

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

|                                        |                  |
|----------------------------------------|------------------|
| DISPOSE of Copy<br>(Black Stamp) by:   |                  |
| RETAIN Record Copy<br>(Red Stamp) This | Schedule Number: |



Office of the General Counsel

PRIVILEGED & CONFIDENTIAL

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

April 21, 2009

[REDACTED]  
Somerset, PA [REDACTED]

RECEIVED

MAY 05 2009

Re: 2001 Ford Escape

Dear Ms. [REDACTED]

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

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

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

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

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

9. What was the city, state and date of occurrence:

Somerset, Pa

April 9<sup>th</sup>, 2009

10. The 17 digit vehicle identification number:

1FMYU04141K [REDACTED]

11. What was the mileage at time of occurrence:  
attorney could not get
12. What is the alleged defect:  
ABS Modulator
13. Has the alleged defective part been repaired or replaced? (circle one) **Yes** or **No**  
No
14. List all after market additions or modifications that were made to the vehicle:  
N/A
15. Was the engine running? (circle one) **Yes** or **No**
16. Were the keys in the ignition? (circle one) **Yes** or **No**
17. Was this vehicle purchased new or used:  
Used
18. If purchased used, provide the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased: 9/3/08, From: Ward Shumaker,  
103,000 miles
19. Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information)  
Somerset, PA
20. Has an insurance company been advised of this incident? **Yes** No  
If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.  
State Farm Insurance  
Claim # [REDACTED]
21. What are you seeking from Ford Motor Company in this matter?  
I need Ford to pay for the re called part that caused the fire, to get my Escape back in Good running condition.

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

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

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

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

Sincerely,

A handwritten signature in black ink, appearing to read "Alma Taylor", written in a cursive style.

Alma Taylor  
Claims Analyst

It was Thursday, April 9<sup>th</sup>, 2009.  
Around 10pm, we were sitting  
in my living room when we heard  
a horn/alarms going off. My son  
opened the door from my living room/  
into my garage - there was smoke  
everywhere! The Ford Escape had  
flames coming from under the hood.  
My roommate and other son pushed  
it away from the house, while  
I called 911. Once they got it  
into the middle of the driveway,  
they threw water on the fire.  
By the time Willie Walker, of Bakersville  
Fire Dept arrived, we had the  
fire out. But they disconnected  
the battery to make sure it wouldn't  
re-catch. The Escape was not running  
when it caught fire - nor was anyone  
in it. We did drive it that morning,  
but it was parked and turned  
off for several hours before catching  
fire. The Escape was towed to  
Ron Collision on Monday, has been  
there every since. — [REDACTED]



04/14/2009: EST01: lt front



04/14/2009: EST01: rt front



04/14/2009: EST01: rt rear



04/14/2009: EST01: lt rear



04/14/2009: EST01: booster and master



04/14/2009: EST01: wires to abs modula



04/14/2009: EST01: abs modulator



04/14/2009: EST01: abs modulator

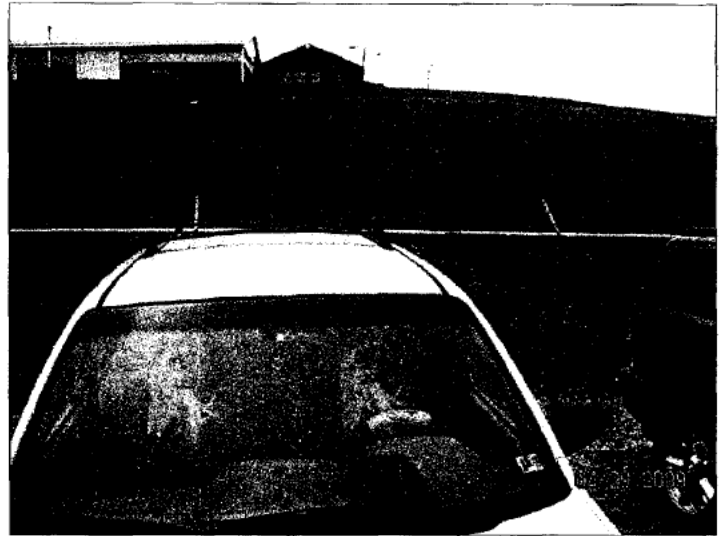


04/29/2009: EST01:

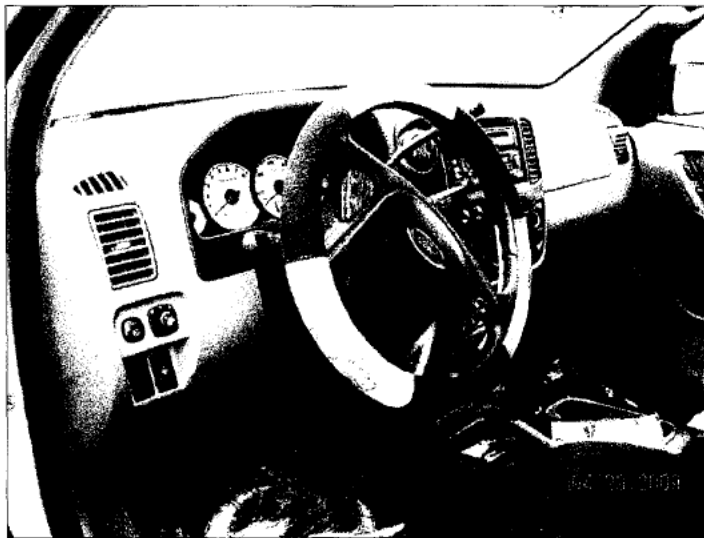
CCC Pathways - A product of CCC Information Services Inc.



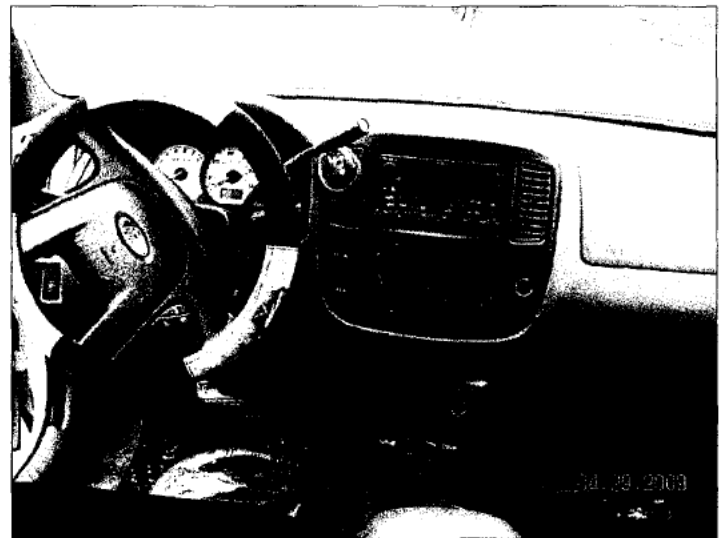
04/14/2009: EST01: front harness



04/29/2009: EST01:



04/29/2009: EST01:



04/29/2009: EST01:

**Safelite**® AutoGlass



**DIAMOND**  
TRIUMPH GLASS™

*The nation's leading vehicle glass repair and replacement team*



in #

5/2/07 ~~Bo~~

800-800-ASAP (2727)

800-456-GLASS (4527)

safelite.com

diamondglassco.com



VEHID

(OWNER) SERIAL NO. 1FMYU04141

CUSTOMER

DELV. DATE 01JAN01

IN SERVICE 01JAN01

WAR.EXP.DATE STKR 4POR923

LICENSE NO.

UNIT 4POR923 SLSMN

195

SA

SOMERSET PA 19901 3123

HOME PHONE

BUS. PHONE N/A

EXT.

CELL PHONE N/A

PAGER N/A

CODE

E-MAIL

01 FORD ESCAPE 104554

Command? (Enter, \*, N, VEH, CUST, ?) ....?

CUSTOMER #: [REDACTED]  
UNIT# 4POR923

123279



\*INVOICE\*

1260 N. Center Ave.  
Somerset, PA 15501  
Telephone (814) 445-6575  
Fax (814) 443-9494

SOMERSET PA

HOME [REDACTED] CONT. N/A

BUS: [REDACTED] CELL:

DUPLICATE 1  
PAGE 1

SERVICE ADVISOR: 33 NICHOLE HAMPE

| COLOR      | YEAR       | MAKE/MODEL  | VIN                    | LICENSE | MILEAGE IN / OUT | TAG     |           |
|------------|------------|-------------|------------------------|---------|------------------|---------|-----------|
|            | 01         | FORD ESCAPE | 1FMYU04141K [REDACTED] |         | 104350/104350    |         |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.  | PROMISED               | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 01JAN01 DD |            |             | 17:00 15JAN09          |         |                  | CASH    | 28JAN09   |

R.O. OPENED READY OPTIONS: STK:4POR923 DLR:44D410

08:51 15JAN09 10:07 28JAN09

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

A CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON AND THE ENGINE HAS

A MISS

6 R/R CAT CONVERTOR

10 ANKENY, TED LIC#: 0815

C

1 YL8Z\*5G232\*AA CONVERTER ASY

|        |        |
|--------|--------|
| 230.00 | 230.00 |
| 822.08 | 618.00 |
| 18.00  | 18.00  |
| 4.56   | 4.56   |
|        | 9.12   |

1 XW4Z\*9448\*AD GASKET

2 \*N800419\*S301 NUT - HEX.

6 R/R PFE SENSOR

10 ANKENY, TED LIC#: 0815

C

1 4U7Z\*9J460\*AA SENSOR ASY

|       |       |
|-------|-------|
| 40.00 | 40.00 |
| 78.00 | 78.00 |
|       | 78.00 |

6 R/R # 6 COIL AND PLUG

10 ANKENY, TED LIC#: 0815

C

2 1L8Z\*12029\*AB COIL ASY - IGNITION

|        |        |
|--------|--------|
| 64.00  | 64.00  |
| 130.00 | 130.00 |
| 6.85   | 6.85   |
|        | 13.70  |

2 AGSF\*32W\*M SPARK PLUG

PARTS: 996.82 LABOR: 334.00 OTHER: 0.00 TOTAL LINE A: 1330.82

PERFORMED DIAGNOSIS OF CHECK ENGINE LIGHT, FOUND CODES P0430, P0401, P0304, P0306 R/R FROTN CAT CONVERTOR, R/R PFE SENSOR, R/R# 6 COIL AND PLUG ROAD TEST OK, ABS LIGHT ON AND RADIATOR LIGHT IS ON

\*\*\*\*\*

B PERFORM FORD QUALITY CARE REPORT CARD - NO CHARGE

99P PERFORM FORD QUALITY CARE REPORT CARD - NO

CHARGE

10 ANKENY, TED LIC#: 0815

ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

\*\*\*\*\*



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

CUSTOMER # [REDACTED]  
UNIT# 4POR923

123279



\*INVOICE\*

DUPLICATE 1  
PAGE 2

1260 N. Center Ave.  
Somerset, PA 15501  
Telephone (814) 445-6575  
Fax (814) 443-9494

SOMERSET PA [REDACTED]

HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 33 NICHOLE HAMPE

|                             |            |               |                                 |        |         |                |           |
|-----------------------------|------------|---------------|---------------------------------|--------|---------|----------------|-----------|
| COLOR                       | YEAR       | MAKE/MODEL    | VIN                             |        | LICENSE | MILEAGE IN/OUT | TAG       |
|                             | 01         | FORD ESCAPE   | 1FMYU04141K                     |        |         | 104350/104350  |           |
| DEL. DATE                   | PROD. DATE | WARR. EXP.    | PROMISED                        | PO NO. | RATE    | PAYMENT        | INV. DATE |
| 01JAN01 DD                  |            |               | 17:00 15JAN09                   |        |         | CASH           | 28JAN09   |
| R.O. OPENED                 |            | READY         | OPTIONS: STK:4POR923 DLR:44D410 |        |         |                |           |
| 08:51 15JAN09               |            | 10:07 28JAN09 |                                 |        |         |                |           |
| LINE OPCODE TECH TYPE HOURS |            |               |                                 |        | LIST    | NET            | TOTAL     |

YOU MAY RECIEVE A SURVEY FROM FORD, I ASK THAT  
YOU PLEASE FILL IT OUT AND SEND IT IN. IF FOR  
ANY REASON YOU ARE NOT COMPLETELY SATISFIED,  
PLEASE CALL ME, YOUR SERVICE MANAGER.

DAVE HABERKORN  
814-445-6575



CHRYSLER

FORD

CHRYSLER

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

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| DESCRIPTION            | TOTALS  |
|------------------------|---------|
| LABOR AMOUNT           | 334.00  |
| PARTS AMOUNT           | 996.82  |
| GAS, OIL, LUBE         | 0.00    |
| SUBLET AMOUNT          | 0.00    |
| MISC. CHARGES          | 0.00    |
| TOTAL CHARGES          | 1330.82 |
| LESS INSURANCE         | 0.00    |
| SALES TAX              | 79.85   |
| PLEASE PAY THIS AMOUNT | 1410.67 |

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

CUSTOMER SIGNATURE

CUSTOMER [REDACTED]  
UNIT# 4POR923

123527

\*INVOICE\*



1260 N. Center Ave.  
Somerset, PA 15501  
Telephone (814) 445-6575  
Fax (814) 443-9494

SOMERSET, PA [REDACTED]

HOME [REDACTED]

BUS:

CELL:

DUPLICATE 1  
PAGE 1

SERVICE ADVISOR: 33 NICHOLE HAMPE

| COLOR         | YEAR       | MAKE/MODEL    | VIN           | LICENSE                         | MILEAGE IN / OUT | TAG     |           |
|---------------|------------|---------------|---------------|---------------------------------|------------------|---------|-----------|
|               | 01         | FORD ESCAPE   | 1FMYU04141K   |                                 | 104554/104554    |         |           |
| DEL. DATE     | PROD. DATE | WARR. EXP.    | PROMISED      | PO NO.                          | RATE             | PAYMENT | INV. DATE |
| 01JAN01 DD    |            |               | 17:00 06FEB09 |                                 |                  | CARD    | 06FEB09   |
| R.O. OPENED   |            | READY         |               | OPTIONS: STK:4POR923 DLR:44D410 |                  |         |           |
| 08:05 06FEB09 |            | 15:12 06FEB09 |               |                                 |                  |         |           |

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

A CUSTOMER STATE THAT ABS LIGHT IS ON

2 R/R LEFT FRONT WHEEL SPEED SENSOR

10 ANKENY, TED LIC#: 0815

C

1 YL8Z\*2C205\*AB SENSOR ASY

|        |       |        |       |        |      |               |        |
|--------|-------|--------|-------|--------|------|---------------|--------|
| PARTS: | 62.90 | LABOR: | 40.00 | OTHER: | 0.00 | TOTAL LINE A: | 102.90 |
|--------|-------|--------|-------|--------|------|---------------|--------|

R/R LEFT FRONT WHEEL SPEED SENSOR

\*\*\*\*\*

B CUSTOMER STATES THAT RADIATOR COOLANT LIGHT IS ON

10 R/R TADIATOR TANK ASSEMBLY

10 ANKENY, TED LIC#: 0815

C

1 1L8Z\*8A080\*BB TANK ASY - RADIATOR OVERFLOW

|        |       |        |       |        |      |               |        |
|--------|-------|--------|-------|--------|------|---------------|--------|
| PARTS: | 92.37 | LABOR: | 48.00 | OTHER: | 0.00 | TOTAL LINE B: | 140.37 |
|--------|-------|--------|-------|--------|------|---------------|--------|

R/R COOLANT SENSOR

\*\*\*\*\*

C PERFORM FORD QUALITY CARE REPORT CARD - NO CHARGE

10 R/R REAR WIPER

10 ANKENY, TED LIC#: 0815

C

1 3L8Z\*17528\*AA BLADE ASY - WIPER

|        |      |        |      |        |      |               |       |
|--------|------|--------|------|--------|------|---------------|-------|
| PARTS: | 9.58 | LABOR: | 2.00 | OTHER: | 0.00 | TOTAL LINE C: | 11.58 |
|--------|------|--------|------|--------|------|---------------|-------|

99P PERFORM FORD QUALITY CARE REPORT CARD - NO CHARGE

10 ANKENY, TED LIC#: 0815

ISP

|        |      |        |      |        |      |               |       |
|--------|------|--------|------|--------|------|---------------|-------|
| PARTS: | 9.58 | LABOR: | 2.00 | OTHER: | 0.00 | TOTAL LINE C: | 11.58 |
|--------|------|--------|------|--------|------|---------------|-------|

R/R REA WIPER BLADE

\*\*\*\*\*

FORD

CHRYSLER

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

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

CUSTOMER SIGNATURE

RQ09-002 0014LP

CUSTOMER #: [REDACTED]  
UNIT# 4POR923

123527

\*INVOICE\*



1260 N. Center Ave.  
Somerset, PA 15501  
Telephone (814) 445-6575  
Fax (814) 443-9494

SOMERSET, PA

HOME: [REDACTED]

BUS:

CELL:

DUPLICATE 1  
PAGE 2

SERVICE ADVISOR: 33 NICHOLE HAMPE

|               |            |               |                                 |         |                  |         |           |
|---------------|------------|---------------|---------------------------------|---------|------------------|---------|-----------|
| COLOR         | YEAR       | MAKE/MODEL    | VIN                             | LICENSE | MILEAGE IN / OUT | TAG     |           |
|               | 01         | FORD ESCAPE   | 1FMYU041411[REDACTED]           |         | 104554/104554    |         |           |
| DEL. DATE     | PROD. DATE | WARR. EXP.    | PROMISED                        | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 01JAN01 DD    |            |               | 17:00 06FEB09                   |         |                  | CARD    | 06FEB09   |
| R.O. OPENED   |            | READY         | OPTIONS: STK:4POR923 DLR:44D410 |         |                  |         |           |
| 08:05 06FEB09 |            | 15:12 06FEB09 |                                 |         |                  |         |           |
| LINE          | OPCODE     | TECH          | TYPE                            | HOURS   | LIST             | NET     | TOTAL     |

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PLEASE CALL ME, YOUR SERVICE MANAGER.

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| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 90.00  |
| PARTS AMOUNT           | 164.85 |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 254.85 |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 15.29  |
| PLEASE PAY THIS AMOUNT | 270.14 |

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

CUSTOMER SIGNATURE

[Print Page Click Here](#)**OASIS RESULT:**

1FMYU04141K

USA  
EN04/29/2009  
12:38:30  
FCXWS446

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 **VEHICLE INFORMATION****VEHICLE DESCRIPTION**

2001 ESCAPE

**TRANSMISSION**

CD4E AUTO TRANSAXLE

**BODY STYLE**

4 DR XLT MPV 4X4

**AXLE CODE**

69

**ENGINE**

3.0L DURATEC-VE(VE6)

**ENGINE CALIBRATION**

0M11A30A

 **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT

CUDL - THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

[Click here for CUDL](#) **ARN MESSAGES** **GENERAL WARRANTY INFORMATION****WARRANTY START DATE**

04/23/2001

**BUILD DATE**

10/20/2000

**SALE MILEAGE** **OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

 **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

 **WARRANTY REPAIR HISTORY**

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

) On-line 1878

END OF OASIS REPORT FOR 1FMYU04141KF32749

# Standard Claims List For Model Year 2001

## Detailed Vehicle Specification

| VIN            | VEH LINE | MKT DERIV                                                                                                                                                                                               | BODY CAB  | VER SERIES | DRIVE TYPE          | PLT CD     | TRS CD | ENG CD | PROD DATE | WARR DATE   | SELLING DEALER | SELL CNT | TIS      | WCC | CPSC_6 | PREF   | BASE    | SUFF  | CCC | CD  | DIST (Miles)          |       |                |
|----------------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------------|---------------------|------------|--------|--------|-----------|-------------|----------------|----------|----------|-----|--------|--------|---------|-------|-----|-----|-----------------------|-------|----------------|
| 1FMYU04141K    |          | T/M1                                                                                                                                                                                                    | F         | T/WE       | T/EF                | T/F        | AJ     | T/DJ   | T/LD      | 20-OCT-2000 | 23-APR-2001    | 144428   | USA      | 0   | *      | *      | *       | *     | *   | *   | 25                    |       |                |
| AWS Claim Key: |          | 309076                                                                                                                                                                                                  | Trx Code: |            | 00S49               | Labor Hrs: |        | 0.4    |           |             |                |          |          |     |        |        |         |       |     |     |                       |       |                |
| Dir Cd-Sub Cd: |          | 01371 - *                                                                                                                                                                                               | Name:     |            | TREGEMBO FORD, INC. |            |        | Ph:    |           | 724-2392200 | St:PA          |          | Ctry Cd: |     | USA    |        | Reg Cd: |       | NA  |     | Repr Date:29-NOV-2000 |       | Doc #:24840101 |
| Cust Comments: |          | RECALL 00S49 WINDSHIELD WIPER MODULE                                                                                                                                                                    |           |            |                     |            |        |        |           |             |                |          |          |     |        |        |         |       |     |     |                       |       |                |
| Tech Comments: |          | INSPECT WIPER MODULE ASSY AS PER RECALL INSTRUCTIONS                                                                                                                                                    |           |            |                     |            |        |        |           |             |                |          |          |     |        |        |         |       |     |     |                       |       |                |
|                |          |                                                                                                                                                                                                         |           |            |                     |            |        |        |           |             |                |          |          |     |        |        |         |       |     |     |                       |       |                |
| 1FMYU04141K    |          | T/M1                                                                                                                                                                                                    | F         | T/WE       | T/EF                | T/F        | AJ     | T/DJ   | T/LD      | 20-OCT-2000 | 23-APR-2001    | 144428   | USA      | 0   | 1F03   | 120204 | B7A     | 8287  | A   | L72 | 01                    | 374   |                |
| AWS Claim Key: |          | 1025760                                                                                                                                                                                                 | Trx Code: |            | 2                   | Labor Hrs: |        | 1      |           |             |                |          |          |     |        |        |         |       |     |     |                       |       |                |
| Dir Cd-Sub Cd: |          | 01371 - *                                                                                                                                                                                               | Name:     |            | TREGEMBO FORD, INC. |            |        | Ph:    |           | 724-2392200 | St:PA          |          | Ctry Cd: |     | USA    |        | Reg Cd: |       | NA  |     | Repr Date:27-MAR-2001 |       | Doc #:32932401 |
| Cust Comments: |          | CHECK TRANS, FLUID LEAKING.                                                                                                                                                                             |           |            |                     |            |        |        |           |             |                |          |          |     |        |        |         |       |     |     |                       |       |                |
| Tech Comments: |          | TOWED IN, CHECK FLUID LEAK, OIL COOLER LINE CLAMP BROKEN, REPLACED CLAMP, ADD FLUID, ROADTEST OK. MT TIME NO LABOR OP LISTED, TIME TO CLEAN EXCESS FLUID FROM ENGINE & UNDERCARRIAGE. DEALER STOCK UNIT |           |            |                     |            |        |        |           |             |                |          |          |     |        |        |         |       |     |     |                       |       |                |
|                |          |                                                                                                                                                                                                         |           |            |                     |            |        |        |           |             |                |          |          |     |        |        |         |       |     |     |                       |       |                |
| 1FMYU04141K    |          | T/M1                                                                                                                                                                                                    | F         | T/WE       | T/EF                | T/F        | AJ     | T/DJ   | T/LD      | 20-OCT-2000 | 23-APR-2001    | 144428   | USA      | 8   | 5A09   | 050205 | YL8Z    | 4N046 | AA  | L86 | D8                    | 17809 |                |
| AWS Claim Key: |          | 5571223                                                                                                                                                                                                 | Trx Code: |            | E84                 | Labor Hrs: |        | 1.5    |           |             |                |          |          |     |        |        |         |       |     |     |                       |       |                |
| Dir Cd-Sub Cd: |          | 01371 - *                                                                                                                                                                                               | Name:     |            | TREGEMBO FORD, INC. |            |        | Ph:    |           | 724-2392200 | St:PA          |          | Ctry Cd: |     | USA    |        | Reg Cd: |       | NA  |     | Repr Date:06-DEC-2001 |       | Doc #:33007601 |
| Cust Comments: |          | OIL LEAK UNDER VEHICLE                                                                                                                                                                                  |           |            |                     |            |        |        |           |             |                |          |          |     |        |        |         |       |     |     |                       |       |                |
| Tech Comments: |          | R&R REAR DRIVE SHAFT TO REPLACE ROTARY BLADE ASSEMBLY SEAL                                                                                                                                              |           |            |                     |            |        |        |           |             |                |          |          |     |        |        |         |       |     |     |                       |       |                |
|                |          |                                                                                                                                                                                                         |           |            |                     |            |        |        |           |             |                |          |          |     |        |        |         |       |     |     |                       |       |                |
| 1FMYU04141K    |          | T/M1                                                                                                                                                                                                    | F         | T/WE       | T/EF                | T/F        | AJ     | T/DJ   | T/LD      | 20-OCT-2000 | 23-APR-2001    | 144428   | USA      | 11  | 5T03   | 110402 | YL8Z    | 7E395 | BA  | P51 | 01                    | 21542 |                |
| AWS Claim Key: |          | 7260082                                                                                                                                                                                                 | Trx Code: |            | E84                 | Labor Hrs: |        | 0.4    |           |             |                |          |          |     |        |        |         |       |     |     |                       |       |                |
| Dir Cd-Sub Cd: |          | 01371 - *                                                                                                                                                                                               | Name:     |            | TREGEMBO FORD, INC. |            |        | Ph:    |           | 724-2392200 | St:PA          |          | Ctry Cd: |     | USA    |        | Reg Cd: |       | NA  |     | Repr Date:04-MAR-2002 |       | Doc #:13284501 |
| Cust Comments: |          | SHIFTER WILL NOT MOVE TOWED IN                                                                                                                                                                          |           |            |                     |            |        |        |           |             |                |          |          |     |        |        |         |       |     |     |                       |       |                |
| Tech Comments: |          | REPLACE BROKEN SHIFTER CABLE                                                                                                                                                                            |           |            |                     |            |        |        |           |             |                |          |          |     |        |        |         |       |     |     |                       |       |                |

|                 |      |                                                                |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
|-----------------|------|----------------------------------------------------------------|-----------|------|---------------------|------------|------|------|-------------|-------------|--------|----------|----|------|---------|------|-------|-----------------------|-----|----------------|-------|
| IFMYU04141K     | T/M1 | F                                                              | T/WE      | T/EF | T/F                 | AJ         | T/DJ | T/LD | 20-OCT-2000 | 23-APR-2001 | 144428 | USA      | 15 | 2C01 | 030603  | YS8Z | 11002 | AARM                  | NI1 | 42             | 23010 |
| AWS Claim Key:  |      | 9401228                                                        | Trx Code: |      | E84                 | Labor Hrs: |      | 0.7  |             |             |        |          |    |      |         |      |       |                       |     |                |       |
| Dlr Cd-Sub Cd:  |      | 01371 - *                                                      | Name:     |      | TREGEMBO FORD, INC. |            | Ph:  |      | 724-2392200 | St:PA       |        | Ctry Cd: |    | USA  | Reg Cd: |      | NA    | Repr Date:24-JUN-2002 |     | Doc #:13300801 |       |
| Cust Comments:  |      | HARD START, STARTER MAKING NOISE                               |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
| Tech Comments:  |      | REPLACE STARTER, INSPECT FLYWHEEL                              |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
|                 |      |                                                                |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
| IFMYU04141K     | T/M1 | F                                                              | T/WE      | T/EF | T/F                 | AJ         | T/DJ | T/LD | 20-OCT-2000 | 23-APR-2001 | 144428 | USA      | 17 | 5S13 | 100104  | XU5Z | 9030  | JA                    | E29 | 42             | 32739 |
| AWS Claim Key:  |      | 10653656                                                       | Trx Code: |      | S07                 | Labor Hrs: |      | 0.3  |             |             |        |          |    |      |         |      |       |                       |     |                |       |
| Dlr Cd-Sub Cd:  |      | 01371 - *                                                      | Name:     |      | TREGEMBO FORD, INC. |            | Ph:  |      | 724-2392200 | St:PA       |        | Ctry Cd: |    | USA  | Reg Cd: |      | NA    | Repr Date:03-SEP-2002 |     | Doc #:13316101 |       |
| Cust Comments:  |      | CHECK ENGINE LIGHT ON                                          |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
| Tech Comments:  |      | WDS TEST, REPLACE FUEL CAP, RESET PCM                          |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
|                 |      |                                                                |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
| IFMYU04141K     | T/M1 | F                                                              | T/WE      | T/EF | T/F                 | AJ         | T/DJ | T/LD | 20-OCT-2000 | 23-APR-2001 | 144428 | USA      | 19 | 2E03 | 030403  | YF1Z | 9F715 | AA                    | D02 | 42             | 34034 |
| AWS Claim Key:  |      | 11865331                                                       | Trx Code: |      | S07                 | Labor Hrs: |      | 0.6  |             |             |        |          |    |      |         |      |       |                       |     |                |       |
| Dlr Cd-Sub Cd:  |      | 01371 - *                                                      | Name:     |      | TREGEMBO FORD, INC. |            | Ph:  |      | 724-2392200 | St:PA       |        | Ctry Cd: |    | USA  | Reg Cd: |      | NA    | Repr Date:06-NOV-2002 |     | Doc #:13342502 |       |
| Cust Comments:  |      | WILL NOT IDLE                                                  |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
| Tech Comments:  |      | REPLACE IAC VALVE                                              |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
|                 |      |                                                                |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
| IFMYU04141K     | T/M1 | F                                                              | T/WE      | T/EF | T/F                 | AJ         | T/DJ | T/LD | 20-OCT-2000 | 23-APR-2001 | 144428 | USA      | 19 | 5S01 | 100101  | *    | 9002  | *                     | E29 | 42             | 34034 |
| AWS Claim Key:  |      | 11865330                                                       | Trx Code: |      | S07                 | Labor Hrs: |      | 0.8  |             |             |        |          |    |      |         |      |       |                       |     |                |       |
| Dlr Cd-Sub Cd:  |      | 01371 - *                                                      | Name:     |      | TREGEMBO FORD, INC. |            | Ph:  |      | 724-2392200 | St:PA       |        | Ctry Cd: |    | USA  | Reg Cd: |      | NA    | Repr Date:06-NOV-2002 |     | Doc #:13342501 |       |
| Cust Comments:  |      | CHECK ENGINE LIGHT ON                                          |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
| Tech Comments:  |      | KOEK P0456 PERFORM EVAP TEST. INSTALL CLAMO ON HOSE AS PER TSB |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
|                 |      |                                                                |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
| IFMYU04141K     | T/M1 | F                                                              | T/WE      | T/EF | T/F                 | AJ         | T/DJ | T/LD | 20-OCT-2000 | 23-APR-2001 | 144428 | USA      | 22 | 5G04 | 040105  | YL8Z | 5K483 | AA                    | N50 | 30             | 34837 |
| AWS Claim Key:  |      | 12607592                                                       | Trx Code: |      | E84                 | Labor Hrs: |      | 0.4  |             |             |        |          |    |      |         |      |       |                       |     |                |       |
| Dlr Cd-Sub Cd:  |      | 01371 - *                                                      | Name:     |      | TREGEMBO FORD, INC. |            | Ph:  |      | 724-2392200 | St:PA       |        | Ctry Cd: |    | USA  | Reg Cd: |      | NA    | Repr Date:21-JAN-2003 |     | Doc #:13357701 |       |
| Cust Comments:  |      | NOISE IN FRONT END OVER BUMPS                                  |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
| Tech Comments:  |      | REPALCE SWAY BAR LINKS                                         |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
|                 |      |                                                                |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |
| 20-OCT- 23-APR- |      |                                                                |           |      |                     |            |      |      |             |             |        |          |    |      |         |      |       |                       |     |                |       |

|                |      |                                                       |      |           |     |       |                              |            |             |             |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |
|----------------|------|-------------------------------------------------------|------|-----------|-----|-------|------------------------------|------------|-------------|-------------|--------|-------------|----|-------|--------|----------|------|-----|-----|---------|-------|----|--|-----------------------|--|----------------|--|
| IFMYU04141K    | T/M1 | F                                                     | T/WE | T/EF      | T/F | AJ    | T/DJ                         | T/LD       | 2000        | 2001        | 144428 | USA         | 22 | 5V01  | 060301 | *        | 1125 | *   | N27 | 42      | 34837 |    |  |                       |  |                |  |
| AWS Claim Key: |      | 12607593                                              |      | Trx Code: |     | E84   |                              | Labor Hrs: |             | 1.6         |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |
| Dir Cd-Sub Cd: |      | 01371 - *                                             |      | Name:     |     |       | TREGEMBO FORD, INC.          |            |             | Ph:         |        | 724-2392200 |    | St:PA |        | Ctry Cd: |      | USA |     | Reg Cd: |       | NA |  | Repr Date:21-JAN-2003 |  | Doc #:13357702 |  |
| Cust Comments: |      | VIBRATION ON BRAKE APPLY                              |      |           |     |       |                              |            |             |             |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |
| Tech Comments: |      | INSPECT BRAKES. PROCUT FRT TOROTS. REPLACE FRONT PADS |      |           |     |       |                              |            |             |             |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |
|                |      |                                                       |      |           |     |       |                              |            |             |             |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |
| IFMYU04141K    | T/M1 | F                                                     | T/WE | T/EF      | T/F | AJ    | T/DJ                         | T/LD       | 20-OCT-2000 | 23-APR-2001 | 144428 | USA         | 36 | *     | *      | *        | *    | *   | *   | *       | 70485 |    |  |                       |  |                |  |
| AWS Claim Key: |      | 17630478                                              |      | Trx Code: |     | 03S10 |                              | Labor Hrs: |             | 0.4         |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |
| Dir Cd-Sub Cd: |      | 01371 - *                                             |      | Name:     |     |       | TREGEMBO FORD, INC.          |            |             | Ph:         |        | 724-2392200 |    | St:PA |        | Ctry Cd: |      | USA |     | Reg Cd: |       | NA |  | Repr Date:12-MAR-2004 |  | Doc #:01597601 |  |
| Cust Comments: |      | FIELD SERVICE ACTION 03S10                            |      |           |     |       |                              |            |             |             |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |
| Tech Comments: |      | PERFORMED FIELD SERVICE ACTION                        |      |           |     |       |                              |            |             |             |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |
|                |      |                                                       |      |           |     |       |                              |            |             |             |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |
| IFMYU04141K    | T/M1 | F                                                     | T/WE | T/EF      | T/F | AJ    | T/DJ                         | T/LD       | 20-OCT-2000 | 23-APR-2001 | 144428 | USA         | 37 | *     | *      | *        | *    | *   | *   | *       | 72403 |    |  |                       |  |                |  |
| AWS Claim Key: |      | 17922784                                              |      | Trx Code: |     | 04S13 |                              | Labor Hrs: |             | 0.4         |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |
| Dir Cd-Sub Cd: |      | 01371 - *                                             |      | Name:     |     |       | TREGEMBO FORD, INC.          |            |             | Ph:         |        | 724-2392200 |    | St:PA |        | Ctry Cd: |      | USA |     | Reg Cd: |       | NA |  | Repr Date:20-APR-2004 |  | Doc #:01636201 |  |
| Cust Comments: |      | FIELD SERVICE ACTION 04S13                            |      |           |     |       |                              |            |             |             |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |
| Tech Comments: |      | REPROGRAM PCM AS PER FIELD SERVICE ACTION 04S13       |      |           |     |       |                              |            |             |             |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |
|                |      |                                                       |      |           |     |       |                              |            |             |             |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |
| IFMYU04141K    | T/M1 | F                                                     | T/WE | T/EF      | T/F | AJ    | T/DJ                         | T/LD       | 20-OCT-2000 | 23-APR-2001 | 144428 | USA         | 74 | *     | *      | *        | *    | *   | *   | *       | 94642 |    |  |                       |  |                |  |
| AWS Claim Key: |      | 21725106                                              |      | Trx Code: |     | 07S51 |                              | Labor Hrs: |             | 0.3         |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |
| Dir Cd-Sub Cd: |      | 09968 - *                                             |      | Name:     |     |       | TRI STAR FORD SOMERSET, INC. |            |             | Ph:         |        | 814-4456575 |    | St:PA |        | Ctry Cd: |      | USA |     | Reg Cd: |       | NA |  | Repr Date:02-MAY-2007 |  | Doc #:115499A  |  |
| Cust Comments: |      | CUST STATES PERFORM RECALL 07S51                      |      |           |     |       |                              |            |             |             |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |
| Tech Comments: |      | INSPECT ABS CONNECTOR AND GREASE                      |      |           |     |       |                              |            |             |             |        |             |    |       |        |          |      |     |     |         |       |    |  |                       |  |                |  |

Case#



Ref



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

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

June 21, 2007

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** Safety Recall 07S51 - Supplement #1: Certain 2001 - 2004 Model Year Ford Escape Vehicles Equipped with Anti-Lock Brakes – ABS Module Connector Inspection

**REF:** Safety Recall 07S51 dated April 10, 2007.

**NEW REASON FOR THIS SUPPLEMENT**

*This bulletin is being re-issued to inform dealers Ford Motor Company now has sufficient supply of ABS Electronic Control Units (ECUs) for dealers to order. Initially, dealers will need to contact the Special Service Support Center to order an ABS Module (K coded part). Effective July 9, 2007, ordering restrictions will be removed and parts will be on open ordering.*

*The availability of ECUs necessitates the following revisions to this bulletin:*

- **Attachment II:**
  - Labor Operation 07S51B (Interim Repair) is eliminated.
  - Added new Labor Operation (07S51E) for installing ABS modules on vehicles that have corroded ABS module connector pins.
  - Added new Labor Operation (07S51F) for installing ABS modules on vehicles that had the Interim Repair performed.
  - Added ABS Module part numbers to Parts Requirements section.
- **Attachment III:**
  - Eliminated the instructions for performing Interim Repair.
  - Added instructions for installing ABS modules on vehicles that have the Interim Repair.
  - Added instructions for installing ABS modules on vehicles that have corroded ABS module connector pins.
- **Attachment IV:** Eliminated Dealer Q & A which answered Interim Repair questions.

**NOTE:** Special Service Support Center (SSSC) approval is no longer required for ABS module replacement. However, until ordering restrictions are removed, dealers must call SSSC to order an ABS module.

**AFFECTED VEHICLES**

Certain 2001-2004 model year Ford Escape vehicles equipped with Anti-Lock Brakes built at the Kansas City and Ohio Assembly Plants from Job 1 to Job Last. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information was made available on April 10, 2007.

### **REASON FOR THIS SAFETY RECALL**

In a small percentage of the affected vehicles, the Anti-Lock Brake System (ABS) module connector may have missing or dislodged wire seals. This condition could allow contamination to enter the module connector, creating a potential for an electrical short. An electrical short might cause an ABS malfunction that would illuminate the ABS warning light, and in some cases, the module may overheat resulting in burning odor, smoke, and/or fire. This condition could occur either when the vehicle ignition switch is in the off position or while the vehicle is being operated.

### **SERVICE ACTION**

Dealers are to verify that no corrosion exists in the electrical connector on the ABS module. In addition, the ABS wiring harness connector must be inspected for missing or dislodged wire seals. If the wiring harness connector contains seals that are out of position, the wire harness connector will need to be repaired. If the seals are missing from the wiring harness connector, or if it has the wrong mat seal number, a replacement pigtail must be spliced into the circuit. If corrosion is present in the ABS module connector, the module must be replaced. After completion of the inspection and/or repair, electrical grease is to be applied to the ABS module connector.

It is anticipated that approximately 97% of the affected vehicles will not have sealing issues with the connector or corrosion in the ABS module.

These repairs will be performed free of charge (parts and labor).

### **New! OWNER NOTIFICATION MAILING SCHEDULE**

Owners of affected vehicles were notified during the week of April 23, 2007. *Owners that had the Interim Repair performed will be notified during the last week in June, 2007 to return to their dealer to have a new ABS Module installed.* Dealers should inspect and repair, if necessary, any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

### **PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$6,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

### **ATTACHMENTS**

Attachment I: Administrative Information

**New!** Attachment II: Labor Allowances and Parts Ordering Information

**New!** Attachment III: Technical Information

Customer Notification Letter

### **STIONS & ASSISTANCE**

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

Sincerely,



Frank M. Ligon

**Safety Recall 07S51-S1:**  
Certain 2001 - 2004 Model Year Ford Escape Vehicles Equipped with Anti-Lock Brakes –  
ABS Module Connector Inspection

**OASIS ACTIVATED?**

Yes. OASIS was activated April 10, 2007.

**FSA VIN LIST ACTIVATED?**

Yes. Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com>.

Owner names and addresses were made available April 30, 2007.

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

**STOCK VEHICLES**

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

**SOLD VEHICLES**

- Owners of affected vehicles have been directed to dealers for repairs.
- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**RELATED DAMAGE**

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

**ADDITIONAL LABOR TIME**

If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.

**Safety Recall 07S51-S1:**

Certain 2001 - 2004 Model Year Ford Escape Vehicles Equipped with Anti-Lock Brakes –  
ABS Module Connector Inspection

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- ***This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.***
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 07S51
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.

**RENTAL VEHICLES**

If an ABS module needs to be ordered, Ford Motor Company will pay for a rental vehicle, except for fuel and insurance which will be at the owner's expense. Follow Extended Service Plan (ESP) guidelines for rental dollar amounts. Enter the word "RENTAL" plus the number of days the vehicle was used in the Miscellaneous Expense area of the recall claim form.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- **Handling Allowance:** An allowance of \$1.00 per repair is being provided to cover the costs of locally obtained materials and XG-12 Electrical Grease. To claim the allowance, enter \$1.00 as "HANDLG" in the "MISC EXPENSE" area of the claim form.
- Refund or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires approval from Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires approval from Special Service Support Center.
- Refer to ACESII manual for claims preparation and submission information.

**Safety Recall 07S51-S1:**

Certain 2001 - 2004 Model Year Ford Escape Vehicles Equipped with Anti-Lock Brakes –  
ABS Module Connector Inspection

**LABOR ALLOWANCES**

| Description                                                                                                                                                                                                                                                                                                                                                                                   | Labor Operation | Labor Time |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------------|
| <b>PASSED INSPECTION:</b> <ul style="list-style-type: none"> <li>• Pass ABS module inspection.</li> <li>• Pass ABS harness connector inspection.</li> <li>• Apply electrical grease to ABS module connector cavity.</li> </ul>                                                                                                                                                                | 07S51A          | 0.3 Hours  |
| <b>PASS MODULE INSPECTION AND FAIL CONNECTOR INSPECTION</b><br><b>(Missing Seals or Wrong Connector Number)</b> <ul style="list-style-type: none"> <li>• Install pig-tail connector and apply electrical grease to ABS module connector cavity.</li> <li>• Perform "Key-On" test.</li> </ul>                                                                                                  | 07S51C          | 1.4 Hours  |
| <b>PASS MODULE INSPECTION AND FAIL CONNECTOR INSPECTION</b><br><b>(Seals Out of Position):</b> <ul style="list-style-type: none"> <li>• Seat seal(s) and apply electrical grease to ABS module connector cavity.</li> </ul>                                                                                                                                                                   | 07S51D          | 0.3 Hours  |
| <b><del>Now</del> FAIL MODULE INSPECTION (Corroded Connector Pins):</b> <ul style="list-style-type: none"> <li>• <i>Install new ABS module.</i></li> <li>• <i>Install pig-tail connector</i></li> <li>• <i>Apply electrical grease to ABS module connector cavity,</i></li> <li>• <i>Perform "Key-On" test.</i></li> </ul>                                                                    | 07S51E          | 1.5 Hours  |
| <b><del>Now</del> INSTALL NEW MODULE (Interim Repair Was Performed):</b> <ul style="list-style-type: none"> <li>• <i>Identify two yellow "X" marks on ABS cover indicating that the interim repair was performed.</i></li> <li>• <i>Install new ABS module.</i></li> <li>• <i>Apply electrical grease to ABS module connector cavity,</i></li> <li>• <i>Perform "Key-On" test.</i></li> </ul> | 07S51F          | 0.5 Hours  |

**Safety Recall 07S51-S1:**

Certain 2001 - 2004 Model Year Ford Escape Vehicles Equipped with Anti-Lock Brakes --  
ABS Module Connector Inspection

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts will not be direct shipped for this program. **New!** Open ordering for the ABS Modules will begin July 9, 2007. If an ABS Module is required before July 9, 2007, call Special Service Support Center at 1-800-207-2444. For all other part requirements, order through normal order processing channels.

| Part Number                      | Description                                                                                                                                                                                                   | Quantity                                  |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| XG-12                            | Electrical Grease: One order equals four (4) three ounce tubes<br>(One three ounce tube will service at least eight (8) vehicles.)                                                                            | 1 order (4 tubes)<br>services 32 vehicles |
| YL8Z-14S411-AB                   | ABS Connector Pig-Tail Kit                                                                                                                                                                                    | 1                                         |
| <b>New!</b> YL8Z-2C065-AA*       | ABS Module (4x4 or 4x2 vehicles)                                                                                                                                                                              | 1                                         |
| <b>New!</b> YL8Z-2B373-BA*       | ABS Module (4x2 vehicles only)                                                                                                                                                                                | 1                                         |
| Obtain Locally                   | <u>CRC Electronic Cleaner</u> and <u>Permatex Electrical Contact Cleaner</u> are both approved for cleaning the ABS module connector cavity.                                                                  |                                           |
| Obtain at local hardware stores. | Acid Brush (to be used with the electrical contact cleaners noted above for cleaning the ABS Module connector cavity)<br> |                                           |

\* **New!** If an ABS Module is required before July 9, 2007, call Special Service Support Center at 1-800-207-2444.

Questions regarding parts should be directed to the Special Support Center (800-325-5621) or E-mailed to: [Ford@Renkim.com](mailto:Ford@Renkim.com).

**DEALER PRICE**

For latest prices, refer to DOES II.

**New! PARTS RETENTION AND RETURN**

Affected ABS Modules (Part number YL8Z-2C065-AA and YL8Z-2B373-BA) and the removed ABS connector are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS (Parts Entry and Return System) register for part disposition and return instructions.

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures".

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

04/15/2009 at 10:53 AM File# [REDACTED] Claim# [REDACTED]  
Owner: [REDACTED] Estimator: GARY SPANGLER  
2001 FORD ESCAPE 4X4 XLT 6-3.0L-FI 4D UTV YELLOW Int:GRAY

RON'S COLLISION CENTER & AUTO SALES  
918 STOYSTOWN RD  
SOMERSET, PA 15501  
Business: (814) 444-9811

IMAGE REPORT



04/14/2009: EST01: abs modulator

04/15/2009 at 10:53 AM File# [REDACTED]

Claim# [REDACTED]

Owner: [REDACTED]

Estimator: GARY SPANGLER

2001 FORD ESCAPE 4X4 XLT 6-3.0L-FI 4D UTV YELLOW Int:GRAY

**RON'S COLLISION CENTER & AUTO SALES**

918 STOYSTOWN RD

SOMERSET, PA 15501

Business: (814)444-9811

**IMAGE REPORT**



04/14/2009: EST01: abs modulator

04/15/2009 at 10:53 AM File#

Claim#

Owner:

Estimator: GARY SPANGLER

2001 FORD ESCAPE 4X4 XLT 6-3.0L-FI 4D UTV YELLOW Int:GRAY

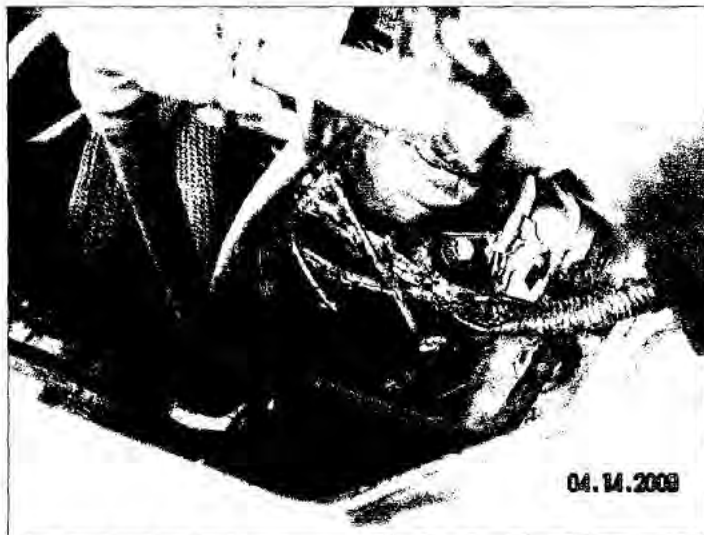
**RON'S COLLISION CENTER & AUTO SALES**

918 STOYSTOWN RD

SOMERSET, PA 15501

Business: (814) 444-9811

**IMAGE REPORT**



04/14/2009: EST01: wires to abs modula

CUSTOMER  
UNIT#

123279



\*INVOICE\*

1260 N. Center Ave.  
Somerset, PA 15501  
Telephone (814) 445-6575  
Fax (814) 443-9494

SOMERSET PA

DUPLICATE 1  
PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 33 NICHOLE HAMPE

| COLOR      | YEAR       | MAKE/MODEL  | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |           |
|------------|------------|-------------|---------------|---------|------------------|---------|-----------|
|            | 01         | FORD ESCAPE | 1FMYU04141K   |         | 104350/104350    |         |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.  | PROMISED      | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 01JAN01 DD |            |             | 17:00 15JAN09 |         |                  | CASH    | 28JAN09   |

R.O. OPENED READY OPTIONS: STK:4POR923 DLR:44D410

08:51 15JAN09 10:07 28JAN09

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

A CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON AND THE ENGINE HAS

A MISS

6 R/R CAT CONVERTOR

10 ANKENY, TED LIC#: 0815

C

1 YL8Z\*5G232\*AA CONVERTER ASY

|        |        |
|--------|--------|
| 230.00 | 230.00 |
| 822.08 | 618.00 |

1 XW4Z\*9448\*AD GASKET

|       |       |       |
|-------|-------|-------|
| 18.00 | 18.00 | 18.00 |
|-------|-------|-------|

2 \*N800419\*S301 NUT - HEX.

|      |      |      |
|------|------|------|
| 4.56 | 4.56 | 9.12 |
|------|------|------|

6 R/R PFE SENSOR

10 ANKENY, TED LIC#: 0815

C

1 4U7Z\*9J460\*AA SENSOR ASY

|       |       |       |
|-------|-------|-------|
| 40.00 | 40.00 |       |
| 78.00 | 78.00 | 78.00 |

6 R/R # 6 COIL AND PLUG

10 ANKENY, TED LIC#: 0815

C

2 1L8Z\*12029\*AB COIL ASY - IGNITION

|        |        |        |
|--------|--------|--------|
| 64.00  | 64.00  |        |
| 130.00 | 130.00 | 260.00 |

2 AGSF\*32W\*M SPARK PLUG

|      |      |       |
|------|------|-------|
| 6.85 | 6.85 | 13.70 |
|------|------|-------|

PARTS: 996.82 LABOR: 334.00 OTHER: 0.00 TOTAL LINE A: 1330.82

PERFORMED DIAGNOSIS OF CHECK ENGINE LIGHT, FOUND CODES P0430, P0401, P0304, P0306 R/R FROTN CAT CONVERTOR, R/R PFE SENSOR, R/R# 6 COIL AND PLUG ROAD TEST OK, ABS LIGHT ON AND RADIATOR LIGHT IS ON

\*\*\*\*\*

B PERFORM FORD QUALITY CARE REPORT CARD - NO CHARGE

99P PERFORM FORD QUALITY CARE REPORT CARD - NO CHARGE

10 ANKENY, TED LIC#: 0815

ISP

|        |      |        |      |        |      |               |            |
|--------|------|--------|------|--------|------|---------------|------------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: | (N/C) 0.00 |
|--------|------|--------|------|--------|------|---------------|------------|

\*\*\*\*\*

FORD CONVERTER

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

RQ09-002 0029LP

[Print Page Click Here](#)**OASIS RESULT-**

1FMYU04141K [REDACTED]

USA  
EN04/14/2009  
10:01:55  
FCXWS446

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 **VEHICLE INFORMATION****VEHICLE DESCRIPTION**

2001 ESCAPE

**BODY STYLE**

4 DR XLT MPV 4X4

**ENGINE**

3.0L DURATEC-VE(VE6)

**TRANSMISSION**

CD4E AUTO TRANSAXLE

**AXLE CODE**

69

**ENGINE CALIBRATION**

0M11A30A

 **NO WARNING MESSAGES FOUND FOR THIS VIN** **ARN MESSAGES** **GENERAL WARRANTY INFORMATION****WARRANTY START DATE**

04/23/2001

**BUILD DATE**

10/20/2000

**SALE MILEAGE** **OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

 **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

 **WARRANTY REPAIR HISTORY**

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

| On-line 1878

END OF OASIS REPORT FOR 1FMYU04141KF32749

## Standard Claims List For Model Year 2001

### Detailed Vehicle Specification

| VIN                                                                                                                                                                                                     | VEH<br>LINE | MKT<br>DERIV | BODY<br>CAB | VER<br>SERIES | DRIVE<br>TYPE | PLT<br>CD | TRS<br>CD | ENG<br>CD | PROD<br>DATE        | WARR<br>DEALER      | SELLING<br>CNT | SELL<br>TIS | WCC  | CPSC_6 | PREF | BASE  | SUF |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------|-------------|---------------|---------------|-----------|-----------|-----------|---------------------|---------------------|----------------|-------------|------|--------|------|-------|-----|
| IFMYU04141K                                                                                                                                                                                             | T/M1        | F            | T/WE        | T/EF          | T/F           | AJ        | T/DJ      | T/LD      | 20-<br>OCT-<br>2000 | 23-<br>APR-<br>2001 | 144428         | USA 0       | *    | *      | *    | *     | *   |
| AWS Claim Key: 309076 Trx Code: 00S49 Labor Hrs: 0.4                                                                                                                                                    |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| Dir Cd-Sub Cd: 01371 - * Name: TREGEMBO FORD, INC. Ph: 724-2392200 St:PA Ctry Cd: USA Reg Cd: NA Repr Date: 2 NOV-2000                                                                                  |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| Cust Comments: RECALL 00S49 WINDSHIELD WIPER MODULE                                                                                                                                                     |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| Tech Comments: INSPECT WIPER MODULE ASSY AS PER RECALL INSTRUCTIONS                                                                                                                                     |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
|                                                                                                                                                                                                         |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| IFMYU04141K                                                                                                                                                                                             | T/M1        | F            | T/WE        | T/EF          | T/F           | AJ        | T/DJ      | T/LD      | 20-<br>OCT-<br>2000 | 23-<br>APR-<br>2001 | 144428         | USA 0       | 1F03 | 120204 | B7A  | 8287  | A   |
| AWS Claim Key: 1075760 Trx Code: 2 Labor Hrs: 1                                                                                                                                                         |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| Dir Cd-Sub Cd: 01371 - * Name: TREGEMBO FORD, INC. Ph: 724-2392200 St:PA Ctry Cd: USA Reg Cd: NA Repr Date: 2 MAR-2001                                                                                  |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| Cust Comments: CHECK TRANS, FLUID LEAKING.                                                                                                                                                              |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| Tech Comments: TOWED IN, CHECK FLUID LEAK, OIL COOLER LINE CLAMP BROKEN, REPLACED CLAMP, ADD FLUID, ROADTEST OK. M OP LISTED, TIME TO CLEAN EXCESS FLUID FROM ENGINE & UNDERCARRIAGE. DEALER STOCK UNIT |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
|                                                                                                                                                                                                         |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| IFMYU04141K                                                                                                                                                                                             | T/M1        | F            | T/WE        | T/EF          | T/F           | AJ        | T/DJ      | T/LD      | 20-<br>OCT-<br>2000 | 23-<br>APR-<br>2001 | 144428         | USA 8       | 5A09 | 050205 | YL8Z | 4N046 | AA  |
| AWS Claim Key: 5571223 Trx Code: E84 Labor Hrs: 1.5                                                                                                                                                     |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| Dir Cd-Sub Cd: 01371 - * Name: TREGEMBO FORD, INC. Ph: 724-2392200 St:PA Ctry Cd: USA Reg Cd: NA Repr Date: 2001                                                                                        |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| Cust Comments: OIL LEAK UNDER VEHICLE                                                                                                                                                                   |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| Tech Comments: R&R REAR DRIVE SHAFT TO REPLACE ROTARY BLADE ASSEMBLY SEAL                                                                                                                               |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
|                                                                                                                                                                                                         |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| IFMYU04141K                                                                                                                                                                                             | T/M1        | F            | T/WE        | T/EF          | T/F           | AJ        | T/DJ      | T/LD      | 20-<br>OCT-<br>2000 | 23-<br>APR-<br>2001 | 144428         | USA 11      | 5T03 | 110402 | YL8Z | 7E395 | BA  |
| AWS Claim Key: 7260082 Trx Code: E84 Labor Hrs: 0.4                                                                                                                                                     |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| Dir Cd-Sub Cd: 01371 - * Name: TREGEMBO FORD, INC. Ph: 724-2392200 St:PA Ctry Cd: USA Reg Cd: NA Repr Date: 2 MAR-2002                                                                                  |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| Cust Comments: SHIFTER WILL NOT MOVE TOWED IN                                                                                                                                                           |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| Tech Comments: REPLACE BROKEN SHIFTER CABLE                                                                                                                                                             |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
|                                                                                                                                                                                                         |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| IFMYU04141K                                                                                                                                                                                             | T/M1        | F            | T/WE        | T/EF          | T/F           | AJ        | T/DJ      | T/LD      | 20-<br>OCT-<br>2000 | 23-<br>APR-<br>2001 | 144428         | USA 15      | 2C01 | 030603 | YS8Z | 11002 | AAR |
| AWS Claim Key: 9401228 Trx Code: E84 Labor Hrs: 0.7                                                                                                                                                     |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| Dir Cd-Sub Cd: 01371 - * Name: TREGEMBO FORD, INC. Ph: 724-2392200 St:PA Ctry Cd: USA Reg Cd: NA Repr Date: 2002                                                                                        |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| Cust Comments: HARD START, STARTER MAKING NOISE                                                                                                                                                         |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| Tech Comments: REPLACE STARTER, INSPECT FLYWHEEL                                                                                                                                                        |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
|                                                                                                                                                                                                         |             |              |             |               |               |           |           |           |                     |                     |                |             |      |        |      |       |     |
| IFMYU04141K                                                                                                                                                                                             | M1          | F            | T/WE        | T/EF          | T/F           | AJ        | T/DJ      | T/LD      | 20-<br>OCT-<br>2000 | 23-<br>APR-<br>2001 | 144428         | USA 17      | 5S13 | 100104 | XU5Z | 9030  | JA  |

|                                                                                                                            |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
|----------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------|--|--|-----------------|--|----------------|--|-------------|--|----|--|---------------------|
| AWS Claim Key: 10653656 Trx Code: S07 Labor Hrs: 0.3                                                                       |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| Dir Cd-Sub Cd:                                                                                                             |  | 01371 - * Name: TREGEMBO FORD, INC.                            |  |  | Ph: 724-2392200 |  | St:PA Ctry Cd: |  | USA Reg Cd: |  | NA |  | Repr Date: 2002     |
| Cust Comments:                                                                                                             |  | CHECK ENGINE LIGHT ON                                          |  |  |                 |  |                |  |             |  |    |  |                     |
| Tech Comments:                                                                                                             |  | WDS TEST, REPLACE FUEL CAP, RESET PCM                          |  |  |                 |  |                |  |             |  |    |  |                     |
|                                                                                                                            |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| IFMYU04141K [REDACTED] T/M1 F T/WE T/EF T/F AJ T/DJ T/LD 20- OCT-2000 23- APR-2001 144428 USA 19 2E03 030403 YF1Z 9F715 AA |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| AWS Claim Key: 11865331 Trx Code: S07 Labor Hrs: 0.6                                                                       |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| Dir Cd-Sub Cd:                                                                                                             |  | 01371 - * Name: TREGEMBO FORD, INC.                            |  |  | Ph: 724-2392200 |  | St:PA Ctry Cd: |  | USA Reg Cd: |  | NA |  | Repr Date: NOV-2002 |
| Cust Comments:                                                                                                             |  | WILL NOT IDLE                                                  |  |  |                 |  |                |  |             |  |    |  |                     |
| Tech Comments:                                                                                                             |  | REPLACE IAC VALVE                                              |  |  |                 |  |                |  |             |  |    |  |                     |
|                                                                                                                            |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| IFMYU04141K [REDACTED] T/M1 F T/WE T/EF T/F AJ T/DJ T/LD 20- OCT-2000 23- APR-2001 144428 USA 19 5S01 100101 * 9002 *      |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| AWS Claim Key: 11865330 Trx Code: S07 Labor Hrs: 0.8                                                                       |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| Dir Cd-Sub Cd:                                                                                                             |  | 01371 - * Name: TREGEMBO FORD, INC.                            |  |  | Ph: 724-2392200 |  | St:PA Ctry Cd: |  | USA Reg Cd: |  | NA |  | Repr Date: NOV-2002 |
| Cust Comments:                                                                                                             |  | CHECK ENGINE LIGHT ON                                          |  |  |                 |  |                |  |             |  |    |  |                     |
| Tech Comments:                                                                                                             |  | KOEC P0456 PERFORM EVAP TEST. INSTALL CLAMO ON HOSE AS PER TSB |  |  |                 |  |                |  |             |  |    |  |                     |
|                                                                                                                            |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| IFMYU04141K [REDACTED] T/M1 F T/WE T/EF T/F AJ T/DJ T/LD 20- OCT-2000 23- APR-2001 144428 USA 22 5G04 040105 YL8Z 5K483 AA |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| AWS Claim Key: 12607592 Trx Code: E84 Labor Hrs: 0.4                                                                       |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| Dir Cd-Sub Cd:                                                                                                             |  | 01371 - * Name: TREGEMBO FORD, INC.                            |  |  | Ph: 724-2392200 |  | St:PA Ctry Cd: |  | USA Reg Cd: |  | NA |  | Repr Date: 2003     |
| Cust Comments:                                                                                                             |  | NOISE IN FRONT END OVER BUMPS                                  |  |  |                 |  |                |  |             |  |    |  |                     |
| Tech Comments:                                                                                                             |  | REPALCE SWAY BAR LINKS                                         |  |  |                 |  |                |  |             |  |    |  |                     |
|                                                                                                                            |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| IFMYU04141K [REDACTED] T/M1 F T/WE T/EF T/F AJ T/DJ T/LD 20- OCT-2000 23- APR-2001 144428 USA 22 5V01 060301 * 1125 *      |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| AWS Claim Key: 12607593 Trx Code: E84 Labor Hrs: 1.6                                                                       |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| Dir Cd-Sub Cd:                                                                                                             |  | 01371 - * Name: TREGEMBO FORD, INC.                            |  |  | Ph: 724-2392200 |  | St:PA Ctry Cd: |  | USA Reg Cd: |  | NA |  | Repr Date: 2003     |
| Cust Comments:                                                                                                             |  | VIBRASTION ON BRAKE APPLY                                      |  |  |                 |  |                |  |             |  |    |  |                     |
| Tech Comments:                                                                                                             |  | INSPECT BRAKES. PROCUT FRT TOROTS. REPLACE FRONT PADS          |  |  |                 |  |                |  |             |  |    |  |                     |
|                                                                                                                            |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| IFMYU04141K [REDACTED] T/M1 F T/WE T/EF T/F AJ T/DJ T/LD 20- OCT-2000 23- APR-2001 144428 USA 36 * * * * *                 |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| AWS Claim Key: 17630478 Trx Code: 03S10 Labor Hrs: 0.4                                                                     |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| Dir Cd-Sub Cd:                                                                                                             |  | 01371 - * Name: TREGEMBO FORD, INC.                            |  |  | Ph: 724-2392200 |  | St:PA Ctry Cd: |  | USA Reg Cd: |  | NA |  | Repr Date: MAR-2004 |
| Cust Comments:                                                                                                             |  | FIELD SERVICE ACTION 03S10                                     |  |  |                 |  |                |  |             |  |    |  |                     |
| Tech Comments:                                                                                                             |  | PERFORMED FIELD SERVICE ACTION                                 |  |  |                 |  |                |  |             |  |    |  |                     |
|                                                                                                                            |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| IFMYU04141K [REDACTED] T/M1 F T/WE T/EF T/F AJ T/DJ T/LD 20- OCT-2000 23- APR-2001 144428 USA 37 * * * * *                 |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| AWS Claim Key: 17922784 Trx Code: 04S13 Labor Hrs: 0.4                                                                     |  |                                                                |  |  |                 |  |                |  |             |  |    |  |                     |
| Dir Cd-Sub Cd:                                                                                                             |  | 01371 - * Name: TREGEMBO FORD, INC.                            |  |  | Ph: 724-2392200 |  | St:PA Ctry Cd: |  | USA Reg Cd: |  | NA |  | Repr Date: 2004     |

|                       |  |                                                 |   |                  |      |                                 |    |                   |      |                 |                     |              |     |                 |   |     |   |                |   |    |  |                   |  |               |  |
|-----------------------|--|-------------------------------------------------|---|------------------|------|---------------------------------|----|-------------------|------|-----------------|---------------------|--------------|-----|-----------------|---|-----|---|----------------|---|----|--|-------------------|--|---------------|--|
| <b>Cust Comments:</b> |  | FIELD SERVICE ACTION 04S13                      |   |                  |      |                                 |    |                   |      |                 |                     |              |     |                 |   |     |   |                |   |    |  |                   |  |               |  |
| <b>Tech Comments:</b> |  | REPROGRAM PCM AS PER FIELD SERVICE ACTION 04S13 |   |                  |      |                                 |    |                   |      |                 |                     |              |     |                 |   |     |   |                |   |    |  |                   |  |               |  |
|                       |  |                                                 |   |                  |      |                                 |    |                   |      |                 |                     |              |     |                 |   |     |   |                |   |    |  |                   |  |               |  |
| IFMYU04141K           |  | T/M1                                            | F | T/WE             | T/EF | T/F                             | AJ | T/DJ              | T/LD | 20-<br>2000     | 23-<br>APR-<br>2001 | 144428       | USA | 74              | * | *   | * | *              | * |    |  |                   |  |               |  |
| <b>AWS Claim Key:</b> |  | 21725106                                        |   | <b>Trx Code:</b> |      | 07S51                           |    | <b>Labor Hrs:</b> |      | 0.3             |                     |              |     |                 |   |     |   |                |   |    |  |                   |  |               |  |
| <b>Dir Cd-Sub Cd:</b> |  | 09968 - *                                       |   | <b>Name:</b>     |      | TRI STAR FORD<br>SOMERSET, INC. |    | <b>Ph:</b>        |      | 814-<br>4456575 |                     | <b>St:PA</b> |     | <b>Ctry Cd:</b> |   | USA |   | <b>Reg Cd:</b> |   | NA |  | <b>Repr Date:</b> |  | C<br>MAY-2007 |  |
| <b>Cust Comments:</b> |  | CUST STATES PERFORM RECALL 07S51                |   |                  |      |                                 |    |                   |      |                 |                     |              |     |                 |   |     |   |                |   |    |  |                   |  |               |  |
| <b>Tech Comments:</b> |  | INSPECT ABS CONNECTOR AND GREASE                |   |                  |      |                                 |    |                   |      |                 |                     |              |     |                 |   |     |   |                |   |    |  |                   |  |               |  |
|                       |  |                                                 |   |                  |      |                                 |    |                   |      |                 |                     |              |     |                 |   |     |   |                |   |    |  |                   |  |               |  |

CUSTOMER # [REDACTED]  
UNIT# 4POR923

123279



\*INVOICE\*

1260 N. Center Ave.  
Somerset, PA 15501  
Telephone (814) 445-6575  
Fax (814) 443-9494

SOMERSET PA [REDACTED]

DUPLICATE 1  
PAGE 2

HOME [REDACTED] CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 33 NICHOLE HAMPE

| COLOR                       | YEAR       | MAKE/MODEL    | VIN                             | LICENSE | MILEAGE IN / OUT | TAG     |           |
|-----------------------------|------------|---------------|---------------------------------|---------|------------------|---------|-----------|
|                             | 01         | FORD ESCAPE   | 1FMYU04141K                     |         | 104350/104350    |         |           |
| DEL. DATE                   | PROD. DATE | WARR. EXP.    | PROMISED                        | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 01JAN01 DD                  |            |               | 17:00 15JAN09                   |         |                  | CASH    | 28JAN09   |
| R.O. OPENED                 |            | READY         | OPTIONS: STK:4POR923 DLR:44D410 |         |                  |         |           |
| 08:51 15JAN09               |            | 10:07 28JAN09 |                                 |         |                  |         |           |
| LINE OPCODE TECH TYPE HOURS |            |               |                                 | LIST    | NET              | TOTAL   |           |

YOU MAY RECIEVE A SURVEY FROM FORD, I ASK THAT  
YOU PLEASE FILL IT OUT AND SEND IT IN. IF FOR  
ANY REASON YOU ARE NOT COMPLETELY SATISFIED,  
PLEASE CALL ME, YOUR SERVICE MANAGER.

DAVE HABERKORN  
814-445-6575



| ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. |  | STATEMENT OF DISCLAIMER<br>The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms. |  | DESCRIPTION            | TOTALS  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------|---------|
| (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | CUSTOMER SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                           |  | LABOR AMOUNT           | 334.00  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | PARTS AMOUNT           | 996.82  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | GAS, OIL, LUBE         | 0.00    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | SUBLET AMOUNT          | 0.00    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | MISC. CHARGES          | 0.00    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | TOTAL CHARGES          | 1330.82 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | LESS INSURANCE         | 0.00    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | SALES TAX              | 79.85   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | PLEASE PAY THIS AMOUNT | 1410.67 |

CUSTOMER #: [REDACTED]  
UNIT# 4POR923

123527



\*INVOICE\*

1260 N. Center Ave.  
Somerset, PA 15501  
Telephone (814) 445-6575  
Fax (814) 443-9494

SOMERSET, PA

HOME [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

DUPLICATE 1  
PAGE 1

SERVICE ADVISOR: 33 NICHOLE HAMPE

| COLOR      | YEAR       | MAKE/MODEL  |               | VIN         | LICENSE | MILEAGE IN / OUT |         | TAG       |
|------------|------------|-------------|---------------|-------------|---------|------------------|---------|-----------|
|            | 01         | FORD ESCAPE |               | 1FMYU04141K |         | 104554/104554    |         |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.  | PROMISED      |             | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 01JAN01 DD |            |             | 17:00 06FEB09 |             |         |                  | CARD    | 06FEB09   |

R.O. OPENED READY OPTIONS: STK:4POR923 DLR:44D410

08:05 06FEB09 15:12 06FEB09

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

A CUSTOMER STATE THAT ABS LIGHT IS ON

2 R/R LEFT FRONT WHEEL SPEED SENSOR

10 ANKENY, TED LIC#: 0815

C

1 YL8Z\*2C205\*AB SENSOR ASY

|        |       |        |       |        |      |               |        |
|--------|-------|--------|-------|--------|------|---------------|--------|
| PARTS: | 62.90 | LABOR: | 40.00 | OTHER: | 0.00 | TOTAL LINE A: | 102.90 |
|--------|-------|--------|-------|--------|------|---------------|--------|

R/R LEFT FRONT WHEEL SPEED SENSOR

\*\*\*\*\*

B CUSTOME R STATES THAT RADIATOR COOLANT LIGHT IS ON

10 R/R TADIATOR TANK ASSEMBLY

10 ANKENY, TED LIC#: 0815

C

1 1L8Z\*8A080\*BB TANK ASY - RADIATOR OVERFLOW

|        |       |        |       |        |      |               |        |
|--------|-------|--------|-------|--------|------|---------------|--------|
| PARTS: | 92.37 | LABOR: | 48.00 | OTHER: | 0.00 | TOTAL LINE B: | 140.37 |
|--------|-------|--------|-------|--------|------|---------------|--------|

R/R COOLANT SENSOR

\*\*\*\*\*

C PERFORM FORD QUALITY CARE REPORT CARD - NO CHARGE

10 R/R REAR WIPER

10 ANKENY, TED LIC#: 0815

C

1 3L8Z\*17528\*AA BLADE ASY - WIPER

|        |      |        |      |        |      |               |       |
|--------|------|--------|------|--------|------|---------------|-------|
| PARTS: | 9.58 | LABOR: | 2.00 | OTHER: | 0.00 | TOTAL LINE C: | 11.58 |
|--------|------|--------|------|--------|------|---------------|-------|

99P PERFORM FORD QUALITY CARE REPORT CARD - NO CHARGE

10 ANKENY, TED LIC#: 0815

ISP

(N/C)

R/R REA WIPER BLADE

\*\*\*\*\*

FORD CREDIT

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

CUSTOMER #: [REDACTED]  
UNIT# 4POR923

123527



\*INVOICE\*

1260 N. Center Ave.  
Somerset, PA 15501  
Telephone (814) 445-6575  
Fax (814) 443-9494

SOMERSET, PA

DUPLICATE 1  
PAGE 2

HOME: [REDACTED]

BUS:

CELL:

SERVICE ADVISOR: 33 NICHOLE HAMPE

| COLOR         | YEAR       | MAKE/MODEL    | VIN                             | LICENSE | MILEAGE IN/OUT | TAG     |           |
|---------------|------------|---------------|---------------------------------|---------|----------------|---------|-----------|
|               | 01         | FORD ESCAPE   | 1FMYU04141K                     |         | 104554/104554  |         |           |
| DEL. DATE     | PROD. DATE | WARR. EXP.    | PROMISED                        | PO NO.  | RATE           | PAYMENT | INV. DATE |
| 01JAN01 DD    |            |               | 17:00 06FEB09                   |         |                | CARD    | 06FEB09   |
| R.O. OPENED   |            | READY         | OPTIONS: STK:4POR923 DLR:44D410 |         |                |         |           |
| 08:05 06FEB09 |            | 15:12 06FEB09 |                                 |         |                |         |           |
| LINE          | OPCODE     | TECH          | TYPE                            | HOURS   | LIST           | NET     | TOTAL     |

YOU MAY RECIEVE A SURVEY FROM FORD, I ASK THAT  
YOU PLEASE FILL IT OUT AND SEND IT IN. IF FOR  
ANY REASON YOU ARE NOT COMPLETELY SATISFIED,  
PLEASE CALL ME, YOUR SERVICE MANAGER.

DAVE HABERKORN  
814-445-6575



FORD

CHRYSLER

| ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. | STATEMENT OF DISCLAIMER<br>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. | DESCRIPTION            | TOTALS |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                              | LABOR AMOUNT           | 90.00  |
| (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | CUSTOMER SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                           | PARTS AMOUNT           | 164.85 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                              | GAS, OIL, LUBE         | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                              | SUBLET AMOUNT          | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                              | MISC. CHARGES          | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                              | TOTAL CHARGES          | 254.85 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                              | LESS INSURANCE         | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                              | SALES TAX              | 15.29  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                              | PLEASE PAY THIS AMOUNT | 270.14 |

No

MV-4ST (7-07)

1. TAX/FEE

1ST

ASSIGNMENT

2ND

ASSIGNMENT

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                      |                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                   |                                                                                                                                                                                                                                                                    |                                         |                                                                                                                                                                                                                                                                    |                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| 1ST ASSIGNMENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | A. VEHICLE PURCHASED                                 | PA TITLE NUMBER (AS SHOWN ON ATTACHED TITLE)                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | MAKE OF VEHICLE<br>FORD                                                                                           | MODEL YEAR<br>01                                                                                                                                                                                                                                                   | PURCHASE PRICE<br>(See Note on Reverse) | 400000                                                                                                                                                                                                                                                             |                                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | B. SELLER                                            | VEHICLE IDENTIFICATION NUMBER<br>1FMYU64141X                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CONDITION<br><input type="checkbox"/> GOOD <input checked="" type="checkbox"/> FAIR <input type="checkbox"/> POOR |                                                                                                                                                                                                                                                                    | LESS TRADE-IN                           |                                                                                                                                                                                                                                                                    |                                       |
| 1ST ASSIGNMENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | C. CHASER                                            | LAST NAME (OR FULL BUSINESS NAME) FIRST NAME MIDDLE NAME PA DL/PHOTO ID# DATE OF BIRTH |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CO-PURCHASER LAST NAME FIRST NAME MIDDLE NAME PA DL/PHOTO ID# DATE OF BIRTH                                       |                                                                                                                                                                                                                                                                    | TAXABLE AMOUNT                          | 40000                                                                                                                                                                                                                                                              |                                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | COUNTY CODE                                          |                                                                                        | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                   | 1. SALES TAX DUE<br>X 6% (.06) OR X 7% (.07)<br>* (See Note on Reverse)                                                                                                                                                                                            |                                         | 24000                                                                                                                                                                                                                                                              |                                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 1B. FIRST ASSIGNMENT                                 |                                                                                        | 1B. SECOND ASSIGNMENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                   | 1A. EXEMPTION REASON CODE (must be a number from 1 to 23 or 0)                                                                                                                                                                                                     |                                         |                                                                                                                                                                                                                                                                    |                                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 2. TITLE FEE                                         |                                                                                        | 2250                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                   | 3. LIEN FEE                                                                                                                                                                                                                                                        |                                         |                                                                                                                                                                                                                                                                    |                                       |
| 2ND ASSIGNMENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | D. 2ND PURCHASER                                     | LAST NAME (OR FULL BUSINESS NAME) FIRST NAME MIDDLE NAME PA DL/PHOTO ID# DATE OF BIRTH |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CO-PURCHASER LAST NAME FIRST NAME MIDDLE NAME PA DL/PHOTO ID# DATE OF BIRTH                                       |                                                                                                                                                                                                                                                                    | 4. REGISTRATION OR PROCESSING FEE       |                                                                                                                                                                                                                                                                    |                                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | COUNTY CODE                                          |                                                                                        | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                   | FEE EXEMPT NUMBER AS ASSIGNED BY THE DEPARTMENT                                                                                                                                                                                                                    |                                         |                                                                                                                                                                                                                                                                    |                                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 5. DUPLICATE REG. FEE NO OF CARDS                    |                                                                                        | 6. TRANSFER FEE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                   | 7. INCREASE FEE                                                                                                                                                                                                                                                    |                                         |                                                                                                                                                                                                                                                                    |                                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 8. REPLACEMENT FEE                                   |                                                                                        | TOTAL PAID (ADD 1 THRU 8)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                   | 9. 2250                                                                                                                                                                                                                                                            |                                         | 10.                                                                                                                                                                                                                                                                |                                       |
| APPLICATION FOR REGISTRATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | E. VEHICLE TRADED                                    | MAKE OF VEHICLE                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | VEHICLE IDENTIFICATION NUMBER                                                                                     |                                                                                                                                                                                                                                                                    | 11. GRAND TOTAL (ADD 9 & 10)            |                                                                                                                                                                                                                                                                    | SEND ONE CHECK IN THIS AMOUNT → 26750 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | MODEL YEAR                                           |                                                                                        | BODY TYPE (CP, TK, ETC.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                   | CONDITION<br><input type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR                                                                                                                                                             |                                         | 10.                                                                                                                                                                                                                                                                |                                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | F. APPLICATION FOR REGISTRATION                      |                                                                                        | <input type="checkbox"/> PLATE TO BE ISSUED BY DEPARTMENT (PROOF OF INSURANCE MUST BE ATTACHED)<br><input type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY DEPARTMENT<br><input type="checkbox"/> TEMPORARY PLATE ISSUED BY FULL AGENT                                                                                                                                                                                                                                                                                     |                                                                                                                   | <input checked="" type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE<br><input type="checkbox"/> TRANSFER & RENEWAL OF PLATE<br><input type="checkbox"/> TRANSFER & REPLACEMENT OF PLATE<br><input type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STICKER |                                         | REASON FOR REPLACEMENT<br><input type="checkbox"/> LOST <input type="checkbox"/> DEFACED <input type="checkbox"/> STOLEN <input type="checkbox"/> NEVER RECEIVED (Lost in Mail)<br>NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44. |                                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | TEMP. PLATE NO.                                      |                                                                                        | SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT)                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                   | SIGN HERE                                                                                                                                                                                                                                                          |                                         | RELATIONSHIP TO APPLICANT                                                                                                                                                                                                                                          |                                       |
| CERTIFICATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | VEHICLE PURCHASED WEIGHT (INFORMATION IF APPLICABLE) |                                                                                        | GVWR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                   | UNLADEN WEIGHT                                                                                                                                                                                                                                                     |                                         | REQ. REG. GROSS WT. INCLUDING LOAD                                                                                                                                                                                                                                 |                                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | INSURANCE COMPANY NAME                               |                                                                                        | POLICY NO. (OR ATTACH BINDER)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                   | POLICY EFFECTIVE DATE                                                                                                                                                                                                                                              |                                         | POLICY EXPIRATION DATE                                                                                                                                                                                                                                             |                                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ISSUING AGENT INFORMATION                            |                                                                                        | I CERTIFY THAT ON MONTH 10 DAY 10 YEAR 08 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.                                                                                                                                                                                                                                                                   |                                                                                                                   | AGENT NO.                                                                                                                                                                                                                                                          |                                         | TELEPHONE NO.                                                                                                                                                                                                                                                      |                                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | G. CERTIFICATION                                     |                                                                                        | I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION AND THAT THE INFORMATION GIVEN IS TRUE AND CORRECT. IF ANY EXEMPTION IS CLAIMED, THE PURCHASER FURTHER CERTIFIES THAT HE/SHE IS AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGES(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY. I/WE ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$5,000 AND IMPRISONMENT THAT I/WE MAKE ON THIS FORM. |                                                                                                                   |                                                                                                                                                                                                                                                                    |                                         |                                                                                                                                                                                                                                                                    |                                       |
| ADDITIONAL TITLE INFORMATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 1ST ASSIGNMENT                                       |                                                                                        | Signature of First Purchaser or Authorized Signer                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                   | Telephone No.                                                                                                                                                                                                                                                      |                                         |                                                                                                                                                                                                                                                                    |                                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 2ND ASSIGNMENT                                       |                                                                                        | Signature of Second Purchaser or Authorized Signer                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                   | Telephone No.                                                                                                                                                                                                                                                      |                                         |                                                                                                                                                                                                                                                                    |                                       |
| H. ADDITIONAL TITLE INFORMATION<br>NOTE: IF A CO-PURCHASER OTHER THAN YOUR SPOUSE IS LISTED AND YOU WANT THE TITLE TO BE LISTED AS "JOINT TENANTS WITH RIGHT OF SURVIVORSHIP" (ON DEATH OF ONE OWNER, TITLE GOES TO SURVIVING OWNER.) CHECK HERE <input type="checkbox"/> OTHERWISE, THE TITLE WILL BE ISSUED AS "TENANTS IN COMMON" (ON DEATH OF ONE OWNER, INTEREST OF DECEASED OWNER GOES TO HIS/HER HEIRS OR ESTATE.)<br>NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK <input type="checkbox"/> IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1L. |                                                      |                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                   |                                                                                                                                                                                                                                                                    |                                         |                                                                                                                                                                                                                                                                    |                                       |

MESSENGER NUMBER:

05/04/2009 at 01:07 PM  
33550

Job Number: [REDACTED]

**RON'S COLLISION CENTER & AUTO SALES**

Federal ID #:251895487

918 STOYSTOWN RD

SOMERSET, PA 15501

(814)444-9811 Fax: (814)444-9897

**ESTIMATE OF RECORD**

Written By: GARY SPANGLER #183583 04/17/2009 10:48 AM

Adjuster: Juanita Ricks Ext 3

Insured: [REDACTED]

Owner: [REDACTED]

Address: [REDACTED]

SOMERSET, PA [REDACTED]

Evening: [REDACTED]

Day: [REDACTED]

Claim [REDACTED]

Policy # [REDACTED]

Deductible: \$100.00

Date of Loss: 04/09/2009 at 10:00 PM

Type of Loss: Comprehensive

Point of Impact: 16. Non - Collisio

Inspect RON'S COLLISION CENTER & AUTO SA

Business: (814)444-9811

Location: 918 STOYSTOWN RD

SOMERSET, PA 15501

Insurance STATE FARM INSURANCE COMPANIES

Company: ONE STATE FARM DR

CONCORDVILLE, PA 19339

Days to Repair

Vehicle Drop Off Date: 04/14/2009

2001 FORD ESCAPE 4X4 XLT 6-3.0L-FI 4D UTV YELLOW Int:GRAY

VIN: 1FMYU041411 [REDACTED] Lic: [REDACTED] PA Prod Date: 10/2000 Odometer: 106815

|                        |                   |                       |
|------------------------|-------------------|-----------------------|
| Bucket Seats           | Cloth Seats       | Reclining Seats       |
| Aluminum/Alloy Wheels  | Fog Lamps         | Trailer Package       |
| Automatic Transmission | 4 Wheel Drive     | Overdrive             |
| Power Steering         | Tilt Wheel        | Power Brakes          |
| Anti-Lock Brakes (4)   | Rear Defogger     | Power Windows         |
| Rear Window Wiper      | AM Radio          | FM Radio              |
| Stereo                 | Cassette          | Search/Seek           |
| CD Player              | Power Locks       | Air Conditioning      |
| Cruise Control         | Driver Air Bag    | Passenger Air Bag     |
| Console/Storage        | Digital Clock     | Intermittent Wipers   |
| Power Mirrors          | Dual Mirrors      | Theft Deterrent/Alarm |
| Keyless Entry          | Luggage/Roof Rack | Clear Coat Paint      |

| NO.   | OP.  | DESCRIPTION          | QTY | EXT.    | PRICE | LABOR | PAINT |
|-------|------|----------------------|-----|---------|-------|-------|-------|
| 1     |      | ELECTRICAL           |     |         |       |       |       |
| 2     | Repl | ABS control unit 4WD | 1   | 409.00  | m     | 1.7   | M     |
| 3     | R&I  | Battery 500 amp      |     |         | m     | 0.3   | M     |
| 4     |      | ENGINE / TRANSAXLE   |     |         |       |       |       |
| 5     | R&I  | Air cleaner assy     |     |         | m     | 0.4   | M     |
| 6#    | Repl | Front Wire Harness   | 1   | 1073.52 |       | 8.0   | M     |
| 7     |      | COWL                 |     |         |       |       |       |
| N 8** | Repl | RECOND Booster assy  | 1   | 146.77  | m     | 1.6   | M     |

## ESTIMATE OF RECORD

2001 FORD ESCAPE 4X4 XLT 6-3.0L-FI 4D UTV YELLOW Int:GRAY

| NO.           | OP.  | DESCRIPTION                | QTY | EXT.    | PRICE | LABOR | PAINT |
|---------------|------|----------------------------|-----|---------|-------|-------|-------|
| 9             | Repl | Master cylinder auto trans | 1   | 128.49  | m     | Incl. | M     |
| 10            |      | FRONT SUSPENSION           |     |         |       |       |       |
| 11            | Repl | Bleed brake system w/ABS   | 1   |         | m     | 0.5   | M     |
| 12#           | Repl | Fluid                      | 1   | 6.00    |       |       |       |
| 13#           |      | Clean engine compartment   | 1   |         |       | 0.5   |       |
| 14            |      | OTHER CHARGES              |     |         |       |       |       |
| 15#           |      | Towing                     | 1   | 150.00  |       |       |       |
| Subtotals ==> |      |                            |     | 1913.78 |       | 13.0  | 0.0   |

Line 8 : Located at: Somerset Auto Parts 814-445-7911 214 Stoystown Rd  
Somerset PA 15501

## Prior Damage Notes:

A Related Prior Damage Estimate was created in conjunction with this estimate.

|                  |                        |         |
|------------------|------------------------|---------|
| Parts            |                        | 1763.78 |
| Body Labor       | 0.5 hrs @ \$ 44.00/hr  | 22.00   |
| Mechanical Labor | 12.5 hrs @ \$ 44.00/hr | 550.00  |
| Other Charges    |                        | 150.00  |

|           |                      |            |
|-----------|----------------------|------------|
| SUBTOTAL  |                      | \$ 2485.78 |
| Sales Tax | \$ 2335.78 @ 6.0000% | 140.15     |

|             |  |            |
|-------------|--|------------|
| GRAND TOTAL |  | \$ 2625.93 |
|-------------|--|------------|

## ADJUSTMENTS:

|                                 |  |        |
|---------------------------------|--|--------|
| Deductible                      |  | 100.00 |
| Related Prior Damage Adjustment |  | 462.14 |

|               |  |            |
|---------------|--|------------|
| CUSTOMER PAY  |  | \$ 562.14  |
| INSURANCE PAY |  | \$ 2063.79 |

**ESTIMATE OF RECORD**

2001 FORD ESCAPE 4X4 XLT 6-3.0L-FI 4D UTV YELLOW Int:GRAY

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS THE PERSON TO CRIMINAL AND CIVIL PENALTIES.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: D=DISCONTINUED PART A=APPROXIMATE PRICE B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/\_=WITH/\_ #=MANUAL LINE ENTRY \*=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED]. \*\*=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE NAGS=NATIONAL AUTO GLASS SPECIFICATIONS. MQVP=MANUFACTURER'S QUALITY AND VALIDATION PROGRAM.OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT. NWCPP=NATIONWIDE CRASH PARTS PROGRAM.

THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION. COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER. THERE IS NO REQUIREMENT THAT THE VEHICLE OWNER USE ANY SPECIFIED REPAIR SHOP. INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT IS AVAILABLE FROM THE INSURANCE COMPANY. IF USED PARTS ARE SPECIFIED, THEY ARE REQUIRED TO BE OF LIKE KIND AND QUALITY TO THOSE BEING REPLACED. INCIDENTAL CHARGES SUCH AS TOWING, PROTECTIVE CARE, CUSTODY, STORAGE, DEPRECIATION, BATTERY AND TIRE REPLACEMENT ARE NOTED WHEN APPLICABLE.

**ESTIMATE OF RECORD**

2001 FORD ESCAPE 4X4 XLT 6-3.0L-FI 4D UTV YELLOW Int:GRAY

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2MK01, CCC Data Date 03/02/2009, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2009 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

05/04/2009 at 01:07 PM

Job Number: 11767

**ESTIMATE OF RECORD**

2001 FORD ESCAPE 4X4 XLT 6-3.0L-FI 4D UTV YELLOW Int:GRAY

**ALTERNATE PARTS SUPPLIERS**

|                       |                     |                |
|-----------------------|---------------------|----------------|
| 8 RECOND Booster assy | Part No. NBB5473166 | Price \$146.77 |
|-----------------------|---------------------|----------------|

NAPA  
2999 CIRCLE 75 PARKWAY  
ATLANTA, GA 30339

(800)LET-NAPA

**Taylor, Alma (A.)**

**From:** Hull, Michelle (M.K.)  
**Sent:** Tuesday, April 21, 2009 11:42 AM  
**To:** Westbrook, Jessica (J.E.); Taylor, Alma (A.)  
**Cc:** 'dhaberkorn@tristarmotors.com'  
**Subject:** FW: Dealer Request For Consumer Affairs Review

Please open and assign to Alma. Thanks

**From:** dcpform@ford.com [mailto:dcpform@ford.com]  
**Sent:** Tuesday, April 21, 2009 11:36 AM  
**To:** Ordcalp, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

### Dealer Request For Consumer Affairs Review - All Regions

**Dealership Name:** TRISTAR SOMERSET  
**Requesting Dealer:** TRI STAR SOMERSET  
**Contact Person:** DAVID HABERKORN  
**Telephone:** 814-445-6575  
**Email Address:** dhaberkorn@tristarmotors.com  
**PA Code:** 09968  
**Region:** select b10  
**City:** somerset  
**Dealer State:** PA  
**Fax Number:** 814-443-6575  
**WSD:** 04/23/2001  
**Vehicle Year:** 2001  
**Vehicle Model:** escape  
**Vehicle VIN:** 1fmyu04141k [REDACTED]  
**Mileage:** 104800  
**Customer Name:** [REDACTED]  
**Street Address:** [REDACTED]  
**City:** somerset  
**State:** Pennsylvania  
**Zip Code:** [REDACTED]  
**Home Phone:** [REDACTED]  
**Work Phone:** [REDACTED]  
**Customer Region:** A1 - Select Dealer  
**Incident Involves:** Fire  
**Date of Incident:** 04/09/2009  
**County in which incident occurred:** somerset  
**Is Alleging Defect:** Yes  
**Alleging defect detail:** abs connector recall 07s57  
**Police Report Filed:** No  
**Police Report detail:** fire chief was present  
**Insurance Company Contacted:** Y

*4-21-09 Per David & Dh*

- Ins. Carrier made determination that veh. damage was related to recall
- Veh. at a local body shop
- Mr. Baer showed David photos of damage. He has not seen veh.
- A3 will be sent.

**Insurance Company Advice:** advised to contact ford related to closed recall 07s57

**Insurance Company Contact Information:** state farm juanita ricks 610-361-4659

**Coach Builder State:** AK - Alaska

**Resolution Sought Detail:** payment for fire damage to vehicle

**Comments:** vehicle had recall completed in 5/2/07, vehicle is at local body shop and pictures can be provided by customer

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

## All Action Details for Issue

Print

VIN: 1FMYU04141K [REDACTED] Year: 2001 Model: ESCAPE Case: 479801059  
Name: [REDACTED] Owner Status: Subsequent WSD: 2001-04-23  
Symptom Desc: FIRE/SMOKE VISIBLE FLAME UNDERHOOD Primary Phone: [REDACTED]  
Reason Desc: LEGAL - RELATED TO 05S28 - FIRE Secondary Phone: [REDACTED]  
Issue Type: 07 LEGAL Issue Status: OPEN

Action: TIER ONE OPEN ISSUE

Dealer: 09968 TRI STAR FORD SOMERSET, INC.

Origin Desc: TIER ONE - MELBOURNE

Odometer: 104500 MI

Comm Type: PHONE

Analyst Name: SPARACINO (ASPARACI), ASHLEY

Analyst: ASPARACI

Action Date: 04/15/2009

Action Time: 13.24 49.948 Action Data: No

**Comments** ~CUST STATES THE VEH CAUGHT FIRE LAST THURS. APRIL 9TH 2009~THE FIRE ORIGINATED UNDER THE HOOD AGAINST THE BACK FIRE WALL BY THE STEERING WHEEL AREA ~CURRENT LOCATION OF THE VEH IS AT RON'S COLLISION 918 STOYSTOWN RD SOMERSET, PA 15501~NOT SURE IF THERE IS A FIRE REPORT FILED OR NOT BECAUSE THEY PUT THE FIRE OUT BY THE TIME THE FIRE DEPARTMENT CAME AND THEY DID NOT PROVIDE ANY PAPER WORK ~FIRE DEPARTMENT SAID IT WAS ELECTRICAL ~BAKERSVILLE, PA SOMERSET COUNTY ~NO DAMAGES TO ANYTHING OTHER THEN THE VEH ~CUST FILED A CLAIM TO INSUR. COMPANY~THE STATUS OF THE CLAIM IS THEY DONT PAY FOR THE PART THAT CAUSED THE FIRE THEY PAY FOR OTHER DAMAGES SO CUST WOULD BE RESPONSIBLE FOR THE REPAIR~INSURANCE CO. HAS DETERMINED IT WAS DUE TO THE RECALL AS TO WHY THE VEH CAUGHT FIRE~THE VEH IS REPAIRABLE ~THE VEH WAS NOT RUNNING WHEN THE FIRE STARTED ~CUST STATES SHE HAS HAD TAKEN VEH TO THE DLR FOR THE ABS LIGHT IN JAN. AND FEB. AND HAS RECEIPTS TO SHOW AND THE PREVIOUS OWNER TOOK VEH TO SAME DLR MAY 2007 FOR THE RECALL ~DLR SAID THERE WAS NO CORROSION AND ALL THEY DID WAS GREASE IT FOR THE PREVIOUS OWNER ~DLR CURRENTLY CHANGED A SPEED SENSOR INORDER FOR THE LIGHT TO GO OFF BUT NEVER CHANGED THE HARNESS ACCORDING TO THE RECALL~CUST SEEKING FOR FORD TO PAY FOR THE REPAIR~TRI STAR FORD SOMERSET, INC. 1260 NORTH CENTER AVENUE SOMERSET, PA 15501 TEL: (814) 445-6575 "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 ABOVE INFORMATION~MS [REDACTED] ~SOMERSET, PENNSYLVANIA [REDACTED]

[REDACTED] ~1FMYU04141K [REDACTED] ESCAPE ~ODO=104500

Ford Confidential

sk

**CASE NUMBER**

[REDACTED]

47

**CUSTOMER NAME**

[REDACTED]

**LP ANALYST**  
**Marcie Klemmer**

**CDSID**  
**MKLEMMER**

**TYPE**  
**New Closed Case File**

## Action Detail

|                                                            |                              |                                |                  |
|------------------------------------------------------------|------------------------------|--------------------------------|------------------|
| VIN: 1FMYU03191K [REDACTED]                                | Year: 2001                   | Model: ESCAPE                  | Case: [REDACTED] |
| Name: [REDACTED]                                           | Owner Status: Subsequent     | WSD: 2001-08-09                |                  |
| Symptom Desc: FIRE/SMOKE VISIBLE FLAME                     |                              | Primary Phone: [REDACTED]      |                  |
| Reason Desc: LEGAL - FIRE CLAIM                            |                              | Secondary Phone: [REDACTED]    |                  |
| Issue Type: 07 LEGAL                                       | Issue Status: OPEN           | Dealer: BLUEBONNETMOTORS, INC. |                  |
| Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD   |                              | P & A Code: 04570              |                  |
| Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY - FIRE |                              |                                |                  |
| Odometer: 83021 MI                                         | Comm Type: INBOUND FAX-OTHER |                                |                  |
| Action Date: 07/11/2007                                    | Action Time: 10:57:19:537    | Action Data: Yes               |                  |
| Analyst Name: JACKSON (CJACKS84),CELESTE                   | Analyst: CJACKS84            |                                |                  |

COMMENTS: \*\*\*\*\*PRODUCT LIABILITY\*\*\*\*\*DATE:07-11-07; DEALER CONTACT:RON GONZALES  
CUSTOMER ALLEGES VEHICLE CAUGHT FIRE.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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- VEH fire
- Out of warranty
- NO recall
- NO repair

Customer Info

|                           |            |                  |            |                  |            |
|---------------------------|------------|------------------|------------|------------------|------------|
| Customer:                 | [REDACTED] | Primary Phone:   |            | Secondary Phone: | [REDACTED] |
| Address:                  | [REDACTED] | NEW BRAUNFELS TX | [REDACTED] |                  |            |
| Country:                  | USA        | Language:        | EN         |                  |            |
| Cell Phone:               |            | Pager:           |            |                  |            |
| Preferred Contact method: |            | Fax:             |            |                  |            |
| Preferred Contact Time:   |            | Email:           |            |                  |            |

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| Vehicle List          |      |                   |                                   |                  |              |                  |
|-----------------------|------|-------------------|-----------------------------------|------------------|--------------|------------------|
| VIN                   | Year | Model             | Sales Type                        | Owner Status     | Vehicle Info |                  |
| 1FMYU03191K[REDACTED] | 2001 | ESCAPE            | RETAIL SALE TO PRIVATE INDIVIDUAL | Subsequent Owner | Oasis        | Warranty History |
|                       |      | Open Issues Exist |                                   |                  |              |                  |

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Update This Information In Stars

## Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| C2-HOUSTON  | 52-DALLAS    | K          | A04    | 04570    | F52752     |

---

**Dealer Name:** BLUEBONNETMOTORS, INC.  
**Dealer Address:** 351 INTERSTATE HIGHWAY 35 SOUT  
 NEW BRAUNFELS TX 78130  
**Dealer Main Phone:** 830-606-8011

---

| Position        | Employee Name      |
|-----------------|--------------------|
| GENERAL MANAGER | WESLEY R STUDDARD  |
| PARTS MANAGER   | FRED E SCHEEL      |
| SALES MANAGER   | ANTHONY COREY      |
| SALES MANAGER   | JEFFERY T NOLAN    |
| SALES MANAGER   | ANTHONY HERGET     |
| SALES MANAGER   | JOE DELEON         |
| SALES MANAGER   | JOHN A MALDONADO   |
| SALES MANAGER   | EDWARD DONAHO      |
| SALES MANAGER   | GERARDO RAMIREZ JR |
| SALES MANAGER   | JOHN HOLT          |
| SALES MANAGER   | VICTOR KADISH      |
| SALES MANAGER   | ALAN D GULLETT     |
| SALES MANAGER   | JOE KANAS          |
| SERVICE MANAGER | RONALD GONZALES    |

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## ESP / Recall Information

VIN: 1FMYU03191K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]  
 Plan Type: USA 2001 NEW 60/75,000 PREMIUMCARE W/ROADSIDE ASSIST.  
 Selling Dealer: SAM PACK'S FIVE STAR FORD  
 Deductible: 50  
 Rental: 28  
 Towing Allowance:

Status: Expire  
 Expiration Date: 2006-08-09  
 Expiration Miles: 75,000  
 Plan Year: 2001  
 Purchase Type: N  
 Options:

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

Cancel Date:  
 Refund Percent:  
 Dealer Credited:

Process Date:  
 Dealer Received Date:

## -----Recall Information-----

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

| Number | Type                        | Description                                                                                                                                                     | Status           | Status Date | Dealer Code    |
|--------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------|----------------|
| 02M01  | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - REPAIRED  | 2003-07-10  | 02490USAF52006 |
| 04S13  | SAFETY RECALL               | POWERTRAIN CONTROL MODULE RE-CALIBRATION                                                                                                                        | CLOSE - REPAIRED | 2004-10-11  | 02490USAF52006 |
| 07S51  | SAFETY RECALL               | PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE CONNECTOR INSPECTION                                                                                              | CLOSE - INSPECT  | 2007-05-31  | 04570          |

**OASIS RESULT:****1FMYU03191K**07/11/2007  
11:03:34  
FCXWS447

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**VEHICLE INFORMATION****VEHICLE DESCRIPTION**

2001 ESCAPE

**BODY STYLE**

4 DR XLT MPV 4X2

**ENGINE**

3.0L DURATEC-VE (VE6

**TRANSMISSION**

CD4E AUTO TRANSAXLE

**AXLE CODE**

96

**ENGINE CALIBRATION**

0M11A30A

**WARNING MESSAGES**

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

**ARN MESSAGES**

ATTENTION TECHNICIANS AND SERVICE MANAGERS:

BEFORE DIAGNOSING SAFETY RESTRAINT SYSTEM CONCERNS, SEE TSB 05-17-11

**GENERAL WARRANTY INFORMATION****WARRANTY START DATE**

08/09/2001

**BUILD DATE**

07/20/2001

**SALE MILEAGE**

00010

**OUTSTANDING FIELD SERVICE ACTIONS**

02M01

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR

**EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

**WARRANTY REPAIR HISTORY**

05/31/2007

DEALER: Bluebonnet Motors, Inc.

WARRANTY CLAIM NUMBER: 467373

ODOMETER: 082383M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|------------------|----------|----------|----------------|----------------|
|             |                  | 000      | 07S51A   |                |                |

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU03191K

Report Applies to Country Code: USA



## 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 Bluebonnet Motors P&A 04570 Region & State Louisiana

Contact Person Ron Gonzalez Phone # (810) 606-8011

### CUSTOMER/VEHICLE INFORMATION:

New or Used Used WSD 8-9-2001 Year/Model 2001 Escape

VIN LEM4U03191K Mileage 8316 83021

Customer [REDACTED]

Address [REDACTED]

City New Braunfels County Cornal State TX Zip code [REDACTED]

Home Phone [REDACTED] Work Phone [REDACTED]

### DETAILS of INCIDENT:

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

Medical Attention Sought: Y

Date of Incident 7-3-07

Is customer alleging a component defect caused the incident? Y If yes, what type & details Car had been parked for two hours when electrical system caused a fire. Possible defect in electrical system.

Was a police report filed? Y If yes, where New Braunfels Fire Dept.

Has the Insurance Company been contacted? Y What did the insurance company advise? [REDACTED]

Owner's Insurance Company USAA Agent's Name Michelle Gonzalez

Insurance Company Phone Number (800) 531-8222

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

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

### RESOLUTION that CUSTOMER is SEEKING:

If fire was caused due to a defect, I feel Ford should be responsible for all repairs.

J. Brandt 7-2-07

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER

ATTACHMENTS? Y PAGES: [REDACTED]

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

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

*[Handwritten signature]*

*Customer alleging component defect*

Comments:

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

Re:

CC:

Fax:

Pages:

From:

*William T May, Jr. / Mr. Gonzalez*

Date:

*7/9/02*

Phone: (830) 606-1011

**Fax**

351 I.H. 35 South, New Braunfels, TX 78130  
(830) 606-4011 voice \ (830) 606-6094 fax \ www.blmofors.com



**CASE NUMBER**

[REDACTED]

**CUSTOMER NAME**

[REDACTED]

**Date Closed**

**01/04/08**

**LP ANALYST**

**Marcel Miclea**

**CDSID**

**Bshuman**

**TYPE**

**New Closed Case File**

0755  
 12/18/07  
 12/18/07  
 12/18/07

Action Detail

VIN: 1FMYU03111K [REDACTED] Year: 2001 Model: ESCAPE Case: 1490330028  
 Name [REDACTED] Owner Status: Subsequent WSD: 2001-04-26  
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM INDICATOR Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]  
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: PERRY FORD LINCOLN MERCURY OF SAN LUIS OBISPO  
 Origin Desc: US CONCERN CASE BASE P & A Code: 07889  
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE  
 Odometer: 102000 MI Comm Type: PHONE  
 Action Date: 01/02/2008 Action Time: 13:43:25:213 Action Data: No  
 Analyst Name: KRISTINA HOLLAND Analyst: KHOLLA29  
 (KHOLLA29)

**COMMENTS:** CUSTOMER SAID: =RECALL FOR THE CONNECTOR TO THE ABS LIGHT=AT THE DLR NOW=OVER A WEEK WITHOUT A VEH=THE VEH CAUGHT ON FIRE=INSURANCE CLAIM WAS SHUT DOWN BECUASE THEY STATE THAT IT SHOULD HAVE BEEN COVERED BY THE RECALL=DATE OF VEH FIRE DEC 2ND, 2007=FIRE ORIGINATED UNDER THE HOOD OF THE VEH=THE VEH IS CURRENTLY AT THE DLR=NO FIRE REPORT FILED=NO OTHER DAMAGE OTHER THAN THE VEH=THE VEH IS REPAIRABLE=THE VEH WAS NOT RUNNING WHEN THE FIRE STARTED\*\*\*SEEKING TO KNOW WHAT SHOULD BE COVERED UNDER THE RECALL AS FAR AS WHAT CAN BE FIXED\*\*\*DEALER SAID: PERRY FORD LINCOLN MERCURY 12200 LOS OSOS VALLEY ROAD SAN LUIS OBISPO, CA 93405 TEL: (805) 544-5200 CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE. \*\*\*\*ADVISED CUST THAT THE RECALL WAS CLOSED ON 5/2/2007 AND THAT SHE WOULD HAVE TO CONTACT THE DLR IN REGARDS TO WHY THIS RECALL WAS NOT PERFORMED AT THE TIME\*\*\*\*

Jessie

Ford Confidential

Customer Info

|                           |            |                    |                  |            |
|---------------------------|------------|--------------------|------------------|------------|
| Customer                  | [REDACTED] | Primary Phone:     | Secondary Phone: | [REDACTED] |
| Address                   | [REDACTED] | SAN LUIS OBISPO CA | [REDACTED]       |            |
| Country:                  | USA        | Language:          | EN               |            |
| Cell Phone:               | [REDACTED] | Pager:             |                  |            |
| Preferred Contact method: |            | Fax:               |                  |            |
| Preferred Contact Time:   |            | Email:             |                  |            |

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Update This Information In Stars

## Dealer Detail

| FCSD Region    | Sales Region   | Sales Zone | Market | P&A Code | Sales Code |
|----------------|----------------|------------|--------|----------|------------|
| W1-LOS ANGELES | 71-LOS ANGELES | J          | A09    | 07889    | F71497     |

**Dealer Name:** PERRY FORDLINCOLN MERCURY OF SAN LUIS OBISPO  
**Dealer Address:** 12200 LOS OSOS VALLEY ROAD  
 SAN LUIS OBISPO CA 93405  
**Dealer Main Phone:** 805-544-5200

| Position           | Employee Name       |
|--------------------|---------------------|
| CUST RELATIONS MGR | SHARRON L JACKMAN   |
| GENERAL MANAGER    | SHAWN KOEHLER       |
| PARTS MANAGER      | DOUGLAS W DYE       |
| SALES MANAGER      | WILLIE CARNES       |
| SALES MANAGER      | MARSHALL K WILLIAMS |
| SALES MANAGER      | RYAN (KIP) NEWTON   |
| SERVICE MANAGER    | JOHN H HENSLEY      |

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## ESP / Recall Information

VIN: 1FMYU03111K [REDACTED]

Contract: 1 of 1

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

Purchaser: MARI STEWART

Plan Type: USA 2001 NEW 60/100,000 EXTRACARE W/ROADSIDE ASSIST.

Selling Dealer: CAPISTRANOFORD

Deductible: 50

Rental: 28

Towing Allowance:

Status: Expire

Expiration Date: 2006-04-26

Expiration Miles: 100,000

Plan Year: 2001

Purchase Type: N

Options:

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

Cancel Date:

Process Date:

Refund Percent:

Dealer Received Date:

Dealer Credited:

## -----Recall Information-----

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

| Number | Type                        | Description                                                                                                                                                     | Status           | Status Date | Dealer Code    |
|--------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------|----------------|
| 02M01  | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - LAUNCHED  |             |                |
| 03S10  | SAFETY RECALL               | SEATBELT BUCKLE COVER                                                                                                                                           | CLOSE - REPAIRED | 2004-05-04  | 05431USAF71452 |
| 04S13  | SAFETY RECALL               | POWERTRAIN CONTROL MODULE RE-CALIBRATION                                                                                                                        | CLOSE - REPAIRED | 2004-05-04  | 05431USAF71452 |
| 07S51  | SAFETY RECALL               | PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE CONNECTOR INSPECTION                                                                                              | CLOSE - INSPECT  | 2007-05-02  | 07889          |

**OASIS RESULT:****1FMYU03111K**01/03/2008  
09:26:57  
FCXWS447

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 **VEHICLE INFORMATION****VEHICLE DESCRIPTION**

2001 ESCAPE

**BODY STYLE**

4 DR XLT MPV 4X2

**ENGINE**

3.0L DURATEC-VE(VE6)

**TRANSMISSION**

CD4E AUTO TRANSAXLE

**AXLE CODE**

96

**ENGINE CALIBRATION**

0M11A30A

 **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

 **ARN MESSAGES** **GENERAL WARRANTY INFORMATION****WARRANTY START DATE**

04/26/2001

**BUILD DATE**

04/20/2001

**SALE MILEAGE**

00015

 **OUTSTANDING FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

 **EXTENDED COVERAGES****0707 - EXPIRED****STANDARD DEDUCTIBLE:** 50 USD**OWNER NAME:****OPTIONS:****EXPIRATION DATE:** 04/26/2006**DISTANCE:** 100,000**RENTAL:** 28 UP TO 5 DAYS**TOWING:** 0 USD**CONTRACT SOLD BY:** USA 00712**ESP CONTRACT START DATE:** 04/26/2001 **WARRANTY REPAIR HISTORY****05/02/2007****DEALER:** Perry Ford Lincoln Mercury of**WARRANTY CLAIM NUMBER:** 201743**ODOMETER:** 099884M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|------------------|----------|----------|----------------|----------------|
|             |                  | 000      | 07S51A   |                |                |

RECALL 07S51 CONNECTOR OK

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU03111K

Report Applies to Country Code: USA





AUTO & HOME INSURANCE

PO Box 39700  
Colorado Springs, CO 80949-9700

05/06/09

[REDACTED]  
SAN DIEGO CA [REDACTED]

OUR POLICYHOLDER: [REDACTED]

CLAIM NO.: [REDACTED]

DATE OF LOSS:

04/22/09

INSURER:

California Casualty Indemnity Exchange

Dear [REDACTED]:

I received your documents (or Proof of Loss) for this claim. I am not able to pay all, or part of the claim because the cost of the repairs to your vehicle that are covered by your auto policy are less than your \$500 comprehensive deductible.

As per our appraisers inspection, fire started at the ABS wiring harness connector at the ABS junction box on the left side of the engine. This problem is a specific recall for the 2001-2004 Ford Escape. Your policy does not cover the cause of the fire to your vehicle, only the resulting damage.

Should you become aware of any other facts that you believe have a bearing on our coverage decision, we encourage you to bring them to our attention. If you have any questions, please call me.

Sincerely,

DEVIN DELABARRE  
800-800-9410 x8799  
ddelabarre@calcas.com  
Fax: 800-229-3094

cc:

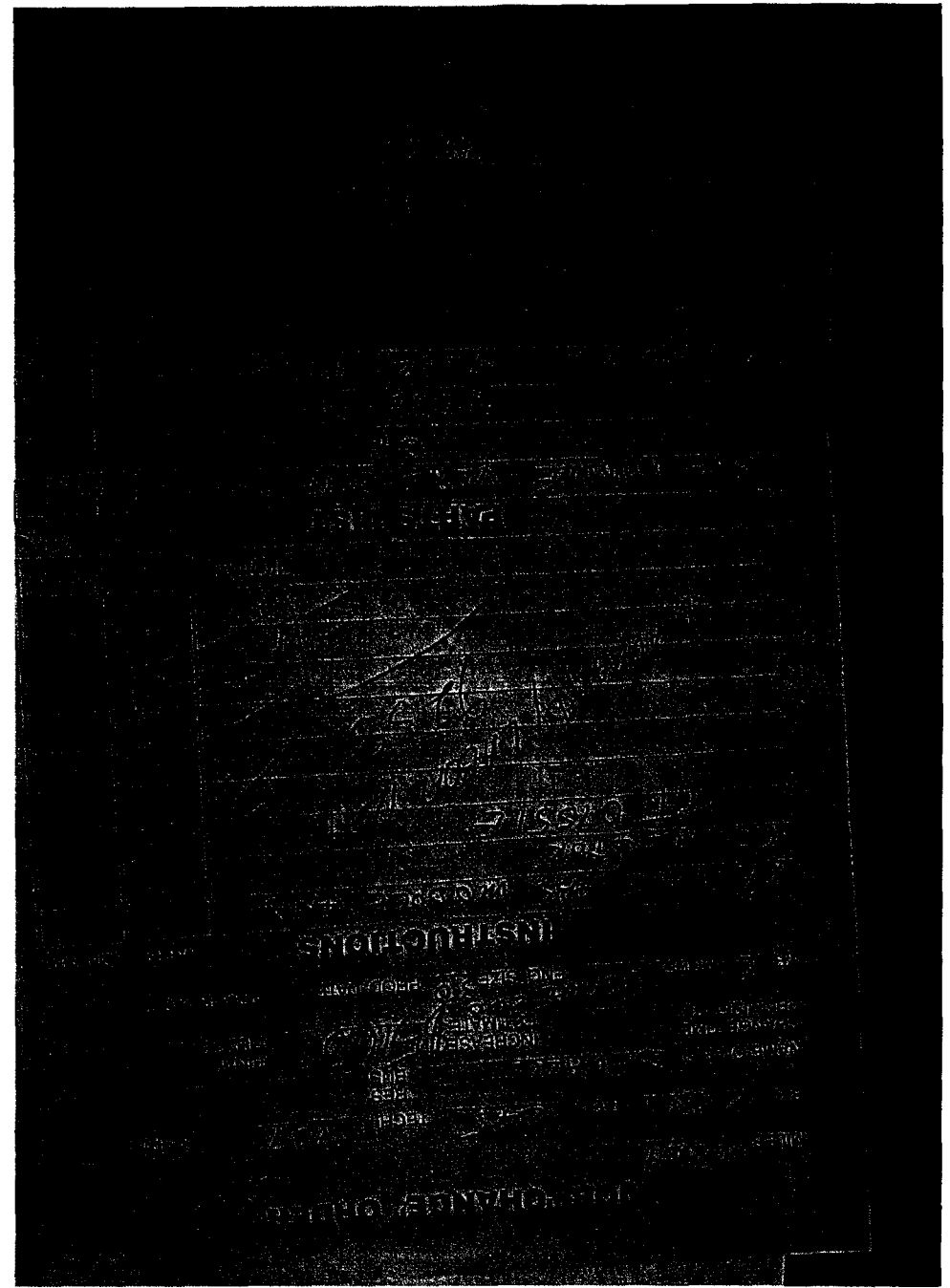
**CALIFORNIA LAW REQUIRES THE FOLLOWING NOTICE:**

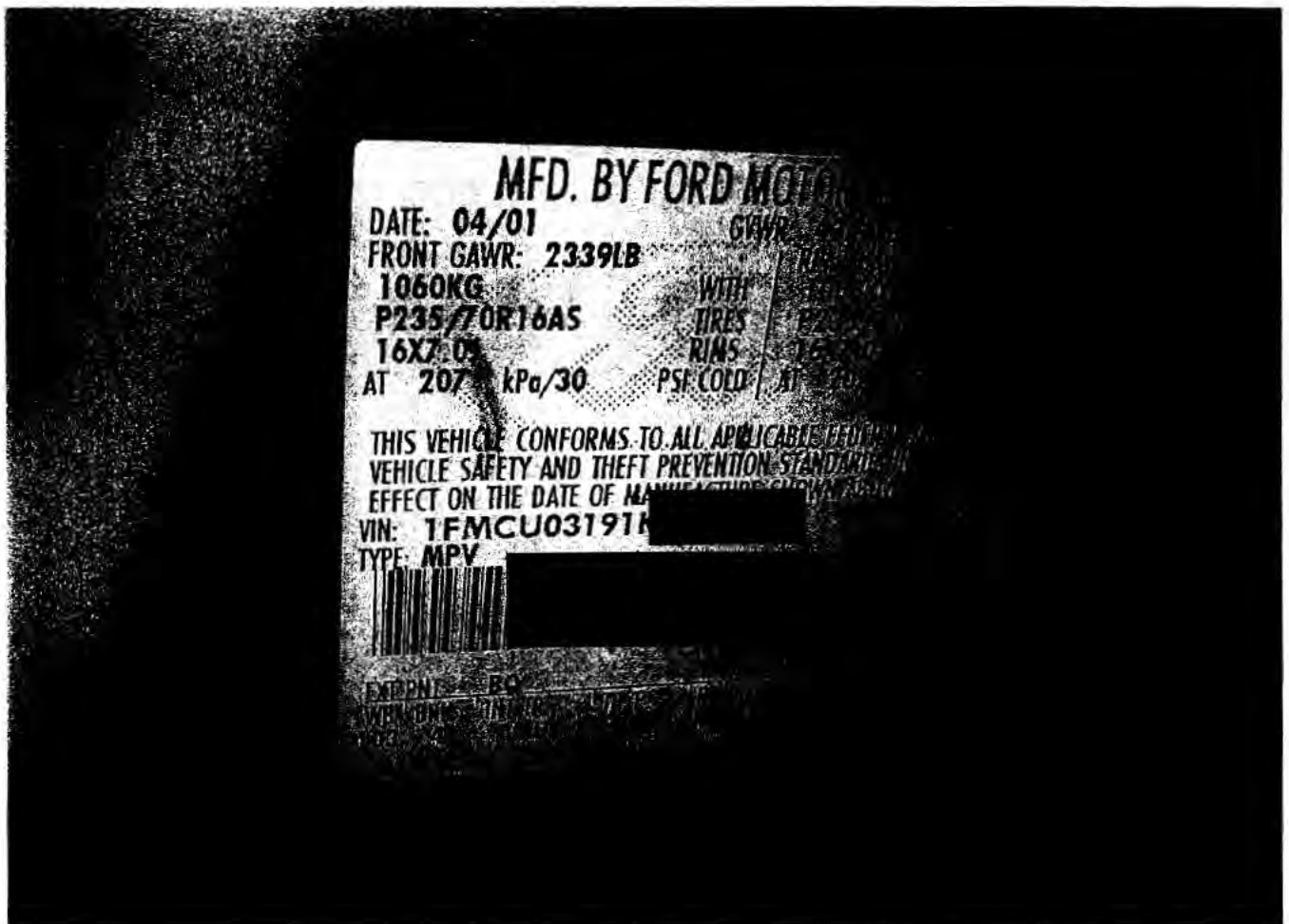
IF YOU BELIEVE YOUR CLAIM HAS BEEN WRONGFULLY DENIED OR REJECTED, YOU MAY HAVE THE MATTER REVIEWED BY THE CALIFORNIA DEPARTMENT OF INSURANCE. CALL OR WRITE TO:

California Department of Insurance  
Consumer Services Division  
300 S. Spring Street, 11th Floor  
Los Angeles, CA 90013  
Or call toll free 1-800-927-HELP  
From out-of-state, call (213) 897-8921

PL-046A (04/07)

5-5-09  
 13887  
 38415  
 472.00  
 8472.00













**Taylor, Alma (A.)**

**From:** Hull, Michelle (M.K.)  
**Sent:** Wednesday, April 29, 2009 8:49 AM  
**To:** Taylor, Alma (A.); Westbrook, Jessica (J.E.)  
**Cc:** 'ivang@drewauto.com'  
**Subject:** FW: Dealer Request For Consumer Affairs Review

Please open and assign to Alma.Thanks

**From:** dcpform@ford.com [mailto:dcpform@ford.com]  
**Sent:** Tuesday, April 28, 2009 5:49 PM  
**To:** Ordcalp, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

**Dealer Request For Consumer Affairs Review - All Regions**

**Dealership Name:** Drew Ford  
**Requesting Dealer:** Drew Ford  
**Contact Person:** Ivan Green  
**Telephone:** 619-668-7799  
**Email Address:** ivang@drewauto.com  
**PA Code:** 05466  
**Region:** Los Angeles  
**City:** La Mesa  
**Dealer State:** CA  
**Fax Number:** 619-668-7709  
**WSD:** 07-11-01  
**Vehicle Year:** 2001  
**Vehicle Model:** Escape  
**Vehicle VIN:** 1FMCU03191K [REDACTED]  
**Mileage:** 169664  
**Customer Name:** [REDACTED]  
**Street Address:** [REDACTED]  
**City:** Spring Valley  
**State:** California  
**Zip Code:** [REDACTED]  
**Home Phone:** [REDACTED]  
**Work Phone:** [REDACTED]  
**Customer Region:** W1 - Los Angeles  
**Incident Involves:** Fire  
**Date of Incident:** 04/22/2009  
**County in which incident occurred:** San Diego  
**Is Alleging Defect:** Yes  
**Alleging defect detail:** ABS Module and connector, similar to FSA 07S51  
**Police Report Filed:** No  
**Insurance Company Contacted:** Y  
**Insurance Company Contact Information:** California Casualty Insurance David Hicks 619-977-3334

*4-30-09 Ivan  
 vel photos to repair car  
 requested  
 \*Emailed 5-4-09 to L Per*

*5-5-09  
 Pm Ivan  
 \* make cyl - cost not  
 relative to  
 repair  
 5-5-09 to 5-7-09  
 may left for customer  
 5-7-09 No engine to plug*

**Coach Builder State:** AK - Alaska

**Resolution Sought Detail:** Repairs to vehicle to be covered by Ford.

**Comments:** Insurance agent has contacted us insisting that we cover repairs.

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

**VIN FSA Details**

\* Confidential \*

VIN: 1FMCU03191K [REDACTED]  
 FSA Status: Launched  
 Brand: FORD  
 Manufacturing Country: USA

**FSA Details**

|          |                                                                                                                                                                                                                    |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 00012781 | FEDERAL EMISSIONS - EXPANSION                                                                                                                                                                                      |
| 00011799 | ESCAPE ABS CONNECTOR                                                                                                                                                                                               |
| 00000511 | TUBE-MOUNTED EGR PRESSURE SENSOR (9J460) - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000 MILES<br>NOTE: SEE DEALER BULLETIN 02M01 FOR 2002 2.0L (ZETEC) FOCUS VEHICLES EQUIPPED WITH A DASH MOUNTED EGR PRESSURE SENSOR |
| 00010104 | 2001-2003 ESCAPE - KCAP(10105 IS TRIBUTE ONLY)                                                                                                                                                                     |
| 00000569 | SEATBELT BUCKLE COVER                                                                                                                                                                                              |

**Vehicle Details**

|                           |                             |                      |                         |
|---------------------------|-----------------------------|----------------------|-------------------------|
| Model Year:               | 2001                        | Assembly Plant:      | KANSAS CITY PLANT BUILD |
| Vehicle Line:             | FORD ESCAPE / MAZDA TRIBUTE | Production Date:     | 30-Apr-2001             |
| Body Style Description:   | 5 DOOR LIGHT TRUCK          | Warranty Start Date: | 11-Jul-2001             |
| Vehicle Type Description: | TRUCK                       | Sale Date:           | 11-Jul-2001             |
| VDM Vehicle Status:       | 800                         | Engine Tag Code:     | 1G752AB                 |
| Emissions:                | 2                           |                      |                         |

**Vehicle Conditions**

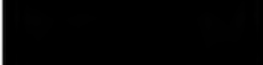
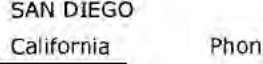
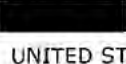
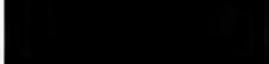
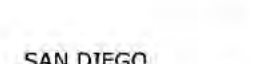
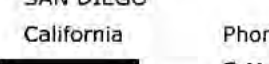
| Code | Vehicle Condition | Begin Date | End Date | Source |
|------|-------------------|------------|----------|--------|
|------|-------------------|------------|----------|--------|

**Owner Details****Current Owner**

Business Name:  
 Owner Name: [REDACTED]  
 Address 1: [REDACTED]  
 Address 2:  
 Address 3:  
 Address 4:  
 City: SPRING VALLEY  
 State/Province: California Phone #:  
 ZIP/Postal Code: [REDACTED] E-Mail:  
 Country: UNITED STATES

Owner Effective Date: 05-Aug-2004 Vendor Applied Date: 04-Sep-2004  
 Vendor Match Code Description: 4-NEITHER NAME OR ADDRESS MATC

N&A Source: POLK GCamp Applied Date: 17-Apr-2007  
 Mail Status: Active Mail Suppression Date:

|                                |                                                                                     |                        |                         |
|--------------------------------|-------------------------------------------------------------------------------------|------------------------|-------------------------|
| Fleet Code:                    |                                                                                     | Fleet Name:            |                         |
| Fleet Status:                  |                                                                                     | Fleet Mgmt Code:       | -                       |
| Company Car:                   |                                                                                     |                        |                         |
| <b>Historical Owner</b>        |                                                                                     |                        |                         |
| Business Name:                 |    |                        |                         |
| Owner Name:                    |    |                        |                         |
| Address 1:                     |    |                        |                         |
| Address 2:                     |    |                        |                         |
| Address 3:                     |    |                        |                         |
| Address 4:                     |    |                        |                         |
| City:                          | SAN DIEGO                                                                           | Phone #:               |                         |
| State/Province:                | California                                                                          | E-Mail:                |                         |
| ZIP/Postal Code:               |    |                        |                         |
| Country:                       | UNITED STATES                                                                       |                        |                         |
| Owner Effective Date:          | 04-Feb-2004                                                                         | Vendor Applied Date:   | 04-Feb-2004             |
| Vendor Match Code Description: | -                                                                                   |                        |                         |
| N&A Source:                    | WASFLEET                                                                            | GCamp Applied Date:    | 03-Jan-2006             |
| Mail Status:                   | Active                                                                              | Mail Suppression Date: |                         |
| Fleet Code:                    |                                                                                     | Fleet Name:            |                         |
| Fleet Status:                  |                                                                                     | Fleet Mgmt:            | -                       |
| Company Car:                   |                                                                                     |                        |                         |
| <b>Historical Owner</b>        |                                                                                     |                        |                         |
| Business Name:                 |  |                        |                         |
| Owner Name:                    |  |                        |                         |
| Address 1:                     |  |                        |                         |
| Address 2:                     |  |                        |                         |
| Address 3:                     |  |                        |                         |
| Address 4:                     |  |                        |                         |
| City:                          | SAN DIEGO                                                                           | Phone #:               |                         |
| State/Province:                | California                                                                          | E-Mail:                |                         |
| ZIP/Postal Code:               |  |                        |                         |
| Country:                       | UNITED STATES                                                                       |                        |                         |
| Owner Effective Date:          | 04-Feb-2004                                                                         | Vendor Applied Date:   | 04-Feb-2004             |
| Vendor Match Code Description: | -                                                                                   |                        |                         |
| N&A Source:                    | FLEET                                                                               | GCamp Applied Date:    | 04-Feb-2004             |
| Mail Status:                   | Active                                                                              | Mail Suppression Date: |                         |
| Fleet Code:                    | RC999                                                                               | Fleet Name:            | RED CARPET LEASING      |
| Fleet Status:                  | Y                                                                                   | Fleet Mgmt:            | 9999-RED CARPET LEASING |
| Company Car:                   | NO                                                                                  |                        |                         |
| <b>Historical Owner</b>        |                                                                                     |                        |                         |
| Business Name:                 |  |                        |                         |
| Owner Name:                    |  |                        |                         |
| Address 1:                     |  |                        |                         |

Address 2:  
Address 3:  
Address 4:  
City: SAN DIEGO  
State/Province: California Phone #:  
ZIP/Postal Code: [REDACTED] E-Mail:  
Country: UNITED STATES

Owner Effective Date: 29-Jan-2004 Vendor Applied Date: 29-Jan-2004  
Vendor Match Code Description: -  
N&A Source: WASFLEET GCamp Applied Date: 03-Feb-2004  
Mail Status: Active Mail Suppression Date:  
Fleet Code: Fleet Name:  
Fleet Status: Fleet Mgmt: -  
Company Car:

**Historical Owner**

Business Name:

Owner Name:

Address 1:

Address 2:

Address 3:

Address 4:

City:

SAN DIEGO

State/Province:

California

Phone #:

ZIP/Postal Code:

E-Mail:

Country:

UNITED STATES

Owner Effective Date: 09-Jan-2004 Vendor Applied Date:  
Vendor Match Code Description: -  
N&A Source: FLEET GCamp Applied Date: 09-Jan-2004  
Mail Status: Active Mail Suppression Date:

Fleet Code: RC999 Fleet Name: RED CARPET LEASING  
Fleet Status: Y Fleet Mgmt: 9999-RED CARPET LEASING  
Company Car: NO

**Historical Owner**

Business Name:

Owner Name:

Address 1:

Address 2:

Address 3:

Address 4:

City:

SAN DIEGO

State/Province:

California

Phone #:

ZIP/Postal Code:

E-Mail:

Country:

UNITED STATES

|                       |             |                        |             |
|-----------------------|-------------|------------------------|-------------|
| Owner Effective Date: | 01-Feb-2002 | Vendor Applied Date:   |             |
| Vendor Match Code     | -           |                        |             |
| Description:          |             |                        |             |
| N&A Source:           | WASFLEET    | GCamp Applied Date:    | 01-Feb-2002 |
| Mail Status:          | Active      | Mail Suppression Date: |             |
| Fleet Code:           |             | Fleet Name:            |             |
| Fleet Status:         |             | Fleet Mgmt:            | -           |
| Company Car:          |             |                        |             |

**Original Owner**

Business Name:

Owner Name:

Address 1:

Address 2:

Address 3:

Address 4:

City: LA JOLLA

State/Province: California

Phone #: 8584538055

ZIP/Postal Code:

E-Mail:

Country: UNITED STATES

|                       |             |                        |             |
|-----------------------|-------------|------------------------|-------------|
| Owner Effective Date: | 12-Jul-2001 | Vendor Applied Date:   | 12-Jul-2001 |
| N&A Source:           | NAVIS       | GCamp Applied Date:    | 14-Aug-2008 |
| Mail Status:          | Active      | Mail Suppression Date: |             |
| Fleet Code:           |             | Fleet Name:            |             |
| Fleet Status:         |             | Fleet Mgmt Code:       | -           |
| Company Car:          |             |                        |             |

|          | P&A Code | GEO Sales | Sales Code | Sub Code | Description         |
|----------|----------|-----------|------------|----------|---------------------|
| Ordering | 09158    | USA       | F71026     |          | Santa Monica Ford   |
| Ship-To  |          |           |            |          | NOT AVAILABLE       |
| Stocking | 05389    | USA       | F71084     |          | Kearny Pearson Ford |
| Selling  | 05389    | USA       | F71084     |          | Kearny Pearson Ford |

## FSA Details

VIN: 1FMCU03191K

Local FSA: 08B05 - FEDERAL EMISSION WARRANTY REFUND - EXPANSION (CA/MA/VT REGISTERED VEHICLES ONLY)

Global FSA: 00012781

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):

Supplement Code:

+ 0 - TARGETING SEGMENT

- EE - CALIFORNIA SUV

00- Original

|  | P&A Code | GEO Sales | Responsible Dealer | Sub Code | Description         |
|--|----------|-----------|--------------------|----------|---------------------|
|  | 05389    | USA       | Sales Code F71084  |          | Kearny Pearson Ford |

## Eligibility Indicators

| Type                      | Indicator | Updated     |
|---------------------------|-----------|-------------|
| Repair Eligibility        | N         | 31-Mar-2009 |
| Display Eligibility       | N         | 31-Mar-2009 |
| Original Mail Eligibility | N         | 31-Mar-2009 |
| Follow up Mail            | N         | 31-Mar-2009 |

| VIN/FSA Vehicle Condition                |                   |            |          |              |
|------------------------------------------|-------------------|------------|----------|--------------|
| Code                                     | Vehicle Condition | Begin Date | End Date | Source       |
| Description                              |                   |            |          | Release Date |
| RELEASED TO APPROPRIATE SOURCE - ORIGINA |                   |            |          | 06-Oct-2008  |

| Repair                 |             |             |         |             |             |                   |             |
|------------------------|-------------|-------------|---------|-------------|-------------|-------------------|-------------|
| Status                 | System Date | Repair Date | Country | Dealer Code | Claim #     | Option/Labor Code | Cost Source |
| VIN/FSA Vehicle Status |             |             |         |             |             |                   |             |
| Description            |             |             | Reason  |             | Date        |                   |             |
| CLOSE - EXPIRED        |             |             | Close   |             | 31-Mar-2009 |                   |             |
| OPEN - LAUNCHED        |             |             | Open    |             | 06-Oct-2008 |                   |             |
| Confirmed              |             |             |         |             | 03-Oct-2008 |                   |             |

| VIN FSA Mail History                                                                                                                                                               |                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Local FSA:08B05-&FEDERAL EMISSION WARRANTY REF...                                                                                                                                  | Global FSA:00012781 |
| Release:<br>Release Date:<br>Mail Date:<br>Restricted Address:<br>Address:<br><br>Resp. Dealer:<br>Fleet Acct:<br>Fleet Mgmt Loc:<br>N&A Source:<br>Owner Effective Date:<br>Note: |                     |
| OWNER LETTER<br>06-Oct-2008<br>10-Oct-2008 to 18-Oct-2008<br>No<br>[REDACTED]<br>SPRING VALLEY,CA<br>[REDACTED] UNITED STATES<br>[REDACTED]<br>POLK<br>05-Aug-2004                 |                     |

| VIN: 1FMCU03191K [REDACTED]                                                           |                      |
|---------------------------------------------------------------------------------------|----------------------|
| Local FSA: 07551 - PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE CONNECTOR INSPECTION | Global FSA: 00011799 |

| Hub: FORD NORTH AMERICA Country: UNITED STATES                                                                                                                               |                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Segment / VIN Group(s):                                                                                                                                                      | Supplement Code: |
| + 0 - TARGETING SEGMENT<br>- AA - '01-'03 ESCAPE<br>+ 1 - TEST<br>- ** - VIN GROUP DESCRIPTION FOR **<br>+ 2 - TEST-2<br>- ** - VIN GROUP DESCRIPTION FOR **<br>+ 3 - TEST-3 | 00- Original     |

- \*\* - VIN GROUP DESCRIPTION FOR \*\*

| Responsible Dealer |           |            |          |                     |
|--------------------|-----------|------------|----------|---------------------|
| P&A Code           | GEO Sales | Sales Code | Sub Code | Description         |
| 05389              | USA       | F71084     |          | Kearny Pearson Ford |

| Eligibility Indicators    |           |             |  |
|---------------------------|-----------|-------------|--|
| Type                      | Indicator | Updated     |  |
| Repair Eligibility        | N         | 07-May-2007 |  |
| Display Eligibility       | N         | 07-May-2007 |  |
| Original Mail Eligibility | N         | 07-May-2007 |  |
| Follow up Mail            | N         | 07-May-2007 |  |

| VIN/FSA Vehicle Condition |                                          |            |              |        |
|---------------------------|------------------------------------------|------------|--------------|--------|
| Code                      | Vehicle Condition                        | Begin Date | End Date     | Source |
|                           | Description                              |            | Release Date |        |
|                           | RELEASED TO APPROPRIATE SOURCE - ORIGINA |            | 18-Apr-2007  |        |
|                           | EXTERNAL NAME AND ADDRESS APPLIED        |            | 17-Apr-2007  |        |

| Repair          |             |             |               |             |         |                   |             |
|-----------------|-------------|-------------|---------------|-------------|---------|-------------------|-------------|
| Status          | System Date | Repair Date | Country       | Dealer Code | Claim # | Option/Labor Code | Cost Source |
| CLOSE - INSPECT | 08-May-2007 | 05-May-2007 | UNITED STATES | 05466       | 010850  | 07S51A            | 25.73 GACES |

| VIN/FSA Vehicle Status |        |             |
|------------------------|--------|-------------|
| Description            | Reason | Date        |
| CLOSE - INSPECT        | Close  | 08-May-2007 |
| OPEN - LAUNCHED        | Open   | 07-Apr-2007 |
| Confirmed              |        | 02-Apr-2007 |

| VIN FSA Mail History                              |                                                                                                                                                                                                                               |
|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Local FSA:07S51-âPERFORM PRIOR TO VEHICLE DELI... | Global FSA:00011799                                                                                                                                                                                                           |
| Release:                                          | OWNER LETTER                                                                                                                                                                                                                  |
| Release Date:                                     | 18-Apr-2007                                                                                                                                                                                                                   |
| Mail Date:                                        | 23-Apr-2007 to 25-Apr-2007                                                                                                                                                                                                    |
| Restricted Address:                               | No                                                                                                                                                                                                                            |
| Address:                                          | <div style="background-color: black; width: 150px; height: 1.2em; margin-bottom: 2px;"></div> SPRING VALLEY,CA<br><div style="background-color: black; width: 150px; height: 1.2em; margin-bottom: 2px;"></div> UNITED STATES |
| Resp. Dealer:                                     | <div style="background-color: black; width: 100px; height: 1.2em;"></div>                                                                                                                                                     |
| Fleet Acct:                                       |                                                                                                                                                                                                                               |
| Fleet Mgmt Loc:                                   |                                                                                                                                                                                                                               |
| N&A Source:                                       | POLK                                                                                                                                                                                                                          |
| Owner Effective Date:                             | 05-Aug-2004                                                                                                                                                                                                                   |
| Note:                                             |                                                                                                                                                                                                                               |

VIN: 1FMCU03191K

Local FSA: 02M01 - TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE  
 OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS W/DASH  
 MOUNTED EGR PRESSURE SENSOR

Global  
 FSA: 00000511

|                                                          |                          |                    |                                  |                            |                         |                          |                    |
|----------------------------------------------------------|--------------------------|--------------------|----------------------------------|----------------------------|-------------------------|--------------------------|--------------------|
| <b>Hub: FORD NORTH AMERICA    Country: UNITED STATES</b> |                          |                    |                                  |                            |                         |                          |                    |
| <b>Segment / VIN Group(s):</b>                           |                          |                    |                                  |                            | <b>Supplement Code:</b> |                          |                    |
| + 0 - TARGET SEGMENT                                     |                          |                    |                                  |                            | 00- Original            |                          |                    |
| - AA -                                                   |                          |                    |                                  |                            |                         |                          |                    |
| <b>P&amp;A Code</b>                                      |                          | <b>GEO Sales</b>   | <b>Responsible Dealer</b>        |                            | <b>Description</b>      |                          |                    |
| 05389                                                    |                          | USA                | Sales Code    Sub Code<br>F71084 |                            | Kearny Pearson Ford     |                          |                    |
| <b>Eligibility Indicators</b>                            |                          |                    |                                  |                            |                         |                          |                    |
| <b>Type</b>                                              |                          | <b>Indicator</b>   |                                  | <b>Updated</b>             |                         |                          |                    |
| Repair Eligibility                                       |                          | Y                  |                                  | 04-Dec-2002                |                         |                          |                    |
| Display Eligibility                                      |                          | Y                  |                                  | 04-Dec-2002                |                         |                          |                    |
| Original Mail Eligibility                                |                          | N                  |                                  | 11-Jan-2003                |                         |                          |                    |
| Follow up Mail                                           |                          | Y                  |                                  | 19-Sep-2003                |                         |                          |                    |
| <b>VIN/FSA Vehicle Condition</b>                         |                          |                    |                                  |                            |                         |                          |                    |
| <b>Code</b>                                              | <b>Vehicle Condition</b> | <b>Begin Date</b>  |                                  | <b>End Date</b>            | <b>Source</b>           |                          |                    |
|                                                          |                          |                    |                                  |                            |                         |                          |                    |
| <b>Description</b>                                       |                          |                    |                                  |                            | <b>Release Date</b>     |                          |                    |
| MAILED - ORIGINAL NOTIFICATION                           |                          |                    |                                  |                            | 11-Jan-2003             |                          |                    |
| <b>Repair</b>                                            |                          |                    |                                  |                            |                         |                          |                    |
| <b>Status</b>                                            | <b>System Date</b>       | <b>Repair Date</b> | <b>Country</b>                   | <b>Dealer Code</b>         | <b>Claim #</b>          | <b>Option/Labor Code</b> | <b>Cost Source</b> |
| OPEN - REPAIRED                                          | 19-Sep-2003              | 15-Sep-2003        | UNITED STATES                    | 05389USAF71084             | 060408                  | B                        | 0.00 GACES         |
| <b>VIN/FSA Vehicle Status</b>                            |                          |                    |                                  |                            |                         |                          |                    |
| <b>Description</b>                                       |                          | <b>Reason</b>      |                                  | <b>Date</b>                |                         |                          |                    |
| OPEN - REPAIRED                                          |                          | Open               |                                  | 19-Sep-2003                |                         |                          |                    |
| OPEN - LAUNCHED                                          |                          | Open               |                                  | 11-Jan-2003                |                         |                          |                    |
| Confirmed                                                |                          |                    |                                  | 04-Dec-2002                |                         |                          |                    |
| <b>VIN FSA Mail History</b>                              |                          |                    |                                  |                            |                         |                          |                    |
| ↗                                                        |                          |                    |                                  |                            |                         |                          |                    |
| Local FSA:02M01-AETUBE-MOUNTED EGR PRESSURE SEN...       |                          |                    |                                  | Global FSA:00000511        |                         |                          |                    |
| Release:                                                 |                          |                    |                                  | OOWNER LETTER              |                         |                          |                    |
| Release Date:                                            |                          |                    |                                  | 11-Jan-2003                |                         |                          |                    |
| Mail Date:                                               |                          |                    |                                  | 15-Jan-2003 to 25-Jan-2003 |                         |                          |                    |
| Restricted Address:                                      |                          |                    |                                  | No                         |                         |                          |                    |
| Address:                                                 |                          |                    |                                  | [REDACTED]                 |                         |                          |                    |
|                                                          |                          |                    |                                  | SAN DIEGO,CA               |                         |                          |                    |
|                                                          |                          |                    |                                  | [REDACTED] UNITED STATES   |                         |                          |                    |
| Resp. Dealer:                                            |                          |                    |                                  | [REDACTED]                 |                         |                          |                    |
| Fleet Acct:                                              |                          |                    |                                  |                            |                         |                          |                    |
| Fleet Mgmt Loc:                                          |                          |                    |                                  |                            |                         |                          |                    |
| N&A Source:                                              |                          |                    |                                  | WASFLEET                   |                         |                          |                    |
| Owner Effective Date:                                    |                          |                    |                                  | 01-Feb-2002                |                         |                          |                    |
| Note:                                                    |                          |                    |                                  |                            |                         |                          |                    |

|                                                                    |  |  |                             |  |
|--------------------------------------------------------------------|--|--|-----------------------------|--|
| <b>VIN: 1FMCU03191K [REDACTED]</b>                                 |  |  |                             |  |
| <b>Local FSA: 04S13 - POWERTRAIN CONTROL MODULE RE-CALIBRATION</b> |  |  | <b>Global FSA: 00010104</b> |  |

|                                                          |  |  |                         |  |
|----------------------------------------------------------|--|--|-------------------------|--|
| <b>Hub: FORD NORTH AMERICA    Country: UNITED STATES</b> |  |  |                         |  |
| <b>Segment / VIN Group(s):</b>                           |  |  | <b>Supplement Code:</b> |  |
| + 0 - TARGETING SEGMENT                                  |  |  | 00- Original            |  |
| - BB - 2001-2003Escape V6-KCAP-Recal                     |  |  |                         |  |

| Responsible Dealer |           |            |          |                     |
|--------------------|-----------|------------|----------|---------------------|
| P&A Code           | GEO Sales | Sales Code | Sub Code | Description         |
| 05389              | USA       | F71084     |          | Kearny Pearson Ford |

| Eligibility Indicators    |           |             |  |
|---------------------------|-----------|-------------|--|
| Type                      | Indicator | Updated     |  |
| Repair Eligibility        | N         | 24-Jun-2005 |  |
| Display Eligibility       | N         | 24-Jun-2005 |  |
| Original Mail Eligibility | N         | 24-Jun-2005 |  |
| Follow up Mail            | N         | 24-Jun-2005 |  |

| VIN/FSA Vehicle Condition |                                          |            |          |                     |
|---------------------------|------------------------------------------|------------|----------|---------------------|
| Code                      | Vehicle Condition                        | Begin Date | End Date | Source              |
|                           | <b>Description</b>                       |            |          | <b>Release Date</b> |
|                           | RELEASED TO APPROPRIATE SOURCE - FOLLOW- |            |          | 10-Mar-2005         |
|                           | RELEASED TO APPROPRIATE SOURCE - FOLLOW- |            |          | 29-Jul-2004         |
|                           | RELEASED TO APPROPRIATE SOURCE - ORIGINA |            |          | 16-Apr-2004         |

| Repair           |             |             |               |                |         |                   |             |
|------------------|-------------|-------------|---------------|----------------|---------|-------------------|-------------|
| Status           | System Date | Repair Date | Country       | Dealer Code    | Claim # | Option/Labor Code | Cost Source |
| CLOSE - REPAIRED | 24-Jun-2005 | 11-Jun-2005 | UNITED STATES | 05466USAF71080 | 085777  | B                 | 31.80 GACES |

| VIN/FSA Vehicle Status |        |             |
|------------------------|--------|-------------|
| Description            | Reason | Date        |
| CLOSE - REPAIRED       | Close  | 24-Jun-2005 |
| OPEN - LAUNCHED        | Open   | 14-Apr-2004 |
| Confirmed              |        | 14-Apr-2004 |

| VIN FSA Mail History <span style="float: right;">J</span>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <div style="display: flex; justify-content: space-between;"> <span>Local FSA: 04S13 - POWERTRAIN CONTROL MODULE RE-...</span> <span>Global FSA: 00010104</span> </div> <div style="margin-top: 10px;"> <p>Release: OOWNER LETTER</p> <p>Release Date: 16-Apr-2004</p> <p>Mail Date: 21-Apr-2004 to 23-Apr-2004</p> <p>Restricted Address: No</p> <p>Address: [REDACTED]<br/>P O BOX [REDACTED]<br/>SAN DIEGO, CA [REDACTED]<br/>[REDACTED] UNITED STATES</p> <p>Resp. Dealer: [REDACTED]</p> <p>Fleet Acct: RC999 RED CARPET LEASING</p> </div> </div> |  |

Fleet Mgmt Loc: 9999RED CARPET LEASING  
N&A Source: FLEET  
Owner Effective Date: 04-Feb-2004  
Note:

☐ Local FSA:04S13-☐POWERTRAIN CONTROL MODULE RE-... Global FSA:00010104

Release: FPOSTCARD  
Release Date: 29-Jul-2004  
Mail Date: 23-Aug-2004 to 23-Aug-2004  
Restricted Address: No  
Address: [REDACTED]  
SAN DIEGO,CA  
[REDACTED] UNITED STATES  
Resp. Dealer: 05389USAF71084-  
Fleet Acct: RC999 RED CARPET LEASING  
Fleet Mgmt Loc: 9999RED CARPET LEASING  
N&A Source: FLEET  
Owner Effective Date: 04-Feb-2004  
Note:

☐ Local FSA:04S13-☐POWERTRAIN CONTROL MODULE RE-... Global FSA:00010104

Release: FOWNER LETTER  
Release Date: 10-Mar-2005  
Mail Date: 15-Mar-2005 to 23-Mar-2005  
Restricted Address: No  
Address: [REDACTED]  
SAN DIEGO,CA  
[REDACTED] UNITED STATES  
Resp. Dealer: 05389USAF71084-  
Fleet Acct: RC999 RED CARPET LEASING  
Fleet Mgmt Loc: 9999RED CARPET LEASING  
N&A Source: FLEET  
Owner Effective Date: 04-Feb-2004  
Note:

VIN: 1FMCU03191K [REDACTED]

Local FSA: 03S10 - SEATBELT BUCKLE COVER

Global FSA: 00000569

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):

Supplement Code:

- + 0 - TARGET SEGMENT
  - AA - VIN FILE UPLOAD0002
- + 1 - SEGMENT TO FILL TABLE FOR CCMTA REQUEST
  - AA - VIN GROUP LABEL DESC. OF AA
- + 2 - FOLLOW-UP MAILING
  - AA - FOLLOW-UP VIN GROUP

B -

| P&A Code | GEO Sales | Sales Code | Sub Code | Description         |
|----------|-----------|------------|----------|---------------------|
| 05389    | USA       | F71084     |          | Kearny Pearson Ford |

| Eligibility Indicators    |           |             |  |
|---------------------------|-----------|-------------|--|
| Type                      | Indicator | Updated     |  |
| Repair Eligibility        | N         | 03-Apr-2004 |  |
| Display Eligibility       | N         | 03-Apr-2004 |  |
| Original Mail Eligibility | N         | 03-Apr-2004 |  |
| Follow up Mail            | N         | 03-Apr-2004 |  |

| VIN/FSA Vehicle Condition                |                   |            |          |              |
|------------------------------------------|-------------------|------------|----------|--------------|
| Code                                     | Vehicle Condition | Begin Date | End Date | Source       |
| Description                              |                   |            |          | Release Date |
| RELEASED TO APPROPRIATE SOURCE - ORIGINA |                   |            |          | 22-Jan-2004  |

| Repair           |             |             |               |                |         |                   |             |
|------------------|-------------|-------------|---------------|----------------|---------|-------------------|-------------|
| Status           | System Date | Repair Date | Country       | Dealer Code    | Claim # | Option/Labor Code | Cost Source |
| CLOSE - REPAIRED | 03-Apr-2004 | 31-Mar-2004 | UNITED STATES | 05389USAF71084 | 078239  | B                 | 38.98 GACES |

| VIN/FSA Vehicle Status |        |             |
|------------------------|--------|-------------|
| Description            | Reason | Date        |
| CLOSE - REPAIRED       | Close  | 03-Apr-2004 |
| OPEN - LAUNCHED        | Open   | 22-Jan-2004 |
| Confirmed              |        | 25-Nov-2003 |

| VIN FSA Mail History                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Local FSA:03S10-!SEATBELT BUCKLE COVER                                                                                                                                                                                                                                                                                                                                                                                                                                     | Global FSA:00000569 |
| <div> <div> Release:<br/>Release Date:<br/>Mail Date:<br/>Restricted Address:<br/>Address:<br/><br/> Resp. Dealer:<br/>Fleet Acct:<br/>Fleet Mgmt Loc:<br/>N&amp;A Source:<br/>Owner Effective Date:<br/>Note: </div> <div> OWNER LETTER<br/>22-Jan-2004<br/>02-Feb-2004 to 02-Feb-2004<br/>No<br/>[REDACTED]<br/>SAN DIEGO,CA<br/>[REDACTED] UNITED STATES<br/>[REDACTED]<br/>RC999 RED CARPET LEASING<br/>9999RED CARPET LEASING<br/>FLEET<br/>09-Jan-2004 </div> </div> |                     |

| FSA Counts                   |                        |                            |       |
|------------------------------|------------------------|----------------------------|-------|
| FSA Category                 | Repair Eligible (Open) | Repair Ineligible (Closed) | Total |
| CUST SAT PGM - MULTI REPAIR  | 1                      | 0                          | 1     |
| CUSTOMER SAT/OWNER NOTIF PGM | 0                      | 1                          | 1     |
| SAFETY RECALL                | 0                      | 3                          | 3     |

|       |   |   |   |
|-------|---|---|---|
| Total | 1 | 4 | 5 |
|-------|---|---|---|

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1FMCU031911

FORD CONFIDENTIAL

04/29/2009 15:01:48

2001 ESCAPE

4 DR XLT MPV 4X2

3.0L DURATEC-VE(VE6) 0M11A30A CD4E AUTO TRANSAXLE

AXLE CODE: 96

\*OPEN CAMPAIGNS

NO CAMPAIGN MESSAGE(S) FOUND

\*WARRANTY START DATE 07/11/2001 BUILD DATE 04/30/2001 START ODOM

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

\*EXTENDED COVERAGES

0759 EXPIRED

STANDARD DEDUCTIBLE: 50 USD

OWNER NAME: DENISE DEVAL-HALL

OPTIONS:

EXPIRATION DATE: 07/11/2007 DISTANCE: 75,000

RENTAL: 28 USD UP TO 10 DAYS TOWING: 0 USD

CONTRACT SOLD BY: USA 05389

ESP CONTRACT START DATE: 07/11/2001

0878 EXPIRED

STANDARD DEDUCTIBLE: 100

OWNER NAME: CERTIFIED CUSTOMER

OPTIONS:

EXPIRATION DATE: 07/11/2007 DISTANCE: 75,000

FOR MORE INFO <RTN>, M. MENU OR 99. BYE

Server Name : AWS New Prod AWSPPRDDG Claims loaded through 29-APR-2009 Server Name : AWSPPRDDG

**ANALYTICAL WARRANTY SYSTEM**
[Home](#) [Overview](#) [Statistics](#) [Documentation](#) [Download](#) [Online Reports](#) [Utilities](#) [Contact Us](#)
**Standard Claims List For Model Year 2001**

Note: All Costs are in US Dollars

| VIN            | VEH<br>LINE | MKT<br>DERIV                                                                                                                                                                                                                                         | BODY<br>CAB | VER<br>SERIES | DRIVE<br>TYPE | PLT<br>CD | TRS<br>CD | ENG<br>CD           | PROD<br>DATE    | WARR<br>DATE | SELLING<br>DEALER | SELL<br>CNT | TIS | WCC         | CPSC_6 | PREF           | BASE  | SUFF   | VRT<br>NA | VRT<br>ROW  | VFG | CCC    | CD | DIST<br>(Miles) |  |    |  |                       |  |                  |  |
|----------------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------------|---------------|-----------|-----------|---------------------|-----------------|--------------|-------------------|-------------|-----|-------------|--------|----------------|-------|--------|-----------|-------------|-----|--------|----|-----------------|--|----|--|-----------------------|--|------------------|--|
| 1FMCU03191K    |             | F                                                                                                                                                                                                                                                    | T/WE        | T/EF          | T/A           | AJ        | T/DJ      | T/LD                | 30-<br>APR-2001 | 11-JUL-2001  | 171084            | USA         | 27  | 1H03        | *      | *              | *     | *      | F09       | SXX         | V00 | *      | *  | 21644           |  |    |  |                       |  |                  |  |
| AWS Claim Key: |             | 15906300                                                                                                                                                                                                                                             |             | Trx Code:     |               | 02M01     |           | Labor Hrs:          |                 | .3           |                   | Labor Cost: |     | 22.41       |        | Material Cost: |       | 42.59  |           | Total Cost: |     | 65     |    |                 |  |    |  |                       |  |                  |  |
| Dir Cd-Sub Cd: |             | 05389-*                                                                                                                                                                                                                                              |             | Name:         |               |           |           | KEARNY PEARSON FORD |                 |              |                   | Ph:         |     | 858-5605544 |        | St:            |       | CA     |           | Ctry Cd:    |     | USA    |    | Reg Cd:         |  | NA |  | Repr Date:15-SEP-2003 |  | Doc<br>#:060408A |  |
| Cust Comments: |             | CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON                                                                                                                                                                                                    |             |               |               |           |           |                     |                 |              |                   |             |     |             |        |                |       |        |           |             |     |        |    |                 |  |    |  |                       |  |                  |  |
| Tech Comments: |             | 21644 TECH 850.3 HRS (02M01.3) EEC TEST CODE P0401, CLEARED CODE , REPLACED DPFE SENSOR                                                                                                                                                              |             |               |               |           |           |                     |                 |              |                   |             |     |             |        |                |       |        |           |             |     |        |    |                 |  |    |  |                       |  |                  |  |
|                |             |                                                                                                                                                                                                                                                      |             |               |               |           |           |                     |                 |              |                   |             |     |             |        |                |       |        |           |             |     |        |    |                 |  |    |  |                       |  |                  |  |
|                |             |                                                                                                                                                                                                                                                      |             |               |               |           |           |                     |                 |              |                   |             |     |             |        |                |       |        |           |             |     |        |    |                 |  |    |  |                       |  |                  |  |
| 1FMCU03191K    |             | F                                                                                                                                                                                                                                                    | T/WE        | T/EF          | T/A           | AJ        | T/DJ      | T/LD                | 30-<br>APR-2001 | 11-JUL-2001  | 171084            | USA         | 34  | 1H03        | 030804 | 2M5Z           | 9J460 | AA     | F04       | S11         | V29 | E29    | 42 | 28239           |  |    |  |                       |  |                  |  |
| AWS Claim Key: |             | 17808165                                                                                                                                                                                                                                             |             | Trx Code:     |               | S07       |           | Labor Hrs:          |                 | .4           |                   | Labor Cost: |     | 29.88       |        | Material Cost: |       | 45.49  |           | Total Cost: |     | 75.37  |    |                 |  |    |  |                       |  |                  |  |
| Dir Cd-Sub Cd: |             | 05389-*                                                                                                                                                                                                                                              |             | Name:         |               |           |           | KEARNY PEARSON FORD |                 |              |                   | Ph:         |     | 858-5605544 |        | St:            |       | CA     |           | Ctry Cd:    |     | USA    |    | Reg Cd:         |  | NA |  | Repr Date:31-MAR-2004 |  | Doc<br>#:078239A |  |
| Cust Comments: |             | CHECK ENGINE LIGHT ON E29                                                                                                                                                                                                                            |             |               |               |           |           |                     |                 |              |                   |             |     |             |        |                |       |        |           |             |     |        |    |                 |  |    |  |                       |  |                  |  |
| Tech Comments: |             | 28240 DPFE SENSOR FAILURE (42) (#240) 02M01C 0.4 HRS. EEC SYSTEM TEST ,KOEO P0401 REPLACE DPFE SENSOR WITH THE UP DATE PART CLEAR DTC RECHECK OK                                                                                                     |             |               |               |           |           |                     |                 |              |                   |             |     |             |        |                |       |        |           |             |     |        |    |                 |  |    |  |                       |  |                  |  |
|                |             |                                                                                                                                                                                                                                                      |             |               |               |           |           |                     |                 |              |                   |             |     |             |        |                |       |        |           |             |     |        |    |                 |  |    |  |                       |  |                  |  |
|                |             |                                                                                                                                                                                                                                                      |             |               |               |           |           |                     |                 |              |                   |             |     |             |        |                |       |        |           |             |     |        |    |                 |  |    |  |                       |  |                  |  |
| 1FMCU03191K    |             | F                                                                                                                                                                                                                                                    | T/WE        | T/EF          | T/A           | AJ        | T/DJ      | T/LD                | 30-<br>APR-2001 | 11-JUL-2001  | 171084            | USA         | 34  | 5N01        | 110201 | 5L8Z           | 3A130 | AA     | F05       | S05         | V39 | N50    | 42 | 28239           |  |    |  |                       |  |                  |  |
| AWS Claim Key: |             | 17768638                                                                                                                                                                                                                                             |             | Trx Code:     |               | E84       |           | Labor Hrs:          |                 | 1.3          |                   | Labor Cost: |     | 97.13       |        | Material Cost: |       | 110.38 |           | Total Cost: |     | 207.51 |    |                 |  |    |  |                       |  |                  |  |
| Dir Cd-Sub Cd: |             | 05389-*                                                                                                                                                                                                                                              |             | Name:         |               |           |           | KEARNY PEARSON FORD |                 |              |                   | Ph:         |     | 858-5605544 |        | St:            |       | CA     |           | Ctry Cd:    |     | USA    |    | Reg Cd:         |  | NA |  | Repr Date:31-MAR-2004 |  | Doc<br>#:078239C |  |
| Cust Comments: |             | CUSTOMER SAID WHEN TURNING LEFT RIGHT AT A STOP,,LOUD SQUEEL IN FRONT END                                                                                                                                                                            |             |               |               |           |           |                     |                 |              |                   |             |     |             |        |                |       |        |           |             |     |        |    |                 |  |    |  |                       |  |                  |  |
| Tech Comments: |             | 28239 809 3130AB 0.5, M TIME 0.7 (ALIGN VEHICLE AND SET TOE) NO OP CODES TEST DROVE VEHICLE TO VERIFY CONCERN. OUTER TIE RODS DRY CAUSING CONCERN. REPLACE BOTH OUTER TIE RODS. CHECKED ALIGNMENT AND SET TOE. TEST DROVE VEHICLE TO VERIFY REPAIRS. |             |               |               |           |           |                     |                 |              |                   |             |     |             |        |                |       |        |           |             |     |        |    |                 |  |    |  |                       |  |                  |  |
|                |             |                                                                                                                                                                                                                                                      |             |               |               |           |           |                     |                 |              |                   |             |     |             |        |                |       |        |           |             |     |        |    |                 |  |    |  |                       |  |                  |  |
|                |             |                                                                                                                                                                                                                                                      |             |               |               |           |           |                     |                 |              |                   |             |     |             |        |                |       |        |           |             |     |        |    |                 |  |    |  |                       |  |                  |  |
|                |             |                                                                                                                                                                                                                                                      |             |               |               |           |           |                     |                 |              |                   |             |     |             |        |                |       |        |           |             |     |        |    |                 |  |    |  |                       |  |                  |  |

30-

|                |      |                                                                                                                                                                                     |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
|----------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-----------|-----|-------|------|---------------------|-----------------|-------------|--------|-------------|----|-------------|--------|----------------|-------|-------|-----|-------------|-----|--------|----|---------|--|----|--|-----------------------|--|----------------|--|
| IFMCU03191K    | T/M1 | F                                                                                                                                                                                   | T/WE | T/EF      | T/A | AJ    | T/DJ | T/LD                | 30-<br>APR-2001 | 11-JUL-2001 | 171084 | USA         | 34 | 7B02        | 140201 | *              | 10346 | *     | F03 | S09         | V19 | C26    | 07 | 28239   |  |    |  |                       |  |                |  |
| AWS Claim Key: |      | 17755889                                                                                                                                                                            |      | Trx Code: |     | E83   |      | Labor Hrs:          |                 | .3          |        | Labor Cost: |    | 22.41       |        | Material Cost: |       | 0     |     | Total Cost: |     | 22.41  |    |         |  |    |  |                       |  |                |  |
| Dir Cd-Sub Cd: |      | 05389-*                                                                                                                                                                             |      | Name:     |     |       |      | KEARNY PEARSON FORD |                 |             |        | Ph:         |    | 858-5605544 |        | St:            |       | CA    |     | Ctry Cd:    |     | USA    |    | Reg Cd: |  | NA |  | Repr Date:31-MAR-2004 |  | Doc #:078239B  |  |
| Cust Comments: |      | BATTERY LIGHT ON                                                                                                                                                                    |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
| Tech Comments: |      | 28240 ALTERNATOR OUT PUT OK AT THIS TIME (#240) 10200A 0.3 ALTERNATOR CIRCUIT TEST ,ALT. OUT 14.5 V. BATTERY TEST OK ,UNABLE TO DUPLICATE THE CONCERN AT THIS TIME                  |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
|                |      |                                                                                                                                                                                     |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
|                |      |                                                                                                                                                                                     |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
| IFMCU03191K    | T/M1 | F                                                                                                                                                                                   | T/WE | T/EF      | T/A | AJ    | T/DJ | T/LD                | 30-<br>APR-2001 | 11-JUL-2001 | 171084 | USA         | 34 | *           | *      | *              | *     | *     | F09 | SXX         | V00 | *      | *  | 28239   |  |    |  |                       |  |                |  |
| AWS Claim Key: |      | 17745430                                                                                                                                                                            |      | Trx Code: |     | 03S10 |      | Labor Hrs:          |                 | .4          |        | Labor Cost: |    | 29.88       |        | Material Cost: |       | 9.1   |     | Total Cost: |     | 38.98  |    |         |  |    |  |                       |  |                |  |
| Dir Cd-Sub Cd: |      | 05389-*                                                                                                                                                                             |      | Name:     |     |       |      | KEARNY PEARSON FORD |                 |             |        | Ph:         |    | 858-5605544 |        | St:            |       | CA    |     | Ctry Cd:    |     | USA    |    | Reg Cd: |  | NA |  | Repr Date:31-MAR-2004 |  | Doc #:078239D  |  |
| Cust Comments: |      | 03S10 RECALL A99 SEATBELT BUCKLE COVER                                                                                                                                              |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
| Tech Comments: |      | 28239 480 .6 PEFORMED 03S10B RECALL                                                                                                                                                 |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
|                |      |                                                                                                                                                                                     |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
|                |      |                                                                                                                                                                                     |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
| IFMCU03191K    | T/M1 | F                                                                                                                                                                                   | T/WE | T/EF      | T/A | AJ    | T/DJ | T/LD                | 30-<br>APR-2001 | 11-JUL-2001 | 171084 | USA         | 34 | 1F06        | 030302 | 1L8Z           | 8A080 | BB    | F03 | S09         | V83 | G29    | 42 | 28608   |  |    |  |                       |  |                |  |
| AWS Claim Key: |      | 17768639                                                                                                                                                                            |      | Trx Code: |     | E84   |      | Labor Hrs:          |                 | .8          |        | Labor Cost: |    | 59.77       |        | Material Cost: |       | 61.59 |     | Total Cost: |     | 121.36 |    |         |  |    |  |                       |  |                |  |
| Dir Cd-Sub Cd: |      | 05389-*                                                                                                                                                                             |      | Name:     |     |       |      | KEARNY PEARSON FORD |                 |             |        | Ph:         |    | 858-5605544 |        | St:            |       | CA    |     | Ctry Cd:    |     | USA    |    | Reg Cd: |  | NA |  | Repr Date:05-APR-2004 |  | Doc #:078627A  |  |
| Cust Comments: |      | COOLANT LIGHT INDICATOR ON,,ADVISE                                                                                                                                                  |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
| Tech Comments: |      | 28608 480 13300D .4 12651D2 .3 8080A .5 CHECKED OUT WIREING TROUGHT COLOM TO CLUSTER PINPOINT TESTED TO SENSOR IN TANK REMOVED AND REPALCED COOLENT TANK ASSY RETESTED FOUND OK NOW |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
|                |      |                                                                                                                                                                                     |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
|                |      |                                                                                                                                                                                     |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
| IFMCU03191K    | T/M1 | F                                                                                                                                                                                   | T/WE | T/EF      | T/A | AJ    | T/DJ | T/LD                | 30-<br>APR-2001 | 11-JUL-2001 | 171084 | USA         | 48 | 1D01        | 030203 | 2R8Z           | 6710  | AA    | F04 | S11         | V44 | L65    | D8 | 69661   |  |    |  |                       |  |                |  |
| AWS Claim Key: |      | 20047617                                                                                                                                                                            |      | Trx Code: |     | 0878D |      | Labor Hrs:          |                 | 3.4         |        | Labor Cost: |    | 270.27      |        | Material Cost: |       | 90.19 |     | Total Cost: |     | 366.88 |    |         |  |    |  |                       |  |                |  |
| Dir Cd-Sub Cd: |      | 05466-*                                                                                                                                                                             |      | Name:     |     |       |      | DREW FORD           |                 |             |        | Ph:         |    | 619-4647777 |        | St:            |       | CA    |     | Ctry Cd:    |     | USA    |    | Reg Cd: |  | NA |  | Repr Date:11-JUN-2005 |  | Doc #:08577752 |  |
| Cust Comments: |      | VEHICLE HAS A OIL LEAK,                                                                                                                                                             |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
| Tech Comments: |      | RACK AND INSPECT VEHICLE DIAGNOSE AND REPLACE LEAKING ENGINE OIL PAN GASKET AND LEAKING VALVE COVER GASKETS ROAD TEST TO VERIFY REPAIRS                                             |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
|                |      |                                                                                                                                                                                     |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
|                |      |                                                                                                                                                                                     |      |           |     |       |      |                     |                 |             |        |             |    |             |        |                |       |       |     |             |     |        |    |         |  |    |  |                       |  |                |  |
| IFMCU03191K    | T/M1 | F                                                                                                                                                                                   | T/WE | T/EF      | T/A | AJ    | T/DJ | T/LD                | 30-<br>APR-2001 | 11-JUL-2001 | 171084 | USA         | 48 | *           | *      | *              | *     | *     | F09 | SXX         | V00 | *      | *  | 69661   |  |    |  |                       |  |                |  |
| AWS Claim Key: |      | 20047615                                                                                                                                                                            |      | Trx Code: |     | 04S13 |      | Labor Hrs:          |                 | .4          |        | Labor Cost: |    | 31.8        |        | Material Cost: |       | 0     |     | Total Cost: |     | 31.8   |    |         |  |    |  |                       |  |                |  |
| Dir Cd-Sub Cd: |      | 05466-*                                                                                                                                                                             |      | Name:     |     |       |      | DREW FORD           |                 |             |        | Ph:         |    | 619-4647777 |        | St:            |       | CA    |     | Ctry Cd:    |     | USA    |    | Reg Cd: |  | NA |  | Repr Date:11-JUN-     |  | Doc            |  |

|                               |  |                                                                                                                                                                                                                                                                                      |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     |                               |     |                        |        |
|-------------------------------|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------------------|----|-----------|------|---------------------|-----------------|-------------|-----|--------------------|------|---------|------|-----------------------|----|--------|-----|-------------------------------|-----|------------------------|--------|
|                               |  | 2005                                                                                                                                                                                                                                                                                 |      |                  |    |           |      |                     |                 |             |     | #08577740          |      |         |      |                       |    |        |     |                               |     |                        |        |
| <b>Cust Comments:</b>         |  | 04S13 POWERTRAIN CONTROL MODULE RE CALIBRATION                                                                                                                                                                                                                                       |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     |                               |     |                        |        |
| <b>Tech Comments:</b>         |  | REPROGRAM PCM                                                                                                                                                                                                                                                                        |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     |                               |     |                        |        |
|                               |  |                                                                                                                                                                                                                                                                                      |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     |                               |     |                        |        |
| 1FMCU03191K [REDACTED] T/M1 F |  | T/WE                                                                                                                                                                                                                                                                                 | T/EF | T/A              | AJ | T/DJ      | T/LD | 30-<br>APR-<br>2001 | 11-JUL-<br>2001 | 171084      | USA | 48                 | 3A11 | 070100  | F7RZ | 7153                  | AA | F04    | S11 | V48                           | P59 | 01                     | 69661  |
| <b>AWS Claim Key:</b>         |  | 20047616                                                                                                                                                                                                                                                                             |      | <b>Trx Code:</b> |    | 0878D     |      | <b>Labor Hrs:</b>   |                 | 15.4        |     | <b>Labor Cost:</b> |      | 1224.17 |      | <b>Material Cost:</b> |    | 197.27 |     | <b>Total Cost:</b>            |     | 1436.36                |        |
| <b>Dlr Cd-Sub Cd:</b>         |  | 05466-*                                                                                                                                                                                                                                                                              |      | <b>Name:</b>     |    | DREW FORD |      | <b>Ph:</b>          |                 | 619-4647777 |     | <b>St:</b>         |      | CA      |      | <b>Ctry Cd:</b>       |    | USA    |     | <b>Reg Cd:</b>                |     | NA                     |        |
|                               |  |                                                                                                                                                                                                                                                                                      |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     | <b>Repr Date:</b> 11-JUN-2005 |     | <b>Doc #:</b> 08577751 |        |
| <b>Cust Comments:</b>         |  | THE VEHICLE WONT GO INTO REV, CHECK AND ADVISE POSS ESP PREMIUM CARE WARR 50.00DED                                                                                                                                                                                                   |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     |                               |     |                        |        |
| <b>Tech Comments:</b>         |  | VERIFIED CONCERN.NO CODES IN MEMORY.PERFORMED DIAGNOSIS BY SYMPTOM PNPOINT TEST.LINE PRESSURES NORMAL,DEBRIS IN PAN.INSPECTED TRANS FOR DAMAGE.FOUND REVERSE CLUTCH PISTON TORN AND DIRECT CLUTCHES BURNT.OVERHAULED TRAQNS AND VALVE BODY.FLUSHED COOLER AND CONVERTER.ROAD TESTED. |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     |                               |     |                        |        |
|                               |  |                                                                                                                                                                                                                                                                                      |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     |                               |     |                        |        |
| 1FMCU03191K [REDACTED] T/M1 F |  | T/WE                                                                                                                                                                                                                                                                                 | T/EF | T/A              | AJ | T/DJ      | T/LD | 30-<br>APR-<br>2001 | 11-JUL-<br>2001 | 171084      | USA | 49                 | 2B02 | 030002  | 1L8Z | 12029                 | AB | F04    | S11 | V29                           | E29 | 42                     | 69928  |
| <b>AWS Claim Key:</b>         |  | 20058295                                                                                                                                                                                                                                                                             |      | <b>Trx Code:</b> |    | 0759D     |      | <b>Labor Hrs:</b>   |                 | 2.1         |     | <b>Labor Cost:</b> |      | 166.93  |      | <b>Material Cost:</b> |    | 63.1   |     | <b>Total Cost:</b>            |     | 234.92                 |        |
| <b>Dlr Cd-Sub Cd:</b>         |  | 05466-*                                                                                                                                                                                                                                                                              |      | <b>Name:</b>     |    | DREW FORD |      | <b>Ph:</b>          |                 | 619-4647777 |     | <b>St:</b>         |      | CA      |      | <b>Ctry Cd:</b>       |    | USA    |     | <b>Reg Cd:</b>                |     | NA                     |        |
|                               |  |                                                                                                                                                                                                                                                                                      |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     | <b>Repr Date:</b> 24-JUN-2005 |     | <b>Doc #:</b> 08839451 |        |
| <b>Cust Comments:</b>         |  | CK ENG LIGHT IS ON CK & ADVISE                                                                                                                                                                                                                                                       |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     |                               |     |                        |        |
| <b>Tech Comments:</b>         |  | EEC TEST KOEO PASS KOEC P0302 KOER PASS. CHECK ENGINE LIGHT WAS ON. IGNITION SYSTEM TEST MISFIRE CYLINDER #2. REPLACED #2 COIL AND SPARK PLUG THAT WERE OIL CONTAMINATED AND RETEST KOEO KOEC KOER ALL PASS.                                                                         |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     |                               |     |                        |        |
|                               |  |                                                                                                                                                                                                                                                                                      |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     |                               |     |                        |        |
| 1FMCU03191K [REDACTED] T/M1 F |  | T/WE                                                                                                                                                                                                                                                                                 | T/EF | T/A              | AJ | T/DJ      | T/LD | 30-<br>APR-<br>2001 | 11-JUL-<br>2001 | 171084      | USA | 71                 | *    | *       | *    | *                     | *  | F09    | SXX | V00                           | *   | *                      | 114587 |
| <b>AWS Claim Key:</b>         |  | 21715625                                                                                                                                                                                                                                                                             |      | <b>Trx Code:</b> |    | 07S51     |      | <b>Labor Hrs:</b>   |                 | .3          |     | <b>Labor Cost:</b> |      | 25.73   |      | <b>Material Cost:</b> |    | 0      |     | <b>Total Cost:</b>            |     | 25.73                  |        |
| <b>Dlr Cd-Sub Cd:</b>         |  | 05466-*                                                                                                                                                                                                                                                                              |      | <b>Name:</b>     |    | DREW FORD |      | <b>Ph:</b>          |                 | 619-4647777 |     | <b>St:</b>         |      | CA      |      | <b>Ctry Cd:</b>       |    | USA    |     | <b>Reg Cd:</b>                |     | NA                     |        |
|                               |  |                                                                                                                                                                                                                                                                                      |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     | <b>Repr Date:</b> 05-MAY-2007 |     | <b>Doc #:</b> 01085040 |        |
| <b>Cust Comments:</b>         |  | 07S51 PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE CONNECTOR INSPECTIO                                                                                                                                                                                                              |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     |                               |     |                        |        |
| <b>Tech Comments:</b>         |  | 42 INSPECTED ABS MODULE AND CONNECTOR FOR CORROSION                                                                                                                                                                                                                                  |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     |                               |     |                        |        |
|                               |  |                                                                                                                                                                                                                                                                                      |      |                  |    |           |      |                     |                 |             |     |                    |      |         |      |                       |    |        |     |                               |     |                        |        |

Any comments?

**Westbrook, Jessica (J.E.)**

1116522828

**From:** Hull, Michelle (M.K.)  
**Sent:** Wednesday, April 29, 2009 8:49 AM  
**To:** Taylor, Alma (A.); Westbrook, Jessica (J.E.)  
**Cc:** 'ivang@drewauto.com'  
**Subject:** FW: Dealer Request For Consumer Affairs Review

Please open and assign to Alma.Thanks

---

**From:** dcpform@ford.com [mailto:dcpform@ford.com]  
**Sent:** Tuesday, April 28, 2009 5:49 PM  
**To:** Ordcalp, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

### Dealer Request For Consumer Affairs Review - All Regions

**Dealership Name:** Drew Ford  
**Requesting Dealer:** Drew Ford  
**Contact Person:** Ivan Green  
**Telephone:** 619-668-7799  
**Email Address:** ivang@drewauto.com  
**PA Code:** 05466  
**Region:** Los Angeles  
**City:** La Mesa  
**Dealer State:** CA  
**Fax Number:** 619-668-7709  
**WSD:** 07-11-01  
**Vehicle Year:** 2001  
**Vehicle Model:** Escape  
**Vehicle VIN:** 1FMCU03191K [REDACTED]  
**Mileage:** 169664  
**Customer Name:** [REDACTED]  
**Street Address:** [REDACTED]  
**City:** Spring Valley  
**State:** California  
**Zip Code:** [REDACTED]  
**Home Phone:** [REDACTED]  
**Work Phone:** [REDACTED]  
**Customer Region:** W1 - Los Angeles  
**Incident Involves:** Fire  
**Date of Incident:** 04/22/2009  
**County in which incident occurred:** San Diego  
**Is Alleging Defect:** Yes  
**Alleging defect detail:** ABS Module and connector, similar to FSA 07S51  
**Police Report Filed:** No  
**Insurance Company Contacted:** Y  
**Insurance Company Contact Information:** California Casualty Insurance David Hicks 619-977-3334

**Coach Builder State:** AK - Alaska

**Resolution Sought Detail:** Repairs to vehicle to be covered by Ford.

**Comments:** Insurance agent has contacted us insisting that we cover repairs.

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Office of the General Counsel

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

April 3, 2008

[REDACTED]  
[REDACTED]  
San Antonio, TX [REDACTED]

RE: 2002 Escape  
VIN: 1FMYU03132K [REDACTED]

Dear Mr. [REDACTED]:

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

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining your confidence in us after the purchase. We suggest you turn this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they choose to do so.

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

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

Sincerely,

M. Klemmer  
Claims Analyst  
Office of the General Counsel

**Pickett, Sylvia (S.J.)**

**From:** dcpform@ford.com  
**Sent:** Tuesday, March 18, 2008 7:35 PM  
**To:** Ordcalp, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

**Dealer Request For Consumer Affairs Review - All Regions**

**Dealership Name:** North Park Lincoln  
**Requesting Dealer:** North Park Lincoln  
**Contact Person:** Gary Ackels  
**Telephone:** 2103418811  
**Email Address:** gackels@nplm.com  
**PA Code:** 11430  
**Region:** Houston  
**City:** San Antonio  
**Dealer State:** TX  
**Fax Number:** 2105251939  
**WSD:** 10/31/01

**Vehicle Year:** 2002

**Vehicle Model:** Escape

**Vehicle VIN:** 1FMYU03132K [REDACTED]

**Mileage:** 118651

**Customer Name:** [REDACTED]

**Street Address:** [REDACTED]

**City:** San Antonio

**State:** Texas

**Zip Code:** [REDACTED]

**Home Phone:** [REDACTED]

**Work Phone:** [REDACTED]

**Customer Region:** 99 - All Regions

**Incident Involves:** Fire

**Date of Incident:** 03/15/2008

**County in which incident occurred:** Bexar

**Is Alleging Defect:** Yes

**Alleging defect detail:** The ABS module and connector caught fire.

**Police Report Filed:** No

**Insurance Company Contacted:** Y

**Insurance Company Advice:** Have not contacted insurance at this time.

**Coach Builder State:** AK - Alaska

**Resolution Sought Detail:** Ford to pay for repair.

**Comments:** This dealership recieved vehicle from an independent garage. Another dealership performed recall 07S51. Repair will cost about \$1600.00

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

3/19/2008

RQ09-002 0091LP

Customer Info

|                           |            |                |            |                  |            |
|---------------------------|------------|----------------|------------|------------------|------------|
| Customer:                 | [REDACTED] | Primary Phone: | [REDACTED] | Secondary Phone: | [REDACTED] |
| Address:                  | [REDACTED] | SAN ANTONIO    | TX         | [REDACTED]       |            |
| Country:                  | USA        | Language:      | EN         |                  |            |
| Cell Phone:               |            | Pager:         |            |                  |            |
| Preferred Contact method: |            | Fax:           |            |                  |            |
| Preferred Contact Time:   |            | Email:         |            |                  |            |

Ford Confidential

## CONNECTOR INSPECTION

FSA: 00011799

Hub: FORD NORTH AMERICA Country: UNITED STATES

## Segment / VIN Group(s):

## Supplement Code:

+ 0 - TARGETING SEGMENT  
 - AA - '01-'03 ESCAPE  
 + 1 - TEST  
 - \*\* - VIN GROUP DESCRIPTION FOR \*\*  
 + 2 - TEST-2  
 - \*\* - VIN GROUP DESCRIPTION FOR \*\*  
 + 3 - TEST-3  
 - \*\* - VIN GROUP DESCRIPTION FOR \*\*

00- Original

## Responsible Dealer

## P&amp;A Code

04569

## GEO Sales

USA

## Sales Code

F52909

## Sub Code

## Description

Grande Truck Center

## Eligibility Indicators

| Type                      | Indicator | Updated     |
|---------------------------|-----------|-------------|
| Repair Eligibility        | N         | 18-Sep-2007 |
| Display Eligibility       | N         | 18-Sep-2007 |
| Original Mail Eligibility | N         | 18-Sep-2007 |
| Follow up Mail            | N         | 18-Sep-2007 |

## VIN/FSA Vehicle Condition

| Code | Vehicle Condition | Begin Date | End Date | Source |
|------|-------------------|------------|----------|--------|
|------|-------------------|------------|----------|--------|

## Description

## Release Date

RELEASED TO APPROPRIATE SOURCE - FOLLOW-  
 RELEASED TO APPROPRIATE SOURCE - ORIGINA  
 EXTERNAL NAME AND ADDRESS APPLIED

11-Jul-2007  
 18-Apr-2007  
 17-Apr-2007

## Repair

| Status          | System Date | Repair Date | Country       | Dealer Code | Claim # | Option/Labor Code | Cost  | Source |
|-----------------|-------------|-------------|---------------|-------------|---------|-------------------|-------|--------|
| CLOSE - INSPECT | 19-Sep-2007 | 15-Sep-2007 | UNITED STATES | 04544       | 594274  | 07S51A            | 24.67 | GACES  |

## VIN/FSA Vehicle Status

## Description

## Reason

## Date

|                 |       |             |
|-----------------|-------|-------------|
| CLOSE - INSPECT | Close | 19-Sep-2007 |
| OPEN - LAUNCHED | Open  | 07-Apr-2007 |
| Confirmed       |       | 02-Apr-2007 |

## VIN FSA Mail History



Local FSA:07S51-âPERFORM PRIOR TO VEHICLE DELI...

Global FSA:00011799

Release: OOWNER LETTER  
 Release Date: 18-Apr-2007  
 Mail Date: 23-Apr-2007 to 25-Apr-2007  
 Restricted Address: No  
 Address: [REDACTED]

SAN ANTONIO, TX

Resp. Dealer: [REDACTED] UNITED STATES  
Fleet Acct: [REDACTED]  
Fleet Mgmt Loc:  
N&A Source: POLK  
Owner Effective Date: 01-Aug-2006  
Note:

Local FSA:07S51-âPERFORM PRIOR TO VEHICLE DELI... Global FSA:00011799

Release: FPOSTCARD  
Release Date: 11-Jul-2007  
Mail Date: 18-Jul-2007 to 18-Jul-2007  
Restricted Address: No  
Address: [REDACTED]  
SAN ANTONIO, TX  
[REDACTED] UNITED STATES  
Resp. Dealer: [REDACTED]  
Fleet Acct:  
Fleet Mgmt Loc:  
N&A Source: POLK  
Owner Effective Date: 01-Aug-2006  
Note:

**FSA Counts**

| FSA Category                | Repair Eligible (Open) | Repair Ineligible (Closed) | Total    |
|-----------------------------|------------------------|----------------------------|----------|
| CUST SAT PGM - MULTI REPAIR | 1                      | 0                          | 1        |
| SAFETY RECALL               | 0                      | 3                          | 3        |
| <b>Total</b>                | <b>1</b>               | <b>3</b>                   | <b>4</b> |

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## ESP / Recall Information

VIN: 1FMYU03132K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]  
 Plan Type: USA 2001 NEW 60/75,000 BASECARE W/ROADSIDE ASSISTANCE  
 Selling Dealer: GRANDE TRUCK CENTER  
 Deductible:  
 Rental: 28  
 Towing Allowance:

Status: Expire  
 Expiration Date: 2006-10-31  
 Expiration Miles: 75,000  
 Plan Year: 2001  
 Purchase Type: N  
 Options: \$0, DEDUCT.

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

Cancel Date:  
 Refund Percent:  
 Dealer Credited:

Process Date:  
 Dealer Received Date:

 -----Recall Information-----  
 -----Field Service Action-----

| Number | Type                        | Description                                                                                                                                                     | Status           | Status Date | Dealer Code    |
|--------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------|----------------|
| 02M01  | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - LAUNCHED  |             |                |
| 04S13  | SAFETY RECALL               | POWERTRAIN CONTROL MODULE RE-CALIBRATION                                                                                                                        | CLOSE - REPAIRED | 2004-05-07  | 04544USAF52056 |
| 04S25  | SAFETY RECALL               | 3.0L LHD ACCELERATOR CABLE REPLACEMENT                                                                                                                          | CLOSE - REPAIRED | 2005-08-05  | 04544USAF52056 |
| 07S51  | SAFETY RECALL               | PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE CONNECTOR INSPECTION                                                                                              | CLOSE - INSPECT  | 2007-09-15  | 04544          |

**VIN FSA Details**

\* Confidential \*

VIN: 1fmyu03132[REDACTED]  
 FSA Status: Launched  
 Brand: FORD  
 Manufacturing Country: USA

**FSA Details**

|          |                                                                                                                                                                                                                    |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 00000511 | TUBE-MOUNTED EGR PRESSURE SENSOR (9J460) - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000 MILES<br>NOTE: SEE DEALER BULLETIN 02M01 FOR 2002 2.0L (ZETEC) FOCUS VEHICLES EQUIPPED WITH A DASH MOUNTED EGR PRESSURE SENSOR |
| 00010104 | 2001-2003 ESCAPE - KCAP(10105 IS TRIBUTE ONLY)                                                                                                                                                                     |
| 00010252 | 3.0L LHD ACCELERATOR CABLE REPLACEMENT                                                                                                                                                                             |
| 00011799 | ESCAPE ABS CONNECTOR                                                                                                                                                                                               |

**Vehicle Details**

|                           |                             |                      |                         |
|---------------------------|-----------------------------|----------------------|-------------------------|
| Model Year:               | 2002                        | Assembly Plant:      | KANSAS CITY PLANT BUILD |
| Vehicle Line:             | FORD ESCAPE / MAZDA TRIBUTE | Production Date:     | 17-Oct-2001             |
| Body Style Description:   | 5 DOOR LIGHT TRUCK          | Warranty Start Date: | 31-Oct-2001             |
| Vehicle Type Description: | TRUCK                       | Sale Date:           | 31-Oct-2001             |
| VDM Vehicle Status:       | 800                         | Engine Tag Code:     | 1G752AB                 |
| Emissions:                |                             |                      |                         |

**Vehicle Conditions**

| Code | Vehicle Condition | Begin Date | End Date | Source |
|------|-------------------|------------|----------|--------|
|------|-------------------|------------|----------|--------|

**Owner Details****Current Owner**

Business Name:  
 Owner Name: [REDACTED]  
 Address 1: [REDACTED]  
 Address 2:  
 Address 3:  
 Address 4:  
 City: SAN ANTONIO  
 State/Province: Texas Phone #:   
 ZIP/Postal Code: [REDACTED] E-Mail:   
 Country: UNITED STATES

Owner Effective Date: 01-Aug-2006 Vendor Applied Date: 24-Aug-2006  
 Vendor Match Code Description: 1-BOTH NAME AND ADDRESS MATCH

N&A Source: POLK GCamp Applied Date: 17-Apr-2007  
 Mail Status: Active Mail Suppression Date:   
 Fleet Code: Fleet Name:

Fleet Status: Fleet Mgmt Code:  
Company Car:

**Historical Owner**

Business Name:  
Owner Name:  
Address 1:  
Address 2:  
Address 3:  
Address 4:  
City: SAN ANTONIO  
State/Province: Texas Phone #:  
ZIP/Postal Code: E-Mail:  
Country: UNITED STATES

Owner Effective Date: 01-Aug-2004 Vendor Applied Date: 25-Aug-2004  
Vendor Match Code Description: 1-BOTH NAME AND ADDRESS MATCH  
N&A Source: POLK GCamp Applied Date: 05-Jan-2005  
Mail Status: Active Mail Suppression Date:

Fleet Code: Fleet Name:  
Fleet Status: Fleet Mgmt:  
Company Car:

**Historical Owner**

Business Name:  
Owner Name:  
Address 1:  
Address 2:  
Address 3:  
Address 4:  
City: SAN ANTONIO  
State/Province: Texas Phone #:  
ZIP/Postal Code: E-Mail:  
Country: UNITED STATES

Owner Effective Date: 01-Nov-2003 Vendor Applied Date: 30-Sep-2003  
Vendor Match Code Description: 2-NAME MATCHES, ADDRESS DOES N  
N&A Source: POLK GCamp Applied Date: 01-Apr-2004  
Mail Status: Active Mail Suppression Date:

Fleet Code: Fleet Name:  
Fleet Status: Fleet Mgmt:  
Company Car:

**Original Owner**

Business Name:  
Owner Name:  
Address 1:  
Address 2:

Address 3:  
 Address 4:  
 City: SAN ANTONIO  
 State/Province: Texas Phone #: 2104791543  
 ZIP/Postal Code: E-Mail:  
 Country: UNITED STATES

Owner Effective Date: 31-Oct-2001 Vendor Applied Date: 31-Oct-2001

N&A Source: NAVIS GCamp Applied Date: 30-Mar-2004  
 Mail Status: Active Mail Suppression Date:

Fleet Code: Fleet Name:  
 Fleet Status: Fleet Mgmt Code: -  
 Company Car:

|                                                                                                                                                                                           | P&A Code | GEO Sales | Sales Code | Sub Code | Description                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------|------------|----------|-----------------------------|
| Ordering                                                                                                                                                                                  | 04546    | USA       | F52058     |          | Jordan Ford, Ltd.           |
| Ship-To                                                                                                                                                                                   |          |           |            |          | NOT AVAILABLE               |
| Stocking                                                                                                                                                                                  | 04569    | USA       | F52909     |          | Grande Truck Center         |
| Selling                                                                                                                                                                                   | 04569    | USA       | F52909     |          | Grande Truck Center         |
| <b>FSA Details</b>                                                                                                                                                                        |          |           |            |          |                             |
| <b>VIN: 1fmyu03132ka79369</b>                                                                                                                                                             |          |           |            |          |                             |
| <b>Local FSA: 02M01 - TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR</b> |          |           |            |          | <b>Global FSA: 00000511</b> |

|                                                |                   |             |                                         |                     |         |                   |      |        |
|------------------------------------------------|-------------------|-------------|-----------------------------------------|---------------------|---------|-------------------|------|--------|
| Hub: FORD NORTH AMERICA Country: UNITED STATES |                   |             |                                         |                     |         |                   |      |        |
| Segment / VIN Group(s):                        |                   |             | Supplement Code:                        |                     |         |                   |      |        |
| + 0 - TARGET SEGMENT                           |                   |             | 04-SUPP TO ADD 02 AND 03 MYS TO PROGRAM |                     |         |                   |      |        |
| - AA -                                         |                   |             |                                         |                     |         |                   |      |        |
| Responsible Dealer                             |                   |             |                                         |                     |         |                   |      |        |
| P&A Code                                       | GEO Sales         | Sales Code  | Sub Code                                | Description         |         |                   |      |        |
| 04569                                          | USA               | F52909      |                                         | Grande Truck Center |         |                   |      |        |
| Eligibility Indicators                         |                   |             |                                         |                     |         |                   |      |        |
| Type                                           | Indicator         |             | Updated                                 |                     |         |                   |      |        |
| Repair Eligibility                             | Y                 |             | 14-Apr-2004                             |                     |         |                   |      |        |
| Display Eligibility                            | Y                 |             | 19-Apr-2004                             |                     |         |                   |      |        |
| Original Mail Eligibility                      | N                 |             | 22-Apr-2004                             |                     |         |                   |      |        |
| Follow up Mail                                 | Y                 |             | 22-Apr-2004                             |                     |         |                   |      |        |
| VIN/FSA Vehicle Condition                      |                   |             |                                         |                     |         |                   |      |        |
| Code                                           | Vehicle Condition | Begin Date  | End Date                                | Source              |         |                   |      |        |
| Description                                    |                   |             |                                         |                     |         |                   |      |        |
| RELEASED TO APPROPRIATE SOURCE - ORIGINA       |                   |             |                                         | Release Date        |         |                   |      |        |
| 22-Apr-2004                                    |                   |             |                                         |                     |         |                   |      |        |
| Repair                                         |                   |             |                                         |                     |         |                   |      |        |
| Status                                         | System Date       | Repair Date | Country                                 | Dealer Code         | Claim # | Option/Labor Code | Cost | Source |
|                                                |                   |             |                                         |                     |         |                   |      |        |

| Description     |  | VIN/FSA Vehicle Status | Reason | Date        |
|-----------------|--|------------------------|--------|-------------|
| OPEN - LAUNCHED |  | Open                   |        | 19-Apr-2004 |
| Confirmed       |  |                        |        | 14-Apr-2004 |

| VIN FSA Mail History                               |                                                           |
|----------------------------------------------------|-----------------------------------------------------------|
| Local FSA: 02M01-XTUBE-MOUNTED EGR PRESSURE SEN... | Global FSA: 00000511                                      |
| Release:                                           | OOWNER LETTER                                             |
| Release Date:                                      | 22-Apr-2004                                               |
| Mail Date:                                         | 03-May-2004 to 17-May-2004                                |
| Restricted Address:                                | No                                                        |
| Address:                                           | [REDACTED]<br>SAN ANTONIO, TX<br>[REDACTED] UNITED STATES |
| Resp. Dealer:                                      | 04569USAF52909-                                           |
| Fleet Acct:                                        |                                                           |
| Fleet Mgmt Loc:                                    |                                                           |
| N&A Source:                                        | POLK                                                      |
| Owner Effective Date:                              | 01-Nov-2003                                               |
| Note:                                              |                                                           |

| VIN: 1fmyu03132k [REDACTED]                                 |                      |
|-------------------------------------------------------------|----------------------|
| Local FSA: 04S13 - POWERTRAIN CONTROL MODULE RE-CALIBRATION | Global FSA: 00010104 |
| Hub: FORD NORTH AMERICA Country: UNITED STATES              |                      |
| Segment / VIN Group(s):                                     | Supplement Code:     |
| + 0 - TARGETING SEGMENT                                     | 00- Original         |
| - BB - 2001-2003Escape V6-KCAP-Recal                        |                      |
| Responsible Dealer                                          |                      |
| P&A Code                                                    | GEO Sales            |
| 04569                                                       | USA                  |
| Sales Code                                                  | Sub Code             |
| F52909                                                      |                      |
| Description                                                 |                      |
| Grande Truck Center                                         |                      |
| Eligibility Indicators                                      |                      |
| Type                                                        | Indicator            |
| Repair Eligibility                                          | N                    |
| Display Eligibility                                         | N                    |
| Original Mail Eligibility                                   | N                    |
| Follow up Mail                                              | N                    |
| Updated                                                     |                      |
| 27-May-2004                                                 |                      |
| 27-May-2004                                                 |                      |
| 27-May-2004                                                 |                      |
| 27-May-2004                                                 |                      |
| VIN/FSA Vehicle Condition                                   |                      |
| Code                                                        | Vehicle Condition    |
|                                                             | Begin Date           |
|                                                             | End Date             |
|                                                             | Source               |
| Description                                                 |                      |
| Release Date                                                |                      |
| RELEASED TO APPROPRIATE SOURCE - ORIGINA                    | 16-Apr-2004          |
| EXTERNAL NAME AND ADDRESS APPLIED                           | 01-Apr-2004          |
| EXTERNAL NAME AND ADDRESS APPLIED                           | 30-Mar-2004          |
| Repair                                                      |                      |

| Status           | System Date | Repair Date | Country       | Dealer Code    | Claim # | Option/Labor Code | Cost Source |
|------------------|-------------|-------------|---------------|----------------|---------|-------------------|-------------|
| CLOSE - REPAIRED | 27-May-2004 | 07-May-2004 | UNITED STATES | 04544USAF52056 | 440009  | B                 | 26.44 GACES |

| VIN/FSA Vehicle Status |        |             |  |
|------------------------|--------|-------------|--|
| Description            | Reason | Date        |  |
| CLOSE - REPAIRED       | Close  | 27-May-2004 |  |
| OPEN - LAUNCHED        | Open   | 14-Apr-2004 |  |
| Confirmed              |        | 14-Apr-2004 |  |

| VIN FSA Mail History                                                                                                                                                                                                                                                          |                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <input type="checkbox"/> Local FSA:04S13- <input type="checkbox"/> POWERTRAIN CONTROL MODULE RE-...                                                                                                                                                                           | Global FSA:00010104 |
| <div> <div> Release:<br/>Release Date:<br/>Mail Date:<br/>Restricted Address:<br/>Address: </div> <div> OOWNER LETTER<br/>16-Apr-2004<br/>21-Apr-2004 to 23-Apr-2004<br/>No<br/>[REDACTED]<br/>SAN ANTONIO, TX<br/>[REDACTED] UNITED STATES<br/>04569USAF52909- </div> </div> |                     |
| Resp. Dealer:<br>Fleet Acct:<br>Fleet Mgmt Loc:<br>N&A Source:<br>Owner Effective Date:<br>Note:                                                                                                                                                                              |                     |

| VIN: 1fmyu03132 [REDACTED]                                |  |                      |  |
|-----------------------------------------------------------|--|----------------------|--|
| Local FSA: 04S25 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT |  | Global FSA: 00010252 |  |

| Hub: FORD NORTH AMERICA Country: UNITED STATES          |                  |
|---------------------------------------------------------|------------------|
| Segment / VIN Group(s):                                 | Supplement Code: |
| + 0 - TARGETING SEGMENT<br>- AA - 02-04 Escape 3.0L LHD | 00- Original     |

| Responsible Dealer |           |            |          |                     |
|--------------------|-----------|------------|----------|---------------------|
| P&A Code           | GEO Sales | Sales Code | Sub Code | Description         |
| 04569              | USA       | F52909     |          | Grande Truck Center |

| Eligibility Indicators    |           |             |
|---------------------------|-----------|-------------|
| Type                      | Indicator | Updated     |
| Repair Eligibility        | N         | 05-Aug-2005 |
| Display Eligibility       | N         | 05-Aug-2005 |
| Original Mail Eligibility | N         | 05-Aug-2005 |
| Follow up Mail            | N         | 05-Aug-2005 |

| VIN/FSA Vehicle Condition |                   |              |          |        |
|---------------------------|-------------------|--------------|----------|--------|
| Code                      | Vehicle Condition | Begin Date   | End Date | Source |
| Description               |                   | Release Date |          |        |

RELEASED TO APPROPRIATE SOURCE - FOLLOW-  
RELEASED TO APPROPRIATE SOURCE - ORIGINA  
EXTERNAL NAME AND ADDRESS APPLIED

11-May-2005  
10-Jan-2005  
05-Jan-2005

| Status           | System Date | Repair Date | Country       | Repair Dealer Code | Claim # | Option/Labor Code | Cost Source |
|------------------|-------------|-------------|---------------|--------------------|---------|-------------------|-------------|
| CLOSE - REPAIRED | 06-Aug-2005 | 05-Aug-2005 | UNITED STATES | 04544USAF52056     | 504959  | B                 | 44.20 GACES |

| VIN/FSA Vehicle Status |        |             |
|------------------------|--------|-------------|
| Description            | Reason | Date        |
| CLOSE - REPAIRED       | Close  | 06-Aug-2005 |
| OPEN - LAUNCHED        | Open   | 07-Dec-2004 |
| Confirmed              |        | 07-Dec-2004 |

| VIN FSA Mail History                                                                                                                                                                                                                                                                                                                                                              |                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <input type="checkbox"/> Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP...                                                                                                                                                                                                                                                                                                        | Global FSA:00010252 |
| <p>Release: OOWNER LETTER</p> <p>Release Date: 10-Jan-2005</p> <p>Mail Date: 14-Jan-2005 to 17-Jan-2005</p> <p>Restricted Address: No</p> <p>Address: [REDACTED]<br/>SAN ANTONIO, TX<br/>[REDACTED] UNITED STATES</p> <p>Resp. Dealer: [REDACTED]</p> <p>Fleet Acct:</p> <p>Fleet Mgmt Loc:</p> <p>N&amp;A Source: POLK</p> <p>Owner Effective Date: 01-Aug-2004</p> <p>Note:</p> |                     |
| <input type="checkbox"/> Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP...                                                                                                                                                                                                                                                                                                        | Global FSA:00010252 |
| <p>Release: FPOSTCARD</p> <p>Release Date: 11-May-2005</p> <p>Mail Date: 17-May-2005 to 19-May-2005</p> <p>Restricted Address: No</p> <p>Address: [REDACTED]<br/>SAN ANTONIO, TX<br/>[REDACTED] UNITED STATES</p> <p>Resp. Dealer: [REDACTED]</p> <p>Fleet Acct:</p> <p>Fleet Mgmt Loc:</p> <p>N&amp;A Source: POLK</p> <p>Owner Effective Date: 01-Aug-2004</p> <p>Note:</p>     |                     |

VIN: 1fmyu03132H [REDACTED]

Local FSA: 07S51 - PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE

Global

**CASE NUMBER**

[REDACTED]

**CUSTOMER NAME**

[REDACTED]

**LP ANALYST**

**Alma Taylor**

**CDSID**

**Ataylo29**

**Closed date: 08/13/2008**

**Taylor, Alma (A.)**

---

**From:** [REDACTED]  
**Sent:** Monday, August 11, 2008 9:50 AM  
**To:** Taylor, Alma (A.)  
**Subject:** 2002 Escape ABS Module Pics  
**Attachments:** DSC00458.JPG; DSC00460.JPG

WENT THROUGH A DIFFERENT E-MAIL TO SEND PICS.  
IFMCU03112K [REDACTED]

--- On **Mon, 8/11/08**, Steve Gesualdo <[steve.gesualdo@allanvigilford.com](mailto:steve.gesualdo@allanvigilford.com)> wrote:

From: Steve Gesualdo <[steve.gesualdo@allanvigilford.com](mailto:steve.gesualdo@allanvigilford.com)>  
Subject: FW:  
To: [REDACTED]  
Date: Monday, August 11, 2008, 9:45 AM

---

**From:** Taylor, Alma (A.) [<mailto:ataylo29@ford.com>]  
**Sent:** Mon 8/11/2008 9:30 AM  
**To:** Steve Gesualdo  
**Subject:**

Hello Steve,  
Please send the photos to:  
[nafslp@ford.com](mailto:nafslp@ford.com)  
Thanks,

*Alma Taylor*

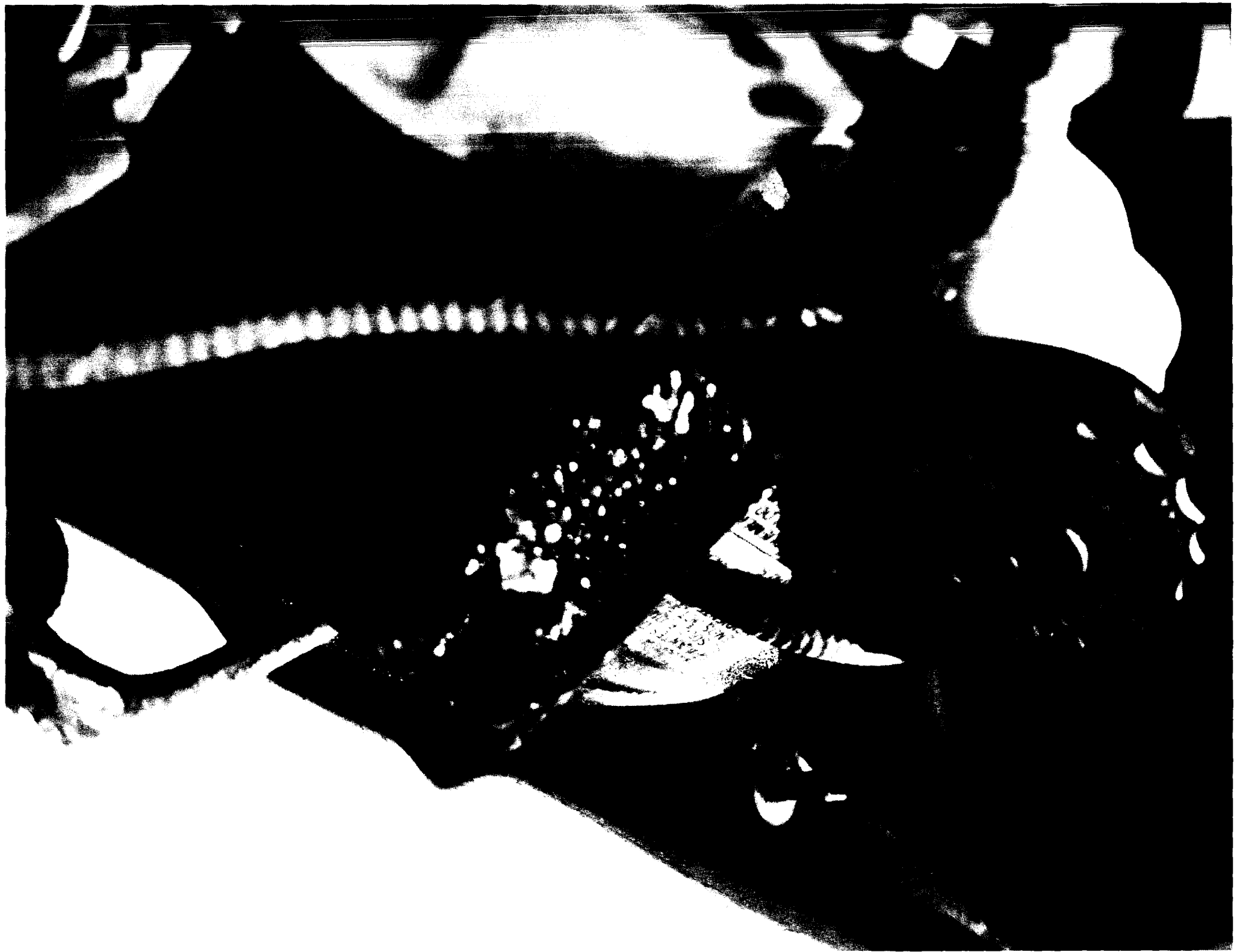
Phone: 313 317-1862  
Fax: 888 683-9898

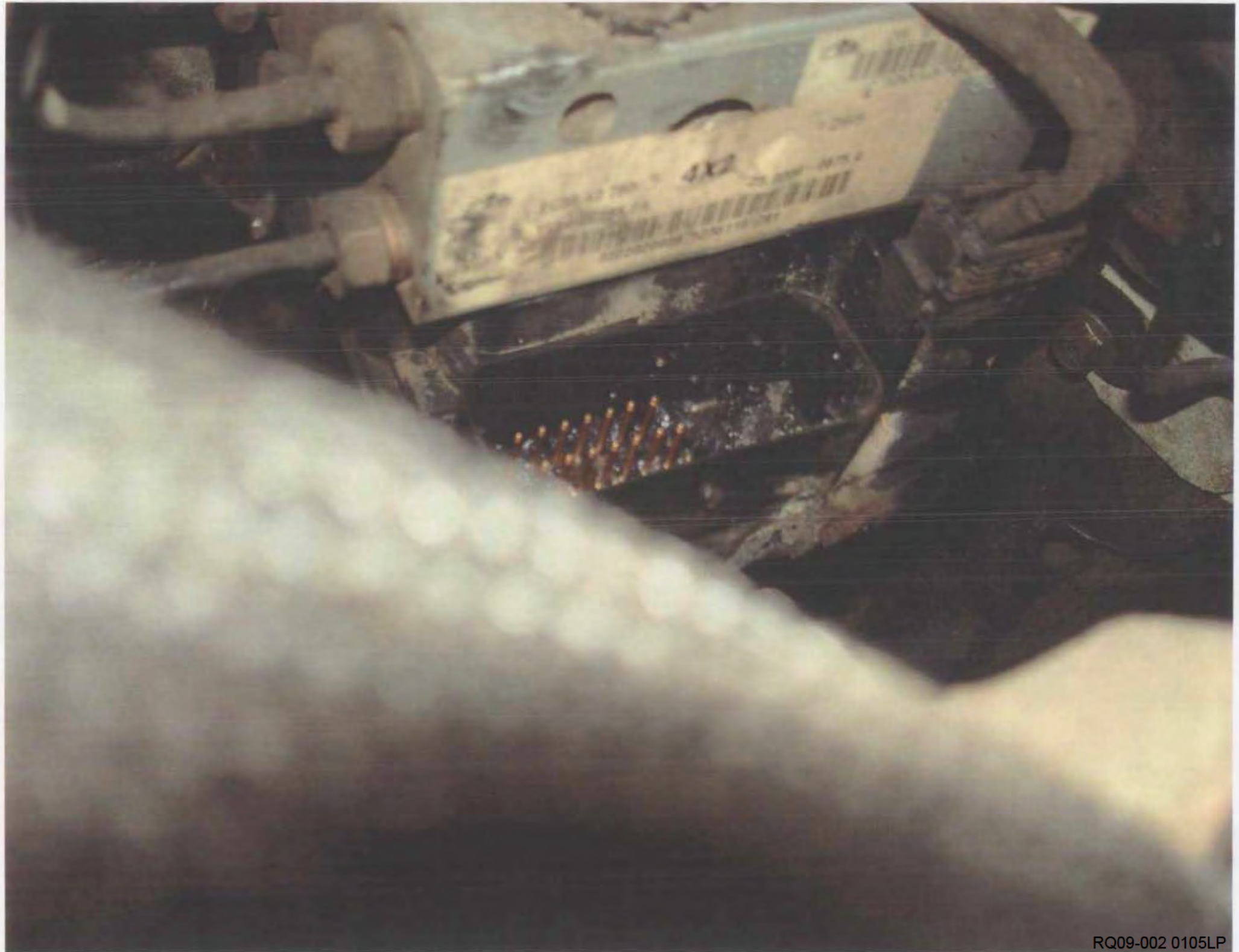
**PRIVILEGED AND CONFIDENTIAL**

This email contains privileged and confidential communications.

If you received it in error, please delete it immediately and notify the sender.

This email was Anti Virus checked by Allan Vigil Ford's Astaro Security Gateway.







FAYETTEVILLE

Service Estimate of Repair  
275 N. Glynn Street  
Fayetteville, Ga. 30215  
Phone 770-461-1151



4682 - 20 2PG - 0A

Diagnosis 1.0 hrs X \_\_\_\_\_\$ 89.95

## TECH COLUMN

| E T A | PART DESCRIPTION        | Part \$ | Labor Time |
|-------|-------------------------|---------|------------|
| S O   | Master cylinder cap     |         | 1/2        |
| S O   | Module Pigtail          |         | 3.0        |
| S O   | ABS module assembly ECU |         |            |
| S O   | ABS HCU assembly        |         |            |
| S NO  | Brake fluid             |         |            |
| S NO  |                         |         |            |
| S NO  |                         |         |            |
| S NO  |                         |         |            |
| S NO  |                         |         |            |
| S NO  |                         |         |            |
| S NO  |                         |         |            |
| S NO  |                         |         |            |
| S NO  |                         |         |            |
| S NO  |                         |         |            |
| S NO  |                         |         |            |

## SERVICE ADVISOR COLUMN

| PARTS    | LABOR |
|----------|-------|
| 24.00    |       |
| 52.00    | 3000  |
| 392.00   |       |
| 445.00   |       |
| 5.00 x 3 |       |
|          |       |
|          |       |
|          |       |
|          |       |
|          |       |
|          |       |
|          |       |
|          |       |
|          |       |
|          |       |

## Other Recommendations/Maintenance

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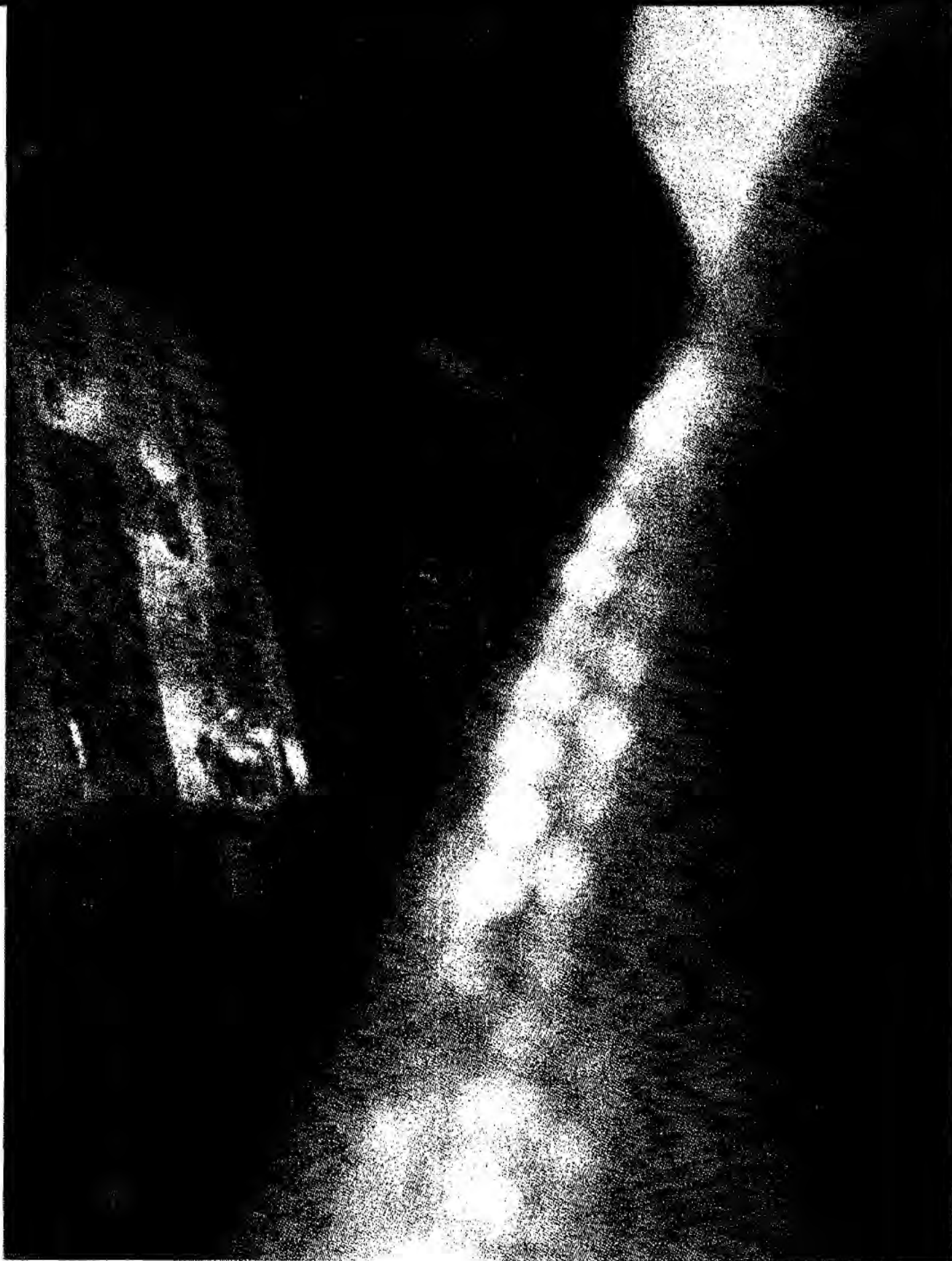
---

DIAGNOSIS FEE 9000  
Total Parts 95000  
Total Labor 30000  
Shop Supplies 2150  
Tax 15000  
Total Est. 95000

157500











## ANALYTICAL WARRANTY SYSTEM

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Note: All Costs are in US Dollars

https://web.quality.ford.com/awssupp/cgi-bin/jlu/clmlist20.cgi?svr=AWSPPRDDG&modelyr=2002&vin\_cd=1FMCU03112K... 8/4/2008  
RQ09-002 0112LP

|                |      |                                                                                                                                                                                                                                                                 |           |      |                                         |            |      |      |             |             |        |                |    |       |             |   |       |            |     |             |        |   |         |       |
|----------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------|-----------------------------------------|------------|------|------|-------------|-------------|--------|----------------|----|-------|-------------|---|-------|------------|-----|-------------|--------|---|---------|-------|
| 1FMCU03112K    | T/M1 | F                                                                                                                                                                                                                                                               | T/WE      | T/EF | T/A                                     | AJ         | T/DJ | T/LD | OCT-2001    | JAN-2002    | 172428 | USA            | 40 | *     | *           | * | *     | *          | SXX | SXX         | V00    | * | *       | 47445 |
| AWS Claim Key: |      | 13203894                                                                                                                                                                                                                                                        | Trx Code: |      | 04S25                                   | Labor Hrs: |      | 4    | Labor Cost: |             | 29.4   | Material Cost: |    | 15.55 | Total Cost: |   | 44.95 |            |     |             |        |   |         |       |
| Dlr Cd-Sub Cd: |      | 03897-*                                                                                                                                                                                                                                                         | Name:     |      | LITHIA FORD LINCOLN<br>MERCURY OF BOISE |            | Ph:  |      | 208-3426811 | St: ID      |        | Ctry Cd:       |    | USA   | Reg Cd:     |   | NA    | Repr Date: |     | 30-MAR-2005 | Doc #: |   | 272691C |       |
| Cust Comments: |      | PERFORM RECALL 04S25 ACCELERATOR CABLE                                                                                                                                                                                                                          |           |      |                                         |            |      |      |             |             |        |                |    |       |             |   |       |            |     |             |        |   |         |       |
| Tech Comments: |      | 47445 RECALL 04S25 COMPLETED THROTTLE CABLE RECALL                                                                                                                                                                                                              |           |      |                                         |            |      |      |             |             |        |                |    |       |             |   |       |            |     |             |        |   |         |       |
|                |      |                                                                                                                                                                                                                                                                 |           |      |                                         |            |      |      |             |             |        |                |    |       |             |   |       |            |     |             |        |   |         |       |
| 1FMCU03112K    | T/M1 | F                                                                                                                                                                                                                                                               | T/WE      | T/EF | T/A                                     | AJ         | T/DJ | T/LD | 18-OCT-2001 | 06-JAN-2002 | 172428 | USA            | 74 | *     | *           | * | *     | *          | SXX | SXX         | V00    | * | *       | 73340 |
| AWS Claim Key: |      | 16604874                                                                                                                                                                                                                                                        | Trx Code: |      | 07S51                                   | Labor Hrs: |      | 3    | Labor Cost: |             | 24.79  | Material Cost: |    | 0     | Total Cost: |   | 24.79 |            |     |             |        |   |         |       |
| Dlr Cd-Sub Cd: |      | 03897-*                                                                                                                                                                                                                                                         | Name:     |      | LITHIA FORD LINCOLN<br>MERCURY OF BOISE |            | Ph:  |      | 208-3426811 | St: ID      |        | Ctry Cd:       |    | USA   | Reg Cd:     |   | NA    | Repr Date: |     | 12-JAN-2008 | Doc #: |   | 375453A |       |
| Cust Comments: |      | 07S51 ABS MODULE                                                                                                                                                                                                                                                |           |      |                                         |            |      |      |             |             |        |                |    |       |             |   |       |            |     |             |        |   |         |       |
| Tech Comments: |      | 73340 RECALL 07S51 PERFORMED RECALL AS OUTLINED, INSPECT ABS CONNECTOR AND ABS MODULE FOR CORROSION, OK, CHECK WIRE SEALS, OK, CHECK CONNECTOR NUMBER, CONNECTOR 54 IS PRESENT, INSTALL ELECTRIC GREASE IN ABS MODULE CONNECTOR AND REASSEMBLE, OK AT THIS TIME |           |      |                                         |            |      |      |             |             |        |                |    |       |             |   |       |            |     |             |        |   |         |       |
|                |      |                                                                                                                                                                                                                                                                 |           |      |                                         |            |      |      |             |             |        |                |    |       |             |   |       |            |     |             |        |   |         |       |

Any comments?

Server Name : AWS New Prod AWSPPRDDG Claims loaded through 01-AUG-2008Server Name : AWSPPRDDG

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## Claim Detail Report

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 16604874****Vehicle Information**

Model Year: 2002

Market Derived: F - FORD

Body/Cab Type: T/WE - 5 DOOR LIGHT TRUCK

Version/Series: T/EF-FORD SERIES

Drive Type: T/A-2 WHL L/H FRONT DRIVE

Vehicle Line: T/MI-ESCAPE/TRIBUTE/MARINER LHD [98-08]

Warranty Start Date: 06-JAN-2002

Production Date: 18-OCT-2001

VIN: 1FMCU03112K [REDACTED]

**Claim Information**

Document Number: 375453A

Repair Date: 12-JAN-2008

Distance: 73340

TIS: 74

**Dealer Information**

Dealer Name LITHIA FORD LINCOLN MERCURY OF

Dealer Code: 03897 - \*

Address: 8853 WEST FAIRVIEW AVENUE

City: BOISE

State: ID Zip Code:83704

Country: USA Region Code: NA

Phone: (208)681-6811

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 24.79

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 0

Total Cost Gross: 24.79

Cust. Concern Code: \* -

Condition Code: \* - [N/A]

**Taylor, Alma (A.)**

**From:** Hull, Michelle (M.K.)  
**Sent:** Monday, August 04, 2008 1:43 PM  
**To:** Pickett, Sylvia (S.J.); Taylor, Alma (A.)  
**Subject:** FW: Dealer Request For Consumer Affairs Review

Please open and assign to Alma

**From:** dcpform@ford.com [mailto:dcpform@ford.com]  
**Sent:** Monday, August 04, 2008 1:36 PM  
**To:** Ordcalp, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

**Dealer Request For Consumer Affairs Review - All Regions**

**Dealership Name:** ALLAN VIGIL FORD OF FAYETTEVILLE

**Requesting Dealer:** 00247

**Contact Person:** GREG COOPER

**Telephone:** 7704611151

**Email Address:** GCOOPER@ALLANVIGILFORD.COM

**PA Code:** 00247

**Region:** SOUTH EAST

**City:** ATLANTA

**Dealer State:** GA

**Fax Number:** 7707160530

**WSD:** 01/06/2002

**Vehicle Year:** 2002

**Vehicle Model:** ESCAPE

**Vehicle VIN:** 1FMCU03112K [REDACTED]

**Mileage:** 58000

**Customer Name:** [REDACTED]

**Street Address:** [REDACTED]

**City:** PEACHTREE CITY

**State:** Georgia

**Zip Code:** [REDACTED]

**Home Phone:** [REDACTED]

**Work Phone:** [REDACTED]

**Customer Region:** S1 - Atlanta

**Incident Involves:** Fire

**Date of Incident:** 08/02/2008

**County in which incident occurred:** FAYETTE

**Is Alleging Defect:** Yes

**Alleging defect detail:** ABS MODULE WHICH WAS PART OF A PREVIOUS RECALL

**Police Report Filed:** No

**Insurance Company Contacted:** N

**Insurance Company Advice:** NOT YET

**Insurance Company Contact Information:** ALL STATE [REDACTED]

**Coach Builder State:** AK - Alaska

8-4-08  
 \$1,500 taken, repair  
 photo  
 repair at fountain

8/4/2008

RQ09-002 0115LP

**Resolution Sought Detail:** VEHICLE REPAIRS

**Comments:** CUSTOMER FEELS THE ABS MODULE SHOULD HAVE BEEN REPLACED UNDER THE RECALL 07S51 INSTEAD IT GOT INSPECTED , CLEANED AND LUBED THE CONNECTOR

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

## All Action Details for Issue

Print

VIN: 1FMCU03112K [REDACTED] Year: [REDACTED] Model: ESCAPE Case: [REDACTED]  
 Name: MR [REDACTED] Owner Status: Original WSD: 2002-01-06  
 Symptom Desc: FIRE/SMOKE VISIBLE FLAME Primary Phone: [REDACTED]  
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]  
 Issue Type: 10 OGC Issue Status: CLOSED

Action: CONTACT ADVANCED TO OGC - FIRE  
 Dealer: 00247 ALLAN VIGIL FORD OF FAYETTEVILLE, INC. Origin Desc: US CONCERN CASE BASE  
 Odometer: 70000 MI Comm Type: PHONE  
 Analyst Name: CHRISTIAN KENNETH Analyst: KCHRIS42  
 Action Date: 08/04/2008 Action Time: 12.35.04.596 Action Data: No

## Caller Information If Different From Vehicle Owner:

| First Name | Middle Initial | Last Name | Day Phone  | Relationship |
|------------|----------------|-----------|------------|--------------|
| MICHAEL    |                | LANCASTER | 7708432409 | CHILD        |

Comments CUSTOMER SAID: [REDACTED] (SPOUSE OF OWNER OF VEH) (OWNER IS NO LONGER LIVING)  
 [REDACTED] CIRPEACHTREE CITY GA [REDACTED]  
 (CALLER CALLING IN ON CASE) [REDACTED] PEACHTREE CITY GA [REDACTED] DID NOT CHANGE RECORD AS  
 NOT SPOUSE CALLING IN)- VEH CAUGHT ON FIRE ON 8-1-08- FIRE CAME FROM THE UNDER HOOD BELOW THE  
 BRAKE MASTER CYLINDER NEAR FIRE WALL SAYS WIRES CAUGHT ON FIRE - VEH IS CURRENTLY LOCATED AT A  
 FORD DLR SHP (SEE DLR SAYS) CUST SAYS SPOKE WITH CHRIS LEAGER S/R, S/D NAME IS GREG COOPER,  
 WARRANTY ADMINISTRATOR IS RACHEL LANGLEY - NO FIRE REPORT WAS FILED SOME ONE PASSING BY  
 HELPED PUT FIRE OUT - NO DAMAGES TO ANY THING OTHER THEN THE VEH, NO ONE WAS INJURED - CLAIM  
 HAS NOT BEEN FILED WITH INSURANCE COMPANY - VEH WAS RUNNING WHEN- CUST SEEKING FORD TO PAY  
 FOR REPAIRS ON VEH AS FEELS RECALL WAS NOT PERFORMED DEALER SAID: - SINCE EVERY THING WAS OK 7  
 MONTHS AGO WHEN REPAIR OR RECALL 07S57 WAS REPAIRED/INSPECTED AND NOTHING WAS WRONG REPAIR  
 NOT WOULD NOT BE COVERED ALLAN VIGIL FORD OF FAYETTEVILLE, INC. 275 N. GLYNN STREET FAYETTEVILLE,  
 GA 30214 TEL: (770) 461-1151 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 CSR: PLEASE REMEMBER TO VERIFY ALL CUSTOMER CONTACT  
 INFORMATION BEFORE SENDING ISSUE.- ALL INFORMATION DOCUMENTED IN CUST SAYS AS WAS NOT CUST  
 OR CUST SPOUSE THAT CALLED IN (NOTE THOUGH DENNIS MAWHINEY IS NOT LIVING HE DID NOT PASS DUE  
 TO THIS FIRE)

Ford Confidential

Technician Comment: 73340 RECALL 07S51 PERFORMED RECALL AS OUTLINED, INSPECT ABS CONNECTOR AND ABS MODULE FOR CORROSION, OK, CHECK WIRE SEALS, OK, CHECK CONNECTOR NUMBER, CONNECTOR 54 IS PRESENT, INSTALL ELECTRIC GREASE IN ABS MODULE CONNECTOR AND REASSEMBLE, OK AT THIS TIME

Customer Comment: 07S51 ABS MODULE

---

| <u>Labor Op Code</u> | <u>Labor Op Description</u> | <u>Labor Op Cost</u> |
|----------------------|-----------------------------|----------------------|
|----------------------|-----------------------------|----------------------|

|        |  |       |
|--------|--|-------|
| 07S51A |  | 24.79 |
|--------|--|-------|

---

| <u>Causal</u> | <u>Full Part Number</u> | <u>Part</u> | <u>Part</u> | <u>Extended</u>                         |
|---------------|-------------------------|-------------|-------------|-----------------------------------------|
| <u>Flag</u>   | <u>PREF</u>             | <u>BASE</u> | <u>SUFF</u> | <u>Description CPSC Quantity Amount</u> |

---

Any comments?

**Safety Recall 07S51**  
(Owners who had the interim repair performed.)



**Important Parts Notification**

**Safety Recall 07S51**

Dear (Owner's Name),

July 2007

In April 2007 we mailed you a letter announcing Safety Recall 07S51. Upon inspection, it was determined that a new ABS module should be installed on your vehicle. Since this part was not available, your dealer performed an Interim Repair to reduce the potential for an electrical short to occur.

**PARTS ARE NOW AVAILABLE TO REPAIR YOUR VEHICLE.** At no charge to you, your dealer will install a new ABS module. Please call your dealer to schedule an appointment to have this service performed.

Sincerely,

Frank M. Ligon  
Director  
Service Engineering Operations

**OASIS RESULT:****1FMCU03112K**08/05/2008  
07:25:21  
FCXWS446

© Copyright 2002-2008 Ford Motor Company. All rights reserved.

 **VEHICLE INFORMATION**

|                            |                   |                           |
|----------------------------|-------------------|---------------------------|
| <b>VEHICLE DESCRIPTION</b> | <b>BODY STYLE</b> | <b>ENGINE</b>             |
| 2002 ESCAPE                | 4 DR XLT MPV 4X2  | 3.0L DURATEC-VE(VE6)      |
| <b>TRANSMISSION</b>        | <b>AXLE CODE</b>  | <b>ENGINE CALIBRATION</b> |
| CD4E AUTO TRANSAXLE        | 96                | 2M11A30A                  |

 **WARNING MESSAGES**

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

 **ARN MESSAGES** **GENERAL WARRANTY INFORMATION**

|                            |                   |                     |
|----------------------------|-------------------|---------------------|
| <b>WARRANTY START DATE</b> | <b>BUILD DATE</b> | <b>SALE MILEAGE</b> |
| 01/06/2002                 | 10/18/2001        | 00061               |

 **OUTSTANDING FIELD SERVICE ACTIONS**02M01

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO  
DEALER LETTER FOR PROGRAM COVERAGE TUBE-MOUNTED EGR PRESSURE SENSOR -  
ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - S EE BULLETIN 02M01 FOR 2002 2.0L ZETEC  
FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR

 **EXTENDED COVERAGES****0711 - EXPIRED**

**STANDARD DEDUCTIBLE:** 50 USD  
**OWNER NAME:** DENNIS MAWHINEY  
**OPTIONS:**

**EXPIRATION DATE:** 01/06/2007**DISTANCE:** 60,000**RENTAL:** 28 UP TO 5 DAYS**TOWING:** 0 USD**CONTRACT SOLD BY:** USA 07960**ESP CONTRACT START DATE:** 01/06/2002For competitive make ESP part verification click [here](#) **WARRANTY REPAIR HISTORY**

01/12/2008

**DEALER:** Lithia Ford Lincoln Mercury of**WARRANTY CLAIM NUMBER:****ODOMETER:** 073340M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|------------------|----------|----------|----------------|----------------|
|             |                  | 000      | 07S51A   |                |                |

73340 RECALL 07S51 PERFORMED RECALL AS OUTLINED, INSPECT ABS CONNECTOR AND ABS MODULE FOR CORROSION, OK, CHECK WIRE SEALS, OK, CHECK CONNECTOR NUMBER , CONNECTOR 54 IS PRESENT, INSTALL ELECTRIC GREASE IN ABS MODULE CONNECTOR AND REASSEMBLE, OK AT THIS TIME

**[Click Here for Full Warranty History](#)**

END OF OASIS REPORT FOR 1FMCU03112K [REDACTED]

Report Applies to Country Code: USA

## ESP / Recall Information

VIN: 1FMCU03112K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]  
 Plan Type: USA 2001 NEW 60/60,000 PREMIUMCARE W/ROADSIDE ASSIST.  
 Selling Dealer:  
 Deductible: 50  
 Rental: 28  
 Towing Allowance:

Status: Expire  
 Expiration Date: 2007-01-06  
 Expiration Miles: 60,000  
 Plan Year: 2001  
 Purchase Type: N  
 Options:

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

Cancel Date:  
 Refund Percent:  
 Dealer Credited:

Process Date:  
 Dealer Received Date:

## -----Recall Information-----

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

| Number | Type                        | Description                                                                                                                                                     | Status           | Status Date | Dealer Code    |
|--------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------|----------------|
| 02M01  | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - LAUNCHED  |             |                |
| 04S13  | SAFETY RECALL               | POWERTRAIN CONTROL MODULE RE-CALIBRATION                                                                                                                        | CLOSE - REPAIRED | 2005-03-30  | 03897USAF56593 |
| 04S25  | SAFETY RECALL               | 3.0L LHD ACCELERATOR CABLE REPLACEMENT                                                                                                                          | CLOSE - REPAIRED | 2005-03-30  | 03897USAF56593 |
| 07S51  | SAFETY RECALL               | PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE CONNECTOR INSPECTION                                                                                              | CLOSE - INSPECT  | 2008-01-12  | 03897          |

DEALER 72K 022 1FMCU03112K VIN

|                                    | SUGGESTED RETAIL PRICE | AMOUNT   |
|------------------------------------|------------------------|----------|
| U03C ESCAPE XLT LEATHER 4X2        | 23180.00               | 21508.00 |
| 2002 MODEL YEAR                    |                        |          |
| YZ OXFORD WHITE CLEARCOAT          |                        |          |
| N2 M GRAPHITE S/BUCK LTH SURF      |                        |          |
| ORDER CODE 320A                    |                        |          |
| 991 .3.0L DURATEC V6 ENGINE        | NC                     | NC       |
| 444 .4-SPEED AUTOMATIC O/D TRANS   | NC                     | NC       |
| 153 FRONT LICENSE PLATE BRACKET    | NC                     | NC       |
| 186 STEP BARS                      | 275.00                 | 248.00   |
| 422 CALIFORNIA EMISSIONS SYSTEM    | NC                     | NC       |
| 588 MACH AM/FM STER W/6-CD IN-DASH | 505.00                 | 454.00   |
| 67A SIDE AIR BAGS                  | 345.00                 | 310.00   |
| N SPORT BUCKETS SEATS W/LTHR-LOW   | NC                     | NC       |
| TOTAL VEHICLE & OPTIONS            | 24305.00               | 22520.00 |
| DESTINATION & DELIVERY             | 540.00                 | 540.00   |
| SCHEDULE A (MEMO)                  | .00                    |          |

TOTAL FOR VEHICLE 24845.00

10 U.S. GAL GAS FACTORY 18.50  
 CA NEW MTR VEHICLE BOARD FEES .65  
 BATCH-ID 1K11106854 N RB X  
 PRICE LEVEL 230300U03 VIN: 1FMCU03112KB12007  
 SHIPPING WEIGHT 3090 LBS.

THIS INVOICE MAY NOT REFLECT THE FINAL COST OF THE VEHICLE IN VIEW OF THE POSSIBILITY OF FUTURE REBATES, ALLOWANCES, DISCOUNTS AND INCENTIVE AWARDS FROM FORD MOTOR COMPANY TO THE DEALER.

| FDAF/MQA<br>ASSESSMENT | INVOICE<br>TOTAL | LESS<br>HOLDBACK<br>FOR DEALER<br>ACCOUNT | LESS APPROX.<br>FINANCING<br>COST FOR<br>DEALER ACCOUNT | MEMO:<br>INVOICE LESS<br>HOLDBACK<br>& FIN COST | A<br>PLAN |
|------------------------|------------------|-------------------------------------------|---------------------------------------------------------|-------------------------------------------------|-----------|
| 105.00                 | 23184.15         | 728.00                                    | 190.00                                                  | 22266.15                                        | 22184.15  |

728.00 33.00 1012.00 .65 695.00 21318.00

SOLD TO  
 Walnut Creek Ford 72K022  
 1800 N Main St  
 Walnut Creek CA 94596

SHIP TO (IF OTHER THAN ABOVE)

TO 75 STATE  
 1 CA

CK76

| DATE INV. PREPARED | ITEM NUMBER | TRIM | TRANSIT |
|--------------------|-------------|------|---------|
| 10/11/01           | 72-0001     | N2   | 08      |

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NUMBER 1FMCU03112K  
 FINAL ASSEMBLY POINT KANSAS CITY  
 FINAL COMPANY AND/OR BANK Ford Motor Credit 000001  
 2KB12007 1F U03 20011011 011011 1K111 N 230 72K022

THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY

DEALER'S COPY 1

2184.15 KUT

RQ09-002 0123LP

FINANCE 320-4208A(\$95)

**Pickett, Sylvia (S.J.)**

**From:** Hull, Michelle (M.K.)  
**Sent:** Monday, August 04, 2008 1:43 PM  
**To:** Pickett, Sylvia (S.J.); Taylor, Alma (A.)  
**Subject:** FW: Dealer Request For Consumer Affairs Review

*Alma*  
*143 13 12 178*

Please open and assign to Alma

**From:** dcpform@ford.com [mailto:dcpform@ford.com]  
**Sent:** Monday, August 04, 2008 1:36 PM  
**To:** Ordcalp, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

### Dealer Request For Consumer Affairs Review - All Regions

**Dealership Name:** ALLAN VIGIL FORD OF FAYETTEVILLE

**Requesting Dealer:** 00247

**Contact Person:** GREG COOPER

**Telephone:** 7704611151

**Email Address:** GCOOPER@ALLANVIGILFORD.COM

**PA Code:** 00247

**Region:** SOUTH EAST

**City:** ATLANTA

**Dealer State:** GA

**Fax Number:** 7707160530

**WSD:** 01/06/2002

**Vehicle Year:** 2002

**Vehicle Model:** ESCAPE

**Vehicle VIN:** 1FMCU03112K [REDACTED]

**Mileage:** 58000

**Customer Name:** [REDACTED]

**Street Address:** [REDACTED]

**City:** PEACHTREE CITY

**State:** Georgia

**Zip Code:** [REDACTED]

**Home Phone:** [REDACTED]

**Work Phone:** [REDACTED]

**Customer Region:** S1 - Atlanta

**Incident Involves:** Fire

**Date of Incident:** 08/02/2008

**County in which incident occurred:** FAYETTE

**Is Alleging Defect:** Yes

**Alleging defect detail:** ABS MODULE WHICH WAS PART OF A PREVIOUS RECALL

**Police Report Filed:** No

**Insurance Company Contacted:** N

**Insurance Company Advice:** NOT YET

**Insurance Company Contact Information:** ALL STATE 678-364-9400

**Coach Builder State:** AK - Alaska

*8-8  
 Mr. Luncaster, Sr.*

**Resolution Sought Detail:** VEHICLE REPAIRS

**Comments:** CUSTOMER FEELS THE ABS MODULE SHOULD HAVE BEEN REPLACED UNDER THE RECALL 07S51 INSTEAD IT GOT INSPECTED , CLEANED AND LUBED THE CONNECTOR

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

CASE NUMBER  
**1608010748**

CUSTOMER NAME



LP ANALYST  
**Marcel Miclea**

CDSID  
**mmiclea**

CLOSED: **MAY 13, 2008**



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

*Sent Via U.S. Mail*

April 8, 2008

[REDACTED]  
San Jose, CA [REDACTED]

**RE: 2002 Escape**  
**VIN: 1FMCU041X2K [REDACTED]**  
**Case #: [REDACTED]**

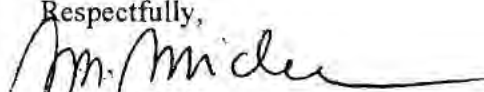
Dear Mrs. [REDACTED]

This is in response to your contact with Ford's Customer Relationship Center. In order to begin an evaluation of your claim we need the following documents:

- A copy of the police and/or fire report
- A copy of the vehicle title and registration
- Pictures of the vehicle showing the damaged areas (both sides of the vehicle and the entire engine as well)
- Pictures of any other the property damage due to the fire
- Any medical bills/reports in case injuries were sustained.

You may e-mail the above documents to [lprev@ford.com](mailto:lprev@ford.com) specifying the case number and my name. If you do not have access to e-mail you may also mail the documents to the address listed on this letter. We will be unable to provide assistance if you have settled this matter with your insurance carrier or if you no longer own the vehicle.

Respectfully,

  
Marcel Miclea

# San Jose Fire Department

|          |              |           |                   |           |                 |                                                                                                            |                          |
|----------|--------------|-----------|-------------------|-----------|-----------------|------------------------------------------------------------------------------------------------------------|--------------------------|
| <b>A</b> | <b>43070</b> | <b>CA</b> | <b>03/09/2008</b> | <b>23</b> | <b>000</b>      | <input type="checkbox"/> Delete<br><input type="checkbox"/> Change<br><input type="checkbox"/> No Activity | <b>NFIRS-1<br/>Basic</b> |
|          | FDID         | State     | Incident Date     | Station   | Incident Number | Exposure                                                                                                   |                          |

|                                     |                |                                           |                                                   |              |
|-------------------------------------|----------------|-------------------------------------------|---------------------------------------------------|--------------|
| <b>B</b>                            | Location       |                                           | <input type="checkbox"/> Address on Wildland Form | Census Tract |
| <input checked="" type="checkbox"/> | Street Address |                                           |                                                   |              |
| <input type="checkbox"/>            | Intersection   | Number                                    | Prefix                                            | Street       |
| <input type="checkbox"/>            | In front of    | San Jose                                  |                                                   | CA           |
| <input type="checkbox"/>            | Rear of        | Apt/Suite                                 | City                                              | State        |
| <input type="checkbox"/>            | Adjacent to    | Zip Code                                  |                                                   |              |
| <input type="checkbox"/>            | Directions     | Cross Street or Directions, as applicable |                                                   |              |

|           |                                          |                |             |
|-----------|------------------------------------------|----------------|-------------|
| <b>C</b>  | Incident Type                            | <b>100</b>     | Fire, other |
| <b>D</b>  | Aid Given or Received                    |                |             |
| 1         | <input type="checkbox"/> Received        | Their FDID     |             |
| 2         | <input type="checkbox"/> Automatic Rec'd | Their State    |             |
| 3         | <input type="checkbox"/> Given           | 0000000        |             |
| 4         | <input type="checkbox"/> Automatic Given | Their Incident |             |
| 5         | <input type="checkbox"/> Other Aid Given |                |             |
| N         | <input checked="" type="checkbox"/> None |                |             |
| <b>E1</b> | Dates & Times                            |                |             |
|           | Alarm                                    | Mon.           | Day         |
|           | Arrival                                  | 03/09/08       | 23:43       |
|           | Control                                  | 03/09/08       | 23:53       |
|           | Last Unit Clear                          | 03/10/08       | 00:23       |
| <b>E2</b> | Shifts / Alarms                          |                |             |
|           | C                                        | 1              | 29          |
| <b>E3</b> | Special Studies                          |                |             |

|                             |               |                                                                       |           |                    |                      |
|-----------------------------|---------------|-----------------------------------------------------------------------|-----------|--------------------|----------------------|
| <b>F</b>                    | Actions Taken | <b>G1</b>                                                             | Resources | <b>G2</b>          | Dollar Loss & Values |
| <b>11</b>                   | Extinguish    | Apparatus                                                             | Personnel | LOSSES:            | NONE                 |
| Primary Action Taken (1)    |               | Suppression                                                           | 1         | Property           | 7000                 |
| Additional Action Taken (2) |               | EMS                                                                   | 0         | Contents           | 0                    |
| Additional Action Taken (3) |               | Other                                                                 | 0         | PRE-INCIDENT VALUE | 8000                 |
|                             |               | <input type="checkbox"/> Check if counts include mutual aid resources |           | Property           | 0                    |

|                                            |                                          |                                                 |                                                  |
|--------------------------------------------|------------------------------------------|-------------------------------------------------|--------------------------------------------------|
| <b>Completed Modules</b>                   | <b>H1</b> Casualties                     | <b>H3</b> Hazmat Release                        | <b>I</b> Mixed Use Property                      |
| <input checked="" type="checkbox"/> Fire-2 | <input checked="" type="checkbox"/> None | N <input checked="" type="checkbox"/> None      | NN <input checked="" type="checkbox"/> Not Mixed |
| <input type="checkbox"/> Structure-3       | Deaths Inj.                              | 1 <input type="checkbox"/> Natural Gas          | 10 <input type="checkbox"/> Assembly Use         |
| <input type="checkbox"/> Civ. Casualty-4   | Fire Service 0 0                         | 2 <input type="checkbox"/> Propane Gas          | 20 <input type="checkbox"/> Education Use        |
| <input type="checkbox"/> Fire Casualty-5   | Civilian 0 0                             | 3 <input type="checkbox"/> Gasoline             | 33 <input type="checkbox"/> Medical Use          |
| <input type="checkbox"/> EMS-6             |                                          | 4 <input type="checkbox"/> Kerosene             | 40 <input type="checkbox"/> Residential Use      |
| <input type="checkbox"/> Hazmat-7          | <b>H2</b> Detector                       | 5 <input type="checkbox"/> Diesel Fuel/Fuel Oil | 51 <input type="checkbox"/> Row of Stores        |
| <input type="checkbox"/> Wildland-8        | Alerted Occupants                        | 6 <input type="checkbox"/> Household Solvents   | 53 <input type="checkbox"/> Enclosed Mall        |
| <input type="checkbox"/> Apparatus-9       | 1 <input type="checkbox"/> Yes           | 7 <input type="checkbox"/> Motor Oil            | 58 <input type="checkbox"/> Business & Resid.    |
| <input type="checkbox"/> Personnel-10      | 2 <input checked="" type="checkbox"/> No | 8 <input type="checkbox"/> Paint                | 59 <input type="checkbox"/> Office Use           |
| <input type="checkbox"/> Arson-11          | U <input type="checkbox"/> Unkn          | 0 <input type="checkbox"/> Other                | 60 <input type="checkbox"/> Industrial Use       |
|                                            |                                          |                                                 | 63 <input type="checkbox"/> Military Use         |
|                                            |                                          |                                                 | 65 <input type="checkbox"/> Farm Use             |
|                                            |                                          |                                                 | 00 <input type="checkbox"/> Other Mixed Use      |

|                       |             |                                |     |
|-----------------------|-------------|--------------------------------|-----|
| 1st Company to Arrive | [Incidents] | Property Use                   | 962 |
| E23                   | [Incidents] | Residential street, road or re |     |
|                       |             | MAR 25 2008                    |     |

FIRE PREVENTION  
BUREAU

RQ09-002 01281 P

## San Jose Fire Department

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A</b><br><div style="display: flex; justify-content: space-between;"> <div>43070<br/>FDID</div> <div>CA<br/>State</div> <div>03/09/2008<br/>Incident Date</div> <div>23<br/>Station</div> <div><span style="background-color: black; color: black;">XXXXXXXXXX</span><br/>Incident Number</div> <div>000<br/>Exposure</div> </div> <div style="text-align: right;"> <input type="checkbox"/> Delete<br/> <input type="checkbox"/> Change<br/> <input type="checkbox"/> No Activity       </div> <div style="border: 1px solid black; padding: 2px; text-align: center;"> <b>NFIRS-2<br/>Fire</b> </div> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>B Property Details</b><br><br><b>B1</b> <u>0</u><br>No. of residential units in building of origin<br><input checked="" type="checkbox"/> Not Residential<br><br><b>B2</b> <u>0</u><br>No. of buildings involved<br><input checked="" type="checkbox"/> Bldgs not involved<br><br><b>B3</b> <u>0</u><br>Acres burned (outside fire)<br><input type="checkbox"/> None<br><input type="checkbox"/> Less than one acre                                                                                                                                                                                     | <b>C On-Site Materials or Products</b><br><div style="display: flex; justify-content: space-between;"> <div> <b>NNN</b><br/>On-site materials (1)<br/><br/>           On-site materials (2)<br/><br/>           On-site materials (3)         </div> <div> <input checked="" type="checkbox"/> None<br/><br/><br/>           1 <input type="checkbox"/> Bulk storage or warehousing<br/>           2 <input type="checkbox"/> Processing or manufacturing<br/>           3 <input type="checkbox"/> Packaged goods for sale<br/>           4 <input type="checkbox"/> Repair or Service<br/><br/>           1 <input type="checkbox"/> Bulk storage or warehousing<br/>           2 <input type="checkbox"/> Processing or manufacturing<br/>           3 <input type="checkbox"/> Packaged goods for sale<br/>           4 <input type="checkbox"/> Repair or Service<br/><br/>           1 <input type="checkbox"/> Bulk storage or warehousing<br/>           2 <input type="checkbox"/> Processing or manufacturing<br/>           3 <input type="checkbox"/> Packaged goods for sale<br/>           4 <input type="checkbox"/> Repair or Service         </div> </div> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>D Ignition</b><br><b>D1</b> <u>83</u> Area of origin<br>Engine area, running gear, whe<br><b>D2</b> <u>UU</u> Heat Source<br>Undetermined<br><b>D3</b> <u>UU</u> Item first ignited<br>Undetermined<br><b>D4</b> <u>UU</u> Type of material first ignited<br>Undetermined<br><input type="checkbox"/> Confined to item                                                                                                                                                                                                                                                                                  | <b>E1 Cause of Ignition</b> <input type="checkbox"/> Exposure Report<br>1 <input type="checkbox"/> Intentional<br>2 <input type="checkbox"/> Unintentional<br>3 <input type="checkbox"/> Failure of equipment<br>4 <input type="checkbox"/> Act of nature<br>5 <input type="checkbox"/> Cause under investigation<br>U <input checked="" type="checkbox"/> Undetermined after invest.<br><br><b>E2 Factors Contributing</b> <input type="checkbox"/> None<br><b>UU</b> Undetermined<br>Factor contributing to ignition (1)<br><b>UUU</b> Undetermined<br>Factor contributing to ignition (2)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>F1 Equipment Involved in Ignition</b> <input checked="" type="checkbox"/> None<br><b>NNN</b> None<br>Equipment involved<br>Brand _____<br>Model _____<br>Serial # _____<br>Year _____                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>F2 Equipment Power</b><br>Equipment Power Source _____<br><br><b>F3 Equipment Portability</b><br>1 <input type="checkbox"/> Portable<br>2 <input type="checkbox"/> Stationary<br>Portable equipment normally can be moved by one person, is designated to be used in multiple locations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>E3 Human Factors Contributing to Ignition</b><br>1 <input type="checkbox"/> Asleep <input checked="" type="checkbox"/> None<br>2 <input type="checkbox"/> Possibly impaired by alcohol or drugs<br>3 <input type="checkbox"/> Unattended person<br>4 <input type="checkbox"/> Mentally disabled<br>5 <input type="checkbox"/> Physically disabled<br>6 <input type="checkbox"/> Multiple persons<br>7 <input type="checkbox"/> Age was a Factor<br>Estimated age<br>1 <input type="checkbox"/> Male 2 <input type="checkbox"/> Female |
| <b>H1 Mobile Property Involved</b> <input type="checkbox"/> None<br>1 <input type="checkbox"/> Not involved in ign, burned<br>2 <input type="checkbox"/> Involved in ign, did not burn<br>3 <input checked="" type="checkbox"/> Involved in ignition and burned                                                                                                                                                                                                                                                                                                                                            | <b>H2 Mobile Property Type &amp; Make</b><br><b>11</b> Passenger car.<br>Mobile property type<br><b>FO</b> Ford<br>Mobile property make<br><br>Escape _____<br>Mobile property model _____<br><div style="display: flex; justify-content: space-between;"> <div>           License Plate Number<br/>           CA<br/>           State         </div> <div>           1FMCU041XZK<br/>           VIN Number         </div> </div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>G Fire Suppression Factors</b> <input checked="" type="checkbox"/> None<br><b>NNN</b> None<br>Fire suppression factor (1)<br>Fire suppression factor (2)<br>Fire suppression factor (3)                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Local Use</b><br><input type="checkbox"/> Pre-Fire Plan Available<br>Some of the information presented in this report may be based upon reports from other agencies:<br><input type="checkbox"/> Arson report attached<br><input type="checkbox"/> Police report attached<br><input type="checkbox"/> Coroner report attached<br><input type="checkbox"/> Other reports attached                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

**K1 Person / Entity Involved**

Business name (if applicable)

(408) 923-2320

Phone

Check if  
same  
address as  
incident

Prefix

First Name

MI

Last Name

Suffix

Number

Prefix

Street or Highway

Street Type

Suffix

Post Office Box

Apt./Suite/Room

San Jose

City

CA

State

Zip

**K2 Owner**Same as Person  
Involved

Business name (if applicable)

(408) 923-2320

Phone

Check if  
same  
address as  
incident

Prefix

First Name

MI

Last Name

Suffix

Number

Prefix

Street or Highway

Street Type

Suffix

Post Office Box

Apt./Suite/Room

San Jose

City

CA

State

Zip

**L Remarks**

Fire Department Actions: Engine 23 responded to a vehicle fire at [REDACTED]. Upon arrival Engine 23 crew found a 2002 Ford Escape with heavy smoke and flames coming from engine compartment. Engine 23 crew dropped 1 3/4" hose line to extinguish the fire and used small hand tools to open hood and complete overhaul.

Unusual Circumstances: The vehicle had been parked in drive way for the past 5 hours.

Story of Alarm: Residents living at [REDACTED] were alerted by a neighbor that their car was on fire. They call 911 via land line.

Additional Details: Fire totally destroyed the entire engine compartment of vehicle and part of the dash. RP stated that the vehicle had been in for service a week earlier for brake repairs. The approximate value of a 2002 Ford Escape is \$8,000. RP stated that the vehicle had been paid off and were waiting for the "Pink Slip" to arrive in the mail soon. RO was unable to determine the cause of the fire and Arson Unit was notified as such. No injuries were reported by Fire Department personnel.

**M Authorization**

88178

Officer in charge ID

x

Gilbert J. Gutierrez

Capt.

Position or Rank

Suppression

Assignment

03/09/2008

Date

88178

Member Making Report

x

Gilbert J. Gutierrez

Capt.

Position or Rank

Suppression

Assignment

03/09/2008

Date

AUTO 10/24/2007 TO 10/24/2008 11 4VA5261

VEHICLE IDENTIFICATION NUMBER

1FMCU041X2K

BODY TYPE MODEL

UT

DATE ISSUED

10/14/2007

DATE

DATE FIRST SOLD

00/00/2001

TYPE VEH.

120

MP

G

AX

WC

UNLADEN WEIGHT

FORD

2002

129

REGISTERED

OWNER

SAN JOSE CA

FORD MOTOR CREDIT CO.  
260 INTERSTATE 10 PKWY NW  
ATLANTA

GA



R0041  
L0066

STATE OF CALIFORNIA  
DEPARTMENT OF MOTOR VEHICLES  
VALIDATED REGISTRATION CARD  
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

TO REMOVE THE STICKER  
FROM THE BACKING,  
BEND STICKER AT SLIT AND PEEL SLOWLY.

INSTRUCTIONS FOR  
APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

MOTORCYCLES:  
Right Half of This Well

ALL OTHERS:  
In Top Right Corner



EXCEPT:  
Truck Tractors And Commercial Vehicles With  
A Declared Gross Vehicle Weight of 10,001 lbs.  
or More—Must Apply Sticker To Front Plate

Update This Information In Stars

## Dealer Detail

| FCSD Region      | Sales Region     | Sales Zone | Market | P&A Code | Sales Code |
|------------------|------------------|------------|--------|----------|------------|
| W2-SAN FRANCISCO | 72-SAN FRANCISCO | B          | A04    | 06098    | F72039     |

**Dealer Name:** CAPITOL EXPRESSWAY FORD  
**Dealer Address:** 919 CAPITOL EXPRESSWAY  
 SAN JOSE CA 95136  
**Dealer Main Phone:** 408-265-6000

| Position                 | Employee Name     |
|--------------------------|-------------------|
| CUST RELATIONS MGR       | Jarred C Jones    |
| DEALER/PARTNER           | Sergio Madrigal   |
| PARTS MANAGER            | Rick Enany        |
| PARTS MANAGER            | GARY SNYDER       |
| PARTS & SERVICE DIRECTOR | LARRY SPECK       |
| SALES MANAGER            | Rick Martinez JR. |
| SALES MANAGER            | Rick A Martinez   |
| SALES MANAGER            | Rudy Madrigal     |
| SALES MANAGER            | Amal Bassilios    |
| SALES MANAGER            | Luis Madrigal     |
| SALES MANAGER            | TIMOTHY D SCHLAK  |
| SALES MANAGER            | Walter Petris     |
| SERVICE MANAGER          | ROBERT A SPURLING |
| SERVICE MANAGER          | WAYNE T HORIKAMI  |

Ford Confidential

- at house  
 - refused to pay - Geico May 5



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

*Sent Via U.S. Mail*

April 8, 2008

[REDACTED]

San Jose, CA [REDACTED]

**RE: 2002 Escape**  
**VIN: 1FMCU041X2K [REDACTED]**  
**Case #: 1608010748**

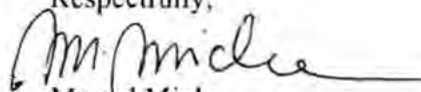
Dear Mrs. [REDACTED]

This is in response to your contact with Ford's Customer Relationship Center. In order to begin an evaluation of your claim we need the following documents:

- A copy of the police and/or fire report
- A copy of the vehicle title and registration
- Pictures of the vehicle showing the damaged areas (both sides of the vehicle and the entire engine as well)
- Pictures of any other the property damage due to the fire
- Any medical bills/reports in case injuries were sustained.

You may e-mail the above documents to [lprev@ford.com](mailto:lprev@ford.com) specifying the case number and my name. If you do not have access to e-mail you may also mail the documents to the address listed on this letter. We will be unable to provide assistance if you have settled this matter with your insurance carrier or if you no longer own the vehicle.

Respectfully,

  
Marcel Miclea

**Miclea, Marcel (M.M.)**

**From:** Hull, Michelle (M.K.)  
**Sent:** Monday, April 07, 2008 2:51 PM  
**To:** Simonds, Carmen (C.)  
**Cc:** Miclea, Marcel (M.M.)  
**Subject:** FW: Legal escalation case: 1608010748

Hi Carmen,

This one looks like an Escape and wouldn't fall within the BPS but instead the wire harness recall so I'll need to reassign it.

Hi Marcel,

I'm reassigning this one to you.

|                                                |                                  |                                        |                         |
|------------------------------------------------|----------------------------------|----------------------------------------|-------------------------|
| <b>VIN:</b> 1FMCU041X2H [REDACTED]             | <b>Year:</b> 2002                | <b>Model:</b> ESCAPE                   | <b>Case:</b> 1608010748 |
| <b>Name:</b> MRS [REDACTED]                    | <b>Owner Status:</b> Original    | <b>WSD:</b> 2001-10-22                 |                         |
| <b>Symptom Desc:</b> FIRE/SMOKE VISIBLE FLAME  |                                  | <b>Primary Phone:</b> [REDACTED]       |                         |
| <b>Reason Desc:</b> LEGAL - ACCIDENT / FIRE    |                                  | <b>Secondary Phone:</b> [REDACTED]     |                         |
| <b>Issue Type:</b> 07 LEGAL                    | <b>Issue Status:</b> ACKNOWLEDGE | <b>Dealer:</b> CAPITOL EXPRESSWAY FORD |                         |
| <b>Origin Desc:</b> US CONCERN CASE BASE       |                                  | <b>P &amp; A Code:</b> 06098           |                         |
| <b>Odometer:</b> 64218 MI                      | <b>Comm Type:</b> PHONE          |                                        |                         |
| <b>Action Date:</b> 03/14/2008                 | <b>Action Time:</b> 16:53:20:410 | <b>Action Data:</b> No                 |                         |
| <b>Analyst Name:</b> KIMBERLY MYERS (KMYERS36) | <b>Analyst:</b> KMYERS36         |                                        |                         |

**COMMENTS:** CUSTOMER SAID: 1. 2 DAYS AFTER HAVING RECALL DONE VEH CAUGHT FIRE -- STARTED AT 11:30PM MARCH 9 2008-- DOES NOT KNOW WHERE FIRE STARTED-- FIRE DEPT WAS CALLED SANTA CLAIR COUNTY -- DOES NOT HAVE REPORT NUMBER -- FIRE DEPT SAID IT WAS ELECTRICAL -- VEH WAS NOT RUNNING -- CUST GOT SICK BECAUSE OF SMOKE -- NO ONE WAS HURT -- VEH WAS TOTALED AND NOT REPAIRABLE -- INS HAS BEEN CALLED BUT WILL NOT PAY ANYTHING -- VEH IS AT CUST HOME -- CUST WANTS PAID WHAT THE CAR IS WORTH SO SHE CAN GET ANOTHER CAR-- BEST DAYTIME NUMBER [REDACTED] DEALER SAID: CAPITOL EXPRESSWAY FORD919 CAPITOL EXPRESSWAY SAN JOSE, CA 95136TEL:(408) 265-6000CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.

**From:** Danielle Holder [mailto:danielle.holder@percepta-crm.com]  
**Sent:** Monday, April 07, 2008 2:41 PM  
**To:** Hull, Michelle (M.K.)  
**Subject:** Legal escalation case: 1608010748

Hi Michelle,

Ms [REDACTED] contacted the CRC on 3/14/08 to report that her vehicle caught on fire after having the speed control recall performed. On 3/17 Carmen updated the contact with acknowledged. There was no other documentation and the customer is stating that she has not been contacted and has not received anything in the mail.

Can you please look into this for me.

VIN: 1FMCU041X2K [REDACTED]  
Region: San Francisco  
Market: A4

Thanks,

**Percepta**

Danielle Holder | Email Team Lead | FCSD  
1320 Babcock St. | Melbourne, Florida 32901 | USA  
321-435-1244 (direct) | 321-435-100 (main) | 321-435-1018 (fax) |  
[danielle.holder@percepta-crm.com](mailto:danielle.holder@percepta-crm.com) | [www.percepta.com](http://www.percepta.com)

## ESP / Recall Information

VIN: 1FMCU041X2K [REDACTED]

No ESP Information for this VIN

## -----Recall Information-----

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

| Number | Type                        | Description                                                                                                                                                     | Status           | Status Date | Dealer Code    |
|--------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------|----------------|
| 02M01  | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - REPAIRED  | 2004-11-18  | 03921USAF72039 |
| 04S13  | SAFETY RECALL               | POWERTRAIN CONTROL MODULE RE-CALIBRATION                                                                                                                        | CLOSE - REPAIRED | 2004-05-12  | 03921USAF72039 |
| 04S25  | SAFETY RECALL               | 3.0L LHD ACCELERATOR CABLE REPLACEMENT                                                                                                                          | CLOSE - REPAIRED | 2004-12-16  | 03921USAF72039 |
| 07S51  | SAFETY RECALL               | PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE CONNECTOR INSPECTION                                                                                              | CLOSE - INSPECT  | 2008-03-05  | 06098          |

Customer Info

|                           |            |               |            |                  |            |
|---------------------------|------------|---------------|------------|------------------|------------|
| Customer                  | [REDACTED] | Primary Phone | [REDACTED] | Secondary Phone: | [REDACTED] |
| Address                   | [REDACTED] | SAN JOSE      | CA         | [REDACTED]       |            |
| Country:                  | USA        | Language:     | EN         |                  |            |
| Cell Phone:               |            | Pager:        |            |                  |            |
| Preferred Contact method: |            | Fax:          |            |                  |            |
| Preferred Contact Time:   |            | Email:        | [REDACTED] |                  |            |

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CASE NUMBER  
**302300648**

CUSTOMER NAME



LP ANALYST  
**Marcel Miclea**

CDSID  
**mmiclea**

CLOSED: **MARCH 18, 2008**

## Action Detail

mm

VIN: 1FMYU04182K [REDACTED] Year: 2002 Model: ESCAPE Case: 302300648  
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-10-14  
 Symptom Desc: FIRE/SMOKE SMOKE UNDERHOOD Primary Phone:  
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:  
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: DUNCAN FORD-LINCOLN-MERCURY  
 Origin Desc: US CONCERN CASE BASE P & A Code: 04967  
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS - FIRE  
 Odometer: 78000 MI Comm Type: PHONE  
 Action Date: 03/04/2008 Action Time: 08:23:50:630 Action Data: No  
 Analyst Name: KIMBERLY MYERS (KMYERS36) Analyst: KMYERS36

**COMMENTS:** CUSTOMER SAID: --HAD TO HAVE ABS CONNECTOR RECALL PREFORMED IN JUNE OF 2007. VEH CAUGHT FIRE -- STARTED UNDER HOOD BY ABS UNIT -- VEH WAS NOT RUNNING -- VEH IS NOW AT DLR -- NAVAL FIRE DEPT IN KEY WEST CAME AND KEYWEST POLICE DEPT CAME -- DOES NOT HAVE FIRE OR POLICE REPORTS AS OF YET -- NO OTHER DAMAGES OCCURED DUE TO FIRE -- INSURANCE COMPANY IS INVESTIGATING THIS ISSUE -- VEH IS REPAIRABLE -- CUST IS SEEKING VEH TO BE FIXED UNDER THE RECALL. DEALER SAID: DUNCAN FORD - LINCOLN - MERCURY 1618 ROOSEVELT BLVD, KEY WEST, FL 33040 TEL: (305) 294-5126 -- WILL BE \$2200 TO FIX. CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN NOTIFICATION FROM CONSUMER AFFAIRS WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THE ACCIDENT. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE. -- [REDACTED] DAYTIME NUMBER -- MAILING ADDRESS -- [REDACTED] JACKSONVILLE FL [REDACTED]

Chuck, SM

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- Waiting for price estimate
- received price . Awaiting record. for estimate

**Customer Info**

|                                  |            |                       |                         |
|----------------------------------|------------|-----------------------|-------------------------|
| <b>Customer:</b>                 | [REDACTED] | <b>Primary Phone:</b> | <b>Secondary Phone:</b> |
| <b>Address:</b>                  | [REDACTED] | JACKSONVILLE          | FL [REDACTED]           |
| <b>Country:</b>                  | USA        | <b>Language:</b>      | EN                      |
| <b>Cell Phone:</b>               |            | <b>Pager:</b>         |                         |
| <b>Preferred Contact method:</b> |            | <b>Fax:</b>           |                         |
| <b>Preferred Contact Time:</b>   |            | <b>Email:</b>         |                         |

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Update This Information In Stars

## Dealer Detail

| FCSD Region      | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|------------------|--------------|------------|--------|----------|------------|
| A1-SELECT DEALER | 24-ORLANDO   | W          | A01    | 04967    | F24494     |

**Dealer Name:** DUNCAN FORD-LINCOLN-MERCURY  
**Dealer Address:** 1618 ROOSEVELT BLV  
 KEY WEST FL 33040  
**Dealer Main Phone:** 305-294-5126

| Position                 | Employee Name          |
|--------------------------|------------------------|
| DEALER/PARTNER           | EARL DUNCAN            |
| GENERAL MANAGER          | SHEILA T DUNCAN        |
| PARTS & SERVICE DIRECTOR | RON R IRBY             |
| SALES MANAGER            | VICTOR OVDIYENKO       |
| SERVICE MANAGER          | CHARLES E BRAMLETTE II |

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Chuck

\$ 2,189

## ESP / Recall Information

VIN: 1FMYU04182K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type                        | Description                                                                                                                                                     | Status               | Status Date | Dealer Code    |
|--------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-------------|----------------|
| 02M01  | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - LAUNCHED      |             |                |
| 04S13  | SAFETY RECALL               | POWERTRAIN CONTROL MODULE RE-CALIBRATION                                                                                                                        | CLOSE - FORCE COMPLE |             |                |
| 04S25  | SAFETY RECALL               | 3.0L LHD ACCELERATOR CABLE REPLACEMENT                                                                                                                          | CLOSE - REPAIRED     | 2005-01-05  | 02509USAL26035 |
| 07S51  | SAFETY RECALL               | PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE CONNECTOR INSPECTION                                                                                              | CLOSE - INSPECT      | 2007-06-15  | 00915          |

**OASIS RESULT:****1FMYU04182K** [REDACTED]03/05/2008  
09:21:13  
FCXWS446

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 **VEHICLE INFORMATION****VEHICLE DESCRIPTION**

2002 ESCAPE

**BODY STYLE**

4 DR XLT MPV 4X4

**ENGINE**

3.0L DURATEC-VE(VE6)

**TRANSMISSION**

CD4E AUTO TRANSAXLE

**AXLE CODE**

69

**ENGINE CALIBRATION**

0M11A30A

 **WARNING MESSAGES**

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT

 **ARN MESSAGES** **GENERAL WARRANTY INFORMATION****WARRANTY START DATE**

10/14/2001

**BUILD DATE**

09/28/2001

**SALE MILEAGE** **OUTSTANDING FIELD SERVICE ACTIONS**

02M01

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR

 **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

 **WARRANTY REPAIR HISTORY**

06/15/2007

DEALER: Keith Hawthorne Ford

NC

WARRANTY CLAIM NUMBER: 165331

ODOMETER: 073087M

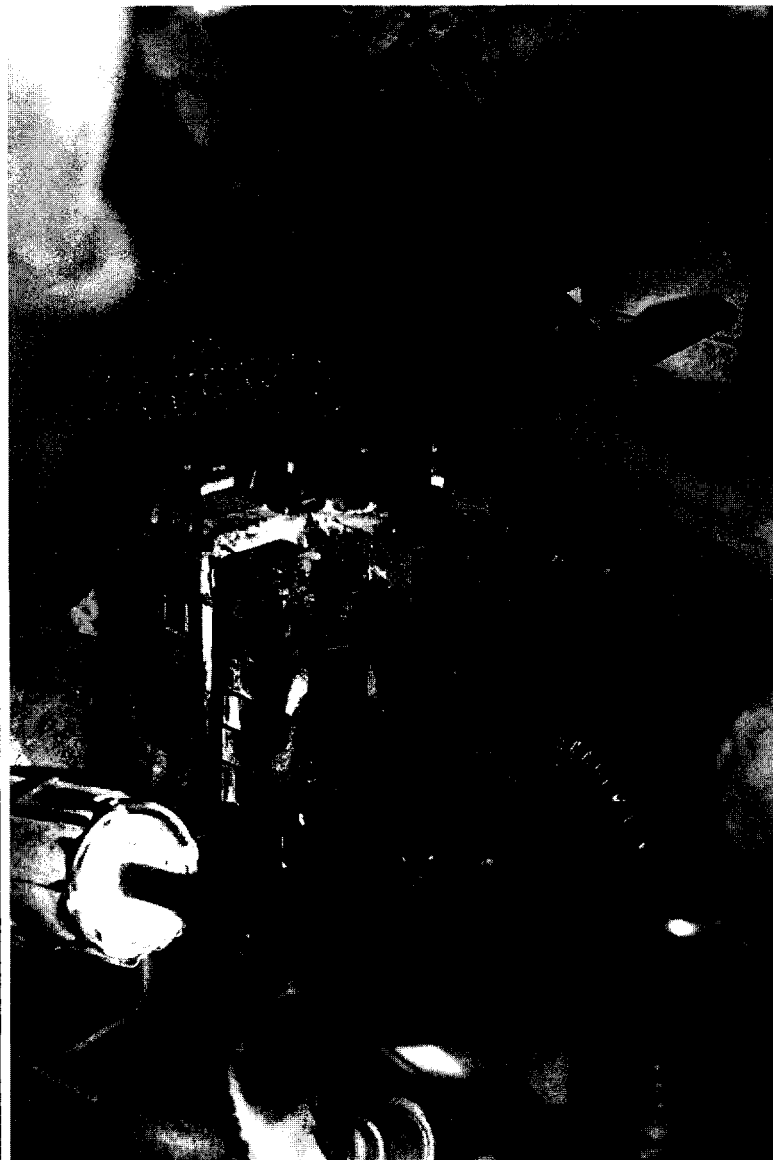
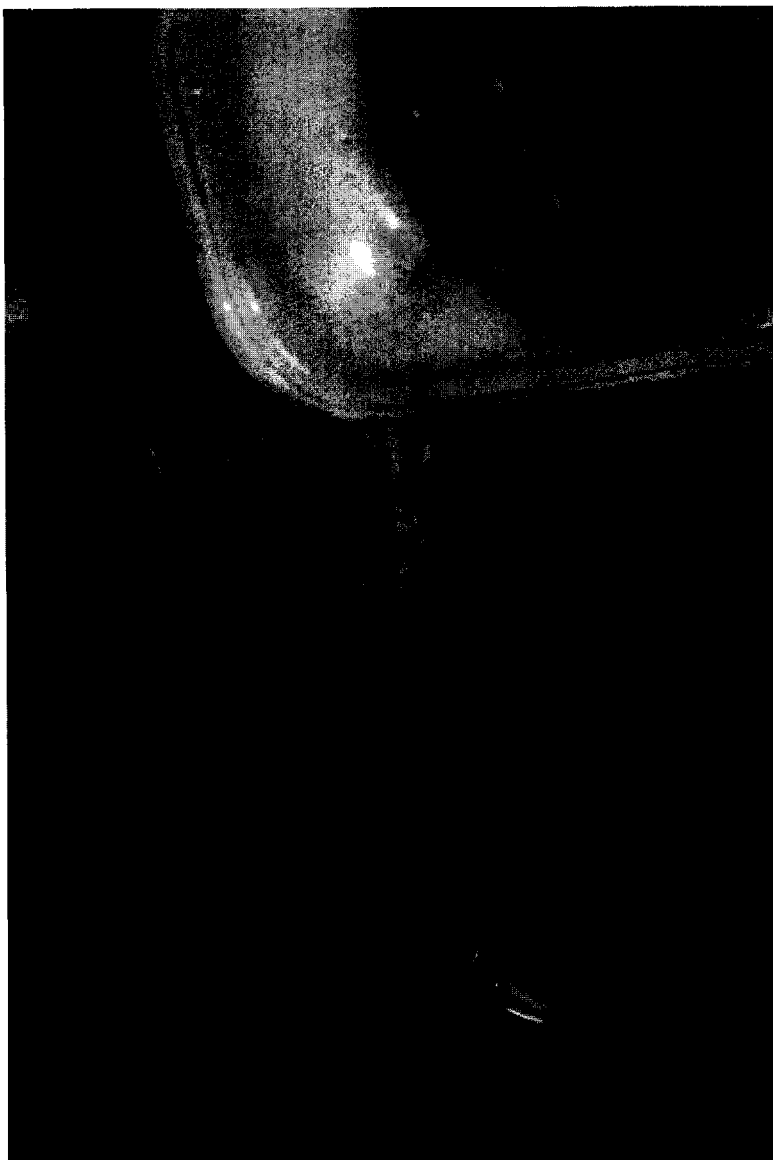
| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|------------------|----------|----------|----------------|----------------|
|             |                  | 000      | 07S51A   |                |                |

OPEN CAMPAIGN COMPLETED RECALL 07S51. APPLIED ELECTRICAL GREASE TO ABS MODUL CAVITY.

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU04182K [REDACTED]

Report Applies to Country Code: USA



**Miclea, Marcel (M.M.)**

---

**From:** [REDACTED]  
**Sent:** Thursday, March 06, 2008 2:59 PM  
**To:** Miclea, Marcel (M.M.)  
**Subject:** ABS ESCAPE PHOTOS  
**Attachments:** Picture 001.jpg; Picture 002.jpg; Picture 003.jpg

---

Supercharge your AIM. Get the [AIM toolbar](#) for your browser.

**CASE NUMBER**

**1418273058**

**CUSTOMER NAME**

**[REDACTED]**

**LP ANALYST**

**Alma Taylor**

**CDSID**

**Ataylo29**

**Closed date: 12/11/2008**

DM1ACEGA \*\*\* Ford ACES II Prior Approval Log Screen \*\*\* 2008/12/11 11:51:33  
==> Aprvl Cd: J05GS Field Cd: Log Status: A A=Approve P=Paid  
Remarks Type: C D=Dealer C=Confidential D=Deny C=Close H=Hold  
P&A Code: 05428 USA Dlr: Mossy Ford  
RO Nbr: 85289 Rpr Seq: 02 Pgm Code: P67 Rpr Date: 2008/11/28  
VIN: 1FMYC041314 Odom: M Causal Part:  
ESPS Cover Cd: Plan: Str Mile: Str Date:  
ESPS Cover St: Used: Exp Mile: Exp Date:  
Aprvl Level: \*\*\*\*\* INFORMATION ONLY: Y \*\*\*\*\* DAWA Percent  
Vst/Rqst Amt: Parts = Parts %:  
Rpr/Aprv Amt: 0002195.56 Labor Hrs: 00091.80 = Labor %:  
NADA/Max Amt: Misc Expn: = Misc %:  
Remain Amt: 0002195.56 Loan Days: =  
\*\*ANALYST PROVIDED DLR WITH AN APPROVAL CODE FOR GOODWILL REPAIRS RELATED TO  
10-18-2008 INCIDENT.

Insp Rqst Date: Dlr Contact: Phone:  
Customer Name: Model Year: Model:  
Last Date Paid: Claim Pmt Amt: WSI: Market Code: USA  
Creator: A. TAYLOR Date: 2008/12/11 Time: 11:51:33  
F1=Help F2=ESPS Contract F3=End F4=AWA Scale F5=History F6=Repair Detail  
F7=Prev F8=Next F9=Panel F10=Scroll Rmks F12=Return  
5112: ADD SUCCESSFUL LPCV0522

DM1ACEBB \*\*\* Ford ACES II Warranty/ESP/Programs \*\*\* 2008/12/11 07:50:47  
==> P&A: 05428 / GSC: USA Stat: Return  
VIN: 1FMYU04131R RprDt: 2008/11/28 Dist: 92408 M SvcId 006776 LIC ST: CA  
RO/Rpr: 185280 02 PgmCd: P67 CstCrn: H19 CC: 28 DTC: N

Apvl: 1 2 Cst 0.00 Dlr 0.00 MU: 456.82

CstCmt: ABS & BRAKE DASH LIGHTS ARE ON, ABS FUSE WON'T KEEP, KEEPS BLOWING

TechCmt: VERIFIED CUST CONCERN, PERF BCE & PIN POINT TEST, SCAN TOOL FOR DTC CO  
DES, FUSE 3(5A) BLEW, CK CIRCUIT WIRE 1/B & W/G LG/BK CONNECTOR C212, CK CNT =>

| AC | Ty | Part/LaborOp/Misc | Key | Qty/Hrs | Ea Amt | Inv # | Tech/Core | Total  |
|----|----|-------------------|-----|---------|--------|-------|-----------|--------|
| A  | P  | 2L8Z 14A068AA     | X   | 1.00    | 86.44  |       | 0.00      | 121.02 |
| B  | P  | YL8Z 2C065AA      |     | 1.00    | 206.69 |       | 0.00      | 289.37 |
| C  | P  | YL8Z 2C286DA      |     | 1.00    | 196.19 |       | 0.00      | 274.67 |
| D  | P  | YL8Z 14290NA      |     | 1.00    | 644.11 |       | 0.00      | 901.75 |
| E  | P  | PM 1C             |     | 3.00    | 2.87   |       | 0.00      | 12.05  |
| F  | L  | 2219D11           |     | 1.6     | 91.80  |       | 008288    | 146.88 |
| G  | L  | MT12A581          |     | 4.9     | 91.80  |       | 008288    | 449.82 |

H  
I  
J  
K

>P 1598.86 L 596.70 M 0.00 C 0.00 TOT 2195.56

F2=Comm F4=ComOv F5=Cod F6=Stat F7=Prv F8=Nxt F9=Err F11=Anlst F12=Rtn

K016

LPCVO521

DEALER 41L 893 VIN 1FMYU04131K

|                                    | SUGGESTED RETAIL PRICE | AMOUNT     |
|------------------------------------|------------------------|------------|
| U040 ESCAPE XLT 4X4                | 21210 00               | 19810 00   |
| SPCL. DLR. ACCT. ADJ. CR.          |                        | 210 00-    |
| TOTAL BASE VEHICLE                 | 21210 00               | 19600 00 * |
| 2001 MODEL YEAR                    |                        |            |
| LD MEDIUM WEDGEWOOD BLUE CC MET    |                        |            |
| MH M PARCHMENT S/BUCK LTH SURF     |                        |            |
| 991 3.0L DURATEC V6 ENGINE         | 1480 00                | 1332 00    |
| 444 4-SPEED AUTOMATIC O/D TRANS    | NC                     | NC         |
| T63 P235/70RX16 OWL ALL-SEASON     | NC                     | NC         |
| 153 FRONT LICENSE PLATE BRACKET    | NC                     | NC         |
| 186 SIDE STEP BARS                 | 275 00                 | 248 00     |
| 422 CALIFORNIA EMISSIONS SYSTEM    | NC                     | NC         |
| 43M POWER MOONROOF W/SHADE         | 585 00                 | 527 00     |
| TRAILER TOWING, CLASS II           |                        |            |
| 588 MACH AM/FM 6-DISC CD CHANGER   | 585 00                 | 527 00     |
| 63G LEATHER COMFORT GROUP          | 870 00                 | 783 00     |
| 64S WHLS, 16 IN. 5-SPOKE CAST ALUM | NC                     | NC         |
| 904 POWER 6-WAY DRIVER SEAT        | NC                     | NC         |
| MACH AUDIO SYSTEM                  |                        |            |
| 924 PRIVACY GLASS                  | 275 00                 | 248 00     |
| TOTAL VEHICLE & OPTIONS            | 25280 00               | 23265 00   |
| DESTINATION & DELIVERY             | 540 00                 | 540 00     |
| SCHEDULE A (MEMO)                  | .00                    |            |
| TOTAL FOR VEHICLE                  | 25820 00               |            |
| ** FLEET MARKETING CREDIT          |                        |            |
| 10 U.S. GAL GAS FACTORY            |                        | 19 00      |
| CA NEW MTR VEHICLE BOARD FEES      |                        | 1 00       |
| FLEET P.O. NUMBER 03117-00530      |                        |            |
| BATCH-ID 1C30202045 N RB 2X        |                        |            |
| PRICE LEVEL 140300U04              | VIN: 1FMYU04131KB27756 |            |
| SHIPPING WEIGHT 3269 LBS.          |                        |            |

THIS INVOICE MAY NOT REFLECT THE FINAL COST OF THE VEHICLE IN VIEW OF THE POSSIBILITY OF FUTURE REBATES, ALLOWANCES, DISCOUNTS AND INCENTIVE AWARDS FROM FOR MOTOR COMPANY TO THE DEALER

| FDA/FLMDA<br>ASSESSMENT | INVOICE<br>TOTAL | LESS<br>HOLDBACK<br>FOR DEALER<br>ACCOUNT | LESS APPROX.<br>FINANCING<br>COST FOR<br>DEALER ACCOUNT | ITEMO:<br>INVOICE LESS<br>HOLDBACK<br>& FIN COST | A<br>PLAN |
|-------------------------|------------------|-------------------------------------------|---------------------------------------------------------|--------------------------------------------------|-----------|
| .00                     | 23825.00         | 758.00                                    | 300.00                                                  | 22767.00                                         |           |
| 758.00                  | 122.00           | 3665.00                                   | 1.00                                                    | 636.00                                           | 19300.00  |

SOLD TO Arlington Hgts Pd/Lse Plan Usa41L893  
1165 Sanctuary Parkway  
Alpharetta GA 30004

T.O. 76 STATE  
LP O GA CK27

SHIP TO (IF OTHER THAN ABOVE)  
71025  
Peyton Cramer Ford  
3311 Pacific Coast Hwy.  
Torrance CA

DATE INV. PREPARED 03 30 01 ITEM NUMBER 41-0958 TRM MH 08  
SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO 1FMYU04131K  
FINAL ASSEMBLY POINT KANSAS CITY  
Ford Motor Credit 000001  
1KB27756 1F U04 20010330 010330 1C302 N 140 41L893 71-025

LP 2825.00 KUI

THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY DEALER'S COPY

**Taylor, Alma (A.)**

---

**From:** Taylor, Alma (A.)  
**Sent:** Thursday, November 06, 2008 8:57 AM  
**To:** Nichols, Steven (S.)  
**Subject:** RE: David Wicks, 2001 ESCAPE, 1FMYU04131K [REDACTED]

Hello Steven,

Germane, Mossy Ford, reported that you inspected this vehicle. I want to discuss you findings. Thanks

*Alma Taylor*

Phone: 313 317-1862

Fax: 888 683-9898

**PRIVILEGED AND CONFIDENTIAL**

**This email contains privileged and confidential communications.**

**If you received it in error, please delete it immediately and notify the sender.**

11-7-08

Per Steve Gresham, FSE

The fire damage is in the area is what the Recall 07551 instructed grease be placed.

**Taylor, Alma (A.)**

---

**From:** Valentin, Germane [GValentin@mossy.com]  
**Sent:** Wednesday, November 05, 2008 12:16 PM  
**To:** Afsip, N (N.)  
**Subject:** 1FMYU04131K [REDACTED]

Hi Alma,

The estimated price to repair this vehicle is as follows:

ECU: \$289.37 – LABOR: 1.6/HR X \$91.80= \$146.88

HCU: \$274.67 – LABOR: .3/HR X \$91.80= \$27.54

WIRING HARNESS IS OBSOLETE AND HARD SHELL CONNECTOR IS NOT AVAILABLE THROUGH FMC:  
\$901.75 – LABOR: M-TIME 5.5/HR X \$91.80= \$504.90

TOTAL PARTS AND LABOR: \$2,145.11

Thank you,

*Germane Valentin*

*Fixed Operations Manager*

*Mossy Ford*

*858-490-4722 Office*

*858-437-1631 Mobile*

## Taylor, Alma (A.)

**From:** Valentin, Germane [GValentin@mossy.com]  
**Sent:** Monday, November 03, 2008 2:01 PM  
**To:** Afslp, N (N.)  
**Subject:** FW: Emailing: picsmonday 001, picsmonday 002, picsmonday 003, picsmonday 004, picsmonday 005, picsmonday 006, picsmonday 007, picsmonday 008, picsmonday 009, picsmonday 010, picsmonday 011, picsmonday 012, picsmonday 013, picsmonday 014, picsmonday 015, p

**Attachments:** picsmonday 001.jpg; picsmonday 002.jpg; picsmonday 003.jpg; picsmonday 004.jpg; picsmonday 005.jpg; picsmonday 006.jpg; picsmonday 007.jpg; picsmonday 008.jpg; picsmonday 009.jpg; picsmonday 010.jpg; picsmonday 011.jpg; picsmonday 012.jpg; picsmonday 013.jpg; picsmonday 014.jpg; picsmonday 015.jpg; picsmonday 016.jpg; picsmonday 017.jpg; picsmonday 018.jpg; picsmonday 019.jpg; picsmonday 020.jpg; picsmonday 021.jpg; picsmonday 022.jpg; picsmonday 023.jpg; picsmonday 024.jpg; picsmonday 025.jpg; picsmonday 026.jpg; picsmonday 027.jpg; picsmonday 028.jpg; picsmonday 029.jpg; picsmonday 030.jpg; picsmonday 031.jpg; picsmonday 032.jpg; picsmonday 033.jpg; picsmonday 034.jpg; picsmonday 035.jpg; picsmonday 036.jpg



picsmonday 001.jpg (201 KB)



picsmonday 002.jpg (189 KB)



picsmonday 003.jpg (202 KB)



picsmonday 004.jpg (208 KB)



picsmonday 005.jpg (211 KB)



picsmonday 006.jpg (202 KB)



picsmonday 007.jpg (204 KB)



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picsmonday 031.jpg (198 KB)



picsmonday 032.jpg (202 KB)



picsmonday 033.jpg (204 KB)



picsmonday 034.jpg (182 KB)



picsmonday 035.jpg (202 KB)



picsmonday 036.jpg (196 KB)

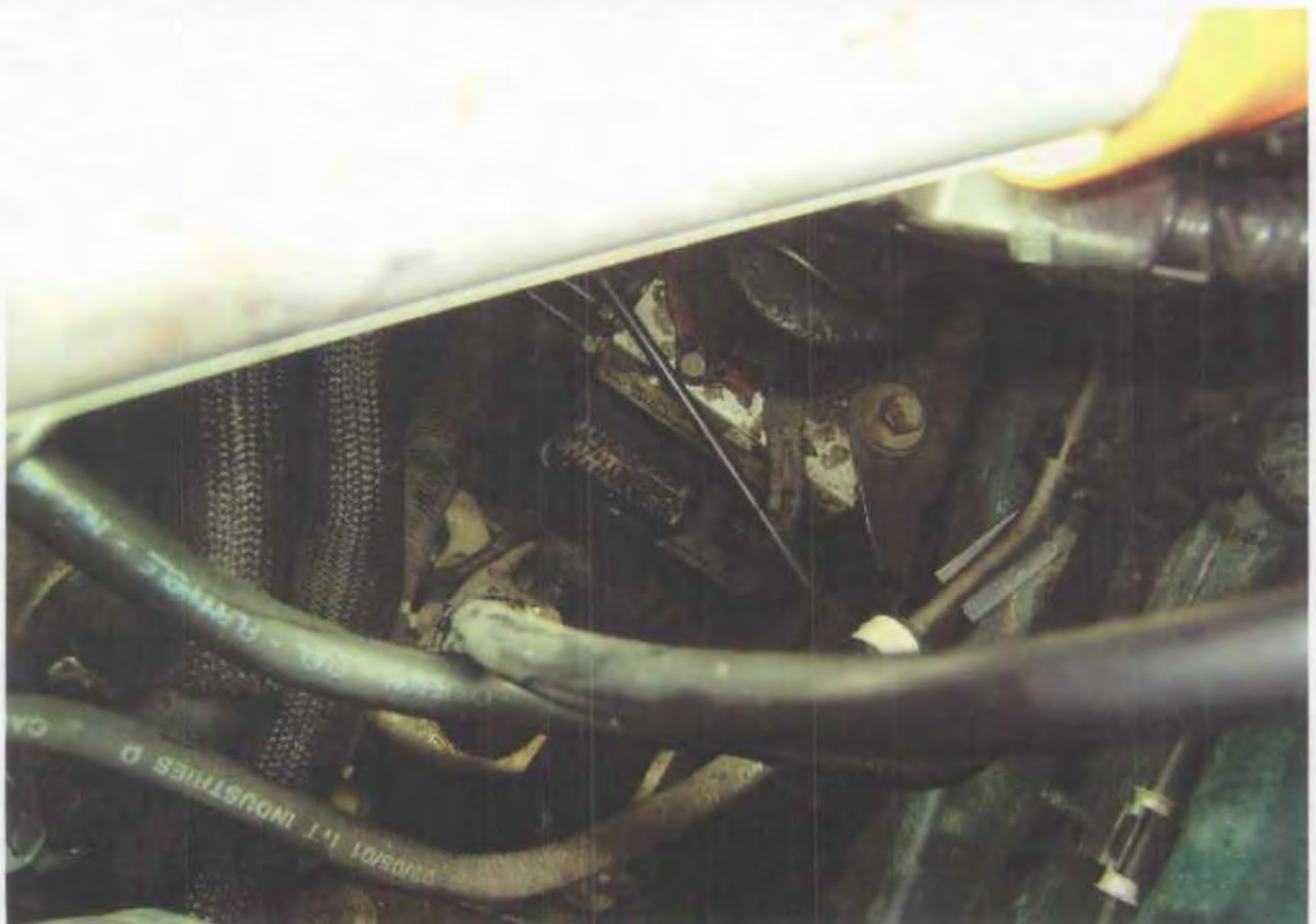
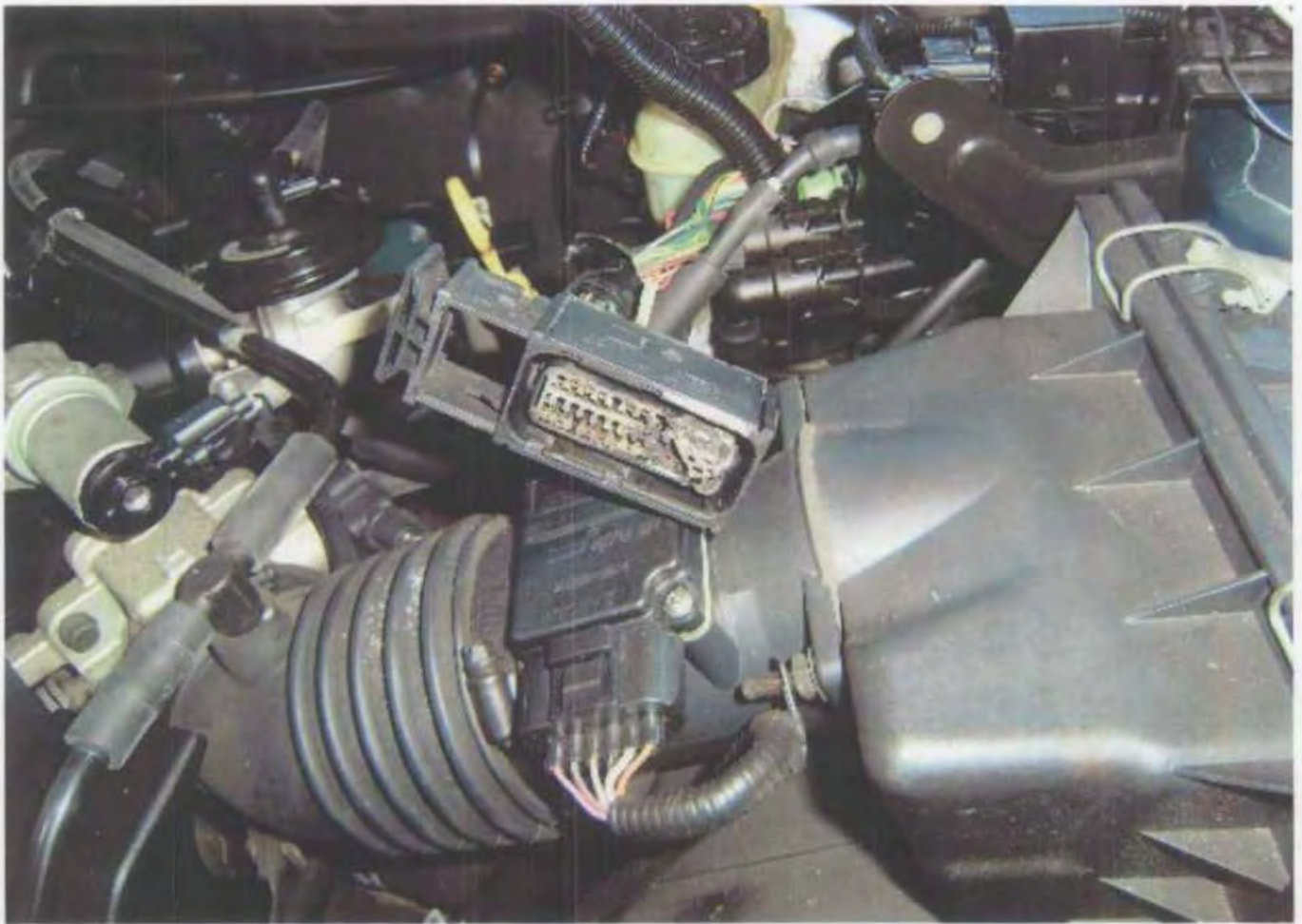
<<picsmonday 001.jpg>> Hi <<picsmonday 002.jpg>> A <<picsmonday 003.jpg>> lm <<picsmonday 004.jpg>> a, <<picsmonday 005.jpg>> <<picsmonday 006.jpg>> <<picsmonday 007.jpg>> Th <<picsmonday 008.jpg>> e <<picsmonday 009.jpg>> at <<picsmonday 010.jpg>> ta <<picsmonday 011.jpg>> ch <<picsmonday 012.jpg>> ed <<picsmonday 013.jpg>> p <<picsmonday 014.jpg>> ic <<picsmonday 015.jpg>> s <<picsmonday 016.jpg>> ar <<picsmonday 017.jpg>> e <<picsmonday 018.jpg>> fo <<picsmonday 019.jpg>> r <<picsmonday 020.jpg>> VI <<picsmonday 021.jpg>> N: <<picsmonday 022.jpg>> l <<picsmonday 023.jpg>> FM <<picsmonday 024.jpg>> YU <<picsmonday 025.jpg>> 04 <<picsmonday 026.jpg>> 13 <<picsmonday 027.jpg>> 1K <<picsmonday 028.jpg>> B2 <<picsmonday

029.jpg>> 77 <<picsmonday 030.jpg>> 56 <<picsmonday 031.jpg>> .  
<<picsmonday 032.jpg>>  
<<picsmonday 033.jpg>>  
P <<picsmonday 034.jpg>> le <<picsmonday 035.jpg>> as <<picsmonday  
036.jpg>> e confirm receipt of the photographs and that you are able to  
open each file.

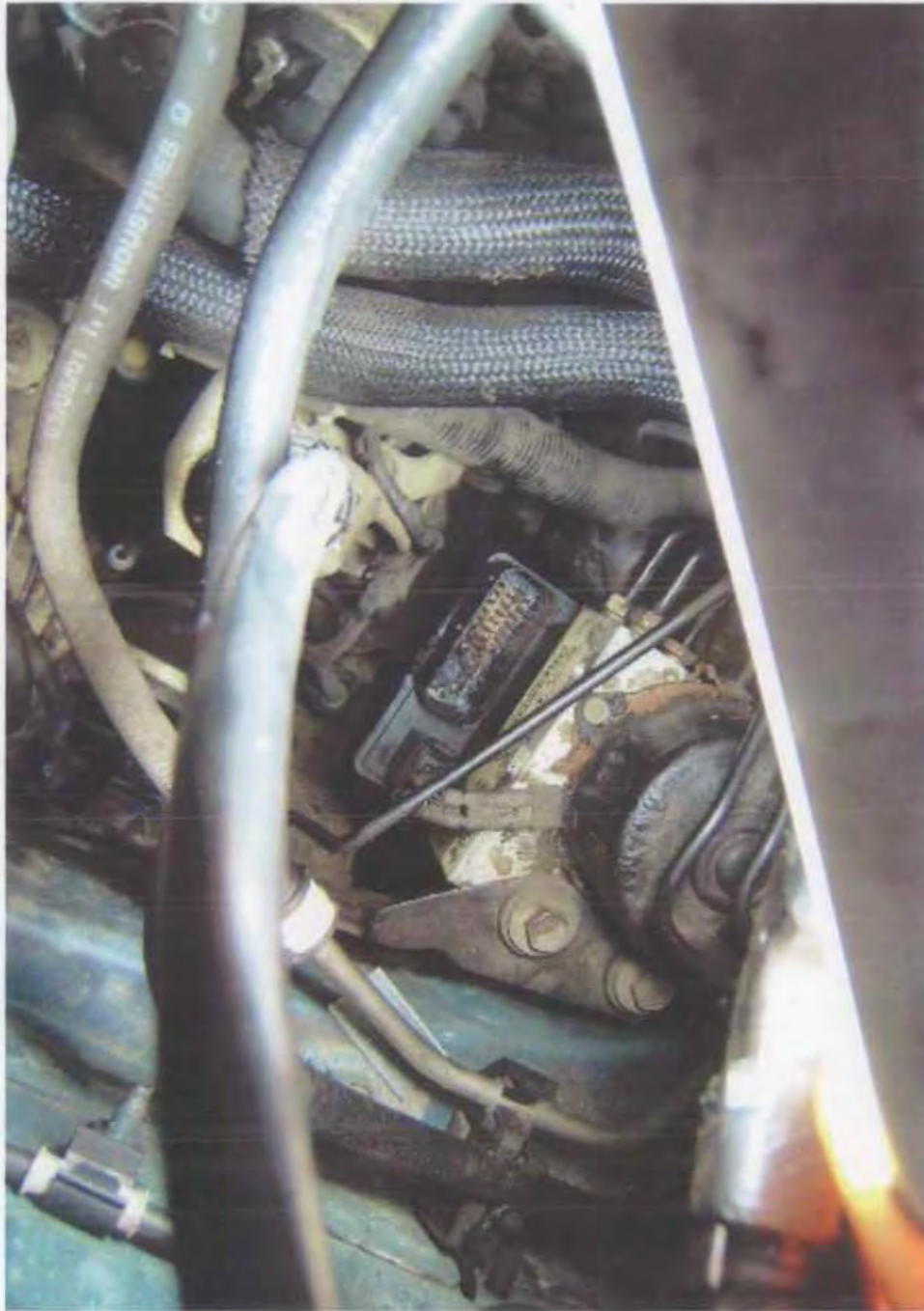
I look forward to hearing from you soon.

Thank you,

Germane Valentin  
Fixed Operations Manager  
Mossy Ford  
858-490-4722 Office  
858-437-1631 Mobile

















**Taylor, Alma (A.)**

---

**From:** Hull, Michelle (M.K.)  
**Sent:** Friday, October 31, 2008 8:59 AM  
**To:** Taylor, Alma (A.); Westbrook, Jessica (J.E.)  
**Cc:** 'g-vale17@dealeremail.com'  
**Subject:** FW: Dealer Request For Consumer Affairs Review

---

**From:** dcpform@ford.com [mailto:dcpform@ford.com]  
**Sent:** Thursday, October 30, 2008 7:43 PM  
**To:** Ordcalp, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

**Dealer Request For Consumer Affairs Review - All Regions**

**Dealership Name:** Mossy Ford  
**Requesting Dealer:** Mossy Ford  
**Contact Person:** Germane  
**Telephone:** 858-490-4722  
**Email Address:** g-vale17@dealeremail.com  
**PA Code:** 05428  
**Region:** LA  
**City:** San Diego  
**Dealer State:** CA  
**Fax Number:** 858-274-0271  
**WSD:** 4/24/2001  
**Vehicle Year:** 2001  
**Vehicle Model:** Escape  
**Vehicle VIN:** 1FMYU04131K [REDACTED]  
**Mileage:** 92408  
**Customer Name:** [REDACTED]  
**Street Address:** [REDACTED]  
**City:** Palm Desert  
**State:** California  
**Zip Code:** [REDACTED]  
**Home Phone:** [REDACTED]  
**Work Phone:** [REDACTED]  
**Customer Region:** W1 - Los Angeles  
**Incident Involves:** Fire  
**Date of Incident:** 10/21/2008  
**County in which incident occurred:** San Diego  
**Is Alleging Defect:** Yes  
**Alleging defect detail:** ABS Module  
**Police Report Filed:** No  
**Insurance Company Contacted:** Y  
**Insurance Company Advice:** Refer to dealer as vehicle was in dealerships possession when fire

occurred

**Coach Builder State:** AK - Alaska

**Resolution Sought Detail:** Repair vehicle at no cost to client.

**Comments:** Vehicle fire occurred at the ABS module and connector which were involved in recall 07s51. Recall was completed August 2007. FSE Steve Nichols has inspected vehicle at dealers request. Recall appears to have been performed correctly, however due to the fire damage there is no way to determine this beyond a doubt.

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

Server Name : AWS New Prod AWSPPRDDG Claims loaded through 30-OCT-2008 Server Name : AWSPPRDDG

**ANALYTICAL WARRANTY SYSTEM**
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**Standard Claims List For Model Year 2001**

Note: All Costs are in US Dollars

| VIN                    | VEH<br>LINE | MKT<br>DERIV                                                                                  | BODY<br>CAB               | VER<br>SERIES | DRIVE<br>TYPE | PLT<br>CD  | TRS<br>CD       | ENG<br>CD | PROD<br>DATE        | WARR<br>DATE    | SELLING<br>DEALER | SELL<br>CNT    | TIS     | WCC | CPSC_6      | PREF                   | BASE  | SUFF            | VRT<br>NA      | VRT<br>ROW | VFG | CCC | CD | DIST<br>(Miles) |  |
|------------------------|-------------|-----------------------------------------------------------------------------------------------|---------------------------|---------------|---------------|------------|-----------------|-----------|---------------------|-----------------|-------------------|----------------|---------|-----|-------------|------------------------|-------|-----------------|----------------|------------|-----|-----|----|-----------------|--|
| 1FMYU04131K [REDACTED] | T/M1        | F                                                                                             | T/WE                      | T/EF          | T/F           | AJ         | T/DJ            | T/LD      | 09-<br>APR-<br>2001 | 24-APR-<br>2001 | 141893            | USA            | 0       | *   | *           | *                      | *     | *               | SXX            | SXX        | V00 | *   | *  | 1               |  |
| AWS Claim Key:         |             | 1396138                                                                                       | Trx Code:                 |               | TDK           | Labor Hrs: |                 | 0         | Labor Cost:         |                 | 175               | Material Cost: |         | 0   | Total Cost: |                        | 175   |                 |                |            |     |     |    |                 |  |
| Dir Cd-Sub Cd:         |             | 05524-*                                                                                       | Name: POWER FORD TORRANCE |               |               |            | Ph: 310-7844700 |           | St: CA              | Ctry Cd:        |                   | USA            | Reg Cd: |     | NA          | Repr Date: 17-APR-2001 |       | Doc #: 20779051 |                |            |     |     |    |                 |  |
|                        |             |                                                                                               |                           |               |               |            |                 |           |                     |                 |                   |                |         |     |             |                        |       |                 |                |            |     |     |    |                 |  |
| 1FMYU04131K [REDACTED] | T/M1        | F                                                                                             | T/WE                      | T/EF          | T/F           | AJ         | T/DJ            | T/LD      | 09-<br>APR-<br>2001 | 24-APR-<br>2001 | 141893            | USA            | 36      | *   | *           | *                      | *     | *               | SXX            | SXX        | V00 | *   | *  | 59863           |  |
| AWS Claim Key:         |             | 17722302                                                                                      | Trx Code:                 |               | 03S10         | Labor Hrs: |                 | .4        | Labor Cost:         |                 | 29.88             | Material Cost: |         | 9.1 | Total Cost: |                        | 38.98 |                 |                |            |     |     |    |                 |  |
| Dir Cd-Sub Cd:         |             | 05389-*                                                                                       | Name: KEARNY MESA FORD    |               |               |            | Ph: 858-5605544 |           | St: CA              | Ctry Cd:        |                   | USA            | Reg Cd: |     | NA          | Repr Date: 30-MAR-2004 |       | Doc #: 078091A  |                |            |     |     |    |                 |  |
| Cust Comments:         |             | 03S10 RECALL SEATBELT BUCKLE COVER                                                            |                           |               |               |            |                 |           |                     |                 |                   |                |         |     |             |                        |       |                 |                |            |     |     |    |                 |  |
| Tech Comments:         |             | 59863 377 03S10B .4 REPLACED BUCKELS                                                          |                           |               |               |            |                 |           |                     |                 |                   |                |         |     |             |                        |       |                 |                |            |     |     |    |                 |  |
|                        |             |                                                                                               |                           |               |               |            |                 |           |                     |                 |                   |                |         |     |             |                        |       |                 |                |            |     |     |    |                 |  |
| 1FMYU04131K [REDACTED] | T/M1        | F                                                                                             | T/WE                      | T/EF          | T/F           | AJ         | T/DJ            | T/LD      | 09-<br>APR-<br>2001 | 24-APR-<br>2001 | 141893            | USA            | 41      | *   | *           | *                      | *     | *               | SXX            | SXX        | V00 | *   | *  | 62696           |  |
| AWS Claim Key:         |             | 18823634                                                                                      | Trx Code:                 |               | 04S13         | Labor Hrs: |                 | .4        | Labor Cost:         |                 | 30.54             | Material Cost: |         | 0   | Total Cost: |                        | 30.54 |                 |                |            |     |     |    |                 |  |
| Dir Cd-Sub Cd:         |             | 05389-*                                                                                       | Name: KEARNY MESA FORD    |               |               |            | Ph: 858-5605544 |           | St: CA              | Ctry Cd:        |                   | USA            | Reg Cd: |     | NA          | Repr Date: 14-AUG-2004 |       | Doc #: 090239A  |                |            |     |     |    |                 |  |
| Cust Comments:         |             | RECALL 04S13 RECAL A99                                                                        |                           |               |               |            |                 |           |                     |                 |                   |                |         |     |             |                        |       |                 |                |            |     |     |    |                 |  |
| Tech Comments:         |             | 62696 RECALL (#240) 04S13B 0.4 HRS. RECLIBRATION PCM TO THE LATEST LEVEL & MODIFICATION LABLE |                           |               |               |            |                 |           |                     |                 |                   |                |         |     |             |                        |       |                 |                |            |     |     |    |                 |  |
|                        |             |                                                                                               |                           |               |               |            |                 |           |                     |                 |                   |                |         |     |             |                        |       |                 |                |            |     |     |    |                 |  |
| 1FMYU04131K [REDACTED] | T/M1        | F                                                                                             | T/WE                      | T/EF          | T/F           | AJ         | T/DJ            | T/LD      | 09-<br>APR-<br>2001 | 24-APR-<br>2001 | 141893            | USA            | 77      | *   | *           | *                      | *     | *               | SXX            | SXX        | V00 | *   | *  | 84559           |  |
| AWS Claim Key:         |             | 21826793                                                                                      | Trx Code:                 |               | 07S51         | Labor Hrs: |                 | .3        | Labor Cost:         |                 | 25.47             | Material Cost: |         | 0   | Total Cost: |                        | 25.47 |                 |                |            |     |     |    |                 |  |
|                        |             |                                                                                               |                           |               |               |            |                 |           |                     |                 |                   |                |         |     |             |                        |       |                 | Repr Date: 02- |            | Doc |     |    |                 |  |

|                |                                                                         |       |                  |     |             |     |    |          |     |         |    |          |    |          |
|----------------|-------------------------------------------------------------------------|-------|------------------|-----|-------------|-----|----|----------|-----|---------|----|----------|----|----------|
| Dir Cd-Sub Cd: | 05389-*                                                                 | Name: | KEARNY MESA FORD | Ph: | 858-5605544 | St: | CA | Ctry Cd: | USA | Reg Cd: | NA | AUG-2007 | #: | 04188340 |
| Cust Comments: | 07S51 PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE CONNECTOR INSPECTIO |       |                  |     |             |     |    |          |     |         |    |          |    |          |
| Tech Comments: | INSPECTED AS PER RECALL,NO CORROSION,COMPLETED RECALL                   |       |                  |     |             |     |    |          |     |         |    |          |    |          |
|                |                                                                         |       |                  |     |             |     |    |          |     |         |    |          |    |          |

Any comments?

**Report# :** 8JVAD483 NHL  
**CCRG/EPRC:** **Reviewed Status:**  
**Vehicle:** 2001,ESCAPE  
4X4,XLT ,WAGON ,1FMYU04131K [REDACTED] **Build Date:** 04/09/2001  
**Odometer :** 92,408 M **Engine:** 3.0L DUR **Calibration:** 0M11A30A  
**Transmission:** CD4E **Axle:** **A/C:** YES  
**Dealer:** USA 05428 Mossy Ford **Phone#:** (858) 273-7500  
**City:** San Diego **State:** California **Country :** USA  
**Originator:** BILLY SIMMONS  
**Symptom:** 3 01 A 98 CHASS.,SERVICE BRAKE ,INDICATOR,NOT LISTED  
**Status:**  
**VFG:** V21 BRAKING  
**Additional Symptom:** NO COMM W/ABS  
**Fix:** **Causal Component :**  
**Condition Code:**  
**Hotliner:** AROGER59 **Phone:** 313 317-9295 **Regn Cd:** W1 Los Angeles  
**Engineering:** JOSEPH REDDMANN **Phone:** 000 000-0000 **TAR:**  
**Dlr Contact:** BILLY SIMMONS **Phone:** 858 273-7500 **Title Cde:** T

**KOEO:** B1318 C1414

**KOEC:**

**KOER:**

REPAIR 10/22/2008 05:56PM ALEXANDER ROGERS MSS - FCSD - TECH SVC HOTLINE  
WEB FORM DATA: DESCRIPTION OF VEHICLE CONCERN: CUST STATES ABS  
LIGHT, BRAKE LIGHT, AND AIRBAG LIGHT ARE ON SOLID. CUST STATES HE HAD  
TO JUMP HIS BATTERY AND GET A NEW ONE AND DOESNT KNOW IF THEY ARE  
RELATED SINCE THE ABS LIGHT CAME ON BY ITSELF BEFORE THE BATTERY  
ISSUE. CUST STATES THAT THE ABS FUSE BLEW AND HE REPLACED IT AND IT  
BLEW AGAIN IMMEDIATELY. DIAGNOSTICS ALREADY COMPLETED: ABS  
PINPOINT PARTS REPLACED: CJB TECHNICIAN QUESTION: HELP FORM  
QUESTION: WERE YOU ABLE TO VERIFY THE CONCERN? ANSWER: YES FORM  
QUESTION: IS THERE AN APPROPRIATE PINPOINT TEST IN THE WSM FOR THIS  
CONCERN? ANSWER: YES FORM QUESTION: WAS THE PINPOINT TEST FOLLOWED?  
ANSWER: YES CALL DATA: -VEHICLE HAD NO COMMUNICATION TO THE ABS  
MODULE -AS TECHNICIAN WAS PERFORMING THE PINPOINT TEST FOR THIS  
CONDITION, CIRCUIT 534 BEGAN TO SMOKE -CONDITION ON 534 BEGAN AFTER  
REPLACEMENT OF THE CJB

**RECOMM 10/22/2008 05:56PM ALEXANDER ROGERS MSS - FCSD - TECH SVC HOTLINE**  
-LOCATE SHORT CAUSING THE CONDITION ON 534 AND REPAIR AS  
NECESSARY -VERIFY ALL POWERS AND GROUNDS TO THE ABS BY LOAD TESTING

WITH A SUITABLE TEST LIGHT -VERIFY CONTINUITY ON THE NETWORK FROM THE  
DLC TO C155 AT THE ABS MODULE -VERIFY GOOD PIN FITS AT THE ABS MODULE  
AND REPLACE IF STILL NOT COMMUNICATING

**Requester:** ATAYLO29

Report Summary

**Server:** ECCWS413

**Ford Proprietary, Private**

31-Oct-2008

**Retention:** None

Customer Info

|                           |            |                |               |
|---------------------------|------------|----------------|---------------|
| Customer:                 | [REDACTED] | Primary Phone: | [REDACTED]    |
| Address:                  | [REDACTED] | SAN DIEGO      | CA [REDACTED] |
| Country:                  | USA        | Language:      | EN            |
| Cell Phone:               |            | Pager:         |               |
| Preferred Contact method: |            | Fax:           |               |
| Preferred Contact Time:   |            | Email:         |               |

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Update This Information In Stars

**Dealer Detail**

| FCSD Region    | Sales Region   | Sales Zone | Market | P&A Code | Sales Code |
|----------------|----------------|------------|--------|----------|------------|
| W1-LOS ANGELES | 71-LOS ANGELES | S          | A02    | 05428    | F71083     |

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**Dealer Name:** MOSSY FORD  
**Dealer Address:** 4570 MISSION BAY DR  
 SAN DIEGO CA 92109  
**Dealer Main Phone:** 858-273-7500

---

| Position                 | Employee Name    |
|--------------------------|------------------|
| DEALER/PARTNER           | Philip Mossy     |
| DEALER/PARTNER           | OWEN R MOSSY     |
| PARTS & SERVICE DIRECTOR | GERMANE VALENTIN |
| SALES MANAGER            | pedro tamayo     |
| SALES MANAGER            | Jon Simmons      |
| SERVICE MANAGER          | DANIELLE FISHER  |
| SERVICE MANAGER          | Adolfo Garcia    |

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**OASIS RESULT-****1FMYU04131K** [REDACTED]10/31/2008  
14:45:23  
FCXWS447

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 **VEHICLE INFORMATION****VEHICLE DESCRIPTION**

2001 ESCAPE

**BODY STYLE**

4 DR XLT MPV 4X4

**ENGINE**

3.0L DURATEC-VE(VE6)

**TRANSMISSION**

CD4E AUTO TRANSAXLE

**AXLE CODE**

69

**ENGINE CALIBRATION**

0M11A30A

 **WARNING MESSAGES**

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

 **ARN MESSAGES** **GENERAL WARRANTY INFORMATION****WARRANTY START DATE**

04/24/2001

**BUILD DATE**

04/09/2001

**SALE MILEAGE** **OUTSTANDING FIELD SERVICE ACTIONS**

08B05

FEDERAL EMISSION WARRANTY REFUND - EXPANSION (CA/MA/VT REGISTERED VEHICLES ONLY)

 **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

 **WARRANTY REPAIR HISTORY**

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU04131K [REDACTED]

Report Applies to Country Code: USA

**Westbrook, Jessica (J.E.)**

1418273058

**From:** Hull, Michelle (M.K.)  
**Sent:** Friday, October 31, 2008 8:59 AM  
**To:** Taylor, Alma (A.); Westbrook, Jessica (J.E.)  
**Cc:** 'g-vale17@dealeremail.com'  
**Subject:** FW: Dealer Request For Consumer Affairs Review

---

**From:** dcpform@ford.com [mailto:dcpform@ford.com]  
**Sent:** Thursday, October 30, 2008 7:43 PM  
**To:** Ordcalp, F (F.)  
**Subject:** Dealer Request For Consumer Affairs Review

### Dealer Request For Consumer Affairs Review - All Regions

**Dealership Name:** Mossy Ford  
**Requesting Dealer:** Mossy Ford  
**Contact Person:** Germane  
**Telephone:** 858-490-4722  
**Email Address:** g-vale17@dealeremail.com  
**PA Code:** 05428  
**Region:** LA  
**City:** San Diego  
**Dealer State:** CA  
**Fax Number:** 858-274-0271  
**WSD:** 4/24/2001  
**Vehicle Year:** 2001  
**Vehicle Model:** Escape  
**Vehicle VIN:** 1FMYU04131K [REDACTED]  
**Mileage:** 92408  
**Customer Name:** [REDACTED]  
**Street Address:** [REDACTED]  
**City:** Palm Desert  
**State:** California  
**Zip Code:** [REDACTED]  
**Home Phone:** [REDACTED]  
**Work Phone:** [REDACTED]  
**Customer Region:** W1 - Los Angeles  
**Incident Involves:** Fire  
**Date of Incident:** 10/21/2008  
**County in which incident occurred:** San Diego  
**Is Alleging Defect:** Yes  
**Alleging defect detail:** ABS Module  
**Police Report Filed:** No  
**Insurance Company Contacted:** Y  
**Insurance Company Advice:** Refer to dealer as vehicle was in dealerships possession when fire

10/31/2008

RQ09-002 0177LP

occurred

**Coach Builder State:** AK - Alaska

**Resolution Sought Detail:** Repair vehicle at no cost to client.

**Comments:** Vehicle fire occurred at the ABS module and connector which were involved in recall 07s51. Recall was completed August 2007. FSE Steve Nichols has inspected vehicle at dealers request. Recall appears to have been performed correctly, however due to the fire damage there is no way to determine this beyond a doubt.

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