

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

PE09-046

FORD

11-19-2009

APPENDIX B,

D PAGE 9

E1PAGE 69,

E2 PAGE 72,

G PAGE 184,

J PAGE 186,

K PAGE 188,

L PAGE 191&

M PAGE 194

PE09-046

FORD

11-19-2009

Appendix B

Search Criteria

**2004 – 2006 MY F-150
Inadvertent Driver Air Bag Deployment**

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: 2004 - 2006

Subject Vehicle: Ford F-150 vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2003 – September 29, 2009 (the date of this inquiry)

Types of Contacts: All, including suspended data, canceled contacts and inquiries

MORS III Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Restraints	104000	Other
Restraints	104400	Air Bag System
Restraints	104450	Air Bag System Function
Restraints	104457	Air Bag System Deployment
Restraints	104498	Air Bag System Indicator

MORS III Reason Code(s):

Reason Code	Description
07	Legal
10	New Legal

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: 2004 - 2006

Subject Vehicle: Ford F-150 vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2003 – September 29, 2009 (the date of this inquiry)

Types of Contacts: All, including suspended data, canceled contacts and inquiries

Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Restraints	104000	Other
Restraints	104400	Air Bag System
Restraints	104450	Air Bag System Function
Restraints	104457	Air Bag System Deployment
Restraints	104498	Air Bag System Indicator

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: 2004 - 2006

Subject Vehicle: Ford F-150 vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2003 – September 29, 2009 (the date of this inquiry)

Types of Contacts: All, including suspended data, canceled contacts and inquiries

OASIS Service Code(s):

Symptom Category	Symptom Code	Symptom Description
Restraints	104000	Other
Restraints	104400	Air Bag System
Restraints	104450	Air Bag System Function
Restraints	104457	Air Bag System Deployment
Restraints	104498	Air Bag System Indicator

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: 2004 - 2006

Subject Vehicle: Ford F-150 vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 2003 – September 29, 2009 (the date of this inquiry)

Types of Contacts: All, including suspended data, canceled contacts and inquiries

CQIS Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Restraints	104000	Other
Restraints	104400	Air Bag System
Restraints	104450	Air Bag System Function
Restraints	104457	Air Bag System Deployment
Restraints	104498	Air Bag System Indicator

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: 2004 - 2006

Subject Vehicle: Ford F-150 vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Base Part Number(s):

Driver Air Bag Assembly - 15043B13
Clockspring Assembly - 14A664

Customer Concern Code(s):

CCC	Description
S38	Air bag (SRS) troubles
S39	Air bag warning light troubles
S40	Other restraint troubles

PE09-046

FORD

11-19-2009

Appendix D

Litigation Prevention Files



TIME RECEIVED

Tue, 20 Nov 2007 12:41:23 -0500

REMOTE CSID

9098843775

DURATION

168

PAGES

10

STATUS

Received

08-09-'07 06:33 FROM-FAIRVIEW FINANCE

9098843775

T-454 P01/10 U-961

Fairview Ford Sales, Inc.

P.O. Box 5516
SAN BERNARDINO, CALIF. 92412
Telephone (909) 884-9261



Hi Alma;

Here are the copies you requested for [REDACTED]. There are two invoices, because the first one was just for the beginning diagnosis, but Mr. [REDACTED] had to have his truck back that evening.

On the next invoice, we took care of the rental through tap days, so you don't need to cover that cost.

If you need any more information, please let me know.

Thanks

Gary Harding
Service Manager
Fairview Ford
909-884-9261

TIME RECEIVED

Tue, 20 Nov 2007 12:41:23 -0500

REMOTE CSID

9098843775

DURATION

168

PAGES

10

STATUS

Received

08-09-'07 06:35 FROM-FAIRVIEW FINANCE

9098843775

T-454 P07/10 U-961

REPRINT

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W10455

PHELAN

CA

PHELAN

CA

HOME:

HOME:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 9266

ADV: 202 RUELAS, H INVOICE: FINAL WAR W JL

VIN 1PTRF12W05N

LICENSE NUMBER: CA

TAX RULES: YNNN INVOICED: 11/13/2007 17:13:55

05 FORD F-150 2WD RCAB

ODOMETER IN: 79065

DIST: 1FA

DATES INSERVICE: 102705 PRODUCTION: 051605

DATES BEGIN: 11/13/07 DONE: 11/13/07

CONCERN 51 CUSTOMER SAYS DRIVERS AIRBAG DEPLOYED UNPROVOKED. ALMA TAYLOR WITH FORD OPERATION TECH HOURS AMOUNT
 CONSUMER AFFAIRS DEPT ASKED US TO INSPECT IT FOR CAUSE. INSPECT FOR INSPECT 050 .3 26.68
 IMPACTS, PULL ANY CODES FROM THE SRS MODULE, AND INSPECT VERY CAREFULLY
 THE CLOCKSPRING. REPORT ALL FINDINGS TO ALMA. KEEP GARY INFORMED.

CAUSE UNKNOWN

CORRECTION INSPECTED UNDERCARRIAGE FOR ANY IMPACT DAMAGE, NOTED SOME IMPACT MARKS AT
 RIGHT SIDE LOWER A-FRAME OF SUSPENSION, DIFFICULT TO DETERMINE IF RELATED.
 PULLED CODES FROM MODULE, B2293 FOR DEPLOYMENT, AND B1318, WHICH IS A LOW
 VOLTAGE DTC. UNABLE TO CONTACT FORD CONSUMER AFFAIRS REP FOR DISCUSSION,
 WE DID NOT REMOVE STEERING WHEEL TO INSPECT CLOCKSPRING, BECAUSE
 CUSTOMER NEEDED VEHICLE BACK DRIVEABLE, AND WE WERE UNABLE TO REACH
 ALMA WITH CONSUMER AFFAIRS.

FACTORY TECH: 050 - LOPPNOW, BRIAN
 CONCERN : 538

LINE AUTH: GH 111307 16:46

REPAIR TYPE 01 VISIT 1 CODES -

----- SUBTOTAL -----
 LABOR-MECHANICAL 26.68
 TOTAL CHARGE FOR CONCERN 26.68

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W10455
 LABOR-MECHANICAL 26.68
 TOTAL CHARGE 26.68

PAYMENT DISTRIBUTION FOR INVOICE W10455
 TOTAL CHARGE 26.68
 FAC WARRANTY 26.68

INSPECT CLOCKSPRING CAREFULLY AFTER PULLING C

PAGE 1

1st visit

** INBOUND NOTIFICATION : FAX RECEIVED SUCCESSFULLY **

TIME RECEIVED

Tue, 20 Nov 2007 12:41:23 -0500

REMOTE CSID

9098843775

DURATION

168

PAGES

10

STATUS

Received

08-09-'07 06:35 FROM-FAIRVIEW FINANCE

9098843775

T-454 P08/10 U-961

----- INVOICE TO -----

----- DRIVER/OWNER INFORMATION -- INVOICE: W10455

----- FOR OFFICE USE -----

----- VEHICLE INFORMATION -----

TAG: 9264 ADV: 202 RUELAS, INVOICED: 11/13/2007 17:13:55 JL 05 F-150

LICENSE NUMBER: CA 7Y82369

IF YOU HAVE ANY QUESTIONS - PLEASE SEE HUMBERTO RUELAS

PAGE 2

LAST PAGE

TIME RECEIVED

Tue, 20 Nov 2007 12:41:23 -0500

REMOTE CSID

9098843775

DURATION

168

PAGES

10

STATUS

Received

08-09-'07 06:35 FROM-FAIRVIEW FINANCE

9098843775

T-454 P09/10 U-961

REPRINT

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W10554

PHELAN

CA

PHELAN

CA

CELL:

CELL:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 9285

ADV: 202 RUELAS, H INVOICE: FINAL WAR W JL

VIN 1FTRF12W05N

LICENSE NUMBER: CA

TAX RULES: YYNWN INVOICED: 11/19/2007 15:53:44

05 FORD

F-150

2WD

RCAB

ODOMETER IN: 79261

DIST: 1FA

DATES INSERVICE: 102705 PRODUCTION: 051605

DATES BEGIN: 11/15/07 DONE: 11/16/07

CONCERN	CAUSE	OPERATION	TECH	HOURS	AMOUNT
51	CUSTOMER STATE THAT AIR BAG DEPLOYED BYITSELF FORD WANTS US TO CHECK CLOCKSPRING CHECK AND ADVISE	14056D	050	.6	53.36

CAUSE CLACKSPRING&AIRBAG

CORRECTION AIR BAG RESTRAINT SYSTEM - DIAGNOSIS, CODE B32293,B1318, REPLACED FAILED
CLOCK SPRING, FOUND CHAPPED WIRE ON AIR BAG, REOLACED AIR BAG, RETEST,
PASSED

51-1 AIR BAG ASSEMBLY-DRIVER OR PASSENGER - REPLACE

14056D5L

050

.2

17.79

51-2 AIR BAG SLIDING CONTACT - REPLACE

14056D6

050

.4

35.57

PART NUMBER

PO#

DESCRIPTION

QTY

SELL

PNC 7L3E 14A664 R

COVER AND CONTACT PL

1

34.48

34.48

PNC 7L3E 15043B13 CC

*MODULE -SFO

1

SPO 7L3E 15043B13 CC

*MODULE

1

478.49

478.49

PARTS: COUNT 3

ALLOWANCE: 205.19

FACTORY TECH: 050 - LOFFNOW, BRIAN

CONCERN : S38

FP-7L3E15043B13CC

REPAIR TYPE 01 VISIT 1 CODES *

SUBTOTAL

PARTS

718.16

LABOR-MECHANICAL

166.72

TOTAL CHARGE FOR CONCERN

824.88

TYPE: W

CONCERN 52 COURTESY CAR LOANER PROGRAM

OPERATION

TECH

HOURS

AMOUNT

CAUSE LOANER

TAPRENT

199

.0

.00

CORRECTION FORD ASSISTANCE FOR LOANER CAR; THREE DAYS MAX

FACTORY TECH: 199 - TECH, DEFAULT

PAGE 1

2 red and final visit

TIME RECEIVED

Tue, 20 Nov 2007 12:41:23 -0500

REMOTE CSID

9098843775

DURATION

168

PAGES

10

STATUS

Received

08-09-'07 06:36 FROM-FAIRVIEW FINANCE

9098843775

T-454 P10/10 U-961

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W10554

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 9285 ADV: 202 RUELAS, INVOICED: 11/19/2007 15:53:44 JL 05 F-150

LICENSE NUMBER: CA 7Y92389

CONCERN : A99

LINE AUTH: FR 111907 15:50

REPAIR TYPE 01 VISIT 1 CODES -

SUBTOTAL

TYPE: W

TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W10554

PAYMENT DISTRIBUTION FOR INVOICE W10554

PARTS 718.16

TOTAL CHARGE 824.88

LABOR-MECHANICAL 106.72

FAC WARRANTY 824.88

TOTAL CHARGE 824.88

IF YOU HAVE ANY QUESTIONS - PLEASE SEE HUMBERTO RUELAS

PAGE 2
LAST PAGE





DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

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

DEALER INFORMATION:

Requesting Dealer Ford of Acadia P&A 06506 Region & State LOUISIANA

Contact Person Ray Guidry Phone # (337) 457-2231

CUSTOMER/VEHICLE INFORMATION:

New or Used N WSD _____ Year/Model 2004

VIN 1FTRW12W84KB Mileage 11,605

Customer Name _____

Address _____

City CHUREN POINT County ACADIA State LA Zip code _____

Home Phone _____ Work Phone _____

DETAILS of INCIDENT:

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

Medical Attention Sought: Y

Date of Incident 6/20/04

Is customer alleging a component defect caused the incident? Y If yes, what type & details Air Bag Deployed without a collision

Was a police report filed? Y If yes, where _____

Has the Insurance Company been contacted? Y What did the insurance company advise? NOT TO DEALER'S KNOWLEDGE

Owner's Insurance Company _____ Agent's Name _____

Insurance Company Phone Number (____) _____

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

City _____ State _____ Zip _____

RESOLUTION that CUSTOMER is SEEKING:

REPAIR VEHICLE, CUSTOMER REQUESTING FSE INVOLVEMENT, VEHICLE STILL IN SHOP, CUSTOMER DOES NOT WANT PICK-UP VEHICLE.

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER ATTACHMENTS? Y PAGES: _____

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

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED



PLEASE DELIVER THE FOLLOWING PAGES TO:

NAME: _____
FIRM: CONSUMER AFFAIRS REVIEW
FROM: RAY GUIDRY

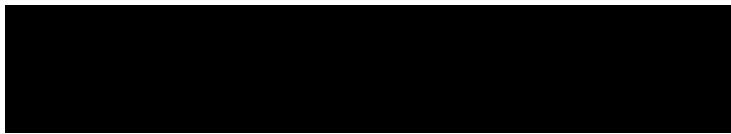
PERRY PITRE FORD CO., INC.
3420 HIGHWAY 190
EUNICE, LA 70535
PHONE: 337-457-2231 OR 1-800-848-7395
FAX: 337-457-8525

DATE: 6-25-04

WE HAVE TRANSMITTED 2 PAGES INCLUDING THIS ONE.

PLEASE () READ () HANDLE () APPROVE () CALL ME

COMMENTS: _____



From: Cpform, D (D.)
Sent: Monday, September 26, 2005 12:20 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: PARKWAY FORD
Requesting Dealer: PARKWAY FORD
Contact Person: HARLEY LEONARD
Telephone: 336-724-5921
Email Address: HLEONARD@PARKWAYFORD.COM
PA Code: 00905
Region: ATLANTA
City: WINSTON SALEM
Dealer State: NC
Fax Number: 336-631-5785
WSD: 1/31/2005
Vehicle Year: 2005
Vehicle Model: F-150
Vehicle VIN: 1FTRX14W65N [REDACTED]
Mileage: 23300
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: RURAL HALL
State: North Carolina
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 21 - Atlanta
Incident Involves: Injury
Date of Incident: 09/23/2005
County in which incident occurred: FORSYTH
Is Alleging Defect: Yes
Alleging defect detail: Drivers air bag deployed while sitting still, cutting right forearm.
Police Report Filed: No
Insurance Company Contacted: Y
Insurance Company Advice: Don't know
Insurance Company Contact Information: State Farm 336-983-8444 Bob Parent
Coach Builder: N/A
Coach Builder State: AK - Alaska
Resolution Sought Detail: At this time customer is asking for a rental vehicle while repairs are being made to his vehicle. All repairs done under warranty.
Comments: This is this customers first visit to parkway ford, vehicle was purchased from regal ford across town. Contact me for more information.

9/26/2005

PE09-046 0011LP



329280168

From:
Sent: Wednesday, January 16, 2008 9:10 AM
To:
Subject: FW: Dealer Request For Consumer Affairs Review - [REDACTED]

Fleet..

From:
Sent: Tuesday, January 15, 2008 9:27 AM
To:
Subject: FW: Dealer Request For Consumer Affairs Review

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Monday, January 14, 2008 5:49 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Regions

Dealership Name: POWER FORD VALENCIA
Requesting Dealer: POWER FORD VALENCIA
Contact Person: FRANCES MELODIA
Telephone: 6612556600
Email Address: melodias@autonation.com
PA Code: 01864
Region: LA
City: VALENCIA
Dealer State: CA
Fax Number: 6612595963
WSD: 09/16/2005
Vehicle Year: 2005
Vehicle Model: F150
Vehicle VIN: 1FTRF14505N [REDACTED]
Mileage: 41520
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: VALENCIA
State: California
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 99 - All Regions
Date of Incident: 01/10/2008
County in which incident occurred: LA

*1-17 Per Frances
Checking found on wire*

1/16/2008

PE09-046 0013LP

Is Alleging Defect: Yes

Alleging defect detail: CUSTOMER STATES SITTING IN PARKED CAR WORKING ON LAP
TOP AND AIR BAG DEPLOYED

Police Report Filed: No

Insurance Company Contacted: Y

Coach Builder State: AK - Alaska

Resolution Sought Detail: REPLACE AIR BAG

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



==>

VEHICLE ID: 1F5N [REDACTED] (WWYPBBBBBB) Vin: 1FTVF12585N [REDACTED] Div: 2 Status: 802

Financial Data		Customer Information	
Orig Totl Inv:	15559.00	A-Plan Price:	.00
Curr Totl Inv:	15559.00	Total Adj:	.00
Base Vehicle:	16786.00	Base Adj:	.00
Options:	3104.00	Option Adj:	.00
Base Holdback:	.00	Base Hb Adj:	.00
Optn Holdback:	.00	Option Hb Adj:	.00
Misc Charges:	-5135.65	Gas Amt:	9.65
Finance Chrg:	.00	Sched-B Amt:	795.00
FDAF/LMDA:	.00	Mktng Contrib:	.00
		X-Plan Price:	.00
		Predel Invoic:	.00
		Sched-A QST:	.00
		FOC GST:	.00
		Price Protect:	.00
		Chargebck Amt:	.00
		30-Day FP Amt:	.00
		Floor Plan:	.00
		P&C Charge:	.00
		Pre-Dlvry Amt:	.00

Financing Data		Customer Information	
Finance Source:	9000000	T/Name:	9
Orig Int St-Sw:	N	Addr:	610 SOUTH FLORES
Ret Draft Ind:		City:	SAN ANTONIO
Floor Pln Date:		Zip:	78204
Advt Comm Code:		Slspsn SS#:	
Upfront PP Ind:	0		
		GSA FLEET MGMT	
		State:	TX
		N/A-Rcpt:	030805

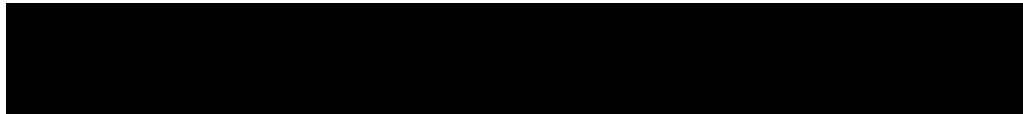
F1=Help F3=Exit F4=Primary Menu F6=Screen #1 F9=Screen #3

LPCV052

Commercial Motor Co
PH: 361-758-5361
airbag deployment - driver side
B-2293
Driver, airbag deployed, hit driver in face
Harry - Dh Tech

DSA - Contact PH 361 537 7096 - Jordan
361-776-4238 x4788
Shelly Adams
361-776-4239
injury - chest pain, redness to face
3-19-08 - DHS Pres
No injury claim

414000738



From: dcpform@ford.com
Sent: Friday, March 07, 2008 8:50 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

381940128

Dealer Request For Consumer Affairs Review - All Regions

Dealership Name: POWER FORD VALENCIA
Requesting Dealer: POWER FORD VALENCIA
Contact Person: FRANCES MELODIA
Telephone: 6612192149
Email Address: melodiaf@autoantion.com
PA Code: 01864
Region: la
City: valencia
Dealer State: CA
Fax Number: 6612595963

WSD: 00000
Vehicle Year: 2005
Vehicle Model: F150
Vehicle VIN: 1FTRF12W85N [REDACTED]

Mileage: 60933
Customer Name: [REDACTED]
Street Address: [REDACTED]

City: VALENCIA
State: California
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]

Customer Region: W1 - Los Angeles
Date of Incident: 03/06/2008
County in which incident occurred: LA

Is Alleging Defect: Yes
Police Report Filed: No
Insurance Company Contacted: N
Coach Builder State: AK - Alaska

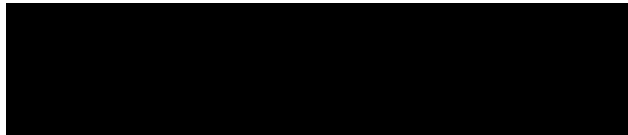
Resolution Sought Detail: CUSTOMER STATES AIR BAG DEPLOYED BY ITSELF AND WANTS FORD TO PAY FOR REPAIRS

Comments: CODE 2293 DEALER RECOMMENDATION REPALCE DRIVERS AIR BAG AND CLOCK SPRING. CUSTOMER DECLINED AND TOOK VEHICLE WITH AIR BAG STILL DEPLOYED.

313
Randy Wright
no injuries
Fax 661-257-1658

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3/11/2008



1447050748

From: dcpform@ford.com
Sent: Thursday, March 13, 2008 5:25 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Regions

Dealership Name: LEIF JOHNSON FORD
Requesting Dealer: LEIF JOHNSON FORD
Contact Person: MATT SCHAEFER
Telephone: 5124543711
Email Address: m-schae8@dealeremail.com
PA Code: 04465
Region: HOUSTON
City: AUSTIN
Dealer State: TX
Fax Number: 512-407-3572

WSD: 06/04/05

Vehicle Year: 2005

Vehicle Model: FORD F150

Vehicle VIN: 1FTRF12W35N [REDACTED]

Mileage: 55640

Customer Name: [REDACTED] *wife*

Street Address: [REDACTED]

City: TAYLOR

State: Texas

Zip Code: [REDACTED]

Home Ph

Work Ph

Customer Region: C2 - Houston

Incident Involves: Injury

Date of Incident: 03/09/2008

County in which incident occurred: TRAVIS

Is Alleging Defect: Yes

Alleging defect detail: CUSTOMER TURNED IGNITION KEY AND DRIVERS AIR BAG BLEW HITTING HIM IN THE FACE.

Police Report Filed: No

Insurance Company Contacted: N

Insurance Company Advice: TAKE TO FORD DEALER. INS WONT COVER DUE TO NO ACCIDENT(PER CUSTOMER)

Insurance Company Contact Information: UNKNOWN BY DEALER

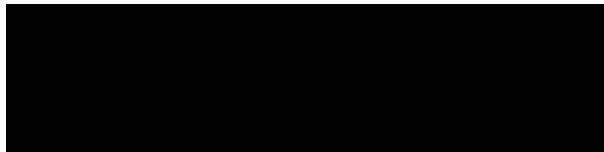
Coach Builder State: AK - Alaska

Resolution Sought Detail: GET AIRBAG FIXED BUT CUSTOMER IS SCARED OF TRUCK.

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3/14/2008

PE09-046 0020LP



575
546-0303
D303

Denver CO 8

P.O. 561900 718

From: dcpform@ford.com
Sent: Thursday, March 13, 2008 10:38 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Regions

Dealership Name: jack key motors
Requesting Dealer: jack key motors
Contact Person: charles montes
Telephone: 5055462765
Email Address: jimschuyler@jackkey.com
PA Code: 07461
Region: w3
City: deming
Dealer State: NM
Fax Number: 575-546-0303
WSD: t
Vehicle Year: 2004
Vehicle Model: f-150
Vehicle VIN: 1ftpw12504k [REDACTED]
Mileage: 76543
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: deming
State: New Mexico
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: W3 - Phoenix
Incident Involves: Medical%20Attention%20Sought
Date of Incident: 03/11/2008
County in which incident occurred: luna
Is Alleging Defect: Yes
Police Report Filed: Yes
Insurance Company Contacted: Y
Coach Builder State: AK - Alaska
Resolution Sought Detail: this has already been sent in 03/04/08.customer is getting very upset,please contact us,customer thinks we are not doing anything. 1-575-546-2765

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All Action Details for Issue

[Print](#)

VIN: 1FTPW12504K [REDACTED] Year: 2004 Model: F-SERIES Case: 561900718
Name: MR [REDACTED] Owner Status: Subsequent WSD: 2004-04-28
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
Reason Desc: LEGAL - ALLEGED INJURY Secondary Phone: [REDACTED]
Issue Type: 10 OGC Issue Status: CLOSED

Action: CONTACT ADVANCED TO OGC
Dealer: 07461 JACK KEY FORD LINCOLN MERCURY Origin Desc: US CONCERN CASE BASE
Odometer: 73000 MI Comm Type: PHONE
Analyst Name: CHIRINOS CESAR Analyst: CCHIRIN4
Action Date: 03/18/2008 Action Time: 16.21.51.447 Action Data: No

Comments CUSTOMER SAID: -SPANISH CALL-TURNED ON VEH AND THE AIRBAGS DEPLOYED FOR NO REASON - DID NOT HIT ANYTHING OR GET IN AN ACCIDENT BUT THE AIRBAGS DEPLOYED BY THEMSELVES-VEH CONCERN HAPPENED ON 2/11/08-VEH HAS BEEN AT THE DEALERSHIP SINCE 2/11/08-RIGHT HAND GOT HIT BY WINDOW RIGHT WHEN AIRBAGS GOT DEPLOYED -VEH WAS IN FRONT OF HOUSE WHEN AIRBAGS DEPLOYED -DID FILE A POLICE REPORT-POLICE REPORTS STATES THAT VEH HAD A DEPLOYMENT MALFUNCTION -POLICE CASE NUMBER IS 200802264 IN LUNA COUNTY AND NEW MEXICO CITY -DID TRY TO FILE AN INSURANCE CLAIM BUT WAS DENIED SINCE THEY DO NOT COVER AIRBAGS -VEH IS REPAIRABLE-WANTS VEH REPAIRED BY FORDDEALER SAID: -WAITING FOR FORD TO APPROVE REPAIRS -JACK KEY FORD LINCOLN MERCURY 1512 EAST PINE STREET DEMING, NM 88030 TEL: (505) 546-2765 CRC ADVISED: I WILL FORWARD THIS INFORMATION TO THE FORD OFFICE OF THE GENERAL COUNSEL. YOU WILL RECEIVE WRITTEN NOTIFICATION WITHIN 10 BUSINESS DAYS WHICH YOU WILL NEED TO RESPOND TO IN WRITING. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.

Ford Confidential

Luna County Sheriff's Department

Offense/Incident Report

2/27/2008 2:13pm

Page 1

Offense Number: 200802264

Report Date: 2/26/2008

Day of Week: Tuesday

Jurisdiction: 1

District:

Reporting Area: G

Grid:

Location:

Deming, NM

Business Name:

Place Committed:

Committed: 2/11/2008 8:15

Status: Report Made On This Inci

Officers

Name	Badge	Agency	Assigned	Arrived	Cleared	Resp	Total
Eby, Mike	Luna 15	Luna County Sheriff's Depart	02/26/08 10:00		02/26/08 10:17	0.00	0.28

Offenses

Description: PERSONAL INJURY MOTOR VEHICLE ACCIDENT Status: Open

Reported By Information

Reporter Name:		Race:	Hispanic
Address:	Deming, NM	Sex:	Male
		Ethnicity:	Hispanic
Home Phone:		DOB:	
Work Phone:		Age:	56
Employer:			
Narrative:			

Victim Information

Victim Name:		Race:	Hispanic
Address:	Deming, NM	Sex:	Male
		Ethnicity:	Hispanic
Home Phone:		DOB:	
Work Phone:		Age:	56
Employer:			
Narrative:			

Case Narrative

Officer: Mike Eby Date: 02/26/08 Time: 10:00

Narrative: On 02/26/08 at approximately 1000 hours a Mr. [REDACTED] came to the Luna County Sheriff's Department in reference to making a (Personal Injury Motor Vehicle Accident) report.

Mr. [REDACTED] stated on 02/11/08 at approximately 0815 hours he exited his residence and entered his 2004 Ford F-150 bearing NM Lic. Plt. # [REDACTED] & Vin. # (1FTPW12504K [REDACTED]) then stated he inserted his vehicle's key into it's ignition and turned it in a clockwise direction. Mr. [REDACTED] stated his vehicle's airbag then deployed causing him to sustain two abrasions on his upper left hand located between his thumb and index finger. Mr. [REDACTED] stated after his vehicle's accidental airbag deployment malfunction he contacted Jack Key Ford Motor Company for repairing it, and towing it. Mr. [REDACTED] stated Jack Key Ford advised him he should have a Police report made of the incident.

Action Taken: Report made of this incident, and also an accident report made.



Luna County Sheriff's Dept.

STATE OF NEW MEXICO UNIFORM CRASH REPORT 000000000

REPORTING DEPARTMENT

<input checked="" type="checkbox"/> ON PRIVATE PROPERTY	<input type="checkbox"/> FATAL	PROPERTY DAMAGE ONLY	<input type="checkbox"/> UNDER \$500	<input type="checkbox"/> HIT AND RUN	Case Number: 200802264
<input checked="" type="checkbox"/> INJURY	<input checked="" type="checkbox"/> \$500 OR MORE				NMDOT:

DATE OF CRASH M/D/YR 2/11/2008	MILITARY TIME 08:15	CITY OCCURRED IN Deming	COUNTY Luna
-----------------------------------	------------------------	----------------------------	----------------

SUN <input type="checkbox"/>	M <input type="checkbox"/>	Tu <input type="checkbox"/>	W <input type="checkbox"/>	Th <input type="checkbox"/>	F <input type="checkbox"/>	S <input type="checkbox"/>	OCCURRED ON: (Route No. or Name) Parked in Residential Driveway located at 3590 Solana Rd. SW, Deming NM	AT INTERSECTION WITH:	TRIBAL LAND? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
------------------------------	----------------------------	-----------------------------	----------------------------	-----------------------------	----------------------------	----------------------------	---	-----------------------	---

OTHER LOCATION	<input type="checkbox"/> FEET	<input type="checkbox"/> MILES	N <input type="checkbox"/>	S <input type="checkbox"/>	E <input type="checkbox"/>	W <input type="checkbox"/>	OF:	PERMANENT LANDMARK - COUNTY LINE - INTERSECTION - MILEPOST	LAT: LONG:
----------------	-------------------------------	--------------------------------	----------------------------	----------------------------	----------------------------	----------------------------	-----	--	---------------

CRASH <input type="checkbox"/> On Roadway	CRASH <input type="checkbox"/> Overturned	<input type="checkbox"/> Other N-Col	<input type="checkbox"/> Pedestrian	<input type="checkbox"/> Other Vehicle	<input type="checkbox"/> Vehicle on Other Rdwy	<input checked="" type="checkbox"/> Parked Vehicle	ANALYSIS CODE:
OCURRED <input checked="" type="checkbox"/> Off Roadway	CLASSIFICATION <input type="checkbox"/> Rollover	<input type="checkbox"/> R.R. Train	<input type="checkbox"/> Pedal Cyclist	<input type="checkbox"/> Animal	<input type="checkbox"/> Fixed Object	<input type="checkbox"/> Other Object	

VEHICLE NO. 1 HEADED	N <input type="checkbox"/>	S <input type="checkbox"/>	E <input type="checkbox"/>	W <input type="checkbox"/>	On: Parked in Residential Driveway located at 3590 Solana Rd. SW, Deming NM	Posted Speed N/A	Safe Speed N/A
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Driver's Full Name Jose P. Ramirez	Address 3590 Solana Rd. SW
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Driver's License Number 010175861	State NM	Type D	Restrictions None	Expires 8/18/2011	City/State Deming NM	Zip Code 88030	Phone (575) 544-5070
--------------------------------------	-------------	-----------	----------------------	----------------------	-------------------------	-------------------	-------------------------

Date of Birth - M/D/YR 7/18/1951	Social Security Number 585-60-6285	Occupation Pastor of Apostolic Church	Age 56	Sex (M/F) M	Race H	Injury Code B	OP Code 6	OP Used Property N	Airbag Deploy F	Ejected N	EMS# N/A
-------------------------------------	---------------------------------------	--	-----------	----------------	-----------	------------------	--------------	-----------------------	--------------------	--------------	-------------

Seat Pos	Occupant's Name	Occupant's Address (City, State, Zip)

Vehicle Yr 2004	Vehicle Make Ford	Color Whi	Body Style PK	Cargo Body Type NA	Vehicle Use (1) NA	Vehicle Use (2) P	Towed? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Overall Vehicle Damage: <input checked="" type="checkbox"/> Heavy <input type="checkbox"/> Moderate <input type="checkbox"/> Slight <input type="checkbox"/> None	Extent: <input type="checkbox"/> Disabled <input checked="" type="checkbox"/> Functional <input type="checkbox"/> Appearance <input type="checkbox"/> Property <input type="checkbox"/> Fire <input type="checkbox"/> None	<input type="checkbox"/> RF <input type="checkbox"/> RR
--------------------	----------------------	--------------	------------------	-----------------------	-----------------------	----------------------	---	---	--	---

License Yr 2008	State NM	License Plate Number	VIN 1FTPW12504K	Towed due to disabling damage? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> F <input type="checkbox"/> R
--------------------	-------------	----------------------	--------------------	---	---

US DOT	ICC Docket #	Interstate Carrier? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Top <input type="checkbox"/> Under carriage
--------	--------------	---	---	--

Number of Axles	Gross Vehicle Weight Rating/Gross Combination Weight Rating <input type="checkbox"/> < or = 10,000 lbs <input type="checkbox"/> 10,001 to 26,000 <input type="checkbox"/> > 26,000	Hazmat Placard 4 digit #	OR Hazmat Name	AND	1 digit #	Hazmat Released? <input type="checkbox"/> Yes <input type="checkbox"/> No
-----------------	---	--------------------------	----------------	-----	-----------	--

Carrier's Name	Carrier's Address	Carrier's Zip
----------------	-------------------	---------------

Owner's Name	Owner's Address	Owner's Zip	Owner's Telephone (575) 544-5070
--------------	-----------------	-------------	-------------------------------------

Insured By: (Name of Company) Geico	Policy Number	Liability Insurance? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Trailer or Towed vehicles <input type="checkbox"/> Yes <input type="checkbox"/> No	Type	Year	Make	License Yr	Lic. State	Lic. Number
--	---------------	---	---	------	------	------	------------	------------	-------------

VEHICLE NO. 2 OR PEDESTRIAN HEADED	N <input type="checkbox"/>	S <input type="checkbox"/>	E <input type="checkbox"/>	W <input type="checkbox"/>	On:	Posted Speed	Safe Speed
------------------------------------	----------------------------	----------------------------	----------------------------	----------------------------	-----	--------------	------------

Driver's Full Name	Address
--------------------	---------

Driver's License Number	State	Type	Restrictions	Expires	City/State	Zip Code	Phone
-------------------------	-------	------	--------------	---------	------------	----------	-------

Date of Birth - M/D/YR	Social Security Number	Occupation	Age	Sex (M/F)	Race	Injury Code	OP Code	OP Used Property	Airbag Deploy	Ejected	EMS#
------------------------	------------------------	------------	-----	-----------	------	-------------	---------	------------------	---------------	---------	------

Seat Pos	Occupant's Name	Occupant's Address (City, State, Zip)

Vehicle Yr	Vehicle Make	Color	Body Style	Cargo Body Type	Vehicle Use (1)	Vehicle Use (2)	Towed? <input type="checkbox"/> Yes <input type="checkbox"/> No	Overall Vehicle Damage: <input type="checkbox"/> Heavy <input type="checkbox"/> Moderate <input type="checkbox"/> Slight <input type="checkbox"/> None	Extent: <input type="checkbox"/> Disabled <input type="checkbox"/> Functional <input type="checkbox"/> Appearance <input type="checkbox"/> Property <input type="checkbox"/> Fire <input type="checkbox"/> None	<input type="checkbox"/> RF <input type="checkbox"/> RR
------------	--------------	-------	------------	-----------------	-----------------	-----------------	--	--	---	---

License Yr	State	License Plate Number	VIN	Towed due to disabling damage? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> F <input type="checkbox"/> R
------------	-------	----------------------	-----	--	---

US DOT	ICC Docket #	Interstate Carrier? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Top <input type="checkbox"/> Under carriage
--------	--------------	---	--	--

Number of Axles	Gross Vehicle Weight Rating/Gross Combination Weight Rating <input type="checkbox"/> < or = 10,000 lbs <input type="checkbox"/> 10,001 to 26,000 <input type="checkbox"/> > 26,000	Hazmat Placard 4 digit #	OR Hazmat Name	AND	1 digit #	Hazmat Released? <input type="checkbox"/> Yes <input type="checkbox"/> No
-----------------	---	--------------------------	----------------	-----	-----------	--

Carrier's Name	Carrier's Address	Carrier's Zip
----------------	-------------------	---------------

Owner's Name	Owner's Address	Owner's Zip	Owner's Telephone
--------------	-----------------	-------------	-------------------

Insured By: (Name of Company)	Policy Number	Liability Insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No	Trailer or Towed vehicles <input type="checkbox"/> Yes <input type="checkbox"/> No	Type	Year	Make	License Yr	Lic. State	Lic. Number
-------------------------------	---------------	--	---	------	------	------	------------	------------	-------------

CRASH REPORT NUMBER: 000000000	STATE OF NEW MEXICO UNIFORM CRASH REPORT ISSUING AGENCY COPY	SHEET 1 OF 3 SHEETS
CASE NUMBER: 200802264		

DIAGRAM/NARRATIVE

Use Additional Sheets As Necessary

No Diagram Drawn for Veh. # 1, Due to it Only Having an Airbag Deployment Malfunction.

CRASH REPORT NUMBER 000000000

CASE NUMBER 200802264

DIAGRAM DRAWN BY: N/A

MEASUREMENTS TAKEN BY: N/A



Indicate
North
By
Arrow

CRASH REPORT NUMBER: 000000000
CASE NUMBER: 200802264

STATE OF NEW MEXICO UNIFORM CRASH REPORT
ISSUING AGENCY COPY

SHEET 3
OF 3 SHEETS

THIS REPORT MAY CONTAIN OPINIONS AND OBSERVATIONS OF THE INVESTIGATING OFFICER

ROAD - WEATHER	LIGHTING (Mark 1 with X)	WEATHER (Mark 1 with X)	ROAD COND. (Mark 1 each with X)	ROAD SURFACE (Mark 1 each with X)	TRAFFIC CONTROL (Mark 1 each with X)	ROAD CHARACTER (Mark 1 with X)	CRASH REPORT NUMBER: 000000000	
	<input checked="" type="checkbox"/> Daylight <input type="checkbox"/> Dawn <input type="checkbox"/> Dusk <input type="checkbox"/> Dark Lighted <input type="checkbox"/> Dark-Not Lighted <input type="checkbox"/> Other	<input checked="" type="checkbox"/> Clear <input type="checkbox"/> Raining <input type="checkbox"/> Snowing <input type="checkbox"/> Fog <input type="checkbox"/> Dust <input type="checkbox"/> Wind <input type="checkbox"/> Other <input type="checkbox"/> Sleet or Hail	V1 V2 <input checked="" type="checkbox"/> Dry <input type="checkbox"/> Wet <input type="checkbox"/> Snow <input type="checkbox"/> Ice <input checked="" type="checkbox"/> Loose Material <input type="checkbox"/> Other <input type="checkbox"/> Standing or Moving Water <input type="checkbox"/> Slush	V1 V2 <input type="checkbox"/> Paved Unstriped <input type="checkbox"/> Paved Center Stripe <input type="checkbox"/> Paved Center & Edge line <input checked="" type="checkbox"/> Unpaved	V1 V2 <input type="checkbox"/> No Passing Zone <input type="checkbox"/> Stop Sign <input type="checkbox"/> Traffic Signals <input type="checkbox"/> Yield Sign <input type="checkbox"/> R.R. Gate <input type="checkbox"/> 4 Way Stop <input type="checkbox"/> Flashers <input checked="" type="checkbox"/> Other	<input checked="" type="checkbox"/> Straight <input type="checkbox"/> Curve GRADE (Mark 1 with X) <input checked="" type="checkbox"/> Level <input type="checkbox"/> Hillcrest <input type="checkbox"/> On Grade <input type="checkbox"/> Dip	CASE NUMBER: 200802264 ROAD DESIGN (Mark 1 or more for each with X) V1 V2 <input checked="" type="checkbox"/> 1 Lane <input type="checkbox"/> 2 Lanes <input type="checkbox"/> 3 Lanes <input type="checkbox"/> 4 + Lanes <input checked="" type="checkbox"/> Undivided <input type="checkbox"/> Physical Divider <input type="checkbox"/> Painted Divider	<input type="checkbox"/> One Way <input type="checkbox"/> Ramp <input type="checkbox"/> Full Access Control <input type="checkbox"/> Undeveloped <input type="checkbox"/> Alley <input checked="" type="checkbox"/> Other <input type="checkbox"/> Constr. Zone
	APPARENT CONTRIBUTING FACTORS (Mark 1 or more for each with X)				WHAT DRIVERS WERE DOING (Mark 1 or more for each with X)		SEQUENCE OF EVENTS (See event codes)	

EVENT	V1 V2	V1 V2	V1 V2	V1 V2	V1 V2	V1 V2	V1 V2	
	<input type="checkbox"/> Excessive Speed <input type="checkbox"/> Speed too fast for conditions <input type="checkbox"/> Failed to yield right of way <input type="checkbox"/> Passed stop sign <input type="checkbox"/> Disregarded traffic signal <input type="checkbox"/> Drove left of center <input type="checkbox"/> Improper overtaking <input type="checkbox"/> Avoid no contact vehicle <input type="checkbox"/> Avoid no contact - other <input type="checkbox"/> Cell Phone <input type="checkbox"/> Low Visibility due to smoke	<input type="checkbox"/> Following too closely <input type="checkbox"/> Made improper turn <input type="checkbox"/> Driver inattention <input type="checkbox"/> Under influence of alcohol <input type="checkbox"/> Other improper driving <input type="checkbox"/> Pedestrian error <input type="checkbox"/> Inadequate brakes <input type="checkbox"/> Driverless moving vehicle <input type="checkbox"/> Failed to yield-Police Vehicle(s) <input type="checkbox"/> Failed to yield-Emergency Veh(s) <input type="checkbox"/> High speed pursuit	<input type="checkbox"/> Defective steering <input type="checkbox"/> Defective tires <input checked="" type="checkbox"/> Other mechanical defect <input type="checkbox"/> Road defect <input checked="" type="checkbox"/> Other No driver error <input type="checkbox"/> Traffic control not functioning <input type="checkbox"/> Improper lane change <input type="checkbox"/> Improper backing <input type="checkbox"/> None	<input type="checkbox"/> Going Straight <input type="checkbox"/> Overtaking - Passing <input type="checkbox"/> Right Turn <input type="checkbox"/> Left Turn <input type="checkbox"/> U Turn <input type="checkbox"/> Slowing <input type="checkbox"/> Backing	<input type="checkbox"/> Stopped for traffic <input type="checkbox"/> Stopped for sign/signal. <input type="checkbox"/> Start in traffic lane <input type="checkbox"/> Start from park <input checked="" type="checkbox"/> Parked <input type="checkbox"/> Other	EF FIRST EVENT SECOND EVENT THIRD EVENT FOURTH EVENT		
	DRIVER OR PEDESTRIAN SOBRIETY (Mark 1 or more for each with X)			DRIVER OR PEDESTRIAN PHYSICAL CONDITION (Mark 1 or more for each with X)		PEDESTRIAN ACTION		
	D1 D2	D1 D2	D1 D2	D1 D2	P1 P2	P1 P2	P1 P2	P1 P2
<input type="checkbox"/> Consumed Alcohol <input type="checkbox"/> Consumed a Controlled Substance <input type="checkbox"/> Had Not Consumed Alcohol <input type="checkbox"/> Sobriety Unknown <input type="checkbox"/> Consumed Medication <input type="checkbox"/> Breath Test Administered <input type="checkbox"/> Blood Test Administered <input type="checkbox"/> Field Sobriety Test <input type="checkbox"/> Refused Test	<input type="checkbox"/> Fatigue-Asleep <input type="checkbox"/> Eyesight imp. <input type="checkbox"/> Hearing Imp. <input type="checkbox"/> Ill	<input type="checkbox"/> Medication <input type="checkbox"/> Amputee <input checked="" type="checkbox"/> No App. Defects <input type="checkbox"/> *Other Physical Impairment	<input type="checkbox"/> *Specify	At intersection <input type="checkbox"/> With Signal <input type="checkbox"/> Against Signal <input type="checkbox"/> No Signal <input type="checkbox"/> Diagonal	Not at intersection <input type="checkbox"/> From Behind <input type="checkbox"/> No Crosswalk <input type="checkbox"/> Crosswalk <input type="checkbox"/> Walking W/Traffic <input type="checkbox"/> *Other	<input type="checkbox"/> Walking Against Traffic <input type="checkbox"/> Standing <input type="checkbox"/> Pushing or Working on Vehicle <input type="checkbox"/> Playing in Road	<input type="checkbox"/> *Specify	

Describe what happened - refer to vehicles by number.
 On 02/26/08 at approximately 1000 hours a Mr. Jose P. Ramirez came to the Luna County Sheriff's Department in reference to making a (Personal Injury Motor Vehicle Accident) Report. Mr. Ramirez stated on 02/11/08 at approximately 0815 hours he exited his residence and entered his 2004 Ford F-150 pickup and inserted his vehicle's key into its ignition and turned it in a clockwise direction. Mr. Ramirez stated his vehicle's airbag then deployed causing him to sustain two abrasions on his upper left hand located between his thumb and index finger. Mr. Ramirez stated after his vehicle's accidental airbag deployment malfunction he contacted Jack Key Ford Motor Company for repairing it and towing it. Mr. Ramirez stated Jack Key Ford advised him he should have a Police report made of the incident.

Use Diagram/Narrative Sheet for additional information

OTHER PROPERTY INVOLVED	DESCRIPTION OF PROPERTY AND DAMAGE			
	Owner's Name	Owner's Address	Owner's Zip Code	Owner's Telephone

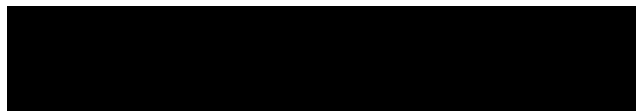
WITNESS	NAME	AGE	ADDRESS	TELEPHONE

ENFORCEMENT ACTION	VEH. NO.	NAME	VIOLATION (COMMON NAME)	ACTION
				<input type="checkbox"/> Booked <input type="checkbox"/> Cited <input type="checkbox"/> Pending
				<input type="checkbox"/> Booked <input type="checkbox"/> Cited <input type="checkbox"/> Pending

Time Notified 10:00	Time Arrived N/A	Notified By [Signature]	Supervisor at Scene N/A	Checked By Lt. Jimmy Garcia
Officer's Signature [Signature]	Print Officer's Name Mike Eby	Rank Sr. Deputy	ID No. 15	District 19
Date of Report 2/26/2008				

CRASH REPORT NUMBER: 000000000	STATE OF NEW MEXICO UNIFORM CRASH REPORT	SHEET 2
CASE NUMBER: 200802264	ISSUING AGENCY COPY	OF 3 SHEETS

THIS REPORT MAY CONTAIN OPINIONS AND OBSERVATIONS OF THE INVESTIGATING OFFICER



From:
Sent: Monday, July 06, 2009 12:56 PM
To:
Cc:
Subject: FW: Dealer Request For Consumer Affairs Review

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Wednesday, June 24, 2009 12:15 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

NOCCOIS

Dealer Request For Consumer Affairs Review - All Regions

Dealership Name: D-PATRICK FORD
Requesting Dealer: D-PATRICK FORD
Contact Person: JIM BUEHRENS
Telephone: 8124287833
Email Address: jbuehrens@dpat.com
PA Code: 04623
Region: CINCINNATI
City: EVANSVILLE
Dealer State: IN
Fax Number: 8124287831
WSD: 07/25/2005
Vehicle Year: 2005
Vehicle Model: F150
Vehicle VIN: 1FTRF12285N [REDACTED]
Mileage: 47692
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: EVANSVILLE
State: Indiana
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: G3 - Cincinnati
Incident Involves: Injury, Medical%20Attention%20Sought
Date of Incident: 06/20/2009
County in which incident occurred: VANDERBURGH
Is Alleging Defect: Yes
Alleging defect detail: OWNER CLAIMS DRIVERS AIR BAG DEPLOYED WHILE VEHICLE WAS IN PARK WITH ENGINE RUNNING AND NO IMPACT HITTING HIM IN THE HEAD WHILE LEANING INTO VEHICLE.
Police Report Filed: No

Per Ms. Brown 7-10-09. Pain in neck to jaw - surgeon in ear. Chipped tooth. Follow-up with medical carrier. Atty contacted. No indicator lights

7/6/2009

Insurance Company Contacted: N

Insurance Company Advice: CONTACT FORD DEALER FOR CONSUMER AFFAIRS REVIEW

Insurance Company Contact Information: STATE FARM-ERIC DENTON 812-422-1195

Coach Builder State: IN - Indiana

Resolution Sought Detail: OWNER IS SEEKING VEHICLE REPLACEMENT, MEDICAL BILLS REIMBURSED, LOST WAGES, RENTAL EXPENSES

Comments: DEALER PERFORMED WALK AROUND AND NOTED NO MAJOR DAMGAGE ON VEHICLE INCLUDING FRONT UNDERCARRAGE.

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7/6/2009

PE09-046 0030LP



359461489

From:
Sent: Tuesday, May 26, 2009 4:08 PM
To:
Cc:
Subject: FW: Dealer Request For Consumer Affairs Review

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Tuesday, May 26, 2009 4:02 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Regions

Dealership Name: GILMORE FORD
Requesting Dealer: GILMORE FORD
Contact Person: PAUL BARBER
Telephone: 334-365-2272
Email Address: paul.barber@gilmoreford.com
PA Code: 00357
Region: ATLANTA
City: PRATTVILLE
Dealer State: AL
Fax Number: 334-365-4843
WSD: 05/14/2005
Vehicle Year: 2005
Vehicle Model: F150
Vehicle VIN: 1FTRX02W25K [REDACTED]
Mileage: 73730
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: PRATTVILLE
State: Alabama
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: S1 - Atlanta
Incident Involves: Accident
Date of Incident: 05/21/2009
County in which incident occurred: AUTAUGA
Is Alleging Defect: Yes
Alleging defect detail: AIR BAG DEPLOYED WITH OUT ACCIDENT DRIVER SIDE
Police Report Filed: No
Insurance Company Contacted: N
Coach Builder: NO

5/27/2009

PE09-046 0032LP

Coach Builder State: AK - Alaska

Resolution Sought Detail: FORD TO PAY FOR AIR BAG AND RELATED DAMAGED

Comments: HOT LINE CONTACTED ADVISED TO CHECK WIRING BETWEEN THE
CLOCKSPRING AND AIR BAG MODULE TECH FOUND PROBLEM WITH WIRING

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All Action Details for Issue

[Print](#)

VIN: 1FTRX02W25K [REDACTED] **Year:** 2005 **Model:** F-SERIES **Case:** 359461489
Name: MR [REDACTED] **Owner Status:** Original **WSD:** 2005-05-14
Symptom Desc: RESTRAINTS SIDE AIR BAG SYSTEMS DEPLOYMENT **Primary Phone:** [REDACTED]
Reason Desc: LEGAL - ALLEGED SRS MALFUNCTION **Secondary Pho** [REDACTED]
Issue Type: 04 REGION **Issue Status:** CLOSED
Initial Customer Contact: 05/28/2009

Action: TIER ONE OPEN ISSUE **Origin Desc:** TIER ONE - MELBOURNE
Dealer: 00357 GILMORE FORD INC
Odometer: 75000 MI **Comm Type:** PHONE
Analyst Name: CAMPBELL (ACAMP113),ANDREA **Analyst:** ACAMP113
Action Date: 05/28/2009 **Action Time:** 09.59.06.141 **Action Data:** No

Comments ==TRYING TO GET IN CONTACT WITH ALMA WITH FORD MOTOR==CALLING ABOUT THE CONCERN WITH THE AIRBAG==AIRBAG DEPLOYED FOR NO REASON==CUST WAS DRIVING ABOUT 10 MPH IN A PARKING LOT==IT WAS ONLY THE DRIVERS SIDE AIRBAG==CUST TOOK THE VEH TO THE DLRSHP==DLRSHP HAD A FORD REP COME OUT==FOUND A WIRE UNDER THE AIRBAG THAT WAS RUBBING AND CAUSED THE CONCERN==CUST WANTS FORD TO REPLACE THE AIRBAG~~~~GILMORE FORD INC1825 EAST MAIN STREET PRATTVILLE, AL 36068TEL:(334) 365-2272**OBC TO DLR**SPOKE WITH PAUL(CONSULTANT)==DLR SPOKE WITH TECH HOTLINE==HOTLINE SAID THERE MAY BE A CONCERN WITH THE WIRING WITH THE CLOCKSPRING==DID CHECK AND FOUND THAT THERE WAS A WIRE THAT HAD RUBBED WHICH HAD CAUSED THE AIRBAG TO DEPLOY==FILLED OUT A DEALER REQUEST FOR CONSUMER AFFAIRS FORM ONLINE THAT WAS RECOMMENDED BY HOTLINE==THIS IS HOW ALMA GOT INVOLVED==THOUGHT THAT ALMA WOULD LEAVE A NUMBER THAT THE CUST COULD CONTACT HER BACK==VEH HAS BEEN AT THE DLRSHP SINCE 5/21/09==CUST USES THE VEH FOR WORK==WAITING FOR REPAIR TO BE AUTHORIZED SO THAT DLRSHP CAN ORDER PARTS~~~~I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM AND THEY WILL FURTHER ASSIST IN FACILITATING THE AIRBAG SYSTEMS ISSUE. A CUSTOMER CARE SPECIALIST WILL CONTACT YOU WITHIN 2 BUSINESS DAYS.~~~~NO PRIVATE OFFERS==DID NOT ADV. OF MARKETING==LEGAL ISSUE

Action: AWAITING ASSISTANCE - CUSTOMER SERVICE MANAGER **Origin Desc:** DEALER
Dealer: 00357 GILMORE FORD INC
Odometer: 75000 MI **Comm Type:** VISIT
Analyst Name: PAUL BARBER **Analyst:** P-BARBE3
Action Date: 05/28/2009 **Action Time:** 11.00.17.986 **Action Data:** No

Comments WAITING FOR OK TO REPAIR OWNERS VEHICLE

Action: DUPLICATE CASE **Origin Desc:** CUSTOMER CARE SOLUTIONS TEAM
Dealer: 00357 GILMORE FORD INC
Odometer: 75000 MI **Comm Type:** PHONE
Analyst Name: BECERRA (MBECERR2),MELISSA **Analyst:** MBECERR2
Action Date: 05/29/2009 **Action Time:** 08.54.54.643 **Action Data:** No

Comments - CCS MISSY - EXT 7281- CALLED CUST AT [REDACTED] - LEFT MSG ADVISING THAT CASE HAS BEEN SENT TO LEGAL DEPT AND CCS WILL NOT HE HANDLING -- ADVISED TO EXPECT CONTACT FROM LEGAL DEPT WITHIN 10 DAYS- CALLED [REDACTED] AND SPOKE TO MR [REDACTED] - CONFIRMED VEH ONFO AND MILEAGE AND ADVISED AS PER MSG LEFT ABOVE - CUST AGREEABLE- CLOSING MISDIRECTED CASE ESCALATION



444161469

From:
Sent: Thursday, May 28, 2009 12:00 PM
To:
Cc:
Subject: FW: Dealer Request For Consumer Affairs Review

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Thursday, May 28, 2009 11:42 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Regions

Dealership Name: SOLOMON FORD LLC
Requesting Dealer: SOLOMON FORD LLC
Contact Person: JIM HORNBECK
Telephone: 7247855500
Email Address: j.hornbeck@comcast.net
PA Code: 09595
Region: PITTSBURGH SDR
City: BROWNSVILLE
Dealer State: PA
Fax Number: 7247854684
WSD: 05/11/2005
Vehicle Year: 2005
Vehicle Model: F150
Vehicle VIN: 1FTRF14W75N [REDACTED]
Mileage: 18000
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: UNIONTOWN
State: Pennsylvania
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: G4 - Pittsburgh
Incident Involves: Accident
Date of Incident: 05/22/2009
County in which incident occurred: FAYETTE
Is Alleging Defect: Yes
Alleging defect detail: CUSTOMER STATES AIR BAG DEPLOYED WHEN HE TURNED IGNITION ON
Police Report Filed: No
Insurance Company Contacted: Y

6/8/2009

PE09-046 0036LP

Insurance Company Advice: CUSTOMER STATED INSURANCE CO SAID TO REFER TO
DEALER OR FORD MOTOR CO
Coach Builder State: AK - Alaska
Resolution Sought Detail: FORD PAID REPAIR
Comments: VEHICLE HAS DAMAGED FRONT BUMPER

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All Action Details for Issue

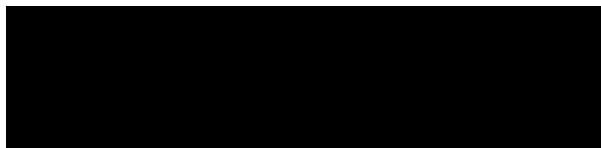
[Print](#)

VIN: 1FTRF14W75N [REDACTED] **Year:** 2005 **Model:** F-SERIES **Case:** 444161469
Name: MR [REDACTED] **Owner Status:** Original **WSD:** 2005-05-11
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT **Primary Phone:** [REDACTED]
Reason Desc: LEGAL - ALLEGED INJURY **Secondary Phone:** [REDACTED]
Issue Type: 10 OGC **Issue Status:** CLOSED

Action: CONTACT ADVANCED TO OGC**Dealer:** 09595 SOLOMON FORD, LLC**Odometer:** 27000 MI**Analyst Name:** DAWN MONTGOMERY (DMONTG50)**Action Date:** 05/27/2009**Comm Type:** PHONE**Analyst:** DMONTG50**Action Time:** 11.37.38.895**Origin Desc:** US CONCERN CASE BASE**Action Data:** No

Comments CUSTOMER SAID: -ON 5/21/09, WENT TO WENDY, I PARKED THE CAR-I PUT THE KEY IN THE IGNITION AND I PUT THE KEY IN,THE AIRBAGS DEPLOYED-HAPPENED ON 5/21/09 -GARAGE WON'T LOOK AT IT UNTIL SOMEONE COMES OUT -I GOT HIT IN THE SHOULDER, BUT NO DAMAGE-NO POLICE REPORT FILE, NOTHING TO FILE-INSURANCE COMPANY WON'T PAY FOR A RENTAL BECAUSE THERE WAS COLLISION-SEEKING TO HAVE THE REPAIRS COVERED FOR THE AIRBAGSDEALER SAID: SOLOMON FORD, LLC500 NATIONAL PIKE WEST BROWNSVILLE, PA 15417TEL:(724) 785-5500CRC 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.-VERIFIED MAILING ADDRESS-ADVISED CUST THAT I COULDN'T TELL HIM IF AN INSPECTOR FROM THE LEGAL DEPARTMENT WOULD BE COMING OUT AND LOOKING FOR THE VEH-ADVISED CUST THAT I COULD TELL HIM THAT HE SHOULD/SHOULDN'T GET THE VEH FIXED-ADVISED THAT IF HE DID GET THE VEH FIXED, I WOULDN'T BE ABLE TO TELL HIM IF HE WOULD BE GETTING REIMBURSED FOR THE REPAIRS -ADVISED THAT I COULDN'T TELL HIM IF OGC WAS GOING TO BE COVERING THE RENTAL CAR EITHER AT THIS POINT-ADVISED THAT THE LAST DATE THAT HE WOULD HEAR SOMETHING FROM LEGAL WAS 6/17/09

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All Action Details for Issue

[Print](#)

VIN: 1FTRF12275N [REDACTED] Year: 2005 Model: F-SERIES Case: 366142826
 Name [REDACTED] Owner Status: Original WSD: 2005-02-28
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED SRS MALFUNCTION Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Dealer: 04893 MIDWAY FORD
 Odometer: 23306 MI Comm Type: INBOUND EMAIL-OTHER
 Analyst Name: JACKSON (CJACKS84),CELESTE Analyst: CJACKS84
 Action Date: 10/09/2006 Action Time: 10.10.14.046 Action Data: Yes

Comments *****PRODUCT LIABILITY*****EMAIL DATED:10-06-06 CUSTOMER ALLEGES AIRBAG DEPLOYED BY ITSELF. DEALER CONTACT:JORGE GARBALOSACUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	TRODGE14

Action: MAKE OUTBOUND CALL TO DEALER Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 04893 MIDWAY FORD
 Odometer: 23306 MI Comm Type: PHONE
 Analyst Name: RODGERS TANGIE Analyst: TRODGE14
 Action Date: 10/09/2006 Action Time: 16.15.03.516 Action Data: No

Comments LPA LEFT VOICE MAIL FOR DLR ADVISING OF CUST CONCERNS AND REQUESTING A RETURN CALL FOR ADDITIONAL INFORMATION (WAS VEH IN A COLLISION, WHAT CODES WERE PULLED FROM THE VEH, WERE THERE INJURIES, WHAT IS AND WHAT IS NOT BEING COVERED UNDER THE WARRANTY). LPA TO WAIT DLR RESPONSE.

Action: MAKE OUTBOUND CALL TO DEALER Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 04893 MIDWAY FORD
 Odometer: 23306 MI Comm Type: PHONE
 Analyst Name: RODGERS TANGIE Analyst: TRODGE14
 Action Date: 10/10/2006 Action Time: 14.58.52.107 Action Data: No

Comments LPA CONTACTED DLR. SM STATED THE CUST VEH HAS SMALL DENT IN THE HOOD FROM ONE YEAR AGO (DURING HURRICANE A TREE FELL ON THE VEH). SM STATED CUST AIRBAG SPONTANEOUSLY DEPLOYED. SM STATED DID NOT CAUSE A COLLISION OR INJURY. SM STATED THE ONLY CODES IS B2293 AIR BAG FAULT. SM STATED THERE IS NO CODE THAT INDICATES AN IMPACT. LPA ADVISED SM TO PLEASE PROVIDE CUST WITH A LOANER. LPA ADVISED SM TO CONTACT FSE AND TECH LINE FOR REPAIR ADVISORY AS SM INQUIRED. LPA ADVISED WILL CONTACT CA AIR BAG SPECIALIST FOR IMPUT AND FOLLOW UP WITH DLR WITHIN 24-48 HOURS.

Action: UPDATE CONTACT STATUS**Dealer:** 04893 MIDWAY FORD**Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION**Odometer:** 23306 MI**Comm Type:** PHONE**Analyst Name:** RODGERS TANGIE**Analyst:** TRODGE14**Action Date:** 10/10/2006**Action Time:** 15.37.18.009**Action Data:** No

Comments LPA LEFT VOICE MESSAGE FOR MR. RICK RUTH (AIRBAG RESOURCE), LPA ADVISED OF FAULT CODE INDICATED BY DLR AND REQUESTED CLARIFICATION. LPA TO WAIT RESPONSE. LAP TO REVIEW WITH SENIOR LPA.

Action: MAKE OUTBOUND CALL TO DEALER**Dealer:** 04893 MIDWAY FORD**Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION**Odometer:** 23306 MI**Comm Type:** PHONE**Analyst Name:** RODGERS TANGIE**Analyst:** TRODGE14**Action Date:** 10/16/2006**Action Time:** 11.02.41.362**Action Data:** No

Comments LPA LEFT VOICE MESSAGE FOR DLR REQUESTING A RETURN CALL IN REFERENCE TO UPDATE ON DIAGNOSIS. LPA ADVISED OF DIRECT NUMBER AND HOURS OF AVAILABILITY. LPA TO WAIT DLR CALL.

Action: UPDATE CONTACT STATUS**Dealer:** 04893 MIDWAY FORD**Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION**Odometer:** 23306 MI**Comm Type:** PHONE**Analyst Name:** RODGERS TANGIE**Analyst:** TRODGE14**Action Date:** 10/19/2006**Action Time:** 11.18.34.617**Action Data:** No

Comments LPA RECEIVED CALL FROM SM. SM STATED THE FSE WILL BE COMING OUT MONDAY TO INSPECT THE VEH. SM STATED HE WILL CONTACT LPA WITH UPDATE. LPA TO WAIT DLR CONTACT.

Action: UPDATE CONTACT STATUS**Dealer:** 04893 MIDWAY FORD**Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION**Odometer:** 23306 MI**Comm Type:** PHONE**Analyst Name:** RODGERS TANGIE**Analyst:** TRODGE14**Action Date:** 10/25/2006**Action Time:** 15.10.04.731**Action Data:** No

Comments LPA LEFT VOICE MESSAGE FOR SM ADVISING FOLLOWING UP IN REFERENCE TO VEH DIAGNOSIS. LPA REQUESTED A RETURN CALL WITH UPDATE SO THAT CA CAN COMPLETE REVIEW. LPA TO WAIT DLR CALL.

Action: UPDATE CONTACT STATUS**Dealer:** 04893 MIDWAY FORD**Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION**Odometer:** 23306 MI**Comm Type:** INBOUND FAX-

OTHER
Analyst Name: RODGERS TANGIE **Analyst:** TRODGE14
Action Date: 10/27/2006 **Action Time:** 11.54.39.515 **Action Data:** No

Comments LPA RECEIVED COPY OF REPAIR ESTIMATE AT \$781.38. LPA TO SEND ADDITIONAL E-MAIL TO DLR REQUESTING CONFIRMATION OF VEH DIAGNOSIS.

Action: UPDATE CONTACT STATUS **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Dealer: 04893 MIDWAY FORD
Odometer: 23306 MI **Comm Type:** PHONE
Analyst Name: RODGERS TANGIE **Analyst:** TRODGE14
Action Date: 10/27/2006 **Action Time:** 14.56.12.065 **Action Data:** No

Comments LPA LEFT VOICE MESSAGE WITH SM REQUESTING A RETURN CALL TO CONFIRM VEH DIAGNOSIS SO THAT LPA CAN COMPLETE REVIEW. LPA TO WAIT DLR CALL.

Action: UPDATE CONTACT STATUS **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Dealer: 04893 MIDWAY FORD
Odometer: 23306 MI **Comm Type:** INBOUND EMAIL-OTHER
Analyst Name: RODGERS TANGIE **Analyst:** TRODGE14
Action Date: 10/30/2006 **Action Time:** 14.58.38.827 **Action Data:** No

Comments LPA RECEIVED E-MAIL FROM SM STATING AND CONFIRMING THAT THE AIRBAG CODES WERE INDEED FAULTY. LPA TO REVIEW WITH SENIOR LPA.

Action: MAKE OUTBOUND CALL TO DEALER **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Dealer: 04893 MIDWAY FORD
Odometer: 23306 MI **Comm Type:** PHONE
Analyst Name: RODGERS TANGIE **Analyst:** TRODGE14
Action Date: 10/30/2006 **Action Time:** 14.59.45.777 **Action Data:** No

Comments LPA REVIEWED WITH SENIOR LPA. LPA LEFT VOICE MESSAGE WITH DLR ADVISING THAT DLR WILL NEED TO SUBMIT REPAIRS THROUGH WARRANTY FOR PAYMENT.

Action: CLOSING COMMENTS - CUSTOMER ISSUE RESOLVED BY DEALER/REGION **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Dealer: 04893 MIDWAY FORD
Odometer: 23306 MI **Comm Type:** OUTBOUND EMAIL-OTHER
Analyst Name: RODGERS TANGIE **Analyst:** TRODGE14
Action Date: 10/30/2006 **Action Time:** 15.00.48.625 **Action Data:** No

Comments LPA SENT E-MAIL TO DLR ADVISING OF NEED TO SUBMIT FOR PAYMENT OF AIRBAG REPAIRS THROUGH THE WARRANTY. LPA TO CLOSE CASE.

Action: UPDATE CONTACT STATUS

Dealer: 04893 MIDWAY FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 23306 MI

Comm Type: OUTBOUND
CUSTOMER MAIL

Analyst Name: RODGERS
TANGIE

Analyst: TRODGE14

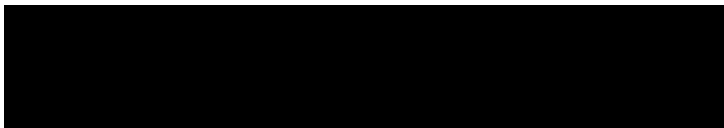
Action Date: 10/30/2006

Action Time: 15.22.48.560

Action Data: No

Comments LPA TO SEND CUST LETTER ACKNOWLEDGING THAT THE DLR WILL BE ADDRESSING CUST CONCERNS.

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From: Cpform, D (D.)
Sent: Friday, July 21, 2006 10:31 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Markets

Dealership Name: Durand Automotive Group
Requesting Dealer: Durand Automotive Group
Contact Person: James McDonald
Telephone: 802-463-3300
Email Address: Macsrula@adelphia.net
PA Code: 05788
Region: Boston
City: Bellows Falls
Dealer State: VT
Fax Number: 802-463-4089
WSD: 12/19/2003
Vehicle Year: 2004
Vehicle Model: F150
Vehicle VIN: 1ftpw14574k [REDACTED]
Mileage: 90133
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Grafton
State: Vermont
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 11 - Boston
Incident Involves: Injury - *bruise*
Date of Incident: 07/13/2006
County in which incident occurred: Windham
Is Alleging Defect: Yes
Alleging defect detail: Air bag Deployed without warning and no accident occurred. Pulled into gas station turned off vehicle and opened door, started to step out and air bag went off in customers face.
Police Report Filed: No
Insurance Company Contacted: N
Coach Builder State: AK - Alaska
Resolution Sought Detail: Repair vehicle so it will not happen again.
Comments: Tech pulled codes on system B2293 drivers side air bag fault. removed deployed air bag. installed air bag simulators and pin tested good. retested for codes with simulators installed no codes system checks good.

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7/21/2006

PE09-046 0045LP

Action Detail

VIN: 1FTPW14574K [REDACTED]	Year: 2004	Model: F-SERIES	Case: 1561432026
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2003-12-19	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - GENERAL/OTHER		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: DURAND AUTOMOTIVE GROUP, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD		P & A Code: 05788	
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY		<i>Call 603-274-0208</i>	
Odometer: 90133 MI	Comm Type: MAIL	Action Data: Yes	
Action Date: 07/21/2006	Action Time: 15:37:51:790		
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY*****EMAIL RECEIVED 7-21-06.DEALER CONTACT: JAMES MCDONALD. CUSTOMER ALLEGES HE PULLED INTO A GAS STATION, TURNED OFF VEHICLE, OPENED THE DOOR AND THE AIR BAG DEPLOYED IN HIS FACE.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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LN-362682826

From: dcpform@ford.com
Sent: Friday, October 06, 2006 11:14 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Markets

Dealership Name: ECKENROD FORD LINCOLN MERCURY
Requesting Dealer: SAME
Contact Person: LARRY VAUGHN
Telephone: 2567343361
Email Address: larryvaughn7@hotmail.com
PA Code: 03596
Region: SOUTHEAST
City: CULLMAN
Dealer State: AL
Fax Number: 2567349259
WSD: 04/18/2005
Vehicle Year: 2005
Vehicle Model: F150
Vehicle VIN: 1FTRX12W85N [REDACTED]
Mileage: 24985
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: HAYDEN
State: Alabama
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 21 - Atlanta
Incident Involves: Accident
Date of Incident: 09/30/2006
County in which incident occurred: BLOUNT
Is Alleging Defect: Yes
Alleging defect detail: INADVERTENT AIRBAG DEPLOYMENT
Police Report Filed: No
Insurance Company Contacted: N
Insurance Company Contact Information: ALFA SUMMIT,AL
Coach Builder State: AK - Alaska
Resolution Sought Detail: CUSTOMER WANTS FORD TO INVESTIGATE DEPLOYMENT AND REPAIR VEHICLE
Comments: CUST ALLEGES VEHICLE WAS STARTED AND STATIONARY WHEN BAG DEPLOYED DRIVERS SIDE ONLY

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10/6/2006

PE09-046 0048LP

Action Detail

VIN: 1FTRX12W85N [redacted] Year: 2005 Model: F-SERIES Case: 362682826
 Name: MRS [redacted] Owner Status: Original WSD: 2005-04-18
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [redacted]
 Reason Desc: LEGAL - ALLEGED SRS MALFUNCTION Secondary Phone: [redacted]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: ECKENROD FORD LINCOLN MERCURY OF CULLMAN, INC
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD P & A Code: 03596
 Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Odometer: 24985 MI Comm Type: INBOUND EMAIL-OTHER
 Action Date: 10/09/2006 Action Time: 10:04:28:827 Action Data: Yes
 Analyst Name: JACKSON Analyst: CJACKS84
 (CJACKS84), CELESTE

DLE 256-734-3301

COMMENTS: *****PRODUCT LIABILITY*****EMAIL DATED 10-06-06 CUSTOMER ALLEGES VEHICLE WAS STARTED AND STATIONARY WHEN BAG DEPLOYED DRIVERS SIDE ONLY.DEALER CONTACT:LARRY VAUGHN CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Contact: Larry Vaughn (SM)

Fax# 256-734-9259
Cell 256-737-3314

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- Alleged Air bag spontaneously deployment
- within warranty
- no recalls
- injuries

LOPES: U0073

U1900

U1950

P1000

B2293: Air bag not use

B1231 (absent) this would show since the Air bag had gone OFF

not related to restraints

TO DIAG: PIPS to the Driver Air bag circuit it 2 and 1 ~~should be out of warranty~~

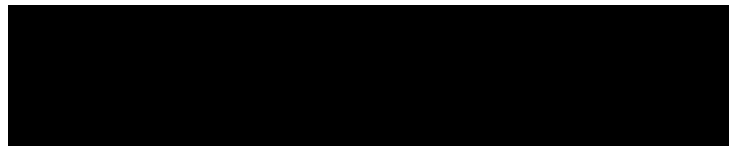
TO FIX: new clock spring
new air bag
new restraint module

DEPLOY: 2nd stage of Air bag before throwing out

Dean McElenahan
G/CAG4 PDC MD66-20901
Oxleywood Blvd 48124
Dearborn MI

make sure the crust is okay & throwing away

Air restraint control module
* clock spring
wire



19000 01/16/06

CARLIN & WARD, P.C.
ATTORNEYS AT LAW
25A VREELAND ROAD
P.O. BOX 751
FLORHAM PARK, NEW JERSEY 07932

ARTHUR G. WARDEN, III

973-377-9350
FAX 973-377-5626

January 16, 2006

Mr. Vincent D. Kirksey
Community Affairs
Ford
P.O. Box 6248, MD 3NE-B
Dearborn, MI 48126

6 JAN 20 AM 50

CONSUMER AFFAIRS
SECTION

Re: [REDACTED]
2005 Ford F-Series
VIN#-1FTPX12595N [REDACTED]

Dear Mr. Kirksey:

This firm represents [REDACTED] owners of a 2005 Ford F150 XLT pick-up truck. On November 10, 2005, the driver's side airbag deployed. The deployment was improper as the truck was in park and was not involved in an accident. [REDACTED] was in the driver's seat and received personal injuries as a result of the deployment.

We are writing pursuant to your December 9, 2005 letter (copy attached) to request that Ford make all necessary repairs to the vehicle. Also, please provide us with any information you may possess on the performance of the air bag system.

Very truly yours,

CARLIN & WARD, P.C.

By *Arthur G. Warden, III*

AGW:j
Enclosure
cc: Mr. and Mrs. [REDACTED]





FRANCIS CHURCHILL SALMON LLC
INJURY LAWYERS | We Value Life

LD

DAVID N. SALMON
DAVID J. CHURCHILL
DAVID A. FRANCIS

DAVID E. BRUGGENWIRTH

SENT VIA REGULAR MAIL

October 25, 2006

FORD MOTOR COMPANY
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

RE: Our Client : [REDACTED]
Date of Loss : July 2, 2006

Dear Ford Motor Company:

This office represents [REDACTED] in connection with injuries sustained as the result of a random and unwarranted deployment of an air bag in a 2005 Ford F150 (VIN: 1FTPX14525N, [REDACTED]). On July 2, 2006, the air bag deployed for no reason as my client pulled out of a gas station. Our initial investigation leads us to believe that our client's injuries were the result of a product defect related to the air bag.

Please have your legal department contact our office so that we may provide additional information regarding this claim.

Very truly yours,
FRANCIS, CHURCHILL, SALMON, LLC

David N. Salmon, Esq.

ST. LOUIS OFFICE
OCT 31 12:38
AFFAIRS

DNS/srs

7324 W. Cheyenne, Ste 2 - Las Vegas, NV 89129
PH 702.655.1105 FX 702.655.1881

www.fcslawyers.com
info@fcslawyers.com

2340 E. Calvada Blvd, Ste A - Pahrump, NV 89048
PH 775.727.4545 FX 702.655.1881

All Action Details for Issue

Print

VIN: 1FTPX14525N [REDACTED] Year: 2005 Model: F-SERIES Case: 1556852026
 Name: MR [REDACTED] Owner Status: Original WSD: 2005-08-26
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - GENERAL/OTHER Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT
 Dealer: 03915 TEAM FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Odometer: 29912 MI Comm Type: EMAIL
 Analyst Name: LEICH Analyst: CLEICH
 Action Date: 07/21/2006 Action Time: 15.28.05.387 Action Data: Yes

Comments *****PRODUCT LIABILITY*****EMAIL RECEIVED 7-21-06.DEALER CONTACT: RON BRECHEISEN. CUSTOMER ALLEGES DRIVER'S AIR BAG DEPLOYED WITHOUT INCIDENT.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	MMICLEA

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 03915 TEAM FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 29912 MI Comm Type: PHONE
 Analyst Name: MICLEA Analyst: MMICLEA
 Action Date: 07/24/2006 Action Time: 08.03.09.749 Action Data: No

Comments ACKNOWLEDGED

Action: INFORMATIONAL CALL/FAX
 Dealer: 03915 TEAM FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 29912 MI Comm Type: PHONE
 Analyst Name: MICLEA Analyst: MMICLEA
 Action Date: 07/24/2006 Action Time: 11.57.02.852 Action Data: No

Comments LPA SPOKE WITH RON WHO SAID THAT A FQE INSPECTED THE VEHICLE AND IS NOT WORKING ON A REPORT; LPA CALLED BRIAN, THE FQE WHO STATED HE CONTACTED HAS BEEN IN TOUCHED WITH SOMEBODY ELSE FROM THE CRITICAL CONCERN GROUP BUT WILL EMAIL THE REPORT AND PHOTOS TO LPA.

Action: UPDATE CONTACT STATUS
 Dealer: 03915 TEAM FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 29912 MI Comm Type: PHONE
 Analyst Name: MICLEA

MARCEL
Action Date: 07/24/2006
Analyst: MMICLEA
Action Time: 12.27.34.583
Action Data: No

Comments LPA CALLED CUSTOMER WHO STATED HE HAD BURNS ON HIS ARM FROM THE AIRBAG DEPLOYMENT; WAS TOLD THAT A LETTER IS BEING SENT REQUESTING DOCS, PHOTOS, MEDICAL REPORT ETC; LPA SPOKE WITH WHO SAID HE WANTS TO GATHER INFO ABOUT THIS VEHICLE AND NEEDS THE MODULE TAKEN OUT AND SENT TO BE ANALYZED; LPA CALLED BRIAN AND TOLD HIM THAT CUSTOMER WILL SIGN THE AUTHORIZATION FORM FOR THE AIRBAG MODULE; THE AIRBAG WILL BE REPLACED AND INJURIES INVESTIGATED.

Action: UPDATE CONTACT STATUS
Dealer: 03915 TEAM FORD
Odometer: 29912 MI
Analyst Name: MICLEA
 MARCEL
Comm Type: PHONE
Analyst: MMICLEA
Action Time: 14.44.26.244
Action Data: No
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Comments LPA CALLED BRIAN WHO SAID THE CUSTOMER HAS NOT SIGNED THE FORM TO ALLOW FORD REMOVE THE AIRBAG MODULE; HE HAS HIRED AN ATTORNEY AND EVERYTHING IS NOT BEING HANDLE BY HIS ATTIRNEY; LPA REQUESTED A LETTER OF REPRESENTATION FROM THE LAWYER WHICH CUSTOMER SAID WILL BE SENT TOMORROW; LPA STATED THE RENTAL THE CUSTOMER IS CURRENTLY IN WILL HAVE TO BE RETURNED; CUSTOMER AND HIS ATTONREY HAVE NOT TAKE ANY ACTION AND A RESOLUTION HAS TO BE MADE. CUSTOMER SENT THE INJURY LETTER TO HIS ATTORNEY WHO WIL LMAIL IT ALONG WITH ALL THE DOCS.

Action: CLOSING COMMENTS - AWAITING RECONTACT CUSTOMER/DEALER/REGION
Dealer: 03915 TEAM FORD
Odometer: 29912 MI
Analyst Name: MICLEA
 MARCEL
Comm Type: PHONE
Analyst: MMICLEA
Action Time: 09.38.06.300
Action Data: No
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Comments AWAITING FAX FROM CUSTOMER WITH ATTORNEY'S LETTER OF REPRESENTATION.

Action: UPDATE CONTACT STATUS
Dealer: 03915 TEAM FORD
Odometer: 29912 MI
Analyst Name: MICLEA
 MARCEL
Comm Type: OUTBOUND EMAIL-OTHER
Analyst: MMICLEA
Action Time: 09.46.53.881
Action Data: No
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Comments LPA EMAILED SM ASKING ABOUT UPDATE ON THIS CASE; THE CASE WILL BE CLOSED WAITING FOR CUSTOMER'S ATTORNEY LETTER OF REPRESENTATION.

Action: UPDATE CONTACT STATUS
Dealer: 03915 TEAM FORD
Odometer: 29912 MI
Analyst Name: MICLEA
Comm Type: PHONE
Analyst: MMICLEA
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

MARCEL

Action Date: 10/03/2006

Action Time:
13.57.49.517

Action Data: No

Comments SARAH -FCSD CALLED ASKING ABOUT CASE DETAILS; THE CUSTOMER HAS BEEN IN A RENTAL FOR 52 DAYS AND IT HAS TO BE DETERMINED WHO WILL PAY FOR THE RENTAL. LPA STATED THAT CUSTOMER WAS TOLD TO RETURN THE RENTAL THE NEXT DAY AND HE SAID HE WILL DO IT, BUT LPA DID NOT APPROVE THE RENTAL.

Action: UPDATE CONTACT STATUS

Dealer: 03915 TEAM FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 29912 MI

Comm Type: INBOUND
CUSTOMER MAIL

Analyst Name: MICLEA
MARCEL

Analyst: MMICLEA

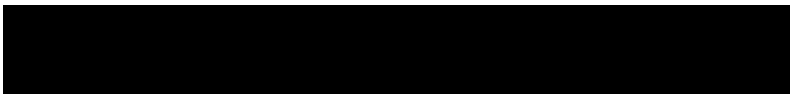
Action Date: 11/06/2006

Action Time: 08.20.27.462

Action Data: No

Comments LETTER OF REPRESENTATION RECEIVED FROM CUSTOMER'S ATTORNEY, DAVID SALMON---CASE WILL BE REASSIGNED TO ANOTHER ANALYST.

Ford Confidential



From: Cpform, D (D.)
Sent: Monday, January 30, 2006 5:00 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Markets

Dealership Name: Walker Ford
Requesting Dealer: Walker Ford
Contact Person: Vince Romano
Telephone: 727-535-3673
Email Address: vinceromano@walkerford.com
PA Code: 04947
Region: Orlando
City: Clearwater
Dealer State: FL
Fax Number: 727-507-9553
WSD: 7-11-2005
Vehicle Year: 2005
Vehicle Model: F150
Vehicle VIN: 1FTRF12215N [REDACTED]
Mileage: 0000
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Madeira Beach
State: Florida
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 24 - Orlando
Date of Incident: 01/30/2006
County in which incident occurred: pinellas
Is Alleging Defect: Yes
Alleging defect detail: airbag deployed while starting vehicle
Police Report Filed: No
Insurance Company Contacted: N
Coach Builder State: AK - Alaska
Resolution Sought Detail: cust claims that while starting vehicle the airbag deployed on it's own in his face. he is now stating he is afraid of the vehicle, does not want this vehicle back and would like ford to give him a new vehicle.
Comments: cust was in here on nov 11th for airbag lite being on and we ordered a clock spring for it. the part never came in and have not heard from customer about this until today.

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

1/30/2006

PE09-046 0058LP

Action Detail

[Print Action Detail](#)

VIN: 1FTRF12215N [REDACTED]	Year: 2005	Model: F-SERIES	Case: 1603950306
Name: MR [REDACTED]	Owner Status: Original	WSD: 2005-07-11	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		Primary Phone:	
Reason Desc: LEGAL - GENERAL/OTHER		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: WALKER FORD CO INC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD		P & A Code: 04947	
Odometer: 1 MI	Comm Type: EMAIL		
Action Date: 02/01/2006	Action Time: 12:27:27:770	Action Data: <u>Yes</u>	
Analyst Name: LEICH,CHERIE	Analyst: GLEICH		

COMMENTS: *****PRODUCT LIABILITY*****EMAIL RECEIVED 1-30-06.DEALER CONTACT: VINCE ROMANO. CUSTOMER ALLEGES AIR BAG BLEW UP IN HIS FACE WHEN STARTING THE VEHICLE.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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

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

PE09-046

FORD

11-19-2009

Appendix E1

Lawsuit and Claim Log

Case_No	Type	Owner_Name	Owner_Address	Owner_Phone	VIN	Make	Model	Mdl Yr	Mileage	Incident_Date	Notice_Date	Alleged_Crash	Alleged_Fire	Alleged_Property_Damage	Alleged_Injury	Alleged_Fatalities
D005617	Claim	██████████ A	██████████ FOUNTAIN, MI ██████	██████████	1FTPX14555 ██████	Ford	F-150	2005	70000	11/25/2008	12/01/2008	N	N	N	1	0
D013230	Suit	██████████	██████████ PORTLAND, ME 0 ██████	██████████	1FTRF14535N ██████	Ford	F-150	2005	55149	04/04/2009	07/14/2009	N	N	N	1	0
D013734	Claim	██████████	██████████ EVANSVILLE, IN ██████	██████████	1FTRX14W55F ██████	Ford	F-150	2005	40000	06/20/2009	07/21/2009	N	N	N	1	0
543671	Suit	██████████	██████████ TROY, OH ██████		1FTPW14514K ██████	Ford	F-150	2004		05/03/2007	08/09/2007	N	N	N	1	0
543550	Claim	██████████	██████████ TROY, OH ██████3		1FTPW14514K ██████	Ford	F-150	2004		05/03/2007	08/08/2007	N	N	N	1	0
550381	Claim	██████████	██████████ LANGFORD, SD 5 ██████	██████████	1FTPX14535N ██████	Ford	F-150	2005	52100	02/07/2008	03/11/2008	N	N	N	1	0
D010695	Claim	██████████	██████████ EL PASO, TX 7 ██████	██████████	1FTRX12W25N ██████	Ford	F-150	2005	37000		05/01/2009	N	N	Y	1	0
D004740	Claim	██████████	██████████ SAN BENITO, TX 7 ██████	██████████	1FTRF12235N ██████	Ford	F-150	2005	51000	10/30/2008	11/03/2008	N	N	N	1	0
D016088	Claim	██████████	██████████ GRANDALL, TX 7 ██████	██████████55	1FTRF12225N ██████	Ford	F-150	2005	82000	09/26/2009	09/29/2009	N	N	N	1	0
D012026	Claim	██████████	██████████ CROWLEY, TX 7 ██████	██████████	1FTPX12525 ██████	Ford	F-150	2005	60000		06/05/2009	N	N	Y	1	0
D002581	Claim	██████████	██████████ CHICAGO, IL ██████	██████████	1FTPX14535N ██████	Ford	F-150	2005	46000	08/22/2008	08/25/2008	N	N	N	1	0
D000999	Claim	██████████	██████████ SUITE 108 TORRENCE, CA ██████	██████████	1FTRF12276N ██████	Ford	F-150	2006	18122	06/21/2007	07/09/2008	N	N	N	1	0
523108	Claim	██████████	██████████ HOLYOKE, MA ██████	██████████	1FTRF12225N ██████	Ford	F-150	2005	21513	01/13/2006	01/30/2006	N	N	N	1	0
D003180	Claim	██████████	██████████ ROXIE, MS ██████	██████████	1FTRF02235K ██████	Ford	F-150	2005	50000	06/08/2008	09/12/2008	Y	N	N	1	0
D012619	Claim	██████████	██████████ CORSICANA, TX ██████		1FTPX12505N ██████	Ford	F-150	2005	88000	06/17/2009	06/23/2009	N	N	Y	1	0
D000926	Suit	██████████	██████████ RENO, NV ██████	██████████	1FTRF04584K ██████	Ford	F-150	2004	105000	07/03/2008	10/28/2008	N	N	N	1	0
D001707	Claim	██████████	██████████ WINCHESTER, KY 4 ██████	██████████	1FTRF12W75N ██████	Ford	F-150	2005	42000	07/26/2008	07/30/2008	N	N	N	1	0
D013733	Claim	██████████	██████████ ARLINGTON, TN ██████	██████████	1FTRW12W55KD ██████	Ford	F-150	2005	51000		07/21/2009	N	N	N	1	0
D005219	Claim	██████████	██████████ BUQUERQUE, NM ██████	██████████	1FTRW12W34K ██████	Ford	F-150	2004	57000	11/16/2008	11/20/2008	N	N	N	1	0
D009066	Claim	██████████	██████████ BAY MINETTE, AL ██████	██████████	1FTRX12W95N ██████	Ford	F-150	2005	66000	03/02/2009	03/10/2009	N	N	N	1	0
D014908		██████████	██████████ SUMMERTON, SC ██████	██████████	1FTRX12W55N ██████	Ford	F-150	2005	160000	08/27/2009	08/28/2009	N	N	N	1	0
D008604	Claim	██████████	██████████ PIESGROVE, NJ ██████	██████████	1FTRX14W25F ██████	Ford	F-150	2005	71000	02/21/2009	03/04/2009	N	N	N	1	0
D009595	Claim	██████████	██████████ COVENTRY, RI ██████	██████████	1FTPX12505N ██████	Ford	F-150	2005	76000	03/13/2009	03/23/2009	N	N	N	1	0
D009551	Claim	██████████	██████████ ██████████	██████████	1FTRW12W65K ██████	Ford	F-150	2005	60000	03/25/2009	03/30/2009	N	N	N	1	0
D007738	Claim	██████████	██████████ WALDRON, AR 7 ██████	██████████4	1FTRF12265N ██████	Ford	F-150	2005	61000	02/03/2009	02/09/2009	N	N	N	1	0
D015162	Claim	██████████	██████████ NORTH CHARLESTON, SC ██████	██████████	1FTPW14515K ██████	Ford	F-150	2005	84116	09/09/2009	09/11/2009	N	N	N	1	0

Case_No	Type	Owner_Name	Owner_Address	Owner_Phone	VIN	Make	Model	Mdl Yr	Mileage	Incident_Date	Notice_Date	Alleged_Crash	Alleged_Fire	Alleged_Property_Damage	Alleged_Injury	Alleged_Fatalities
D013106	Claim	[REDACTED]	[REDACTED] VILLE PLATTE, LA [REDACTED]	[REDACTED]	1FTPX14575N [REDACTED]	Ford	F-150	2005	120000	06/29/2009	07/02/2009	N	N	Y	1	0
D013481	Claim	[REDACTED]	[REDACTED] WINCHESTER, KY [REDACTED]	[REDACTED]	1FTRF12W75N [REDACTED]	Ford	F-150	2005		07/26/2008	07/16/2009	N	N	N	1	0
D004492	Suit	[REDACTED]	[REDACTED] SAN PEDRO, CA [REDACTED]	[REDACTED]	1FTRX12W05N [REDACTED]	Ford	F-150	2005	40000	07/31/2008	08/20/2009	N	N	N	1	0
D012297	Claim	[REDACTED]	[REDACTED] MAPLE HEIGHTS, OH [REDACTED]	[REDACTED]	1FTRX14W75N [REDACTED]	Ford	F-150	2005	58000	06/10/2009	06/12/2009	N	N	Y	1	0
D015153	Claim	[REDACTED]	[REDACTED] GAINESVILLE, TX [REDACTED]	[REDACTED]	1FTRW12W85K [REDACTED]	Ford	F-150	2005	55147	08/30/2009	09/03/2009	N	N	N	1	0

PE09-046

FORD

11-19-2009

Appendix E2

Lawsuits and Claims



STATE OF MAINE

SUPERIOR COURT

CIVIL ACTION

CUMBERLAND, SS.

DOCKET NO.

MICHAEL S. BREGGIA,)
46 Congress Street)
Portland, ME 04101-3615,)

Plaintiff,)

v.)

ROWE FORD SALES)
91 Main Street)
Westbrook, ME 04092,)

FORD MOTOR CREDIT COMPANY)
One American Rd.)
Dearborn, MI 48126,)

&)

FORD MOTOR COMPANY,)
P.O. Box 70)
Dearborn, MI 48121-0070)

Defendants.)

Civil Action No:

COMPLAINT

Plaintiff Michael S, Breggia, by his counsel, complains of Defendants Ford Motor Company, Ford Motor Credit Company, and Rowe Ford Sales as follows:

PARTIES

1. Plaintiff Michael S. Breggia is a resident of Portland, County of Cumberland, Maine.
2. Rowe Ford Sales is a company doing business in Westbrook, County of Cumberland, Maine.
3. The Ford Motor Company is a company incorporated in the state of Delaware, with headquarters in Dearborn, Michigan.

JURISDICTION AND VENUE

4. Mr. Breggia repeats and incorporates by reference the allegations set forth in paragraphs 1 through 3 above.

5. This Court has jurisdiction under the provisions of 4 MRSA §105.

6. Venue in this Court is proper pursuant to the provisions of 14 MRSA §501.

FACTS

7. On or about April 24, 2009, Mr. Breggia attempted to back a Ford F150 XLT model 2005 truck (hereinafter "Ford Truck") from the parking lot of Harmon's Lunch onto the Gray Road in Falmouth, Maine. The Ford Truck was in reverse, and the windows fully rolled up.

8. Mr. Breggia had purchased the Ford Truck on February 14, 2005, at which time the Ford Truck was represented by Defendants to be a new vehicle, and Mr. Breggia has been the Ford Truck's sole owner.

9. While engaged in the routine maneuver of backing the Ford Truck onto Gray Road, and with his head turned to ensure that there was no obstacle in his path, and without encountering any obstacle of any kind, nor any other unusual occurrence, the driver's side airbag detonated with great force.

10. The malfunctioning airbag slammed into Mr. Breggia's arm and made a concussive, explosive noise. Mr. Breggia immediately engaged the Ford Truck's brakes and ceased the motion of the Ford Truck.

11. Mr. Breggia noticed that he could not hear for approximately one hour following the airbag detonation, after which his hearing slowly improved. Mr. Breggia's arm sustained lacerations and friction burns from the high-velocity contact with the airbag when it detonated.

COUNT I

Product Liability: Strict Liability

12. Mr. Breggia repeats and incorporates by reference the allegations set forth in paragraphs 1 through 11 above.

13. The Ford Truck was sold to Mr. Breggia in a defective condition, and the Ford Truck was unreasonably dangerous to Mr. Breggia.

14. The defect existed at the time the Ford Truck was sold to Mr. Breggia.

15. While under Mr. Breggia's control, that is from the time of sale to Mr. Breggia until following the airbag malfunction, no unforeseen modification was made to the Ford Truck.

16. As a direct and proximate result of the airbag malfunction, Mr. Breggia sustained personal injuries and damages, including injury and damage to Mr. Breggia's wrist, arm, and hearing; reasonable and necessary medical expenses; pain and suffering; and permanent damage.

17. As a direct and proximate result of the airbag malfunction, Mr. Breggia paid for a temporary replacement vehicle, as well as lost opportunities for income-producing activity while seeking medical care and securing transportation.

18. Although Mr. Breggia was aware of the potential for the Ford Truck airbag to deploy as a safety measure, at no time was he warned by Defendants that the Ford Truck airbag could detonate without cause, and thus his expectation was that the airbag would function in the manner normally expected of automotive airbags.

19. At all times, the Ford Truck was used by Mr. Breggia in a manner that was reasonably expected by the Defendant.

WHEREFORE, Mr. Breggia respectfully requests this Court to

- (1.) Award damages to Mr. Breggia as compensation for all past and future injuries and damages;
- (2.) Award costs and interest to Plaintiff; and
- (3.) For such other relief as this Court deems just and proper under the circumstances.

COUNT II

Breach of Implied Warranty of Merchantability

20. Mr. Breggia repeats and incorporates by reference the allegations set forth in paragraphs 1 through 19 above.

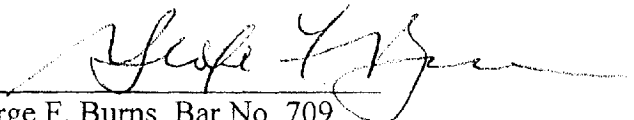
21. The Ford Truck was sold to Mr. Breggia in a defective condition, and was unreasonably dangerous to Mr. Breggia.

22. The defect rendered the Ford Truck not of fair average quality and/or not fit for the ordinary purposes for which Ford Trucks are used.

WHEREFORE, Mr. Breggia respectfully requests this Court to

- (1.) Award damages to Mr. Breggia as compensation for all past and future injuries and damages;
- (2.) Award costs and interest to Plaintiff; and
- (3.) For such other relief as this Court deems just and proper under the circumstances.

Dated: July 8, 2009



George F. Burns, Bar No. 709
BERNSTEIN SHUR
100 Middle Street
P.O. Box 9729
Portland, ME 04104-5029
(207) 774-1200

All Action Details for Issue

[Print](#)

VIN: 1FTRF14535N [REDACTED] Year: 2005 Model: F-SERIES Case: 1129452978
 Name: MR [REDACTED] Owner Status: Original WSD: 2005-02-14
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM 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: 09143 ROWE FORD SALES Origin Desc: OGC - CLAIMS - FD
 Odometer: 55149 MI Comm Type: INBOUND EMAIL-OTHER
 Analyst Name: WESTBROOK JESSICA Analyst: JWESTBR9
 Action Date: 05/12/2009 Action Time: 11.09.31.797 Action Data: Yes

Comments *****PRODUCT CLAIM*****DATE RECEIVED: 05/06/09 DEALER CONTACT: DAVE WORCESTER CUSTOMER ALLEGES CONCERN AS THE DRIVERS SIDE AIR BAG DEPLOYED ON IT'S OWN AS HE WAS BACKING OUT OF A PARKING SPACE. THE CUSTOMER HAD SEVERAL MINUTES OF HEARING LOSS AND CUTS ON HIS ARMS. THE CUSTOMER IS SEEKING TO HAVE THE VEHICLE FIXED AND MAKE SURE THERE IS NO RECURRENCE.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	ATAYLO29

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 09143 ROWE FORD SALES Origin Desc: OGC - CLAIMS
 Odometer: 55149 MI Comm Type: PHONE
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29
 Action Date: 05/13/2009 Action Time: 07.50.55.609 Action Data: No

Comments **ANALYST SPOKE TO DAVE WORCESTER, ROWE FORD SALES. HE CONFIRMED THE ISSUE INFORMATION. THE CAUSE WAS DETERMINED THAT A REPAIR ESTIMATE WAS PROVIDED.

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 09143 ROWE FORD SALES Origin Desc: OGC - CLAIMS
 Odometer: 55149 MI Comm Type: PHONE
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29
 Action Date: 05/13/2009 Action Time: 07.53.19.984 Action Data: No

Comments **ANALYST SPOKE TO MR. [REDACTED] HE CONFIRMED THE ISSUE INFORMATION. MR. [REDACTED] REPORTED THAT HE WAS UNABLE TO HEAR FOR SEVERAL MINUTES AND A PLACTIC PIECE CUT HIS ARM. AS A RESOLUTION, MR. [REDACTED] IS SEEKING A NEW VEHICLE.

Action: SEND RELEASE FOR SIGNATURE
 Dealer: 09143 ROWE FORD SALES Origin Desc: OGC - CLAIMS
 Odometer: 55149 MI Comm Type: OUTBOUND CUSTOMER FAX
 Analyst Name: TAYLOR (ATAYLO29),ALMA Analyst: ATAYLO29
 Action Date: 05/13/2009 Action Time: 07.54.58.340 Action Data: No

Comments **ANALYST WAS UNALBE TO CONPLY WITH MR. [REDACTED] S REQUEST FOR A NEW VEHICLE. ANALYST OFFERED GOODWILL VEHICLE REPAIRS. THE OFFER LETTER AND RELEASE WERE SENT TO ROWE FORD SALES.

Action: UPDATE CONTACT STATUS
Dealer: 09143 ROWE FORD SALES
Odometer: 55149 MI
Analyst Name: TAYLOR (ATAYLO29),ALMA
Action Date: 06/10/2009
Comm Type: OUTBOUND FAX-OTHER
Analyst: ATAYLO29
Action Time: 15.19.21.475
Origin Desc: OGC - CLAIMS
Action Data: No

Comments **ANALYST RECEIVED A LETTER OF REPRESENTATION FROM [REDACTED]. HE REQUESTED A COPY OF THE GOODWILL OFFER LETTER.

Action: UPDATE CONTACT STATUS
Dealer: 09143 ROWE FORD SALES
Odometer: 55149 MI
Analyst Name: TAYLOR (ATAYLO29),ALMA
Action Date: 06/10/2009
Comm Type: PHONE
Analyst: ATAYLO29
Action Time: 15.22.00.598
Origin Desc: OGC - CLAIMS
Action Data: No

Comments **ANALYST SPOKE TO MR. [REDACTED] HE DISAGREED WITH THE OFFER PROVIDED AND ADVISED THAT HE PLANNED TO FILE A LAWSUIT. --ANALYST ADVISED THAT A GOODWILL CASH SETTLEMENT IN LIEU OF VEHICLE REPAIRS WAS BEING CONSIDERED.

Action: CLOSING COMMENTS - CUSTOMER REJECTS OFFER
Dealer: 09143 ROWE FORD SALES
Odometer: 55149 MI
Analyst Name: TAYLOR (ATAYLO29),ALMA
Action Date: 06/10/2009
Comm Type: MAIL TRANSFER
Analyst: ATAYLO29
Action Time: 15.22.29.616
Origin Desc: OGC - CLAIMS
Action Data: No

Comments **CLOSE CASE.

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3
LP

LAW OFFICES OF
ANDREW L. ELLIS & ASSOCIATES

SUITE 390
100 CORPORATE POINTE
CULVER CITY, CALIFORNIA 90230

September 25, 2008

CONSUMER AFFAIRS
SECTION

Via Email and U.S. Certified Mail

Ford Motor Company
16800 Executive Plaza Drive
MD 4 South
Dearborn, MI 48126-4208

Attn: Risk Management Department

Re: Our Client: [REDACTED]
Date of Accident: 07/31/2008
Automobile VIN#: 1FTRX12W05N [REDACTED]

8 OCT -6 PZ:21
RECEIVED
OCT 09 2008
OCT 28 2008

Dear Sir/Madam:

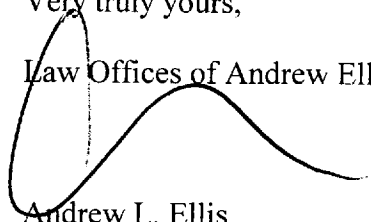
Please be advised that our office has been retained by the individual named above to initiate action to recover damages sustained in same loss as a result of your malfunctioning air-bag product. Our client suffered injuries in the above incident on July 31, 2008. Please direct all future correspondence and communications to our office. Also enclosed please find a designation form fully executed by our client.

Furthermore, please note that we have the vehicle at a Dealership and would gladly set up an inspection of said vehicle by one of your representatives. At this time it is our request that our office receive confirmation of your insured's insurance coverage and the policy's provisions for third party recovery rights.

If you have any questions, please contact our office.

Very truly yours,

Law Offices of Andrew Ellis & Associates



Andrew L. Ellis

ALE/sr
Enclosure

All Action Details for Issue

[Print](#)

VIN: 1FTRX12W05N [REDACTED] Year: 2005 Model: F-SERIES Case: 496082848
 Name: MR [REDACTED] Owner Status: Original WSD: 2005-06-28
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
 Reason Desc: CLP - IN - SERVICE REPAIR - AT RISK Secondary Phone:
 Issue Type: 04 REGION Issue Status: CLOSED
 Initial Customer Contact: 01/14/2009

Action: TIER II ESCALATION - TEN DAYS Origin Desc: US CONCERN CASE BASE
 Dealer: 05524 POWER FORDTORRANCE
 Odometer: 40000 MI Comm Type: PHONE
 Analyst Name: REZENDES (TREZEND1),TIFFANY Analyst: TREZEND1
 Action Date: 01/09/2009 Action Time: 19.48.16.502 Action Data: No

Comments CUSTOMER SAID: - CUST STATES THAT HE HAS BEEN WITHOUT A VEH FOR 6 MONTH- CUST STATES THAT HIS AIRBAGS HAD EXPLODED AND HIS VEH HAS BEEN AT THE DLRSHP SINCE THEN- CUST STATES THAT HE DOES HAVE LAWYER INVOLVED WITH THIS CASE- CUST STATES THAT HE DID HAVE A RENTAL BUT THE BILL GOT UP TO \$600.00 AND FMC SAID THAT THEY WERE GOING TO PAY FOR THAT, SO CUST HAS BEEN WITHOUT A VEH- CUST SEEKING A REPAIR SO THAT HE CAN HAVE A VEHDEALER SAID: POWER FORD TORRANCE3311 PACIFIC COAST HIGHWAY TORRANCE, CA 90505TEL:(877) 563-4536CRC ADVISED: I WILL ESCALATE THIS TO OUR CUSTOMER CARE SOLUTIONS TEAM. A SPECIALIST WILL CONTACT YOU WITHIN 2 BUSINESS DAYS.----- ADVISED THAT BECAUSE THIS IS A LEGAL ISSUE THAT THERE REALLY ISN'T TOO MUCH WE CAN DO HERE AT THE CRC WITH HIS SITUATION, BUT I WILL TRY AND EXPIDITE A REPAIR FOR THE VEH

Action: DOCUMENT INFORMATION AND CLOSE CONTACT Origin Desc: REGIONAL ESCALATION SPECIALIST
 Dealer: 05524 POWER FORDTORRANCE
 Odometer: 40000 MI Comm Type: PHONE
 Analyst Name: FORBES (NFORBES1),NICOLE Analyst: NFORBES1
 Action Date: 01/14/2009 Action Time: 15.23.37.263 Action Data: No

Comments CLOSING CASE DUE TO THE ONGOING LEGAL CASE. RES WILL NOT CONTACT CUST BECAUSE CUST IS REPRESENTED BY AN ATTORNEY.

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All Action Details for Issue

[Print](#)

VIN: 1FTRX12W05N [REDACTED] **Year:** 2005 **Model:** F-SERIES **Case:** 496082848
Name: MR [REDACTED] **Owner Status:** Original **WSD:** 2005-06-28
Symptom Desc: **Primary Phone:** [REDACTED]
Reason Desc: MISC INQUIRY - CHANGE OF ADDRESS **Secondary Phone:**
Issue Type: 02 INFORMATION **Issue Status:** CLOSED

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER **Origin Desc:** MANUAL - PHONE CSR
Dealer: **Comm Type:** PHONE
Odometer: 40000 MI **Analyst:** TREZEND1
Analyst Name: REZENDES (TREZEND1),TIFFANY **Action Time:** 19.20.21.622 **Action Data:** No
Action Date: 01/09/2009

Comments: CUSTOMER PROFILE UPDATE

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All Action Details for Issue

Print

VIN: 1FTRX12W05N [REDACTED] Year: 2005 Model: F-SERIES Case: 496082848
 Name: MR [REDACTED] Owner Status: Original WSD: 2005-06-28
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED INJURY Secondary Phone:
 Issue Type: 10 OGC Issue Status: CLOSED

Action: CONTACT ADVANCED TO OGC Origin Desc: US CONCERN CASE BASE
 Dealer: 05524 POWER FORDTORRANCE
 Odometer: 36000 MI Comm Type: PHONE
 Analyst Name: HAGINS (JHAGINS),JANICE Analyst: JHAGINS
 Action Date: 11/04/2008 Action Time: 18.39.49.449 Action Data: No

Comments CUSTOMER SAID: =1. AIRBAG DEPLOYED=CUST NOTICED WHEN GETTING INTO THE VEH THE AIRBAG DEPLOYED=THIS STARTED APPROXIMATELY THE END OF JULY=VEH IS CURRENTLY AT THE DLRSHP=VEH HAS BEEN DIAGNOSED, BUT NOT ABLE TO DETERMINE WHAT CAUSED THE AIRBAG TO DEPLOY=CUST STATES HE DOES HAVE ATTORNEYS WHO HAVE SENT IN CORRESPONDENCE AND NOT RECEIVED ANY INFORMATION FROM FMC=CUST STATES HE WAS INJURED AND HE COULD NOT HEAR OUT OF HIS LEFT EAR AND LOST HEARING =CUST STATES THE DLRSHP HAS HAD HIS VEH FOR 4 MONTHS AND WHO WILL BE PAYING FOR HIS VEH =CUST SEEKING HOW TO GET HIS VEH BACK AS WELL AS A RESPONSE BACK IN REGARDS TO THE CONCERNDEALER SAID: =POWER FORD TORRANCE3311 PACIFIC COAST HIGHWAY TORRANCE, CA 90505TEL: (877) 563-4536=SPOKE TO GREG MURPHY S/MCRC 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.

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All Action Details for Issue

Print

VIN: 1FTRX12W05N [REDACTED] Year: 2005 Model: F-SERIES Case: 496082848
 Name: MR [REDACTED] Owner Status: Original WSD: 2005-06-28
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CANCEL

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND Origin Desc: OGC - CLAIMS - FD
 Dealer: 05524 POWER FORDTORRANCE
 Odometer: 37000 MI Comm Type: INBOUND MAIL-OTHER
 Analyst Name: ADLER, SYLVIA Analyst: SADLER13
 Action Date: 10/10/2008 Action Time: 13.46.48.072 Action Data: Yes

Comments *****CONSUMER CLAIM*****DATE RECEIVED: 10/9/08. ATTORNEY ALLEGES CLIENT CONCERN ASAIR BAG SYSTEM DEFECTIVE.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	LAW OFFICES OF ANDREW L. ELLIS & ASSOC.
ATTORNEY NAME	ANDREW ELLIS
ATTORNEY PHONE NUMBER	3106413335
ANALYST ID	TROQUEMO

Action: CANCEL ISSUE Origin Desc: OGC - CLAIMS - FD
 Dealer: 05524 POWER FORDTORRANCE
 Odometer: 37000 MI Comm Type: OTHER
 Analyst Name: ADLER, SYLVIA Analyst: SADLER13
 Action Date: 10/10/2008 Action Time: 15.41.44.673 Action Data: No

Comments OPENED IN ERROR.

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ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address):
ANDREW L. ELLIS, ESQ SBN: 167091
ELLIS LAW CORPORATION
883 N Douglas St, El Segundo, CA 90245
TELEPHONE NO.: (310) 641-3335 FAX NO.:
ATTORNEY FOR (Name):

FOR COURT USE ONLY
CONFORMED COPY
OF ORIGINAL FILED
Los Angeles Superior Court
FILED 13 9009
By John A. Clarke, Clerk
A. C. ROMAN, Deputy

SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES *San Pedro Branch*
STREET ADDRESS: 415 West Ocean Blvd. *638 Beacon St*
MAILING ADDRESS: 415 West Ocean Blvd. *San Pedro CA*
CITY AND ZIP CODE: Long Beach, 90802 *90731*
BRANCH NAME: Long Beach Courthouse

CASE NAME: vs. FORD MOTOR COMPANY, a Delaware corporation

CIVIL CASE COVER SHEET
 Unlimited (Amount demanded exceeds \$25,000)
 Limited (Amount demanded is \$25,000 or less)

Complex Case Designation
 Counter **Joinder**
Filed with first appearance by defendant (Cal. Rules of Court, rule 3.402)

CASE NUMBER: **NC043184**
JUDGE:
DEPT:

Items 1-6 below must be completed (see instructions on page 2).

1. Check **one** box below for the case type that best describes this case:
- | | | |
|--|---|---|
| <p>Auto Tort</p> <input type="checkbox"/> Auto (22)
<input type="checkbox"/> Uninsured motorist (46) <p>Other PI/PD/WD (Personal Injury/Property Damage/Wrongful Death) Tort</p> <input type="checkbox"/> Asbestos (04)
<input checked="" type="checkbox"/> Product liability (24)
<input type="checkbox"/> Medical malpractice (45)
<input type="checkbox"/> Other PI/PD/WD (23) <p>Non-PI/PD/WD (Other) Tort</p> <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) <p>Employment</p> <input type="checkbox"/> Wrongful termination (36)
<input type="checkbox"/> Other employment (15) | <p>Contract</p> <input type="checkbox"/> Breach of contract/warranty (06)
<input type="checkbox"/> Rule 3.740 collections (09)
<input type="checkbox"/> Other collections (09)
<input type="checkbox"/> Insurance coverage (18)
<input type="checkbox"/> Other contract (37) <p>Real Property</p> <input type="checkbox"/> Eminent domain/Inverse condemnation (14)
<input type="checkbox"/> Wrongful eviction (33)
<input type="checkbox"/> Other real property (26) <p>Unlawful Detainer</p> <input type="checkbox"/> Commercial (31)
<input type="checkbox"/> Residential (32)
<input type="checkbox"/> Drugs (38) <p>Judicial Review</p> <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) | <p>Provisionally Complex Civil Litigation (Cal. Rules of Court, rules 3.400-3.403)</p> <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) <p>Enforcement of Judgment</p> <input type="checkbox"/> Enforcement of judgment (20) <p>Miscellaneous Civil Complaint</p> <input type="checkbox"/> RICO (27)
<input type="checkbox"/> Other complaint (not specified above) (42) <p>Miscellaneous Civil Petition</p> <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. Remedies sought (check all that apply): a. monetary b. nonmonetary; declaratory or injunctive relief c. punitive
4. Number of causes of action (specify): TWO
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: July 29, 2009
ANDREW L. ELLIS, ESQ (TYPE OR PRINT NAME)
 (SIGNATURE OF PARTY OR ATTORNEY FOR PARTY)

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 collections case under rule 3.740 or a complex case, this cover sheet will be used for statistical purposes only.

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address):
ANDREW L. ELLIS, ESQ SBN: 167091
 ELLIS LAW CORPORATION
 883 N Douglas St
 El Segundo, CA 90245
 TELEPHONE NO: (310) 641-3335 FAX NO. (Optional):
 E-MAIL ADDRESS (Optional):
 ATTORNEY FOR (Name): [REDACTED]

FOR COURT USE ONLY
CONFORMED COPY
 OF ORIGINAL FILED
 Los Angeles Superior Court
 AUG 13 2010

SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES
 STREET ADDRESS: 415 West Ocean Blvd. *San Pedro Branch*
 MAILING ADDRESS: 415 West Ocean Blvd. *638 Beacon St*
 CITY AND ZIP CODE: Long Beach, 90802 *San Pedro, CA*
 BRANCH NAME: Long Beach Courthouse *90731*

By John A. Clarke, Clerk
A.C. KUMAR, Deputy

PLAINTIFF [REDACTED] an individual,
 DEFENDANT: FORD MOTOR COMPANY, a Delaware corporation and DOES 1
 to 30, inclusive.
 DOES 1 TO 30

CASE MANAGEMENT CONFERENCE
 SET FOR 8:30 a.m.
 JAN 21 2010

COMPLAINT—Personal Injury, Property Damage, Wrongful Death
 AMENDED (Number):
 Type (check all that apply):
 MOTOR VEHICLE OTHER (specify): Products Liability
 Property Damage Wrongful Death
 Personal Injury Other Damages (specify): General Negligence,

IN DEPARTMENT *SSC*

Jurisdiction (check all that apply):
 ACTION IS A LIMITED CIVIL CASE
 Amount demanded does not exceed \$10,000
 exceeds \$10,000, but does not exceed \$25,000
 ACTION IS AN UNLIMITED CIVIL CASE (exceeds \$25,000)
 ACTION IS RECLASSIFIED by this amended complaint
 from limited to unlimited
 from unlimited to limited

CASE NUMBER:
NC043184

1. Plaintiff (name or names) [REDACTED] alleges causes of action against defendant (name or names): FORD MOTOR COMPANY
2. This pleading, including attachments and exhibits, consists of the following number of pages: 5
3. Each plaintiff named above is a competent adult
 - a. except plaintiff (name):
 - (1) a corporation qualified to do business in California
 - (2) an unincorporated entity (describe):
 - (3) a public entity (describe):
 - (4) a minor an adult
 - (a) for whom a guardian or conservator of the estate or a guardian ad litem has been appointed
 - (b) other (specify):
 - (5) other (specify):
 - b. except plaintiff (name):
 - (1) a corporation qualified to do business in California
 - (2) an unincorporated entity (describe):
 - (3) a public entity (describe):
 - (4) a minor an adult
 - (a) for whom a guardian or conservator of the estate or a guardian ad litem has been appointed
 - (b) other (specify):
 - (5) other (specify):

Information about additional plaintiffs who are not competent adults is shown in Attachment 3.

SHORT TITLE [REDACTED] vs. FORD MOTOR COMPANY, et al.	CASE NUMBER: NC043184
---	--

4. Plaintiff (name):
is doing business under the fictitious name (specify):

and has complied with the fictitious business name laws.

5. Each defendant named above is a natural person

- | | |
|--|--|
| a. <input checked="" type="checkbox"/> except defendant (name): FORD MOTOR COMPANY c. <input type="checkbox"/> except defendant (name):
(1) <input type="checkbox"/> a business organization, form unknown
(2) <input checked="" type="checkbox"/> a corporation
(3) <input type="checkbox"/> an unincorporated entity (describe):

(4) <input type="checkbox"/> a public entity (describe):

(5) <input type="checkbox"/> other (specify): | (1) <input type="checkbox"/> a business organization, form unknown
(2) <input type="checkbox"/> a corporation
(3) <input type="checkbox"/> an unincorporated entity (describe):

(4) <input type="checkbox"/> a public entity (describe):

(5) <input type="checkbox"/> other (specify): |
|--|--|

- | | |
|---|---|
| b. <input type="checkbox"/> except defendant (name):
(1) <input type="checkbox"/> a business organization, form unknown
(2) <input type="checkbox"/> a corporation
(3) <input type="checkbox"/> an unincorporated entity (describe):

(4) <input type="checkbox"/> a public entity (describe):

(5) <input type="checkbox"/> other (specify): | d. <input type="checkbox"/> except defendant (name):
(1) <input type="checkbox"/> a business organization, form unknown
(2) <input type="checkbox"/> a corporation
(3) <input type="checkbox"/> an unincorporated entity (describe):

(4) <input type="checkbox"/> a public entity (describe):

(5) <input type="checkbox"/> other (specify): |
|---|---|

Information about additional defendants who are not natural persons is contained in Attachment 5.

6. The true names of defendants sued as Does are unknown to plaintiff.

- a. Doe defendants (specify Doe numbers): 1 TO 30 were the agents or employees of other named defendants and acted within the scope of that agency or employment.
- b. Doe defendants (specify Doe numbers): 1 TO 30 are persons whose capacities are unknown to plaintiff.

7. Defendants who are joined under Code of Civil Procedure section 382 are (names):

8. This court is the proper court because

- a. at least one defendant now resides in its jurisdictional area.
- b. the principal place of business of a defendant corporation or unincorporated association is in its jurisdictional area.
- c. injury to person or damage to personal property occurred in its jurisdictional area.
- d. other (specify):

9. Plaintiff is required to comply with a claims statute, and

- a. has complied with applicable claims statutes, or
- b. is excused from complying because (specify):

SHORT TITLE: [REDACTED] vs. FORD MOTOR COMPANY, et al.	CASE NUMBER: NC043184
--	------------------------------

10. The following causes of action are attached and the statements above apply to each (*each complaint must have one or more causes of action attached*):

- a. Motor Vehicle
- b. General Negligence
- c. Intentional Tort
- d. Products Liability
- e. Premises Liability
- f. Other (*specify*):

11. Plaintiff has suffered

- a. wage loss
- b. loss of use of property
- c. hospital and medical expenses
- d. general damage
- e. property damage
- f. loss of earning capacity
- g. other damage (*specify*):

12. The damages claimed for wrongful death and the relationships of plaintiff to the deceased are

- a. listed in Attachment 12.
- b. as follows:

13. The relief sought in this complaint is within the jurisdiction of this court.

14. **Plaintiff prays** for judgment for costs of suit; for such relief as is fair, just, and equitable; and for

- a. (1) compensatory damages
- (2) punitive damages

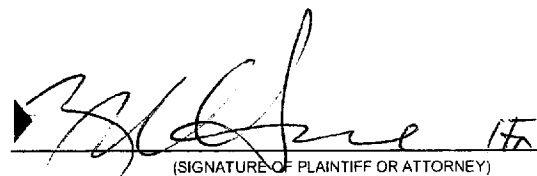
The amount of damages is (*in cases for personal injury or wrongful death, you must check (1)*):

- (1) according to proof
- (2) in the amount of: \$

15. The paragraphs of this complaint alleged on information and belief are as follows (*specify paragraph numbers*):

Date: July 29, 2009

ANDREW L. ELLIS, ESQ.
 (TYPE OR PRINT NAME)


 (SIGNATURE OF PLAINTIFF OR ATTORNEY)

SHORT TITLE: [REDACTED] vs. FORD MOTOR COMPANY, et al.	CASE NUMBER: NC043184
--	---------------------------------

1 **CAUSE OF ACTION—General Negligence** Page 4
 (number)

ATTACHMENT TO Complaint Cross - Complaint

(Use a separate cause of action form for each cause of action.)

GN-1. Plaintiff (name): FRANK T. TERRAZAS

alleges that defendant (name): FORD MOTOR COMPANY

Does 1 to 30

was the legal (proximate) cause of damages to plaintiff. By the following acts or omissions to act, defendant negligently caused the damage to plaintiff

on (date): or about 07/30/09

at (place): or near 929 W. Summerland, San Pedro, CA 90731.

(description of reasons for liability):

Defendants, and each of them, designed, manufactured, distributed and warranted the air bag in Plaintiff's 2005 Ford F150 purchased and used by Plaintiff in the manner intended by Defendants and the air bag deployed when Plaintiff got into his vehicle and started it on the 07/30/08. The air bag struck Plaintiff causing Plaintiff to sustain the injuries alleged herein.

SHORT TITLE: [REDACTED] s. FORD MOTOR COMPANY, et al.	CASE NUMBER: NC043184
---	------------------------------

2 **CAUSE OF ACTION—Products Liability** Page 5
(number)

ATTACHMENT TO Complaint Cross - Complaint
(Use a separate cause of action form for each cause of action.)

Plaintiff (name): [REDACTED]

Prod. L-1. On or about (date): 07/30/08 plaintiff was injured by the following product: Plaintiff got into his 2005 Ford F150 in order to go visit his mother, as he started the vehicle the air bag suddenly deployed for no apparent reason striking Plaintiff's face on his left side and thereby causing Plaintiff to sustain the injuries alleged herein.

Prod. L-2. Each of the defendants knew the product would be purchased and used without inspection for defects. The product was defective when it left the control of each defendant. The product at the time of injury was being
 used in the manner intended by the defendants.
 used in the manner that was reasonably foreseeable by defendants as involving a substantial danger not readily apparent. Adequate warnings of the danger were not given.

Prod. L-3. Plaintiff was a
 purchaser of the product. user of the product.
 bystander to the use of the product. other (specify):

PLAINTIFF'S INJURY WAS THE LEGAL (PROXIMATE) RESULT OF THE FOLLOWING:

Prod. L- 4. **Count One—Strict liability** of the following defendants who
a. manufactured or assembled the product (names): FORD MOTOR COMPANY
 Does 1 to 30
b. designed and manufactured component parts supplied to the manufacturer (names): FORD MOTOR COMPANY
 Does 1 to 30
c. sold the product to the public (names): FORD MOTOR COMPANY

Does 1 to 30
Prod. L-5. **Count Two—Negligence** of the following defendants who owed a duty to plaintiff (names): FORD MOTOR COMPANY

Does 1 to 30
Prod. L-6. **Count Three—Breach of warranty** by the following defendants (names): FORD MOTOR COMPANY

Does 1 to 30
a. who breached an implied warranty
b. who breached an express warranty which was
 written oral

Prod. L-7. The defendants who are liable to plaintiffs for other reasons and the reasons for the liability are
 listed in Attachment-Prod. L-7 as follows: unknown at this time and as to DOES 1 to 30.

**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 7 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)

- | | |
|---|--|
| <ol style="list-style-type: none"> 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. | <ol style="list-style-type: none"> 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 checked="" 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.
Non-Personal Injury/Property Damage/Wrongful Death Tort	Business Tort (07)	<input type="checkbox"/> A6029 Other Commercial/Business Tort (not fraud/breach of contract)	1., 2., 3.
	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: [REDACTED] vs. FORD MOTOR COMPANY, et al.	CASE NUMBER
--	-------------

NC 043184

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	1., 2., 3.
	<input type="checkbox"/> A6050 Other Professional Malpractice (not medical or legal)	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	1., 2., 3.
	<input type="checkbox"/> A6109 Labor Commissioner Appeals	10.
Breach of Contract/Warranty (06) (not insurance)	<input type="checkbox"/> A6004 Breach of Rental/Lease Contract (not Unlawful Detainer or wrongful eviction)	2., 5.
	<input type="checkbox"/> A6008 Contract/Warranty Breach -Seller Plaintiff (no fraud/negligence)	2., 5.
	<input type="checkbox"/> A6019 Negligent Breach of Contract/Warranty (no fraud)	1., 2., 5.
	<input type="checkbox"/> A6028 Other Breach of Contract/Warranty (not fraud or negligence)	1., 2., 5.
Collections (09)	<input type="checkbox"/> A6002 Collections Case-Seller Plaintiff	2., 5., 6.
	<input type="checkbox"/> A6012 Other Promissory Note/Collections Case	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	1., 2., 3., 5.
	<input type="checkbox"/> A6031 Tortious Interference	1., 2., 3., 5.
	<input type="checkbox"/> A6027 Other Contract Dispute(not breach/insurance/fraud/negligence)	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	2., 6.
	<input type="checkbox"/> A6032 Quiet Title	2., 6.
	<input type="checkbox"/> A6060 Other Real Property (not eminent domain, landlord/tenant, foreclosure)	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.

Judicial Review (Cont'd.)

Provisionally Complex Litigation

Enforcement of Judgment

Miscellaneous Civil Complaints

Miscellaneous Civil Petitions

A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Writ of Mandate (02)	<input type="checkbox"/> A6151 Writ - Administrative Mandamus <input type="checkbox"/> A6152 Writ - Mandamus on Limited Court Case Matter <input type="checkbox"/> A6153 Writ - Other Limited Court Case Review	2., 8. 2. 2.
Other Judicial Review (39)	<input type="checkbox"/> A6150 Other Writ /Judicial Review	2., 8.
Antitrust/Trade Regulation (03)	<input type="checkbox"/> A6003 Antitrust/Trade Regulation	1., 2., 8.
Construction Defect (10)	<input type="checkbox"/> A6007 Construction defect	1., 2., 3.
Claims Involving Mass Tort (40)	<input type="checkbox"/> A6006 Claims Involving Mass Tort	1., 2., 8.
Securities Litigation (28)	<input type="checkbox"/> A6035 Securities Litigation Case	1., 2., 8.
Toxic Tort Environmental (30)	<input type="checkbox"/> A6036 Toxic Tort/Environmental	1., 2., 3., 8.
Insurance Coverage Claims from Complex Case (41)	<input type="checkbox"/> A6014 Insurance Coverage/Subrogation (complex case only)	1., 2., 5., 8.
Enforcement of Judgment (20)	<input type="checkbox"/> A6141 Sister State Judgment <input type="checkbox"/> A6160 Abstract of Judgment <input type="checkbox"/> A6107 Confession of Judgment (non-domestic relations) <input type="checkbox"/> A6140 Administrative Agency Award (not unpaid taxes) <input type="checkbox"/> A6114 Petition/Certificate for Entry of Judgment on Unpaid Tax <input type="checkbox"/> A6112 Other Enforcement of Judgment Case	2., 9. 2., 6. 2., 9. 2., 8. 2., 8. 2., 8., 9.
RICO (27)	<input type="checkbox"/> A6033 Racketeering (RICO) Case	1., 2., 8.
Other Complaints (Not Specified Above) (42)	<input type="checkbox"/> A6030 Declaratory Relief Only <input type="checkbox"/> A6040 Injunctive Relief Only (not domestic/harassment) <input type="checkbox"/> A6011 Other Commercial Complaint Case (non-tort/non-complex) <input type="checkbox"/> A6000 Other Civil Complaint (non-tort/non-complex)	1., 2., 8. 2., 8. 1., 2., 8. 1., 2., 8.
Partnership Corporation Governance(21)	<input type="checkbox"/> A6113 Partnership and Corporate Governance Case	2., 8.
Other Petitions (Not Specified Above) (43)	<input type="checkbox"/> A6121 Civil Harassment <input type="checkbox"/> A6123 Workplace Harassment <input type="checkbox"/> A6124 Elder/Dependent Adult Abuse Case <input type="checkbox"/> A6190 Election Contest <input type="checkbox"/> A6110 Petition for Change of Name <input type="checkbox"/> A6170 Petition for Relief from Late Claim Law <input type="checkbox"/> A6100 Other Civil Petition	2., 3., 9. 2., 3., 9. 2., 3., 9. 2. 2., 7. 2., 3., 4., 8. 2., 9.

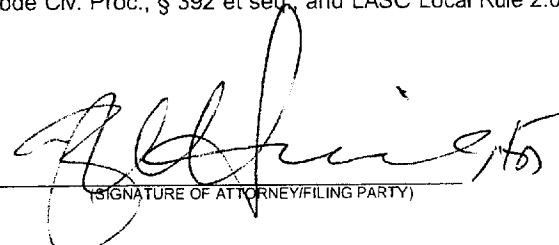
SHORT TITLE	vs. FORD MOTOR COMPANY, et al.	CASE NUMBER	NC043184
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Item III. Statement of Location: Enter the address of the accident, party's residence or place of business, performance, or other circumstance indicated in Item II., Step 3 on Page 1, 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 type="checkbox"/> 2. <input type="checkbox"/> 3. <input checked="" 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: 929 W. SUMMERLAND	
CITY: SAN PEDRO	STATE: CA	ZIP CODE: 90731	

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 LONG BEACH courthouse in the SOUTH 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: July 29, 2009


 (SIGNATURE OF ATTORNEY/FILING PARTY)

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.

1 Andrew L. Ellis, Esq. State Bar # 167091
2 Justina G. Ramon, Esq. State Bar #241239
3 Bridget C. McGuire, Esq. State Bar #243128
4 **ELLIS LAW CORPORATION**
5 883 N. DOUGLAS STREET
6 EL SEGUNDO, CA 90245
7 Telephone: (310) 641-3335

8 Attorneys for Plaintiff
9 FRANK T. TERRAZAS

10 SUPERIOR COURT OF THE STATE OF CALIFORNIA
11 COUNTY OF LOS ANGELES

12 CASE NO.: *NC 043184*
13 **STATEMENT OF DAMAGES**

14 FRANK T. TERRAZAS, an individual,)
15)
16 Plaintiff,)
17)
18 vs.)
19 FORD MOTOR COMPANY, a Delaware)
20 Corporation and DOES 1 to 30, inclusive,)
21 Defendant)

22 Plaintiff, FRANK T. TERRAZAS, hereby provides to defendants the following

23 Statement of Damages:

- 24 1. General damages: In excess of \$ 300,000.00
25 2. Special damages: In excess of \$ 100,000.00

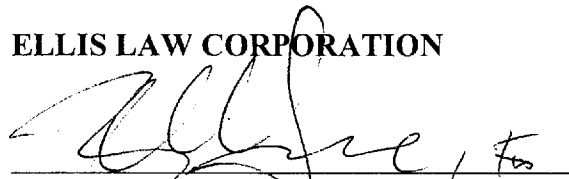
26 ///
27 ///
28 ///

1 Plaintiff reserves the right to amend this Statement of Damages at a later time, as

2 Discovery develops.

3
4 Dated: July 29, 2009

ELLIS LAW CORPORATION

5 
6 _____
7 Andrew L. Ellis
8 Attorneys for Plaintiff





0000926/0

**Service of Process
Transmittal**

10/28/2008

CT Log Number 514021511



TO: Chris Dzbanski
Ford Motor Company
WHQ 433-E3, One American Road
Dearborn, MI 48126

RE: Process Served in Nevada

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] Ptf. vs. Ford Motor Company, Dft.

DOCUMENT(S) SERVED: Notice and Affidavit of Complaint and Order

COURT/AGENCY: Washoe County Small Claims Court, City of Reno, NV
Case # RSC 2008-001788

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Seeks sum of \$5,000 as the airbag on Ford F150 deployed with the vehicle not running, causing damage to arm.

ON WHOM PROCESS WAS SERVED: The Corporation Trust Company of Nevada, Reno, NV

DATE AND HOUR OF SERVICE: By Process Server on 10/28/2008 at 16:05

APPEARANCE OR ANSWER DUE: December 3, 2008 at 1:15 p.m.

ATTORNEY(S) / SENDER(S): [REDACTED]
Reno, NV [REDACTED]

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day , 790615041658
Image SOP
Email Notification, Chris Dzbanski CDZBANSK@FORD.COM

SIGNED: The Corporation Trust Company of Nevada

ADDRESS: 6100 Neil Road
Suite 500
Reno, NV 89511

TELEPHONE: 775-688-3061

OFFICE OF THE
 GENERAL COUNSEL
 8 OCT 29 110:54
 PRATT

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.

4:05
10-28-08

AFFIDAVIT AND ORDER
IN THE SMALL CLAIMS COURT OF RENO TOWNSHIP
COUNTY OF WASHOE, STATE OF NEVADA
(775) 325-6501

Plaintiff

[REDACTED]

NOTICE

If either party requires a court reporter, you will need to call the court reporter's office at (775) 325-6575, five (5) judicial days prior to the hearing date to make arrangements.

Phone No.

[REDACTED]

VS

Defendant

FORD MOTOR COMPANY
E/A: CORPORATE TRUST COMPANY OF NEVADA
6100 NEIL RD SUITE 500
RENO, NV 89511

Dept. No. 5

Case No. RSC 2008-001730

Calendared DECEMBER 1, 2008

Filed OCT 28, 2008

Phone No.

(775) 688-3061

AFFIDAVIT OF COMPLAINT

STATE OF NEVADA, COUNTY OF WASHOE

I, the undersigned

[REDACTED]

RENO, NV

[REDACTED]

, being sworn,

residing at

say, either upon my knowledge or my information and belief, defendant(s) is (are) indebted to the plaintiff in the sum of:

\$ 5000.00, plus court costs for the following reason(s) THE AIRBAG ON MY FORD F150 DEPLOYED WITH THE VEHICLE NOT RUNNING, CAUSING DAMAGE TO MY ARM.

This declarant has demanded payment of said sum. The defendant(s) refused to pay the same and no part has been paid. At the commencement of this action defendant resides , or does business , or is employed in the Reno Township.

Subscribed and Sworn to before me this

Date: OCTOBER 28, 2008
Reno, Nevada

[REDACTED]

PLAINTIFF OR DECLARANT

[Signature]
DEPUTY CLERK/NOTARY

ORDER

THE PEOPLE OF THE STATE OF NEVADA, to the within-named defendant(s): You are hereby directed to appear and answer the foregoing claim, in the above entitled court at:

THE RENO JUSTICE COURT, ONE SOUTH SIERRA STREET, RENO, NEVADA

on DECEMBER 3, 2008, at 1:15P. M. reset for _____, at _____ M.
reset for _____, at _____ M. reset for _____, at _____ M.

PLAINTIFF AND DEFENDANT SHOULD EACH BRING ALL BOOKS, PAPERS AND WITNESSES NEEDED. DEFENDANTS, FOR MORE INFORMATION ON WHAT TO DO NEXT, SEE THE BACK OF THIS PAPER. THE CLERKS AND JUDGES MAY NOT GIVE YOU LEGAL ADVICE.

filed on OCT 28, 2008, at _____ M. date reset _____, at _____ M.
date reset _____, at _____ M. date reset _____, at _____ M.

DARIN D. CONFORTI

CLERK OF THE COURT

By

[Signature]
Deputy Clerk

BEGINNING OF CONTACT
07/08/2008

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.06

=====

REGION: W4 DENVER	OGC ISSUE	CASE NBR: 0403081898
VIN: 1FTRF04584K [REDACTED]	ZONE: A02	OPENED: 07/07/2008
	ENGINE: 5	VEH TYPE: T
		CLOSED: 07/07/2008

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: MR		MI: [REDACTED]
ADDRESS: 9582 CANYON MEADOWS DR	STATE: NV	ZIP: [REDACTED]
CITY: RENO	MODEL: F150 4X4 FLARESIDE REG CAB	
HOME PHONE: [REDACTED]	SALES CODE: F72404	P & A: 07809
MODEL YEAR: 2004		
MILEAGE: 102041		
DEALER NAME: JONES-WEST FORD		
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: SOSTEN SANDRA OSTEN (SOSTEN)

JUL 08 2008

DATE: 07/07/2008 TIME: 11.20.45 :
ACTION DATA/COMMENTS:

OFFICE OF THE
GENERAL COUNSEL

CUSTOMER SAID: -TURNED KEY ON AND ROLLED UP WINDOW AND THE AIRBAG DEPLOYED-TURNED THE HORN OFF -VEH IS DRIVABLE/IS DRIVING VEH -CALLED DEALER AND DEALER TOLD HIM OK TO DRIVE-CAR WASN'T MOVING AND ENGINE WASN'T RUNNING-WRIST IS SWOLLEN -ARM PULLED SKIN OFF AND ARM IS SOAR WITH 80% MOVEMENT-HAPPENED JULY 3RD AT 5:30PM -VEH WAS SITTING NOT ON OR MOVING -VEH IS WITH CUSTOMER -WOULD LIKE AIRBAG REPAIRED 100% BY FORD AND WHY DID THE AIRBAG DEPLOY AND POSSIBLE REIMBURSEMENT OF MEDICAL BILLS DEALER SAID: -JONES - WEST FORD 3600 KIETZKE LANE RENO, NV 89502 TEL: (775) 329-8800 -TALKED TO TODD S/ACRC ADVISED: I WILL FORWARD THIS INFORMATION TO THE FORD OFFICE OF THE GENERAL COUNSEL. YOU WILL RECEIVE WRITTEN NOTIFICATION WITHIN 10 BUSINESS DAYS WHICH YOU WILL NEED TO RESPOND TO IN WRITING. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.-CRC VERIFIED ALL CUSTOMER INFORMATION

All Action Details for Issue

Print

VIN: 1FTRF04584K [REDACTED] Year: 2004 Model: F-SERIES Case: 403081898
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 2004-05-05
 Symptom Desc: Primary Phone [REDACTED]
 Reason Desc: CRC RELATED - SUPERVISOR REQUEST SUBMITTED Secondary Phone [REDACTED]
 Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: SUPERVISOR REQUEST LIVE ESCALATION
 Dealer: Origin Desc: MANUAL - PHONE CSR
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: ROBERT MILLER (RMILL377) Analyst: RMILL377
 Action Date: 07/23/2008 Action Time: 16.22.48.440 Action Data: Yes

Comments CUSTOMER SAID: -CUST STILL HAS NOT RECEIVED COMMUNICATION FROM LEGAL-CUST NOW WANTS THIS RESOLVED IMMEDIATLY-CUST WOULD LIKE TO SPEAK TO A SUPERVISOR

Data Element Name	Data Value
ASSIGNED TO	SEVAN102

Action: SUPERVISOR REQUEST CALL BACK CLOSE
 Dealer: Origin Desc: MANUAL - PHONE CSR
 Odometer: 10 MI Comm Type: PHONE
 Analyst Name: SHERYL EVANS (SEVAN102) Analyst: SEVAN102
 Action Date: 07/24/2008 Action Time: 12.52.58.735 Action Data: No

Comments CRC ADVISED: -LCCR SHERYL ASSIGNED THIS CASE TO T/L AARON FOR HANDLING FOR LEGAL MISSED FOLLOW-UP.

Action: SUPERVISOR REQUEST CALL BACK
 Dealer: Origin Desc: MANUAL - PHONE CSR
 Odometer: 10 MI Comm Type: PHONE
 Analyst Name: SHERYL EVANS (SEVAN102) Analyst: SEVAN102
 Action Date: 07/24/2008 Action Time: 12.55.41.901 Action Data: Yes

Comments NO COMMENTS AVAILABLE

Data Element Name	Data Value
ASSIGNED TO	ATAVERNI

Action: SUPERVISOR REQUEST CALL BACK CLOSE
 Dealer: Origin Desc: MANUAL - PHONE CSR
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: AARON TAVERNIER (ATAVERNI) Analyst: ATAVERNI
 Action Date: 07/25/2008 Action Time: 11.39.32.133 Action Data: No

Comments CUSTOMER SAID: -NONEDEALER SAID: -NONECRC ADVISED: -TL AARON REC'D SUPERVISOR ESCALATION-UPON REVIEW OF CASE SAW IT WAS A MULTIPLE MISSED FOLLOW-UP FROM OGC-FORWARDED ORIGINAL EMAIL FROM TL SHIRA TO OGC PER PROCESS-CLOSING ESCALTION ON MY END.

All Action Details for Issue

[Print](#)

VIN: 1FTRF04584K [REDACTED] **Year:** 2004 **Model:** F-SERIES **Case:** 403081898
Name: MR [REDACTED] **Owner Status:** Subsequent **WSD:** 2004-05-05
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED **Primary Phone:** [REDACTED]
Reason Desc: CRC RELATED-FEEDBACK **Secondary Phone:** [REDACTED]
Issue Type: 01 INQUIRY **Issue Status:** CLOSED

Action: ADVISE CUSTOMER THE FEEDBACK HAS BEEN DOCUMENTED
Dealer: **Origin Desc:** US INQUIRY CASE BASE
Odometer: 106000 MI **Comm Type:** PHONE
Analyst Name: PATRICIA CLARK (PCLAR120) **Analyst:** PCLAR120
Action Date: 09/12/2008 **Action Time:** 17.59.30.845 **Action Data:** No

Comments CUSTOMER SAID: WANTS TO KNOW IF CRC EMAILED OGCCRC ADVISED: THANK YOU FOR PROVIDING FORD MOTOR COMPANY WITH YOUR COMMENTS. THE INFORMATION HAS BEEN DOCUMENTED AND THAT THEIR OPINIONS ARE VALUABLE TO US. WE WILL REVIEW YOUR COMMENTS WITH THE REPRESENTATIVES INVOLVED.-***DID NOT READ ABOVE***ADVISED CUST CRC EMAILED OGC, BUT CRC HAS NO TIMEFRAME TO PROVIDE CUST FOR RESPONSE

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 1FTRF04584K000002 Year: 2004 Model: F-SERIES Case: 403081898
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 2004-05-05
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: CRC RELATED - F/M CSR FOLLOWING CONTACT Secondary Phone: [REDACTED]
 Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: CALLBACK ADD ADDITIONAL COMMENTS Origin Desc: US CONCERN CASE BASE
 Dealer: Odometer: 102041 MI Comm Type: PHONE
 Analyst Name: JAMES HAYWARD (JHAYWA16) Analyst: JHAYWA16
 Action Date: 07/11/2008 Action Time: 12.31.03.170 Action Data: No

Comments CUSTOMER SAID: -CUST CALLING TO SEE IF ANY ACTION HAS BEEN PROCESSED ON HIS CASE
 YET DEALER SAID: -NONE CRC ADVISED: PLEASE ALLOW THE REQUESTED TIME FOR THE FOLLOW UP TO OCCUR
 SO THAT YOUR ISSUE MAY BE PROPERLY ADDRESSED. ---CRC ADVISED CUST THAT WE DO NOT SEE ANYTHING
 PROCESSED AT MOMENT IN TIME AND TO WAIT FOR THE LEGAL DEPARTMENT TO GET IN CONTACT WITH HIM.

Action: CALLBACK ADD ADDITIONAL COMMENTS Origin Desc: US CONCERN CASE BASE
 Dealer: Odometer: 106000 MI Comm Type: PHONE
 Analyst Name: PITTMAN, ANDRE Analyst: APITMA7
 Action Date: 09/11/2008 Action Time: 12.10.04.505 Action Data: No

Comments CUSTOMER SAID: -VEH AT DLR SHIP-I CALLED LAST WEEK AND WAS TOLD THAT SOMEONE WOULD BE
 GETTING IN CONTACT WITH ME AND NEVER RECEIVED A CALL-PREVIOUS AGENT TOLD ME THAT SOMEONE
 WILL BE CONTACTING -I NEED FOR OGC TO CONTACT THE DLR SHIP TO TELL THEM WHAT IS GOING ON DEALER
 SAID: -DOYLE S/ACAPITAL FORD3660 SOUTH CARSON STREET CARSON CITY, NV 89701 TEL:(775) 882-5353
 CRC ADVISED: PLEASE ALLOW THE REQUESTED TIME FOR THE FOLLOW UP TO OCCUR SO THAT YOUR ISSUE MAY
 BE PROPERLY ADDRESSED.-PROVIDED RESOLUTION DLR OBC:-DOYLE S/A-LETTER STATED FOR ME TO FAX
 INFORMATION VIA FAX-I FAXED A COPY OF THE LETTER AND REPAIR ORDER-WE ARE WAITING FROM
 INSTRUCTIONS FROM MICHELLE HULL-THE WAY THE LETTER READS WE ARE WAITING TO HERE BACK FROM
 MICHELLE HULL WHO IS THE PRODUCT TEAM LEADER

Action: OUTBOUND CALL TO FORD/MERCURY CUSTOMER Origin Desc: MANUAL - PHONE CSR
 Dealer: Odometer: 106000 MI Comm Type: PHONE
 Analyst Name: SALLY KIRKENDOLL (SKIRKEND) Analyst: SKIRKEND
 Action Date: 09/11/2008 Action Time: 12.40.50.444 Action Data: No

Comments CUSTOMER SAID: **IBC FROM CUST**--CUST WAS SPEAKING TO REP PREVIOUSLY AND LINE
 DISCONNECTED.--CUST STATES THAT HAS BEEN WAITING FOR SOME KIND OF UPDATE FROM OGC REGARDING
 THIS CASE.--CUST VERY UPSET THAT HAS TO KEEP CALLING IN TO CRC TO EMAIL OGC TO KEEP CASE MOVING
 FORWARD.--CUST SEEKING TO HAVE TL EMAIL OGC.--CUST WANTS VEH BACK.--CUST WANTS UPDATE ON THIS
 CASE. DEALER SAID: CAPITAL FORD3660 SOUTH CARSON STREET CARSON CITY, NV 89701 TEL:(775) 882-
 5353 DOYLE-S/ACRC ADVISED: --PER TL BRIDGETT DOING THIS MAC.--TL WILL EMAIL OGC ON BEHALF OF CUST.--
 NO ESTIMATED TIME PROVIDED TO CUST.

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 1FTRF04584K [REDACTED] Year: 2004 Model: F-SERIES Case: 403081898
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 2004-05-05
 Symptom Desc: Primary Phone: [REDACTED]
 Reason Desc: MISC INQUIRY - PRIVACY - OPT OUT Secondary Phone: [REDACTED]
 Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: PRIVACY OPT OUT REQUEST**Dealer:****Origin Desc:** US INQUIRY CASE BASE**Odometer:** 102041 MI**Comm Type:** PHONE**Analyst Name:** SANDRA OSTEN (SOSTEN)**Analyst:** SOSTEN**Action Date:** 07/07/2008**Action Time:** 11.24.11.364 **Action Data:** No

Comments CRC ADVISED: I'M SORRY TO HEAR THAT YOU NO LONGER WISH TO BE CONTACTED BY FORD MOTOR COMPANY. I'LL PUT YOU ON OUR DO NOT CONTACT LIST. PLEASE KNOW THAT IT MAY TAKE UP TO 30 DAYS BEFORE YOU ARE REMOVED FROM PHONE OR MAIL COMMUNICATION LISTS AND UP TO 10 DAYS TO BE REMOVED FROM EMAIL LISTS. YOU WILL NO LONGER RECEIVE UNSOLICITED COMMUNICATIONS FROM FORD MOTOR COMPANY SUCH AS OFFERS, PROMOTIONS AND PRODUCT INFORMATION, UNLESS YOU WERE TO WRITE US AND REQUEST COMMUNICATIONS TO BEGIN AGAIN. YOU WILL STILL RECEIVE ANY INFORMATION WE ARE REQUIRED TO SEND TO YOU, SUCH AS SAFETY RECALL NOTIFICATIONS. WE WILL ALSO CONTINUE TO RESPOND TO YOUR REQUESTS, SUCH AS TO PARTICIPATE IN OUR E-MAIL PROGRAM OR TO OBTAIN INFORMATION ON YOUR VEHICLE. YOU MAY CONTINUE TO RECEIVE COMMUNICATIONS FROM DEALERSHIPS. THESE DEALERSHIPS ARE NOT OWNED AND OPERATED BY FORD MOTOR COMPANY, AND THEREFORE, YOU WOULD HAVE TO CONTACT THEM DIRECTLY.

Action: PRIVACY OPT OUT REQUEST**Dealer:****Origin Desc:** US INQUIRY CASE BASE**Odometer:** 102041 MI**Comm Type:** PHONE**Analyst Name:** JAMES HAYWARD (JHAYWA16)**Analyst:** JHAYWA16**Action Date:** 07/11/2008**Action Time:** 12.26.54.688 **Action Data:** No

Comments CUSTOMER SAID: -CUST DOES NOT WANT TO GIVE EMAIL ADDRESS. CRC ADVISED: I'M SORRY TO HEAR THAT YOU NO LONGER WISH TO BE CONTACTED BY FORD MOTOR COMPANY. I'LL PUT YOU ON OUR DO NOT CONTACT LIST. PLEASE KNOW THAT IT MAY TAKE UP TO 30 DAYS BEFORE YOU ARE REMOVED FROM PHONE OR MAIL COMMUNICATION LISTS AND UP TO 10 DAYS TO BE REMOVED FROM EMAIL LISTS. YOU WILL NO LONGER RECEIVE UNSOLICITED COMMUNICATIONS FROM FORD MOTOR COMPANY SUCH AS OFFERS, PROMOTIONS AND PRODUCT INFORMATION, UNLESS YOU WERE TO WRITE US AND REQUEST COMMUNICATIONS TO BEGIN AGAIN. YOU WILL STILL RECEIVE ANY INFORMATION WE ARE REQUIRED TO SEND TO YOU, SUCH AS SAFETY RECALL NOTIFICATIONS. WE WILL ALSO CONTINUE TO RESPOND TO YOUR REQUESTS, SUCH AS TO PARTICIPATE IN OUR E-MAIL PROGRAM OR TO OBTAIN INFORMATION ON YOUR VEHICLE. YOU MAY CONTINUE TO RECEIVE COMMUNICATIONS FROM DEALERSHIPS. THESE DEALERSHIPS ARE NOT OWNED AND OPERATED BY FORD MOTOR COMPANY, AND THEREFORE, YOU WOULD HAVE TO CONTACT THEM DIRECTLY.

Ford Confidential

All Action Details for Issue

[Print](#)

VIN: 1FTRF04584K [REDACTED] **Year:** 2004 **Model:** F-SERIES **Case:** 403081898
Name: MR [REDACTED] **Owner Status:** Subsequent **WSD:** 2004-05-05
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT **Primary Phone:** [REDACTED]
Reason Desc: LEGAL - ALLEGED INJURY **Secondary Phone:** [REDACTED]
Issue Type: 10 OGC **Issue Status:** CLOSED

Action: CONTACT ADVANCED TO OGC **Origin Desc:** US CONCERN CASE BASE
Dealer: 07809 JONES-WESTFORD
Odometer: 102041 MI **Comm Type:** PHONE
Analyst Name: SANDRA OSTEN (SOSTEN) **Analyst:** SOSTEN
Action Date: 07/07/2008 **Action Time:** 11.20.45.530 **Action Data:** No

Comments CUSTOMER SAID: -TURNED KEY ON AND ROLLED UP WINDOW AND THE AIRBAG DEPLOYED-TURNED THE HORN OFF -VEH IS DRIVABLE/IS DRIVING VEH -CALLED DEALER AND DEALER TOLD HIM OK TO DRIVE-CAR WASN'T MOVING AND ENGINE WASN'T RUNNING-WRIST IS SWOLLEN -ARM PULLED SKIN OFF AND ARM IS SOAR WITH80% MOVEMENT-HAPPENED JULY 3RD AT 5:30PM -VEH WAS SITTING NOT ON OR MOVING -VEH IS WITH CUSTOMER -WOULD LIKE AIRBAG REPAIRED 100% BY FORD AND WHY DID THE AIRBAG DEPLOY AND POSSIBLE REIMBURSEMENT OF MEDICAL BILLSDEALER SAID: -JONES - WEST FORD3600 KIETZKE LANE RENO, NV 89502TEL:(775) 329-8800-TALKED TO TODD S/ACRC ADVISED: I WILL FORWARD THIS INFORMATION TO THE FORD OFFICE OF THE GENERAL COUNSEL. YOU WILL RECEIVE WRITTEN NOTIFICATION WITHIN 10 BUSINESS DAYS WHICH YOU WILL NEED TO RESPOND TO IN WRITING.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.-CRC VERIFIED ALL CUSTOMER INFORMATION

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All Action Details for Issue

[Print](#)

VIN: 1FTRF04584K [REDACTED] Year: 2004 Model: F-SERIES Case: 403081898
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 2004-05-05
 Symptom Desc: Primary Phone: [REDACTED]
 Reason Desc: MISC INQUIRY - CHANGE OF ADDRESS Secondary Phone: [REDACTED]
 Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER Origin Desc: MANUAL - PHONE CSR
 Dealer: Odometer: 102041 MI Comm Type: PHONE
 Analyst Name: SANDRA OSTEN (SOSTEN) Analyst: SOSTEN
 Action Date: 07/07/2008 Action Time: 11.11.47.655 Action Data: No

Comments CUSTOMER PROFILE UPDATE

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All Action Details for Issue

[Print](#)

VIN: 1FTRF04584K [REDACTED] Year: 2004 Model: F-SERIES Case: 403081898
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 2004-05-05
 Symptom Desc: Primary Phone: [REDACTED]
 Reason Desc: MARKETING PUBLIC PRIVATE OFFERS 3Q08 Secondary Phone: [REDACTED]
 Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: TRACK PUBLIC PRIVATE OFFER 3Q08
 Dealer: Origin Desc: MANUAL - PHONE CSR
 Odometer: 106000 MI Comm Type: PHONE
 Analyst Name: PITTMAN,ANDRE Analyst: APITTM7
 Action Date: 09/11/2008 Action Time: 12.11.33.751 Action Data: Yes

Comments CRC ADVISED: REMEMBER TO DIRECT CUSTOMERS TO THE FOLLOWING WEBSITES FOR ADDITIONAL INFORMATION REGARDING FUTURE VEHICLE OFFERS:- WWW.FORDVEHICLES.COM- WWW.MERCURYVEHICLES.COM - WWW.LINCOLN.COM

Data Element Name	Data Value
CUSTOMER MADE AWARE OF AN OFFER? (Y/N)	N

Action: TRACK PUBLIC PRIVATE OFFER 3Q08
 Dealer: Origin Desc: MANUAL - PHONE CSR
 Odometer: 106000 MI Comm Type: PHONE
 Analyst Name: SALLY KIRKENDOLL (SKIRKEND) Analyst: SKIRKEND
 Action Date: 09/11/2008 Action Time: 12.51.28.399 Action Data: Yes

Comments CUSTOMER SAID: NONEDEALER SAID: NONECRC ADVISED: REMEMBER TO DIRECT CUSTOMERS TO THE FOLLOWING WEBSITES FOR ADDITIONAL INFORMATION REGARDING FUTURE VEHICLE OFFERS:- WWW.FORDVEHICLES.COM- WWW.MERCURYVEHICLES.COM - WWW.LINCOLN.COM-DID NOT OFFER INCENTIVE AS IS A LEGAL CASE.

Data Element Name	Data Value
CUSTOMER MADE AWARE OF AN OFFER? (Y/N)	N

Action: TRACK PUBLIC PRIVATE OFFER 3Q08
 Dealer: Origin Desc: MANUAL - PHONE CSR
 Odometer: 106000 MI Comm Type: PHONE
 Analyst Name: PATRICIA CLARK (PCLAR120) Analyst: PCLAR120
 Action Date: 09/12/2008 Action Time: 18.02.06.755 Action Data: Yes

Comments CRC ADVISED: REMEMBER TO DIRECT CUSTOMERS TO THE FOLLOWING WEBSITES FOR ADDITIONAL INFORMATION REGARDING FUTURE VEHICLE OFFERS:- WWW.FORDVEHICLES.COM- WWW.MERCURYVEHICLES.COM - WWW.LINCOLN.COM-DID NOT MARKET AS CUST IS PURSUING LEGAL CASE WITH OGC

Data Element Name	Data Value
CUSTOMER MADE AWARE OF AN OFFER? (Y/N)	N

Action: TRACK PUBLIC PRIVATE OFFER 3Q08
 Dealer: Origin Desc: MANUAL - PHONE CSR
 Odometer: 104000 MI Comm Type: PHONE
 Analyst Name: DAWN MONTGOMERY (DMONTG50) Analyst: DMONTG50
 Action Date: 10/01/2008 Action Time: 14.08.42.023 Action Data: Yes

Comments CRC ADVISED: REMEMBER TO DIRECT CUSTOMERS TO THE FOLLOWING WEBSITES FOR ADDITIONAL INFORMATION REGARDING FUTURE VEHICLE OFFERS:- WWW.FORDVEHICLES.COM- WWW.MERCURYVEHICLES.COM - WWW.LINCOLN.COM-LEGAL

Data Element Name -----	Data Value -----
CUSTOMER MADE AWARE OF AN OFFER? (Y/N)	N

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All Action Details for Issue

[Print](#)

VIN: 1FTRF04584K [REDACTED] Year: 2004 Model: F-SERIES Case: 403081898
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 2004-05-05
 Symptom Desc: Primary Phone: [REDACTED]
 Reason Desc: ESCALATION MISSED FOLLOW-UP Secondary Phone: [REDACTED]
 Issue Type: 01 INQUIRY Issue Status: CLOSED

Action: MISSED FOLLOW UP - FIRST
 Dealer: Origin Desc: MANUAL - PHONE CSR
 Odometer: Comm Type: PHONE
 Analyst Name: WOODARD ALLEN Analyst: AWOODAR7
 Action Date: 07/21/2008 Action Time: 12.48.30.702 Action Data: Yes

Comments CUSTOMER SAID: -CUST IS UPSET BECAUSE HE WAS NEVER CONTACTED BY FORD OFFICE OF THE GENERAL COUNSEL WHEN PROMISED-CUST WILL BE CONTACTING HIS LAWYER IF NOT CONTACTED IN THE NEXT 48 BUSINESS HOURS
 DEALER SAID: -NONECRC ADVISED: -ADVISED CUST SOMEONE WILL BE CONTACTING HIM IN 48 BUSINESS HOURS

Data Element Name	Data Value
WHO FAILED TO FOLLOW UP?	LEGAL

Action: DOCUMENT INFORMATION AND CLOSE CONTACT
 Dealer: Origin Desc: FIELD ORGANIZATION
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: JAMES, SHIRA Analyst: SJAMES78
 Action Date: 07/21/2008 Action Time: 14.24.40.881 Action Data: No

Comments -TL SHIRA SENT EMAIL TO LEGAL REP MHULL AND MLYNN FOR HANDLING-CLOSING ISSUE ON MY END

Action: MISSED FOLLOW UP - MULTIPLE
 Dealer: Origin Desc: MANUAL - PHONE CSR
 Odometer: 105000 MI Comm Type: PHONE
 Analyst Name: PATRICIA GREEN (PGREEN76) Analyst: PGREEN76
 Action Date: 08/29/2008 Action Time: 13.08.31.008 Action Data: Yes

Comments CUSTOMER SAID: -CUST ANGRY BECAUSE NO ONE HAS CALLED HIM BACK.DEALER SAID: NONECRC ADVISED: -ADVISED CUST SOMEONE WILL BE CONTACTING HIM IN 48 BUSINESS HOURS

Data Element Name	Data Value
WHO FAILED TO FOLLOW UP?	LEGAL

Action: MISSED FOLLOW UP - FIRST
 Dealer: Origin Desc: MANUAL - PHONE CSR
 Odometer: 104000 MI Comm Type: PHONE
 Analyst Name: DAWN MONTGOMERY (DMONTG50) Analyst: DMONTG50
 Action Date: 10/01/2008 Action Time: 14.06.27.793 Action Data: Yes

Comments CUSTOMER SAID: -FORD ENGINEER LOOKED AT TRUCK 2 WEEKS AGO-S/W DOYLE STATES THAT SOMEONE FROM OGC WAS TO CALL ME AFTER THAT AND THEY HAVEN'T -VEH AT DLRSHP-CALLING TO HAVE TEAM LEADER/SUPERVISOR CONTACT OGC VIA EMAIL FOR ME -SEEKING OGC TO CONTACT ME IN REGARDS TO FORD ENGINEER COMING OUT AND LOOKING AT VEH
 DEALER SAID: CAPITAL FORD3660 SOUTH CARSON STREET CARSON CITY, NV 89701TEL:(775) 882-5353CRC ADVISED: -ADVISED CUST THAT EMAIL WAS SENT TO

OGC AND HE SHOULD HERE FROM THEM SOON, CAN'T SAY WHEN-AS PER ROBERT/LCSR TO FOLLOW THIS PATHWAY -OBC TO DLRSH-SPOKE TO DOYLE S/A -CUST GOT LETTER FROM MICHELLE HALL ADVISING CUST TO BRING VEH IN HERE-REPORT WENT TO MICHELLE HALL FROM FSE-FSE CAME OUT AND LOOKED AT VEH ON -NOTIFIED FORD THAT VEH WAS HERE-WAITING TO HEAR BACK FROM FORD

Data Element Name -----	Data Value -----
WHO FAILED TO FOLLOW UP?	LEGAL

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: **Origin Desc:** FIELD ORGANIZATION
Odometer: 104000 MI **Comm Type:** OTHER
Analyst Name: TORRES (CTORRE23),CAROLYN **Analyst:** CTORRE23
Action Date: 10/01/2008 **Action Time:** 16.48.58.578 **Action Data:** No

Comments -TL SUP CAROLYN --- EMAIL SENT TO LEGAL - MHULL FOR UPDATE -- WILL CALL CUST 10/2/08 BY 5P

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: **Origin Desc:** FIELD ORGANIZATION
Odometer: 104000 MI **Comm Type:** OTHER
Analyst Name: TORRES (CTORRE23),CAROLYN **Analyst:** CTORRE23
Action Date: 10/02/2008 **Action Time:** 16.50.26.857 **Action Data:** No

Comments - TL SUP CAROLYN --- EMAIL SENT TO LEGAL FOR UPDATE ON 10/01/08 --- OBC TO CUST -- LEFT VM MESSAGE ADVISING THAT I WILL CONTACT HIM 10/06/08 BY 5P ONCE I RECEIVE UPDATE FROM LEGAL --

Action: DOCUMENT ADDITIONAL INFORMATION
Dealer: **Origin Desc:** FIELD ORGANIZATION
Odometer: 104000 MI **Comm Type:** PHONE
Analyst Name: TORRES (CTORRE23),CAROLYN **Analyst:** CTORRE23
Action Date: 10/06/2008 **Action Time:** 16.07.30.608 **Action Data:** No

Comments -TL SUP CAROLYN -- OBC TO CUST -- UNABLE TO REACH CUST -- LEFT VM MESSAGE ADVISING THAT I WILL MAKE MY 3RD AND FINAL ATTEMPT 10/7/08 BY 5P - NO EMAIL FROM LEGAL HAS BEEN RECEIVED

Action: UNABLE TO CONTACT CUSTOMER 3 TIMES
Dealer: **Origin Desc:** FIELD ORGANIZATION
Odometer: 104000 MI **Comm Type:** PHONE
Analyst Name: TORRES (CTORRE23),CAROLYN **Analyst:** CTORRE23
Action Date: 10/08/2008 **Action Time:** 17.40.16.019 **Action Data:** No

Comments - TL SUP CAROLYN - SYST PROBLEMS UNABLE TO UPDATE CONTACT ON 10/7/08 -- OBC TO CUST -- UNABLE TO REACH - 3RD AND FINAL ATTEMPT MADE 10/7/08 AT 439P - CLOSING ESCALATION ---

Action: MISSED FOLLOW UP - CLOSED
Dealer: **Origin Desc:** MANUAL - TEAM LEADERS
Odometer: 104000 MI **Comm Type:** PHONE
Analyst Name: TORRES (CTORRE23),CAROLYN **Analyst:** CTORRE23
Action Date: 10/08/2008 **Action Time:** 17.42.50.790 **Action Data:** No

Comments CUSTOMER SAID: NONEDEALER SAID: NONECRC ADVISED: TL SUP CAROLYN - SYST PROBLEMS UNABLE TO UPDATE CONTACT ON 10/7/08 -- OBC TO CUST -- UNABLE TO REACH - 3RD AND FINAL ATTEMPT MADE 10/7/08 AT 439P - CLOSING ESCALATION ---



BEGINNING OF CONTACT
06/19/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

11.12.01

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REGION: A1 SELECT DEALER	OGC ISSUE	CASE NBR: 0668141689
VIN: 1FTPX12505N [REDACTED]	ZONE: C03	OPENED: 06/17/2009
	ENGINE: 5	CLOSED: 06/17/2009
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: CORSICANA	STATE: TX	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2005	MODEL: F150 4X2 STYLESIDE SUPERCAB	
MILEAGE: 88000		
DEALER NAME: BRINSON FORD LINCOLN	SALES CODE: F52458	P & A: 02500
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: EDOPIRA ELIZABETH DOPIRA (EDOPIRA)

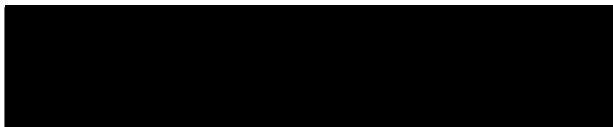
FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

JUN 23 2009

DATE: 06/17/2009 TIME: 18.33.34 :
ACTION DATA/COMMENTS:

OFFICE OF THE
GENERAL COUNSEL

CUSTOMER SAID: AIRBAG DEPLOYEDSHE HAD JUST STARTED THE VEHSH
E WENT TO THE DOCTOR TO BE CHECKED OUTSTEERING WHEEL LEVER C
AME OFFJONES, JAMES, 75110DEALER SAID: BRINSON FORD LINCOLN
MERCURY1951 E HIGHWAY 31 CORSICANA, TX 75110TEL:(903) 874-88
80CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFF
ICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RE
SPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.NOTE TO CCR:
REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE S
ENDING ISSUE.



BEGINNING OF CONTACT
05/01/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

10.03.45

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REGION: C1 DALLAS	OGC ISSUE	CASE NBR: 1500591149
VIN: 1FTRX12W25N	ZONE: A06	OPENED: 04/24/2009
	ENGINE: W VEH TYPE: T	CLOSED: 04/24/2009

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	F
ADDRESS:		STATE:	TX	ZIP:	
CITY:	EL PASO				
HOME PHONE:		MODEL:	F150 4X2 STYLESIDE SUPERCAB		
MODEL YEAR:	2005				
MILEAGE:	37000	SALES CODE:	F52210	P & A:	20455
DEALER NAME:	CASA FORD LINCOLN M				
REASON CODE:	0796 LEGAL - ALLEGED INJURY				
SYMPTOMS:	104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: NCERCIE1 NICOLE CERCIELLO (NCERCIE1)

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

MAY 01 2009

OFFICE OF THE
GENERAL COUNSEL

DATE: 04/24/2009 TIME: 13.54.18 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: -CUST STATES THAT HER AIRBAG DEPLOYED WHILE T HE VEH WAS PARKED-CUST STATES THAT IT DEPLOYED FOR NO REASON AND IT HIT HER WRIST AND IS NOW JUST BEING ABLE TO HEAR OUT OF HER LEFT EAR-VEH WAS TOWED TO THE DEALER AND HAD IT LOOK ED AT-CUST STATES THAT THEY CANNOT TELL HER ANYTHING ABOUT T HE VEH UNTIL AN ENGINEER GETS OUT THERE AND THEY DONT KNOW W HEN HE'LL BE OUT-CUST STATES THAT SHES HAD TO RENT A VEH THA TS COSTING HER \$250 A WEEK AND SHE DOESNT KNOW WHAT ELSE TO DO-CUST STATES THAT SHE JUST WANTS HER VEH FIXED UNDER WARRA NTY AND WANTS HER VEH BACK-CUST STATES THAT SHE IS STILL BRU ISED AND SORE AND SHE WANTS HER VEH BACK OR FORD TO COVER TH ESE RENTAL BILLS**CUST SEEKING HER VEH BACK, REPAIRED AND HE R RENTAL BILLS PAID BY FORD**DEALER SAID: CASA FORD LINCOLN MERCURY5815 MONTANA EL PASO, TX 79925TEL:(915) 779-2272CRC A DVIDED: 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.-ADVISED CUST OF ABO VENOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFOR MATION BEFORE SENDING ISSUE.**OBC TO DEALER**-SPOKE WITH S/A TONY-WAITING FOR FORD HOTLINE TO GET BACK TO THE SHOP FOREM AN WITH THE INFORMATION-VEH IS HERE, BUT HOTLINE TOLD THE DE ALER NOT TO TOUCH IT UNTIL THEY GET BACK TO THEM



BEGINNING OF CONTACT
11/03/2008

VOICE OF THE CUSTOMER TRACKING SYSTEM

09.28.53

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REGION: A1	SELECT DEALER	OGC ISSUE	CASE NBR: 0474443048
VIN: 1FTRF12235N		ZONE: C01	OPENED: 10/30/2008
		ENGINE: 2	VEH TYPE: T
			CLOSED: 10/30/2008

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LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	SAN BENITO	STATE:	TX	ZIP:	
HOME PHONE:					
MODEL YEAR:	2005	MODEL:	F150 4X2 STYLESIDE REG CAB		
MILEAGE:	51000				
DEALER NAME:	L. T. BOSWELL	SALES CODE:	F52128	P & A:	04549
REASON CODE:	0796 LEGAL - ALLEGED INJURY				
SYMPTOMS:	104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: JSHEIR1 SHEIR JAYMIE

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

DATE: 10/30/2008 TIME: 13.10.43 :
ACTION DATA/COMMENTS:

NOV 03 2008

OFFICE OF THE
GENERAL COUNSEL

CUSTOMER SAID: -AIRBAG DEPLOYED BUT VEH WAS NOT IN MOTION-HAPPENED 10/30/08 10:15AM-SON GOT A BLACK EYE-CUST IS AT DLR-N O POLICE REPORT BECAUSE THERE WAS NO ACCIDENT-NO INSURANCE CLAIM FILED-INSURANCE TOLD CUST THAT SINCE VEH IS STILL UNDER WARRANTY DLR HAS TO REPAIR VEH-VEH IS REPAIRABLE THEY JUST HAVE TO GET SOMEONE TO DETERMINE WHY THE AIRBAG DEPLOYED WITHOUT REASON-DLR WILL NOT SERVICE TRUCK UNTIL HE CONTACTS CRC-WANTS VEH FIXED AS SOON AS POSSIBLE-WANTS TO MAKE SURE DRSBILLS ARE COVEREDCRC 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.



BEGINNING OF CONTACT
09/29/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.01

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REGION: C1 DALLAS	OGC ISSUE	CASE NBR: 1390192719
VIN: 1FTRF12225N [REDACTED]	ZONE: A02	OPENED: 09/28/2009
	ENGINE: 2	VEH TYPE: T
		CLOSED: 09/28/2009

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LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]	
ADDRESS: [REDACTED]		
CITY: CRANDALL	STATE: TX	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2005	MODEL: F150 4X2 STYLESIDE REG CAB	
MILEAGE: 82000		
DEALER NAME: DOUG STANLEY FORD	SALES CODE: F52015	P & A: 02635
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		FORD MOTOR COMPANY RECEIVED CLAIMS UNIT

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: JWIXTED WIXTED (JWIXTED), JANET

SEP 29 2009

OFFICE OF THE
GENERAL COUNSEL

DATE: 09/28/2009 TIME: 10.50.18:
ACTION DATA/COMMENTS:

CUSTOMER SAID: CUST STATES OCCURRANCE WAS SAT. SEPT 26=CUST STATES THAT THE DRIVER SIDE AIRBAG DEPLOYED WHEN THE CUST PUT THE VEH IN REVERSE=CUST WAS AT A FAST FOOD RESTAURAUNT WHEN IT HAPPENED=CUST STATES THAT HE HIT NOTHING=NO POLICE REPORT WAS FILED=CUST STATES THAT HE HAS SLIGHT ABRASIONS ON HIS ARM AND HANDS=CUST STATES THAT HE HAS A HUGE WELT ON HIS LEG=VEH IS DRIVEABLE=CUST HAS NOT YET BEEN TO THE DLR YET=CUST HAS NOT YET CONTACTED THE INSURANCE COMAPNY=CUST SEEKING REPAIR FIN ASST ASSTDEALER SAID: DOUG STANLEY FORD515 I-35E SOUTHDE SOTO TX 75115(888) 715-6198CRC 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.CRC ADVISED CUST OF ABOVE=ALL CONTACT INFO IS CORRECT



BEGINNING OF CONTACT
06/05/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

15.14.41

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REGION: C1 DALLAS	OGC ISSUE	CASE NBR: 1128220839
VIN: 1FTPX12525N	ZONE: A03	OPENED: 06/02/2009
	ENGINE: 5	VEH TYPE: T
		CLOSED: 06/02/2009

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	E
ADDRESS:					
CITY:	CROWLEY	STATE:	TX	ZIP:	
HOME PHONE:					
MODEL YEAR:	2005	MODEL:	F150 4X2 STYLESIDE SUPERCAB		
MILEAGE:	60000				
DEALER NAME:	BANKSTON FORD OF SO	SALES CODE:	F52009	P & A:	02511
REASON CODE:	0794 LEGAL - ALLEGED SRS MALFUNCTION				
SYMPTOMS:	104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT				

ORIGIN: CRCBCP - TIER ONE - MELBOURNE COMMUNICATION: PHONE
ACTION: T1120 - TIER ONE CLOSE ISSUE
DOCUMENT: ANALYST: EWEBER19 WEBER, EMILY

DATE: 06/02/2009 TIME: 11.28.42:
ACTION DATA/COMMENTS:

-CUST SAYS:***CALL BEING REFERENCED AND FOLLOWED UP FROM CASE NUMBER 1128220839****-CUST CALLED IN EARLIER ABOUT AIRBAGS DEPLOYING EVEN WHEN THE VEH WAS NOT IN MOTION-DAUGHTER RECEIVED SOME BURNS-NO INDICATION OF AN ACCIDENT-VEH IS CURRENTLY AT THE DLRSH-PLRSH IS IN THE MIDDLE OF DIAGNOSING VEH AND THINKS IT IS A MEMORY CHIP-THEY ARE GOING TO BE IN CONTACT WITH FORD IN REGARDS TO THE SITUATION-IF THIS IS NOT THE FAULT OF THE DRIVER, CUST FEELS FORD SHOULD BE COMPENSATING A RENTAL VEH-CALLED DLRSH AND WAS TOLD THE VEH IS NOT UNDER WARRANTY AND A RENTAL WOULD NOT BE PROVIDED-SEEKING FOR RENTAL -BANKSTON FORD OF SOUTH FORT WORTH2401 E. I-20 FT WORTH, TX 76119TEL:(817) 535-3673-WILL S/A -"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."-CUST ADVISED CUST:-PHRASEOLOGY-REGARDING TO THE RENTAL,NEED TO HAVE THE VEH COMPLETELY DIAGNOSED BEFORE ANY FURTHER ASSISTANCE CAN BE PROVIDED-VEH IS OUT OF WARRANTY-NO ESP-CAN EITHER PAY FOR A RENTAL NOW AND SEEK FOR REIMBURSEMENT LATER WHEN HEARD FROM OGC OR CAN WAIT FOR THE DIAGNOSIS AND POSSIBLE RENTAL ASSISTANCE-CUST DECIDED TO WAIT FOR THE DIAGNOSIS-ADVISED CUST S/M IS IN THE BEST POSITION TO ASSIST IN THIS SITUATION***MARKETING WAS NOT OFFERED

ORIGIN: CRCBCP - TIER ONE - MELBOURNE COMMUNICATION: PHONE
ACTION: T1120 - TIER ONE CLOSE ISSUE
DOCUMENT: ANALYST: EWEBER19 WEBER, EMILY

DATE: 06/02/2009 TIME: 11.29.43:
ACTION DATA/COMMENTS:

***CCR FORGOT TO ADD ADDITIONAL DOCUMENTATION TO CASE**-**OBC TO DLR**-SPOKE WITH WILL S/A-DRIVER SIDE AIRBAGS DEPLOY-BURNED THE SEAT-THE TRUCK LOOKS WET INSIDE-HAVE NOT FIGURED OUT THE CAUSE-CUST CALLED INSURANCE COMPANY -INSURANCE COMPANY DOES NOT WANT TO OFFER A RENTAL YET-IT WAS POURING RAIN AND COULD BE POSSIBILITY TO THE CAUSE OF THE DEPLOYMENT -DLRSH OFFERED TO SET UP A RENTAL WITH ENTERPRISE BUT AT CUSTOMERS EXPENSE UNTIL THE DIAGNOSIS IS COMPLETE-S/M IN A MEETING RIGHT NOW-DIAGNOSIS IS NOT COMPLETE

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JUN 05 2009

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GENERAL COUNSEL



FORT WORTH POLICE DEPARTMENT - PUBLIC INFORMATION REPORT

6/10/2009 9:31:29AM

350 W. BELKNAP STREET

ADMINISTRATIVE INFORMATION			
Agency		Case No	Reported Date
FORT WORTH POLICE DEPARTMENT		090061180	06/02/2009
Status		Nature of Call	
DECOR REPORT		INFORMATION ONLY/NO CRIMINAL OFFENSE	
Offense Location		City	ZIP Code
[REDACTED]		FW	[REDACTED]
Area	Beat	Dates of Occurrence	Time of Day
D	D13	06/02/2009	08:00:00
Reporting Officer		Assignment	
THOMPSON,R		DECOR 1st Shift	

VICTIM SUMMARY						
[REDACTED]						090061180
Involvement	City	State	Zip Code	Race	Sex	Age
VIC	CROWLEY	TX	[REDACTED]	W	F	21

VEHICLE SUMMARY

Owner - Victim				Report #090061180		
Involvement		Type	Year	Make	Model	
General Vehicle-object of crime burg etc.		Truck/Van	2005	Ford	F15	
Style	Color	Value	General Condition at Time of Recovery			
Pickup	Maroon or burgandy					
Recovery Location	Recovery City	Rcvy St	Recovery Value	Damage at Time of Recovery		

SUMMARY NARRATIVE

090061180

On 060209 at 0846 hours the VIC's call was returned.

The VIC stated she was setting inside of her GEN vehicle was she was going to make a phone call on her cell phone while she was parked on the Northbrook Elementary School parking lot at approx 0800 hours on 060209. The VIC stated all of a sudden she heard a loud "boom" from a thunder and the air bag on her steering wheel deployed. The VIC stated there is a burn mark on her right wrist. The VIC stated there was smoke in the GEN vehicle when the air bag deployed.

The VIC stated she is filing this report due to the fact that when the air bag deployed, she was not driving her GEN vehicle.

The VIC was given the case number to this report.

*This report is the summary Public Information copy. There may be additional information available. You have the option of requesting the full report under the Public Information Act. Because this report may be a pending criminal case under investigation or may contain items that are confidential by law, there is no guarantee that the information will be released. Please see the Public Information Act handout for further information. If you wish to request the full report, please fill out a Public Information Act request or otherwise put your request in writing. This can be faxed to (817) 392-6654.



BEGINNING OF CONTACT
08/25/2008

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.28.34

=====

REGION: G1 CHICAGO	OGC ISSUE	CASE NBR: 1394552358
VIN: 1FTPX14535N	ZONE: A05	OPENED: 08/22/2008
	ENGINE: 5	CLOSED: 08/22/2008
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: L
ADDRESS: [REDACTED]		
CITY: CHICAGO	STATE: IL	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2005	MODEL: F150 4X4 STYLESIDE SUPERCAB	
MILEAGE: 46000		
DEALER NAME: VAN DRUNEN FORD CO	SALES CODE: F41050	P & A: 01696
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: MPEREZ98 PEREZ (MPEREZ98),MICHELLE

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DATE: 08/22/2008 TIME: 10.57.32 :
ACTION DATA/COMMENTS:

AUG 25 2008

OFFICE OF THE
GENERAL COUNSEL

CUSTOMER SAID: -DATE OF ACCIDENT WAS YESTERDAY 8/22/2008-1-A
IR BAG DEPLOYMENT -CUST'S FRIEND WAS DRIVING THE VEH OUT OF
A PARKING LOT ABOUT 3 MPH-DIDN'T HIT ANYTHING-FACE CUST AND
ARM GOT BRUISED BADLY-CUST TRIED CALLING YESTERDAY BUT THE O
FFICE WAS CLOSED-CUST'S DRIVING THE VEH-NO POLICE REPORT FIL
ED-NO CLAIMS WITH THE INSURANCE COMPANY YET-VEH IS REPAIRABL
E-SEEKING TO HAVE AIR BAG REPLACED BECAUSE HE FEELS IS FORD'
S RESPONSIBILITY IS DEFECTIVEDEALER SAID: -NONE-VAN DRUNEN F
ORD CO.3233 WEST 183RD STREET HOMEWOOD, IL 60430TEL:(708) 79
8-1668CRC ADVISED: I WILL FORWARD THIS INFORMATION TO THE FO
RD OFFICE OF THE GENERAL COUNSEL. YOU WILL RECEIVE WRITTEN
NOTIFICATION WITHIN 10 BUSINESS DAYS WHICH YOU WILL NEED TO
RESPOND TO IN WRITING.NOTE TO CCR: REMEMBER TO VERIFY ALL CU
STOMER CONTACT INFORMATION BEFORE SENDING ISSUE.-ADVISED CUS
T OF RECALL 08S05 AND LOCATED DLRSHIP FOR CUST-ADVISED CUST O
F GENUINESERVICE.COM FOR RECALLS-ADVISED CUST HE SHOULD BE R
ECEIVING WRITTEN NOTIFICATION ON OR BEFORE 9/8/2008-CUST UND
ERSTOOD NEXT STEPS AND WILL WAIT FOR THE LETTER





4
Subro

July 1, 2008

Ford Motor Company
Attention: Risk Management/Claims Department
P.O. Box 6248
Dearborn, MI. 48126

3 JUL 13 2008

Our Claim Number: 310W07009775
Our Insured: [REDACTED]
Loss Date: 06/21/2007
Claimant name: [REDACTED]

FORD MOTOR COMPANY
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JUL 09 2008
OFFICE OF THE
GENERAL COUNSEL

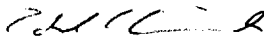
Dear Ford Motor Company,

We are the workers' compensation carrier for [REDACTED]. It is alleged that negligence on your part caused injuries to Mr. David Estrada when an airbag prematurely deployed. The information provided to us is the vehicle is a 2006 F150 with a vin number of 1FTRF12276N [REDACTED]. It is our understanding repairs have already been made on said vehicle by a Ford Dealership.

We, as the workers' compensation carrier, claim a lien to the extent of our payments as provided under the State Workers' Compensation Act.

Please acknowledge receipt of this Notice of Lien and inform us as soon as possible as to your position regarding this claim. If you have insurance covering this matter, please advise us of the name and address of your insurance carrier in the space provided at the bottom of this page. If a claim has already been reported to your insurance carrier, please provide us with the claim number, phone number and adjuster's name for our records. We would suggest you forward a copy of this letter to your insurance carrier.

Thank you for your time and consideration and attention to this matter.


Edward L. Eisman, Sr. CPCU, A.I.M., A.I.C.
Senior Corporate Claim Specialist

Liability Insurance Carrier _____
Liability Insurance Carrier Address _____
Policy Number _____
Claim Number _____
Adjuster's name and number _____



BEGINNING OF CONTACT
09/12/2008

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.09

=====

REGION: A1 SELECT DEALER	OGC ISSUE	CASE NBR: 0639982248
VIN: 1FTRF02235K [REDACTED]	ZONE: B09	OPENED: 09/11/2008
	ENGINE: 2	VEH TYPE: T
		CLOSED: 09/11/2008

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: ROXIE	STATE: MS	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2005	MODEL: F150 4X2 FLARESIDE REG CAB	
MILEAGE: 50000		
DEALER NAME: LAKESIDE FORD, INC.	SALES CODE: F23239	P & A: 06480
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: LDEPALM1 LOUIS DEPALMA (LDEPALM1)

FORD MOTOR COMPANY
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SEP 12 2008

OFFICE OF THE
GENERAL COUNSEL

DATE: 09/11/2008 TIME: 12.57.35 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: DATE OF THE ACCIDENT --6/8/2008 WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT -- AIR BAG DEPLOYED FOR NO REASON IF THERE WERE ANY INJURIES SUSTAINED --YES LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED --NATIONS RD ROXIE MI WHETHER OR NOT THERE WAS A POLICE REPORT FILED -- YES IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE --UNKNOWN THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED --ROXIE MI WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY --YES IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM --SETTLED WHETHER OR NOT THE VEHICLE IS REPAIRABLE --YES NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE) WHAT THE CUSTOMER IS SEEKING --WANTS TO KNOW WHY AIR BAG DEPLOYED--DUE TO THIS THE CUSTOMER WAS SCARED SO BAD THAT SHE JUMPED OUT OF THE VEH -- VEH WENT DOWN HILL AND RAN INTO SOME TREES AND CUSTOMER ACTUALLY HAD A STROKE FROM BEING SCARED SO BAD--CUSTOMER STARTED VEH AND PUT VEH INTO REVERSE AND THE AIRBAG DEPLOYED IMMEDIATELY DEALER SAID: LAKESIDE FORD, INC. 6822 HIGHWAY 84 EAST FERRIDAY, LA 71334 TEL: (318) 757-3691 --DID REPAIR ON VEH CRC ADVISED: I WILL FORWARD THIS INFORMATION TO THE FORD OFFICE OF THE GENERAL COUNSEL. YOU WILL RECEIVE WRITTEN NOTIFICATION WITHIN 10 BUSINESS DAYS WHICH YOU WILL NEED TO RESPOND TO IN WRITING. NOTE TO CCR: RE MEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE. ELSIE HALL 413 CRANFIELD RD ROXIE MI 39661601446877 96018075531



BEGINNING OF CONTACT
03/10/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

13.05.57

=====

REGION: S3 ORLANDO	OGC ISSUE	CASE NBR: 1514530629
VIN: 1FTRX12W95N [REDACTED]	ZONE: A06	OPENED: 03/03/2009
	ENGINE: W VEH TYPE: T	CLOSED: 03/03/2009

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: E
ADDRESS: [REDACTED]		
CITY: BAY MINETTE	STATE: AL	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2005	MODEL: F150 4X2 STYLESIDE SUPERCAB	
MILEAGE: 66000		
DEALER NAME: CHUCK STEVENS AUTOM	SALES CODE: F24560	P & A: 04038
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: MSPALL1 MARILYN SPALL, MARILYN SPALL

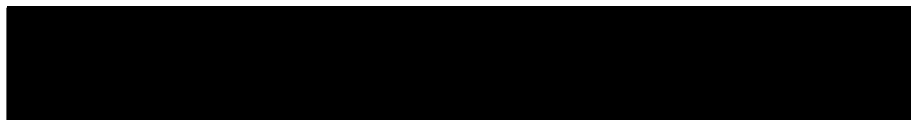
DATE: 03/03/2009 TIME: 14.35.06 :
ACTION DATA/COMMENTS:

**FORD MOTOR COMPANY
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MAR 10 2009

**OFFICE OF THE
GENERAL COUNSEL**

CUSTOMER SAID: -YESTERDAY WHEN GOING TO LEAVE MY DAUGHTERS THE AIR BAG WENT OFF WHEN I STARTED THE VEH -IT EXPLODED FOR NO REASON THAT WAS ABOUT 5:30 PM , VEH DID NOT HIT ANYTHING AND WAS NOT MOVING WAS STILL IN PARK OR REVERSE (CANT REMEMBER) , VEH WAS RUNNING-DID GET RIGHT ARM HURT, DID NOT GO TO HOSPITAL OR DOCTOR, IT BROKE SKIN AND I HAVE A BRUISE-CALLED INSURANCE COMPANY AND THEY SAID IT WAS A MECHANICAL PROBLEM THEY WOULD NOT COVER IT-THEY DID NOT SEND ANYONE OUT TO INSPECT IT -PROGRESSIVE INSURANCE COMPANY 800-274-4499, CLAIM # [REDACTED] CALLED DLR S JOHN SAID TO CALL FORD AND THEY WOULD TELL HER WHAT TO DO AND GAVE A # TO HAVE VEH TOWED IN - I DID GET AN ESP-CUST SEEKING; WHAT SHOULD SHE DO TO GET IT FIXED, IS IT COVERED UNDER WARRANTY OR IS THERE A RECALL , DOES NOT FEEL IT SHOULD HAVE DONE THIS -VEH WITH CUSTDEALER SAID: CHUCK STEVENS AUTOMOTIVE, INC.1304 HIGHWAY 31 SOUTH BAY MINETTE, AL 36507TEL:(251) 937-2961CRC 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.--CONFIRMED BELOWMR EDWARD MILSTEAD53730 JOINER PLACEBAY MINETTE, AL36507-HOME PHONE # 2519379876---SAFETY RESTRAINT WARRANTY 5/50 - NO RECALLS ON VEH-I DO NOT SEE AN ESP, IF IT A NON FORD ESP WOULD HAVE TO CHECK WITH THEM TO SEE IF THEY COVER ANYTHING LIKE THIS



BEGINNING OF CONTACT
03/04/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

11.30.51

=====

REGION:	N3 PHILADELPHIA	OGC ISSUE	CASE NBR:	1124612198
VIN:	1FTRX14W25F [REDACTED]	ZONE: A03	OPENED:	02/23/2009
		ENGINE: W	VEH TYPE: T	CLOSED: 02/23/2009

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]			MI:	A
ADDRESS:	[REDACTED]				
CITY:	PILESGROVE	STATE:	NJ	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2005	MODEL:	F150 4X4 STYLESIDE SUPERCAB		
MILEAGE:	71000				
DEALER NAME:	LILLISTON FORD INC	SALES CODE:	F16439	P & A:	01254
REASON CODE:	0796 LEGAL - ALLEGED INJURY				
SYMPTOMS:	104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: KTRAGER KAREN TRAGER (KTRAGER)

**FORD MOTOR COMPANY
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DATE: 02/23/2009 TIME: 16.21.00:
ACTION DATA/COMMENTS:

MAR 04 2009

**OFFICE OF THE
GENERAL COUNSEL**

CUSTOMER SAID: -PULLING UP TO A STOP SIGN AND AIR BAG WENT OFF--PASSENGER ALSO IN THE CAR -THEIR AIR BAG DID NOT GO OFF- NO OTHER VEH INVOLVED-NO ACCIDENT -JUST OFF BY ITSELG-POLICE NEAR BY WROTE REPORT-NEW JERSEY STATE POLICE--WILL GET THE REPORT ON WEDNESDAY-GEICO INSURANCE -FULL COVERAGE-CALLED THEM AND THEY WILL NOT PAY FOR IT BECAUSE IT WAS NOT A COLLUSION--AIR BAG WENT OFF FOR NO REASONLEFT SHOULDER IS HURT RIGHT EAR HURT-LEFT WRIST HURTS LEFT THUMB IS NUMB--WENT TO THE HOSPITAL AND WILL GET THAT REPORT TOMORROW-REASON CALLING FORD IS TO REPORT THIS AND WHO WILL PAY FOR THE TRUCK TO BE FIXED AND WHO WILL PAY FOR THE RENTAL VEH FOR CUST TO DRIVE - AND MEDICAL BILLS TO BE COVERED-DEALER SAID: LILLISTON FORD833 NORTH DELSEA DRIVE VINELAND, NJ 08360TEL:(856) 691-2020FAX:(856) 691-0121CRC 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.515 ELDRIDGES HILL RDPILESGROVENEW JERSEY0809885635861618564915487



BEGINNING OF CONTACT
03/23/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

09.50.18

=====

REGION:		OGC ISSUE	CASE NBR:	0611760759	
VIN:	1FTPX12505N [REDACTED]	ZONE:	OPENED:	03/16/2009	
		ENGINE: 5	VEH TYPE: T	CLOSED:	03/16/2009

=====

LAST NAME:	[REDACTED]	FIRST NAME:	STATUS:	CLOSED
TITLE:	[REDACTED]	STATE:	MI:	[REDACTED]
ADDRESS:	[REDACTED]	RI	ZIP:	[REDACTED]
CITY:	COVENTRY	MODEL:	F150 4X2 STYLESIDE SUPERCAB	
HOME PHONE:	[REDACTED]	SALES CODE:	P & A:	
MODEL YEAR:	2005			
MILEAGE:	76000			
DEALER NAME:				
REASON CODE:	0794 LEGAL - ALLEGED SRS MALFUNCTION			
SYMPTOMS:	104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT			

ORIGIN: CRCBCP - TIER ONE - MELBOURNE COMMUNICATION: PHONE
ACTION: T1120 - TIER ONE CLOSE ISSUE
DOCUMENT: ANALYST: DGLEASO3 GLEASON (DGLEASO3),DAWN

DATE: 03/16/2009 TIME: 16.59.36 :
ACTION DATA/COMMENTS:

-CUST STATES THAT THAT BOUGHT ON FRIDAY AT AN VEH AUCTION-CL
EAINED VEH UP FOR RESALE AND WHEN MOVING THE VEH TO A LOT THE
DRIVERS SIDE AIR BAG DEPLOYED-1FTPX12505N [REDACTED]-76,000 MILE
S ON VEH-NO ACCIDENT AT ALL-DRIVER GOT HIT IN THE FACE WITH
AIRBAG- NOT BLEEDING JUST REALLY IN PAIN FROM AIRBAG--EMPLOY
EE HAD TO GO HOME FOR THE DAY--CUST SEEKING TECH INFO WHAT H
APPENED---DID NOT OFFER MARKETING - LEGAL CALL-"I WILL FORWA
RD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL.
YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS D
AYS TO YOUR CONCERN. ----"

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

MAR 23 2009

OFFICE OF THE
GENERAL COUNSEL



BEGINNING OF CONTACT
02/09/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

10.03.38

=====

REGION: A1	SELECT DEALER	OGC ISSUE	CASE NBR: 0419600349
VIN: 1FTRF12265N		ZONE: B08	OPENED: 02/03/2009
		ENGINE: 2	VEH TYPE: T
			CLOSED: 02/03/2009

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	WALDRON	STATE:	AR	ZIP:	
HOME PHONE:					
MODEL YEAR:	2005	MODEL:	F150 4X2 STYLESIDE REG CAB		
MILEAGE:	61000				
DEALER NAME:	RANDAL TYLER FORD,	SALES CODE:	F23555	P & A:	01726
REASON CODE:	0796 LEGAL - ALLEGED INJURY				
SYMPTOMS:	104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: RLOTT1 LOTT RITA

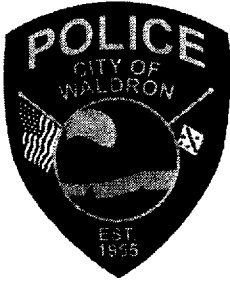
DATE: 02/03/2009 TIME: 11.39.19 :
ACTION DATA/COMMENTS:

**FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT**

FEB 09 2009

**OFFICE OF THE
GENERAL COUNSEL**

CUSTOMER SAID: 1) DATE OF ACCIDENT 02/03/2009 2) THE AIRBAG DEPLOYED AND BROKE THE FINGERS AND CUT UP REALLY BAD 3) YES, INJURIES WERE SUSTAINED 4) AT THE POST OFFICE 5) NO POLICE REPORT FILED AT THIS TIME 6) N/A 7) NONE 8) NO 9) REPAIRABLE UNKN OWN 10) NO ATTY MENTIONED 11) CUST IS SEEKING TO HAVE THE TRUCK REPAIRED DEALER SAID: *****NONE***** 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. -ALL INFORMATION CONFIRMED TO BE CORRECT



WALDRON POLICE DEPARTMENT

323 Washington Street * P.O. Box 310

Waldron, Arkansas 72958

(479) 637-9106 * (479) 637-0041

Chief: David Millard

March 4, 2009

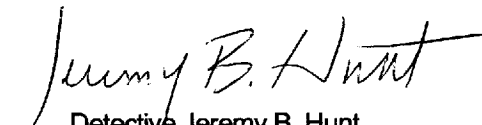
Re: [REDACTED] Airbag Deployment

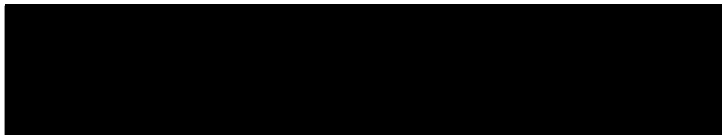
To Whom It May Concern,

On February 3, 2009, I was dispatched to the Waldron Post Office for a report of an airbag deployment. Upon arrival, I was met by Peggy Simpson. Simpson stated that while her son was sitting in the truck, stationary, the driver's side airbag deployed. I inspected the vehicle for signs of a frontal impact, and no signs were noted.

It is Department policy, that no accident report be made, due to the fact that one did not occur. It is my opinion that the airbag did in fact deploy while the vehicle was stationary, without any kind of impact from any source.

Sincerely,


Detective Jeremy B. Hunt
Waldron Police Department



BEGINNING OF CONTACT
03/27/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

11.33.05

=====

REGION: C1 DALLAS	OGC ISSUE	CASE NBR: 1544810849
VIN: 1FTRW12W65K	ZONE: A01	OPENED: 03/25/2009
	ENGINE: W VEH TYPE: T	CLOSED: 03/25/2009

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	
ADDRESS:					
CITY:	LEWISVILLE	STATE:	TX	ZIP:	
HOME PHONE:					
MODEL YEAR:	2005	MODEL:	F150 4X2 CREW CAB-STYLE		
MILEAGE:	60000				
DEALER NAME:	BANKSTON FORD OF GR	SALES CODE:	F52018	P & A:	02413
REASON CODE:	0796 LEGAL - ALLEGED INJURY				
SYMPTOMS:	104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: TLEVIN4 LEVIN (TLEVIN4),TERRY-LYNN

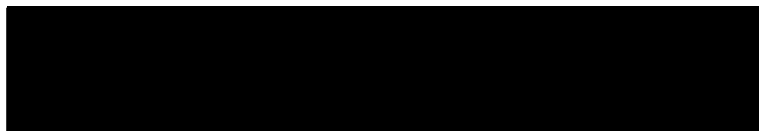
FORD MOTOR COMPANY
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MAR 30 2009

DATE: 03/25/2009 TIME: 15.07.57 :
ACTION DATA/COMMENTS:

OFFICE OF THE
GENERAL COUNSEL

CUSTOMER SAID: -SYMPTON: 1) THE DRIVER SIDE AIRBAG DEPLOYED FOR NO REASON AND HIT THE CUST IN THE CHEST AND CUST HAD TO SPEND ALL DAY IN THE EMERGENCY ROOM (HAS SEVERE INJURIES IN SPINE AREA, BACK, FACE AND CHEST)-THIS OCCURED THIS MORNING-INSURANCE COMPANY WAS CONTACTED BUT THEY STATED NOT ACCIDENT RELATED THEY CAN'T ASSIST-CUST STATES HIS INURURIES DUE TO DEFECT IN THE AIRBAG SYSTEM-CUST ALSO ASKED QUESTIONS REGARDING RENTAL AND IF HE SHOULD GET AN ATTORNEYDEALER SAID: BANKSTON FORD OF GRAPEVINE701 E. STATE HWY 114 GRAPEVINE, TX 76051TEL:(817) 481-3531CRC 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 WOULDN'T BE ABLE TO ASSIST W/ RENTAL AND TO GIVE LEGAL DEPT A CHANCE TO SEE WHAT CAN BE DONE B/F GETTING AN ATTORNEY



BEGINNING OF CONTACT
09/03/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.01

=====

REGION: C1 DALLAS	OGC ISSUE	CASE NBR: 0456462459
VIN: 1FTRW12W85K	ZONE: A01	OPENED: 09/02/2009
	ENGINE: W	CLOSED: 09/02/2009
	VEH TYPE: T	

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: P
ADDRESS: [REDACTED]		
CITY: GAINESVILLE	STATE: TX	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2005	MODEL: F150 4X2 CREW CAB-STYLE	
MILEAGE: 55147		
DEALER NAME: GLENN POLK FORD-MER	SALES CODE: F52510	P & A: 00779
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: RPARIZO PARIZO (RPARIZO),ROBERT

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

DATE: 09/02/2009 TIME: 12.40.45 :
ACTION DATA/COMMENTS:

SEP 03 2009

OFFICE OF THE
GENERAL COUNSEL

CUSTOMER SAID: =SAYS WHILE BACKING OUT OF THE DRIVEWAY THE AIRBAG DEPLOYED WITHOUT BEING IN AN ACCIDENT=SAYS HAPPENED THIS IS PAST SUNDAY 8/30/09=SAYS SON WAS DRIVING AND HURT HIS NECK=SAYS TOOK TO THE DLRSHIP FOR DIAG AND WAS TOLD THAT A WIRE COULD HAVE SHORTED OUT=SAYS DLRSHIP REPLACED THE AIRBAG, MODULE, COVER, AND WIRES - \$1278.96 PARTS AND LABOR=SAYS KEVIN SMITH THINKS THAT THE UNDERLYING PROBLEM WAS A SHORT IN WIRE, PER TECH, BUT CUST IS NOT SURE THAT COULD BE THE WIRE =CUST SEEKING TO SEE THIS AS A RECALL AND PREVENT OTHERS OF HAVING THIS PROBLEMDEALER SAID: GLENN POLK FORD MERCURY4320 N I-35G GAINESVILLE TX 76240(800) 315-4647CRC 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.



BEGINNING OF CONTACT
06/12/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

12.04.57

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REGION: G4 PITTSBURGH	OGC ISSUE	CASE NBR: 0436981629
VIN: 1FTRX14W75N	ZONE: A01	OPENED: 06/11/2009
	ENGINE: W VEH TYPE: T	CLOSED: 06/11/2009

=====

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	D
ADDRESS:					
CITY:	MAPLE HEIGHTS	STATE:	OH	ZIP:	
HOME PHONE:					
MODEL YEAR:	2005	MODEL:	F150 4X4 STYLESIDE SUPERCAB		
MILEAGE:	58000				
DEALER NAME:	LIBERTY FORD, INC.	SALES CODE:	F44613	P & A:	01678
REASON CODE:	0796 LEGAL - ALLEGED INJURY				
SYMPTOMS:	104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: KBROW315 BROWN (KBROW315),KAREN

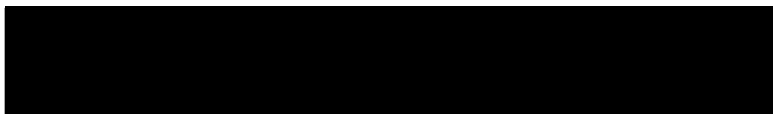
FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

DATE: 06/11/2009 TIME: 12.08.17 :
ACTION DATA/COMMENTS:

JUN 12 2009

OFFICE OF THE
GENERAL COUNSEL

CUSTOMER SAID: " DATE OF THE ACCIDENT*HAPPENED 06.10.09" WHA
T THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED
ACCIDENT*AIRBAG DEPLOYED WHEN IT SHOULD NOT HAVE* CUST WAS P
ULLING THE VEH IN THE DRIVEWAY GOING ABOUT 5 MPH (IF THAT)
*THERE WAS NO SRS INDICATOR LIGHT THAT CAME ON PRIOR TO THE
AIRBAG DEPLOYING*AIRBAG LIGHT IS NOW FLASHING" IF THERE WERE
ANY INJURIES SUSTAINED*YES , RED MARK ON CUST'S ARM (BURN
)" LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED* CUST'S
DRIVEWAY" WHETHER OR NOT THERE WAS A POLICE REPORT FILED*NO
" IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE" THE
POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REP
ORT WAS FILED" 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 STATUS OF THE CLAIM"
WHETHER OR NOT THE VEHICLE IS REPAIRABLE*VEH IS REPAIRABLE"
NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOM
ER MENTIONS THEY HAVESOUGHT ONE)" WHAT THE CUSTOMER IS SEEKI
NG* CUST WANTS TO KNOW WHAT CAUSED THIS BECAUSE HE IS NOW SCA
RED TO DRIVE THIS VEHDEALER SAID: LIBERTY FORD OF MAPLE HEIG
HTS5500 WARRENSVILLE CENTER ROAD MAPLE HEIGHTS, OH 44137TEL:
(866) 332-7749CRC ADVISED: I WILL FORWARD YOUR INFORMATION T
O FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE
A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.N
OTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMAT
ION BEFORE SENDING ISSUE.*RAN INJURY PATH PER KIESHIA TL



July 16, 2009

Dear Ms. [REDACTED]

I am sending this letter in regards to the incident that took place in July 2008 involving the deployment of the driver side air bag in the 2005 Ford F150 truck. With our past conversations you may well know I am Sales Manager at King Brothers Used Cars. While conducting business in town I had the vehicle parked. Upon returning to the vehicle the air bag deployed as I turned the ignition.

As a result to the impact of the deployment of the air bag I suffered injuries. I sought medical help at Clark Regional Immediate Care Center in Winchester, Ky. on July 29, 2008. My chest, face, arms, neck and back were all injured. A copy of this medical report is available at your request. Since the incident I still have problems with my neck and shoulder. Unfortunately, I have ignored advice on receiving therapy but feel that is what I am going to have to resort to. I haven't pursued this matter in a legal manner as of yet. I have only spoken with you Ms. Hull. I have to say this experience was a traumatic one. I have been in pain almost daily since the incident and although it happened in a parked vehicle, I can only think of what could have happened if I had been driving 70 miles per hour down the interstate and the air bag suddenly deployed. I can only imagine what a catastrophe that could have been! The Ford Motor Company is a massive organization. It shouldn't be a question if your vehicles are safe or not. Again, as of yet I have not pursued this in a legal manner. I believe this can be resolved without a lawyer being involved. You can contact me at King Brothers Used Cars at 859-744-2174 or on my personal cell phone 859-749-2796.

Sincerely,

Darrell Tackett

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

JUL 17 2009

OFFICE OF THE
GENERAL COUNSEL



BEGINNING OF CONTACT
07/02/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

10.04.29

REGION: A1 SELECT DEALER	OGC ISSUE	CASE NBR: 0329521809
VIN: 1FTPX1457N	ZONE: C06	OPENED: 06/29/2009
	ENGINE: 5	CLOSED: 06/29/2009
	VEH TYPE: T	

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	R
ADDRESS:		STATE:	LA	ZIP:	
CITY:	VILLE PLATTE	MODEL:	F150 4X4 STYLESIDE SUPERCAB		
HOME PHONE:		SALES CODE:	F23257	P & A:	06546
MODEL YEAR:	2005				
MILEAGE:	120000				
DEALER NAME:	T & J FORD-MERCURY,				
REASON CODE:	0796 LEGAL - ALLEGED INJURY				
SYMPTOMS:	104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: NCERCIE1 NICOLE CERCIELLO (NCERCIE1)

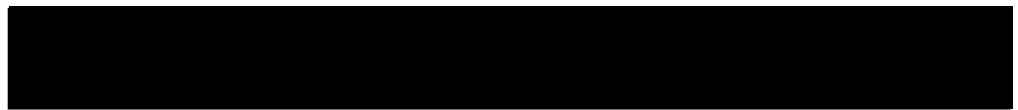
FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

DATE: 06/29/2009 TIME: 09.09.11 :
ACTION DATA/COMMENTS:

JUL 02 2009

OFFICE OF THE
GENERAL COUNSEL

CUSTOMER SAID: 1.AIR DEPLOYED WHEN HE STARTED THE VEH, HAD NOT STARTED DRIVING YET-CUST STATES THAT IT CUT HIS ARM BECAUSE HE HAD HIS HAND ON THE STEERING WHEEL AND BRUISED IT PRETTY BAD-CUST STATES THAT THIS HAPPENED AT 7:35 THIS MORNING-CUST DROVE TO THE NEAREST DEALERSHIP AND TOLD HIM TO CALL THE CRC-VEH IS WITH CUST NOW-CUST DOESNT FEEL THAT THE AIRBAG SHOULD HAVE DEPLOYED**CUST WANTS TO KNOW WHAT FORD IS GOING TO DO TO COMPENSATE HIM FOR HIS INJURY, WANTS FORD TO REPAIR HIS AIRBAG BECAUSE IT SHOULDNT HAVE DEPLOYED**DEALER SAID: T & J FORD - MERCURY, INC.1231 WEST MAIN VILLE PLATTE, LA 70586TEL:(337) 363-2153CRC 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.



From:
Sent: Friday, September 11, 2009 12:07 PM
To:
Subject: FW: Dealer/Fleet Request For OGC Review

Please open in FMMS and assign to . Thanks

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Friday, September 11, 2009 9:05 AM
To: Ordcalp, F (F.)
Subject: Dealer/Fleet Request For OGC Review

Dealer/Fleet Request For OGC Review

Dealership/Fleet Name: Jones Ford Inc
Requesting Dealer/Fleet: Jones Ford Inc
Contact Person: Bill Simpson
Title: P&S Director
Address: 5757 Rivers Ave
Telephone: 8437443311
Email Address: wlsimpsonjr@bellsouth.net
PA Code: 01025
Region: Charlotte
City: North Charleston
Dealer State: SC
Fax Number: 8435546924
WSD: 061505
Vehicle Year: 2005
Vehicle Model: F-150
Vehicle VIN: 1FTPW14515K [REDACTED]
Mileage: 84116
Customer/Fleet: [REDACTED]
Street Address: [REDACTED]
City: North Charleston
State: South Carolina
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: S2 - Charlotte
Incident Involves: Injury
Date of Incident: 09/09/2009
County in which incident occurred: Charleston
Is Alleging Defect: Yes
Alleging defect detail: Air bag drivers side deployed while backing out of driveway
Police Report Filed: No
Insurance Company Contacted: N

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CLAIMS UNIT
SEP 11 2009
CITY OF CHARLOTTE, NC

Coach Builder: no

Coach Builder State: AK - Alaska

Vehicle Location: Jones Ford Inc 5757 Rivers Ave North Charleston SC

Attorney Information: n/a

CVO Contact: n/a

Resolution Sought Detail: Customer seeks repairs to air bag system

Comments: Diagnosis comes to shorted clockspring, no accident damage found

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



BEGINNING OF CONTACT
08/28/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.01

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REGION: A1 SELECT DEALER	OGC ISSUE	CASE NBR: 1456912215
VIN: 1FTRX12W55N [REDACTED]	ZONE: A02	OPENED: 08/27/2009
	ENGINE: W	VEH TYPE: T
		CLOSED: 08/27/2009

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: L
ADDRESS: [REDACTED]		
CITY: SUMMERTON	STATE: SC	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2005	MODEL: F150 4X2 STYLESIDE SUPERCAB	
MILEAGE: 160000		
DEALER NAME: STOKES-CRAVEN FORD	SALES CODE: F21334	P & A: 01437
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: PCLAR120 CLARK (PCLAR120),PATRICIA

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

DATE: 08/27/2009 TIME: 13.42.11:
ACTION DATA/COMMENTS:

AUG 28 2009

OFFICE OF THE
GENERAL COUNSEL

CUSTOMER SAID: - CUST WAS BACKING OUT OF DRIVEWAY AND AIRBAG DEPLOYED, HURTING CUST ON THE ARM AND THE CHEST:- CUST WANTS TO KNOW WHAT FORD WILL DO ABOUT IT;DEALER SAID: STOKES-CRAVEN FORD2601 PAXVILLE HWY.MANNING, SC 29102TEL:(803) 433-540
OCRC 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 SEND-ING ISSUE.



BEGINNING OF CONTACT
07/20/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

10.45.45

=====

REGION: C3 MEMPHIS	OGC ISSUE	CASE NBR: 1659611829
VIN: 1FTRW12W55K [REDACTED]	ZONE: A01	OPENED: 07/02/2009
	ENGINE: W VEH TYPE: T	CLOSED: 07/02/2009

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: B
ADDRESS: [REDACTED]		
CITY: ARLINGTON	STATE: TN	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2005	MODEL: F150 4X2 CREW CAB-STYLE SIDE	
MILEAGE: 51000		
DEALER NAME: LANDERS FORD LINCOLN	SALES CODE: F23006	P & A: 03820
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		

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

DATE: 07/02/2009 TIME: 10.24.26 :
ACTION DATA/COMMENTS:

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

JUL 21 2009

OFFICE OF THE
GENERAL COUNSEL

CUSTOMER SAID: -WHEN HE STARTED THE VEH UP THE AIR BAG DEPLO
YED IN HIS FACE-VEH HAS NOT BEEN TO THE DLRSHP-VEH IS WITH T
HE CUST-HE HAS CUTS ON HIS FACE AND BURNS ON HIS LEFT ARM-HE
DID NOT GO TO THE HOSPITAL-HE DID NOT TURN IN A REPORT TO H
IS INSURANCE CO-HE WANT THE VEH REPAIRED AND CLEARED FOR SAF
ETYDEALER SAID: LANDERS FORD LINCOLN MERCURY OF MEMPHIS2082
WEST POPLAR AVENUE COLLIERVILLE, TN 38017TEL:(901) 854-3600C
RC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE
OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPO
NSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.NOTE TO CCR: REM
EMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SEND
ING ISSUE.



BEGINNING OF CONTACT
11/19/2008

VOICE OF THE CUSTOMER TRACKING SYSTEM

14.20.53

=====

REGION: W3 PHOENIX	OGC ISSUE	CASE NBR: 0690663238
VIN: 1FTRW12W34K [REDACTED]	ZONE: A04	OPENED: 11/18/2008
	ENGINE: W	VEH TYPE: T
		CLOSED: 11/18/2008

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: [REDACTED]
ADDRESS: [REDACTED]		
CITY: ALBUQUERQUE	STATE: NM	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2004	MODEL: F150 4X2 CREW CAB-STYLESIDE	
MILEAGE: 57000		
DEALER NAME: BOB TURNER'S FORD C	SALES CODE: F56300	P & A: 20351
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: PCLAR120 PATRICIA CLARK (PCLAR120)

DATE: 11/18/2008 TIME: 19.11.05:
ACTION DATA/COMMENTS:

CUSTOMER SAID: - DRIVER SIDE AIRBAG DEPLOYED WHILE TURNING A CORNER, NO ACCIDENT;- SEATBELT CHIMES NO LONGER WORK- DRIVE R SPRAINED A FINGER;- HAPPENED 11/16/08;- WANTS FORD TO PAY FOR REPAIR;- INS DID PAY FOR DOCTOR;DEALER SAID: BOB TURNER' S FORD COUNTRY1101 MONTANO N.E. ALBUQUERQUE, NM 87107-4942TEL:(505) 766-6600SPOKE WITH BEN SAROSY, SA - CANNOT FIGURE OUT WHAT HAPPENED;- SAID IT WAS A TIMING THING THAT DEPLOYED I T;- DIDN'T THINK IT WOULD HAPPEN AGAIN;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.- EDUCATED - GENUINESERVICE.COM;GREG AND MONICA MIERA, 4905 14TH STREET, NW; ALBUQUERQUE, NM, 87107, CALL: GREG MIERA AT 5053630286;- ADVISED CUST 15 BUSINESS DAYS WOULD BE APPROXIMATELY 12 /12, ACCOUNTING FOR THANKSGIVING HOLIDAY

FORD MOTOR COMPANY

11-18-2008



BEGINNING OF CONTACT
07/30/2008

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.05

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REGION: A1 SELECT DEALER	OGC ISSUE	CASE NBR: 0409482118
VIN: 1FTRF12W75N [REDACTED]	ZONE: B11	OPENED: 07/29/2008
	ENGINE: W VEH TYPE: T	CLOSED: 07/29/2008

=====

LAST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]	MI: [REDACTED]
ADDRESS: [REDACTED]	
CITY: WINCHESTER	STATE: KY ZIP: [REDACTED]
HOME PHONE: [REDACTED]	
MODEL YEAR: 2005	MODEL: F150 4X2 STYLESIDE REG CAB
MILEAGE: 42000	
DEALER NAME: COLE F-M OF WINCHES	SALES CODE: F47120 P & A: 05718
REASON CODE: 0796 LEGAL - ALLEGED INJURY	
SYMPTOMS: 104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT	

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: KAIELLO4 KENDALL AIELLO (KAIELLO4)

FORD MOTOR COMPANY
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DATE: 07/29/2008 TIME: 11.22.24 :
ACTION DATA/COMMENTS:

JUL 30 2008

OFFICE OF THE
GENERAL COUNSEL

CUSTOMER SAID: -HAPPENED ON SATURDAY 7/26/08-ENG WAS STILL W
ARM WHEN HE RESTARTED THE VEH-PUT A KEY IN IGNITION AND TURN
ED AND THE AIR BAG DEPLOYED -BUSTED HIM IN THE FACE-WENT TO
URGENT CARECARE FACILITY, AS HE IS INJURED-WHIPLASH, STRAINE
D RIGHT SHOULDER, AND SPRAINED LEFT WRIST.-VEH WAS PARKED IN
A DRIVEWAY-NO INCIDENT REPORT WITH A POLICE STATION-HAD THE
VEH TOWED TO -HAS NOT FILED A CLAIM WITH INSURANCE ABOUT TH
IS-VEH IS REPAIRABLE, BUT HAS NOT BEEN TOUCHED YET-AIR BAGS
HAVE NOT BEEN TESTED-VEH IS CURRENTLY AT THE DLRS GARAGE-CUS
T HAS NOT CONTACTED A LAWYER-SEEKING ASSISTANCE WITH DOCTOR
BILLSDEALER SAID: COLE FORD - MERCURY OF WINCHESTER, INC.101
0 BYPASS ROAD WINCHESTER, KY 40391TEL:(859) 744-8878CRC ADVI
SED: I WILL FORWARD THIS INFORMATION TO THE FORD OFFICE OF T
HE GENERAL COUNSEL. YOU WILL RECEIVE WRITTEN NOTIFICATION W
ITHIN 10 BUSINESS DAYS WHICH YOU WILL NEED TO RESPOND TO IN
WRITING.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT
INFORMATION BEFORE SENDING ISSUE.-CALLER IS AN EMPLOYEE AT
THE USED CAR LOT-HAS BEEN GIVEN TIME OFF WORK DUE TO HIS INJ
URIESDARRELL TACKETT101 COLONIAL DRWINCHESTER, KY 40391 CELL
[REDACTED]



BEGINNING OF CONTACT
07/20/2009

VOICE OF THE CUSTOMER TRACKING SYSTEM

10.45.45

REGION: G3 CINCINNATI	OGC ISSUE	CASE NBR: 0125742288
VIN: 1FTRX14W55F	ZONE: A05	OPENED: 07/06/2009
	ENGINE: W VEH TYPE: T	CLOSED: 07/06/2009

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	A
ADDRESS:					
CITY:	EVANSVILLE	STATE:	IN	ZIP:	
HOME PHONE:					
MODEL YEAR:	2005	MODEL:	F150 4X4 STYLESIDE SUPERCAB		
MILEAGE:	40000				
DEALER NAME:	D-PATRICK INC	SALES CODE:	F47527	P & A:	04623
REASON CODE:	0796 LEGAL - ALLEGED INJURY				
SYMPTOMS:	104657 RESTRAINTS SIDE AIR BAG SYSTEMS DEPLOYMENT				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 705 - CONTACT ADVANCED TO OGC
 DOCUMENT: ANALYST: KCHRIS42 KENNETH CHRISTIAN (KCHRIS42)

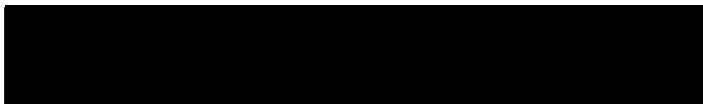
FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

JUL 21 2009

OFFICE OF THE
GENERAL COUNSEL

DATE: 07/06/2009 TIME: 16.30.59 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: -GRANDSON DRIVES THE VEH TO WORK-ON 6/20/09-G
 OT INTO VEH AND STARTED THE VEH UP-PUT LUNCH BOX ON PASSENGE
 R SEAT AND DRIVER'S SIDE AIR BAG WENT OFF-HIT DRIVER IN THE
 JAW-HAS GONE TO THE DOCTOR'S -AT DLRSHIP-HAS BEEN THERE SINCE
 -SEEKING VEH REPAIR-ALSO SEEKING REIMBURSEMENT FOR DOCTOR'S
 BILLSDEALER SAID: D-PATRICK FORD500 WALNUT ST EVANSVILLE, IN
 47708TEL:(812) 428-7800CRC ADVISED: I WILL FORWARD YOUR INF
 ORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOUL
 D RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR
 CONCERN.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER Contac
 T INFORMATION BEFORE SENDING ISSUE.- PER TEL TIFFANY ESCALAT
 E THIS CASE TO CCST TOO FROM HISTORICS AS CASE WAS INCORREC
 TLY SENT TO CCST





Customer Follow-Up Survey

PO Box 930
Ann Arbor, Michigan 48106-0930

FORD MOTOR COMPANY
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MAR 11 2008

OFFICE OF THE
GENERAL COUNSEL

Langford, SD



For your convenience, if you would prefer to complete this survey online, please go to <https://www.FordViewpoint.com/CRC>.

Your personal User ID is 6279022781 and your PIN is 363ec434. Please do not answer by mail if you have answered online.

Dear Mr. [REDACTED]

Ford Motor Company's Relationship Center appreciated the opportunity to answer your questions on February 8, 2008.

As a valued customer, your opinion is very important to us. Please take a moment to complete this brief survey regarding your experience.

Ford Motor Company will use the information you provide to improve our products and services. This information is not shared or disclosed to outside parties for their own sales or marketing efforts.

Thank you in advance for your time in completing this survey.

Sincerely,

Rosemary O'Malley
Manager, Customer Relationship Center
Ford Motor Company

Your Experience

This survey should be completed by the person who contacted Ford Motor Company's Customer Relationship Center on February 8, 2008.

1 How would you rate your satisfaction with the way your call on February 8, 2008 was handled by your Customer Care Representative?

Completely Satisfied Very Satisfied Fairly Well Satisfied Somewhat Dissatisfied Completely Dissatisfied

Skip to Question #2

If Fairly Well Satisfied, Somewhat Dissatisfied or Completely Dissatisfied, please explain why. Dear Sir's,
I've bought new Ford F150's since 1992 every
3 or 4 years and have had pretty good luck till now.
On Feb 7, 2008 my airbag on drivers side exploded for no
Reason, severely scaring me while going down road. I've had
headaches and a sore ear since. Since my F150 had 51,000 miles
At the time, your representative ~~she~~ said there was nothing your
company could do about it. 6279022781 Disappointed. All Cars

095011

continue ▶

Your Experience (continued)

2 How would you rate your Customer Care Representative in terms of ...

	Excellent	Very Good	Good	Fair	Poor
a. Treating you with courtesy and respect	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Treating you as a valued customer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Understanding your question or concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Knowledge to answer your question or resolve your concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Working to resolve your question or concern as quickly as possible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Finding a satisfactory resolution to your question or concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

3 How would you rate your satisfaction with the length of time you had to wait before your call was answered?

Completely Satisfied Very Satisfied Fairly Well Satisfied Somewhat Dissatisfied Completely Dissatisfied

4 Was the Customer Care Representative able to answer your question or resolve your concern during the first call?

Yes No

5 During your call on February 8, 2008, did you speak to more than one representative?

Yes No

6 Did your question or concern require follow-up from the Customer Relationship Center?

Yes No (If NO, skip to Question #9)

7. Within how many business days after February 8, 2008 were you contacted by a Ford Motor Company representative regarding your question or concern?

Same day Within 1-2 days Within 3-7 days More than 7 days Have not been contacted

8 How satisfied are you with the length of time it took for the Customer Relationship Center to follow up on your question or concern?

Completely Satisfied Very Satisfied Fairly Well Satisfied Somewhat Dissatisfied Completely Dissatisfied

In Summary

9 Has your question or concern been resolved to your satisfaction?

Yes No

10 Overall, how would you rate your satisfaction with the Customer Relationship Center?

Completely Satisfied Very Satisfied Fairly Well Satisfied Somewhat Dissatisfied Completely Dissatisfied

Recommendations

11 Based on your experience, how likely would you be to purchase another Ford, Lincoln, or Mercury vehicle?

Definitely Would Probably Would Maybe Would, Probably Not Probably Would Not Definitely Would Not

12 Would you recommend a Ford, Lincoln, or Mercury vehicle?

Tell Us About Yourself

13 Your gender: Female Male

14 Your age: Under 25 25-34 35-44 45-54 55-64 65-74 75 or over

Please return in the postage-paid envelope provided.

Thank you!



Action Detail

VIN: 1FTPX14535N [REDACTED]	Year: 2005	Model: F-SERIES	Case: 1579770398
Name: MR [REDACTED]	Owner Status: Original	WSD: 2004-12-30	
Symptom Desc:		Primary Phone: [REDACTED]	
Reason Desc: CORRESPONDENCE - CORRESPONDENCE		Secondary Pho [REDACTED]	
Issue Type: 01 INQUIRY	Issue Status: INVESTIGATION	Dealer: PIONEER FORD, INC.	
Origin Desc: MANUAL - CORRESPONDENCE CSR		P & A Code: 09352	
Action Desc: CASE IN PROGRESS - CASE BEING INVESTIGATED			
Odometer: 52100 MI	Comm Type: SURVEY		
Action Date: 03/11/2008	Action Time: 14:08:36:910	Action Data: No	
Analyst Name: TERESA WESLEY (TWESLEY1)	Analyst: TWESLEY1		

COMMENTS: CUSTOMER SAID: * F/U SURVEY- SEE HISTORICS OF 2/08- DRIVER'S SIDE AIR BAG DEPLOYED- CUST INDICATES HE HAS HAD HEADACHES AND SORE EAR AS A RESULT- UNHAPPY WITH CRC RESPONSE DEALER SAID: NONE CRC ADVISED: CASE IN PROGRESS - CASE BEING INVESTIGATED

Ford Confidential



BEGINNING OF CONTACT
11/29/2008

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.00.05

=====

REGION: A1	SELECT DEALER	OGC ISSUE	CASE NBR: 0343543338
VIN: 1FTPX14555K	[REDACTED]	ZONE: A10	OPENED: 11/28/2008
		ENGINE: 5	VEH TYPE: T
			CLOSED: 11/28/2008

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]			MI:	
ADDRESS:	[REDACTED]				
CITY:	FOUNTAIN	STATE:	MI	ZIP:	[REDACTED]
HOME PHONE:					
MODEL YEAR:	2005	MODEL:	F150 4X4 STYLESIDE SUPERCAB		
MILEAGE:	70000				
DEALER NAME:	MANISTEE FORD MERCURY	SALES CODE:	F48642	P & A:	09605
REASON CODE:	0796 LEGAL - ALLEGED INJURY				
SYMPTOMS:	104457 RESTRAINTS AIR BAG SYSTEM DEPLOYMENT				

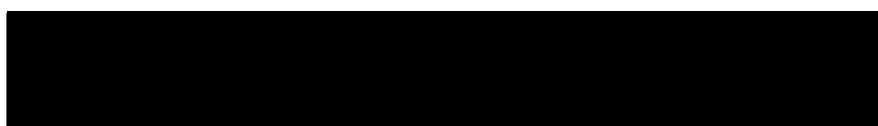
FORD MOTOR COMPANY
11/28/2008
01:01:2008

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: JCONNO66 JULIE CONNORS (JCONNO66)

DATE: 11/28/2008 TIME: 09.32.34 :
ACTION DATA/COMMENTS:

11/28/2008
09:32:34
OGC 11/28/2008

CUSTOMER SAID: -CUST AIR BAG DEPLOYED WITH OUT GETTING IN AN ACCIDENT-CUST HAD TAKEN VEH IN TO HAVE SERVICE DONE -CUST AIR BAG LIGHT WAS ON AND DLRSHIP SAID THEY WOULD LOOK AT THE VEH WHEN CUST WANTED TO BRING VEH BACK -CUST JUST STARTED VEH AND CUST FACE HAD TOUCHED THE STEERING WHEEL AND THE AIR BAG WENT OFF -DLR SAID THE REPAIR WOULD NOT BE COVERED -CUST HAS A LOSS OF HEARING CUST EAR IS RINGING AND NECK IS SORE -HAPPENED ON TUESDAY AFTERNOON -THERE WAS NO ACCIDENT -NO POLICE CALLED-VEH IS AT DLRSHIP NOW -CUST SEEKING REPAIRS TO BE DONE TO VEHDEALER SAID: MANISTEE FORD MERCURY INC.U.S. 31 SOUTH MANISTEE, MI 49660TEL:(231) 723-9975CRC 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 -ADDRESS: 6186 HANSEN RD FOUNTAIN, MI 49410-CALLER WRITER [REDACTED] FATHER PHONE NUMBER: [REDACTED]



Action Detail

VIN: 1FTRF12225N [REDACTED]	Year: 2005	Model: F-SERIES	Case: 1365870186
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2005-03-10	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED INJURY RELATED TO S		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: FORD MOTORCOMPANY-FORD DIV	
Origin Desc: CONSUMER AFFAIRS-LITIGATION PREVENTION-CVO		P & A Code: 68011	
Action Desc: OPEN NAFS CONTACT-PRODUCT LIABILITY			
Odometer: 21513 MI	Comm Type: OTHER		
Action Date: 01/18/2006	Action Time: 10:09:47:377	Action Data: No	
Analyst Name: TAYLOR (ATAYLO29),ALMA	Analyst: ATAYLO29		

COMMENTS: **LPA RECEIVED A DEALER REQUEST FORM FROM LP. ACCORDING TO THE INFORMATION SUBMITTED BY LOU BEAUREGARD @ MARCOTTE FORD, P/A: 08898, PH: 413 536-1900, THE [REDACTED] DRIVER ALLEGES THAT THIS VEHICLE'S DRIVER'S SIDE AIRBAG DEPLOYED FOR NO APPARENT REASON. INCIDENT DATE: 1-13-2006. THE DRIVER SUSTAINED AN INJURY. THE CUSTOMER IS SEEKING TO HAVE THE REPAIRS COVERED BY FMC. VEHICLE LOCATION: MARCOTTE FORD.**LPA SPOKE TO MR [REDACTED] HE CONFIRMED THE ISSUE INFORMATION. AT LPA'S REQUEST HE PULLED THE MODULE CODES. ONLY CODE: B-2293. --LPA SPOKE TO [REDACTED]. HE INDICATED THAT THE DRIVER'S LIP WAS CUT AND STITCHES WERE REQUIRED. MR. BABIAK ADVISED THAT THE DRIVER WAS BACKING UP, PLACED THIS VEHICLE INTO "DRIVE" AND WHILE TRAVELING AT 10-15 MPH THE AIRBAG DEPLOYED. ---MR [REDACTED] REQUESTED A RENTAL VEHICLE. LPA INFORMED MR. [REDACTED] THAT LPA WILL COVER THE RENTAL EXPENSE UNTIL 1-20-06. ---LPA WILL SEEK THE ASSISTANCE OF R. RUTH, DAE.

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Action Detail

VIN: 1FTRF12225N [REDACTED]	Year: 2005	Model: F-SERIES	Case: 1365870186
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2005-03-10	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED INJURY RELATED TO S		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: FORD MOTORCOMPANY-FORD DIV	
Origin Desc: CONSUMER AFFAIRS-LITIGATION PREVENTION-CVO		P & A Code: 68011	
Action Desc: DOCUMENT ADDITIONAL INFORMATION			
Odometer: 21513 MI	Comm Type: PHONE		
Action Date: 01/19/2006	Action Time: 10:49:59:310	Action Data: No	
Analyst Name: TAYLOR (ATAYLO29),ALMA	Analyst: ATAYLO29		

COMMENTS: **LPA RECEIVED PHOTOS, VIA EMAIL, FROM MR. BEAUREGARD. ---AFTER REVIEWING WITH R. RUTH, DAE, IT WAS DECIDED THAT REPAIRS WOULD BE COVERED BY WARRANTY. AT MR. RUTH'S REQUEST, THE CLOCKSPRING AND AIRBAG WILL BE SHIPPED TO FMC FOR EVALUATION.

Ford Confidential

Action Detail

VIN: 1FTRF12225N [REDACTED]	Year: 2005	Model: F-SERIES	Case: 1365870186
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2005-03-10	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED INJURY RELATED TO S		Secondary Pho [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: FORD MOTORCOMPANY-FORD DIV	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 68011	
Action Desc: CLOSING COMMENTS - VEHICLE REPAIRED - PER PROGRAM/FSA/WARRANTY			
Odometer: 21513 MI	Comm Type: PHONE		
Action Date: 01/20/2006	Action Time: 15:02:15:783	Action Data: No	
Analyst Name: TAYLOR (ATAYLO29),ALMA	Analyst: ATAYLO29		

COMMENTS: **LPA PROVIDED LOU @ MARCOTTE FORD WITH AN APPROVAL CODE FOR LOANER VEHICLE (\$196).

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Action Detail

VIN: 1FTRF12225N [REDACTED]	Year: 2005	Model: F-SERIES	Case: 1365870186
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2005-03-10	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED INJURY RELATED TO S		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: FORD MOTORCOMPANY-FORD DIV	
Origin Desc: CONSUMER AFFAIRS-LITIGATION PREVENTION-CVO		P & A Code: 68011	
Action Desc: INBOUND CALL FROM CUSTOMER			
Odometer: 21513 MI	Comm Type: PHONE		
Action Date: 01/24/2006	Action Time: 10:20:23:087	Action Data: No	
Analyst Name: TAYLOR (ATAYLO29),ALMA	Analyst: ATAYLO29		

COMMENTS: **LPA RECEIVED A PHONE CALL FROM [REDACTED], OPERATIONS OFFICER, [REDACTED], PH: [REDACTED]. HE ADVISED THAT THE DRIVER BELIEVES THIS VEHICLE IS NOT SAFE AND NO LONGER WANTS TO DRIVE IT (THE DRIVER RECEIVED 3 STITCHES IN HIS LIP FROM THE AIR BAG DEPLOYMENT). THE CUSTOMER IS SEEKING A VEHICLE REPLACEMENT.**LPA ADVISED THAT AIRBAG COMPONENTS WERE REPLACED, WITH THE ORIGINAL COMPONENTS BEING SENT TO DEARBORN FOR FURTHER EVALUATION. LPA DENIED MR. [REDACTED] REQUEST TO DOCUMENT IN WRITING A GUARANTEE THAT THIS VEHICLE IS SAFE TO DRIVE. MR. [REDACTED] INFORMED LPA THAT THIS UNIT WILL NOT BE RETRIEVED FROM MARCOTTE FORD. ---LPA INFORMED LOU @ MARCOTTE FORD, MR. [REDACTED] THAT THE VEHICLE RENTAL ASSISTANCE ENDED 1-20-2006. BEYOND THAT DATE WILL BE THE CUSTOMER'S RESPONSIBILITY.

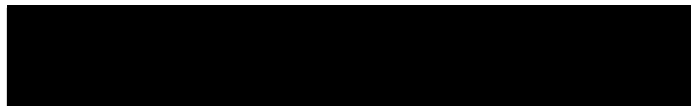
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Action Detail

VIN: 1FTRF12225N [REDACTED]	Year: 2005	Model: F-SERIES	Case: 1365870186
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2005-03-10	
Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED INJURY RELATED TO S		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: FORD MOTORCOMPANY-FORD DIV	
Origin Desc: CONSUMER AFFAIRS-LITIGATION PREVENTION-CVO		P & A Code: 68011	
Action Desc: DOCUMENT ADDITIONAL INFORMATION			
Odometer: 21513 MI	Comm Type: PHONE		
Action Date: 01/30/2006	Action Time: 14:33:15:310	Action Data: No	
Analyst Name: TAYLOR (ATAYLO29),ALMA	Analyst: ATAYLO29		

COMMENTS: **LPA RECEIVED A PHONE CALL FROM JODI AMEY, SUBROGATION INVESTIGATOR FOR ST. PAUL TRAVELERS INSURANCE, PH: 610 371-7491. ---LPA FORWARDED CASE INFORMATION TO OGC FOR HANDLING, OGC WILL CONTACT MS. AMEY.

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September 4, 2007

Ford Motor Company
P.O. Box 6248
Dearborn, MI 48126
Attn: Claims

CONSUMER AFFAIRS
SECTION

SEP 10 2007 7 SEP -6 110:37

RE:

Claim No.: 620553
Insured: [REDACTED]
Date of Loss: May 3, 2007
VIN No: 1FTPW14514K [REDACTED]
Your Claim No.: Unknown
Amount of Loss: \$146.00

SEP 10 2007

To Whom It May Concern:

We are placing you on notice regarding the medical payment issued under our policy. The airbag in our insured's Ford F150 deployed while in her drive for no apparent reason. The vehicle was inspected by the Troy Ford and it was determined that the vehicle was not involved in any auto accident.

You therefore, would be responsible for the financial loss. I am looking to you for reimbursement of \$146.00. Enclosed for your review is the file documentation concerning our settlement with our insured.

If liability is denied, I will require a detailed explanation supporting your position.

Upon settlement of the injury claim, I am requesting our check be issued to us separately to avoid any confusion.

Grange Insurance has made payment as follows:

\$146.00 Medical Payments
\$146.00 Net Claim

Sincerely,

Kevin Wynne

Kevin Wynne, AIC
Subrogation Examiner
Wynnek@GrangeInsurance.com
(800) 422-0550 ext. 2389

sent via facsimile, attachments

Revised 04.2003 SUBREG-CLMT. CARRIER-AUTO

All Action Details for Issue

Print

VIN: 1FTPW14514K [REDACTED] Year: 2004 Model: F-SERIES Case: 419181367
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 2004-01-29
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone:
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Dealer: 02005 TROY FORD INC

Odometer: 66684 MI Comm Type: INBOUND MAIL-OTHER
 Analyst Name: JACKSON Analyst: CJACKS84
 (CJACKS84),CELESTE
 Action Date: 05/23/2007 Action Time: 13.49.26.011 Action Data: Yes

Comments *****ATTORNEY DEMAND*****DATE STAMP:05-21-07; ATTORNEY ALLEGES CLIENT CONCERN AS REPLACED A CD AND DRIVER'S SIDE AIRBAG DEPLOYED. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	FAUST, HARRELSON, FULKER, MCCARTHY & SCH
ATTORNEY NAME	JOHN FULKER
ATTORNEY PHONE NUMBER	9373358324
ANALYST ID	JSCHWAGL

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 02005 TROY FORD INC

Odometer: 66684 MI Comm Type: OUTBOUND FAX-OTHER
 Analyst Name: Analyst: JSCHWAGL
 SCHWAGLE,JEFF
 Action Date: 05/24/2007 Action Time: 13.48.31.227 Action Data: No

Comments *** LPA COMMENTS ***- LPA SENT FAX ACKNOWLEDGING RECEIPT OF COMPLAINT

Action: CLOSING COMMENTS - DENIAL - BASED ON LITIGATION PREVENTION REVIEW Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 02005 TROY FORD INC

Odometer: 66684 MI Comm Type: PHONE
 Analyst Name: Analyst: JSCHWAGL
 SCHWAGLE,JEFF
 Action Date: 06/28/2007 Action Time: 10.48.58.274 Action Data: No

Comments *** LPA COMMENTS ***- ATTORNEY INDICATES THAT HE IS SEEKING THE REPURCHASE OF THIS VEHICLE- LPA ADVISED THAT WE WOULD BE UNABLE TO EXTEND A GOODWILL OFFER TO REPURCHASE THE VEHICLE - ATTORNEY INDICATED THAT NO OTHER RESOLUTION WOULD BE SATISFACTORY TO HIS CLIENT AND THAT HE INTENDS TO PURSUE A RESOLUTION THROUGH OTHER MEANS

Action: UPDATE CONTACT STATUS

Dealer: 02005 TROY FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 66684 MI

Comm Type: OUTBOUND FAX-
OTHER

Analyst Name:
SCHWAGLE,JEFF

Analyst: JSCHWAGL

Action Date: 07/30/2007

Action Time: 13.19.43.639

Action Data: No

Comments *** LPA COMMENTS ***- ATTORNEY CONTACTED LPA TO ADVISE THAT HIS CLIENT WAS WILLING TO CONSIDER OTHER GOODWILL SETTLEMENT OPTIONS- LPA FAXED GOODWILL CASH SETTLEMENT OFFER OF \$1,000.

Action: UPDATE CONTACT STATUS

Dealer: 02005 TROY FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 66684 MI

Comm Type: PHONE

Analyst Name:
SCHWAGLE,JEFF

Analyst: JSCHWAGL

Action Date: 07/31/2007

Action Time:
10.24.00.344

Action Data: No

Comments *** LPA COMMENTS ***- ATTORNEY DECLINED OFFER

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All Action Details for Issue

Print

VIN: 1FTPW14514K [REDACTED] Year: 2004 Model: F-SERIES Case: 419181367
 Name: MR [REDACTED] Owner Status: Subsequent WSD: 2004-01-29
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM DEPLOYMENT Primary Phone:
 Reason Desc: LEGAL - ALLEGED SRS MALFUNCTION Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Dealer: 02005 TROY FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD

Odometer: 66684 MI

Comm Type: INBOUND EMAIL-OTHER

Analyst Name: JACKSON (CJACKS84), CELESTE

Analyst: CJACKS84

Action Date: 05/16/2007

Action Time: 11.38.38.686 Action Data: Yes

Comments *****PRODUCT LIABILITY*****DATE:05-16-07; DEALER CONTACT:MIKE DESPAIN CUSTOMER ALLEGES AIR BAG DEPLOYED WHILE EJECTING CD FROM RADIO.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	MMICLEA

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 02005 TROY FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 66684 MI

Comm Type: PHONE

Analyst Name: MICLEA MARCEL

Analyst: MMICLEA

Action Date: 05/16/2007

Action Time: 15.41.13.868

Action Data: No

Comments OBC TO DEALER --- SPOKE TO MIKE, SM ---- FRONT DRIVER SIDE AIRBAG DEPLOYED W/O IMPACT ---- - NO INJURIES REPORTED ----NO VISIBLE DAMAGE ---- VEHICLE OUTSIDE WARRANTY ---- B2293 IS THE ONLY CODE RETRIEVED BY THE DEALER ---- LPA ADVISED DEALER TO CONTACT ZM FOR ASSISTANCE BECAUSE CONSUMER AFFAIRS WOULD HANDLE A SIMILAR CASE ONLY IF INJURIES WERE SUSTAINED.

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

Dealer: 02005 TROY FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 66684 MI

Comm Type: PHONE

Analyst Name: MICLEA MARCEL

Analyst: MMICLEA

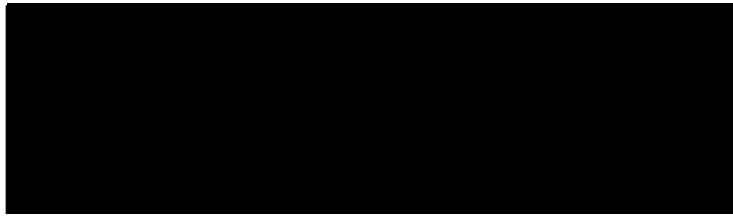
Action Date: 05/16/2007

Action Time: 15.41.59.635

Action Data: No

Comments SM WILL CONTACT ZM FOR ASSISTANCE. CASE CLOSED.

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FILED
MIAMI COUNTY
COURT
07 AUG -7 PM 1:00
CLERK OF COURTS

IN THE COMMON PLEAS COURT OF MIAMI COUNTY, OHIO
GENERAL DIVISION

07-620

MICHAEL W. BUDD
2714 North Stringtown Road
Troy, OH 45373

CASE NO. _____

AND

JUDGE ROBERT J. LINDEMAN, JUDGE

MARIE R. BUDD
2714 North Stringtown Road
Troy, OH 45373

Plaintiffs,

vs.

COMPLAINT FOR BREACH OF
IMPLIED WARRANTIES

FORD MOTOR COMPANY
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121

AND

PEFFLEY FORD INC
4600 North Main Street
Dayton, OH 45405-0000

Defendants.

PRELIMINARY MATTERS

1. Defendant Ford Motor Company is a corporation with is principal offices at 16800

Executive Plaza Drive, Dearborn, MI 48121 and is engaged in the business of designing, manufacturing, assembling, distributing and selling automobiles and other motor vehicles. Said Defendant sells its motor vehicles throughout the United States, specifically including the State of Ohio, through its various franchised dealers.

2. Defendant Peffley Ford Inc, on information and belief, is a corporation engaged in the business of marketing new and used motor vehicles, including those designed, manufactured, assembled and distributed by Defendant Ford Motor Company, within the State of Ohio and elsewhere.

3. On or about the 19th day of May, 2005, Plaintiffs Michael W. Budd and Marie R. Budd purchased from Defendant Peffley, for a price of \$23,000.00, a 2004 Ford Truck, serial number 1FTPW14514KC14241, which truck had been designed, manufactured, assembled, and distributed by Defendant Ford Motor Company. A copy of the contract for the purchase and sale of said vehicle is attached to this Complaint as Exhibit 1. A copy of the Memorandum Certificate of Title issued to Plaintiffs, evidencing ownership of said vehicle, is attached to this Complaint as Exhibit 2.

4. Thereafter, on or about the 3rd day of May, 2007, at a time when she was pregnant, Plaintiff Marie Budd entered the truck, started the engine and removed a compact disc from the CD player when the driver-side air bag suddenly and spontaneously, deployed. Upon the event of such deployment, Plaintiff Marie Budd was forcibly impacted over and about the anterior aspect of her upper body, specifically including her abdomen, stomach, chest and head.

5. As a direct and proximate result of such spontaneous deployment, Plaintiff Marie Budd sustained minor physical injuries, suffered a temporary hearing impairment, and was required to seek medical attention. As a further direct and proximate result of said event, Plaintiff Marie Budd was severely traumatized, suffered anxiety as to the well-being of her unborn child, and has become so apprehensive about the safety and reliability of the airbag system installed in said truck that she is constitutionally unable— and unwilling— to drive, or even to re-enter said vehicle ever again.

6. Plaintiffs have been advised by franchised Ford dealers, and therefore allege, that

repairs to the airbag system on said vehicle can be accomplished, but no assurances against a future recurrence of a similar spontaneous deployment can be made.

7. By reason of the foregoing, Plaintiffs' truck has become valueless, inoperable and unmarketable.

FIRST CLAIM - BREACH OF IMPLIED WARRANTY

8. Plaintiffs adopt and reallege Paragraphs 1 through 7 of this Complaint as if fully set forth herein.

9. At the time Plaintiffs purchased the 2004 Ford Truck, Defendants were sellers within the meaning of Section 1302.28 of the Revised Code of Ohio with respect to the motor vehicle sales transaction described in this Complaint.

10. At the time Plaintiffs purchased the 2004 Ford truck described above, Defendants, by virtue of Section 1302.28 of the Revised Code of Ohio, impliedly warranted that said truck was merchantable and fit for the ordinary purposes for which it was being sold to Plaintiffs.

11. The consideration which induced Plaintiffs to purchase said Ford truck was Defendants' implied warranty of merchantability as set forth above. Plaintiffs relied, to their detriment, on such implied warranty.

12. Defendants knew, or in the exercise of reasonable care should have known, that except for the implied warranty described above, Plaintiffs would not have purchased said truck from Defendant Peffley.

13. The 2004 Ford truck purchased by Plaintiffs was not as warranted by Defendants in that it was equipped with a defective driver-side airbag system capable of sudden, spontaneous deployment.

14. As a direct and proximate result of Defendants' breach of the implied warranty described above, Plaintiffs have sustained damages as hereinbefore described.

WHEREFORE, Plaintiffs demand judgment against Defendants as hereinafter set forth:

1) The sum of \$50,000.00 as and for personal and psychic injuries and loss of the use

- and the value of their truck;
- 2) The costs of these proceedings;
 - 3) A reasonable attorney fee as determined by the Court; and
 - 4) Such other and further relief as shall appear to be appropriate.

Respectfully submitted,

FAUST, HARRELSON, FULKER, McCARTHY & SCHLEMMER, LLP
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By 
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JURY DEMAND

Plaintiff demands that the issues herein be tried to a jury of not less than eight members.

FAUST, HARRELSON, FULKER, McCARTHY & SCHLEMMER, LLP
Attorneys for Plaintiffs

By 
John E. Fulker (0003295)

JEF/csb

PE09-046

FORD

11-19-2009

Appendix G

ISM 07-06-024

ArticleType : ISM ArticleNumber :
07-06-024

Entered Date : 06/07/2007 Times Recommended :
62

Date is displayed in MM/DD/CCYY format

REPLACE THE AIR BAG CONTACT ASSEMBLY (CLOCKSPRING) - 7L3Z-14A664-A &
INSPECT THE EDGES OF THE HORN PLATE FOR SHARP EDGES AND REMOVE AS
NEEDED :

SOME 2004-2006 F-150 & 2006 MARK LT
MAY EXHIBIT AN AIR BAG WARNING
LAMP ILLUMINATED WITH DTC B2293.
CHECK FOR CONCERNS WITH THE
WIRING BETWEEN THE CLOCKSPRING
AND AIR BAG MODULE. REPLACE THE
AIR BAG CONTACT ASSEMBLY
(CLOCKSPRING), PART NUMBER 7L3Z-
14A664-A. THE NEW CLOCKSPRING HAS
UPDATED PROTECTION FOR THE
WIRING. ALSO INSPECT THE EDGES OF
THE HORN PLATE FOR SHARP EDGES
AND REMOVE AS NEEDED.

AUTHOR: MABELA3 313-24-89263

PE09-046

FORD

11-19-2009

Appendix J

Privilege Log

Entry Number	Date	Author(s)	Recipient(s)	Additional Recipients	Document Type	Description	Basis for Claim
1	1) 1/30/06; 2) 1/30/06; 3) 1/30/06; 4) 1/30/06; 5) 1/31/06; 6) 2/1/06; 7) 2/1/06	1) Alma Taylor, Ford Employee; 2) Julie Szymanski, Ford Office of the General Counsel ("OGC"); 3) Alma Taylor, Ford Employee; 4) Julie Szymanski, Ford OGC; 5) Greg Oswald, Ford Employee; 6) Julie Szymanski, Ford OGC; 7) Dean McClenaghan, Ford Employee	1) Julie Szymanski, Ford OGC; 2) Alma Taylor, Ford Employee; 3) Greg Oswald, Ford Employee; 4) Julie Szymanski, Ford OGC; 5) Dean McClenaghan, Ford Employee; 6) Greg Oswald, Ford Employee; Charles Clements, Ford Employee	4) Alma Taylor, Ford Employee; 5) Alma Taylor, Ford Employee	Email	Confidential communications between Ford's OGC and Ford employees discussing anticipated litigation.	Attorney-Client Privilege and Attorney Work-Product Immunity
2	1) 6/26/06; 2) 6/26/06; 3) 6/27/06	1) Ken Gniewek, Ford Employee; 2) Charles Clement, Ford Employee; 3) Alan Prescott, Ford OGC	1) Charles Clement, Ford Employee; 2) Ken Gniewek, Ford Employee; 3) Charles Clement, Ford Employee; Ken Gniewek, Ford Employee	1) Alan Prescott, Ford OGC; 2) Alan Prescott, Ford OGC; 3) Jay Logel, Ford OGC	Email with attached draft closure paper	Confidential communications containing legal advice provided by Ford OGC at the request of Ford employees	Attorney-Client Privilege
3	7/13/2006	Charles Clement, Ford Employee; Jay Logel, Ford OGC	Charles Clement, Ford Employee; Jay Logel, OGC	None	Draft closure paper with handwritten notes	Confidential communications containing legal advice provided by Ford OGC at the request of Ford employee	Attorney-Client Privilege

PE09-046

FORD

11-19-2009

Appendix K

Change Log

PE09-046: Driver Air Bag Part Change Log

Part	A	B	C	D	E	F		G	H
	Incorporated Into Vehicle Production	Description of Change	Reasons for Change	Original	Modified	Disposition of Original Parts		New Component Availability Date	New Component Interchangeable With Old (Y/N - Intended versus Possible)
				Ford Engineering Part Number	Ford Engineering Part Number	Withdrawn from Ford Production Inventory (Scrap/ Consume/ Rework)	Effective Date		
Driver Front Air Bag		Initial release							
		Initial release							
		Add horn jumper to dab		4L34-15043B13-BAW	4L34-15043B13-BBW	Consume		06/02	Y
		Open locating holes on dab		4L34-15043B13-BBW	4L34-15043B13-BCW	Consume		02/03	Y
		Increase lower and upper flange thickness; revise shape of lower flange; reduce size of upper and lower flange slot; add ribs to 6 o'clock hoop		4L34-15043B13-BCW	4L34-15043B13-BDW	Consume		03/03	Y
		Add washer to shoulder bolts		4L34-15043B13-BDW	4L34-15043B13-BEW	Consume		05/03	Y
		Relocate horn connector attachment hole. Turn connector 180 degrees, relocate horn plate wire attachment, shorten reaction plate wire.		4L34-15043B13-BEW	4L34-15043B13-BFW	Consume		08/03	Y
		J2 tear seam adjustment		4L34-15043B13-BFW	4L34-15043B13-CAW			01/04	
		Relocate horn connector attachment hole. Turn connector 180 degrees, relocate horn plate wire attachment, shorten reaction plate wire.		4L34-15043B13-CAW	4L34-15043B13-CBW			02/04	
		Revise cover for cold deployment		4L34-15043B13-CBW	4L34-15043B13-CCW	Consume		03/04	Y
		Reinforce rib on emblem pocket		4L34-15043B13-CCW	4L34-15043B13-CDW	Consume		04/04	Y
		P397 Initial release Same as 5L34-15043B13-CAW							
		P397 Change Character lines		5L34-15043B13-BAW	5L34-15043B13-BBW	Consume		03/04	Y
		P397 Add ribs to bottom inside surface of cover to improve robustness during deployment. Add hine feature to 6:00 flange to improve flexibility.		5L34-15043B13-BBW	5L34-15043B13-BCW	Consume		10/04	Y
		P397 change to trw standard airbag design, inflator MCR		5L34-15043B13-BCW	5L34-15043B13-BDW	Consume		11/04	Y
		P397 Change to DYM 100.		5L34-15043B13-BDW	5L34-15043B13-BEW	Consume		11/04	Y
		Robustment improvements from 4L34-15043B13-CDW		4L34-15043B13-CDW	5L34-15043B13-CAW	Consume			Y
		Make robustness improvement to driver air bag.		5L34-15043B13-CAW	5L34-15043B13-CBW	Consume			Y
		Inflator MCR		5L34-15043B13-CBW	5L34-15043B13-CCW	Consume			Y
		Change to TRW standard airbag design.		5L34-15043B13-CCW	5L34-15043B13-CDW	Consume			Y
	Add mylar tape, then replace mylar w/ flock	Alert #A11859535					1/23/06	4/24/06	
	Less Hexivalent Chrome, same as 5L34-15043B13-CAW		6L34-15043B13-AAW						
	Change to TRW standard airbag design, inflator MCR		6L34-15043B13-AAW	6L34-15043B13-ABW	Consume				Y
	P397 Less Hexivalent Chrome same as 5L34-15043B13-BBW		6L34-15043B13-BAW						
	P397 Change to trw standard airbag design, inflator MCR		6L34-15043B13-BAW	6L34-15043B13-BBW	Consume				Y

PE09-046: Clockspring Part Change Log

Part	A	B	C	D	E	F		G	H
	Incorporated Into Vehicle Production	Description of Change	Reasons for Change	Original	Modified	Disposition of Original Parts		New Component Availability Date	New Component Interchangeable With Old (Y/N - Intended versus Possible)
				Ford Engineering Part Number	Ford Engineering Part Number	Withdrawn from Ford Production Inventory (Scrap/ Consume/ Rework)	Effective Date		
Clockspring	2004MY Running Change	Add grease to hub of clockspring.	To help reduce rotational noise.	2L2T-14A664-AC	4L2T-14A664-AA	Exhaust		7/14/2003	Y
Clockspring	2005MY Running Change	Changed airbag circuits from copper wire with soldered terminal crimps to tinned wire which does not require soldered terminal crimps.	Quality improvement and cost reduction.	4L2T-14A664-AA	5L2T-14A664-AA	Exhaust		11/20/2004	Y
Clockspring	2007MY Job #1	Change wire harness sleeve from PVC Vinyl to two individual Bentley Harris weave sleeves along with 4 spot tapes.	Sleeve material change to improve wire circuit protection.	5L2T-14A664-AA	7L3T-14A664-AA	None		6/26/2006	Y
Clockspring	2008MY Post Job #1 change	Remove unused dummy connector from clockspring. Dummy connector was used to hold give away IVD harness connector. There is no IVD on P221 program.	Reduce cost and weight by eliminating a part that is not required for production.	7L3T-14A664-AA	8L3T-14A664-AA	Exhaust		8/20/2007	Y

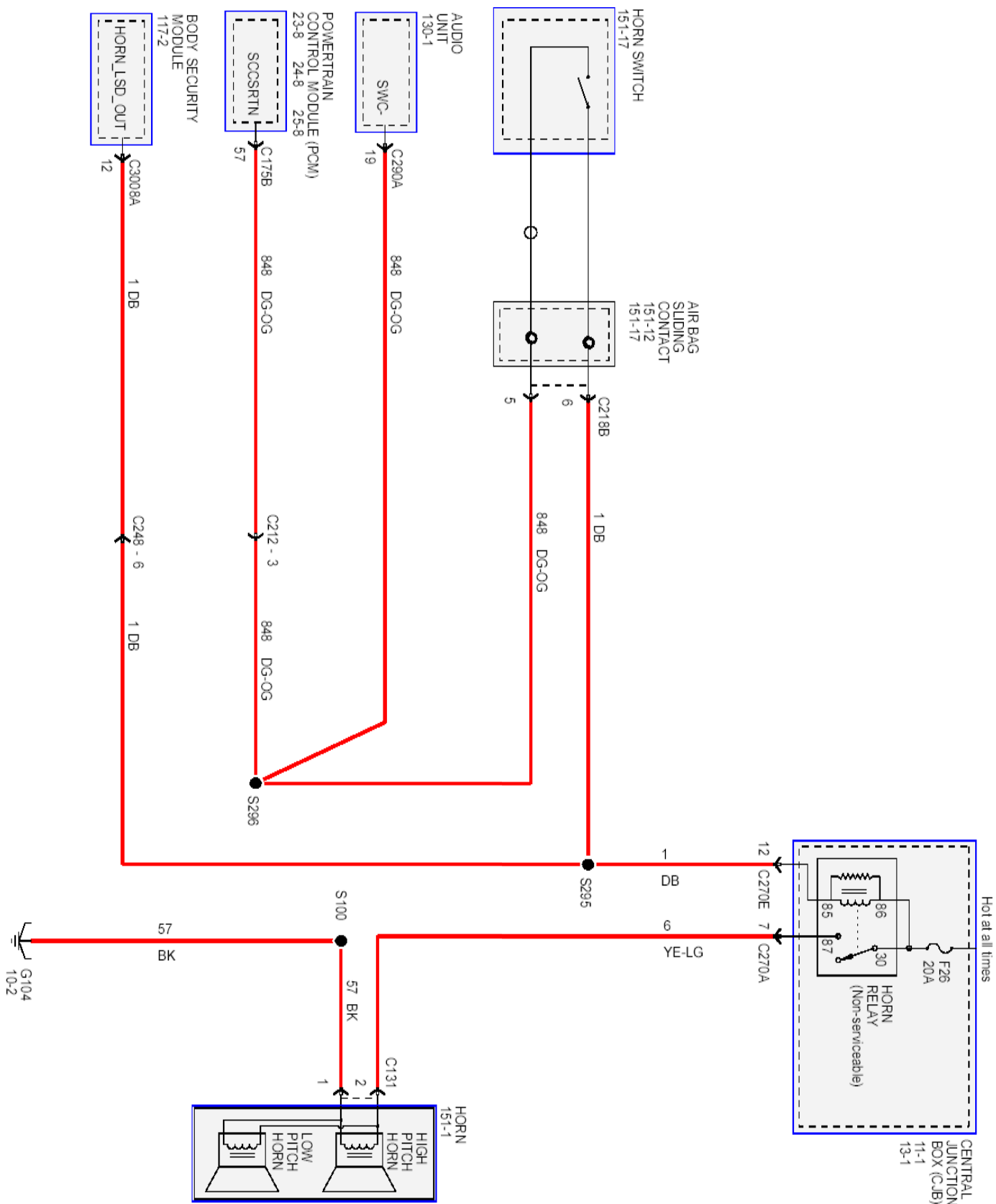
PE09-046

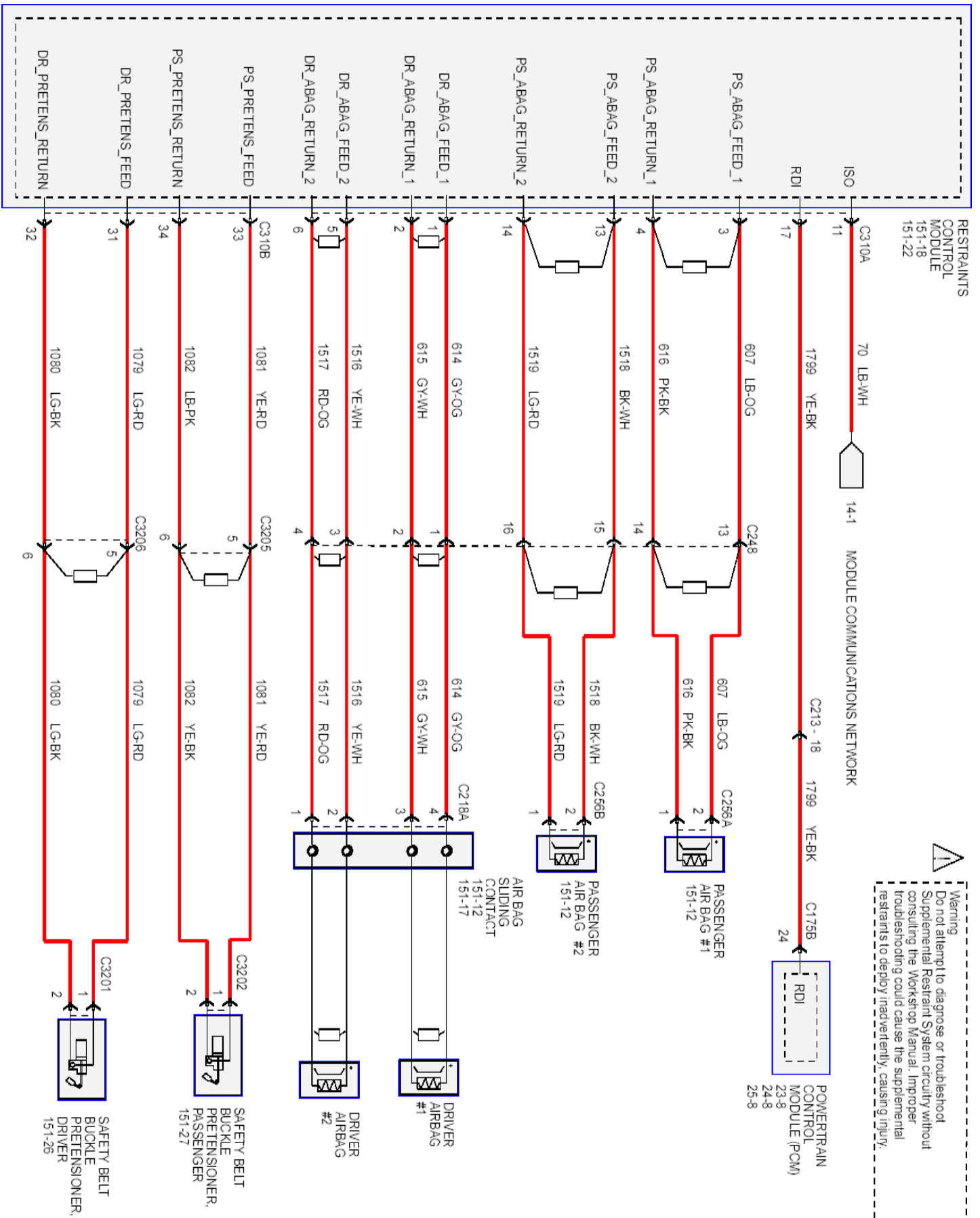
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11-19-2009

Appendix L

Electrical Diagrams





Warning
 Do not attempt to diagnose or troubleshoot Supplemental Restraint System circuitry without consulting the Workshop Manual. Improper troubleshooting could cause the supplemental restraints to deploy inadvertently, causing injury.

PE09-046

FORD

11-19-2009

Appendix M

DTCs

Restraints Control Module (RCM) Diagnostic Trouble Code (DTC) Table

DTC^a	LFC^b	Description
—	Continuous	The Air Bag Warning Indicator is Illuminated Continuously — RCM Disconnected or Inoperative, Loss of Battery Feed or Loss of Signal Ground
B1231	13	Crash Data Memory Full
B1317	Continuous	Battery Voltage High
B1318	Continuous	Battery Voltage Low
B1342	12	RCM Is Faulted
B1869	NONE Continuous lamp Secondary air bag warning sounds if another fault is present	Air Bag Warning Indicator Circuit Open or Short to Ground
B1870	NONE Secondary air bag warning sounds if another fault is present	Air Bag Warning Indicator Circuit Short to Battery
B1884	18	PAD Warning Lamp Circuit Failure
B1890	18	PAD Warning Lamp Circuit Short to Battery
B1891	53	Air Bag Tone Warning Indicator Circuit Short to Battery
B1892	53	Air Bag Tone Warning Indicator Circuit Short to Ground or Open
B1921	14	Air Bag Diagnostic Monitor Ground Circuit Open
B2290	16	Occupant Classification System Fault
B2292	33	Restraint System — Safety Belt Pretensioner Fault (Driver Pretensioner Circuit Fault)
B2292	34	Restraint System — Safety Belt Pretensioner Fault (Passenger Pretensioner Circuit Fault)
B2293	19	Restraint System — Air Bag Fault (Driver Front Air Bag Circuit Fault)
B2293	21	Restraint System — Air Bag Fault (Passenger Front Air Bag Circuit Fault)
B2296	42	Restraint System — Impact Sensor Fault (Front Impact Severity Sensor Circuit Fault)
B2434	51	Driver Safety Belt Buckle Switch Circuit Short to Ground
B2435	51	Driver Safety Belt Buckle Switch Circuit Resistance Out of Range
B2438	52	Passenger Safety Belt Buckle Switch Circuit Short to Ground
B2439	52	Passenger Safety Belt Buckle Switch Circuit Resistance Out of Range
B2477	Continuous	Module Configuration Error

Restraints Control Module (RCM) Diagnostic Trouble Code (DTC) Table

DTC^a	LFC^b	Description
B2691	51	Driver Safety Belt Buckle Switch Circuit Fault
B2692	52	Passenger Safety Belt Buckle Switch Circuit Fault
B2909	16	Belt Tension Sensor Fault
C1414	15	Incorrect Module Design Level
C1947	49	Driver Seat Track Position Sensor Circuit Short to Ground
C1948	49	Driver Seat Track Position Sensor Circuit Resistance Out of Range
C1981	49	Driver Seat Track Position Sensor Circuit Fault
—	—	No Communication with the Restraints Control Module.