

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

AVIS BUDGET GROUP

Fleet Request for Consumer Affairs Investigation

Date: 11 March 2011

Supporting documents included in fax? NO X YES (# Pages _____)

RECEIVED

11 AT

FLEET INFO

Fleet Name: Avis Budget Group

Contact: Mike Blake

Address: 4560 Pederson C, Grand Rapids, MI 49512

Title: M&D West Michigan

Phone: 616-218-5155

VEHICLE INFORMATION

VIN: 1FMCU9EG7AK [REDACTED]

Mileage: 29428

Vehicle Type: Ford Escape

Year: 2010

VEHICLE LOCATION

Name of Business or Dealer: Avis Bduget Group Grand Rapids

Contact: Mike Blake

Title: M&D West Michigan

Dealership Involved: None

Address: _____

Phone: _____

PRODUCT LIABILITY TYPE

Accident OR Fire (circle one)

Date of Occurrence: 23 February 2011

Injury? NO YES X Describe: Rear hatch glass exploded when closed, customer got glass on her person, in her eyes, and on personal belongings. Went to hospital for glass in her eyes.

Temperature that morning was zero degrees outside _____

** Do not request investigation if repairs have been completed.

NAFS CONTACT (If applicable)

Name: _____

CDS ID: _____

Phone: _____

Fax: _____

ATTORNEY INFORMATION (If applicable)

Attorney Involved? YES NO

If yes, Attorney's Name: _____

Phone #: _____

ADDITIONAL COMMENTS/INSTRUCTIONS:

Fax to: 888 683-9898



Malaney, Linda (L.)

From: Hull, Michelle (M.K.)
Sent: Wednesday, March 03, 2010 12:23 PM
To: Bardell, Steve (S.); Malaney, Linda (L.)
Cc: 'Reze-parts@charterinter.com'; Taylor, Alma (A.)
Subject: FW: Dealer/Fleet Request For OGC Review

FORD MOTOR COMPANY
RECEIVED
CLAIMS
MAR 03 2010
OFFICE OF THE
GENERAL COUNSEL

PRIVILEGED & CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender.

Please open and assign to Steve.Thanks

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Wednesday, March 03, 2010 9:11 AM
To: Ordcalp, F (F.)
Subject: Dealer/Fleet Request For OGC Review

Dealer/Fleet Request For OGC Review

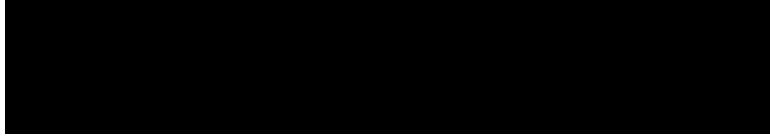
Dealership/Fleet Name: Chuck Renze Ford
Requesting Dealer/Fleet: Chuck Renze Ford
Contact Person: Rick Winkel
Title: Parts Manager
Address: 244 S Cedar St
Telephone: 906-341-2124
Email Address: Reze-parts@charterinter.com
PA Code: 07012
Region: Chicago
City: Manistique
Dealer State: MI
Fax Number: 906-341-8190
WSD: 02-17-10
Vehicle Year: 2010
Vehicle Model: Escape
Vehicle VIN: 1fmcu9dg7ak[REDACTED]
Mileage: 587
Customer/Fleet Name: [REDACTED]
Street Address: [REDACTED]
City: Manistique
State: Michigan
Zip Code: [REDACTED]

Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 99 - All Regions
Incident Involves: Injury
Date of Incident: 02/25/2010
County in which incident occurred: Schoolcraft
Is Alleging Defect: No
Police Report Filed: No
Insurance Company Contacted: N
Coach Builder State: AK - Alaska
Vehicle Location: 120N Michibay Rd

Resolution Sought Detail: Customer closed the liftgate glass and the glass shattered. When it broke Mrs. Bauman recieved a very small cut on her hand. Small band-aid is all that was required to cover the cut

Comments: Mrs. Bauman is a long time and VLC of this dealership. All she wants is to have to glass repaired. She is not concerned about the small cut she recieved. She is not seeking any legal action.

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BEGINNING OF CONTACT
12/28/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.04

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REGION:	G2 DETROIT	OGC ISSUE	CASE NBR:	798420060.	
VIN:	1FMCU0DG7AK [REDACTED]	ZONE: A03	OPENED:	2010/12/27	
		ENGINE: G	VEH TYPE: T	CLOSED:	2010/12/27

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	[REDACTED]			MI:	D
ADDRESS:	[REDACTED]				
CITY:	WAYNE	STATE:	MI	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2010	MODEL:	ESCAPE		
MILEAGE:	23000				
DEALER NAME:	BILL BROWN FORD INC	SALES CODE:	F48032	P & A:	03003
REASON CODE:	0796 LEGAL - ALLEGED INJURY				
SYMPTOMS:	102303 WINDOW/GLASS BACKGLASS BREAKS/BROKEN				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: LLOPEZM3 LOPEZMORRIS, LIZA

DATE: 2010/12/27 TIME: 13.57.54 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: -WANTS TO FILE A COMPLAINT-SAFETY CONCERN-SINCE SHE HAS BOUGHT VEH HAS HAD MULTIPLE PROBLEMS-TAILGATE SHATTERED WHEN CLOSING -CUST'S HUSBAND WAS INJURED WHEN CLOSING THE TAILGATE OF VEH. - DLR SAID THAT IT WOULD BE AN INSURANCE CLAIM. - BUT NOW ITS COVERED UNDER A RECALL (BULLETIN)-VEH IS AT DLR BILL BROWN FORD32222 PLYMOUTH ROADLIVONIA MI 48150(734) 421-7000 1. DATE OF THE ACCIDENT-THURSDAY DEC. 23, 20102. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT-BACK GLASS TAILGATE SHATTERED3. IF THERE WERE ANY INJURIES SUSTAINED-HUSBAND FACE CUT ABOVE EYEBROW BLEEDING DOWN FACE , STILL HAD GLASS IN HIS FOREHEAD FOUND THE NEXT DAY4. LOCATION OF THE VEH WHEN THE ACCIDENT OCCURRED-CUST'S DRIVEWAY5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED.-NO6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE.-N/A7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED.-N/A8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY.-NO9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM.-N/A10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE.-YES11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE).12. WHAT THE CUSTOMER IS SEEKING -COMPENSATION FOR INJURY-WOULD LIKE AN ESP DUE TO A SLEW OF PROBLEMS WHEN PURCHASING BRAND NEW 2010 VEH.CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.



BOULEVARD LAW CENTER

1730 Welsh Road
Philadelphia, PA 19115
(215) 969-7400

March 11, 2011

VIA FAX 1.866.934.3614

Robin Koska
Ford Customer Service Division

Re: [REDACTED]
Date of Accident: 1/22/11

Dear Ms. Koska:

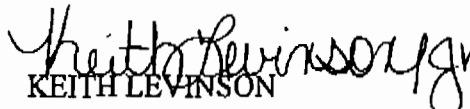
This office represents [REDACTED] in her claim for injuries sustained in an accident, which occurred on January 22, 2011, DUE TO YOUR NEGLIGENCE.

It is important that you advise this office immediately of the name and address of your liability insurance carrier, along with the policy number, so that we may deal with them directly regarding this incident.

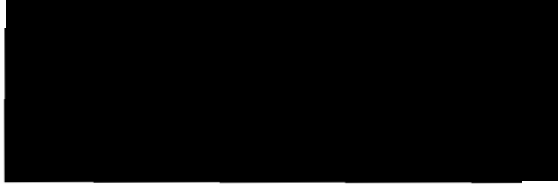
It will also be necessary for you to report this accident to your insurance carrier immediately, if you have not already done so.

Kindly contact this office immediately with your insurance information.

Very truly yours,


KEITH LEVINSON

KL/mk



BEGINNING OF CONTACT
12/16/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.27

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REGION: G5 TWIN CITIES	OGC ISSUE	CASE NBR: 1340243490.
VIN: 1FMCU0D75AK [REDACTED]	ZONE: A01	OPENED: 2010/12/15
	ENGINE: 7	VEH TYPE: T
		CLOSED: 2010/12/15

=====

LAST NAME: [REDACTED]	FIRST NAME:	STATUS: CLOSED
TITLE:		MI:
ADDRESS: [REDACTED]	STATE: GA	ZIP: [REDACTED]
CITY:		
HOME PHONE:		
MODEL YEAR: 2010	MODEL: ESCAPE	
MILEAGE: 43333		
DEALER NAME: INVER GROVE FORD LIN	SALES CODE: F58012	P & A: 09179
REASON CODE: 3507 FLEET LEGAL		
SYMPTOMS: 102303 WINDOW/GLASS BACKGLASS BREAKS/BROKEN		

ORIGIN: CRCFLT - CRC TIER ONE - FLEET COMMUNICATION: PHONE
ACTION: F016 - FL - ALLEGED DEFECT INJURY
DOCUMENT: ANALYST: NWEILLER1 WELLER (NWEILLER1),NANCY

DATE: 2010/12/15 TIME: 09.39.55 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: [REDACTED] DRIVER [REDACTED]
CELL---REQUESTING PAPERS FROM OGC SEND FORMS TO C/W- [REDACTED]
[REDACTED] MN
55016-1FMCU0D75AK [REDACTED]-10 ESCAPE 43333M COMPANY VEH-VEH
WAS PARKED AND CUST WENT OUT TO GET SOMETHING OUT OF THE
BACK-12/12/10 REAR WINDOW EXPLODED AND CAUSED GLASS SHARDS
TO GO INTO EYES-WENT TO DOCTOR BECAUSE OF THIS AND IS UNDER
DOCTOR CARE NOW-TIRES FROM OTHER VEHS PUNCTURED DUE TO
GLASS-NO POLICE REPORT-CALLING FORD TO REPORT THIS AS FEELS
IT IS A SAFETY CONCERN THAT NEEDS TO BE ADDRESSEDDEALER SAID:
-INVER GROVE FORD LINCOLN MERCURY- 4725 S ROBERT TRAILINVER
GROVE HEIGHTS, MN 55077-TEL:(800) 730-1765CRC ADVISED: I WILL
FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL
COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15
BUSINESS DAYS TO YOUR CONCERN.***NOTE TO CCR: PLEASE
REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION
BEFORE SENDING ISSUE.-ADVISED CUST-CSP-10B15 -POWERTRAIN
CONTROL MODULE REPROGRAMMING -ADVISED CUST THAT AGENT
WILL REQUEST CORRESPONDENCE BE SENT TO HIM FROM OGC
HOWEVER CANNOT GAURANTEED IT WILL BE SENT-IF CUST DOES NOT
RECEIVE ANYTHING FROM OGC CUST SHOULD CONTACT THE LEASING
COMPANY BEFORE CALLING CRC BACK-PLEASE ALLOW A FEW EXTRA
DAYS DUE TO THE UPCOMING HOLIDAYS-REQUESTING PAPERS FROM
OGC SEND FORMS TO C/W- [REDACTED] COTTAGE
GROVE MN [REDACTED]



BEGINNING OF CONTACT
08/07/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.07

REGION: A1 SELECT DEALER	OGC ISSUE	CASE NBR: 121843398.
VIN: 1FMCU02Z68K [REDACTED]	ZONE: A10	OPENED: 2010/08/06
	ENGINE: Z VEH TYPE: T	CLOSED: 2010/08/06

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: K
ADDRESS: [REDACTED]		
CITY: GREENVILLE JUNCTION	STATE: ME	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2008	MODEL: ESCAPE	
MILEAGE: 53458		
DEALER NAME: PROUTY FORD, INC.	SALES CODE: F11626	P & A: 08909
REASON CODE: 0772 LEGAL - ACCIDENT		
SYMPTOMS: 102303 WINDOW/GLASS BACKGLASS BREAKS/BROKEN		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
 ACTION: 791 - ADVISE CUSTOMER INFO WILL BE SENT TO OGC
 DOCUMENT: ANALYST: CDOREEN DOREEN (CDOREEN),CHEESEMAN

DATE: 2010/08/06 TIME: 16.06.23 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: - VIN # 1FMCU02Z68K [REDACTED] VEH SHUT OFF FOR AN HOUR & NO ONE IN THE VEH -8-4-10 - CUST STATES HEARD LOUD NOISE AT 9:07AM IN THE MORNING & IT WAS SO LOUD - I HAVE PICTURES ON THE INSIDE & OUTSIDE OF VEH - WINDOWS UP TIGHT AND IT WAS COOL MORNING AND 48 DEGREES TO 52 DEGREES AND IT DID GET WARMER - NO POLICE - I DID CONTACT INSURANCE CO & NO COVERAGE FOR GLASS - DIDNT BUY EXTRA RIDERS - I WAS 150 FEET AWAY & PARKING LOT TENTH OF A MILE LONG - CUST STATES TWO WITNESSES SAW GLASS ALL OVER - CLEANED UP GLASS AND GOT SOME IN HANDS & FEET WHEN CLEANING IT OUT BUT I WAS OKAY - I STILL HAVE MINOR CUTS - NOT COMPLAINING ABOUT THIS I HAVE BEEN CUT BEFORE & I DO WORK WHERE I GET CUTS - REPAIR IS CHEAP AND I HAVE TO CONTACT SAFE LITE GLASS - CUST STATES THE REAR WINDSHIELD JUST EXPLODED AND THE WINDOW JUST BLEW OUT AND DIDNT CRACK IT SHATTERED AND I TOOK PICTURES AND CAN UPLOAD AND SEND TO FORD AND NOT A PROBLEM - THE WINDOW JUST BLEW UP ON A NEW VEH - CUST STATES PARKED VEH & FISHING DOWN THE WAY & IT EXPLODED AND 20 FOOT RADIUS FROM BACK END & NO ONE AROUND & WE WERE IN MAINE AT THE TIME - CUST STATES CALLED FORD DEALER AND SAID TWELVE MONTH WARRANTY - ON INTERNET I SAW FIVE OTHER COMPLAINTS ABOUT THIS NEW VEH & UNDER BTB - IF GLASS BLOWS OUT THIS IS SAFETY ISSUE AND FORD TO FIX THIS OR GONE TO ATTY GENERALS OFFICEPROUTY FORD DOVER-FOXCROFT ME 04426(207) 564-3395 - NONECRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION AND DOCUMENT INCIDENT/ACCIDENT DATE PRIOR TO SENDING ISSUE.

FORD CREDIT COMPANY
 08 09 2010
 OFFICE OF THE
 GENERAL COUNSEL



BEGINNING OF CONTACT
12/10/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.07

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REGION: G1 CHICAGO	OGC ISSUE	CASE NBR: 643023430.
VIN: 4M2CN8B73AK [REDACTED]	ZONE: A02	OPENED: 2010/12/09
	ENGINE: 7	VEH TYPE: T
		CLOSED: 2010/12/09

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LAST NAME: SERGERSON	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: M
ADDRESS: [REDACTED]		
CITY: CHICAGO	STATE: IL	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2010	MODEL: MARINER	
MILEAGE: 1100		
DEALER NAME: NAPLETONS PARK RIDGE	SALES CODE: L42425	P & A: 10565
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 102303 WINDOW/GLASS BACKGLASS BREAKS/BROKEN		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: KCLAR113 CLARKE, KAMILAH

DATE: 2010/12/09 TIME: 17.51.42:
ACTION DATA/COMMENTS:

CUSTOMER SAID: 1. DATE OF THE ACCIDENT**12/8/20102. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT**YES3. IF THERE WERE ANY INJURIES SUSTAINED**CUT ON FOREHEAD4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED**AT CEMETARY(CHICAGO,IL)5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED.**NO6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE.**N/A7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED.**N/A8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY.**NO9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM.**N/A10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE.**YES11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE).12. WHAT THE CUSTOMER IS SEEKING**SHUT HATCHBACK AND GLASS SHATTERED**TOOK VEH TO INDEPENDENT TO HAVE REPAIR DONE**SERVICE ADVISOR NEVER CONTACT CUST BACK SO SHE TOOK ELSEWHERE**GOT CUT ON FOREHEAD**IS SCARED TO USE THE BACK HATCH DUE TO THIS ISSUE**WANTS ANSWERS TO WHY THIS HAPPENED**ALSO SEEKING REIMBURSEMENTDEALER SAID: NAPLETON PARK RIDGE LINCOLN MERCURY826 TOUHY AVEPARK RIDGE IL 60068(847) 825-0770CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.



BEGINNING OF CONTACT
11/27/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.01

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REGION: A1 SELECT DEALER	OGC ISSUE	CASE NBR: 1521513300.
VIN: 1FMCU9EG5AK [REDACTED]	ZONE: C15	OPENED: 2010/11/26
	ENGINE: G VEH TYPE: T	CLOSED: 2010/11/26

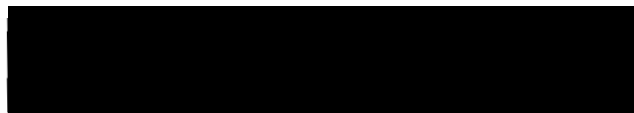
=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: [REDACTED]		MI: L
ADDRESS: [REDACTED]		
CITY: TEHACHAPI	STATE: CA	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2010	MODEL: ESCAPE	
MILEAGE: 16956		
DEALER NAME: KIEFFE & SONS FORD	SALES CODE: F71446	P & A: 05503
REASON CODE: 0796 LEGAL - ALLEGED INJURY		
SYMPTOMS: 102303 WINDOW/GLASS BACKGLASS BREAKS/BROKEN		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: ARUIZ66 RUIZ, ALEX

DATE: 2010/11/26 TIME: 14.33.17 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: =BACK WINDOW SHATTERED=CUST STATES THAT WHEN THEY CLOSED THE TRUNK THIS HAPPEN=CUST STATES THAT HER SON'S ARM WAS CUTCRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE.



IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

Dealer/Fleet Request For OGC Review

*****Note: this form is for Retail and Fleet vehicles*****

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

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

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

DEALER INFORMATION

Dealership/Fleet Name: C Basil Ford Inc

Requesting Dealer/Fleet: **C. BASIL FORD**

P&A Code: 00503

Contact Person: JOHN HAYEK

Title: SERVICE DIRECTOR

Phone Number: 716-362-2924

Fax Number:

Email Address: BASILSERVICE@YAHOO.COM

Region: PITTSBURGH

Address: 1540 WALDEN AVE

City: CHEEKTOWAGA

State:

Zip Code: 14225

CUSTOMER/VEHICLE INFORMATION

WSD: 03/15/2010

Vehicle Year:

Vehicle Model: ESCAPE

Vehicle VIN: 1FMCU9DGXAK [REDACTED]

Mileage: 7782

Customer/Fleet Name: [REDACTED]

Street Address: [REDACTED]

City: LANCASTER

FCSDDDFROGC

State:

Zip Code: 14086

Home Phone: 

Work Phone: 

Region: PITTSBURGH

DETAILS OF INCIDENT

*****Note: DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL*****

*****NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM*****

Incident Involves:

Accident Fire Injury Medical Attention Sought

Date of Incident: 12/10/2010 

County in which incident occurred: US

Is customer alleging a component defect CAUSED the incident? Yes No

REAR LIFTGATE GLASS

If yes, what type & details:
 If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap

Was a police report filed? Yes No

If yes, where:

Has the insurance company been contacted? Yes No

THEY ALREADY REPLACED THE GLASS IN NOVEMBER

What did the insurance company advise?

Name and phone number of owner's insurance company & agent's name: ERIE INSURANCE
1-800-333-0823

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

City:

State:

Zip Code:

Vehicle Location:

BASIL FORD
1540 WALDEN AVE
CHEEKTOWAGA, NY 14225

Attorney Information (if applicable):

CVO Contact (if applicable - Fleet Only):

RESOLUTION THAT CUSTOMER IS SEEKING:

**[REDACTED] TO HER INSURANCE
COMPANY. A SATELLITE RADIO SUBSCRIPTION, AND A REMOTE
START**

COMMENTS:

**[REDACTED] ON HER HANDS AND FACE FROM
[REDACTED] A**

Submit Request





Erie Insurance Company
Erie Insurance Company of New York[®]

120 Corporate Woods • Suite 150 • Rochester, New York 14625 • Mailing Address: P.O. Box 22840 • Rochester, NY 14692-2840
585-214-5800 • Toll Free: 1-800-333-0823 • Fax: 585-214-5899 • www.erieinsurance.com

January 13, 2011

JE

Ford
Office of General Counsel
Product Division
PO Box 70
Dearborn, MI 48121-0070

CERTIFIED MAIL

Re: Erie Insured: [REDACTED]
Erie Claim #: [REDACTED]
Date of Loss: 11-6-10
Vehicle: 2010 Ford Escape
VIN: # 1FMCU9DGXAK [REDACTED]

*Related to DO3263
(Tina)
same issue diff car
DO346445
Maggie*

Dear Ms. Revior,

Enclosed please find our formal request for subrogation recovery on the above captioned loss. Our insured had the rear hatch glass on their new 2010 Ford Escape break. The first incident occurred on 11-6-10, when our insured simply closed their rear hatch and the glass shattered. The claim was paid by Erie Insurance, under our insured's automobile policy.

The insured then had the same situation occur again on 12-9-10, in which Ford then took responsibility and the matter was fixed at the dealership, free of charge by Basil Ford, 1540 Walden Ave., Cheektowaga, NY. This second incident was witnessed by two people.

Erie is now seeking recovery for this first loss as this appears to be a manufacturer's defect with the rear hatch door & glass. Enclosed please find our proof of payment for this loss in the amount of \$669.33. Please issue payment payable to Erie Insurance Company, and mail it to the address on our letterhead.

Should you wish to discuss this further feel free to call me I can be reached at 800-333-0823 ext. 5824 or direct at 585-214-5824. My office hours are 8:00 am to 4:30 pm.

Sincerely,

Julie Michalec

Julie Michalec
Subrogation Specialist

DE [REDACTED]

Enc.