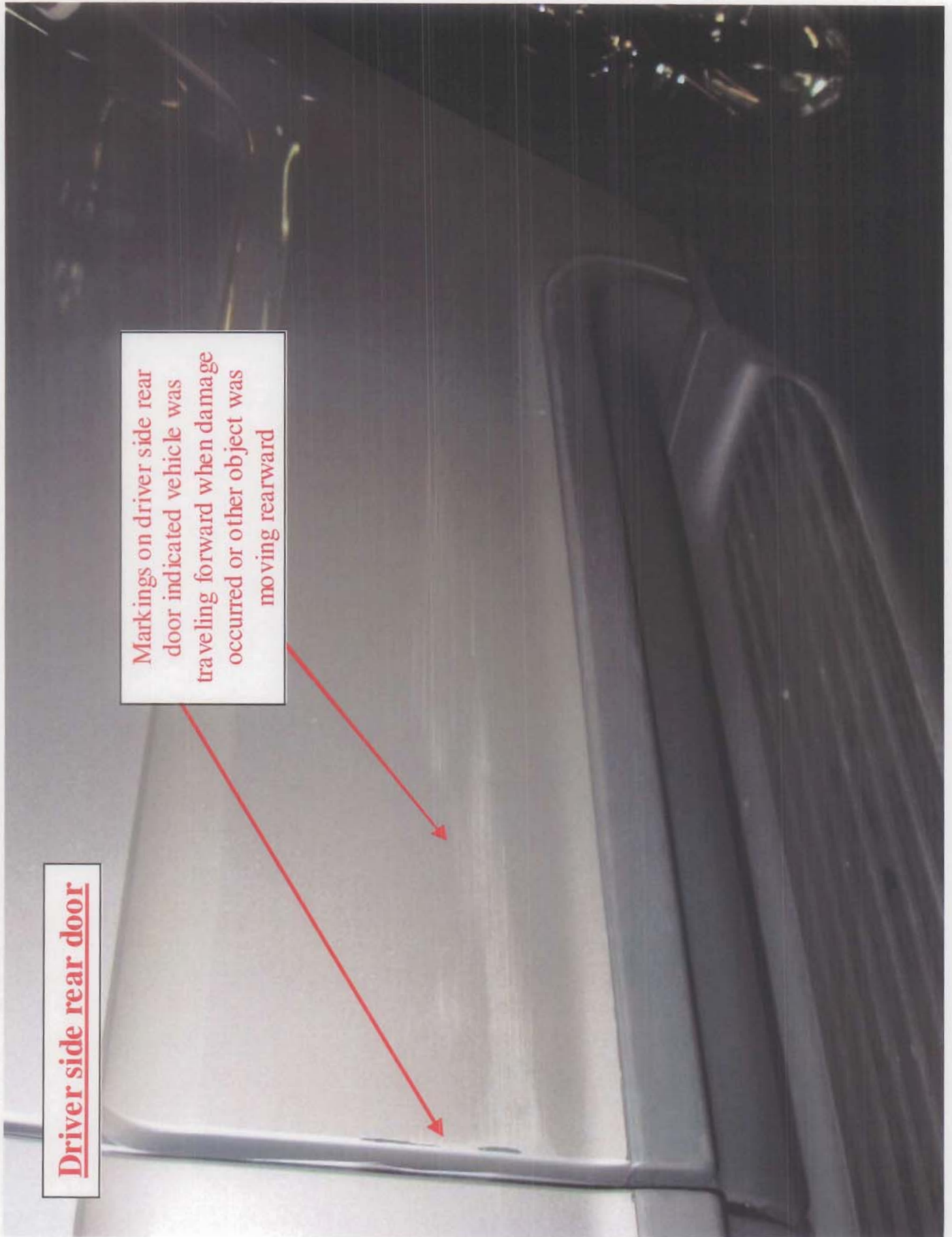
Driver side door

Markings on driver door
indicated vehicle was traveling
forward when damage occurred
or other object was moving
rearward

DR

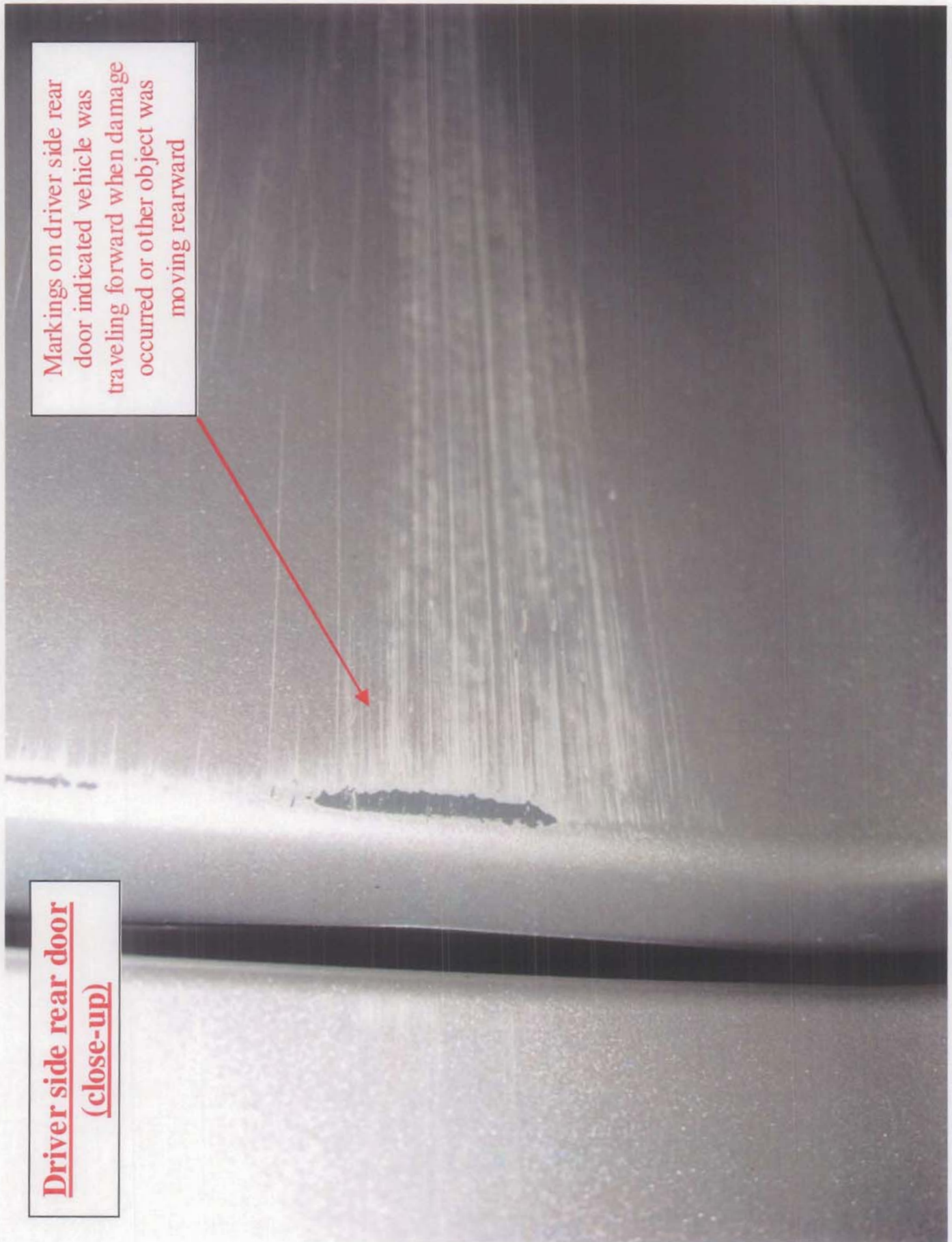
Driver side rear door

Markings on driver side rear door indicated vehicle was traveling forward when damage occurred or other object was moving rearward



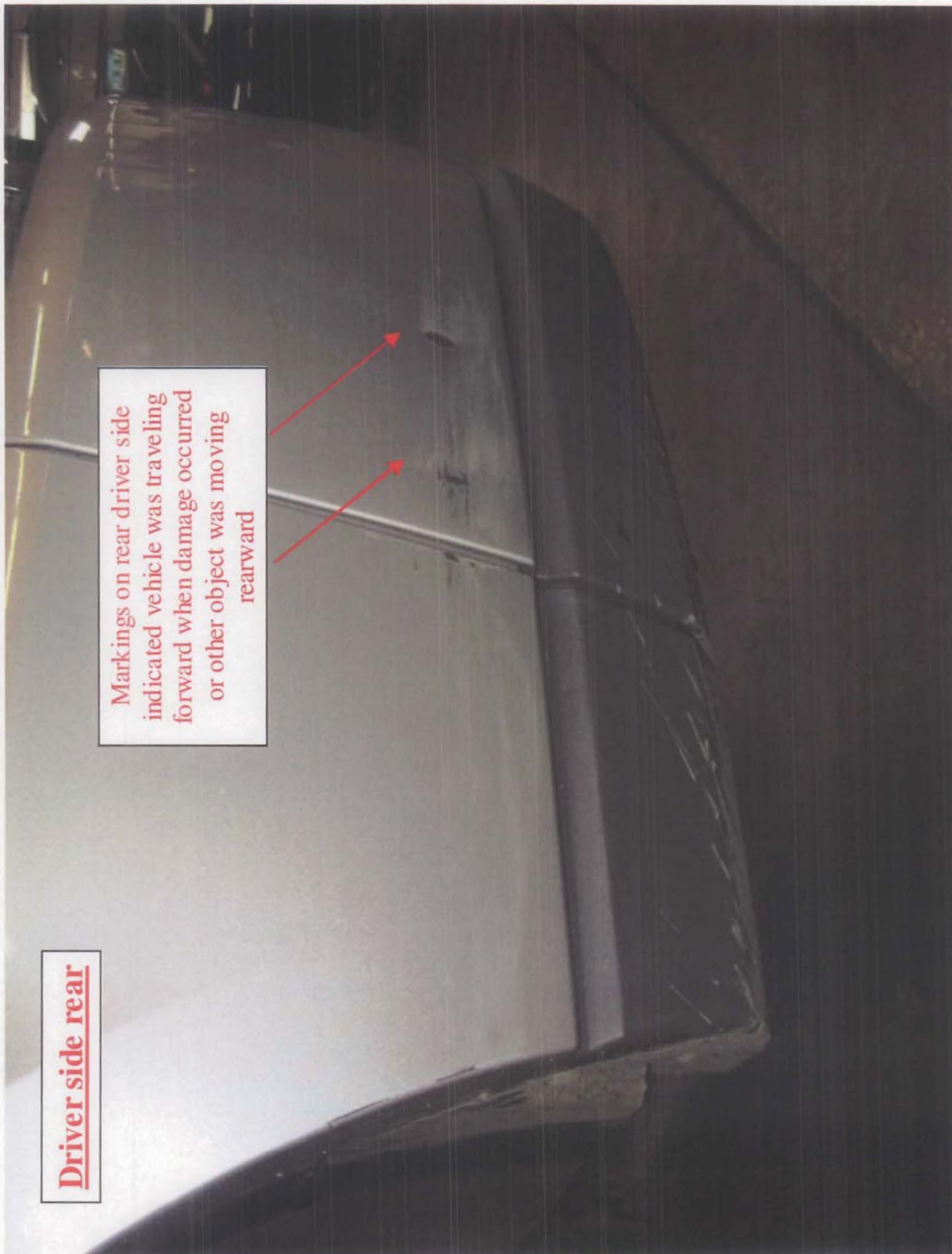
Driver side rear door
(close-up)

Markings on driver side rear
door indicated vehicle was
traveling forward when damage
occurred or other object was
moving rearward



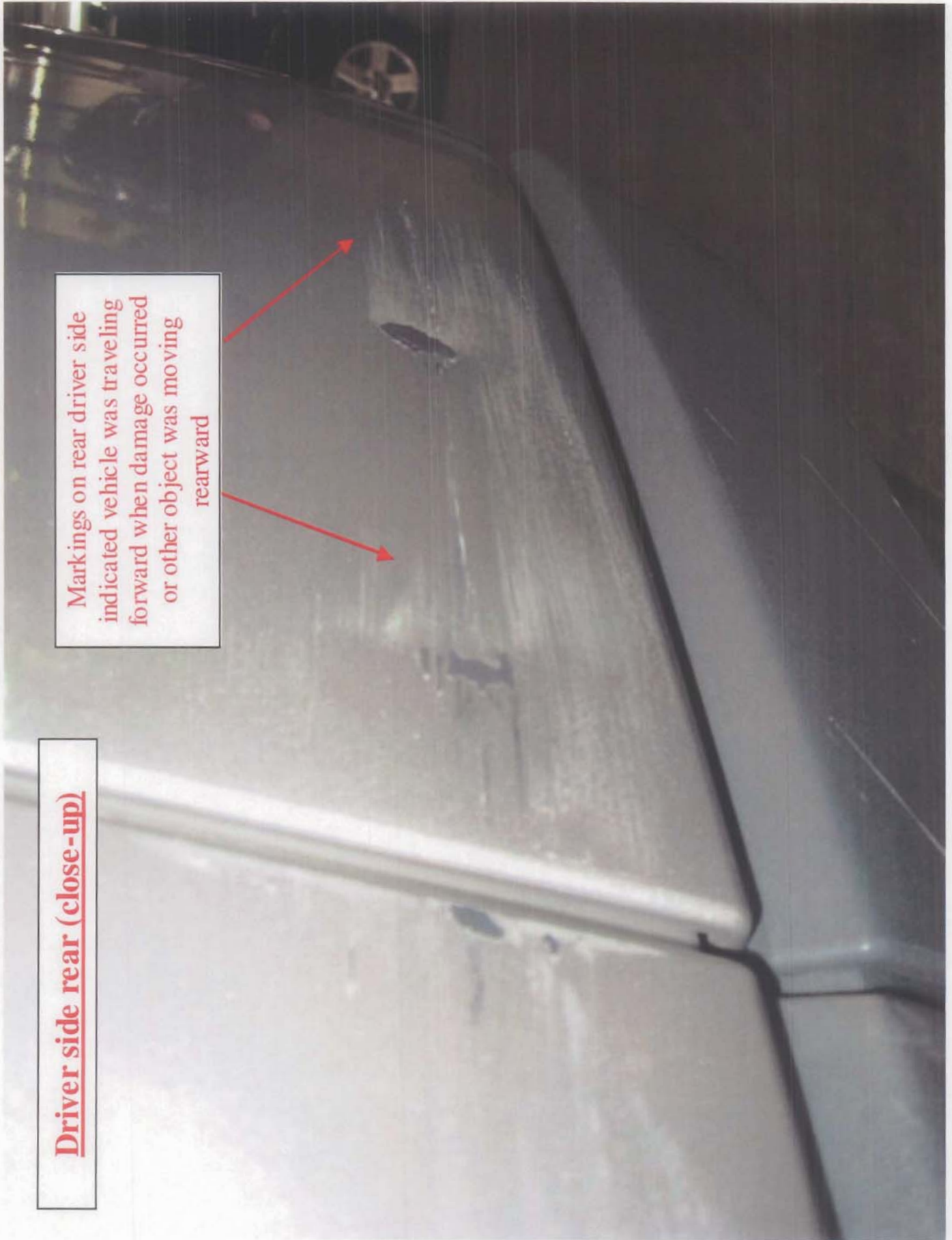
Driver side rear

Markings on rear driver side
indicated vehicle was traveling
forward when damage occurred
or other object was moving
rearward



Driver side rear (close-up)

Markings on rear driver side
indicated vehicle was traveling
forward when damage occurred
or other object was moving
rearward



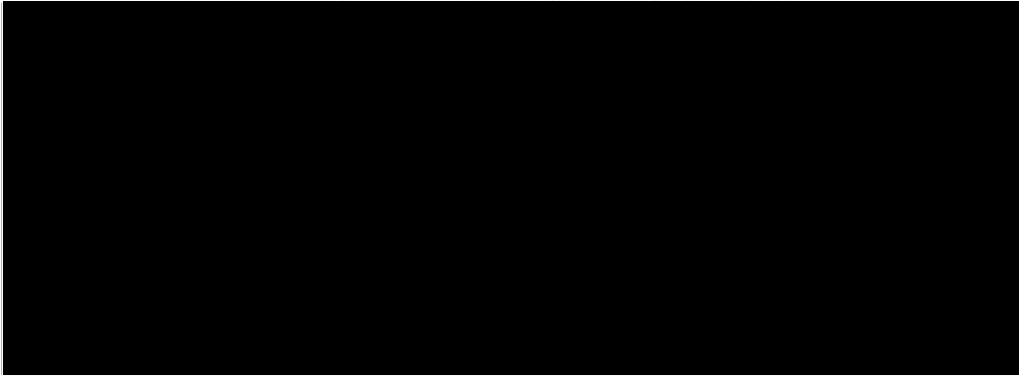
Shifter knob set screw that
backed out allowing
shifter knob to come loose

Bent shifter button return
spring which is common
failure when shifter knob
hold down screw backs out



Shifter button return
spring out of position





BEGINNING OF CONTACT
10/01/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.01

=====

REGION: N1 NEW YORK	OGC ISSUE	CASE NBR: 0444702739
VIN: 1FMZU72K34U	ZONE: A05	OPENED: 09/30/2009
	ENGINE: K VEH TYPE: T	CLOSED: 09/30/2009

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	N
ADDRESS:					
CITY:	BAVONNIE	STATE:	NJ	ZIP:	07002
HOME PHONE:					
MODEL YEAR:	2004	MODEL:	EXPLORER XLS 4X4 4-DR		
MILEAGE:	101942				
DEALER NAME:	JERSEY CITY FORD LI	SALES CODE:	F13060	P & A:	09357
REASON CODE:	0796 LEGAL - ALLEGED INJURY				
SYMPTOMS:	503300 A/T ENGAGEMENT SHIFT LVR/LINK.				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: FMASON16 MASON (FMASON16),FREDDIE

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

DATE: 09/30/2009 TIME: 12.21.09:
ACTION DATA/COMMENTS:

OCT 01 2009

OFFICE OF THE
GENERAL COUNSEL

CUSTOMER SAID: -CINDY BAWIEC CALLING IN FOR HER MOTHER-PO BOX 13147 JERSEY CITY NEW JERSEY 07303-DAY#7323222028-HER MOTHER TOOK THE KEY OUT AFTER SHE PUT VEH IN PARK ON LEVEL GROUND -THE VEH STARTED ROLLING BACKWARD AND HER MOM WENT TO THE VEH AND TRIED TO PRESS THE BRAKES AND THE DOOR SWUNG OPEN AND KNOCKED HER DOWN-THE VEH HIT A STEEL POLE AND THE VEH CAME TO A STOP AT THAT TIME-HER MOTHER GOT SCRAPES AND BRUISES AND SHE WENT TO HER DOCTOR THE NEXT DAY-HER LEFT ARM IS STILL HURTING-TOOK THE VEH TO THE DLRSHIP AND THEY TOLD THEM THAT THERE IS A CONCERN WITH THE GEAR SILONOID-THE INSURANCE CAME AND LOOKED AT THE DOOR-THE ARE NOT SEEKING ANYTHING TO DO WITH ANYTHING FOR MEDICAL ISSUES-SHE WANT FORD TO PAY FOR THE REPAIRS AND THE DAMAGE TO THE VEHDEALER SAID: JERSEY CITY FORD LINCOLN MERCURY740 RT. 440SJERSEY CITY NJ 07304(800) 781-8924CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.NOTE TO CRC: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.

CONSUMER AFFAIRS

10/01/2009 FAXOGC1



BEGINNING OF CONTACT
06/05/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

15.15.04

=====

REGION: S2 CHARLOTTE	OGC ISSUE	CASE NBR: 1428351549
VIN: 1FMZU63E92U	ZONE: A03	OPENED: 06/03/2009
	ENGINE: E	CLOSED: 06/03/2009
	VEH TYPE: T	

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	GREENSBORO	STATE:	NC	ZIP:	27407
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	EXPLORER XLT 4X2 4-DR		
MILEAGE:	180000				
DEALER NAME:	GREEN FORD	SALES CODE:	F21221	P & A:	01131
REASON CODE:	0772 LEGAL - ACCIDENT				
SYMPTOMS:	503100 AUTO TRANS NO ENGAGEMENT				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 791 - ADVISE CUSTOMER INFO WILL BE SENT TO OGC
DOCUMENT: ANALYST: DSUTHE15 SUTHERLAND DEBORAH

DATE: 06/03/2009 TIME: 11.53.54;
ACTION DATA/COMMENTS:

FIRE / ACCIDENT A
CUSTOMER SAID: -VEH ROLLED FORWARD ON IT'S OWN WHILE IT WAS
IN THE DRIVEWAY AND CAUSED AN ACCIDENT.-IT HIT A LIGHT POST
AND BROKE IT-HIS KIDS WERE IN THE VEH AND ARE DOING OK-THERE
WERE NO KEYS IN THE IGNITION-THE VEH WAS IN THE PARK POSITI
ON-THE VEH WAS PARKED NOSE FACING THE STREET-THE HOUSE IS ON
A HILL -THERE IS A POLICE REPORT # 2009-0601-311-CITY OF GR
EENS BORO POLICE DEPT-INSURANCE COMPANY HAS BEEN CONTACTED-C
UST ONLY HAS LIABILITY COVERAGE-HAVE NO STATUS ON THE CLAIMC
UST THINKS THERE IS A DEFECT IN THE VEH THAT CAUSED THE VEH
TO ROLL-CUST WANTS TO KNOW IF THERE ARE OTHER INCIDENTS OF
EXPLORERS ROLLING FORWARD BEFORECRC ADVISED: I WILL FORWARD
YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. Y
OU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS
TO YOUR CONCERN.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOME
R CONTACT INFORMATION BEFORE SENDING ISSUE.2 RAIN TREE CT COU
RTGREENSBORO NC 27407

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

JUN 05 2009

OFFICE OF THE
GENERAL COUNSEL

CONSUMER AFFAIRS

06/05/2009 DJUN04LF CONFIDENTIAL

THIS REPORT IS FOR THE USE OF THE DIVISION OF MOTOR VEHICLES. THE DATA IS COLLECTED FOR STATISTICAL ANALYSIS AND SUBSEQUENT HIGHWAY SAFETY PROGRAMMING. DETERMINATIONS OF "FAULT" ARE THE RESPONSIBILITY OF INSURERS OR OF THE STATE'S COURTS.

Do not write in these spaces

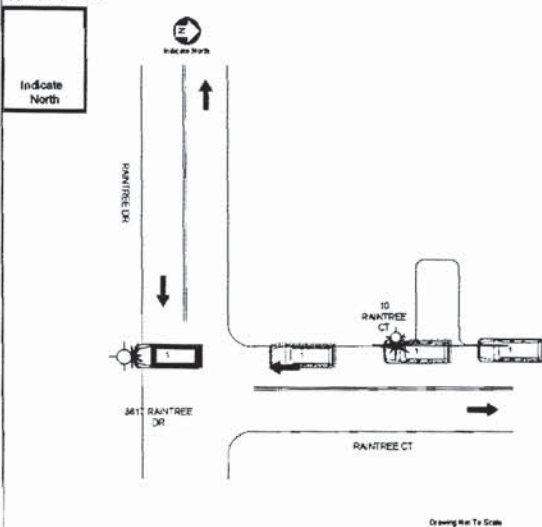
1		No. of Units Involved		Form <u>1</u> of <u>5</u>		<input type="checkbox"/> Supplemental Report		<input type="checkbox"/> Non-Reportable		20090601311	
3		Date		County		Time		Local Use/Patrol Area		Date Received by DMV	
		06/01/2009		GUILFORD		16:29		TRACT 194			
2		33 Relation to Roadway Surface		Crash occurred <input checked="" type="checkbox"/> In <u>GREENSBORO</u> Municipality		or		Miles <u> </u> N <u> </u> S <u> </u> E <u> </u> W <u> </u>		outside municipality	
1		on <u>RAINTREE DR</u>		Ramp or Service Road <input type="checkbox"/> (R.R. Crossing # <u> </u>)		Miles <u> </u> (0 ft. intersection)		ft. <u> </u> N <u> </u> S <u> </u> E <u> </u> W <u> </u>		(If available)	
3		at <u>RAINTREE CT</u>		Use Highway Number, Street Name or Adjacent County or State Line		to		Use Highway Number, Street Name or Adjacent County or State Line		Latitude <u> </u> Longitude <u> </u> Altitude <u> </u>	
4		UNIT # <u>1</u>		<input type="checkbox"/> VEHICLE <input type="checkbox"/> PEDESTRIAN <input type="checkbox"/> HIT & RUN <input type="checkbox"/> COMMERCIAL <u>20</u> VEHICLE		UNIT # <u> </u>		<input type="checkbox"/> VEHICLE <input type="checkbox"/> PEDESTRIAN <input type="checkbox"/> HIT & RUN <input type="checkbox"/> OTHER <u> </u>			
5		Driver		First Middle Last		Driver		First Middle Last			
1		Address				Address					
6		City		State Zip		City		State Zip			
2		Same Address on Driver's License? <input type="checkbox"/> Yes <input type="checkbox"/> No		Driver's Phone Numbers H (<u> </u>) W (<u> </u>)		Same Address on Driver's License? <input type="checkbox"/> Yes <input type="checkbox"/> No		Driver's Phone Numbers H (<u> </u>) W (<u> </u>)			
7		D.L. # <u> </u>		State <u> </u>		D.L. # <u> </u>		State <u> </u>			
1		DOB <u> </u>		34 Vision Obstruction <u> </u> 35 Physical Condition <u> </u> 36 D.L. Restrictions <u> </u>		DOB <u> </u>		34 Vision Obstruction <u> </u> 35 Physical Condition <u> </u> 36 D.L. Restrictions <u> </u>			
		37 Alcohol/Drugs Suspended <u> </u>		38 Alcohol/Drugs Test <u> </u> 39 Results (if known) <u> </u> 40 Vehicle Seizure (DWM) <input type="checkbox"/>		37 Alcohol/Drugs Suspended <u> </u>		38 Alcohol/Drugs Test <u> </u> 39 Results (if known) <u> </u> 40 Vehicle Seizure (DWM) <input type="checkbox"/>			
		Owner <u> </u>		Same Address as Driver? <input checked="" type="checkbox"/>		Owner <u> </u>		Same Address as Driver? <input type="checkbox"/>			
		Address <u> </u>		State <u>NC</u> Zip <u> </u>		Address <u> </u>		State <u> </u> Zip <u> </u>			
		City <u>GREENSBORO</u>		Plate # <u> </u> State <u>NC</u> Plate Year <u>2010</u>		City <u> </u>		Plate # <u> </u> State <u> </u> Plate Year <u> </u>			
		VIN <u>1FMZU63E92L</u>		Vehicle <u>FORD</u> Year <u>2002</u> 41 Vehicle Style (Type) <u>4</u> 42 Vehicle Drivable <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		VIN <u> </u>		Vehicle <u> </u> Year <u> </u> 41 Vehicle Style (Type) <u> </u> 42 Vehicle Drivable <input type="checkbox"/> Yes <input type="checkbox"/> No			
		43 TAD <u>FC-4</u>		44 Estimated Damage <u>\$4,200.00</u>		43 TAD <u> </u>		44 Estimated Damage <u> </u>			
		Insurance Company <u>PROGRESSIVE SOUTHEASTERN INS</u>		Policy # <u> </u>		Insurance Company <u> </u>		Policy # <u> </u>			
		20 COMMERCIAL VEHICLE: Cargo, Carrier Name, Address, Source		Source: <input type="checkbox"/> Truck <input type="checkbox"/> Shipping papers <input type="checkbox"/> Driver		Carrier Identification Numbers, GVWR, Axles		US DOT# <u> </u> ICC# <u> </u> IFTA# <u> </u>		Gross Vehicle Weight Rating <u> </u>	
		45 Cargo Body Type <u> </u>		Same Address as Owner? <input type="checkbox"/>							

21	22	23	24	25	26	27	28	29	30	31	32	Names and Addresses for All Persons (Unit 1/Unit 2 Drv, Ped, etc. - See Above); Use check blocks if address same as Driver	
A												Unit 1-Dr1, Ped1, etc. see above	Unit 1-Dr1, Ped1, etc. see above
B												Unit 2-Dr2, Ped2, etc. see above	Unit 2-Dr2, Ped2, etc. see above
C	1	2	6		B	F	10	1	0	2	1	5	LEFT AT SCENE DRIVER
D	1	2	1		B	M	10	1	0	2	1	5	GREENSBORO NC
E													GREENSBORO NC
F													
G													
H													

46 Name of EMS C,D NONE47 Injured Taken by EMS to C,D N/A
(Treatment Facility and City or Town)46 Name of EMS 47 Injured Taken by EMS to
(Treatment Facility and City or Town)

46 POINTS OF INITIAL CONTACT (Write in Codes)			VEHICLE INFO.		ROADWAY INFO.		WORK ZONE RELATED		
Unit#	1	2	3	60 Authorized Speed Limit	Veh # 1	Veh #	69 Road Feature	8	
CRASH SEQUENCE (Unit Level)	Unit# 1	Unit#		61 Estimate of Original Traveling Speed	20		70 Road Character	3	
49 Vehicle Maneuver/Action	4			62 Estimate of Speed at Impact	20		71 Road Classification	5	
50 Non-Motorist Action	--			63 Tire Impressions Before Impact (ft.)	0.00		72 Road Surface Type	3	
51 Non-Motorist Location Prior to Impact	--			64 Distance Traveled After Impact (ft.)	378FT		73 Road Configuration	2	
52 Crash Sequence - First Event for This Unit	1			65 Emergency Vehicle Use	--		74 Access Control	2	
53 Crash Sequence - Second Event	60			66 Post Crash Fire (If "Yes" check block)	<input type="checkbox"/>	<input type="checkbox"/>	75 Number of Lanes	2	
54 Crash Sequence - Third Event	3			67 School Bus - Contact Vehicle	<input type="checkbox"/>	<input type="checkbox"/>	76 Traffic Control Type	1	
55 Crash Sequence - Fourth Event	34			68 School Bus - Noncontact Vehicle	<input type="checkbox"/>	<input type="checkbox"/>	77 Traffic Control Oper	1	
56 Most Harmful Event for This Unit	34			COMMERCIAL VEHICLE: Hazardous Materials Involvement Haz Mat Placard <input type="checkbox"/> Yes <input type="checkbox"/> No From Placard indicate: Hazardous Cargo <input type="checkbox"/> Yes <input type="checkbox"/> No 4-digit placard number or 1-digit number from Released (does not include fuel from fuel tank) name from diamond or box bottom of diamond Carrying Haz Mat <input type="checkbox"/> Yes <input type="checkbox"/> No				82 Trailer Type 1st Trailer No. Axles Width (inches) Length (feet)	
57 Distance/Direction to Object Struck	8							2nd Trailer No. Axles Width (inches) Length (feet)	
58 Vehicle Underlaid/Overlaid	3							83 Unit# Overwidth Trailer and Overwidth Mobile Home	
59 Vehicle Defects	7							Overwidth Permit #	

64 DIAGRAM



Unit# 1 was: ☒ Traveling ☐ Parked Facing N S E W on **RAINTREE CT** Unit# was: ☐ Traveling ☐ Parked Facing N S E W on

65 NARRATIVE (Include pertinent and unusual aspects, which are not listed elsewhere on the form)

VEHICLE ONE WAS PARKED FACING SOUTH IN THE DRIVEWAY OF 2 RAIN TREE CT. VEHICLE ONE LEFT A PARKED POSITION TRAVELING SOUTH ON RAIN TREE CT AND RAN OFF THE ROAD TO THE RIGHT COLLIDING INTO A FIXED MAIL BOX AT 10 RAIN TREE CT. VEHICLE ONE CONTINUED TRAVELING SOUTH AND PASSED THROUGH THE INTERSECTION OF RAIN TREE DRIVE AND LEFT THE ROADWAY STRAIGHT AND COLLIDED INTO A FIXED UTILITY LIGHT POLE.

UPON ARRIVAL THERE WAS THE VEHICLE OWNER AND CHILDREN OUT OF THE CRASHED VEHICLE AND TWO WITNESSES. THE OWNER OF THE VEHICLE, DOREEN ADZEI HAD GIVEN THE FOLLOWING STATEMENT:

"WHEN I RETURNED FROM THE STORE I BACKED IN TO MY DRIVEWAY TO TAKE OUT MY GROCERIES. MY KIDS WERE HELPING ME AND THEY WERE OUT OF THE CAR. WHEN I WENT BACK TO MY CAR TO GET MORE

86 Type/Owner	UTILITY LIGHT POLE DUKE POWER	Owner Address	P.O. BOX 1006 1006 CHARLOTTE NC 28201	State Property?	<input type="checkbox"/>	Estimated Damage	\$1,000.00
Name		Address	GREENSBORO, NC	Phone No.			
Name		Address	GREENSBORO, NC	Phone No.			
Name		Charge(s)					
Name		Charge(s)					
Officer Name	P2 JONES, G. D.	Officer Number	P11883	Department	0410200	Date of Report	06/01/2009

ACCIDENT DESCRIPTION (continued)

GROCERIES, I NOTICED MY KIDS WERE GONE AND MY CAR WAS DOWN THE STREET. I DIDN'T LEAVE MY KEYS IN THE CAR, I HAVE NO IDEA WHAT HAPPENED". END STATEMENT.

I INTERVIEWED BOTH WITNESSES ON SCENE, [REDACTED] AND [REDACTED]. MR. [REDACTED] HAD GIVEN THE FOLLOWING STATEMENT:

"I SEEN MY NEIGHBORS KIDS IN THE CAR PLAYING AROUND AND A FEW SECONDS LATER I NOTICED THE SUV ROLLING DOWN THE STREET APPROXIMATELY TWENTY MILES AN HOUR. THE CAR HIT A MAIL BOX AND THEN HIT THE LIGHT POLE. I RAN DOWN THE STREET TO CHECK ON THE KIDS. THE YOUNG BOY WAS IN THE DRIVERS SEAT AND THE YOUNG GIRL WAS BEHIND THE PASSENGERS SEAT. I NOTICED THERE WASN'T ANY KEYS IN THE IGNITION, BUT THE GEAR SHIFT LOOKED LIKE IT WASN'T ALL THE WAY IN PARK". END STATEMENT.

MR. [REDACTED] HAD GIVEN THE FOLLOWING STATEMENT:

"I SEEN THE CAR ROLL DOWN THE STREET AND HIT THE POLE AND I WENT DOWN TO HELP. I NOTICED THERE WERE TWO KIDS IN THE CAR AND NO ADULTS. I THOUGHT I SEEN KEYS IN THE IGNITION, BUT IM NOT SURE". END STATEMENT.

WHEN I ARRIVED I NOTICED THE VEHICLES GEAR SHIFT WAS IN THE PARKED POSITION AND NO KEYS IN THE IGNITION. WHEN ASKED WHERE THE KEYS WERE LOCATED, MS. [REDACTED] STATED THE VEHICLE KEYS ARE AT HER RESIDENCE.

NO INJURIES REPORTED AT THE TIME OF THIS REPORT.

NO FURTHER.

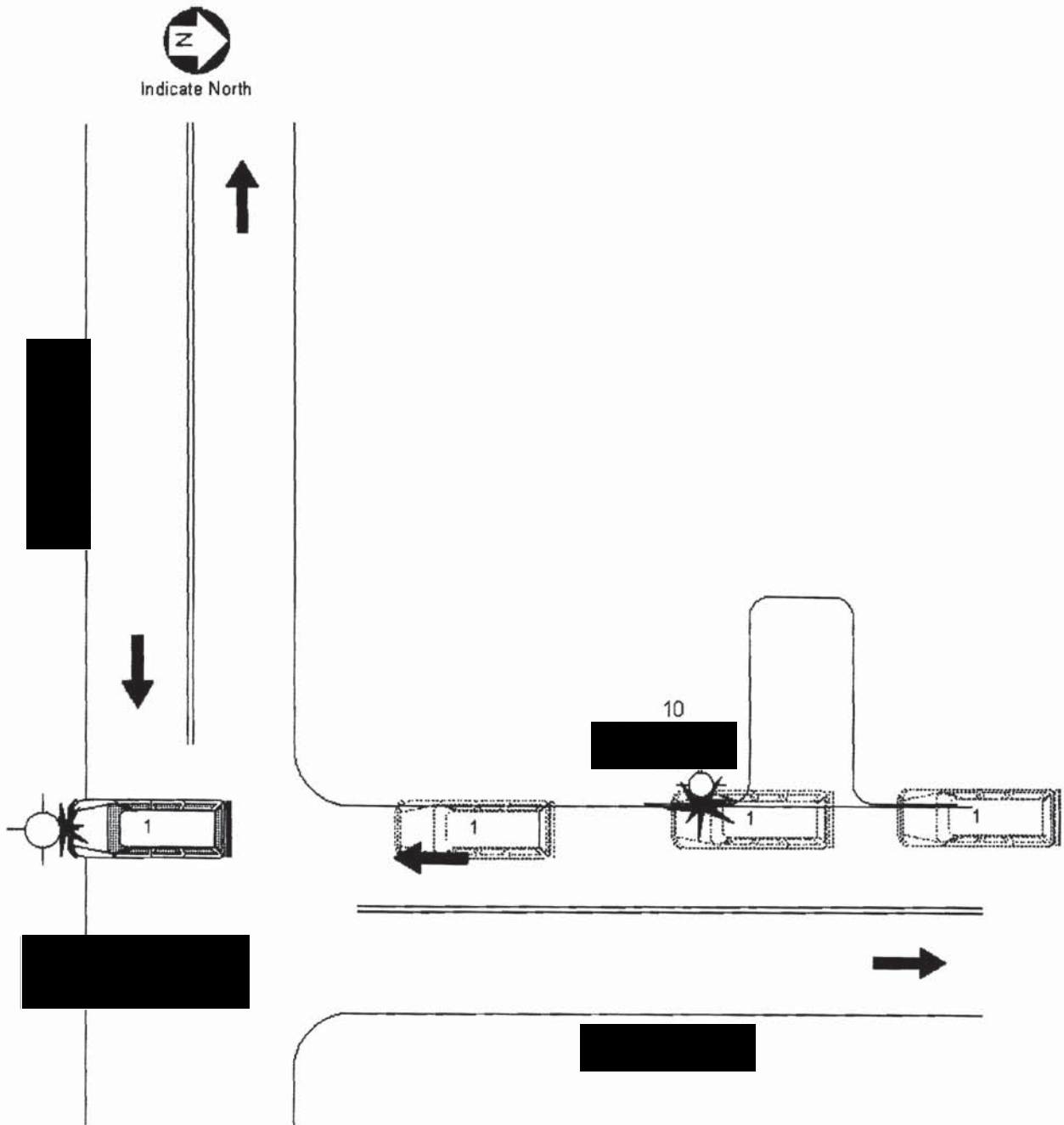
[06/01/2009 18:40, JONESG, 859]

ADDITIONAL PROPERTY DAMAGE - CONTINUED

Accident #: 20090601311

86 Type/ Owner	MAIL BOX [REDACTED]	Owner Address Phone	[REDACTED] GREENSBORO NC [REDACTED]	State Property?	<input type="checkbox"/>	Estimated Damage	\$150.00
86 Type/ Owner		Owner Address Phone		State Property?	<input type="checkbox"/>	Estimated Damage	
86 Type/ Owner		Owner Address Phone		State Property?	<input type="checkbox"/>	Estimated Damage	
86 Type/ Owner		Owner Address Phone		State Property?	<input type="checkbox"/>	Estimated Damage	
86 Type/ Owner		Owner Address Phone		State Property?	<input type="checkbox"/>	Estimated Damage	
86 Type/ Owner		Owner Address Phone		State Property?	<input type="checkbox"/>	Estimated Damage	
86 Type/ Owner		Owner Address Phone		State Property?	<input type="checkbox"/>	Estimated Damage	
86 Type/ Owner		Owner Address Phone		State Property?	<input type="checkbox"/>	Estimated Damage	
86 Type/ Owner		Owner Address Phone		State Property?	<input type="checkbox"/>	Estimated Damage	
86 Type/ Owner		Owner Address Phone		State Property?	<input type="checkbox"/>	Estimated Damage	
86 Type/ Owner		Owner Address Phone		State Property?	<input type="checkbox"/>	Estimated Damage	
86 Type/ Owner		Owner Address Phone		State Property?	<input type="checkbox"/>	Estimated Damage	
86 Type/ Owner		Owner Address Phone		State Property?	<input type="checkbox"/>	Estimated Damage	
86 Type/ Owner		Owner Address Phone		State Property?	<input type="checkbox"/>	Estimated Damage	
86 Type/ Owner		Owner Address Phone		State Property?	<input type="checkbox"/>	Estimated Damage	

DIAGRAM



Drawing Not To Scale.

All Action Details for Issue

Print

VIN: 1FMZU63E92U	Year: 2002	Model: EXPLORER	Case: 1428351549
Name: MR	Owner Status: Subsequent	WSD: 2002-07-20	
Symptom Desc: AUTO TRANS NO ENGAGEMENT		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone:	
Issue Type: 10 OGC	Issue Status: CLOSED		

Action: ADVISE CUSTOMER INFO WILL BE SENT TO OGC	
Dealer: 01131 GREEN FORD	Origin Desc: US CONCERN CASE BASE
Odometer: 180000 MI	Comm Type: PHONE
Analyst Name: SUTHERLAND DEBORAH	Analyst: DSUTHE15
Action Date: 06/03/2009	Action Time: 11.53.54.572 Action Data: Yes

Comments CUSTOMER SAID: -VEH ROLLED FORWARD ON IT'S OWN WHILE IT WAS IN THE DRIVEWAY AND CAUSED AN ACCIDENT.-IT HIT A LIGHT POST AND BROKE IT-HIS KIDS WERE IN THE VEH AND ARE DOING OK-THERE WERE NO KEYS IN THE IGNITION-THE VEH WAS IN THE PARK POSITION-THE VEH WAS PARKED NOSE FACING THE STREET-THE HOUSE IS ON A HILL -THERE IS A POLICE REPORT # 2009-0601-311-CITY OF GREENS BORO POLICE DEPT-INSURANCE COMPANY HAS BEEN CONTACTED-CUST ONLY HAS LIABILITY COVERAGE-HAVE NO STATUS ON THE CLAIMCUST THINKS THERE IS A DEFECT IN THE VEH THAT CAUSED THE VEH TO ROLL-CUST WANTS TO KNOW IF THERE ARE OTHER INCIDENTS OF EXPLORERS ROLLING FORWARD BEFORECRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.2 RAINTREE CT COURTGREENSBORO NC 27407

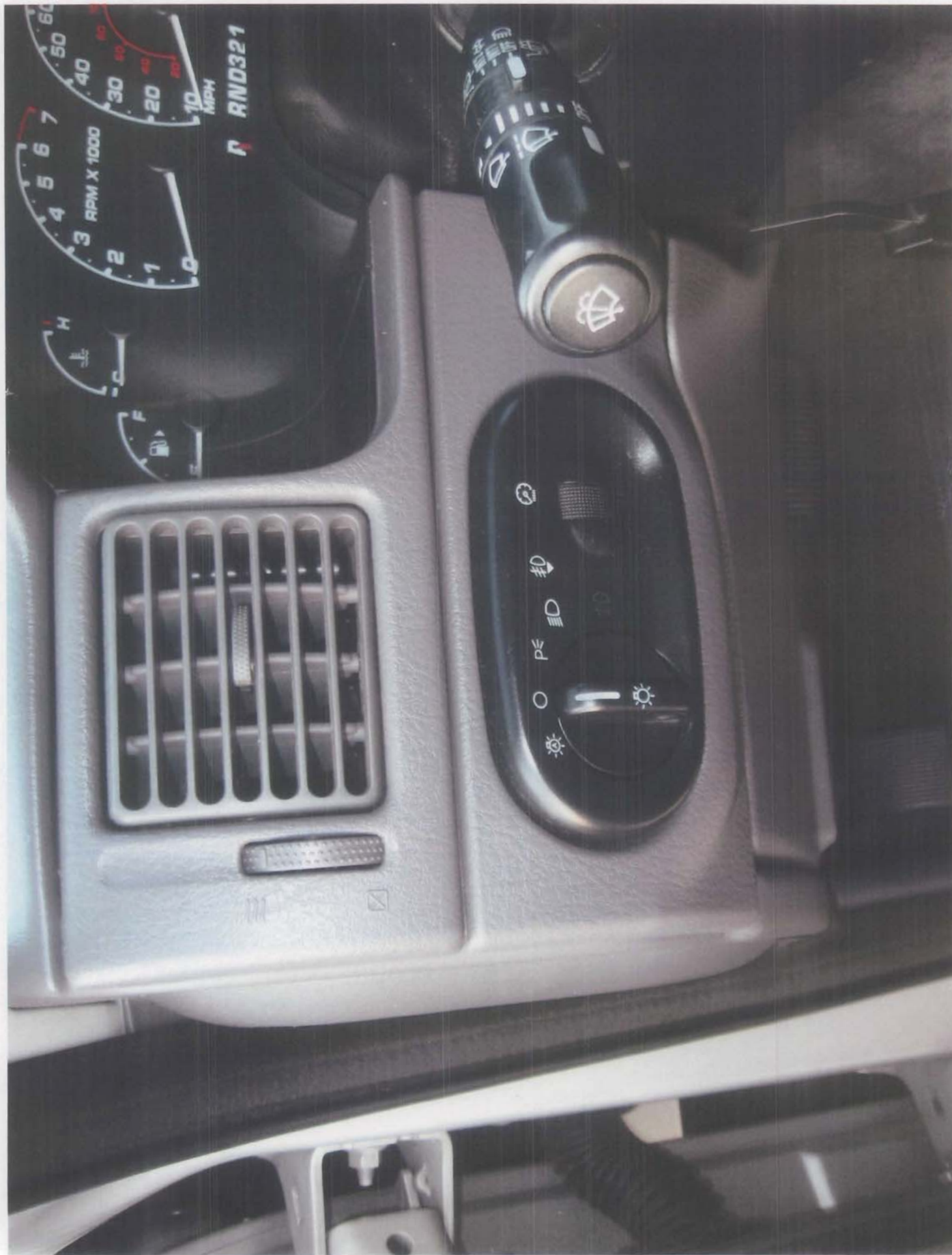
Data Element Name

Data Value

FIRE / ACCIDENT

A

Ford Confidential



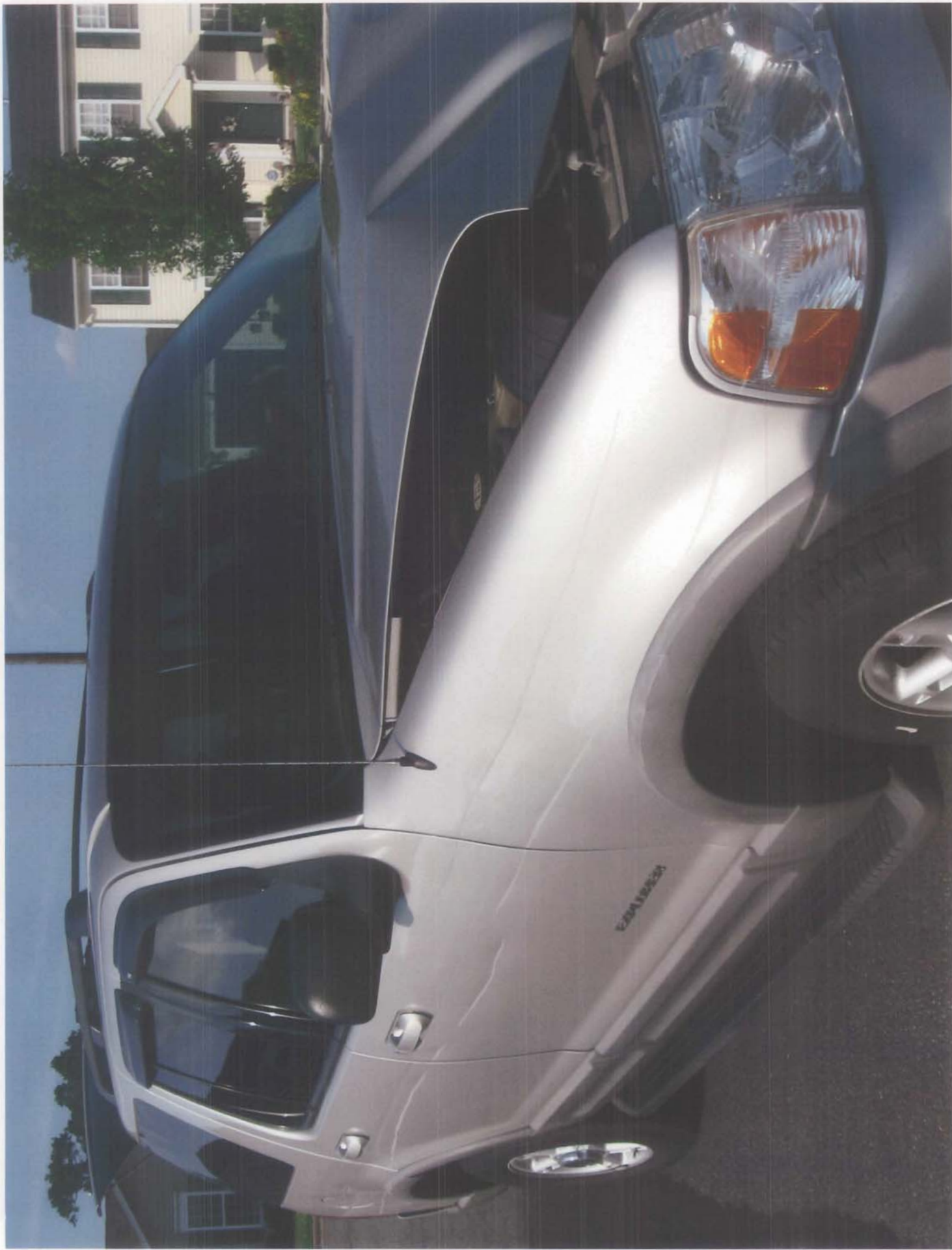


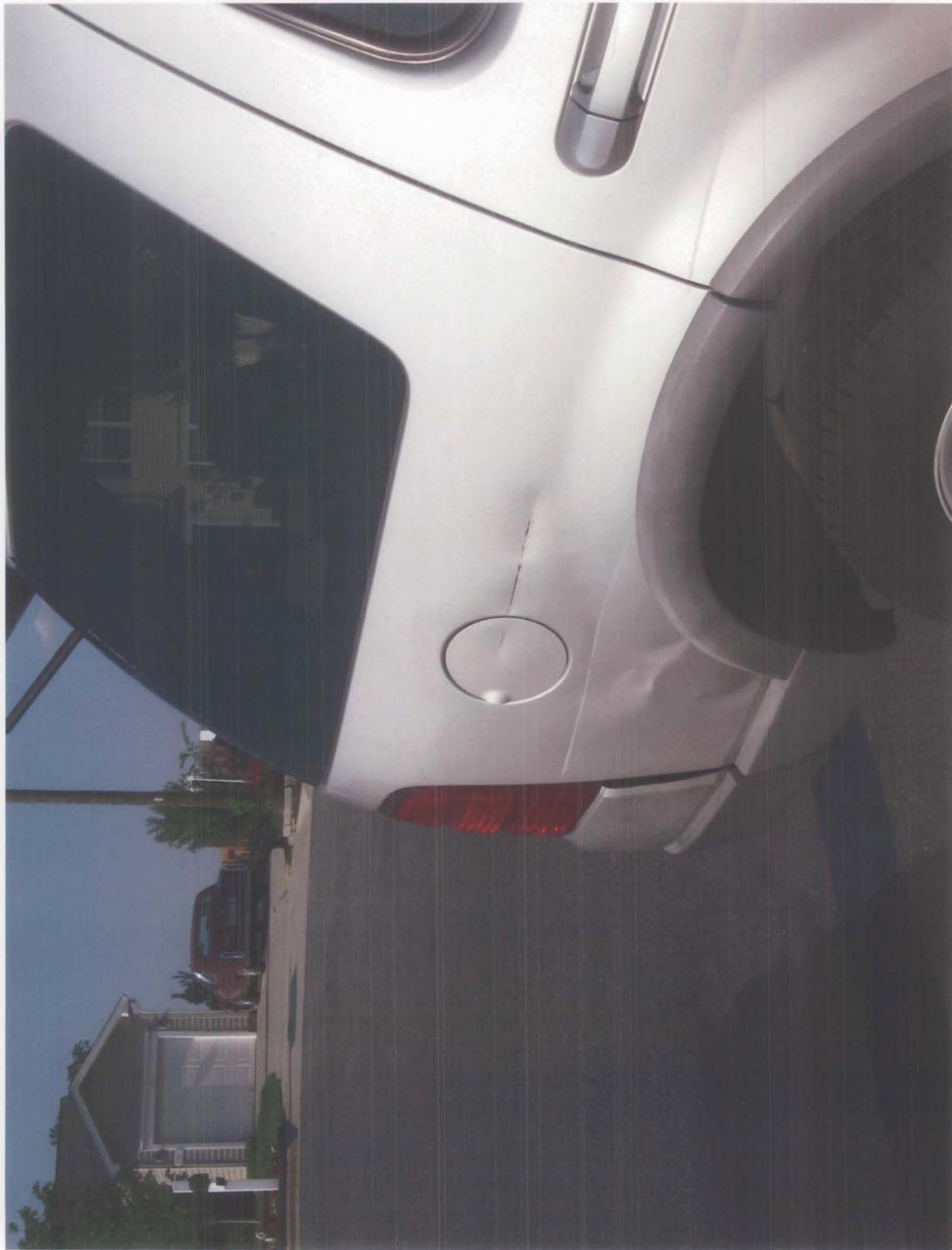
















RECEIVED

SEP 09 2009

ACCIDENT REPORT

06/01/2009

On June 1, 2009, truck has been taken out for grocery and on return, truck was backed up in the driveway and keys taken into the house (Driveway slopes away from house). My wife and my 2 kids were getting the groceries into the house through the garage.

My wife took a load into the kitchen and on her return, the truck was gone and the kids were no where to be found. She looked around and found the car down the slope across the street.

Apparently, the truck rolled down the slope with the 2 kids in there. I will like to emphasize that there were no keys in the truck and the transmission selector was at "P" when my wife left the truck.

Eye witnesses on the scene found no keys in the car and the selector was still at park but the truck was able to roll down the slope.

Kids were taken to the emergency room and were checked out same day.

Truck was badly damaged and got towed to my residence. A utility light pole was broken and also a mailbox was side swapped.



Office of the General Counsel

PRIVILEGED & CONFIDENTIAL

Ford Motor Company
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

June 9, 2009

RECEIVED

SEP 09 2009

[REDACTED]
Greensboro, NC [REDACTED]

Re: 2002 Ford Explorer

Dear Mr. [REDACTED]

Recently the Office of the General Counsel of Ford Motor Company was made aware of your recent contact to our Customer Relations Center in regards to the above vehicle. We thank you for the opportunity to address this concern in a timely manner.

If you have turned any portion of this matter over to your insurance company, and should you or your insurance company wish to pursue a claim with Ford Motor Company, please have your insurance company and/or you contact us in writing to the address noted above notifying us of their intent to pursue subrogation, or your intent to pursue a claim directly.

In order to evaluate this matter, we request that you provide us with all the following information by completing and returning this form:

- ☒ 1. Attach on a separate piece of paper a complete description of the incident, including events that occurred prior to and subsequent to the loss.
- ☒ 2. A copy of the police and/or fire report and a copy of the Vehicle Title.
- ☒ 3. Original color photographs of the vehicle's collision/fire damage & the alleged defective part(s), from several different angles.
- ☒ 4. Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
- ☒ 5. Original color photographs of the accident scene showing the grade of the road.
- ☒ 6. Attach a copy of your expert's report and the expert's original photographs.
- ☒ 7. Attach the repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
- ☒ 8. A complete service history for the subject vehicle, including any tune-ups or oil changes.

Please answer the following in the space provided. If you need additional space, please use the back of the form;

- 9. What was the city, state and date of occurrence:
GREENSBORO NC 06/01/2009
- 10. The 17 digit vehicle identification number:
1FMZU63E924 [REDACTED]

11. What was the mileage at time of occurrence:
185,321
12. What is the alleged defect:
Shifting out of Park without key
13. Has the alleged defective part been repaired or replaced? (circle one) Yes or No
14. List all after market additions or modifications that were made to the vehicle:
NONE
15. Was the engine running? (circle one) Yes or No
16. Were the keys in the ignition? (circle one) Yes or No
17. Was this vehicle purchased new or used:
USED
18. If purchased used, provide the date of purchase, mileage at the time of purchase, from whom the vehicle was purchased: 181,204 from CGC & Associates Inc
3130 BATTLEGROUND AVE GREENSBORO NC 27408
19. Please provide the current location of the vehicle (you may need to contact [REDACTED] provide this information).
COURT, GREENSBORO NC [REDACTED]
20. Has an insurance company been advised of this incident? Yes No
If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.
Progressive Insurance, NATHAN TROUT
336-834-3903 [REDACTED]
21. What are you seeking from Ford Motor Company in this matter?
Restitution - payment for my cost

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you

claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

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

Sincerely,

A handwritten signature in dark ink, appearing to read "AT/PM". The letters are stylized and connected.

Alma Taylor
Product Claims

June 24, 2009

Greensboro, NC

Statement of Damage:

On 06-01-2009, an incident occurred which resulted in damage to equipment. Details of the incident and an expense summary are listed below.

Description: Vehicle Accident/Broke pole

Location:

Greensboro, NC

Labor	\$472.29
Materials	\$212.52
Vehicles - Equipment	\$56.35
Meals	
Transformer Repair	\$0.00
Oil Spill - Clean Up	\$0.00
Misc	\$0.00
Amount Due:	\$741.16

Full amount is due immediately. Please contact the following person if you have questions:

Name:

eMail:

Dept: PD Property Damage Claims (EC13R)

Schedule: 6:30 am - 3:00 pm (M - F)

Phone:

Fax:

Respectfully,

Duke Energy

↓ Please detach and return with your payment. Please write account number on your check. ↓

Payment Coupon

Make check payable to:

Federal Tax ID:

Payment Date Due: Upon Receipt

In Reference To: Property Damage

Account Number:

Total Amount Due: \$741.16

Amount Enclosed

Charlotte, NC

STATE OF NORTH CAROLINA

MVR 191 (Rev 05/07)

CERTIFICATE OF TITLE

VEHICLE IDENTIFICATION NUMBER

1FMZU63E92L

YEAR MODEL

2002

MAKE

FORD

BODY STYLE

MP

TITLE NUMBER

TITLE ISSUE DATE

03/27/2009

PREVIOUS TITLE NUMBER

MAIL TO



CGC & ASSOCIATES INC
3130 BATTLEGROUND AVE
STE B
GREENSBORO NC 27408-1913

ODOMETER READING

181204

ODOMETER STATUS

TITLE BRANDS

OWNER(S) NAME AND ADDRESS

GREENSBORO NC

The Commissioner of Motor Vehicles of the State of North Carolina hereby certifies that an application for a certificate of title for the herein described vehicle has been filed pursuant to the General Statutes of North Carolina and based on that application, the Division of Motor Vehicles is satisfied that the applicant is the lawful owner. Official records of the Division of Motor Vehicles reflect vehicle is subject to the liens, if any, herein enumerated at the date of issuance of this certificate.

As WITNESS, his hand and seal of this Division of the day and year appearing in this certificate as the title issue date.

Michael Robertson
COMMISSIONER OF MOTOR VEHICLES

FIRST LIENHOLDER:
CGC & ASSOCIATES INC
3130 BATTLEGROUND AVE STE B
GREENSBORO NC 27408-1913

DATE OF LIEN 03/17/2009

LIEN RELEASED BY:
SIGNATURE

TITLE *Secretary/Treasurer* DATE 5/12/09

SECOND LIENHOLDER:

DATE OF LIEN

LIEN RELEASED BY:
SIGNATURE

TITLE DATE

THIRD LIENHOLDER:

DATE OF LIEN

LIEN RELEASED BY:
SIGNATURE

TITLE DATE

FOURTH LIENHOLDER:

DATE OF LIEN

LIEN RELEASED BY:
SIGNATURE

TITLE DATE

ADDITIONAL LIENS:

80041940
019 TIC0199

ANY ALTERATIONS OR ERASURES VOID TITLE

STATE OF NORTH CAROLINA
VEHICLE INSPECTION RECEIPT/STATEMENT

SAFETY AND EMISSIONS (OBDII)

E-Sticker Class: IM
E-Sticker Authorization Number: 016
Date: 01/30/2009

* **PASSED** *

Inspection Fee \$23.75
E-Sticker Fee \$6.25
Window Tinting Fee \$0.00
Total Fees \$30.00

Make: FORD
Year: 2002
Body Style: SPORT/UTILITY
VIN: 1FMZU63E92U [REDACTED]
County: GUILFORD
Next Inspection Due Date: Month/Year: 01 / 2010 (See note)
TIN Number: 111340215671

Vehicle Type: Light Duty
Plate Number: [REDACTED]
Odometer Reading: 181220
Number of Cylinders: 6
Type of Fuel: GASOLINE
Previous Odometer:
Motor Vehicle Dealer Number: 69576D

Note: Also see your vehicle's registration card for next official inspection due date.

Safety Equipment

Headlights PASS
Parking Lights PASS
Tail Lights PASS
Beam Indicator Light/Switch PASS
License Plate Light PASS
Stop Light PASS
Directional Signals PASS
Horn PASS
Windshield Wipers PASS
Rear View Mirrors PASS
Foot Brake PASS
Emergency Brake PASS
Steering Mechanism PASS
Tires PASS
Exhaust System PASS
Clearance Lights N/A
Reflectors N/A
Window Tinting 23.75 N/A

Tampering Inspection

Catalytic Converter PASS
Air Injection System N/A
PCV Valve PASS
Unleaded Gas Restrictor PASS
Exhaust Gas Recirculation PASS
Thermostatic Air Control N/A
Fuel Evaporative Control PASS
Oxygen Sensor PASS
Gasoline Tank Cap PASS

OBDII Test Results

* PASS *
* MIL Bulb Working Pass *
* Connector Damage Pass *
* Communications Established Pass *
* MIL Commanded-On Pass *
* Engine RPM at Reading 762 *

Station Number: 30217
Inspection Class: Emissions
Parts Exemption Number:

Analyzer Number: EZ419774
Receipt/Statement Number: 728
Waiver Number:

Ver. 0822

Inspector-Mechanic
WILLIAM LEWIS

Owner's Repair Authorization

RETAIN THIS COPY FOR YOUR RECORDS

- | | |
|---|---|
| <input type="checkbox"/> Division of Air Quality = \$0.65 | <input type="checkbox"/> Telecommunication = \$1.75 |
| <input type="checkbox"/> Emissions Program = \$3.00 | <input type="checkbox"/> Highway Fund = \$0.55 |
| <input type="checkbox"/> Volunteer Rescue/EMS = \$0.18 | <input type="checkbox"/> Rescue Squad Relief = \$0.12 |
| <input type="checkbox"/> Inspection Station = \$0.00(min) - \$23.75(max)* | |

Total Inspection Fee \$6.25 (min) - \$30.00



D032274

February 15, 2011

Mr. Alma Taylor
Ford Motor Company
Product Claims Department
PO Box 70
Dearborn, Michigan 48121-0070

FEB 15 2011 SC

RE: 2004 Explorer
VIN: 1FMZU73KX4Z [REDACTED]

Dear Mr. Taylor,

This letter is to relate my disappointment with Ford Motor Company and to request that the procedures related to known defective parts be reviewed and revised. Furthermore, coming from a family of Ford owners, I wish to emphasize my dismay that Ford Motors blatantly falsified the existence of a mechanical problem in the decision to deny my claim.

I recently learned from an attorney that the defective part which prevented my 2004 Ford Explorer from being fully engaged in Park was the subject of an investigation by the Federal Highway Traffic Safety Administration. In this investigation it was noted that there were over 200 alleged incidents of vehicle movement after people shifted into Park and many injuries. There have also been several lawsuits. In one case, a woman by the name of Jessica Mundy left her vehicle to check her mail and the vehicle rolled over her, breaking her back. This incident alone cost Ford Motors over \$40 million. Despite these claims, Ford Motor Company has not issued a recall on the part.

Upon further discussion with the attorney, I learned that recalls are essentially a business decision. The vehicle manufacturer makes this decision after comparing the cost of a recall to the prospective cost of individual suits. From a business standpoint this makes sense. From a humanitarian standpoint it does not. How can any person or company presume to put a price tag on the value of a human life?

It is clear that Ford Motor Company is aware that there is a recurring mechanical problem with the 2004 Explorer as evidenced by prior claims, federal investigation, and by the existing service bulletin on the defective part. In the absence of a recall, it can be derived that Ford Motors made a fiscal decision which determined the cost of individual lawsuits to be less than the cost of repairing all vehicles with the defective part. This decision was made with the knowledge that damages to life and property would continue to occur. In short, Ford Motors gambled that ignoring the defect was cheaper than fixing it. It is unsettling that Ford Motor Company made this gamble as in effect; this action was a premeditated attempt on the lives of its customers.

Therefore, I propose that Ford Motor Company take initiative to curb incidents related to known manufacturer defects prior to their occurrence by informing customers. For example, postcards issued to vehicle owners which detail defects and the potential harm to life and property, and a website which contains Ford service bulletins and lists specific incidents (such as the Jessica Mundy case) in relation to those bulletins would increase customer awareness and provide them with the knowledge needed to repair the problem. Neither action would be relatively costly. Both would help Ford Motors achieve their civic duty to inform customers of manufacturer defects, particularly those which are life-threatening.

With regards to my case, I was notified two weeks ago that my insurance company will extend collision coverage for my vehicle. Luckily my losses are limited to personal inconvenience, a \$500 insurance deductible, \$388 in repairs for the defective part on my Explorer, higher

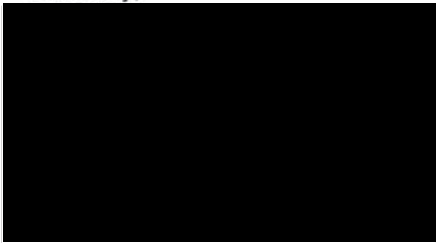
insurance premiums, and a \$4,000 budget deficit due to subsequent maintenance on my F250 truck. The incident could have cost the life of one or more of my children and/or that of other persons.

Currently, I am in the same position as Ford Motor Company. My losses are minimal. However, I am aware of a mechanical defect with the Ford Explorer which could take someone's life. This is my final petition by letter requesting Ford Motor Company, a reputable establishment, to honor its professed commitment to safety by educating consumers of the defective part on the Ford Explorer. I am also requesting compensation for a portion of the expenses related to my claim, to include \$500 for the insurance deductible and \$388 to replace the defective part. If it is feasible and deemed appropriate, any additional compensation for the inconveniences detailed in prior correspondence would be appreciated.

If the above terms are not met, I may join a related class action suit against Ford Motor Company. I may also consider reporting my experience with Ford Motors to Consumer Affairs, State Farm Insurance, or the press. I do not favor any of these options. However, I am concerned that by ignoring the presence of the defect with the Ford Explorer that, like Ford Motor Company, I will be equally responsible for a future casualty.

Please respond to this letter by March 15, 2011. Thank you for your time and consideration.

Sincerely,

A large black rectangular redaction box covering the signature area. A small horizontal line extends from the right side of the box.



Office of the General Counsel

Ford Motor Company
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

November 3, 2010

DEC 13 2010 JC

Tax # 313-845-5555

[REDACTED]
DENALI NATIONAL PARK, AK [REDACTED]

* send copy of fax

RE: 2004 EXPLORER
VIN: 1FMZU73KX4Z [REDACTED]

Dear Mrs. [REDACTED]

Your claim has been forwarded to me for review. We thank you for the opportunity to address this concern in a timely manner.

If you have turned any portion of this matter over to your insurance company, and should your insurance company wish to pursue a claim with Ford Motor Company, please have your insurance company contact us in writing at the address noted above notifying us of their intent to pursue subrogation.

If you intend to pursue a claim directly with Ford Motor Company, we request that you provide us with all the following information by completing and returning this form:

- Attach on a separate piece of paper a complete description of the incident, including events that occurred prior to and subsequent to the loss.
- A copy of the police and/or fire report. *None*
- A copy of the vehicle title and registration.
- Original color photographs of the vehicle's collision/fire damage & the alleged defective part(s), from several different angles.
- Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
- Original color photographs of the accident scene showing the grade of the road.
- Attach a copy of your expert's report and the expert's original photographs. *None*
- A statement from insurance company indicating there are no pending claims and the reason for the denial.
- Attach the repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
- A complete service history for the subject vehicle, including any maintenance items.
- If you are claiming damages other than the vehicle, please provide the necessary pictures, receipts, and estimates to support your claim.

Please answer the following in the space provided. If you need additional space, please use the back of the form;

1. What are you seeking from Ford Motor Company in this matter?
(1) Attached claims (2) Recall of 2004 Explorer brake shift interlock
2. What is the alleged defect: Brake shift interlock failure

3. Has the alleged defective part been repaired or replaced? (circle one) Yes or **No**
4. What was the city, state and date of occurrence: Fairbanks, Ak 10/31/10
5. What was the mileage at time of occurrence: approximately 99,740
6. List all after market additions or modifications that were made to the vehicle:
unknown
7. Was the engine running? (circle one) Yes or **No**
8. Were the keys in the ignition? (circle one) Yes or **No**
9. Was this vehicle purchased new or used: used
10. If purchased used, provide the date of purchase, mileage at the time of purchase, from whom the vehicle was purchased: 10/12/10, approx. 99,000, name & contact info unknown
11. Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).
AK AT Chaz Ltd. phone [REDACTED]
12. Has an insurance company been advised of this incident? **Yes** No
13. If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number (It is your responsibility to contact your insurance company):
Jack Randolph State Farm Claim [REDACTED] phone: (907) 452-181
14. Please provide the names and contact information of any witnesses to the incident?
No witnesses

Once we are in receipt of the requested information, it will be thoroughly reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted. If your vehicle is accruing storage charges, you should immediately make arrangements to move it to a facility that will not charge you for storage.

Please be advised that in the event this matter ends up in litigation, Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s). If you propose to repair the vehicle or conduct any other repairs you believe are related to this incident, such repairs may not be performed until after Ford Motor Company has conducted an inspection that may include the removal and testing of any component part that you claim is defective. If you want to repair your vehicle before we are able to physically inspect the vehicle or relevant component please submit a written request to me.

Thank you for your prompt attention to this matter.

Sincerely,
d. t/dk

Alma Taylor
Legal Analyst- OGC Product Claims



STATE OF ALASKA CERTIFICATE OF VEHICLE TITLE

DIVISION
OF
MOTOR VEHICLES

TITLE NO. [REDACTED]

VEHICLE IDENTIFICATION NUMBER

1FMZU73KX4Z [REDACTED]

YEAR

2004

MAKE

FORD

MODEL

XPL

BODY

LL

ODOMETER

99750

DATE ISSUED

11/03/2010

REMARKS/LEGENDS

NAME AND MAILING ADDRESS OF REGISTERED OWNER

RESIDENCE ADDRESS

HEALY AK [REDACTED]

PO BOX 202
DENALI NATL PARK AK 99755

The Department of Administration hereby certifies that due diligence has been used in ascertaining that the registered owner herein named is the legal owner of the described vehicle subject to any lien as shown hereon. This vehicle may be subject to other security interest not filed with this department.

RELEASE BY LIENHOLDER

NAME AND ADDRESS OF LIENHOLDER

NO LIEN

LIENHOLDER NAME

by
SIGNATURE OF AUTHORIZED AGENT

DATE

KEEP IN A SAFE PLACE - ANY ALTERATION, ERASURE, OR DEFACING VOID THIS TITLE

Form 835 Rev. 03/2010



TITLE NUMBER 3549222 VIN 1FMZU73KX42A07679

DATE OF SALE OR TRANSFER CURRENT LICENSE PLATE NUMBER

PRINTED NAME OF PURCHASER OR TRANSFEREE

ADDRESS OF PURCHASER

CITY/STATE

ZIP + 4

TITLE NO. [REDACTED]

NOTICE OF VEHICLE SALE FOR TRANSFER

FOR YOUR PROTECTION: Keep this notice attached to the title until the vehicle is sold or transferred. At that time detach this part from the title and follow the instructions on the reverse side of this part. You must also complete the Assignment on the reverse of the title to release your interest in the vehicle. Vehicle will remain in your name until retitled by buyer.

I certify that I have sold or transferred the vehicle described herein and have fully assigned and delivered the Certificate of Vehicle Title to the buyer or transferee thereby releasing all rights and interest to this vehicle.

X

X

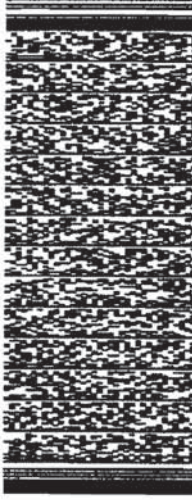
Signature of registered owner(s) as appears on the face of this document

STATE OF ALASKA ————— VEHICLE REGISTRATION ————— DIVISION OF MOTOR VEHICLES

EXPIRES LAST DAY OF: MAR 2011 LICENSE NO. [REDACTED] TAB NO. 11 CLASS 11 DATE 11/03/2010 VEHICLE IDENTIFICATION NO. 1FMZU73KX4Z [REDACTED]

VEHICLE DESCRIPTION

MAKE FORD
MODEL XPL
YEAR 2004
BODY LL
COLOR SIL
WEIGHT 4372
UNIT



FEES

REGISTRATION	0.00
TITLE	15.00
LIEN	0.00
MVRT	0.00
INSPECTION	0.00
TP/MISC	0.00
TOTAL	15.00

OWNER

[REDACTED]

LIENHOLDER:

MAILING ADDRESS

[REDACTED]

DENALI NATL PARK AK

TITLE & REG

RESIDENCE ADDRESS

[REDACTED]

HEALY AK

[REDACTED]

836 Rev. 03/2010

11/03/2010 1521

Description of the Incident

Prior to the incident, my husband and I drove a '99 Ford Expedition. It had 240,000 miles on it. The tires were bald and each was patched more than once. We were driving on the spare, which had also been patched. The gas gauge did not work under a quarter tank (we ran out of gas three or four times last summer). The check engine light was on. The engine was missing on two cylinders and we had replaced three coils in the last four months. The four wheel drive was out and the transfer case needed replaced. Our F250 was not safe to drive. It also had bald tires in addition to a bad bearing and u-joint. It no longer held our family as it had five seats and we had our fourth child in August 2010. It was cold outside and the roads were icy. It was time for another vehicle.

My husband and I purchased a 2004 Ford Explorer on October 18, 2010. It was perfect. It had a DVD player and seven seats; room enough for our four boys plus the dog. When we retrieved the second set of keys on October 30th, we discovered another perk: it had auto-start. It was just in time for the 20 below weather. The vehicle was reliable. We commute over 100 miles every weekend from our residence in Healy, to Fairbanks in order to finish a house that we are building there. We were in Fairbanks the weekend of October 30th for this reason. It was also my mother-in-law's birthday.

On Sunday, October 31st, I picked up my son from playing with his cousins and parked the Explorer behind my mother-in-law's garage. Sometime later, my mother-in-law left to visit a friend in the hospital. She moved my vehicle so that she could back out of the garage. She returned. I needed to go to town to pick up my cell phone. I did not see the Explorer in the yard and thought that my husband had taken it when he left to repair a friend's boiler. I borrowed my mother-in-law's car, retrieved the phone and came back. Later that night, I was putting my children to bed when my husband came home. He asked if I had driven the Explorer. I told him that I had not and thought that he had taken it. He replied that it was wrecked. I thought that he was joking and went outside to look. The Explorer was parked in the greenhouse with the door a-jar lights on. The rear door and window were smashed. My mother-in-law's plow truck was straddling a ledge. No one had seen or heard the crash and we were all dumbfounded as to how it had occurred. Upon questioning, we discovered that my mother-in-law (in tears) had moved the vehicle. It was then apparent what had occurred.

After purchasing the vehicle, we discovered that it was difficult to put it into Park. My husband and I both had trouble doing so. When we pushed the brake and moved the shift lever all the way to the left, it was not in Park. It was somewhere between Park and Reverse. One time I got it into Park, but it was not locked. This was of particular concern because the driveways of my house and those of my in-laws are all sloped. Additionally, there is a steep ledge immediately next to the parking area at my house. I envisioned the vehicle doing a nosedive off the edge with my children inside if at some future date I had to run back inside for a forgotten item and the vehicle was not fully engaged in Park. Almost every time that we parked the vehicle we had to move the shift lever between Park and Reverse several times in an attempt to get it to lock in Park. It was not an occasional occurrence and we had not discovered a ritual that would successfully get the vehicle in Park each time. The incident occurred only two weeks after we purchased the vehicle. This was barely enough time to discover that the mechanical problem was more than just a quirk; it was a safety hazard.

Unfortunately, my mother-in-law was unaware of this problem. She moved the vehicle without our knowledge. She followed standard Ford procedure (she owned the Expedition that we were driving prior to purchasing the Explorer) when she parked; stopping the vehicle, pressing the brake, moving the shift lever all the way to the left, and finally turning the vehicle off and removing the keys from the ignition.

Sometime after she left, the explorer rolled backwards down the driveway, collided with the rear end of her plow truck, swung the plow truck around, and then proceeded to roll off the driveway and into the greenhouse where it stopped.

Sometime following the accident I looked on Edmunds.com to see if anyone else had a similar shifting problem. I found two other accounts (see attached). Upon taking the vehicle to the Diesel Doctor I was informed that there was a service bulletin for the faulty brake shift interlock. It is my opinion that this bulletin is insufficient as illustrated by the incident described above. I believe that a recall should be issued due to the following reason:

IF THE INCIDENT HAD OCCURRED AT ANY OTHER TIME IT IS VERY LIKELY THAT THE VEHICLE WOULD HAVE RUN OVER AND CAUSED SERIOUS INJURY OR DEATH TO ZACK (10), IAN (8), NICOLAS (5), SOREN (4), MATTHEW (3), HECTOR (3), OR CHRISTOPHER (2). THEY PLAY IN THIS AREA FREQUENTLY.

The night of the incident we returned to Healy in my mother-in-law's car. Soon after, we repaired our F250 so that my husband had safe and reliable transportation to work (the wheel was about ready to fall off and we got a ticket during the summer for bald tires). This cost about \$4,000 and was not in our budget. The F250 does not hold six passengers, and it was for this reason that we chose to purchase the Explorer and drive it until we could afford to fix the truck.

Statement from Insurance Company

Unavailable. The insurance company is reviewing whether they will grant coverage to the vehicle. I prefer to go through FORD to prevent my insurance rates from increasing and because I want the vehicle replaced vs. repaired. Nevertheless, I need a safe vehicle to transport my family in NOW.

Received statement in mail 12/8/10. Copy is attached.

Repair Estimate

Diesel Doctor. Fairbanks, AK. Phone (907)456-2483. Brake shift interlock replacement: \$392.

Chaz Ltd. Fairbanks, AK. Phone (907)458-2500. Awaiting estimate; the vehicle was dropped off on November 18, 2010.

Service History for Vehicle

Unavailable. Purchased the vehicle used from a private owner and discarded the contact information once obtained the second set of keys.

Written by: **dimitriL** on 02/17/2004

Detailed Ratings

Overall Rating 

Performance: 8 Fun-to-Drive: 9 Build Quality: 5
Comfort: 9 Interior Design: 9 Reliability: 9
Fuel Economy: 3 Exterior Design: 10

Vehicle

2004 Ford Explorer Limited 4WD 4dr SUV (4.6L 8cyl 5A)

Review

so far i have 3500 miles with no problems other than the rear hatch rattling and rough shifting between the drive gears and park

Favorite Features

Suggested Improvements

Was this review helpful? ☐ Yes ☐ No

[Report It](#)

quality is not job one

Written by: **RoyAllen** on 11/27/2003

Detailed Ratings

Overall Rating **4.4**

Performance: 5 Fun-to-Drive: 6 Build Quality: 2
Comfort: 5 Interior Design: 4 Reliability: 4
Fuel Economy: 3 Exterior Design: 6

Vehicle

2004 Ford Explorer XLT 4WD 4dr SUV (4.0L 6cyl 5A)

Review

Things started trim items started falling off after a month,the car squeeks all the time from the springs,door cjecks keep loostening up.Can't wait for the doors to fall off,what's next.Oh and by the way the linkage got so loose,that I can't go from drive into park,without stopping at reverse.

Favorite Features

The truck is fun to drive though,great visability,and fair performance.

Suggested Improvements

Quality Control,Quality Control,Quality Control,seems there is none!

Was this review helpful? ☐ Yes ☐ No

Report It

January 11, 2011

Mr. Alma Taylor
Ford Motor Company
Product Claims Department
PO Box 70
Dearborn, Michigan 48121-0070

JAN 18 2011

RE: 2004 Explorer
VIN: 1FMZU73KX4Z/ [REDACTED]

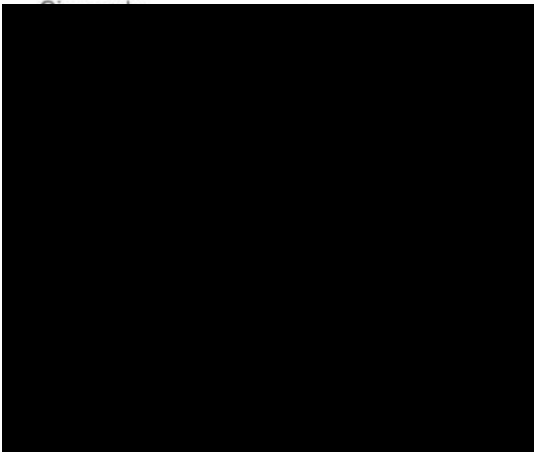
Dear Mr. Taylor,

In response to the letter denying coverage for my Explorer due to a lack of proof that the alleged part was defective, I have compiled the following:

- 1) 3 color photos (2 different sized copies of each) of the defective part.
- 2) Diesel Doctor Invoice # 24717 detailing the defective part and an estimate to replace it.
- 3) Diesel Doctor Invoice detailing another 2004 Explorer that was repaired a few weeks ago in their shop with the same defective part.
- 4) Ford Motors Service Bulletin for the defective part.
- 5) Estimate from Chaz Ltd. detailing the damage to my vehicle caused by the defective part.

Please respond via e-mail ASAP. I have tried to send this information to the e-mail address that you provided by letter and have received no reply. If you have questions you may also contact me by phone. I know that Ford Motors company policy prohibits this, but my patience is nearly exhausted. It is very difficult for me to pursue this claim without a vehicle and as stated before, I must have a six-passenger vehicle to transport my children safely. If Ford does not provide me with a vehicle immediately following the receipt of this letter, I will pursue my claim through other means.

Thank you for your prompt attention to this matter.

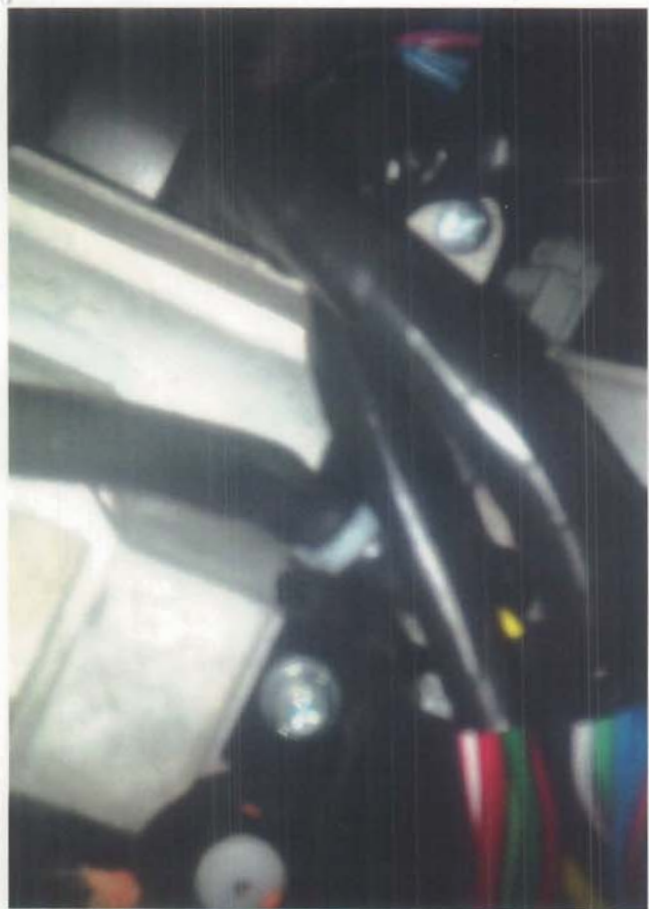






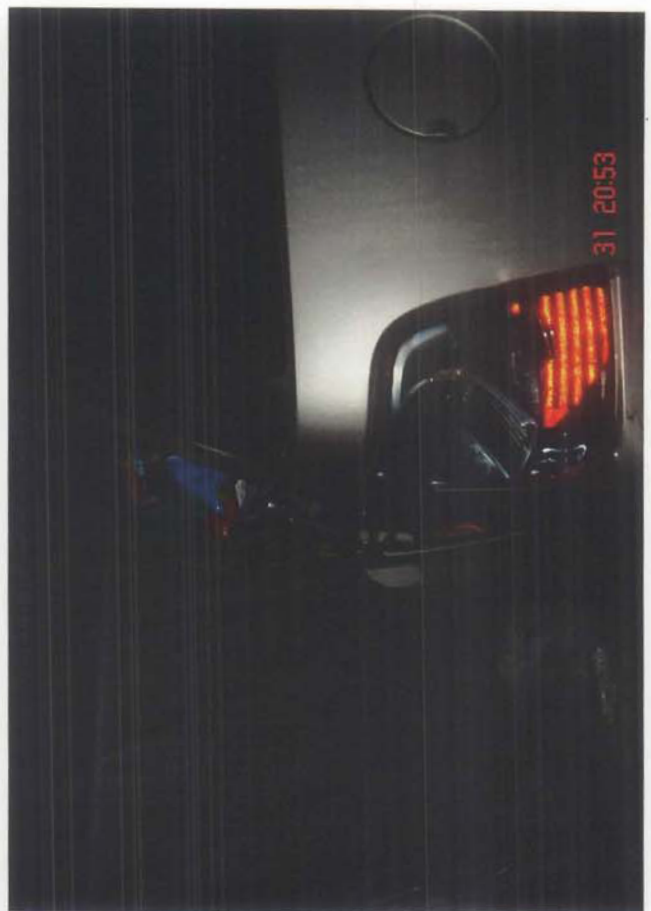
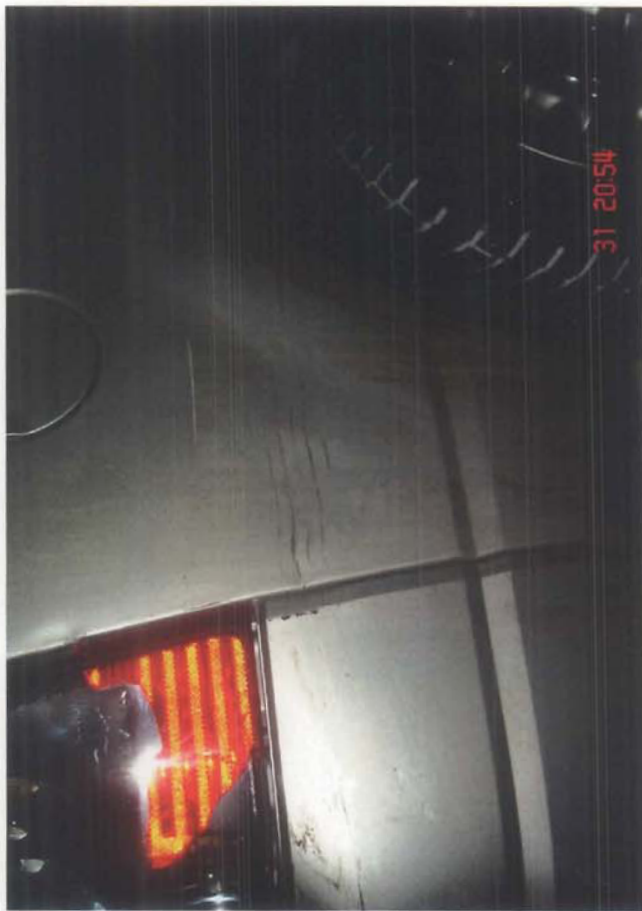


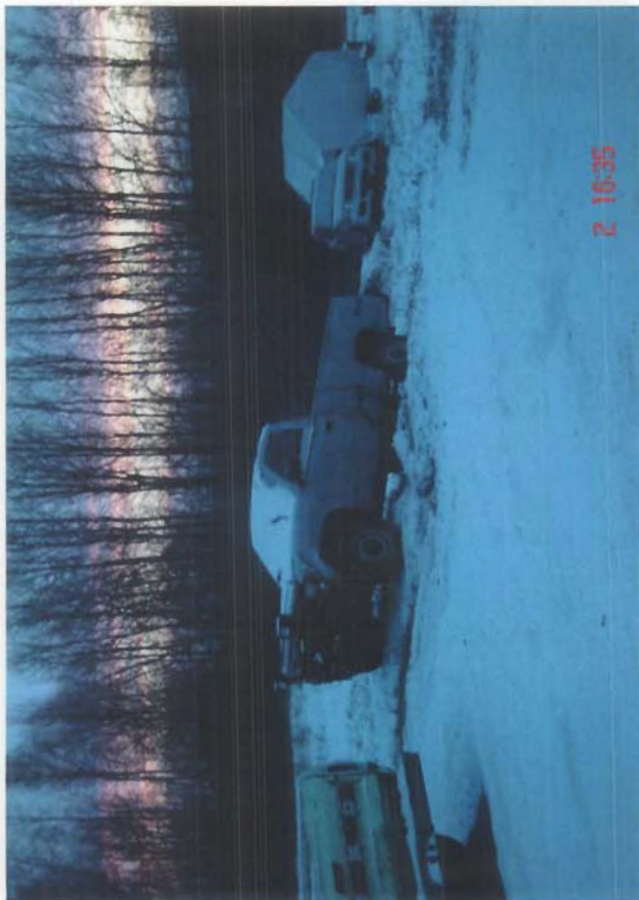


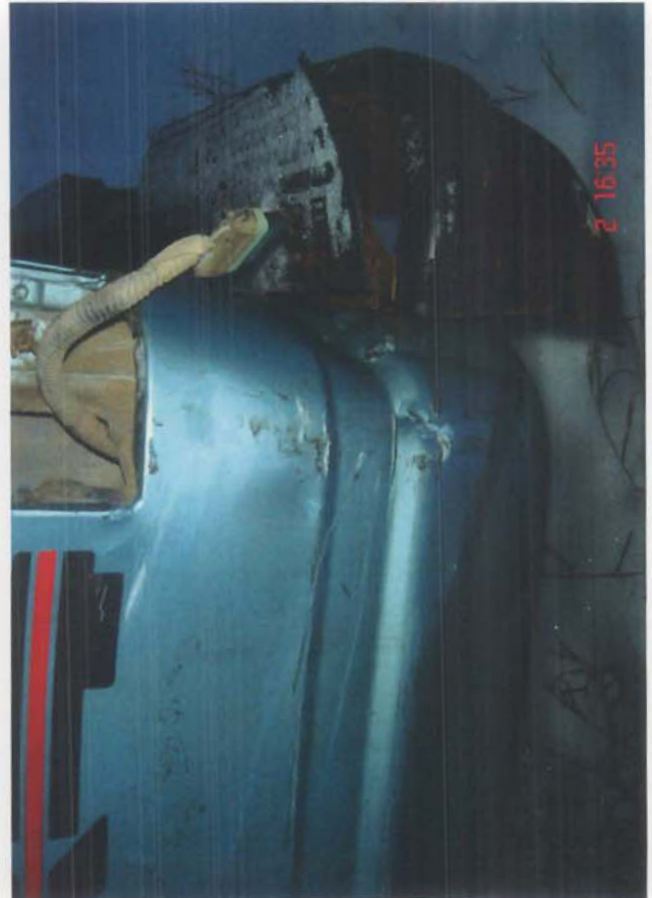
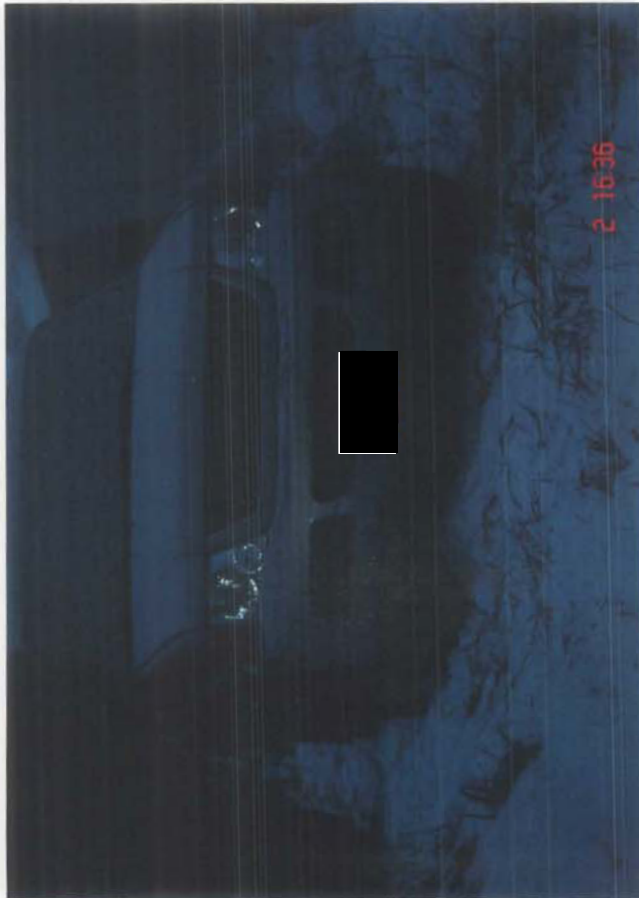
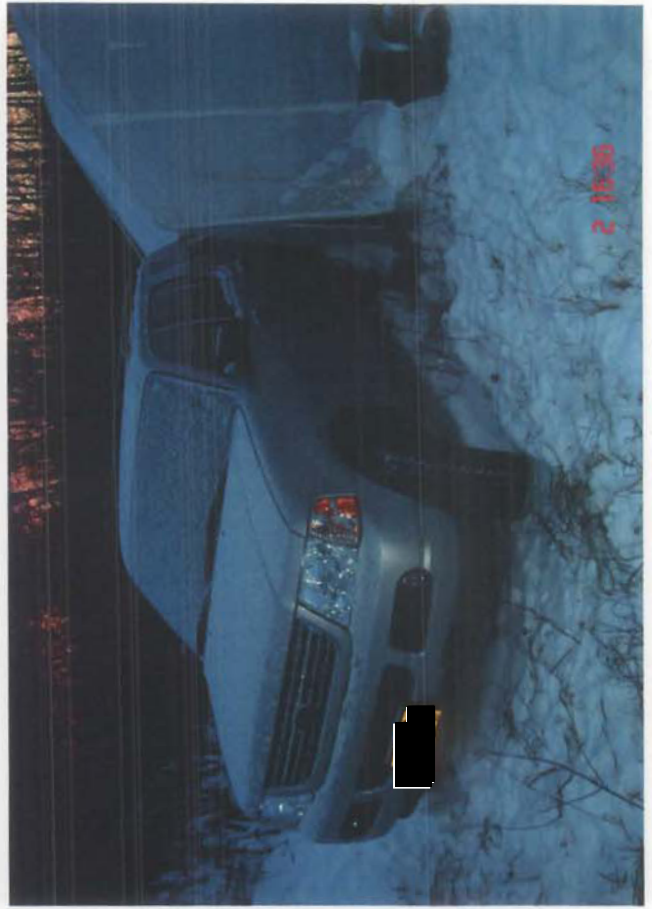


















CLAIMS

1. Proof that a recall will be issued for the brake shift interlock on the 2004 Ford Explorer.
2. Vehicle. FORD Motor Company to replace Explorer with vehicle of equal value **immediately**. Vehicle must meet the following requirements: 2004 or newer, six + passenger, mileage under 100,000, four wheel drive, new tires, cargo space, DVD player, keyless entry, auto-start, CD player, exterior low-profile keypad, wireless head phones, two forward facing car seats and one booster seat, silver or black in color, roof racks, no cigarette smoke, excellent condition. If this vehicle is an Explorer, it must have a new brake shift interlock.
3. Plow Truck. \$500 for damages to mother-in-law's plow truck.
4. Greenhouse. \$1,000 for purchase and installation of new greenhouse.
5. F250 repairs. \$4,000 (see attached).
6. \$100 per day beginning October 31st until the Explorer is replaced.
7. Reimbursement for any legal fees accrued in pursuance of the claims listed above.

Diesel Doctor, Inc.
 dba Gas and Diesel Doctor
 3021 Davis Rd, Fairbanks, AK. 99709
 Phone - 907-456-2483 Fax - 907-456-2251
 NAPA AUTO CARE CENTER

INVOICE
24709
 Org. Est. # 059740

INVOICE

Print Date : 11/12/2010

[REDACTED]

Ester, AK

Home [REDACTED]

Cust ID : 3847

Ref # :

1999 Ford - Pickup F250 Super Duty

7.3L, V8, VIN (F)

Lic # : EBU106

Unit # :

Vin # : 1FTNX21F6XE [REDACTED]

Hat # :

Odometer In : 193463

Odometer Out : 193466

Part Description	Qty	Sale	Extended	Labor Description	Extended
Trickle charger	1.00	97.78	97.78	INSTALL TRICKLE CHARGER AND CLEAN BATTERY CABLES.	143.00
Glow plug control relay	1.00	172.64	172.64	HARD STARTING	66.00
Front axle tube seal	2.00	55.29	110.58	Test glow plug system. Found #7 glow plug bad and glow plug relay bad. Recommend replacement of relay.	
Synthetic 75/90 gear oil by the lb	5.80	14.00	81.20	GLOW PLUG RELAY - Remove & Replace - F250 Super Duty,F350 Super Duty	66.00
Axle guide	2.00	20.84	41.68		
Front axle dust seal	2.00	35.62	71.24	FRONT AXLE TUBE SEALS	495.00
Axle thrust washer	2.00	10.80	21.60	Replace both front axle tube seals	
Spindle bearing vacuum/dust seal	2.00	73.00	146.00	FRONT AXLE SPINDLE BEARINGS	110.00
Front axle U joint, sealed	2.00	106.88	213.76	Replace front axle spindle bearings, spindle bearing dust seals and axle dust seals while replacing front axle seals	
wheel hub	2.00	551.68	1,103.36	FRONT AXLE U JOINTS	110.00
Tires, Open Country AT	4.00	226.00	904.00	Replace front axle U joints while replacing front axle seals	
Shop Supplies		29.70	29.70	MOUNT AND BALANCE NEW TIRES	N/C
				HazMat Service Charge	40.00
				**** Recommendations ****	
				Steering stabilizer needs replaced.	
				Front sway bar links need replaced	
				#7 glow plug needs to be replaced	

State Farm Insurance Companies®



December 3, 2010

Anchorage Operations Center
PO Box 221
DuPont, WA 98327
Fax: (877) 449-5794

[REDACTED]
Denali Park, AK [REDACTED]

CERTIFIED MAIL - RETURN RECEIPT REQUESTED

RE: Our Claim Number: [REDACTED]
Our Insured: [REDACTED]
Date of Loss: October 31, 2010

Dear Mr. and Mrs. [REDACTED]

We have completed a coverage investigation relative to the accident which occurred on October 31, 2010, when the described 2004 Ford Explorer rolled down an incline and struck a vehicle owned by [REDACTED]

Based on our coverage investigation, we are extending Liability Coverage for the loss, but are disclaiming Collision Coverage for the loss. This means that we will extend Liability Coverage for the damages to [REDACTED]'s vehicle, but we will not provide any Collision Coverage to you for this loss for the damage to the described 2004 Ford Explorer.

Our Company records indicate that Collision Coverage was not carried on the policy at the time of the loss. We can find no evidence that when you contacted your agent on October 12, 2010 to do a car-to-car change from the 1999 Ford to the 2004 Ford Explorer, you requested that Collision Coverage be added to the policy, nor that you were given a quote to add Collision Coverage. Even if you had been given a quote, it would have been necessary for you to request that the coverage be added, in which case it would have been added, and we would have billed you for the additional premium. However, we can find no evidence that there was any discussion involving Collision Coverage, nor any requests by you that it be added to the policy

Since Collision Coverage was not carried on the policy at the time of the loss, there is no Collision Coverage to you for this loss by State Farm Fire and Casualty Company.

If you have additional information to indicate there is Collision Coverage for the loss, please forward it to us for additional consideration.

If you have any questions, please contact Claim Representative Elizabeth Hendricks at 907-261-3733.

HOME OFFICES: BLOOMINGTON, ILLINOIS 61710-0001

EA09-013 000095LC

Sincerely,

A handwritten signature in black ink, appearing to read 'David Fletcher', with a stylized flourish at the end.

David Fletcher

Claim Team Manager

Phone No: (907) 261-3760

State Farm Fire and Casualty Company

Denali, AK

RECEIVED

November 29, 2010

FORD Motor Company
Attn: Alma Taylor, legal analyst - OGC product claims
RE: 2004 Explorer, VIN: 1FMZU73KX4Z [REDACTED]
Fax (313)845-5555

To Whom it May Concern:

This fax is in reply to the letter dated 11/3/2010 regarding my report of an incident with my 2004 Ford Explorer to the Ford "800" Consumer help number. I am requesting that FORD permit future correspondence to be conducted via e-mail to accelerate the claims process and to accommodate the inconvenience of commuting to the Post Office without my vehicle in subzero weather.

I have two primary concerns which I would like to be addressed as soon as possible: 1) I cannot safely transport my family in our F250. I have been without a six-passenger vehicle for a month now and have four children, ages five and under, that must be in car seats. 2) I do not think that a service bulletin is sufficient for the mechanical problem with the Ford Explorer. IF THE INCIDENT HAD OCCURRED AT ANY OTHER TIME, IT IS VERY LIKELY THAT THE VEHICLE WOULD HAVE RUN OVER ZACK (10), IAN (8), NICOLAS (5), SOREN(4), MATTHEW (3), HECTOR (3), OR CHRISTOPHER (2). THEY PLAY IN THIS AREA FREQUENTLY.

I initially intended to pursue a claim directly with FORD motor company. However, upon receipt of the aforementioned letter, I decided that the process was too involved and that I would pass it on to my insurance company, State Farm. Furthermore, the letter requested a written statement indicating that there are no pending claims and the reason for denial. I filed a claim with State Farm the night of the incident. The claim is still under review due to a question of coverage. I requested collision coverage for the Explorer by phone upon purchase of the vehicle approximately two weeks before the incident occurred. State Farm has no record of this and is reviewing whether to grant coverage to the vehicle.

Currently, the vehicle is at Chaz Ltd., a Fairbanks auto body repair shop, undergoing a damage inspection. I also took it to the Diesel Doctor, a NAPA certified auto maintenance shop, to determine the mechanical problem that indirectly caused the incident. I have pictures that document the damage to the vehicle. In addition, the Ford motor company phone attendant that I reported the incident to took notes on our conversation. A description of the incident can be obtained from these notes. The letter requests several other items, some of which I can provide upon request, others, such as maintenance records, which I cannot. However, I believe that the investigation is primarily the responsibility of FORD motor company. FORD is a respected manufacturer and equal to the importance of providing reliable transportation is the ability to put their vehicles in "Park."

If I am unable to establish the seriousness of the mechanical problem with FORD Motor Company or State Farm Insurance, I will report it to Consumer Affairs.

Please contact me via phone [REDACTED] or e-mail [REDACTED] at your earliest convenience.

Sincerely,

[REDACTED]

[REDACTED]
Denali, AK [REDACTED]
[REDACTED]RECEIVED
AT

November 29, 2010

FORD Motor Company
Attn: Alina Taylor, legal analyst - OGC product claims
RE: 2004 Explorer, VIN: 1FMZU73KX4Z [REDACTED]
Fax (513)845-5555

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If I am unable to establish the seriousness of the mechanical problem with FORD Motor Company or State Farm Insurance, I will report it to Consumer Affairs.

Please contact me via phone [REDACTED] or e-mail [REDACTED] at your earliest convenience.

Sincerely,
[REDACTED]

BEGINNING OF CONTACT
11/02/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.26

=====

REGION: S4 MIAMI	OGC ISSUE	CASE NBR: 412003050.
VIN: 1FMZU73KX4Z	ZONE: A04	OPENED: 2010/11/01
	ENGINE: K VEH TYPE: T	CLOSED: 2010/11/01

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	DENALI NATIONAL PARK	STATE:	AK	ZIP:	99755
HOME PHONE:					
MODEL YEAR:	2004	MODEL:	EXPLORER		
MILEAGE:	99700				
DEALER NAME:	VIC OSMAN LINCOLN-ME	SALES CODE:	L25097	P & A:	10877
REASON CODE:	0772 LEGAL - ACCIDENT				
SYMPTOMS:	503100 AUTO TRANS NO ENGAGEMENT				

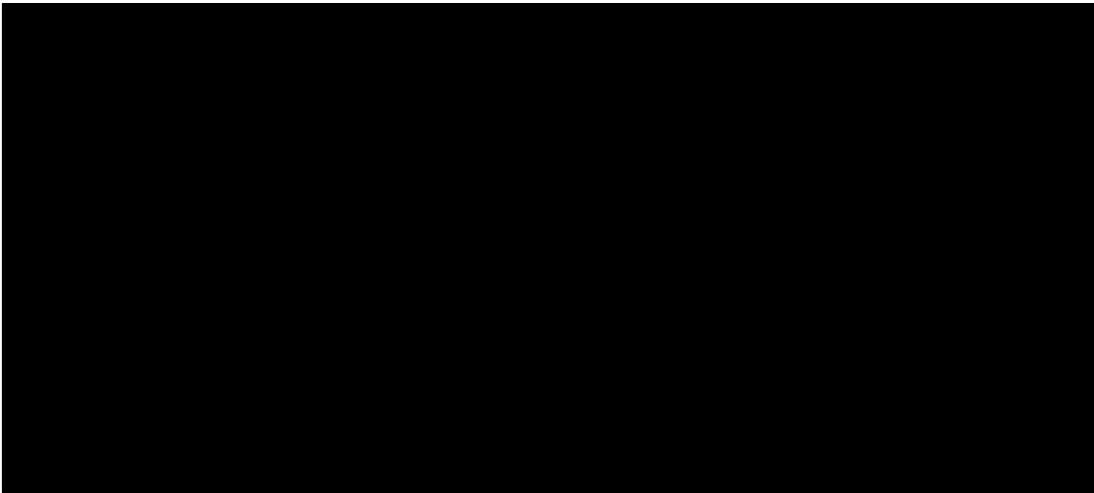
ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 791 - ADVISE CUSTOMER INFO WILL BE SENT TO OGC
DOCUMENT: ANALYST: BHOLLI10 HOLLINGTON , BRIAN

DATE: 2010/11/01 TIME: 11.26.39:
ACTION DATA/COMMENTS:

CUSTOMER SAID: -VEH WOULD NOT GO INTO PARK EASILY, HAD TO WORK AT IT-ON THE NIGHT OF 10/31 CUST MOTHER MOVED THE VEH OUT OF THE WAY-WHEN CUST WOKE UP THIS MORNING THE VEH HAD ROLLED DOWN A HILL. HIT ANOTHER VEH AND CRASHED INTO A GREENHOUSE-CUST WENT ONLINE AND SAW ONLINE THAT THIS WAS AN ISSUE FOR OTHER OWNERS-DAMAGE TO VEH MOSTLY COSMETIC BODY DAMAGE AND A WINDOW BROKEN OUT-ACCIDENT OCCURED ON 11/1 IN THE EARLY MORNING, ISSUE WAS THE SHIFTER LEVER LINKAGE-NO INJURIES, VEH WAS IN THE CUST YARD-NO POLICE REPORT FILED-CUST HAS GOTTEN A CLAIM NUMBER FROM HER INSURANCE AGENCY BUT THEY HAVN'T GONE ANY FURTHER-VEH IS REPAIRABLE AND CUST IS UNSURE ABOUT WHAT THEY WANT, POSSIBLY HAVING VEH REPAIRED OR A DIFFERENT VEH GIVEN TO THEMDEALER SAID: -NO DLRSHF FOUND IN ANY SEARCHCRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION AND DOCUMENT INCIDENT/ACCIDENT DATE PRIOR TO SENDING ISSUE.

CONSUMER AFFAIRS

11/02/2010 FAXOGC2 CONFIDENTIAL



BEGINNING OF CONTACT
11/30/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.07

=====

REGION: C4 KANSAS CITY	OGC ISSUE	CASE NBR: 120662988.
VIN: 1FMDU85W94Z	ZONE: A04	OPENED: 2010/11/29
	ENGINE: W VEH TYPE: T	CLOSED: 2010/11/29

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	A
ADDRESS:					
CITY:	FLORISSANT	STATE:	MO	ZIP:	63034
HOME PHONE:					
MODEL YEAR:	2004	MODEL:	EXPLORER		
MILEAGE:	91000				
DEALER NAME:	PAUL CERAME FORD LIN	SALES CODE:	F53060	P & A:	02786
REASON CODE:	0796 LEGAL - ALLEGED INJURY				
SYMPTOMS:	301688 SERVICE BRAKE INOP/INEFFECT FRONT AND REAR				

ORIGIN: CAC138 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: OIRIZAR1 IRIZARRY, OTTO

DATE: 2010/11/29 TIME: 15.33.13:
ACTION DATA/COMMENTS:

CUSTOMER SAID: 1. DATE OF THE ACCIDENT - 11/26/102. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT - WHILE VEH WAS IN PARK, THE VEH BEGAN TO MOVE FORWARD ON ITS OWN. FURTHER, CUST PRESSED THE BRAKES AND THE VEH DID NOT STOP. 3. IF THERE WERE ANY INJURIES SUSTAINED - YES. CUST RECEIVED A CONTUSION ON HER LEG.4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED - CUST'S HOME.5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED. - YES.6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE. - NOT KNOWN.7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED. - 10-66733 - ST. LOUIS PD, ST. LOUIS CO.8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY. - YES9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM. - NOT KNOWN. 10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE. - NO.11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE). N/A12. WHAT THE CUSTOMER IS SEEKING - CUST SEEKS PAY FOR ALL DAMAGES SURROUNDING THE ACCIDENT.-CUST FURTHER STATES THAT SHE HAD REPORTED MULTIPLE PROBLEMS WITH THE TRANSMISSION TO THE DLR. HOWEVER, CONCERN STILL PERSISTS.-VEH SURGES AFTER EXPERIENCING LOSS OF POWER WHILE DRIVING.DEALER SAID: PAUL CERAME FORD LINCOLN-MERCURY, INC. 11400 NEW HALLS FERRY ROADFLORISSANT, MO 63033 TEL:(314) 838-2400FAX:(314) 838-2799CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.

CONSUMER AFFAIRS

11/30/2010 FAXOGC1 CONFIDENTIAL



**Service of Process
Transmittal**

01/03/2008

CT Log Number 512941671



TO: Chris Dzbanski
Ford Motor Company
Three Parklane Blvd., Ste. 1400 West
Dearborn, MI 48126-

RE: **Process Served in New Jersey**

FOR: Ford Motor Company (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED] Pltf. vs. Ford Motor Company, Dft.

DOCUMENT(S) SERVED: Summons, Attachment, Complaint, Jury Demand, Certifications, Exhibits, Case Information Statement (2 Sets)

COURT/AGENCY: Bergen County: Superior Court, Chancery Division, NJ
Case # L-9332-07

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Failure to repair and/or correct defects on a 2006 Ford explorer

ON WHOM PROCESS WAS SERVED: The Corporation Trust Company, West Trenton, NJ

DATE AND HOUR OF SERVICE: By Process Server on 01/03/2008 at 12:50

APPEARANCE OR ANSWER DUE: Within 35 days, exclusive of date of service

ATTORNEY(S) / SENDER(S): Robert M. Silverman
Kimmel & Silverman, P.C.
Executive Quarters
1930 E. Marlton Pike
Suite Q29
Cherry Hill, NJ 08003
856-429-8334

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day , 790908765786
Image SOP - Page(s): 28
Email Notification, Chris Dzbanski CDZBANSK@FORD.COM

SIGNED: The Corporation Trust Company
PER: Tyeasha Weaver
ADDRESS: 820 Bear Tavern Road
3rd Floor
West Trenton, NJ 08628
TELEPHONE: 609-538-1818

OFFICE OF THE
GENERAL COUNSEL
8 JAN -7 10:32
LITIGATION
PRACTIONER

Page 1 of 1 / MP

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APPENDIX XII. SUMMONS AND CIVIL CASE INFORMATION STATEMENT (CIS)

APPENDIX XII- A. SUMMONS

Attorney(s): ROBERT M. SILVERMAN, ESQUIRE
Address: Executive Quarters
1930 E. Marlton Pike, Suite Q29
Cherry Hill, NJ 08003
Telephone No.: 856-429-8334
Attorney(s) for Plaintiff(s)

Kevin Collucci

Plaintiff(s)

vs.

Ford Motor Company

Defendant(s)

SUPERIOR COURT OF NEW JERSEY
LAW DIVISION
BERGEN COUNTY

DOCKET NO. L-9332-07
CIVIL ACTION

Summons

From The State of New Jersey To the Defendant(s) Named Above:

The plaintiff, named above, has filed a lawsuit against you in the Superior Court of New Jersey. The complaint attached to this summons states the basis for this lawsuit. If you dispute this complaint, you or your attorney must file a written answer or motion and proof of service with the deputy clerk of the Superior Court in the county listed above within 35 days from the date you received this summons, not counting the date you received it. (The address of each deputy clerk of the Superior Court is provided.) If the complaint is one in foreclosure, then you must file your written answer or motion and proof of service with the Clerk of the Superior Court, Hughes Justice Complex, CN-971, Trenton, NJ 08625. A filing fee payable to the Treasurer, State of New Jersey and a completed Case Information Statement (available from the deputy clerk of the Superior Court) must accompany your answer or motion when it is filed. You must also send a copy of your answer or motion to plaintiff's attorney whose name and address appear above, or to plaintiff, if no attorney is named above. A telephone call will not protect your rights; you must file and serve a written answer or motion (with fee of \$135.00 and completed Case Information Statement) if you want the court to hear your defense.

If you do not file and serve a written answer or motion within 35 days, the court may enter a judgment against you for the relief plaintiff demands, plus interest and costs of suit. If judgment is entered against you, the Sheriff may seize your money, wages or property to pay all or part of the judgment.

If you cannot afford an attorney, you may call the Legal Services office in the county where you live. A list of these offices is provided. If you do not have an attorney and are not eligible for free legal assistance, you may obtain a referral to an attorney by calling one of the Lawyer Referral Services. A list of these numbers is also provided. Lawyer Referral Service

Thodore J. Fetter
Acting Clerk of the Superior Court Clerk

Dated:
Name of Defendant to be Served: Ford Motor Company
Address of the Defendant to be Served:

ATLANTIC COUNTY:
Deputy Clerk of the Superior
Court Civil Division, Direct Filing
1201 Bacharach Blvd., First
Fl. Atlantic City, NJ 08401

LA WYER REFERRAL
(609) 345-3444
LEGAL SERVICES
(609) 348-4200

BERGEN COUNTY:
Deputy Clerk of the Superior Court
Case Processing Section, Room
119 Justice Center, 10 Main St.
Hackensack, NJ 07601-0769

LAWYER REFERRAL
(201) 488-0044
LEGAL SERVICES
(201) 487-2166

BURLINGTON COUNTY:
Deputy Clerk of the Superior
Court Central Processing Office
Attn: Judicial Intake
First Fl., Courts Facility
49 Rancocas Rd.
Mt. Holly, NJ 08060

LA WYER REFERRAL
(609) 261-4862
LEGAL SERVICES
(609) 261-1088

CAMDEN COUNTY:
Deputy Clerk of the Superior
Court Civil Processing Office
1st Fl., Hall of Records
101 S. Fifth St.
Camden, NJ 08103

LA WYER REFERRAL
(856) 964-4520
LEGAL SERVICES
(856) 964-2010

CAPE MAY COUNTY:
Deputy Clerk of the Superior
Court 9 N. Main Street
Box DN-209
Cape May Court House, NJ 08210

LAWYER REFERRAL
(609) 463-03 13
LEGAL SERVICES
(609) 465-3001

CUMBERLAND COUNTY:
Deputy Clerk of the Superior
Court Civil Case Management
Office Broad & Fayette Sts., P.O.
Box 615 Bridgeton, NJ 08302

LA WYER REFERRAL
(856) 692-6207
LEGAL SERVICES
(856) 451-0003

ESSEX COUNTY:
Deputy Clerk of the Superior
Court 50 West Market Street
Room 131
Newark, NJ 07102

LA WYER REFERRAL
(973) 622-6207
LEGAL SERVICES
(973) 624-4500

GLOUCESTER COUNTY:
Deputy Clerk of the Superior
Court Civil Case Management
Office Attn: Intake
First Fl., Court House
1 North Broad Street, P.O. Box
129 Woodbury, NJ 08096

LA WYER REFERRAL
(856) 848-4589
LEGAL SERVICES
(856) 848-5360

HUDSON COUNTY:
Deputy Clerk of the Superior
Court Superior Court, Civil
Records Dept. Brennan Court
House[®]] st Floor 583 Newark Ave.
Jersey City, NJ 07306

LAWYER REFERRAL
(201) 798-2727
LEGAL SERVICES
(201) 792-6363

HUNTERDON COUNTY:
Deputy Clerk of the Superior Court
Civil Division
65 Park Avenue
Flemington, NJ 08822

LA WYER REFERRAL
(908) 735-2611
LEGAL SERVICES
(908) 782-7979

MERCER COUNTY:
Deputy Clerk of the Superior Court
Local Filing Office, Courthouse 175
S. Broad Street, P.O. Box 8068
Trenton, NJ 08650

LA WYER REFERRAL
(609) 585-6200
LEGAL SERVICES
(609) 695-6249

MIDDLESEX COUNTY:
Deputy Clerk of the Superior Court
Administration Building
Third Floor
1 Kennedy Sq., P.O. Box 2633
New Brunswick, NJ 08903-2633

LA WYER REFERRAL
(732) 828-0053
LEGAL SERVICES
(732) 249-7600

MONMOUTH COUNTY:
Deputy Clerk of the Superior Court
Court House
71 Monument Park
P.O. Box 1269
Freehold, NJ 07728-1269

LA WYER REFERRAL
(732) 431-5544
LEGAL SERVICES
(732) 866-0020

MORRIS COUNTY:
Deputy Clerk of the Superior Court
Civil Division
30 Schuyler Pl., P.O. Box 910
Morristown, NJ 07960-0910

LA WYER REFERRAL
(973) 267-5882
LEGAL SERVICES
(973) 285-6911

OCEAN COUNTY:
Deputy Clerk of the Superior Court
Court House, Room 119
118 Washington Street
Toms River, NJ 08754

LAWYER REFERRAL
(732) 240-3666
LEGAL SERVICES
(732) 341-2727

PASSAIC COUNTY:
Deputy Clerk of the Superior Court
Civil Division
Court House
77 Hamilton St.
Paterson, NJ 07505

LA WYER REFERRAL
(973) 278-9223
LEGAL SERVICES
(973) 345-7171

SALEM COUNTY:
Deputy Clerk of the Superior Court
92 Market St., P.O. Box 18
Salem, NJ 08079

LA WYER REFERRAL
(856) 935-5628
LEGAL SERVICES
(856) 451-0003

SOMERSET COUNTY:

Deputy Clerk of the Superior Court Civil
Division Office
New Court House, 3rd Fl.
P.O. Box 3000
Somerville, NJ 08876

LAWYER REFERRAL
(908) 685-2323
LEGAL SERVICES
(908) 231-0840

SUSSEX COUNTY:

Deputy Clerk of the Superior Court
Sussex County Judicial Center 43-47
High Street
Newton, NJ 07860

LAWYER REFERRAL
(973) 267-5882
LEGAL SERVICES
(973) 383-7400

UNION COUNTY:

Deputy Clerk of the Superior Court 1st
Fl., Court House
2 Broad Street
Elizabeth, NJ 07207-6073

LA WYER REFERRAL
(908) 353-4715
LEGAL SERVICES
(908) 354-4340

WARREN COUNTY:

Deputy Clerk of the Superior Court Civil
Division Office
Court House
413 Second Street Belvidere,
NJ 07823-1500

LA WYER REFERRAL
(908) 267-5882
LEGAL SERVICES
(908) 475-2010



CIVIL CASE INFORMATION STATEMENT (CIS)

Use for initial Law Division – Civil Part pleadings (not motions) under Rule 4:5-1.

Pleading will be rejected for filing, under Rule 1:5-6(c), if information above the black bar is not completed or if attorney's signature is not affixed.

FOR USE BY CLERKS OFFICE ONLY

PAYMENT TYPE: CK CG CA

CHG/ CK NO.

AMOUNT:

OVERPAYMENT:

BATCH NUMBER:

ATTORNEY/ PRO SE NAME Robert M. Silverman, Esq.		TELEPHONE NUMBER (856) 429-8334	COUNTY OF VENUE Bergen County
FIRM NAME (if applicable) Kimmel & Silverman, P.C.		DOCKET NUMBER (When available) L9332-07	
OFFICE ADDRESS Executive Quarters 1930 E. Marlton Pike, Suite Q29 Cherry Hill, NJ 08003		DOCUMENT TYPE Complaint	
NAME OF PARTY (e.g. John Doe, Plaintiff) [REDACTED] Plaintiff		CAPTION [REDACTED] v. Ford Motor Company	
CASE TYPE NUMBER (See reverse side for listing) 512 – Lemon Law	IS THIS A PROFESSIONAL MALPRACTICE CASE? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO IF YOU HAVE CHECKED "YES," SEE N.J.S.A. 2A:53a-27 AND APPLICABLE CASE LAW REGARDING YOUR OBLIGATION TO FILE AN AFFIDAVIT OF MERIT.		
RELATED CASES PENDING? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	IF YES, LIST DOCKET NUMBERS		
DO YOU ANTICIPATE ADDING ANY PARTIES (arising out of same transaction or occurrence)? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	NAME OF DEFENDANT'S PRIMARY INSURANCE COMPANY, IF KNOWN <input type="checkbox"/> NONE <input checked="" type="checkbox"/> UNKNOWN		
THE INFORMATION PROVIDED ON THIS FORM CANNOT BE INTRODUCED INTO EVIDENCE.			
CASE CHARACTERISTICS FOR PURPOSES OF DETERMINING IF CASE IS APPROPRIATE FOR MEDIATION			
A. DO PARTIES HAVE A CURRENT, PAST OR RECURRENT RELATIONSHIP? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF YES, IS THAT RELATIONSHIP <input type="checkbox"/> EMPLOYER – EMPLOYEE <input type="checkbox"/> FRIEND / NEIGHBOR <input type="checkbox"/> OTHER (explain) _____ <input type="checkbox"/> FAMILIAL <input type="checkbox"/> BUSINESS	
B. DOES THE STATUTE GOVERNING THIS CASE PROVIDE FOR PAYMENT OF FEES BY THE LOSING PARTY? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
USE THIS SPACE TO ALERT THE COURT TO ANY SPECIAL CASE CHARACTERISTICS THAT MAY WARRANT INDIVIDUAL MANAGEMENT OR ACCELERATED DISPOSITION.			
DO YOU OR YOUR CLIENT HAVE ANY NEEDS UNDER THE AMERICANS WITH DISABILITIES ACT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO IF YES, PLEASE IDENTIFY _____			
WILL AN INTERPRETER BE NEEDED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO IF YES, FOR WHAT LANGUAGE _____			
ATTORNEY SIGNATURE 			

Revised effective 09/1/2007, CN10517-English

EA09-013 000108LC



CIVIL CASE INFORMATION STATEMENT (CIS)

Use for initial pleadings (not motions) under Rule 4:5-1

CASE TYPES (Choose one and enter number of case type in appropriate space on the reverse side.)

Track 1 — 150 days' discovery

- 151 NAME CHANGE
- 175 FORFEITURE
- 302 TENANCY
- 399 REAL PROPERTY (other than Tenancy, Contract, Condemnation, Complex Commercial or Construction)
- 502 BOOK ACCOUNT (debt collection matters only)
- 505 OTHER INSURANCE CLAIM (INCLUDING DECLARATORY JUDGMENT ACTIONS)
- 506 PIP COVERAGE
- 510 UM or UIM CLAIM
- 511 ACTION ON NEGOTIABLE INSTRUMENT
- 512 LEMON LAW
- 801 SUMMARY ACTION
- 802 OPEN PUBLIC RECORDS ACT (SUMMARY ACTION)
- 999 OTHER (Briefly describe nature of action)

Track 2 — 300 days' discovery

- 305 CONSTRUCTION
- 509 EMPLOYMENT (other than CEPA or LAD)
- 599 CONTRACT/COMMERCIAL TRANSACTION
- 603 AUTO NEGLIGENCE – PERSONAL INJURY
- 605 PERSONAL INJURY
- 610 AUTO NEGLIGENCE – PROPERTY DAMAGE
- 699 TORT – OTHER

Track 3 — 450 days' discovery

- 005 CIVIL RIGHTS
- 301 CONDEMNATION
- 602 ASSAULT AND BATTERY
- 604 MEDICAL MALPRACTICE
- 606 PRODUCT LIABILITY
- 607 PROFESSIONAL MALPRACTICE
- 608 TOXIC TORT
- 609 DEFAMATION
- 616 WHISTLEBLOWER / CONSCIENTIOUS EMPLOYEE PROTECTION ACT (CEPA) CASES
- 617 INVERSE CONDEMNATION
- 618 LAW AGAINST DISCRIMINATION (LAD) CASES

Track IV – Active Case Management by Individual Judge / 450 days' discovery

- 156 ENVIRONMENTAL / ENVIRONMENTAL COVERAGE LITIGATION
- 302 MT. LAUREL
- 508 COMPLEX COMMERCIAL
- 513 COMPLEX CONSTRUCTION
- 514 INSURANCE FRAUD
- 701 ACTIONS IN LIEU OF PEROGATIVE WRITS

Mass Tort (Track IV)

- | | |
|---------------------------------------|--------------------------------|
| 241 TOBACCO | 274 RIPPERDAL/SEROQUEL/ZYPREXA |
| 248 CIBA GEIGY | 275 ORTHO EVRA |
| 264 PPA | 276 DEPO-PROVERA |
| 266 HORMONE REPLACEMENT THERAPY (HRT) | 601 ASBESTOS |
| 271 ACCUTANE | 619 VIOXX |
| 272 BEXTRA / CELEBREX | |

If you believe this case requires another track other than that provided above, please indicate the reason on Side 1, in the space under "Case Characteristics."

Please check off each applicable category

☐ Verbal Threshold

☐ Putative Class Action

☐ Title 59

Robert M. Silverman, Esquire
Jacqueline C. Herritt, Esquire
KIMMEL & SILVERMAN, P.C.
Executive Quarters
1930 E. Marlton Pike, Suite T11
Cherry Hill, NJ 08003
(856)429-8334

ATTORNEYS FOR PLAINTIFF

THIS IS AN ARBITRATION
MATTER. ASSESSMENT OF
DAMAGES HEARING IS
REQUESTED.

KEVIN COLLUCCI
28 Devine Drive
Mahwah, NJ 07430

SUPERIOR COURT BERGEN COUNTY

FILED

DEC 20 2007

DEPUTY CLERK

SUPERIOR COURT OF NEW JERSEY
BERGEN COUNTY

CIVIL ACTION

NO. L9332-07

v.

FORD MOTOR COMPANY
C/O CT Corporation
820 Bear Tavern Road, Suite 350
West Trenton, NJ 08628

COMPLAINT

1. Plaintiff, Kevin Collucci, is an adult individual citizen and legal resident of the State of New Jersey, 28 Devine Drive, Mahwah, NJ 07430.

2. Defendant, Ford Motor Company, is a corporation qualified to do and regularly conduct business in the State of New Jersey, with its address and principal place of business located at 300 Renaissance Center, P.O. Box 43301, Detroit, MI 48243, and can be served at C/O CT Corporation, 820 Bear Tavern Road, Suite 350, West Trenton, NJ 08628.

BACKGROUND

3. On or about February 24, 2006, Plaintiff purchased a demo 2006 Ford Explorer, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1FMEU73E06UA09594.

4. The vehicle was purchased in the State of New Jersey and is registered in the State of New Jersey.

5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the

Lemon Law, totaled more than \$35,410.00. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. During the first 24 months and/or 18,000 miles, Plaintiff complained on at least three (3) occasions about defects and or non-conformities to the following vehicle components: vehicle does not release from park when brake pedal is pressed, light does not illuminate when O-Drive button pushed, rear window is inoperable, vehicle hesitates when put in drive, when put into park vehicle seems to be in neutral, ABS, traction and wrench lights came on, axle boot is coming off and leaking grease, and white residue near radiator hose. True and correct copies of all invoices in Plaintiff possession are attached hereto, made a part hereof, and marked Exhibit "B".

COUNT I
NEW JERSEY MOTOR VEHICLE WARRANTY ACT

11. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

12. Plaintiff is a "Consumer" as defined by N.J.S.A. 56:12-30.

13. Defendant is a "Manufacturer" as defined by N.J.S.A. 56:12-30.

14. All American Ford, is and/or was at the time of sale a "Dealer or Motor Vehicle Dealer" in the business of buying, selling, and/or exchanging vehicles as defined by N.J.S.A. 56:12-30.

15. On or about February 24, 2006, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by N.J.S.A. 56:12-29 et seq., which substantially impair the use, value and/or safety of the vehicle.

16. Defendant through its authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Motor Vehicle Warranty Act as provided in N.J.S.A. 56:12-34(c). Plaintiff believes and therefore avers said failure is a per se violation of the New Jersey Consumer Fraud Act, N.J.S.A. 56:8-1 et seq., as well as a violation of the New Jersey Motor Vehicle Warranty Act.

17. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

18. Section 56:12-32 of the New Jersey Motor Vehicle Warranty Act provides:

- a. If, during the period specified in section 3 of this act, the manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time, the manufacturer shall accept return of the motor vehicle from the consumer. The manufacturer shall provide the consumer with a full refund of the purchase price of the original motor vehicle including any stated credit or allowance for the consumer's used motor vehicle, the cost of any options or other modifications arranged, installed, or made by the manufacturer or its dealer within 30 days after the date of original delivery, and any other charges or fees including, but not limited to, sales tax, license and registration fees, finance charges, reimbursement for towing and reimbursement for actual expenses incurred by the consumer for the rental of a motor vehicle equivalent to the consumer's motor vehicle and limited to the period during which the consumer's motor vehicle was out of service due to a nonconformity, less a reasonable allowance for vehicle use.

19. Section 56:12-33 of the New Jersey Motor Vehicle Warranty Act provides a presumption of a reasonable number of repair attempts:

- a. It is presumed that a manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time if, within the first 18,000 miles of operation or during the period of two years following the date of original delivery of the motor vehicle to a consumer, whichever is the earlier date:
 - (1) Substantially the same nonconformity has been subject to repair three or more times by the manufacturer or its dealer and the nonconformity continues to exist; or
 - (2) The motor vehicle is out of service by reason of repair for one or more nonconformities for a cumulative total of 20 or more calendar days since the original delivery of the motor vehicle and a nonconformity continues to exist.

- b. The presumption contained in sub-section a. of this section shall apply against a manufacturer only if the manufacturer has received written notification, by or on behalf of the consumer, by certified mail return receipt requested, of a potential claim pursuant to the provisions of this act and has had one opportunity to repair or correct the defect or condition within 10 calendar days following receipt of the notification. Notification by the consumer shall take place any time after the motor vehicle has had substantially the same nonconformity subject to repair two or more times or has been out of service by reason of repair for a cumulative total of 20 or more calendar days.

20. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

21. In addition, the above vehicle has or will be out of service by reason of the nonconformities complained of for a cumulative total of twenty (20) or more calendar days.

22. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

23. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

24. Plaintiff has been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton, and negligent failure to comply with the provisions of N.J.S.A. 56:12-29 et seq.

25. Plaintiff has provided Defendant with a final repair opportunity prior to filing the within Complaint.

26. Pursuant to N.J.S.A. 56:12-29 et seq., Plaintiff seeks relief for losses due to the nonconformities and defects in the above-mentioned vehicle in addition to reasonable attorney fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

27. Plaintiff may or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

28. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

29. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

30. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

31. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

32. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

33. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

34. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

35. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

36. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

37. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

38. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

39. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

40. Plaintiff avers that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

41. Plaintiff avers Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

42. Plaintiff avers that Defendant's warranty did not require Plaintiff to first resort to a Dispute Resolution Program before filing suit.

43. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT III
UNIFORM COMMERCIAL CODE

44. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

45. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of Defendant, including but not limited to the following:

- a. Express Warranty;
- b. Implied Warranty Of merchantability; and
- c. Implied Warranty Of Fitness For A Particular Purpose.

46. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranties of merchantability.

47. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

48. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

49. Such damages include, but are not limited to, the contract price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the contract price of the vehicle, plus all collateral charges and attorneys' fees.

KIMMEL & SILVERMAN, P.C.

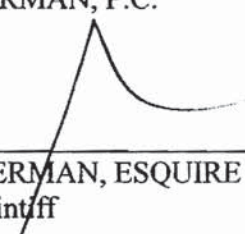
By: 

ROBERT M. SILVERMAN, ESQUIRE
Attorney for Plaintiff
Executive Quarters
1930 E. Marlton Pike, Suite T11
Cherry Hill, NJ 08003
(856) 429-8334

JURY-DEMAND

Plaintiff hereby demands a trial by jury as to all the issues

KIMMEL & SILVERMAN, P.C.


By: 

ROBERT M. SILVERMAN, ESQUIRE
Attorney for Plaintiff

CERTIFICATION PURSUANT TO R.4:15-1

Upon knowledge and belief I hereby certify that there are no other actions or arbitrations related to this suit pending or presently contemplated.

KIMMEL & SILVERMAN, P.C.

By: 

ROBERT M. SILVERMAN, ESQUIRE
Attorney for Plaintiff

CERTIFICATION OF NOTICE

Pursuant to N.J.S.A. 56:8-20 Plaintiff is mailing a copy of this Complaint to the Office of the Attorney General, Richard J. Hughes Justice Complex, 25 West Market Street in the City of Trenton, County of Mercer, in the state of New Jersey on *December 18, 2007*

KIMMEL & SILVERMAN, P.C.

By: 
ROBERT M. SILVERMAN, ESQUIRE
Attorney for Plaintiff

Motor Vehicle
Retail Order
☐ New ☐ Used
☒ Demo ☐



520 River Street
HACKENSACK, N.J. 07601
Tel. (201) 487-6700
Fax (201) 487-8925



CUSTOMER [REDACTED] DATE 2/21/06 STOCK NO. 676324
ADDRESS [REDACTED]
HOME PHONE [REDACTED] SALESPERSON JF

PLEASE ENTER MY ORDER FOR ONE 1000 DEP MODEL F2100
BODY TYPE XLT COLOR OLIVE MILES 3712 SERIAL NO. 1FMEU7B6B6L

INTERIOR TRIM COLOR

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:

* Cash Purchase * Finance Purchase * Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TO BE DELIVERED ON OR ABOUT

Price of Unit 35410 -

Additional Equipment (options)

IF A NEW VEHICLE SALE OR LEASE...

The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX

☐ This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR
☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES AND LEASES-DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold/leased and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

Date 2/21/06 Customer's Signature [REDACTED]

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE OR

LEASE)

The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item

Date 2/21/06 Customer's Signature [REDACTED]

TRADE-IN DESCRIPTION AND ALLOWANCE

Year 1997 Make Ford Model F150

Serial No. 1FMEU7B6B6L Mileage 113000

Trade-in Value 7500 Date of 2/21/06

Less Balance Owed

Net Trade-in Allowance

Balance Owed to:

Address:

Account No.:

Info. From Good Thru

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate.

Date 2/21/06

AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION.

The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the purchase or lease identified in this Motor Vehicle Retail Order and the financing thereof. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. New Jersey Consumer Fraud Act, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to waive any right to pursue any such claims including statutory, state or federal claims, as a class action. There are no limitations on the type of claims that must be arbitrated, except for New Car Lemon Law and Magnuson-Moss Warranty Act claims which are excluded from arbitration under this agreement. The arbitration shall be conducted in accordance with the Rules of the American Arbitration Association before a single arbitrator. The costs included in the arbitration process shall be shared as provided by the Association's Rules. The arbitration shall take place in New Jersey at the address of the dealership listed on the Retail Order Form. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION AND HAVE A JURY TRIAL. PLEASE READ IT CAREFULLY PRIOR TO SIGNING.

Accepted By:

Date

Date



6310577

208878

All American

INVOICE

ISUZU



SUZUKI

PAGE 1

520 River Street • Hackensack, NJ 07601
Phone: (201) 487-6700 Fax: (201) 525-2562

MAHWAH, NJ

HOME:

CELL:

SERVICE ADVISOR: 129 GEORGE WELKEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	06	FORD EXPLORER	1FMEU73E06U		13000/13000	T5210	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB06	IS08AUG05		19:00 07AUG06		94.50	CASH	08AUG06

R.O. OPENED: READY OPTIONS: STK:6T0324 DLR:02724
 10:27 07AUG06 14:06 08AUG06 ENG:99E 4.0L SOHC V6 ENGINE
 TRN:44V 5-SPEED AUTOMATIC O/D TRANS AXL:21

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A C/S VEH DOES NOT RELEASE FROM PARK, EVEN AFTER STEPPING ON BRAKE PEDA							

CAUSE:

SOP PARTS HAVE BEEN ORDERED/ADJUSTMENTS MADE TO
 PROVIDE TEMPORARY RESOLUTION OF CONCERN

131 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

EST: 0.00

07AUG06 10:27 SA: 129

***** THANK YOU FOR SERVICING *****
 ***** YOUR VEHICLE AT ALL AMERICAN FORD *****
 PLEASE RETAIN THIS INVOICE FOR YOUR RECORDS
 ALL FORD PARTS ARE COVERED BY A LIMITED
 WARRANTY OF 12 MONTHS OR 12,000 MILES WHICH
 EVER OCCURS FIRST ***** SERVICE HOURS
 SATURDAY HOURS ARE 8:00 TILL 4:00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
 SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
 UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
 ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
 CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
 NOTIFICATION AT THE SERVICING DEALER FOR THE MANUFACTURER'S
 REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all
 of the warranties with respect to
 the sale of this item/items. The
 Seller hereby expressly disclaims all
 warranties, either express or
 implied, including any implied
 warranty of merchantability or
 fitness for a particular purpose.
 Seller neither assumes nor
 authorizes any other person to
 assume for it any liability in
 connection with the sale of this
 item/items.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED

CUSTOMER SIGNATURE



CUSTOMER COPY

EA09-013 000120LC

6310577

211739

All American

INVOICE



SUZUKI

PAGE 1

520 River Street • Hackensack, NJ 07601
Phone: (201) 187-6700 Fax: (201) 525-2562

MAHWAH, NJ

HOME

CELL

SERVICE ADVISOR: 129 GEORGE WELKEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	06	FORD EXPLORER	1FMEU73E06U		14000/14000	T4956	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB06	IS08AUG05		19:00 03OCT06		94.50	CASH	02OCT06

R.O. OPENED	READY	OPTIONS: STK:6T0324 DLR:02724					
12:05 26SEP06	16:38 02OCT06	ENG:99E 4.0L SOHC V6 ENGINE					
		TRN:44V 5-SPEED AUTOMATIC O/D TRANS AXL:21					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A REFERENCE RO#208878/VEHICLE DOES NOT RELEASE FROM PARK, EVEN AFTER
DEPRESSING BRAKE PEDAL//

CAUSE:

D VERIFY/DIAGNOSE:SHIFTER AND LOCK SOLENOID
FAILED/REPLACE SHIFT ACTUATOR-SOLENOID
ASSEMBLY/GOOD ON RECHECK

131 W

1 6L2Z*7E096*A ACTUATOR ASY

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

NOTE: BRAKE PEDAL MUST BE DEPRESSED BEFORE ATTEMPTING TO MOVE SHIFT
HANDLE/DEPRESSION OF BRAKE PEDAL RELEASES SHIFT LOCK SOLENOID.

B** LOANER CAR PROVIDED

D INFO

999 IREN

SUBL VCB99R 07 PLUM EXPLR 006316

PO#006316

IREN

(N/C)

(N/C)

EST: 0.00

26SEP06 12:05 SA: 129

***** THANK YOU FOR SERVICING *****
***** YOUR VEHICLE AT ALL AMERICAN FORD *****
PLEASE RETAIN THIS INVOICE FOR YOUR RECORDS
ALL FORD PARTS ARE COVERED BY A LIMITED
WARRANTY OF 12 MONTHS OR 12,000 MILES WHICH
EVER OCCURS FIRST ***** SERVICE HOURS
SATURDAY HOURS ARE 8:00 TILL 4:00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all
of the warranties with respect to
the sale of this item/items. The
Seller hereby expressly disclaims all
warranties, either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

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6310577

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INVOICE

PAGE 1

520 River Street • Hackensack, NJ 07601
Phone: (201) 437-6700 Fax: (201) 525-2562

MAHWAH, NJ

HOME:

CELL:

SERVICE ADVISOR: 129 GEORGE WELKEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	06	FORD EXPLORER	1FMEU73E06U		17000/17000	T3753	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB06	IS08AUG05		19:00	11OCT06	94.50	CASH	12OCT06

R.O. OPENED READY OPTIONS: STK:6T0324 DLR:02724
 17:43 10OCT06 12:49 12OCT06 ENG:99E 4.0L SOHC V6 ENGINE
 TRN:44V 5-SPEED AUTOMATIC O/D TRANS AXL:21

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S VEH STILL DIFFICULT TO REMOVE FROM PARK/RECENTLY REPAIRED HERE
 CAUSE:

D VERIFY-DIAGNOSE/R-R CENTER CONSOLE FOR
 ACCESS/INSPECT AND RESECURE WIRE TERMINALS
 AT SHIFT INTERLOCK TO MODULE IN
 LINE/REASSEMBLE/RECHECK OK

131 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

B C/S WHEN O-DRIVE BUTTON PRESSED, NO LIGHT ILLUMINATES ON INSTRUMENT
 CLUSTER

CAUSE:

D VERIFY/DIAGNOSE/R-R INSTRUMENT CLUSTER/RESECURE
 O'DRIVE BULB SOCKET IN
 CLUSTER/REASSEMBLE/GOOD ON RECHECK

131 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

C LOANER CAR PROVIDED

IREN LOANER CAR PROVIDED

131 IREN

(N/C)

SUBL VCX39C BEIGE 500 PROVIDED #006371

PO#006371

IREN

(N/C)

D PERFORM FREE MULTI-POINT VEHICLE INSPECTION

99P MULTI-POINT INSPECTION, PERFORM COMPLIMENTARY

QCM MULTI-POINT INSPECTION.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER		DESCRIPTION		TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.		LABOR AMOUNT		
			PARTS AMOUNT		
			GAS, OIL, LUBE		
			SUBLET AMOUNT		
			MISC. CHARGES		
			TOTAL CHARGES		
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		LESS INSURANCE		
		CUSTOMER SIGNATURE		SALES TAX	
				PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

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INVOICE



SUZUK

MAHWAH, NJ

HOME

CELL

PAGE 1

520 River Street • Hackensack, NJ 07601
Phone: (201) 487-6700 Fax: (201) 525-2562

SERVICE ADVISOR: 173 KEN F WHYTE

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	PAYMENT	INV. DATE
24FEB06	IS08AUG05		19:00 07NOV06		94.50 CASH	10NOV06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES RETURN VISIT 3X BACK, WHEN THE BRAKE IS APPLIED THE VEHICLE WILL NOT COME OUT OF PARK.

CAUSE: CHECKED VEHICLE AND VERIFIED CUSTOMER CONCERN. PERFORMED A PINPOINT TEST, FOUND THE GEAR SHIFT LEVER AND STOP LAMP SWITCH ARE DEFECTIVE.

RSLSA REPLACE STOP LAMP SWITCH ASSEMBLY AND GEAR SHIFT LEVER ASSEMBLY

131	W		(N/C)
1	3M5Z*13480*AA	SWITCH ASY - STOP LIGHT	(N/C)
1	6L2Z*7210*Y	LEVER - GEAR SHIFT	(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

B CUSTOMER STATES THE LEFT REAR WINDOW IS INOPERATIONVE.

CAUSE: CHECKED LEFT REAR WINDOW OPERATION AND VERIFIED CUSTOMER CONCERN. PERFORMED A PINOPINT TEST AND FOUND THE POWER WINDOW MOTOR IS DEFECTIVE.

RPWMA REPLACE POWER WINDOW MOTOR ASSEMBLY

131	W		(N/C)
1	6L2Z*7823394*AA	MOTOR ASY - WINDOW OPERATING	(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

C CUSTOMER STATES INTERMITTENTLY WHEN VEHICLE IS PUT INTO DRIVE IT HESITATES BERORE ENGAGING. CUSTOMER MUST SHIFT OUT OF DRIVE AND THEN BACK INTO DRIVE TO GET VEHICLE TO MOVE.

CAUSE: ROAD TESTED VEHICLE AND COULD NOT DUPLICATE THE CUSTOMER CONCERN AT THIS TIME.

VND VEHICLE IS NOT DUPLICATING CUSTOMERS CONCERN AT THIS TIME

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

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6310577

214105

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SUZUKI

MAHWAH, NJ

PAGE 2

520 River Street • Hackensack, NJ 07601
Phone: (201) 487-6700 Fax: (201) 525-2562

SERVICE ADVISOR: 173 KEN F WHYTE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BROWN	06	FORD EXPLORER	1FMEU73E06U		18400/18409	T366	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB06	IS08AUG05		19:00 07NOV06		94.50	CASH	10NOV06

R.O. OPENED	READY	OPTIONS: STK:6T0324 DLR:02724					
		ENG:99E 4.0L SOHC V6 ENGINE					
16:30 07NOV06	18:32 10NOV06	TRN:44V 5-SPEED AUTOMATIC O/D TRANS AXL: (More...)					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	131		W				(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

D PERFORM FREE MULTI-POINT VEHICLE INSPECTION

CAUSE: GOOWDILL VEHICLE INSPECTION

99P MULTI-POINT INSPECTION, PERFORM COMPLIMENTARY
QCM MULTI-POINT INSPECTION.

131 CPL

0.00

0.00

E LOANER CAR PROVIDED

CAUSE: CUSTOMER NEEDED A LOANER VEHICLE WHILE VEHICLE IS IN FOR REPAIR

IREN LOANER CAR PROVIDED

999 IREN

(N/C)

SUBL VCX10C STONE EXPLORER PROVIDED #006499

PO#006499

IREN

(N/C)

EST: 0.00

07NOV06 16:30 SA: 173

***** THANK YOU FOR SERVICING *****

***** YOUR VEHICLE AT ALL AMERICAN FORD *****

PLEASE RETAIN THIS INVOICE FOR YOUR RECORDS

ALL FORD PARTS ARE COVERED BY A LIMITED

WARRANTY OF 12 MONTHS OR 12,000 MILES WHICH

EVER OCCURS FIRST ***** SERVICE HOURS

SATURDAY HOURS ARE 8:00 TILL 4:00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

EA09-013 000124LC

6310577

215388

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INVOICE



SUZUKI

PAGE 1

520 River Street • Hackensack, NJ 07601
Phone: (201) 487-6700 Fax: (201) 525-2562

MAHWAH, NJ

HOME:

CELL:

SERVICE ADVISOR: 505 SAL F BAWAB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	06	FORD EXPLORER	1FMEU73E06U		19120/19120	T658	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB06	IS08AUG05		19:00 30NOV06		94.50	CASH	01DEC06

R.O. OPENED READY OPTIONS: STK:6T0324 DLR:02724
 16:39 30NOV06 17:06 01DEC06 ENG:99E 4.0L SOHC V6 ENGINE
 TRN:44V 5-SPEED AUTOMATIC O/D TRANS AXL: (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S THAT WHEN MOVING SHIFTER FROM PARK INTO DRIVE VEICHL E SEEMS TO BE
 IN NEAUTRL

CAUSE: COULD NOT DUPLICATE CONCERN, CONTACTED FORD HOTLINE NO KNOWN
 PROBLEMS AT THIS TIME, SHIFTER OPERATION AS DESIGNED AT THIS
 TIME

D INFO

220

W

(N/C)

B PERFORM FREE MULTI-POINT VEHICLE INSPECTION

99P MULTI-POINT INSPECTION, PERFORM COMPLIMENTARY

QCM MULTI-POINT INSPECTION.

220 CPL

0.00

0.00

C PROVIDED

LOANER PROVIDED

999 IREN

(N/C)

SUBL VCB94R BLACK EXPLORER PROVIDED #006597

PO#006597

IREN

(N/C)

EST: 0.00

30NOV06 16:39 SA: 505

***** THANK YOU FOR SERVICING *****
 ***** YOUR VEHICLE AT ALL AMERICAN FORD *****
 PLEASE RETAIN THIS INVOICE FOR YOUR RECORDS
 ALL FORD PARTS ARE COVERED BY A LIMITED
 WARRANTY OF 12 MONTHS OR 12,000 MILES WHICH
 EVER OCCURS FIRST ***** SERVICE HOURS
 SATURDAY HOURS ARE 8:00 TILL 4:00

H400817-001 MY KMER SERVICES, INC. (B01) (854-0028) 14811 (1/02)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
 SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
 UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
 ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
 CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
 NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
 MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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 Seller hereby expressly disclaims all
 warranties either express or
 implied, including any implied
 warranty of merchantability or
 fitness for a particular purpose.
 Seller neither assumes nor
 authorizes any other person to
 assume for it any liability in
 connection with the sale of this
 item/items.

DESCRIPTION

TOTALS

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

EA09-013 000125LC

6310577

218692

All American

INVOICE

**ISUZU**520 River Street • Hackensack, NJ 07601
Phone: (201) 487-6700 Fax: (201) 525-2562

PAGE 1

MAHWAH, NJ

HOME:

CELL:

SERVICE ADVISOR: 218 TIM MORGAN

COL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BROWN 06 FORD EXPLORER	1FMEU73E06U		23542/23542	T958
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.
24FEB06	IS08AUG05		19:00 02FEB07	
R.O. OPENED	READY	OPTIONS	STK:6T0324 DLR:02724	
16:34 01FEB07	15:03 05FEB07	ENG:99E 4.0L SOHC V6 ENGINE	TRN:44V 5-SPEED AUTOMATIC O/D TRANS AXL: (More...)	

LIST	NET	TOTAL
A CUSTOMER STATES INTERMITTLING TRANSMISSION WILL NOT ENGAGE INTO DRIVE		
WHEN IT WILL NOT ENGAGE INTO GEAR SHIFTER HAS TO BE MOVED		
BEFORE IT WILL ENGAGE INTO GEAR.		

CAUSE:

D INFO

198 W (N/C)
 1 8R3Z*7153*A KIT - GASKET (N/C)
 1 4L2Z*7Z490*AA PLATE - THRUST (N/C)
 1 1L2Z*7A098*AC SCREEN ASY (N/C)
 1 1L2Z*7005*BD CASE ASY - TRANSMISSION (N/C)
 10 XT*5*QM FLUID - TRANSMISSION (N/C)
 1 4L2Z*7086*AA GASKET (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

5918

VERIFIED CONCERN, REMOVED PAN FOUND LOOSE SHIFTER BRACKET. TRY
 TIGHTEN, UNABLE NO THREADS IN CASE. REMOVE UNIT AND REPLACE CASE

B PROVIDED

LOANER PROVIDED

999 IREN (N/C)

SUBL VCX35C WHITE 500 PROVIDED #006885

PO#006885

IREN (N/C)

C PERFORM FREE MULTI-POINT VEHICLE INSPECTION

CAUSE:

99P MULTI-POINT INSPECTION, PERFORM COMPLIMENTARY
 QCM MULTI-POINT INSPECTION.

198 W (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
 SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
 UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
 ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
 CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
 NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
 MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all
 of the warranties with respect to
 the sale of this item/items. The
 Seller hereby expressly disclaims all
 warranties, either express or
 implied, including any implied
 warranty of merchantability or
 fitness for a particular purpose.
 Seller neither assumes nor
 authorizes any other person to
 assume for it any liability in
 connection with the sale of this
 item/items.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

EA09-013 000126LC

6310577

220675

All American

* INVOICE *

 520 River Street • Hackensack, NJ 07601
 Phone: (201) 487-6700 Fax: (201) 525-2562

PAGE 1

MAHWAH, NJ

HOME

CELL

SERVICE ADVISOR: 218 TIM MORGAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	06	FORD EXPLORER	1FMEU73E06T		25314/25314	T9445	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB06	IS08AUG05		19:00 12MAR07		94.50	CASH	15MAR07

R.O. OPENED	READY	OPTIONS:					
		STK:6T0324 DLR:02724					
		ENG:99E 4.0L SOHC V6 ENGINE					
16:27 12MAR07	10:09 15MAR07	TRN:44V 5-SPEED AUTOMATIC O/D TRANS AXL: (More...)					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES ABS, TRACTION AND WRENCH LIGHTS CAME ON

CAUSE:

D INFO

 208 W
 1 2L2Z*2C182*AA INDICATOR ASY

(N/C)

(N/C)

 VERIFIED CONCERN, CODE C1235 PERFORM PINPOINT TESTING, FOUND TONE
 RING CRACKED ON RIGHT REAR WHEEL. REPLACE RING

 B PERFORM FREE MULTI-POINT VEHICLE INSPECTION
 99P MULTI-POINT INSPECTION, PERFORM COMPLIMENTARY
 QCM MULTI-POINT INSPECTION.

208 W

(N/C)

C** LOANER CAR PROVIDED

IREN LOANER CAR PROVIDED

999 IREN

(N/C)

SUBL VCB95R 07 WHITE EXPLR PROVIDED 007064

PO#007064

IREN

(N/C)

 ***** THANK YOU FOR SERVICING *****
 ***** YOUR VEHICLE AT ALL AMERICAN FORD *****
 PLEASE RETAIN THIS INVOICE FOR YOUR RECORDS
 ALL FORD PARTS ARE COVERED BY A LIMITED
 WARRANTY OF 12 MONTHS OR 12,000 MILES WHICH
 EVER OCCURS FIRST ***** SERVICE HOURS
 SATURDAY HOURS ARE 8:00 TILL 4:00

 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
 SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
 UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
 ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
 CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
 NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
 MANUFACTURER'S REPRESENTATIVE.

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 Seller hereby expressly disclaims all
 warranties, either express or
 implied, including any implied
 warranty of merchantability or
 fitness for a particular purpose.
 Seller neither assumes nor
 authorizes any other person to
 assume for it any liability in
 connection with the sale of this
 item/items.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

EA09-013 000127LC

6310577

224153

All American

INVOICE

 520 River Street • Hackensack, NJ 07601
 Phone: (201) 487-6700 Fax: (201) 525-2562

PAGE 1

MAHWAH, NJ

HOME:

CELL:

SERVICE ADVISOR: 421 NATALE RUFFINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	06	FORD EXPLORER	1FMEU73E06U		28630/28632	T338	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB06	IS08AUG05		19:00 16MAY07		94.50	CASH	16MAY07

R.O. OPENED	READY	OPTIONS:
15:30 15MAY07	16:10 16MAY07	STK:6T0324 DLR:02724 ENG:99E 4.0L SOHC V6 ENGINE TRN:44V 5-SPEED AUTOMATIC O/D TRANS AXL: (More...)

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A CUSTOMER STATES RIGHT AXLE BOOT IS COMING OFF AND LEAKING GREASE
 CAUSE: LOOSE CLAMP

E REPLACED RIGHT AXLE BOOT RECHECK OK

422 W

(N/C)

1 6L2Z*3A331*A BOOT

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

6171

B CUSTOMER STATES WHITE RESIDO NEAR UPPER RADIATOR HOSE ADVISE

CAUSE: LOOSE CLAMP

D TIGHTEN CLAMP FOR UPPER RADIATOR HOSE RECHECK

OK

422 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

6171

C** LOANER CAR PROVIDED

D INFO

999 IREN

(N/C)

SUBL VCX37C 07 BLACK 500 PROVIDED 007392

PO#007392

IREN

(N/C)

EST: 99.00 15MAY07 15:30 SA: 421

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

EA09-013 000128LC

6310577

235465

All American

INVOICE

 520 River Street • Hackensack, NJ 07601
 Phone: (201) 487-6700 Fax: (201) 525-2567

MAHWAH, NJ

PAGE 1

HOME:

CELL:

SERVICE ADVISOR: 224 ELIANA GIRALDO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	T	
BROWN	06	FORD EXPLORER	1FMEU73E06U		39000/39000	T9	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB06	DD08AUG05		19:00 01DEC07		94.50	CASH	03DEC07

R.O. OPENED

READY

OPTIONS: STK:6T0324 DLR:02724

ENG:99E 4.0L SOHC V6 ENGINE

08:20 01DEC07 07:48 03DEC07 TRN:44V 5-SPEED AUTOMATIC O/D TRANS AXL: (More...)

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A CUSTOMER STATES THAT THE GEAR SHIFTER DOESN'T COME OUT OF PARK

CAUSE:

D REPLACED THE LEVER - GEAR SHIFTER

164

W

(N/C)

1 7L2Z*7210*D LEVER - GEAR SHIFT

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

0009

B PERFORM FREE MULTI-POINT VEHICLE INSPECTION

CAUSE:

ATW PERFORM FREE MULTI-POINT VEHICLE INSPECTION

164

W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

0009

C** PROVIDED

LOANER PROVIDED

999 IREN

(N/C)

SUBL VCB97R GREEN EXPLORER PROVIDED #008280 PO#

PO#008280

IREN

(N/C)

EST: 0.00

01DEC07 08:20 SA: 224

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

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

CUSTOMER COPY

EA09-013 000129LC



CIVIL CASE INFORMATION STATEMENT (CIS)

Use for initial Law Division – Civil Part pleadings (not motions) under Rule 4:5-1.

Pleading will be rejected for filing, under Rule 1:5-6(c), if information above the black bar is not completed or if attorney's signature is not affixed.

FOR USE BY CLERKS OFFICE ONLY

PAYMENT TYPE: CK CG CA

CHG/ CK NO.

AMOUNT:

OVERPAYMENT:

BATCH NUMBER:

ATTORNEY/ PRO SE NAME Robert M. Silverman, Esq.		TELEPHONE NUMBER (856) 429-8334	COUNTY OF VENUE Bergen County
FIRM NAME (if applicable) Kimmel & Silverman, P.C.		DOCKET NUMBER (When available) L9332-07	
OFFICE ADDRESS Executive Quarters 1930 E. Marlton Pike, Suite Q29 Cherry Hill, NJ 08003		DOCUMENT TYPE Complaint	
NAME OF PARTY (e.g. John Doe, Plaintiff) [REDACTED]		CAPTION Ford Motor Company	
CASE TYPE NUMBER (See reverse side for listing) 512 – Lemon Law	IS THIS A PROFESSIONAL MALPRACTICE CASE? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO IF YOU HAVE CHECKED "YES," SEE N.J.S.A. 2A:53a-27 AND APPLICABLE CASE LAW REGARDING YOUR OBLIGATION TO FILE AN AFFIDAVIT OF MERIT.		
RELATED CASES PENDING? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	IF YES, LIST DOCKET NUMBERS		
DO YOU ANTICIPATE ADDING ANY PARTIES (arising out of same transaction or occurrence)? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	NAME OF DEFENDANT'S PRIMARY INSURANCE COMPANY, IF KNOWN <input type="checkbox"/> NONE <input checked="" type="checkbox"/> UNKNOWN		
THE INFORMATION PROVIDED ON THIS FORM CANNOT BE INTRODUCED INTO EVIDENCE.			
CASE CHARACTERISTICS FOR PURPOSES OF DETERMINING IF CASE IS APPROPRIATE FOR MEDIATION			
A. DO PARTIES HAVE A CURRENT, PAST OR RECURRENT RELATIONSHIP? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF YES, IS THAT RELATIONSHIP <input type="checkbox"/> EMPLOYER – EMPLOYEE <input type="checkbox"/> FRIEND / NEIGHBOR <input type="checkbox"/> OTHER (explain) _____ <input type="checkbox"/> FAMILIAL <input type="checkbox"/> BUSINESS	
B. DOES THE STATUTE GOVERNING THIS CASE PROVIDE FOR PAYMENT OF FEES BY THE LOSING PARTY? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
USE THIS SPACE TO ALERT THE COURT TO ANY SPECIAL CASE CHARACTERISTICS THAT MAY WARRANT INDIVIDUAL MANAGEMENT OR ACCELERATED DISPOSITION:			
DO YOU OR YOUR CLIENT HAVE ANY NEEDS UNDER THE AMERICANS WITH DISABILITIES ACT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO IF YES, PLEASE IDENTIFY _____			
WILL AN INTERPRETER BE NEEDED? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO IF YES, FOR WHAT LANGUAGE _____			
ATTORNEY SIGNATURE 			

Revised effective 09/1/2007, CN10517-English



CIVIL CASE INFORMATION STATEMENT (CIS)

Use for initial pleadings (not motions) under Rule 4:5-1

CASE TYPES (Choose one and enter number of case type in appropriate space on the reverse side.)

Track 1 — 150 days' discovery

- 151 NAME CHANGE
- 175 FORFEITURE
- 302 TENANCY
- 399 REAL PROPERTY (other than Tenancy, Contract, Condemnation, Complex Commercial or Construction)
- 502 BOOK ACCOUNT (debt collection matters only)
- 505 OTHER INSURANCE CLAIM (INCLUDING DECLARATORY JUDGMENT ACTIONS)
- 506 PIP COVERAGE
- 510 UM or UIM CLAIM
- 511 ACTION ON NEGOTIABLE INSTRUMENT
- 512 LEMON LAW
- 801 SUMMARY ACTION
- 802 OPEN PUBLIC RECORDS ACT (SUMMARY ACTION)
- 999 OTHER (Briefly describe nature of action)

Track 2 — 300 days' discovery

- 305 CONSTRUCTION
- 509 EMPLOYMENT (other than CEPA or LAD)
- 599 CONTRACT/COMMERCIAL TRANSACTION
- 603 AUTO NEGLIGENCE — PERSONAL INJURY
- 605 PERSONAL INJURY
- 610 AUTO NEGLIGENCE — PROPERTY DAMAGE
- 699 TORT — OTHER

Track 3 — 450 days' discovery

- 005 CIVIL RIGHTS
- 301 CONDEMNATION
- 602 ASSAULT AND BATTERY
- 604 MEDICAL MALPRACTICE
- 606 PRODUCT LIABILITY
- 607 PROFESSIONAL MALPRACTICE
- 608 TOXIC TORT
- 609 DEFAMATION
- 616 WHISTLEBLOWER / CONSCIENTIOUS EMPLOYEE PROTECTION ACT (CEPA) CASES
- 617 INVERSE CONDEMNATION
- 618 LAW AGAINST DISCRIMINATION (LAD) CASES

Track IV — Active Case Management by Individual Judge / 450 days' discovery

- 156 ENVIRONMENTAL / ENVIRONMENTAL COVERAGE LITIGATION
- 302 MT. LAUREL
- 508 COMPLEX COMMERCIAL
- 513 COMPLEX CONSTRUCTION
- 514 INSURANCE FRAUD
- 701 ACTIONS IN LIEU OF PEROGATIVE WRITS

Mass Tort (Track IV)

- | | |
|---------------------------------------|--------------------------------|
| 241 TOBACCO | 274 RIPPERDAL/SEROQUEL/ZYPREXA |
| 248 CIBA GEIGY | 275 ORTHO EVRA |
| 264 PPA | 276 DEPO-PROVERA |
| 266 HORMONE REPLACEMENT THERAPY (HRT) | 601 ASBESTOS |
| 271 ACCUTANE | 619 VIOXX |
| 272 BEXTRA / CELEBREX | |

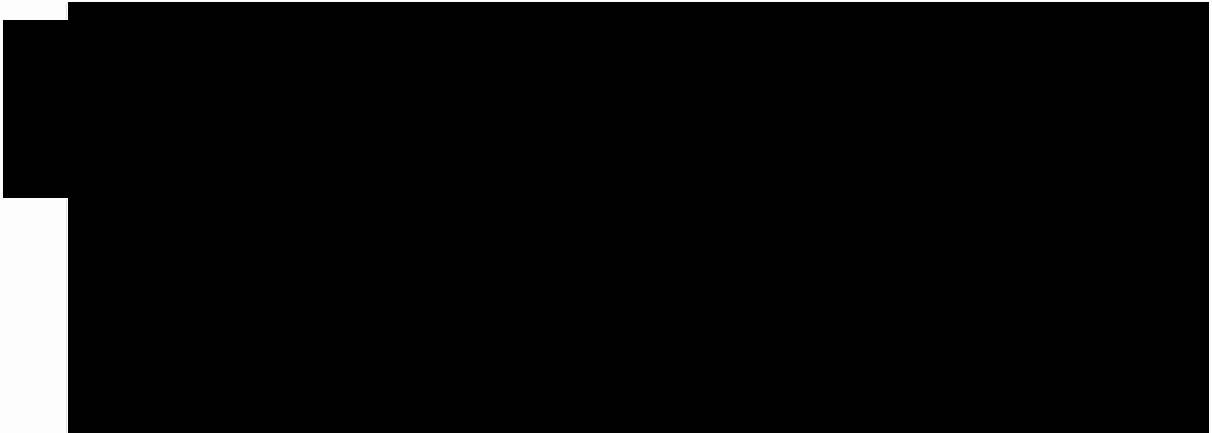
If you believe this case requires another track other than that provided above, please indicate the reason on Side 1, in the space under "Case Characteristics."

Please check off each applicable category

☐ Verbal Threshold

☐ Putative Class Action

☐ Title 59



From: Salting, Michael Ronald [mailto:MichaelSalting@teletech.com]
Sent: Saturday, March 26, 2011 8:23 PM
To: Hull, Michelle (M.K.)
Cc: Schleffer, Gordon
Subject: 1560272000

Hi Michelle,

Do you have any updates on this legal case?

1-5NTMHP

I am very disappointed that I have not heard anything on this.

Ford Motor CompanyMain Topic: GeneralCorporateEmail Questions: We own a 2006 Ford Explorer. The vehicle came out of park and caused an accident resulting in \$750 out of our pocket. Do we pursue a claim with Ford directly, our state department of consumer protection or the Better Business Bureau. Please advise.Owner First Name: Jodi Owner Last Name: YearlingOwner Email Address:

Client Browser : Explorer 8Client OS : Windows

1) Registered Owner of Vehicle Information:

2) Last Name:

3) First Name:

4) Address:

5) City: Windsor

6) State: WI

7) Zip Code:

8) Daytime P

9) Home Ph

10) a. Vehicle Identification Number: 1fmeu74ex6u

b. Odometer Reading (if known): 74652

3/28/2011

- 11) Servicing Dealership: Capital Ford
- 12) Date of the accident: 07/03/10
- 13) Cause of the accident: Releasing the parking brake caused the car to roll backwards; car was in park
- 14) Location where accident occurred: Iron River, WI
- 15) a. Were any injuries sustained: Yes
- b. If so, to what extent: Bruising only
- 16) a. Was there was a police report filed: No
- b. If a police report was filed, what were the findings:
- 17) The police report number and the city or county in which the report was filed:
- 18) a. Have you filed a claim with your Insurance Company: Yes
- b. If a claim has been filed, what is the status of the claim: Approved for both boat trailer and vehicle
- 19) Is the vehicle repairable: Yes
- 20) Name and address of attorney if one has been contacted: Family attorney will be used if necessary- we are only asking for reimbursement of \$500 for deductibles, so hopefully this can be settled without further action.

Thanks in advance!

Jelly

Percepta

Mike Salting | Team Lead - Operations | Ford Customer Service Division |
2/F Robinsons Place Cainta | Ortigas Avenue Extension | Cainta, Rizal 1900
| Philippines | 303.397.9431 (Direct) | +63.915.233.36.43 (Mobile)

MichaelSalting@teletech.com | www.percepta.com

"Nearly all men can stand adversity, but if you want to test a man's character, give him power. -- Abraham Lincoln"

Please visit us at <http://www.teletech.com>

.....
This EMAIL and any attachments may contain confidential, proprietary and/or privileged information. If you are not the intended recipient, please immediately notify the sender by return email, and delete this communication and any copies. Any dissemination or use of this information by a person other than the intended recipient is unauthorized and may be subject to criminal and civil proceedings. Unless otherwise stated, opinions expressed in this email are those of the author and are not endorsed by TeleTech Holdings.
.....

3/28/2011

BEGINNING OF CONTACT
07/20/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.02

=====

REGION: G1 CHICAGO	OGC ISSUE	CASE NBR: 1560272000.
VIN: 1FMEU74EX6U [REDACTED]	ZONE: A08	OPENED: 2010/07/19
	ENGINE: E	CLOSED: 2010/07/19
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI:
ADDRESS: [REDACTED]		
CITY: WINDSOR	STATE: WI	ZIP: 53598
HOME PHONE: [REDACTED]		
MODEL YEAR: 2006	MODEL: EXPLORER	
MILEAGE: 74652		
DEALER NAME: CAPITOL FORD SALES I	SALES CODE: F41102	P & A: 04312
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 302400 PARKING BRAKE INOP/INEFFECTIVE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: INBOUND CUSTOMER EMAIL
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: ANANLONG NANLONG, ANGELIGHT

DATE: 2010/07/19 TIME: 15.33.45:
ACTION DATA/COMMENTS:

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

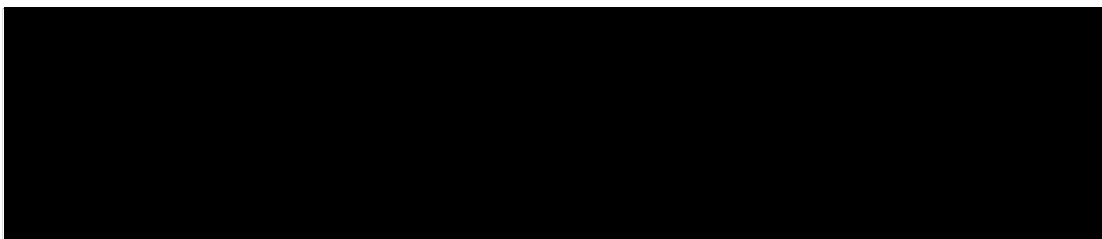
JUL 20 2010

OFFICE OF THE
GENERAL COUNSEL

CUSTOMER SAID: THREAD ID: 1-5A52GX- VEH CAME OUT OF PARK AND CAUSED AN ACCIDENT RESULTING IN \$750 OUT OF CUST'S POCKET- ASKING IF THEY WILL PURSUE A CLAIM WITH FORD DIRECTLY DEALER SAID: - NONE CAPITOL FORD SALES INC 5422 WAYNE TERRACE MADISON WI 53718 (608) 246-3600 CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE. ** ADVISED OF ABOVE PHRASEOLOGY **

CONSUMER AFFAIRS

07/20/2010 FAX OGC1 CONFIDENTIAL



BEGINNING OF CONTACT
11/02/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.06

=====

REGION:	G1 CHICAGO	OGC ISSUE	CASE NBR:	529183050.
VIN:	1FMZU73EX2Z	ZONE: A07	OPENED:	2010/11/01
		ENGINE: E	CLOSED:	2010/11/01

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	CHAMPAIGN	STATE:	IL	ZIP:	61821
HOME PHONE:					
MODEL YEAR:	2002	MODEL:	EXPLORER		
MILEAGE:	104000				
DEALER NAME:	WORDEN-MARTIN FORD L	SALES CODE:	F41208	P & A:	12824
REASON CODE:	0796 LEGAL - ALLEGED INJURY				
SYMPTOMS:	502100 AUTO TRANS DOWNSHIFT NO/LATE				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: SRAMDHAN RAMDHANIE , SAMANTHA

DATE: 2010/11/01 TIME: 14.41.57 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: 1. DATE OF ACCIDENT- 10/30/102. WHAT IS THE CUSTOMER ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT- GEAR SHIFTER COMPLETELY BROKE OFF WHEN TRYING TO PUT VEHICLE IN PARK 3. IF THERE WERE ANY INJURIES SUSTAINED- MINOR INJURIES TO HUSBAND 4. LOCATION OF THE VEH WHEN THE ACCIDENT OCCURRED- COMING INTO THE DRIVEWAY OF RESIDENCE AND HIT A VEH IN THE DRIVEWAY 5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED - NO 6. IF A POLICE REPORT WAD FILED, WHAT THE FINDINGS WERE - N/A7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED - N/A8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY - YES, FILED A CLAIM WITH INSURANCE COMPANY9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM - INSURANCE COMPANY IS COMING OUT TO GET AN ESTIMATE ON REPAIRS10.WHETHER OR NOT THE VEH IS REPAIRABLE - YES VEH IS REPAIRABLE 11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY - N/A12. WHAT THE CUSTOMER IS SEEKING - SEEKING TO KNOW WHY THERE ARE NO RECALLS ON THE VEH WHEN SO MANY PEOPLE ARE COMPLAINING ONLINE ABOUT THE SAME THINGCRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.-ADV CUST OF ABOVE -ADV CUST ALTHOUGH THERE MAY BE MANY COMPLAINTS ON BLOG SITES MOST OF THOSE CUSTOMERS DO NOT CALL FORD AND THEN FORD IS NEVER AWARE OF WHAT IS GOING ON

CONSUMER AFFAIRS

11/02/2010 FAXOGC1 CONFIDENTIAL



**Service of Process
Transmittal**

12/04/2007

CT Log Number 512850063



TO: Chris Dzbanski
Ford Motor Company
Three Parklane Blvd., Ste.1400 West
Dearborn, MI 48126-

RE: **Process Served in California**

FOR: Ford Motor Company (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED] Pltf. vs. Ford Motor Company, et al., Dfts.

DOCUMENT(S) SERVED: Summons, Complaint, Cover Sheet, Cover Sheet Addendum, Notice, Attachments, Stipulation Form

COURT/AGENCY: Los Angeles County- Los Angeles, Superior Court, CA
Case # BC381391

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - New 2004 Lincoln Aviator - Alleged numerous defects

ON WHOM PROCESS WAS SERVED: C T Corporation System, Los Angeles, CA

DATE AND HOUR OF SERVICE: By Process Server on 12/04/2007 at 14:48

APPEARANCE OR ANSWER DUE: Within 30 days after service - file written response // 05/12/2008 at 8:30 a.m. - Case Management Conference

ATTORNEY(S) / SENDER(S): Jennifer A. Saccuzzo
Law Office of William R. McGee
16855 West Bernardo Drive
Suite 380
San Diego, CA 92127
858-485-9332

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day , 791448133770
Image SOP - Page(s): 21
Email Notification, Chris Dzbanski CDZBANSK@FORD.COM

SIGNED: C T Corporation System
PER: Nancy Flores
ADDRESS: 818 West Seventh Street
Los Angeles, CA 90017
TELEPHONE: 213-337-4615

LITIGATION
PRACTICE GROUP

7 DEC -6 P 3:46

OFFICE OF THE
GENERAL COUNSEL

Page 1 of 1 / MS

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

SUMMONS (CITACION JUDICIAL)

NOTICE TO DEFENDANT:
(AVISO AL DEMANDADO):

FORD MOTOR COMPANY, and DOES 1 through 10, inclusive.

YOU ARE BEING SUED BY PLAINTIFF:
(LO ESTÁ DEMANDANDO EL DEMANDANTE):

BRYCE R. NOEL

COPY

12-4-07

SUM-100

FOR COURT USE ONLY
(SOLO PARA USO DE LA CORTE)

UNFORMED COPY
OF ORIGINAL FILED
Los Angeles Superior Court

NOV 28 2007

John A. Clarke, Executive Officer/Clerk

BY MARY GARCIA, Deputy

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (www.lawhelpcalifornia.org), the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), or by contacting your local court or county bar association.

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.courtinfo.ca.gov/selfhelp/espanol/), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.courtinfo.ca.gov/selfhelp/espanol/) o poniéndose en contacto con la corte o el colegio de abogados locales.

The name and address of the court is:

(El nombre y dirección de la corte es):

SUPERIOR COURT OF LOS ANGELES COUNTY
111 N. HILL STREET
LOS ANGELES, CA 90012

CASE NUMBER:
(Número del Caso):

BC 381391

File by Fax

CENTRAL JUDICIAL DISTRICT

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:

(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):

JENNIFER A. SACCUZZO SBN: 201715

LAW OFFICES OF WILLIAM R. MCGEE

16855 W. BERNARDO DRIVE, STE. 380

SAN DIEGO, CA 92127

DATE:

(Fecha)

NOV 28 2007

JOHN A. CLARKE, CLERK

Deputy

(Adjunto)

(For proof of service of this summons, use Proof of Service of Summons (form POS-010).)

(Para prueba de entrega de esta citación use el formulario Proof of Service of Summons, (POS-010)).

NOTICE TO THE PERSON SERVED: You are served

(SEAL)

- ☐ as an individual defendant.
- ☐ as the person sued under the fictitious name of (specify):

- ☒ on behalf of (specify): Ford Motor Company

- under:
- | | |
|--|---|
| <input checked="" type="checkbox"/> CCP 416.10 (corporation) | <input type="checkbox"/> CCP 416.60 (minor) |
| <input type="checkbox"/> CCP 416.20 (defunct corporation) | <input type="checkbox"/> CCP 416.70 (conservatee) |
| <input type="checkbox"/> CCP 416.40 (association or partnership) | <input type="checkbox"/> CCP 416.90 (authorized person) |
| <input type="checkbox"/> other (specify): | |

- ☐ by personal delivery on (date):

LAW OFFICES OF WILLIAM R. McGEE
 William R. McGee (State Bar No. 122153)
 Jennifer A. Saccuzzo (State Bar No. 201715)
 16855 West Bernardo Drive, Su. 380
 San Diego, California 92127
 (858) 485-9332

CONFORMED COPY
 OF ORIGINAL FILED
 Los Angeles Superior Court

NOV 28 2007

Attorneys for Plaintiff

John A. Clarke, Executive Officer/Clerk
M. Garcia
 BY MARY GARCIA, Deputy

SUPERIOR COURT OF THE STATE OF CALIFORNIA
 IN AND FOR THE COUNTY OF LOS ANGELES, CENTRAL DISTRICT

File by Fax

BRYCE R. NOEL,

Plaintiff,

v.

FORD MOTOR COMPANY, and DOES 1
 through 10, inclusive,

Defendants.

Case No.

BC 381391

COMPLAINT FOR RESTITUTION AND
 DAMAGES

[VIOLATION OF THE SONG-BEVERLY
 CONSUMER WARRANTY ACT]

Plaintiff, BRYCE R. NOEL, alleges as follows:

GENERAL ALLEGATIONS

1. Plaintiff is informed and believes, and thereon alleges, that at all times herein defendant FORD MOTOR COMPANY is and was a corporation and registered to do business in the State of California and doing business in the County of Los Angeles.

2. The true names and capacities of Does 1 through 10, inclusive, are not known to plaintiff at this time and therefore plaintiff sues those defendants by such fictitious names. Plaintiff will amend this complaint to allege the true names and capacities of such defendants when they are ascertained.

3. Each of the defendants in this case acted as the principal, agent, employee or other authorized representative in relation to the other; all defendants acted at all times mentioned in this complaint within the course and scope of their respective authority and

COMPLAINT FOR RESTITUTION AND DAMAGES

1 with the full knowledge and consent of the other defendants. Furthermore, plaintiff is
2 informed and believes and thereon alleges that all acts of corporate employees as
3 hereinafter alleged were authorized or ratified by an officer, director or managing agent of
4 the corporate employer.

5 4. On or about February 29, 2004 in Hollywood, California, plaintiff purchased
6 a new 2004 Lincoln Aviator, vehicle identification number 5LMEU88H34ZJ01143.

7 5. Pursuant to the Song-Beverly Consumer Warranty Act (hereinafter the "Act")
8 Civil Code sections 1790 et seq., the aforementioned vehicle constitutes a "new motor
9 vehicle" under the Act.

10 6. Plaintiff is a "buyer" of consumer goods under the Act.

11 7. Defendant FORD MOTOR COMPANY is a "manufacturer," "distributor,"
12 and/or "warrantor" under the Act.

13 8. Defendant FORD MOTOR COMPANY offered an "express warranty" to
14 plaintiff pursuant to the Act.

15 9. The lease of the aforementioned vehicle to plaintiff was accompanied by an
16 implied warranty that the vehicle was merchantable. The lease of the aforesaid vehicle to
17 plaintiff was also accompanied by defendant FORD MOTOR COMPANY's implied warranty
18 of fitness.

19 10. The subject vehicle has suffered from serious defects and nonconformities
20 to warranty, including, but not limited to, the transmission and the engine, which has
21 manifested through oil leaks, activation of the "Check Engine" light, lack of power,
22 hesitation, and failure of the vehicle to shift properly. The foregoing defects and
23 nonconformities to warranty manifested themselves within the applicable express warranty
24 period.

25 11. Plaintiff delivered the aforementioned vehicle to authorized FORD MOTOR
26 COMPANY service and repair facilities for repair of the aforementioned nonconformities
27 on numerous occasions.

28 12. Defendant has been unable and/or has refused to conform plaintiff's vehicle

1 to the applicable express and implied warranties under the Act after a reasonable number
2 of attempts. Furthermore, the aforementioned nonconformity substantially impairs the use,
3 value and/or safety of the subject vehicle to plaintiff.

4 13. Notwithstanding plaintiff's entitlement, defendant has failed to comply with
5 its obligations under the Act to repurchase the vehicle and make restitution.

6 14. By failure of defendant to comply with its obligations under the Act to
7 repurchase the vehicle and make restitution, defendant is in breach of its obligations under
8 the Act.

9 15. Plaintiff is entitled to justifiably revoke acceptance of the aforementioned
10 vehicle under the Act.

11 16. Under the Act, plaintiff is entitled to reimbursement of the purchase price paid
12 for the subject vehicle less that amount directly attributable to use by the plaintiff prior to
13 discovery of the nonconformity.

14 17. Plaintiff is entitled to all incidental, consequential and general damages
15 resulting from defendant's failure to comply with its obligations under the Act.

16 18. Plaintiff is entitled under the Act to recover as part of the judgment a sum
17 equal to the aggregate amount of costs and expenses, including attorney's fees,
18 reasonably incurred in connection with the commencement and prosecution of this action.

19 19. Plaintiff is entitled in addition to the amounts recovered, a civil penalty of up
20 to two times the amount of actual damages in that defendant has willfully failed to comply
21 with its responsibilities under the Act.

22 WHEREFORE, plaintiff prays for judgment against defendant as follows:

23 1. For rescission of the contract and restitution of all consideration;

24 2. For actual compensatory and general damages according to proof at time of
25 trial;

26 3. That such actual, compensatory and general damages be doubled and
27 awarded to plaintiff as a civil penalty;

28 4. Prejudgment interest from date of rescission;

- 1 5. For attorney's fees incurred herein according to proof;
- 2 6. For costs of suit incurred herein; and
- 3 7. For such other and further relief as the Court deems just and proper.

4 DATED: November 27, 2007

LAW OFFICES OF WILLIAM R. McGEE
Attorneys for Plaintiff

By:


WILLIAM R. McGEE
JENNIFER A. SACCUZZO

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address): JENNIFER A. SACCUZZO LAW OFFICES OF WILLIAM R. MCGEE 16855 WEST BERNARDO DRIVE, STE. 380 SAN DIEGO, CA 92127 SBN: 201715 TELEPHONE NO.: (858) 485-9332 FAX NO.: (858) 485-9763 ATTORNEY FOR (Name): PLAINTIFF		CONFIRMED COPY OF ORIGINAL FILED Los Angeles Superior Court NOV 28 2007 John A. Clarke, Executive Officer/Clerk BY MARY GARCIA, Deputy File by Fax
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES STREET ADDRESS: 111 N. HILL STREET MAILING ADDRESS: CITY AND ZIP CODE: LOS ANGELES, CA 90012-3014 BRANCH NAME: CENTRAL DISTRICT		
CASE NAME: BRYCE R. NOEL V. FORD MOTOR COMPANY, and DOES 1 through 10, inclusive.		
CIVIL CASE COVER SHEET <input checked="" type="checkbox"/> Unlimited (Amount demanded exceeds \$25,000) <input type="checkbox"/> Limited (Amount demanded is \$25,000 or less)		Complex Case Designation <input type="checkbox"/> Counter <input type="checkbox"/> Joinder Filed with first appearance by defendant (Cal. Rules of Court, rule 3.402)
		CASE NUMBER: BC 181391 JUDGE: DEPT:

Items 1-5 below must be completed (see instructions on page 2).

1. Check one box below for the case type that best describes this case:

Auto Tort <input type="checkbox"/> Auto (22) <input type="checkbox"/> Uninsured motorist (46) Other PI/PD/WD (Personal Injury/Property Damage/Wrongful Death) Tort <input type="checkbox"/> Asbestos (04) <input type="checkbox"/> Product liability (24) <input type="checkbox"/> Medical malpractice (45) <input type="checkbox"/> Other PI/PD/WD (23) Non-PI/PD/WD (Other) Tort <input type="checkbox"/> Business tort/unfair business practice (07) <input type="checkbox"/> Civil rights (08) <input type="checkbox"/> Defamation (13) <input type="checkbox"/> Fraud (16) <input type="checkbox"/> Intellectual property (19) <input type="checkbox"/> Professional negligence (25) <input type="checkbox"/> Other non-PI/PD/WD tort (35) Employment <input type="checkbox"/> Wrongful termination (36) <input type="checkbox"/> Other employment (15)	Contract <input checked="" type="checkbox"/> Breach of contract/warranty (06) <input type="checkbox"/> Collections (09) <input type="checkbox"/> Insurance coverage (18) <input type="checkbox"/> Other contract (37) Real Property <input type="checkbox"/> Eminent domain/inverse condemnation (14) <input type="checkbox"/> Wrongful eviction (33) <input type="checkbox"/> Other real property (26) Unlawful Detainer <input type="checkbox"/> Commercial (31) <input type="checkbox"/> Residential (32) <input type="checkbox"/> Drugs (38) Judicial Review <input type="checkbox"/> Asset forfeiture (05) <input type="checkbox"/> Petition re: arbitration award (11) <input type="checkbox"/> Writ of mandate (02) <input type="checkbox"/> Other judicial review (39)	Provisionally Complex Civil Litigation (Cal. Rules of Court, rules 3.400-3.403) <input type="checkbox"/> Antitrust/Trade regulation (03) <input type="checkbox"/> Construction defect (10) <input type="checkbox"/> Mass tort (40) <input type="checkbox"/> Securities litigation (28) <input type="checkbox"/> Environmental/Toxic tort (30) <input type="checkbox"/> Insurance coverage claims arising from the above listed provisionally complex case types (41) Enforcement of Judgment <input type="checkbox"/> Enforcement of judgment (20) Miscellaneous Civil Complaint <input type="checkbox"/> RICO (27) <input type="checkbox"/> Other complaint (not specified above) (42) Miscellaneous Civil Petition <input type="checkbox"/> Partnership and corporate governance (21) <input type="checkbox"/> Other petition (not specified above) (43)
--	---	---

2. This case ☐ is ☒ is not complex under rule 3.400 of the California Rules of Court. If the case is complex, mark the factors requiring exceptional judicial management:

a. <input type="checkbox"/> Large number of separately represented parties	d. <input type="checkbox"/> Large number of witnesses
b. <input type="checkbox"/> Extensive motion practice raising difficult or novel issues that will be time-consuming to resolve	e. <input type="checkbox"/> Coordination with related actions pending in one or more courts in other counties, states, or countries, or in a federal court
c. <input type="checkbox"/> Substantial amount of documentary evidence	f. <input type="checkbox"/> Substantial postjudgment judicial supervision

3. Type of remedies sought (check all that apply):
 a. ☒ monetary b. ☐ nonmonetary; declaratory or injunctive relief c. ☒ punitive

4. Number of causes of action (specify): ONE

5. This case ☐ is ☒ is not a class action suit.

6. If there are any known related cases, file and serve a notice of related case. (You may use form CM-015.)

Date: 11/27/07
 JENNIFER A. SACCUZZO
 (TYPE OR PRINT NAME)

NOTICE

- Plaintiff must file this cover sheet with the first paper filed in the action or proceeding (except small claims cases or cases filed under the Probate Code, Family Code, or Welfare and Institutions Code). (Cal. Rules of Court, rule 3.220.) Failure to file may result in sanctions.
- File this cover sheet in addition to any cover sheet required by local court rule.
- If this case is complex under rule 3.400 et seq. of the California Rules of Court, you must serve a copy of this cover sheet on all other parties to the action or proceeding.
- Unless this is a complex case, this cover sheet will be used for statistical purposes only.

Page 1 of 2

File by Fax

SHORT TITLE: BRYCE R. NOEL V. FORD MOTOR COMPANY, AND
DOES 1 THRU 10CASE NUMBER
BC 81391**CIVIL CASE COVER SHEET ADDENDUM AND STATEMENT OF LOCATION
(CERTIFICATE OF GROUNDS FOR ASSIGNMENT TO COURTHOUSE LOCATION)**

This form is required pursuant to LASC Local Rule 2.0 in all new civil case filings in the Los Angeles Superior Court.

Item I. Check the types of hearing and fill in the estimated length of hearing expected for this case:

JURY TRIAL? ☒ YES CLASS ACTION? ☐ YES LIMITED CASE? ☐ YES TIME ESTIMATED FOR TRIAL 5 ☐ HOURS/ ☒ DAYS

Item II. Select the correct district and courthouse location (4 steps – If you checked "Limited Case", skip to Item III, Pg. 4):

Step 1: After first completing the Civil Case Cover Sheet Form, find the main civil case cover sheet heading for your case in the left margin below, and, to the right in Column A, the Civil Case Cover Sheet case type you selected.**Step 2:** Check one Superior Court type of action in Column B below which best describes the nature of this case.**Step 3:** In Column C, circle the reason for the court location choice that applies to the type of action you have checked.

For any exception to the court location, see Los Angeles Superior Court Local Rule 2.0.

Applicable Reasons for Choosing Courthouse Location (See Column C below)

1. Class Actions must be filed in the County Courthouse, Central District.
2. May be filed in Central (Other county, or no Bodily Injury/Property Damage).
3. Location where cause of action arose.
4. Location where bodily injury, death or damage occurred.
5. Location where performance required or defendant resides.
6. Location of property or permanently garaged vehicle.
7. Location where petitioner resides.
8. Location wherein defendant/respondent functions wholly.
9. Location where one or more of the parties reside.
10. Location of Labor Commissioner Office.

Step 4: Fill in the information requested on page 4 in Item III; complete Item IV. Sign the declaration.

	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Auto Tort	Auto (22)	<input type="checkbox"/> A7100 Motor Vehicle - Personal Injury/Property Damage/Wrongful Death	1., 2., 4.
	Uninsured Motorist (46)	<input type="checkbox"/> A7110 Personal Injury/Property Damage/Wrongful Death - Uninsured Motorist	1., 2., 4.
Other Personal Injury/Property Damage/Wrongful Death Tort	Asbestos (04)	<input type="checkbox"/> A6070 Asbestos Property Damage <input type="checkbox"/> A7221 Asbestos - Personal Injury/Wrongful Death	2. 2.
	Product Liability (24)	<input type="checkbox"/> A7260 Product Liability (not asbestos or toxic/environmental)	1., 2., 3., 4., 8.
	Medical Malpractice (45)	<input type="checkbox"/> A7210 Medical Malpractice - Physicians & Surgeons <input type="checkbox"/> A7240 Other Professional Health Care Malpractice	1., 2., 4. 1., 2., 4.
	Other Personal Injury Property Damage Wrongful Death (23)	<input type="checkbox"/> A7250 Premises Liability (e.g., slip and fall) <input type="checkbox"/> A7230 Intentional Bodily Injury/Property Damage/Wrongful Death (e.g., assault, vandalism, etc.) <input type="checkbox"/> A7270 Intentional Infliction of Emotional Distress <input type="checkbox"/> A7220 Other Personal Injury/Property Damage/Wrongful Death	1., 2., 4. 1., 2., 4. 1., 2., 3. 1., 2., 4.
	Business Tort (07)	<input type="checkbox"/> A6029 Other Commercial/Business Tort (not fraud/breach of contract)	1., 2., 3.
Non-Personal Injury/Property Damage/Wrongful Death Tort	Civil Rights (08)	<input type="checkbox"/> A6005 Civil Rights/Discrimination	1., 2., 3.
	Defamation (13)	<input type="checkbox"/> A6010 Defamation (slander/libel)	1., 2., 3.
	Fraud (16)	<input type="checkbox"/> A6013 Fraud (no contract)	1., 2., 3.

Non-Personal Injury/Property Damage/
Wrongful Death Tort (Cont'd.)

Employment

Contract

Real Property

Unlawful Detainer

Judicial Review

SHORT TITLE: BRYCE R. NOEL V. FORD MOTOR COMPANY, AND DOES 1 THRU 10		CASE NUMBER
A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Professional Negligence (25)	<input type="checkbox"/> A6017 Legal Malpractice <input type="checkbox"/> A6050 Other Professional Malpractice (not medical or legal)	1., 2., 3. 1., 2., 3.
Other (35)	<input type="checkbox"/> A6025 Other Non-Personal Injury/Property Damage tort	2., 3.
Wrongful Termination (36)	<input type="checkbox"/> A6037 Wrongful Termination	1., 2., 3.
Other Employment (15)	<input type="checkbox"/> A6024 Other Employment Complaint Case <input type="checkbox"/> A6109 Labor Commissioner Appeals	1., 2., 3. 10.
Breach of Contract/ Warranty (06) (not insurance)	<input type="checkbox"/> A6004 Breach of Rental/Lease Contract (not Unlawful Detainer or wrongful eviction) <input type="checkbox"/> A6008 Contract/Warranty Breach - Seller Plaintiff (no fraud/negligence) <input type="checkbox"/> A6019 Negligent Breach of Contract/Warranty (no fraud) <input checked="" type="checkbox"/> A6028 Other Breach of Contract/Warranty (not fraud or negligence)	2., 5. 2., 5. 1., 2., 5. 1., 2., 5.
Collections (09)	<input type="checkbox"/> A6002 Collections Case-Seller Plaintiff <input type="checkbox"/> A6012 Other Promissory Note/Collections Case	2., 5., 6. 2., 5.
Insurance Coverage (18)	<input type="checkbox"/> A6015 Insurance Coverage (not complex)	1., 2., 5., 8.
Other Contract (37)	<input type="checkbox"/> A6009 Contractual Fraud <input type="checkbox"/> A6031 Tortious Interference <input type="checkbox"/> A6027 Other Contract Dispute(not breach/insurance/fraud/negligence)	1., 2., 3., 5. 1., 2., 3., 5. 1., 2., 3., 8.
Eminent Domain/Inverse Condemnation (14)	<input type="checkbox"/> A7300 Eminent Domain/Condemnation Number of parcels _____	2.
Wrongful Eviction (33)	<input type="checkbox"/> A6023 Wrongful Eviction Case	2., 6.
Other Real Property (26)	<input type="checkbox"/> A6018 Mortgage Foreclosure <input type="checkbox"/> A6032 Quiet Title <input type="checkbox"/> A6060 Other Real Property (not eminent domain, landlord/tenant, foreclosure)	2., 6. 2., 6. 2., 6.
Unlawful Detainer - Commercial (31)	<input type="checkbox"/> A6021 Unlawful Detainer-Commercial (not drugs or wrongful eviction)	2., 6.
Unlawful Detainer - Residential (32)	<input type="checkbox"/> A6020 Unlawful Detainer-Residential (not drugs or wrongful eviction)	2., 6.
Unlawful Detainer - Drugs (38)	<input type="checkbox"/> A6022 Unlawful Detainer-Drugs	2., 6.
Asset Forfeiture (05)	<input type="checkbox"/> A6108 Asset Forfeiture Case	2., 6.
Petition re Arbitration (11)	<input type="checkbox"/> A6115 Petition to Compel/Confirm/Vacate Arbitration	2., 5.

SHORT TITLE: BRYCE R. NOEL V. FORD MOTOR COMPANY, AND DOES 1 THRU 10		CASE NUMBER
A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Judicial Review (Cont'd.)	<input type="checkbox"/> A6151 Writ - Administrative Mandamus	2., 8.
	<input type="checkbox"/> A6152 Writ - Mandamus on Limited Court Case Matter	2.
	<input type="checkbox"/> A6153 Writ - Other Limited Court Case Review	2.
Other Judicial Review (39)	<input type="checkbox"/> A6150 Other Writ / Judicial Review	2., 8.
Provisionally Complex Litigation	<input type="checkbox"/> A6003 Antitrust/Trade Regulation	1., 2., 8.
	<input type="checkbox"/> A6007 Construction defect	1., 2., 3.
	<input type="checkbox"/> A6006 Claims Involving Mass Tort	1., 2., 8.
	<input type="checkbox"/> A6035 Securities Litigation Case	1., 2., 8.
	<input type="checkbox"/> A6036 Toxic Tort/Environmental	1., 2., 3., 8.
	<input type="checkbox"/> A6014 Insurance Coverage/Subrogation (complex case only)	1., 2., 5., 8.
Enforcement of Judgment	<input type="checkbox"/> A6141 Sister State Judgment	2., 9.
	<input type="checkbox"/> A6160 Abstract of Judgment	2., 6.
	<input type="checkbox"/> A6107 Confession of Judgment (non-domestic relations)	2., 9.
	<input type="checkbox"/> A6140 Administrative Agency Award (not unpaid taxes)	2., 8.
	<input type="checkbox"/> A6114 Petition/Certificate for Entry of Judgment on Unpaid Tax	2., 8.
	<input type="checkbox"/> A6112 Other Enforcement of Judgment Case	2., 8., 9.
RICO (27)	<input type="checkbox"/> A6033 Racketeering (RICO) Case	1., 2., 8.
Miscellaneous Civil Complaints	<input type="checkbox"/> A6030 Declaratory Relief Only	1., 2., 8.
	<input type="checkbox"/> A6040 Injunctive Relief Only (not domestic/harassment)	2., 8.
	<input type="checkbox"/> A6011 Other Commercial Complaint Case (non-tort/non-complex)	1., 2., 8.
	<input type="checkbox"/> A6000 Other Civil Complaint (non-tort/non-complex)	1., 2., 8.
Partnership Corporation Governance (21)	<input type="checkbox"/> A6113 Partnership and Corporate Governance Case	2., 8.
Miscellaneous Civil Petitions	<input type="checkbox"/> A6121 Civil Harassment	2., 3., 9.
	<input type="checkbox"/> A6123 Workplace Harassment	2., 3., 9.
	<input type="checkbox"/> A6124 Elder/Dependent Adult Abuse Case	2., 3., 9.
	<input type="checkbox"/> A6190 Election Contest	2.
	<input type="checkbox"/> A6110 Petition for Change of Name	2., 7.
	<input type="checkbox"/> A6170 Petition for Relief from Late Claim Law	2., 3., 4., 8.
	<input type="checkbox"/> A6100 Other Civil Petition	2., 9.

SHORT TITLE: BRYCE R. NOEL V. FORD MOTOR COMPANY, AND DOES 1 THRU 10	CASE NUMBER
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Item III. Statement of Location: Enter the address of the accident, party's residence or place of business, performance, or other circumstance indicated in Item II., Step 3 on Page 1, as the proper reason for filing in the court location you selected.

REASON: CHECK THE NUMBER UNDER COLUMN C WHICH APPLIES IN THIS CASE <input type="checkbox"/> 1. <input checked="" type="checkbox"/> 2. <input type="checkbox"/> 3. <input type="checkbox"/> 4. <input type="checkbox"/> 5. <input type="checkbox"/> 6. <input type="checkbox"/> 7. <input type="checkbox"/> 8. <input type="checkbox"/> 9. <input type="checkbox"/> 10.		ADDRESS: 6000 HOLLYWOOD BOULEVARD
CITY: HOLLYWOOD	STATE: CA	ZIP CODE: 90028

Item IV. Declaration of Assignment: I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that the above-entitled matter is properly filed for assignment to the SUPERIOR courthouse in the CENTRAL District of the Los Angeles Superior Court (Code Civ. Proc., § 392 et seq., and LASC Local Rule 2.0, subds. (b), (c) and (d)).

Dated: 11/27/07


 (SIGNATURE OF ATTORNEY/FILING PARTY)
 JENNIFER A. SACCUZZO

PLEASE HAVE THE FOLLOWING ITEMS COMPLETED AND READY TO BE FILED IN ORDER TO PROPERLY COMMENCE YOUR NEW COURT CASE:

1. Original Complaint or Petition.
2. If filing a Complaint, a completed Summons form for issuance by the Clerk.
3. Civil Case Cover Sheet form CM-010.
4. Complete Addendum to Civil Case Cover Sheet form LACIV 109 (Rev 01/07), LASC Approved 03-04.
5. Payment in full of the filing fee, unless fees have been waived.
6. Signed order appointing the Guardian ad Litem, JC form FL-935, if the plaintiff or petitioner is a minor under 18 years of age, or if required by Court.
7. Additional copies of documents to be conformed by the Clerk. Copies of the cover sheet and this addendum must be served along with the summons and complaint, or other initiating pleading in the case.

0

Customer Claim Form

Contact Date: 01/24/06

Start Date:

Case Number : FRD0636652

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

PACIFIC PALISADES, CA

Day Phone: _____

Evening Phone: _____

Cell Phone: _____

Fax Number: _____

E-mail Address: _____

Customer Contact Info: _____

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Bryce Noel

Vehicle Use: ☐ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes: _____

Transmission Type: _____ Number of vehicles registered in California by vehicle owner/lessee: 0

Make: Lincoln Model: Aviator Model Year: 0 Current Mileage: 0

Vehicle Identification Number: _____

Servicing Dealer/City/State : _____

Selling Dealer/City/State : _____

Insurance Carrier : _____ Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ___ No X Date of accident: _____

Description of Damage : _____

Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: _____ Mileage at purchase: _____ Lease Date: _____ Mileage at lease: _____

Purchased As : ☒ New ☐ Used ☐ Demo Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes Is the vehicle in your possession? _____

Lienholder's Name: _____ Leasing Company's Name: _____

Address: _____ Address: _____

City/St/Zip: _____ City/St/Zip: _____

Phone: () - _____ Phone: _____

Lienholder Acct # : _____ Leasing Company's Acct # : _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)

Signature of Titled Owner(s): _____ Date _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

Customer Name: Bryce Noel,

Case Number: FRD0636652

Vehicle Concerns

First Repair Attempt Date: _____ Mileage: 0 _____

Last Repair Attempt Date: _____ Mileage: _____

Total Days out of Service: _____

Problems –Please list your <u>primary</u> concern first	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service



BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

January 24, 2006

Noel vs Lincoln # FRD0636652

[REDACTED]
PACIFIC PALISADES CA [REDACTED]

Dear [REDACTED]

The Better Business Bureau works with consumers and the Ford Motor Company to resolve warranty concerns. This letter is to acknowledge your contact in reference to your automotive complaint and includes instructions and forms for filing with the BBB AUTO LINE program.

Please review the information outlined below and follow the instructions carefully:

Step 1: Read the enclosed brochure *How BBB AUTO LINE Works(California)*. These brochure will explain the following:

- How to use our program
- The steps for you to follow to enable us to process your dispute
- What claims are eligible and the remedies available through the program
- What information will be considered in evaluating your claim
- The time period in which your case will be handled

Step 2: Review the enclosed *Customer Claim Form*. Please complete the packet including the grid to give details about each vehicle problem on which your claim is based. This form must be signed by all titled owners of the vehicle.

Step 3: Please provide one clear copy of the following documents, preferably on standard size paper:

Sales or lease agreement containing the vehicle purchase price, sales tax, and other expenses associated with the purchase or lease; financing agreement, if any.

Current vehicle registration

All repair orders and work orders for repairs to the vehicle. Please include proof of payment if you are seeking reimbursement.

Step 4: Attach one copy of the documents listed in Step 3 to the signed *Customer Claim Form*. Please use a paperclip rather than stapling the documents. **DO NOT SEND** originals.

Step 5: Please fax your completed packet to 703-247-9700 or mail to:

BBB AUTO LINE,
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203.

If possible, please use a large size envelope so you do not have to fold documents.

Please note that Rule 3 of the *How BBB AUTO LINE Works (California)* brochure is amended to add the following remedies that may be awarded by the arbitrator:

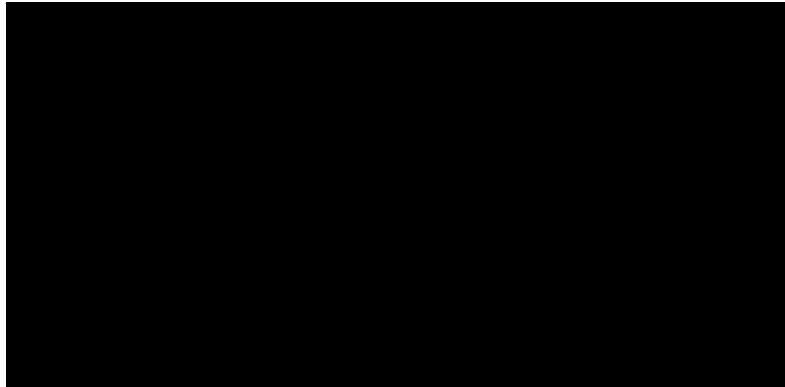
- Reimbursement of incidental expenses associated with a warranty repair
- A Ford Extended Service Plan (ESP)

If you would like more information about our program, you may request a free copy of our written *Operating Procedures*.

BBB AUTO LINE staff is here to help you and Ford resolve your concerns. Please call me at 800-955-5100 if you have any questions.

Sincerely,

Denise Soliz at Extension 203



BEGINNING OF CONTACT
07/27/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.16

=====

REGION: N2 BOSTON	OGC ISSUE	CASE NBR: 1502812070.
VIN: 1FMEU73E06U [REDACTED]	ZONE: A02	OPENED: 2010/07/26
	ENGINE: E VEH TYPE: T	CLOSED: 2010/07/26

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI:
ADDRESS: [REDACTED]		
CITY: CRANSTON	STATE: RI	ZIP: 02910
HOME PHONE: [REDACTED]		
MODEL YEAR: 2006	MODEL: EXPLORER	
MILEAGE: 45000		
DEALER NAME: TASCA FORD LINCOLN M	SALES CODE: F11023	P & A: 00796
REASON CODE: 0772 LEGAL - ACCIDENT		
SYMPTOMS: 503300 A/T ENGAGEMENT SHIFT LVR/LINK.		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 791 - ADVISE CUSTOMER INFO WILL BE SENT TO OGC
DOCUMENT: ANALYST: AFUSCO7 FUSCO, ANTHONY

DATE: 2010/07/26 TIME: 14.29.21:
ACTION DATA/COMMENTS:

FORD MOTOR COMPANY
RECEIVED
CUMMIS ONLY

JUL 27 2010

OFFICE OF THE
GENERAL COUNSEL

CUSTOMER SAID: -- BRUCE S/M-- CUST HAS THE CAR BUT WILL BE TAKING IT TO THE DEALER-- CUST PUT CAR IN PARK AND DID NOT ENGAGE AND CAR ROLLED BACKWARDS--VEHICLE DOOR TOOK ANOTHER MIRROR OFF ANOTHER VEHICLE--ALSO ALMOST RAN THE CUST OVER1. DATE OF THE ACCIDENT 07/28/20102. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT CAR JUST HAD THE CSP FOR THE TRANS CIRCUIT BOARD3. IF THERE WERE ANY INJURIES SUSTAINED NO4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURREDNORTH KINGSTON PARKING LOT5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED.NO6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE.N/A7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED.N/A8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY.NO9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM.N/A10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE.YES11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE).12. WHAT THE CUSTOMER IS SEEKING VEHICLE REPAIR AND THE REIMBURSEMENT FOR THE OTHER VEHICLE INVOLVED DAMAGE TO MIRRORDEALER SAID: TASCA FORD SALES, INC.1300 PONTIAC AVENUECRANSTON RI 02910(401) 681-1300CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION AND DOCUMENT INCIDENT/ACCIDENT DATE PRIOR TO SENDING ISSUE.

CONSUMER AFFAIRS

07/27/2010 FAXOGC2 CONFIDENTIAL

[REDACTED] N

February 9, 2011

VIA U.S. MAIL

David G. Leitch, Esq.
Office of the General Counsel
FORD MOTOR COMPANY
One American Road
Dearborn, MI 48126

Re: NHTSA Action Number EA09013

Mr. Leitch:

Our firm represents [REDACTED]. We believe an incident involving Ms. [REDACTED] and her 2005 Ford Explorer is relevant to the above-referenced NHTSA investigation. We would like to open a dialogue with Ford's representative who handles these types of claims.

In November 2009, Ms. [REDACTED] pulled her 2005 Ford Explorer into her sister's flat, gravel driveway. Ms. [REDACTED] placed the Explorer in park (her Explorer has an automatic transmission). After she exited the Explorer, it started moving backwards out of the driveway. The open door knocked Ms. [REDACTED] down and the Explorer ran over her leg. We are of course willing to provide additional information and allow examination of the Explorer.

I look forward to hearing from you.

Very truly yours,



Douglas B. Cannon

cc: [REDACTED]

FABIAN & CLENDENIN
215 SO. STATE ST., SUITE 1200, SALT LAKE CITY, UT 84111-2323
TEL: 801.531.8900 FAX: 801.596.2814
WWW.FABIANLAW.COM

EA09-013 000157LC



BEGINNING OF CONTACT
11/20/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.01

REGION: N3 PHILADELPHIA OGC ISSUE CASE NBR: 504683230.
VIN: 1FMZU72K02U ZONE: A06 OPENED: 2010/11/19
ENGINE: K VEH TYPE: T CLOSED: 2010/11/19

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: M
ADDRESS: [REDACTED]
CITY: BANGOR STATE: PA ZIP: 18013
HOME PHONE: [REDACTED]
MODEL YEAR: 2002 MODEL: EXPLORER
MILEAGE: 49500
DEALER NAME: MILHAM FORD SALES CODE: F16463 P & A: 00797
REASON CODE: 0796 LEGAL - ALLEGED INJURY
SYMPTOMS: 505756 MANUAL TRANS. GEAR JUMP-OUT REVERSE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: JRAGONE RAGONE, JAYMIE

DATE: 2010/11/19 TIME: 14.06.04 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: SLIPPED OUT PARK WENT INTO REVERSE, RAN OVER CUST. SMASHED LEGS, CRACKED ELBOW-DLR REFERRED DICK MILHELLM, PA VEH HAS BEEN THERE 3 WEEKS1. DATE OF THE ACCIDENT-4 WEEKS AGO2. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT-SHIFTER ON STEER COLUMN3. IF THERE WERE ANY INJURIES SUSTAINED-YES4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED-MT BETHEL PA 183435. WHETHER OR NOT THERE WAS A POLICE REPORT FILED.-NO6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE.-N/A7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED.8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY.-YES9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM.-CLAIM # INPROGRESS10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE.N/A11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE).-MIKE CORCORAN, BANGOR PA 1801312. WHAT THE CUSTOMER IS SEEKING-DOESNT KNOWDEALER SAID: MILHAM FORD FORD CODE: 16F463 DEALER PROFILE 3810 HECKTOWN ROADEASTON, PA 18045 TEL:(800) 565-9191FAX:(610) 258-4444DISTANCE: 11.16 MILESCRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.

CONSUMER AFFAIRS

11/20/2010 FAXOGC1 CONFIDENTIAL

UNITRIN KEMPER AUTO AND HOME



Rec'd 8/22/05

Regional Office
12377 Merit Drive
Suite 1400
Dallas, TX 75251
Phone: (972)980-3000
Fax: (972)980-3350

August 17, 2005

Ford Motor Company
Three Parklane Blvd., Ste. 300
Parklane Towers West
Dearborn, MI 48126-2568

AUG 22 2005
OFFICE
GENERAL COUNSEL

Re: OUR CLAIM NUMBER : [REDACTED]
OUR INSURED : [REDACTED]
DATE OF LOSS : 08/16/2005
LOSS LOCATION : [REDACTED] Palestine TX [REDACTED]

To whom it may concern:

Please let this letter serve as notice of Kemper Auto and Home Group's intent to pursue subrogation for damages to a residence located at [REDACTED] Palestine TX owned by an innocent third party and to a 2003 Lincoln Aviator owned by and presented under our insured's personal automobile policy. Our investigation has revealed a recall on the power train automatic transmission for 2003 Lincoln Aviators. The transmission shift cable can become dislodged from the shift cable bracket resulting in incorrect gear indication. Please contact me at your earliest convenience so that we may discuss arrangements for reimbursement of damages.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kristine Baker".

Kristine Baker
Kemper Auto and Home Group
800-321-5344 ext 3335
(fax) 972-980-3080
email: sbaker@kahg.com

12377 Merit Drive, Suite 1400

Dallas, TX 75251

(972)980-3000

www.kemperautoandhome.com



BEGINNING OF CONTACT
02/01/2011

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.07

=====

REGION: S2 CHARLOTTE	OGC ISSUE	CASE NBR: 315840311.
VIN: 1FMZU73K43U [REDACTED]	ZONE: A01	OPENED: 2011/01/31
	ENGINE: K	CLOSED: 2011/01/31
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: L
ADDRESS: [REDACTED]		
CITY: ASHEVILLE	STATE: NC	ZIP: 28806
HOME PHONE:		
MODEL YEAR: 2003	MODEL: EXPLORER	
MILEAGE: 122328		
DEALER NAME: ASHEVILLE FORD LINCO	SALES CODE: F21663	P & A: 09837
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 502500 AUTO TRANS DOWNSHIFT GEAR JUMP-OUT		

=====

ORIGIN: CACI38	-	US CONCERN CASE BASE	COMMUNICATION: PHONE
ACTION: 705	-	CONTACT ADVANCED TO OGC	
DOCUMENT:		ANALYST: ABRIX	BRIX (ABRIX), ANITA

DATE: 2011/01/31 TIME: 08.57.36 :
ACTION DATA/COMMENTS:

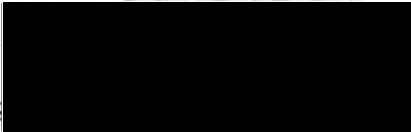
CUSTOMER SAID: 1. DATE OF THE ACCIDENT: DECEMBER 20, 2010 2. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT: 3. IF THERE WERE ANY INJURIES SUSTAINED? YES 4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED: 50 WILBUR STREET, ASHEVILLE, NC 5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED: CUST BELIEVES THEY DID FILE A POLICE REPORT, CUST HASN'T CALLED AND CHECKED. 6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE: CUST DOES NOT KNOW 7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED: ASHEVILLE, NC 8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY? YES 9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM: THEY ARE INVESTIGATING 10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE? CUST BELIEVES IT IS REPAIRABLE 11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE). 12. WHAT THE CUSTOMER IS SEEKING? CUST WANTED TO PUT IN A COMPLAINT AND SEE IF THERE WERE ANY RECALLS ON THE VEH. **CUST PURCHASED THE VEH FROM A USED CAR LOT. **CUST HAD VEH PARKED IN A PARKING SPACE BUT THE ENGINE WAS RUNNING. **CUST WENT TO PUT SOMETHING INTO THE BACK SEAT AND WHILE CUST WAS DOING THAT, THE VEH WENT OUT OF PARK, INTO REVERSE. **THE VEH STARTED ROLLING AND CUST FELL AND COULDN'T GET OUT OF THE WAY FAST ENOUGH DEALER SAID: ASHEVILLE FORD LINCOLN MERCURY 611 BREVARD RD. ASHEVILLE, NC 28806 TEL: (828) 253-2731 CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE. -----CONTINUED FROM CUST SAYS: **PER CUST, HER FOOT HAD TO BE SOWN BACK ON TO HER LEG. **CUST SUSTAINED INJURIES - PER CUST, SHE STAYED IN THE HOSPITAL FOR 3 WEEKS. **CUST'S FATHER SAID THAT THERE ARE SOME WIRES HANGING D

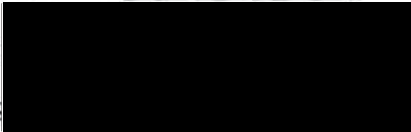
CONSUMER AFFAIRS

02/01/2011 FAX OGC1 CONFIDENTIAL

Add  Address: _____

Spouse's Name: _____ Spouse's Name: _____

DOB  DOB: _____

Soc S  Soc Security#: _____

Gender: Female Gender: _____

Occupation: House mom Occupation: _____

Injury: Left Leg Injury: _____

Health Insurance Provider: _____ Health Insurance Provider: _____

Is the injured party receiving Medicare benefits N/A
If so, state the name of the person(s) _____

Is the injured party receiving Worker Compensation benefits N/A
If so, state the name of the person(s) NA

Has the injured party received more than 24 months of social security disability benefits prior to the incident N/A
If yes, state the name of the person(s) NA

Due to Medicare reporting requirements, we cannot evaluate your claim until you provide the above requested information. If it is determined that you are a Medicare beneficiary, please be aware that pursuant to the Medicare Secondary Payer Act (MSP) Medicare has a statutory right to recover any conditional payments it has made with respect to your injury. Further, should a settlement be reached in this claim, Ford will not enter into any settlement agreement until Ford has been assured that Medicare's interests are protected.

1. What are you seeking from Ford Motor Company in this matter?
Compensation for pain and suffering - bill paid for
2. What is the alleged defect: car jumped out of park into reverse
3. Has the alleged defective part been repaired or replaced? (circle one) Yes or No
4. What was the city, state and date of occurrence: Asheville, N.C. Dec. 20-2010
5. What was the mileage at time of occurrence: _____
6. List all after market additions or modifications that were made to the vehicle:
N/A
7. Was the engine running? (circle one) Yes or No
8. Were the keys in the ignition? (circle one) Yes or No
9. Was this vehicle purchased new or used: used
10. If purchased used, provide the date of purchase, mileage at the time of purchase, from whom the vehicle was purchased: _____

11. Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).

My House in the drive way

12. Has an insurance company been advised of this incident? ☒ Yes ☐ No

13. If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.

GMAC / John Vannoy - 1-888-233-4575 Ext. 58281

14. Please provide the names and contact information of any witnesses to the incident?

Adrian WISS phone # 1-828-4041121
OR 828-254-4000

Ford Motor Company is committed to providing you with a fair and timely response, so please note that we need all the information requested above to evaluate this matter. Your concern can not be evaluated until all the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

Once we are in receipt of all the requested information, it will be thoroughly reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted. If your vehicle is accruing storage charges, you should immediately make arrangements to move it to a facility that will not charge you for storage.

Please be advised that in the event this matter ends up in litigation, Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s). If you propose to repair the vehicle or conduct any other repairs you believe are related to this incident, such repairs may not be performed until after Ford Motor Company has conducted an inspection that may include the removal and testing of any component part that you claim is defective. If you want to repair your vehicle before we are able to physically inspect the vehicle or relevant component please submit a written request to me.

Thank you for your prompt attention to this matter.

Sincerely,

A.T. / ak

Alma Taylor
Legal Analyst- OGC Product Claims

EA09-013

FORD

5-19-2011

Appendix G

ESP Plan Sales

ESP Plan Sales: 2003-2005 Lincoln Aviator

Parts Coverage

7D070	PowertrainCare, BaseCare, ExtraCare, PremiumCare and RoyalShield
7D071	PowertrainCare, BaseCare, ExtraCare, PremiumCare and RoyalShield
7A441	PowertrainCare, BaseCare, ExtraCare, PremiumCare and RoyalShield
7G484	PowertrainCare, BaseCare, ExtraCare, PremiumCare and RoyalShield
7E395	PremiumCare Only
7D410	PremiumCare Only
7C494	Not Covered
7M092	Not Covered
7K004	Not Covered

ESP Plan Sales: 2003-2005 Lincoln Aviator

New Vehicle Coverage											
Coverage		Plan Years									
Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011	
POWERTRAINCARE	3 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	5 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	6 Years	36000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	7 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X

New Vehicle Contract Counts											
Coverage		Plan Years									
Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011	
POWERTRAINCARE	3 Years	48000	0	1	0	0	0	0	0	0	0
		60000	0	1	2	28	0	0	0	0	0
		75000	0	0	0	0	0	1	0	0	0
		100000	0	3	2	0	0	0	0	0	0
	4 Years	48000	0	0	0	1	0	0	0	0	0
		60000	1	14	11	1	0	0	0	0	0
		75000	0	0	1	1	0	0	0	0	0
		100000	1	1	4	0	1	0	0	0	0
	5 Years	36000	0	1	9	1	0	0	0	0	0
		48000	0	0	0	0	1	0	0	0	0
		60000	0	3	5	1	4	1	0	0	0
		75000	1	6	11	17	3	5	0	0	0
		100000	1	1	10	7	1	4	0	0	0
	6 Years	36000	0	0	1	0	0	0	0	0	0
		60000	0	3	2	0	1	0	0	0	0
		75000	1	3	12	8	7	8	0	0	0
		100000	3	25	68	173	201	2	0	0	0
	7 Years	36000	0	0	0	0	0	1	0	0	0
		48000	0	0	1	0	0	0	0	0	0
		75000	0	1	2	1	1	1	0	0	0
		100000	0	3	2	5	1	1	0	0	0

New Vehicle Coverage											
Coverage		Plan Years									
Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011	
BASECARE	3 Years	48000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	5 Years	36000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	6 Years	60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	7 Years	36000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X

New Vehicle Contract Counts											
Coverage		Plan Years									
Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011	
BASECARE	3 Years	48000	0	1	0	0	0	0	0	0	0
		75000	1	1	0	1	0	0	0	0	0
		100000	0	0	1	0	0	0	0	0	0
	4 Years	48000	0	0	0	1	0	0	0	0	0
		60000	0	1	3	0	1	0	0	0	0
		75000	0	0	3	0	0	1	0	0	0
	5 Years	36000	0	1	0	1	0	0	0	0	0
		60000	0	2	4	5	1	2	0	0	0
		75000	4	12	14	7	3	2	1	0	0
		100000	1	11	13	8	6	3	0	0	0
	6 Years	60000	0	3	1	0	4	1	0	0	0
		75000	1	23	27	22	14	12	1	0	0
		100000	1	15	18	16	7	7	0	0	0
	7 Years	36000	0	0	0	0	0	1	0	0	0
		60000	0	0	0	0	2	0	0	0	0
		75000	1	4	9	2	2	3	0	0	0
		100000	0	3	4	0	5	4	2	1	0

ESP Plan Sales: 2003-2005 Lincoln Aviator

	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
EXTRACARE	3 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	5 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	6 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	7 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X

	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
EXTRACARE	3 Years	48000	0	1	0	0	0	0	0	0	0
		60000	1	2	0	1	0	0	0	0	0
		75000	0	1	1	0	0	0	0	0	0
		100000	1	2	2	1	0	0	0	0	0
	4 Years	48000	0	1	1	0	0	0	0	0	0
		60000	2	2	4	7	0	0	0	0	0
		75000	1	6	2	2	2	0	0	0	0
		100000	2	11	30	76	4	0	0	0	0
	5 Years	36000	0	0	1	0	0	0	0	0	0
		48000	1	0	0	1	0	0	0	0	0
		60000	4	11	14	9	2	2	0	0	0
		75000	18	34	63	48	22	13	0	0	0
	6 Years	100000	14	60	59	44	16	8	0	0	0
		36000	1	0	0	0	0	1	0	0	0
		48000	0	0	1	1	1	1	0	0	0
		60000	3	12	19	13	9	4	2	1	0
	7 Years	75000	11	51	94	111	47	41	4	0	0
		100000	32	51	49	64	36	26	4	0	0
		48000	0	0	1	1	1	1	0	0	0
		60000	1	3	3	5	3	1	1	0	0
		75000	9	23	57	32	11	11	3	0	0
		100000	0	15	18	16	14	9	4	0	0

	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
PREMIUMCARE	3 Years	60000	X	X	X	X	X	X	X	X	X
		62500	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	5 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	6 Years	100000	X	X	X	X	X	X	X	X	X
		36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
	7 Years	75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
		36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X

	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
PREMIUMCARE	3 Years	60000	9	33	17	18	1	1	0	0	0
		62500	0	0	1	0	0	0	0	0	0
		75000	16	38	31	35	5	1	0	0	0
		100000	23	48	49	38	6	3	0	0	0
	4 Years	48000	0	2	1	2	0	0	1	0	0
		60000	8	39	42	19	7	2	0	0	0
		75000	16	93	99	55	24	14	0	0	0
		100000	37	188	215	159	35	12	0	0	0
	5 Years	36000	1	3	4	4	1	2	0	0	0
		48000	1	10	3	8	3	5	0	0	0
		60000	15	116	93	75	24	28	6	0	0
		75000	68	491	548	515	202	146	3	0	0
	6 Years	100000	111	794	853	743	312	132	4	0	0
		36000	2	7	9	18	4	12	0	0	0
		48000	4	14	12	10	7	20	6	0	0
		60000	33	178	224	221	118	201	20	0	0
	7 Years	75000	108	683	737	886	646	681	39	2	0
		100000	236	720	804	952	623	592	28	0	0
		36000	0	4	13	7	6	22	13	1	0
		48000	0	13	16	14	18	31	16	0	0
		60000	17	58	68	62	72	111	41	2	0
		75000	81	306	348	423	312	508	54	3	0
		100000	0	284	317	406	383	517	139	5	0

ESP Plan Sales: 2003-2005 Lincoln Aviator

Used Vehicle Coverage											
POWERTRAINCARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	6 Months	6000	X	X	X	X	X	X	X	X	X
	1 Year	12000	X	X	X	X	X	X	X	X	X
	2 Years	24000	X	X	X	X	X	X	X	X	X
	3 Years	36000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X

BASECARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	6 Months	6000	X	X	X	X	X	X	X	X	X
	1 Year	12000	X	X	X	X	X	X	X	X	X
	2 Years	24000	X	X	X	X	X	X	X	X	X
	3 Years	36000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X

EXTRACARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	1 Year	12000	X	X	X	X	X	X	X	X	X
	2 Years	24000	X	X	X	X	X	X	X	X	X
	3 Years	36000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
	5 Years	60000	X	X	X	X	X	X	X	X	X

PREMIUMCARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	1 Year	12000	X	X	X	X	X	X	X	X	X
	2 Years	24000	X	X	X	X	X	X	X	X	X
	3 Years	36000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
	5 Years	60000	X	X	X	X	X	X	X	X	X

ROYALSHIELD	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	1 Month	1000	X	X	X	X	X	X	X	X	X
	2 Months	3000	X	X	X	X	X	X	X	X	X
	3 Months	4000	X	X	X	X	X	X	X	X	X

Used Vehicle Contract Counts											
POWERTRAINCARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	6 Months	6000	0	0	4	2	5	10	1	2	0
	1 Year	12000	0	0	0	6	9	20	6	2	1
	2 Years	24000	0	0	4	18	21	32	20	10	5
	3 Years	36000	0	0	2	14	12	12	8	7	5
	4 Years	48000	0	0	1	5	4	4	9	8	4

BASECARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	6 Months	6000	0	0	0	5	5	1	0	0	0
	1 Year	12000	0	0	1	10	7	21	1	3	0
	2 Years	24000	0	0	7	40	47	80	25	14	11
	3 Years	36000	0	0	5	33	33	48	23	37	16
	4 Years	48000	0	0	3	8	9	18	26	33	19

EXTRACARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	1 Year	12000	0	0	1	14	10	27	1	3	1
	2 Years	24000	0	1	6	57	59	97	79	103	64
	3 Years	36000	0	4	18	53	49	96	74	54	17
	4 Years	48000	0	3	6	33	26	37	66	57	8
	5 Years	60000	0	0	0	0	0	0	0	0	1

PREMIUMCARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	1 Year	12000	0	0	1	8	15	28	12	25	17
	2 Years	24000	0	2	27	115	158	359	235	183	29
	3 Years	36000	3	5	39	193	305	656	140	98	159
	4 Years	48000	0	10	37	56	27	77	304	212	52
	5 Years	60000	0	0	0	0	0	0	0	0	40

ROYALSHIELD	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	1 Month	1000	0	0	0	0	0	0	1	0	1
	2 Months	3000	0	0	0	0	0	0	0	1	3
	3 Months	4000	0	0	0	14	37	63	18	20	11

ESP Plan Sales: 2002-2005 Ford Explorer

Parts Coverage

7D070	PowertrainCare, BaseCare, ExtraCare, PremiumCare and RoyalShield
7D071	PowertrainCare, BaseCare, ExtraCare, PremiumCare and RoyalShield
7A441	PowertrainCare, BaseCare, ExtraCare, PremiumCare and RoyalShield
7G484	PowertrainCare, BaseCare, ExtraCare, PremiumCare and RoyalShield
7E395	PremiumCare Only
7D410	PremiumCare Only
7C494	Not Covered
7M092	Not Covered
7K004	Not Covered

ESP Plan Sales: 2002-2005 Ford Explorer

New Vehicle Contract Coverage											
Coverage		Plan Years									
Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011	
BASECARE	3 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	5 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	6 Years	100000	X	X	X	X	X	X	X	X	X
		36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
	7 Years	75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
		36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X

New Vehicle Contract Counts											
Coverage		Plan Years									
Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011	
BASECARE	3 Years	48000	71	75	44	10	0	1	0	0	0
		60000	38	74	32	18	1	1	0	0	0
		75000	15	49	32	23	5	1	0	0	0
		100000	28	137	199	38	7	0	0	0	0
	4 Years	48000	22	77	133	36	13	5	0	0	0
		60000	31	96	72	40	22	5	0	0	0
		75000	34	79	64	39	16	3	0	0	0
		100000	60	153	109	85	25	4	0	0	0
	5 Years	36000	4	12	9	6	1	2	0	0	0
		48000	12	49	23	31	8	9	0	0	0
		60000	237	809	329	208	78	40	0	0	0
		75000	320	1069	694	408	124	41	0	0	0
	6 Years	100000	228	839	537	351	95	28	0	0	0
		36000	0	8	7	3	2	4	0	0	0
		48000	8	33	33	19	13	13	1	0	0
		60000	102	269	221	177	68	55	0	0	0
	7 Years	75000	164	814	801	579	245	130	1	0	0
		100000	127	363	369	303	116	59	0	0	0
		36000	0	4	2	5	2	0	0	0	0
		48000	0	6	6	4	1	3	0	0	0
	7 Years	60000	12	33	33	22	10	11	0	0	0
		75000	12	63	62	60	23	19	1	0	0
100000		0	40	45	40	26	12	1	0	0	

Coverage		Plan Years								
Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
3 Years	48000	X	X	X	X	X	X	X	X	X
	60000	X	X	X	X	X	X	X	X	X
	75000	X	X	X	X	X	X	X	X	X
	100000	X	X	X	X	X	X	X	X	X
4 Years	48000	X	X	X	X	X	X	X	X	X
	60000	X	X	X	X	X	X	X	X	X
	75000	X	X	X	X	X	X	X	X	X
	100000	X	X	X	X	X	X	X	X	X
5 Years	36000	X	X	X	X	X	X	X	X	X
	48000	X	X	X	X	X	X	X	X	X
	60000	X	X	X	X	X	X	X	X	X
	75000	X	X	X	X	X	X	X	X	X
	100000	X	X	X	X	X	X	X	X	X
6 Years	36000	X	X	X	X	X	X	X	X	X
	48000	X	X	X	X	X	X	X	X	X
	60000	X	X	X	X	X	X	X	X	X
	75000	X	X	X	X	X	X	X	X	X
	100000	X	X	X	X	X	X	X	X	X
7 Years	36000	X	X	X	X	X	X	X	X	X
	48000	X	X	X	X	X	X	X	X	X
	60000	X	X	X	X	X	X	X	X	X
	75000	X	X	X	X	X	X	X	X	X
	100000	X	X	X	X	X	X	X	X	X

EXTRACARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	3 Years	48000	143	118	95	20	7	1	0	0	0
		60000	131	168	114	33	5	1	0	0	0
		75000	51	135	76	34	6	2	0	0	0
		100000	104	223	100	63	10		0	0	0
	4 Years	48000	63	245	248	65	14	11	0	0	0
		60000	107	280	206	102	23	6	0	0	0
		75000	166	425	249	137	37	9	0	0	0
		100000	243	794	422	294	84	6	0	0	0
	5 Years	36000	19	106	92	37	9	8	0	0	0
		48000	58	135	65	41	14	9	0	0	0
		60000	1462	3420	1660	890	183	56	1	0	0
		75000	2616	6835	3509	1717	463	117	0	0	0
		100000	1133	3472	1758	1132	256	60	0	0	0
	6 Years	36000	27	76	33	33	14	3	1	0	0
		48000	71	154	104	64	18	17	1	0	0
		60000	839	2119	1301	728	198	129	3	0	0
		75000	1752	6815	5017	3096	914	462	1	1	0
		100000	771	1603	923	621	200	76	0	0	0
	7 Years	36000	0	23	12	16	7	1	0	0	0
		48000	0	40	34	27	5	3	0	0	0
60000		123	222	154	108	24	28	0	0	0	
75000		207	597	859	611	141	89	0	0	0	
100000		0	218	206	172	58	46	3	0	0	

ESP Plan Sales: 2002-2005 Ford Explorer

	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
PREMIUMCARE	3 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		62500	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	5 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	6 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	7 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X

	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
PREMIUMCARE	3 Years	48000	285	425	464	129	17	2	0	0	0
		60000	397	916	508	261	22	6	0	0	0
		62500	15	47	23	26	0	0	0	0	0
		75000	300	737	435	291	49	14	0	0	0
		100000	239	605	355	240	22	4	0	0	0
	4 Years	48000	155	771	637	204	62	34	0	0	0
		60000	351	1022	758	373	115	30	0	0	0
		75000	669	1915	1226	807	215	38	0	0	0
		100000	697	2014	1108	823	168	14	0	0	0
	5 Years	36000	114	289	196	128	46	56	0	0	0
		48000	226	746	399	240	91	69	3	0	0
		60000	3389	10075	5380	3177	746	364	4	0	0
		75000	6723	26511	14571	9997	2440	764	2	0	0
		100000	2758	9370	5133	3534	837	206	0	0	0
	6 Years	36000	253	503	384	339	123	138	4	0	0
		48000	276	862	672	475	154	134	5	0	0
		60000	2865	10176	6625	4946	1650	1075	17	2	0
		75000	4992	18959	13175	10233	3586	2018	13	1	0
		100000	3236	5898	3529	2691	980	503	1	1	0
	7 Years	36000	0	164	140	121	36	49	1	0	0
		48000	0	279	174	162	49	48	3	0	0
		60000	501	1024	664	592	193	230	4	0	0
		75000	760	2056	1335	1161	419	412	2	0	0
		100000	0	1146	844	746	343	238	9	2	0

	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
POWERTRAINCARE	3 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	5 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	6 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	7 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X

	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
POWERTRAINCARE	3 Years	48000	150	461	97	24	3	2	0	0	0
		60000	22	31	27	41	3	2	0	0	0
		75000	25	37	26	27	1	0	0	0	0
		100000	26	56	46	30	2	0	0	0	0
	4 Years	48000	26	155	154	63	23	10	0	0	0
		60000	80	215	65	37	8	2	0	0	0
		75000	6	35	34	31	6	0	0	0	0
		100000	10	77	67	67	4	0	0	0	0
	5 Years	36000	13	64	35	30	1	1	0	0	0
		48000	2	25	18	12	5	4	0	0	0
		60000	95	324	183	156	42	20	0	0	0
		75000	79	502	402	399	105	23	0	0	0
		100000	64	420	332	205	53	17	0	0	0
	6 Years	36000	2	3	4	2	1	0	0	0	0
		48000	2	11	6	8	0	1	0	0	0
		60000	9	139	101	114	13	19	0	0	0
		75000	42	235	255	208	74	30	0	0	0
		100000	54	685	1772	2445	1321	23	0	0	0
	7 Years	36000	0	1	2	1	0	0	0	0	0
		48000	0	3	5	0	0	1	0	0	0
		60000	2	8	8	9	5	2	0	0	0
		75000	14	29	27	25	6	6	0	0	0
		100000	0	34	43	49	20	5	0	0	0

ESP Plan Sales: 2002-2005 Ford Explorer

Used Vehicle Contract Coverage											
POWERTRAINCARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	6 Months	6000	X	X	X	X	X	X	X	X	X
	1 Year	12000	X	X	X	X	X	X	X	X	X
	2 Years	24000	X	X	X	X	X	X	X	X	X
	3 Years	36000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
	5 Years	60000	X	X	X	X	X	X	X	X	X

BASECARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	6 Months	6000	X	X	X	X	X	X	X	X	X
	1 Year	12000	X	X	X	X	X	X	X	X	X
	2 Years	24000	X	X	X	X	X	X	X	X	X
	3 Years	36000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
	5 Years	60000	X	X	X	X	X	X	X	X	X

EXTRACARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	1 Year	12000	X	X	X	X	X	X	X	X	X
	2 Years	24000	X	X	X	X	X	X	X	X	X
	3 Years	36000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
	5 Years	60000	X	X	X	X	X	X	X	X	X

PREMIUMCARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	1 Year	12000	X	X	X	X	X	X	X	X	X
	2 Years	24000	X	X	X	X	X	X	X	X	X
	3 Years	36000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
	5 Years	60000	X	X	X	X	X	X	X	X	X

ROYALSHIELD	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	1 month	1000	X	X	X	X	X	X	X	X	X
	2 Months	3000	X	X	X	X	X	X	X	X	X
	3 Months	4000	X	X	X	X	X	X	X	X	X
	6 Months	6000	X	X	X	X	X	X	X	X	X
	1 Year	12000	X	X	X	X	X	X	X	X	X

Used Vehicle Contract Counts											
POWERTRAINCARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	6 Months	6000	2	12	89	180	157	235	37	20	10
	1 Year	12000	0	7	106	229	241	309	85	51	23
	2 Years	24000	4	29	256	670	616	755	241	209	113
	3 Years	36000	0	33	158	334	267	323	183	160	115
	4 Years	48000	3	32	97	252	183	215	118	85	28
	5 Years	60000	0	0	0	0	0	0	0	0	13

BASECARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	6 Months	6000	1	8	51	69	59	68	14	10	5
	1 Year	12000	0	6	67	191	234	286	29	28	20
	2 Years	24000	2	86	559	1288	1209	1400	288	267	147
	3 Years	36000	4	140	773	1367	949	1120	409	324	218
	4 Years	48000	14	58	293	598	346	380	210	237	102
	5 Years	60000	0	0	0	0	0	0	0	0	9

EXTRACARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	1 Year	12000	1	8	60	120	93	105	22	12	9
	2 Years	24000	3	102	655	1251	969	940	415	293	158
	3 Years	36000	27	371	1526	2513	1623	1557	546	391	155
	4 Years	48000	28	166	666	1030	579	644	355	320	83
	5 Years	60000	0	0	0	0	0	0	0	0	16

PREMIUMCARE	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	1 Year	12000	1	7	39	91	101	138	36	17	16
	2 Years	24000	7	150	762	1459	1392	1954	516	358	110
	3 Years	36000	18	214	1143	2390	1748	2496	651	338	365
	4 Years	48000	0	237	986	365	290	504	735	525	119
	5 Years	60000	0	0	0	0	0	0	0	0	65

ROYALSHIELD	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	1 month	1000	0	0	0	0	0	0	6	11	5
	2 Months	3000	0	0	0	0	0	0	13	8	6
	3 Months	4000	23	206	509	1161	1093	1405	320	185	120
	6 Months	6000	0	1	0	0	0	0	0	0	0
	1 Year	12000	0	2	0	0	0	0	0	0	3

ESP Plan Sales: 2002-2005 Mercury Mountaineer
Parts Covered

Parts Coverage

7D070	PowertrainCare, BaseCare, ExtraCare, PremiumCare and RoyalShield
7D071	PowertrainCare, BaseCare, ExtraCare, PremiumCare and RoyalShield
7A441	PowertrainCare, BaseCare, ExtraCare, PremiumCare and RoyalShield
7G484	PowertrainCare, BaseCare, ExtraCare, PremiumCare and RoyalShield
7E395	PremiumCare Only
7D410	PremiumCare Only
7C494	Not Covered
7M092	Not Covered
7K004	Not Covered

ESP Plan Sales: 2002-2005 Mercury Mountaineer

New Vehicle Contract Coverage											
Coverage		Plan Years									
Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011	
POWERTRAINCARE	3 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	5 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	6 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	7 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	100000	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	100000	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X

New Vehicle Contract Counts											
Coverage		Plan Years									
Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011	
POWERTRAINCARE	3 Years	48000	12	24	23	7	1	0	0	0	0
		60000	0	8	9	2	1	0	0	0	0
		75000	1	3	2	1	0	0	0	0	0
		100000	2	4	1	2	0	0	0	0	0
	4 Years	48000	2	17	27	5	6	1	0	0	0
		60000	78	111	10	2	0	0	0	0	0
		75000	1	5	0	0	1	0	0	0	0
		100000	1	5	2	1		0	0	0	0
	5 Years	36000	0	3	18	8	1	0	0	0	0
		48000	0	3	3	1	0	0	0	0	0
		60000	2	19	18	10	11	7	0	0	0
		75000	14	52	42	18	5	2	0	0	0
	6 Years	36000	0	1	1	1	0	0	0	0	0
		48000	0	1	0	0	0	0	0	0	0
		60000	0	3	6	2	8	4	0	0	0
		75000	4	29	21	15	12	8	0	0	0
	7 Years	36000	0	0	0	1	0	0	0	0	0
		48000	0	2	0	1	0	0	0	0	0
		60000	0	2	3	1	1	0	0	0	0
		75000	1	6	6	6	4	2	0	0	0
	100000	36000	0	7	6	1	1	3	0	0	0
		48000	0	1	1	1	0	0	0	0	0
		60000	0	3	6	2	8	4	0	0	0
		75000	4	29	21	15	12	8	0	0	0
	100000	36000	0	0	0	1	0	0	0	0	0
		48000	0	2	0	1	0	0	0	0	0
		60000	0	2	3	1	1	0	0	0	0
		75000	1	6	6	6	4	2	0	0	0
	100000	36000	0	7	6	1	1	3	0	0	0
		48000	0	1	1	1	0	0	0	0	0
		60000	0	3	6	2	8	4	0	0	0
		75000	4	29	21	15	12	8	0	0	0

New Vehicle Contract Coverage											
Coverage		Plan Years									
Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011	
BASECARE	3 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	5 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	6 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	7 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	100000	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X

New Vehicle Contract Counts											
Coverage		Plan Years									
Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011	
BASECARE	3 Years	48000	2	7	5	1	2	0	0	0	0
		60000	4	7	7	1	0	0	0	0	0
		75000	1	1	2	3	0	0	0	0	0
		100000	2	6	5	2	0	0	0	0	0
	4 Years	48000	1	7	11	0	2	1	0	0	0
		60000	2	11	11	1	1	0	0	0	0
		75000	3	10	7	6	4	0	0	0	0
		100000	2	11	13	10	2	0	0	0	0
	5 Years	36000	0	0	0	1	0	0	0	0	0
		48000	0	4	7	3	1	1	0	0	0
		60000	6	39	19	18	3	0	0	0	0
		75000	10	71	64	26	9	2	0	0	0
	6 Years	36000	0	0	0	0	1	1	0	0	0
		48000	0	1	5	2	4	2	0	0	0
		60000	2	15	19	18	6	4	0	0	0
		75000	13	75	104	54	32	22	0	0	0
	7 Years	36000	0	3	0	0	0	0	0	0	0
		48000	0	0	1	1	1	2	0	0	0
		60000	2	3	5	3	2	1	0	0	0
		75000	3	12	6	3	3	3	0	0	0
	100000	36000	0	5	7	6	7	4	1	0	0
		48000	0	1	1	1	0	0	0	0	0
		60000	2	3	5	3	2	1	0	0	0
		75000	3	12	6	3	3	3	0	0	0

ESP Plan Sales: 2002-2005 Mercury Mountaineer

Coverage		Plan Years									
Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011	
EXTRACARE	3 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	5 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	6 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	7 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
	100000	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X

Coverage		Plan Years									
Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011	
EXTRACARE	3 Years	48000	19	12	10	3	1	0	0	0	0
		60000	19	21	15	10	0	1	0	0	0
		75000	12	8	13	5	1	1	0	0	0
		100000	5	10	9	5	0	0	0	0	0
	4 Years	48000	3	33	47	8	5	2	0	0	0
		60000	16	33	29	4	5	2	0	0	0
		75000	12	33	35	10	7	0	0	0	0
		100000	20	35	38	20	6	0	0	0	0
	5 Years	36000	1	0	4	0	0	1	0	0	0
		48000	2	11	4	2	2	0	0	0	0
		60000	81	213	134	69	20	12	1	0	0
		75000	147	420	253	145	45	15	0	0	0
	6 Years	36000	7	4	1	4	3	0	0	0	0
		48000	3	8	12	5	1	5	0	0	0
		60000	71	146	87	86	31	18	1	0	0
		75000	121	541	434	271	129	59	1	0	0
	7 Years	36000	0	3	0	0	1	0	0	0	0
		48000	0	3	1	2	1	0	0	0	0
		60000	18	29	13	24	5	2	0	0	0
		75000	19	59	96	45	19	11	0	0	0

Coverage		Plan Years									
Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011	
PREMIUMCARE	3 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		62500	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	5 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	6 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X
	7 Years	36000	X	X	X	X	X	X	X	X	X
		48000	X	X	X	X	X	X	X	X	X
		60000	X	X	X	X	X	X	X	X	X
		75000	X	X	X	X	X	X	X	X	X
		100000	X	X	X	X	X	X	X	X	X

Coverage		Plan Years									
Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011	
PREMIUMCARE	3 Years	48000	81	86	180	44	5	2	0	0	0
		60000	74	165	149	55	3	2	0	0	0
		62500	5	9	9	7	0	0	0	0	0
		75000	45	108	102	37	9	0	0	0	0
		100000	24	83	45	23	4	0	0	0	0
	4 Years	48000	36	144	189	40	18	7	1	0	0
		60000	60	179	186	83	29	9	0	0	0
		75000	101	237	175	140	36	10	0	0	0
		100000	75	213	146	114	22	10	0	0	0
	5 Years	36000	14	53	41	21	8	12	1	0	0
		48000	24	99	68	36	16	13	0	0	0
		60000	271	758	557	348	105	62	0	1	0
		75000	505	2162	1396	960	356	112	2	0	0
		100000	249	1062	658	438	121	38	0	0	0
	6 Years	36000	49	61	56	57	24	32	1	0	0
		48000	37	77	82	65	28	22	0	0	0
		60000	290	983	862	668	291	206	4	0	0
		75000	585	2242	1747	1375	654	398	7	2	0
		100000	469	856	558	428	213	90	1	0	0
	7 Years	36000	0	18	22	11	8	9	0	0	0
		48000	0	38	34	24	18	14	1	0	0
		60000	66	151	135	92	46	56	2	0	0
		75000	142	324	296	261	98	91	3	0	0
		100000	0	226	205	149	74	41	1	2	0

ESP Plan Sales: 2002-2005 Mercury Mountaineer

Used Vehicle Contract Coverage

	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
POWERTRAINCARE	6 Months	6000	X	X	X	X	X	X	X	X	X
	1 Year	12000	X	X	X	X	X	X	X	X	X
	2 Years	24000	X	X	X	X	X	X	X	X	X
	3 Years	36000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
	5 Years	60000	X	X	X	X	X	X	X	X	X

Used Vehicle Contract Counts

	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
POWERTRAINCARE	6 Months	6000	0	0	9	22	18	37	3	3	0
	1 Year	12000	0	2	9	33	27	46	15	6	5
	2 Years	24000	0	6	27	96	74	98	38	28	19
	3 Years	36000	0	5	14	57	41	43	29	19	19
	4 Years	48000	0	4	23	46	27	31	24	10	9
	5 Years	60000	0	0	0	0	0	0	0	0	1

	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
BASECARE	6 Months	6000	X	X	X	X	X	X	X	X	X
	1 Year	12000	X	X	X	X	X	X	X	X	X
	2 Years	24000	X	X	X	X	X	X	X	X	X
	3 Years	36000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X

	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
BASECARE	6 Months	6000	0	1	8	13	10	18	1	0	0
	1 Year	12000	0	1	1	30	24	37	3	4	1
	2 Years	24000	0	15	63	163	126	189	42	37	19
	3 Years	36000	1	29	87	171	97	174	62	47	27
	4 Years	48000	1	10	44	69	58	57	32	42	17

	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
EXTRACARE	1 Year	12000	X	X	X	X	X	X	X	X	X
	2 Years	24000	X	X	X	X	X	X	X	X	X
	3 Years	36000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
	5 Years	60000	X	X	X	X	X	X	X	X	X

	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
EXTRACARE	1 Year	12000	0	2	5	13	18	25	6	3	1
	2 Years	24000	1	20	65	166	128	179	49	62	36
	3 Years	36000	2	48	241	378	195	268	98	64	20
	4 Years	48000	3	30	105	143	77	146	71	56	13
	5 Years	60000	0	0	0	0	0	0	0	0	2

	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
PREMIUMCARE	1 Year	12000	X	X	X	X	X	X	X	X	X
	2 Years	24000	X	X	X	X	X	X	X	X	X
	3 Years	36000	X	X	X	X	X	X	X	X	X
	4 Years	48000	X	X	X	X	X	X	X	X	X
	5 Years	60000	X	X	X	X	X	X	X	X	X

[illegible]

ESP Plan Sales: 2002-2005 Mercury Mountaineer

ROYALSHIELD	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	1 Month	1000	X	X	X	X	X	X	X	X	X
	2 Months	3000	X	X	X	X	X	X	X	X	X
	3 Months	4000	X	X	X	X	X	X	X	X	X

ROYALSHIELD	Coverage		Plan Years								
	Time	Mileage	2001	2002	2004	2005	2006	2007	2009	2010	2011
	1 Month	1000	0	0	0	0	0	0	1	2	0
	2 Months	3000	0	0	0	0	0	0	5	4	1
	3 Months	4000	6	21	60	163	151	215	47	28	20

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Appendix H

ISM_s

ArticleType ArticleNumber : 04-01- Entered Date Times Recommended
: ISM 215 : 01/30/2004 : 30
Date is displayed in MM/DD/CCYY format

USE SECTION 307-01 OR 307-05 AS APPROPRIATE. :

SOME 2002-2004
EXPLORER/MOUNTAINEER MAY
EXHIBIT A CONDITION OF HARD TO
GET OUT OF PARK OR DIFFICULTY
RETURNING THE GEARSHIFT LEVER
TO THE PARK POSITION. IF THE
CONCERN CAN BE VERIFIED,
REMOVE THE SHIFT CABLE AT THE
TRANSMISSION, AND RETEST. IF
CONCERN IS NO LONGER PRESENT,
FOLLOW DIAGNOSTICS PER SECTION
307-01 IN THE WORKSHOP MANUAL.
IF CONCERN IS STILL PRESENT WITH
SHIFT CABLE REMOVED, REFER TO
SECTION 307-05 OF THE WORKSHOP
MANUAL FOR DIAGNOSIS AND
TESTING. IF TESTING LEADS TO A
DEFECTIVE BRAKE SHIFT
INTERLOCK ACTUATOR, REPLACE
THE STEERING COLUMN ASSEMBLY.
WARNING: THE BRAKE SHIFT
INTERLOCK ACTUATOR IS NOT
SERVICEABLE AND SHOULD NEVER
BE REPLACED OR SWAPPED FROM
ANOTHER VEHICLE. REFER TO
SECTION 307-01 ***** CODE
REPORTS TO 503351 ***** PER RAP
& JCE ***** AUTHOR
RGREEN78 79391

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Appendix L

Part Change Log

Lincoln Aviator Part Change Log

Part	A	B	C	D	E	F	G	H
	Date Released into Vehicle Production System	Description of Change	Reasons for Change	Original Ford Engineering and Service Part Numbers	Modified Ford Engineering and Service Part Numbers	Original Withdrawn from Ford Production	Modified Component Availability Date	Modified Component Interchangeable with Original
AVIATOR Shift Cable (-7E395-)	4/12/2002	Initial Production Level Release	-	Engineering = 2C5P-7E395-BE Service =	-	-	-	-
AVIATOR Shift Cable (-7E395-)	8/25/2003	Replace push and snap design with slide and snap design.	Eliminate redundant clip installation.	Engineering = 2C5P-7E395-BE Service =	Engineering = 4C5P-7E395-AA Service =	Yes	2004	No
AVIATOR Shift Cable (-7E395-)	9/23/2004	New material for cable cap.	-	Engineering = 4C5P-7E395-AA Service =	Engineering = 4C5P-7E395-AB Service =	Yes	?	Yes

2002-2005 Model Year Ford Explorer Mercury Mountaineer Part Change Log

Part	A	B	C	D	E	F	G	H
	Date Released into Vehicle Production System	Description of Change	Reasons for Change	Original Ford Engineering and Service Part Numbers	Modified Ford Engineering and Service Part Numbers	Original Withdrawn from Ford Production	Modified Component Availability Date	Modified Component Interchangeable with Original
EXPLORER / MOUNTAINEER Shift Cable (-7E395-)	12/20/1996	2001 Explorer Shift Cable	-	Engineering = F77A-7E395-MD Service =	-	-	-	-
EXPLORER / MOUNTAINEER Shift Cable (-7E395-)	3/20/2000	Initial Production Level Release for 2002 Explorer	-	Engineering = 1L2P-7E395-AC Service =	-	-	-	-
EXPLORER / MOUNTAINEER Shift Cable (-7E395-)	6/17/2000	- Heat sleeve length changed to accommodate mass damper - Added Mass Damper Weight Secure Screws - Added Mass Damper Weight	Mass damper added for NVH suppression.	Engineering = 1L2P-7E395-AC Service =	Engineering = 1L2P-7E395-AD Service =	Yes	6/15/2000 (estimated)	No
EXPLORER / MOUNTAINEER Shift Cable (-7E395-)	8/15/2000	- Shortened nominal length from grommet to shifter side conduit end fitting from 522 mm to 462 mm. - Revised nominal overall molded length from 900 mm to 850 mm. - Revised adjuster shipping clip.	Improve shift cable clearance to accelerator pedal at wide open throttle	Engineering = 1L2P-7E395-AD Service =	Engineering = 1L2P-7E395-AE Service =	Yes	8/31/2000 (estimated)	No
EXPLORER / MOUNTAINEER Shift Cable (-7E395-)	3/27/2001	- Removed adjuster shipping clip - Removed foam gasket from grommet - Added shipping bag around adjuster end	Shipping bag to prevent end fitting damage during handling and build	Engineering = 1L2P-7E395-AE Service =	Engineering = 1L2P-7E395-AF Service =	Yes	4/15/2001 (estimated)	Yes
EXPLORER / MOUNTAINEER Shift Cable (-7E395-)	5/6/2003	- Moved nominal location of mass damper weight from 162 mm to 188 mm	Moved weight to allow for longer heat sleeve	Engineering = 1L2P-7E395-AF Service =	Engineering = 4L2P-7E395-AA Service =	Yes	6/15/2003 (estimated)	Yes
EXPLORER / MOUNTAINEER Shift Cable (-7E395-)	9/19/2003	- Replaced "non-isolated" conduit end fitting at the trans bracket attachment with an isolated end fitting. - Removed mass damper weight.	Cost and weight savings action - same NVH suppression performance without damper weight	Engineering = 4L2P-7E395-AA Service =	Engineering = 4L2P-7E395-AB Service =	Yes	1/15/2004 (estimated)	Yes
EXPLORER / MOUNTAINEER Shift Cable (-7E395-)	9/16/2004	- Revised material for bushing	Material change from urethane to hytel for better dimensional performance	Engineering = 4L2P-7E395-AB Service =	Engineering = 4L2P-7E395-AB Service =	Yes	1/15/2005 (estimated)	Yes
EXPLORER / MOUNTAINEER Shift Cable (-7E395-)	7/5/2005	Initial Production Level Release for 2006 Explorer (6R80 Transmission)	-	Engineering = 6L2P-7E395-AJ Service =	-	-	-	-

2002-2005 Model Year Ford Explorer Mercury Mountaineer Part Change Log

	A	B	C	D	E	F	G	H
EXPLORER / MOUNTAINEER Shift Cable (-7E395-)	10/3/2005	Added tie strap to shift cable boot; revised clip holding heat sleeve from spring steel to glue on plastic	Commonized boot design (complexity reduction); Spring steel clip was not retained through shipping of part to Ford	Engineering = 6L2P-7E395-AJ Service =	Engineering = 6L2P-7E395-AK Service =	Yes	2/10/2006 (estimated)	No
EXPLORER / MOUNTAINEER Shift Cable (-7E395-)	5/9/2006	Deleted protective bag and routing clip.	Bag no longer required; routing clip moved from cable to underbody	Engineering = 6L2P-7E395-AK Service =	Engineering = 6L2P-7E395-AK Service =	Yes	6/1/2006 (estimated)	No
EXPLORER / MOUNTAINEER Shift Cable (-7E395-)	7/5/2005	Initial Production Level Release for 2006 Explorer (5R55S Transmission)	-	Engineering = 6L2P-7E395-BL Service =	-	-	-	-
EXPLORER / MOUNTAINEER Shift Cable (-7E395-)	10/3/2005	Added tie strap to shift cable boot; revised clip holding heat sleeve from spring steel to glue on plastic; shortened and relocated foam sleeve and moved sleeve retainer	Commonized boot design (complexity reduction); Spring steel clip was not retained through shipping of part to Ford; Sleeve location moved to improved "ground out" condition	Engineering = 6L2P-7E395-BL Service =	Engineering = 6L2P-7E395-BM Service =	Yes	2/10/2006 (estimated)	No

5R55 Park Component Function Part Change Log

Part	Concern	A	B	C	D	E	F		G	H
		Incorporated Into Vehicle Production	Description of Change	Reasons for Change	Original Ford Engineering and Service Part Numbers	Modified Ford Engineering and Service Part Numbers	Disposition of Original Parts		New Component Availability Date	New Component Interchangeable With Old (Y/N - Intended versus Possible)
Park Pawl	C11177823	Unknown	Revised geometry to add material and remove locator notch	Eliminate carbo-austemper operation on -AB pawl. Increase strength by removing notch.	1L2P-7A441-AB 1L2P-7A441-CA	1L2P-7A441-AC 1L2P-7A441-CB	U	1/9/2001	Unknown	Y
					1L2Z-7A441-AB	1L2Z-7A441-AC				
	C11189353	Unknown	Usage release for above design	Commonize 2 pawls to 1	1L2P-7A441-CB	1L2P-7A441-AC 1L2Z-7A441-AC	S	2/1/2001	Unknown	Y
Park Pawl Shaft	C11156826	Unknown	Increased length from 34mm to ~59mm	Increased strength and to spread loads on mating components	97GT-7D071-AA	1L2P-7D071-AA 1L2Z-7D071-AA	S	11/20/2000	Unknown	N
	C11181397	Unknown	Revised heat treat note	Add tempering process to improve toughness	1L2P-7D071-AA 1L2Z-7D071-AA	1L2P-7D071-AB 1L2Z-7D071-AA	R	1/12/2001	Unknown	Y
	C11764541	Unknown	Increase min surface hardness from 88 15N to 89.3 15N. Increase file hardness from 56 to 58	Unknown	1L2P-7D071-AB 1L2Z-7D071-AA	1L2P-7D071-AB 1L2Z-7D071-AA		4/29/2005	Unknown	Y
Park Pawl Return Spring	C11197255	Unknown	Revised fixture angles Revised load tolerance range	Align part print with capability of parts that the supplier had been providing.	1L2P-7D070-BA 1L2Z-7D070-BA	1L2P-7D070-BA 1L2Z-7D070-BA		3/20/2001	Unknown	Y
	C11429291	Unknown	Revised fixture angles and dimensions	Revised fixture measurement points to align with supplier and transmission plant inspection process	1L2P-7D070-BA 1L2Z-7D070-BA	1L2P-7D070-BA 1L2Z-7D070-BA		11/20/2002	Unknown	Y

5R55 Park Component Function Part Change Log

		A	B	C	D	E	F	G	H
Park Gear	C11215706	Unknown	Revised spline chamfer dimensioning	Improve machining operation that was causing some burrs that needed to be deburred after machining	1L2P-7M092-AB 1L2P-7M167-AB (ASSY) 1L2Z-7A233-AA	1L2P-7M092-AB 1L2P-7M167-AB (ASSY) 1L2Z-7A233-AA	6/1/2001	Unknown	Y
Abutment	N/A	N/A	No changes made	N/A	90GT-7D419-AB FOTZ-7D419-AVMR			N/A	N/A
Park Rod Assy	N/A	N/A	No changes made	N/A	1L2P-7D410-AB 1L2Z-7A232-AA			N/A	N/A
Rooster Comb	N/A	N/A	No changes made	N/A	1L2P-7C494-BA 1L2Z-7A115-AA			N/A	N/A
Manual Shaft	C11654123	Unknown	Revised center hole dimensions. Increased nitrocarburize compound layer from 0.003mm to 0.005mm	Changes requested by supplier of part. No change to function.	1L2P-7A308-AA 1L2Z-7C493-AA	1L2P-7A308-AA 1L2Z-7C493-AA		Unknown	Y
Manual Lever	C11187441	Unknown	Added inverted delta to pin true position and slot width, added tolerance to pin rivet thickness, revised tolerance to pin rivet diameter	Print revisions to match how the part was being made	1L2P-7A257-AB 1L2Z-7A256-AA	1L2P-7A257-AB 1L2Z-7A256-AA	3/30/2001	Unknown	Y
Detent Spring	C11082970	Unknown	Added contamination requirement	Conform to transmission requirement that all parts have a contamination specification	XW4P-7E332-AB XW4Z-7E332-AA	XW4P-7E332-AB XW4Z-7E332-AA	9/11/2001	Unknown	Y