

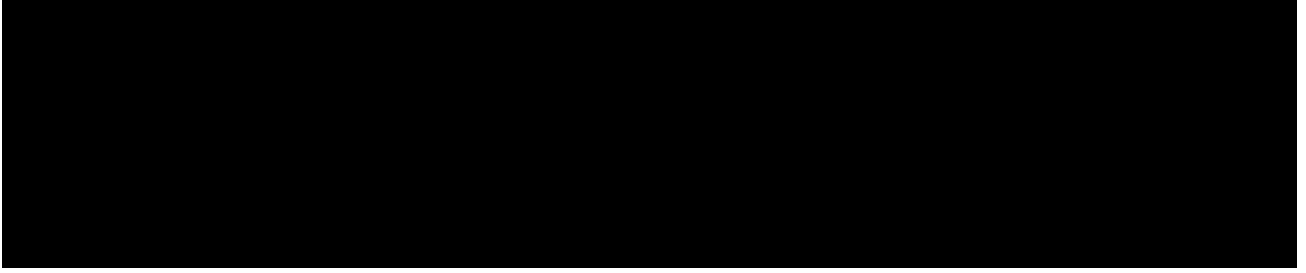
PE12-005

FORD

4/30/2012

Peer Appendices D

Peer - Legal Contacts





Interstate Ford, Inc.

125 S. Alex Rd. MIAMISBURG, OHIO 45342

Telephone (937) 866-0781

DIRECT LINE TO SERVICE (937) 384-1737

SERVICE DEPARTMENT HOURS MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.



PARTS DEPT.
BODY SHOP
HOURS
MONDAY
THRU
FRIDAY
7:30 A.M.
TO
6:00 P.M.

CUSTOMER NO. 27385	ADVISOR PATRICK GRIFFY 208	TAG NO. 1219	INVOICE DATE 10/26/01	INVOICE NO. F0CS106203
	LABOR RATE	LICENSE NO.	COLOR GRAITE/GRA	STOCK NO. 5506
	YEAR / MAKE / MODEL 01/FORD/TAURUS/SE 2V 4DR SEDAN	MILEAGE 14785	DELIVERY DATE 02/17/01	DELIVERY MILES 75
	VEHICLE I.D. NO. 1EAFP53U61G		SELLING DEALER NO.	PRODUCTION DATE
WEST CARROLLTON, OH	F.T.E. NO.		R.O. DATE 10/11/01	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
J# 1 02FOZ99

MISC. DRIVABILITY HOURS: 1.30 TECH(S):280
CUST STATES CAR WAS STOPPED PUT IN REVERSE PUSHED GAS TO GO
THEN PUSHED BRAKE AND CAR DIDNT STOP ENGINE MADE ACCEL NOISE
280 VERIFIED CONCERN WITH CUST WHEN PUT IN GEAR ENG
REVVED TO 3000 RPMs THEN WHEN PUT BACK IN PARK VEHICLE
WENT BACK TO NORMAL HAVE DRIVEN SEVERAL TIMES AND VEH
HAS NOT ACTED UP AGAIN CK OUT WITH FIELD REP VEH NOT
ACTING UP TISH AT FORD STATES IT WILL BE BOUGHT BACK

WARRANTY

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+90FOZ

MISCELLANEOUS
TAP RENTAL/FORD RENTAL

HOURS: TECH(S):99

INTERNAL

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS-

TECH TO ROADTEST WITH CUSTOMER
LARRY TROST TALKED TO ALEXANDER KNOLL ON 10 11 01

TOTALS-

NOTE TO CUSTOMER

IF YOU RECEIVE A CUSTOMER SURVEY FROM FORD MOTOR CO. AND YOU
CAN NOT ANSWER IT COMPLETELY SATISFIED, PLEASE CALL US AT
384-1737 AND GIVE US AN OPPORTUNITY TO RESOLVE YOUR CONCERN.
THANK YOU FOR YOUR BUSINESS AND FOR FILLING OUT THE SURVEY!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

- Waiting on
✓ RO for
PS3 provide
Code code w/ Tech
on phone

Limited Warranty

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier or such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A COPY OF THIS REPAIR ORDER INVOICE MUST BE PRESENTED.)

Thank you for this opportunity to service you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you were not completely satisfied, please give us a call.

Thank You





Interstate

125 S. Alex Rd. MIAMI

Telephone (937

DIRECT LINE TO SERV

SERVICE DEPARTMENT HOURS MONDAY



PARTS DEPT.
BODY SHOP
HOURS
MONDAY
THRU
FRIDAY
7:30 A.M.
TO
6:00 P.M.

Rental is Ro
charge total
out & attached

.M.

15 Days

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
80F0Z1P 81F0Z02	CHG OIL AND FILTER 6000 MILE SERVICE	MI MO	24.41 0.00	80F0Z1PA 81F0Z05	CHG O&F-TRUCK 15000 MILE SERVICE	MI MI	25.50 0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/19/01	104746	13729	208	280	W	02F0Z06	IDLE FAST/SLOW
08/29/01	103528	12815	208	99	W	10F0Z04	NOISE DRIVING
				99	W	09F0Z99	MISC. TRANSMISSION
				247	W	15F0Z02	FLUID LOW/LEAK
06/01/01	98409	5335	212	280	C	81F0Z01	3000 MILE SERVICE
				280	W	06F0Z	STEERING/SUSPENSION

DATE OF BODY DAMAGE: FRONT ☐ REAR ☐ L/A ☐ SERVICE FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐

8% OF LABOR CHARGE UP TO MAXIMUM OF \$10.00 FOR SHOP MATERIALS	VEHICLE ID. NO. 1FAFP53U61G	YEAR/MAKE/MODEL 01/FORD/TAURUS/SE 2V 4DR SEDAN	PRODUCTION DATE 5505	LICENSE NO.	R.O. NO. 106203
	CUSTOMER NO. 27385	SERVICE CONTRACT FORD ESP PIC	DELIVERY DATE 02/17/01	DELIVERY MILES 75	S.E.L. DEALER NO. R.O. DATE 10/11/01
	COLOR GRAPHITE/GRAPHITE	CONTRACT NO.	EXPIRATION DATE 02/17/07	EXPIRATION MILES 60000	CAR NO. 1249
	TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND <input type="checkbox"/> P.S. <input type="checkbox"/> TRANS <input type="checkbox"/>	MILEAGE 14785	ADVISOR NO 208	ADVISOR PATRICK GRIFFY	
CALL WHEN READY <input type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 08/29/01	DATE/TIME PROMISED 10:00pm	PRIORITY	NOTICE IN THE EVENT YOU RECEIVE A RENTAL CAR UNDER YOUR EXTENDED WARRANTY AND THE ITEMS ARE NOT COVERED YOU WILL BE RESPONSIBLE FOR PAYMENT FOR THE USE OF THE VEHICLE.	
APPOINTMENT <input type="checkbox"/> Yes <input type="checkbox"/> No	STATE REG # 470-3026	LABOR RATE	TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CHARGE <input type="checkbox"/> WARRANTY		
JOB	PAYMENT IS EXPECTED AFTER SERVICES ARE RENDERED UNLESS OTHER ARRANGEMENTS ARE MADE. PAST DUE ACCOUNTS ARE SUBJECT TO A 1% PER MONTH FINANCE CHARGE WHICH IS AN ANNUAL PERCENTAGE RATE OF 18%.				

CUSTOMER ESTIMATE: TOTAL 0.00
Put in ESP Rental
40-08-01
COMMENTS: TECH TO ROADTEST WITH CUSTOMER
1 W 02F0Z99 MISC. DRIVABILITY
CUST STATES CAR WAS STOPPED PUT IN REVERSE PUSHED GAS TO GO THEN PUSHED BRAKE AND CAR DIDNT STOP ENGINE MADE ACCEL NOISE

INS CO	PHONE
ADJUSTER	DEDUCTIBLE
RELEASE	
REPLACED PARTS WILL BE RETURNED UNLESS OTHERWISE SPECIFIED.	
DISCARD OLD PARTS	
ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.	
WRITTEN ESTIMATE	ORAL ESTIMATE
In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.	
ORG. ESTIMATE	CUST. ACCEPTANCE
INITIAL HERE	DATE
	BY

LIMITED WARRANTY
This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. A factory part or labor failure in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, the dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or consequential losses arising out of such purchase. (A COPY OF THIS REPAIR ORDER MUST BE PRESENTED.)

ALL PARTS ARE
NEW UNLESS
SPECIFIED OTHERWISE.

REPLACED PARTS WILL BE
RETURNED UNLESS
SPECIFIED OTHERWISE
DISCARD
Parts replaced under warranty or to be rebuilt or sold by us will not be returned. All other parts will be made available to you.

82
NPF

2) P53 rental 35 DAYS \$ 480.00

10/31 - Tech with 2800 a day starting 24th
P53 code

10/24/01 - TAP rental 14 days = 392.00

Talked to Tech FORD will be bringing vehicle back from cust.

PAGE 1 OF 1 106203

SERVICE FILE COPY

Called Cust - 10/26/01 - Cust still in Ford work. Ford has contacted her and will be sending paperwork

859-6417

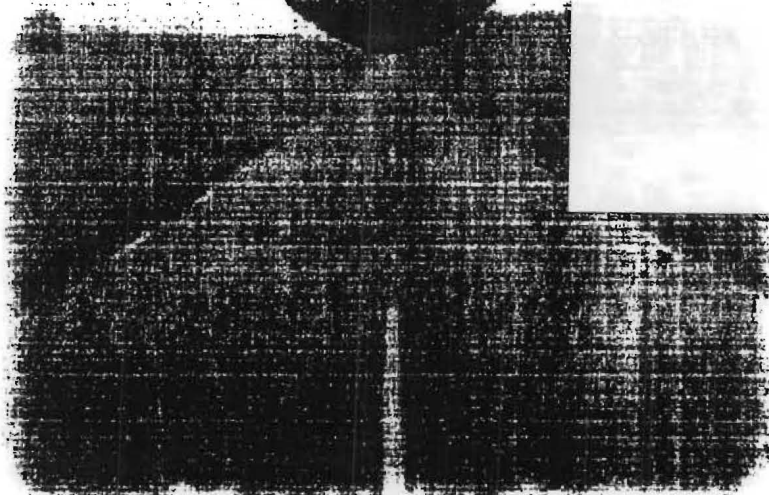
Michael neff

Feb 15 02 04:26p

FAX

To: Tish - FordFrom: Interstate FORD - P4 A code 02100Subject: RENTAL - RO 106203 -Number of Pages including cover sheet: 4Connie
Interstate Ford

re: P53 rental

Sheila
106203

125 S. ALEX RD. MIAMISBURG OHIO 45342
PHONE 937-866-5996 FAX 937-866-6417

TAP Log December 11 for 14 days
35 days to P53 pm food R0 106203

DATE: 12/11/01 TIME: 14:25
BY: MICHAEL NEFF

STATION: 106203

STAGE: 1

STATION: 106203

STATION: 106203

Food 35. 980.00
Interest 14-392.00
1372.00

from truck

35 Food P53

14 days Interest

STATION: 106203

DATE: 12/11/01
TIME: 14:25
BY: MICHAEL NEFF

STATION: 106203

STATION: 106203

STATION: 106203

Ford Consumer Affairs RAV Replacement Checklist

\$4,200
Upgrade
& mileage fee

Case Type: DSB Award DSB Prior Resolve ☒ Lit. Prevention Special Liaison
(Check One)

RAV Headquarter Advisor PERSIDA POLOCOSER **Consumer Affairs Analyst** TISHA MOSLEY
Date Prepared NOVEMBER 6, 2001 **E-mail Address** TMOSLEY@FORD.COM
Date Uploaded _____ **Region** CINCINNATI
Date Sent _____ **Compliance Date** _____
VIN Number 1FAFP53U61C XXXXXXXXXX
Customer Name XXXXXXXXXX

Special Instructions or Comments:

THE CUSTOMER FINANCED THE VEHICLE THROUGH FMCC, ACCT#ADA1802TY0. WE ARE CHARGING THE CUSTOMER A MILEAGE FEE IN THE AMOUNT OF \$1,621.00

Sales/Lease Agreement of old vehicle (Buyer's order or Purchase agreement)	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
AWS Repair History	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
Factory Invoice	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
After Market Receipts	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
Litigation Prevention Offer Letter	Included <input checked="" type="checkbox"/>	Not Applicable _____	TL _____
DSB Award Letter & A/R Form	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
EAA Fire Inspection Report	Included _____	Not Applicable <input checked="" type="checkbox"/>	TL _____
RAV Fast Upload	Included <input checked="" type="checkbox"/>		

****If a document is determined to be "Not Applicable" or if it is not included, it must have Team Leader (TL) initials**

Other Documents Included (Please specify)

FINANCE CONTRAC _____

Team Leader Signature of approval _____ **Date** _____

Point Person Signature of approval _____ **Date** _____

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)

CREDITOR (Lender Name and Address)
Ford Motor Credit Company

02/17/200

WEST CARROLLTON MONTGOMERY OH

8805 GOVERNORS HILL DR STE 230
CINCINNATI OH 45242-9298

The words "you" and "your" refer to the Borrower (and Co-Borrower, if any) who signs this contract. The word "Creditor" refers to Ford Motor Credit Company.
The word "contract" refers to this Promissory Note and Security Agreement.

Promise to pay. You promise to pay the Creditor the Amount Financed plus interest earned on the unpaid Amount Financed as set forth in the agreements contained in this contract.

Finance charges begin to accrue on the Loan Date shown above.

Description of Property.

Property	New/Used	Year and Make	Model	GVW if Truck (lbs.)	Identification Number	Loan Proceeds Used For
	NEW	FORD 2001	TAURUS		1FAFP53U61G	<input type="checkbox"/> Personal <input type="checkbox"/> Agricultural <input checked="" type="checkbox"/> Commercial

1. Amount Given To You Directly..... \$ N/A (1)
2. Amount Paid on Your Account..... \$ N/A (2)
3. Amounts Paid to Others on Your Behalf (Dealer may be retaining a portion of these amounts)

To Public Officials

- (i) for license, title & registration fees \$ 14.25 ;
 (ii) for filing fees \$ 5.00 ;
 (iii) for taxes \$ 1603.03 \$ 1622.28

To Insurance Companies for:

- Credit Life Insurance..... \$ 777.22
 Credit Disability Insurance..... \$ 1554.14

To FORD ESP P/C for SERVICE CONTRACT \$ 995.00To for GAP \$ 495.00To for \$ N/ATo for \$ N/ATo INTERSTATE FORD IN for VEHICLE & ACCESS \$ 19441.22Total..... \$ 24884.86(3)4. Amount Financed (1+2+3)..... \$ 24884.86(4)

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
The cost of your credit as a yearly rate	The dollar amount the credit will cost you	The amount of credit provided to you or on your behalf	The amount you will have paid when you have made all scheduled payments
<u>11.90 %</u>	\$ <u>8252.54</u>	\$ <u>24884.86</u>	\$ <u>33137.40</u>

Payment Schedule	Number of Payments	Amount of Each Payment	When Payments are due
Your payment schedule will be	<u>59</u>	\$ <u>552.29</u>	(monthly starting)
	<u>1</u> final	\$ <u>552.29</u>	<u>MAR 19, 2001</u>

Prepayment: If you pay off early, you will not have to pay a penalty.

Security Interest: You are giving a security interest in:

☒ the property being purchased

Late Payment: You must pay a late charge on the portion of each payment received more than 10 days late. The charge is 5 percent of the late amount or \$15.00, whichever is greater.

Contract: Please see this contract for additional information on security interest, nonpayment, default, the right to require repayment of your debt in full before the scheduled date, and prepayment penalty.

Any change in this contract must be in writing and signed by you and the Creditor.

BUYER:

CO-BUYER:

Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to an exact copy of the contract you sign.

You acknowledge receipt of a true and completely filled in copy of this contract at the time of signing. You authorize the Creditor to disburse funds as

(Co) Borrower Signs

PROPERTY INSURANCE MAY BE OBTAINED FROM A PERSON OF YOUR CHOICE.

INSURANCE DOES NOT COVER PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

CREDIT LIFE, CREDIT DISABILITY AND OTHER OPTIONAL INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

Credit Life - WESTERN DIVERSIFIED
 Premium \$ 777.22 - SHEILA A. FLEMING
 Signature(s)

Credit Disability - WESTERN DIVERSIFIED
 Premium \$ 1554.14 - SHEILA A. FLEMING
 Signature

Type of Insurance Term
 Insurer Premium
 Signature

Credit Life and Credit Disability Insurance are for the term of the contract. The amount and coverages are shown in a notice or agreement given to you on this date.

Optional Credit Insurance Cancellation Right. You have the right for twenty-five days from the date of this contract to cancel all credit life and credit disability, accident and health insurance obtained at your request in connection with this contract. If you cancel the insurance, you will receive a full refund of the insurance premium. To cancel, you must give a written notice to the Creditor and return all credit insurance policies of certificates, or notices of proposed credit insurance to the Creditor within the twenty-five days.

QUESTIONS?



PLEASE CALL US AT 1-800-727-7000

SEE BACK FOR ADDITIONAL AGREEMENTS 00-001

SELLER'S COPY (NON-TRANSFERABLE)

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 17-OCT-2001

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1FAFP53U61G	DA	C/DD	C/F	C/FC	C/FB	C/A	AD	C/DX	C/LA	30-08-00	17-02-01	147211	USA	4	Q68	5G04	*	5482	*	S05	V39	N59	33
AWS Claim Key:	1833514	Doc #:	09840902	Trx Code:	1	Labor Hrs:	6	Labor Cost:	35.72	Material Cost:	0	Total Cost:	35.72										
Dlr Cd-Sub Cd:	02100	* Name:	INTERSTATE FORD, INC.	Ph:	937-8660781	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	01-JUN-2001										
Cust Comments:	CUST STATES HEARING RATTLE NOISE UNDER VEHICLE WHILE DRIVING																						
Tech Comments:	ROAD TEST FOR NVH CHECK AND TIGHTEN SWAY BAR BOLTS ROAD TEST WITH CUSTOMER OK																						
1FAFP53U61	DA	C/DD	C/F	C/FC	C/FB	C/A	AD	C/DX	C/LA	30-08-00	17-02-01	147211	USA	7	T01	1D01	*	6781	*	S13	V44	L65	D8
AWS Claim Key:	3394235	Doc #:	10352803	Trx Code:	E84	Labor Hrs:	3.9	Labor Cost:	232.2	Material Cost:	0	Total Cost:	232.2										
Dlr Cd-Sub Cd:	02100	* Name:	INTERSTATE FORD, INC.	Ph:	937-8660781	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	29-AUG-2001										
Cust Comments:	CUST STATES THERE IS A OIL LEAK																						
Tech Comments:	DIAG LEAK REPL OIL PAN GSKT, FRONT CRANK SEAL AND EXTRA TIME FOR BROKEN BOLTS IN CONVERTER DRILL OUT AND TAP																						
1FAFP53U61	DA	C/DD	C/F	C/FC	C/FB	C/A	AD	C/DX	C/LA	30-08-00	17-02-01	147211	USA	8	T07	2G02	XF2Z	12B579	BBRM	S13	V44	D50	42
AWS Claim Key:	4137919	Doc #:	10474601	Trx Code:	S07	Labor Hrs:	2	Labor Cost:	119.08	Material Cost:	86.52	Total Cost:	261.6										
Dlr Cd-Sub Cd:	02100	* Name:	INTERSTATE FORD, INC.	Ph:	937-8660781	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	19-SEP-2001										
Cust Comments:	CUST STATES WHENBRAKING CAR KEPT PULLING AS IF SHE WAS STEPPING ON THE GAS PEDAL HAS HAPPENED TWICE IN THE LASTWEEK																						
Tech Comments:	WDS TEST NO CODES FUEL PRESSURE TEST INJECTOR FLOW TEST AND POWER BALANCE TEST ALL PASS MONITOR PIDS REPLACED MASS AIR																						

Any comments? You can contact



webmaster



Consumer Affairs

*Sent Via U.S. Mail

October 30, 2001

[REDACTED]
[REDACTED]

West Carrollton, OH [REDACTED]

RE: 2001 Ford Taurus
VIN: 1FAFP53U61G [REDACTED]

Dear Ms. [REDACTED]:

This letter is in response to your correspondence regarding the client listed above.

Ford Motor Company has reviewed your case. In the interest of customer satisfaction, we are willing to assist you with a goodwill replacement of the vehicle. The replacement is to take place at Interstate Ford, the selling dealership

Vehicle Replacement Offer

You will be responsible for:

- ◆ The difference between the Manufacturers' Suggested Retail Price (MSRP) of the 2001 Taurus and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- ◆ Any applicable tax, title, documentation and license fees associated with this transaction.
- ◆ Any missing equipment, abnormal wear or collision damage (including broken glass) evident to the vehicle. Note: the vehicle must be returned in good condition.
- ◆ For use of the vehicle being returned calculated at \$1,621. The usage fee is calculated below:
◆ $\$23,616 \times 6864 / 100,000 = \$1,621$
- ◆ Cooperating with the dealer for delivery of the lien-free title to Ford with no tax or license obligations, signing the odometer disclosure, release form and power of attorney statements.

Please Note: You are not eligible for any factory rebate(s) or any special financing that is in effect at the time of replacement.

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

NOV 05 2001 16:07

19378662340

PAGE. 01

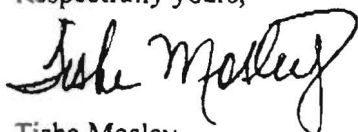


Ford will provide to you:

- ◆ Transfer of or a credit for any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc. (Please forward original receipts)

To formally accept this offer, please provide written verification by way of fax at (313) 845- 5669 within **ten (10) business days** of the receipt of this letter or our file will be closed. If you have questions regarding this issue, please contact me at (313) 845-4637.

Respectfully yours,



Tisha Mosley
Consumer Affairs

MSRP
20,150
WRP
(313)

845-5669

I Accept offer

RAV-FAST Profile Information Report

GENERAL

Affiliation:
Ready for Transmission:
Last Update:

Litigation Prevention
Yes
11/06/2001

Request:
Transmitted:
Transmit Date:

Replacement
No

REQUESTER

Name:
CDS/PROFS ID:
Supervisor's CDS/PROFS ID:

[REDACTED]
TMOSELY
TWHITE11

Title:
Supervisor's Title:

LITIGATION PREVENTION ANALYST
TEAM LEADER

VEHICLE

VIN:
Mileage:
Purchase Date:
Type:
Obtained As:
Ownership:

1FAP53U6 1G [REDACTED]
17,000
02/17/2001
Car/Light Truck
New Vehicle
Privately Owned/Leased

Description:
Odometer Replaced:

Vehicle Description Unavailable
No

CUSTOMER

Name:
Address:
City, State:
Zip:
Home Phone:

[REDACTED]
[REDACTED]
WEST CARROLLTON, OH
[REDACTED]

Work Phone:

DEALERSHIP

Processing Dealer:
Contact Name:
Phone:
Present Vehicle Location:

INTERSTATE FORD
MARK REYMILLER
(937)866-0781
VEHICLE IS PRESENTLY AT THE DEALERSHIP.

Sales Code:
Contact Title:

47211
F & I MANAGER

REPAIR HISTORY

Symptom Code
612593

Symptom Description
SURGE ACCELERATE ALL ENG TEMP

No of Repair Attempts
3

RAV-FAST Profile Information Report

LOYALTY TOOLS

FCSD Technical Hotline:	No
FSE Tech Assist:	No
Plant Vehicle Team:	No

UPLOAD REASONS

Primary Reason:	Unable to Repair (scrap, donate only)
Rationale:	Pre-Litigation (Legal Analysts only)
Compliance Date:	
Overnight Delivery:	No
Vehicle Disposition:	Scrap

RAV-FAST RAV Request Information Report

GENERAL

Affiliation:	Litigation Prevention	Request:	Replacement
Ready for Transmission:	Yes	Transmitted:	No
Last Update:	11/06/2001	Transmit Date:	

PROFILE

Requester Name:	MOSLEY, TISHA	Mileage:	17,000
VIN:	1FAFP53U6 1G [REDACTED]		
Purchase Date:	02/17/2001		
Vehicle Type:	Car/Light Truck		
Customer Name:	FLEMING, SHEILA		
Processing Dealer:	INTERSTATE FORD		

TRANSACTION TYPE

RAV Transaction Type:	Cash Purchase
-----------------------	---------------

MILEAGE CHARGE CALCULATION

Mileage Charge Type:	Partial/Negotiated Mileage Charge
Mileage Charge State:	Ohio
Lemon Law Formula:	(Does not have a mileage charge formula)
No Accrued Mileage Charge:	No

Mileage Charge Amount:	
Amount To Charge Customer:	\$ 1,621
Waived Mileage Charge Amount:	

AFTER MARKET ITEM(S)

Item Listing

OTHER ITEMS ELIGIBLE FOR RAV PAYMENT

Other Eligible Expenses:
Attorney Fees:

COMMENTS

Additional Comments:

WE HAVE OFFERED THE CUSTOMER A VEHICLE REPLACEMENT DUE TO THE INTERMITTENT SURGING CONCERNS. THE CUSTOMER FINANCED THE VEHICLE THROUGH FMCC, ACCT# [REDACTED]. PLEASE NOTE WE ARE CHARGING 1621.00 FOR A MILEAGE FEE. IN ADDITION, THIS VEHICLE IS TO BE SCRAPPED PER MGMR-MARK RATAJACK.

Requires Approval:
Approver CBS/PROFS ID:

Yes
TWHITE

Approver Title:

TEAM LEADER

RAV-FAST Summary Report

Name	VIN	Processing Dealer	Request	Ready	Transmit	Last Update	Transmit Date
	1FAFP53U6 1G	INTERSTATE FORD	REP	Yes	No	11/06/2001	

RAV-FAST Summary Report

Name	VIN	Processing Dealer	Request	Ready	Transmit	Last Update	Transmit Date
██████████	1FAFP53U6 1G██████████	INTERSTATE FORD	REP	Yes	Yes	11/06/2001	11/07/2001

Mosley, Tisha (T.S.)

From: Mosley, Tisha (T.S.)
Sent: Wednesday, November 07, 2001 11:02 AM
To: Rix, Michele (M.)
Subject: RE: Upload for [REDACTED], Replacement

Good Morning Michele,
I have now transmitted.
Thank you and have a Wonderful Wednesday!
Tish

-----Original Message-----

From: Rix, Michele (M.)
Sent: Wednesday, November 07, 2001 10:43 AM
To: Mosley, Tisha (T.S.)
Subject: Upload for [REDACTED] Replacement

Hi Tisha,

Your checklist for the above referenced customer has been approved. Please transmit and reply to me with verification that you have transmitted. Thanks!!

Michele Rix

RAV Process Analyst
Phone: (313) 33-76486
Fax: (313) 84-56002
E-Mail: mrix2@ford.com

2002 TAURUS SES DELUXE 4-DOOR 21675 00
 AD ARIZONA BEIGE C/C METALLIC 19882 00
 KH MEDIUM PARCHMENT CLOTH BUCKET
 ORDER CODE 310A
 44L .AUTO OVERDRIVE TRANSMISSION NC NC
 T22 .P215/60RX16 ALL SEASON TIRE NC NC
 MOONROOF, POWER--CREDIT 895 00- 797 00-
 13B MOONROOF, POWER 895 00 797 00
 59C ADJUSTABLE PEDALS 120 00 107 00
 TOTAL VEHICLE & OPTIONS 21795 00 19989 00
 DESTINATION & DELIVERY 625 00 625 00
 SCHEDULE A (MEMO) .00

TOTAL FOR VEHICLE

22420 00

10 U.S. GAL GAS FACTORY

20 00

PRICED DORA

BATCH-ID 1K11103608 N RA 2X

PRICE LEVEL 230180P55

SHIPPING WEIGHT 3208 LBS.

VIN: 1F [REDACTED]

STK # 9014

DATE IN 10-26-01

KEY CODES 0114X

MILES SALES REP

SALE DATE SALE TYPE

NAME

ADDRESS

PHONE

Tim Sawyer

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.

POAF/LMOA ASSESSMENT	INVOICE TOTAL	LESS HOLDBACK FOR DEALER ACCOUNT	LESS ABBREVIATED FINANCING COST FOR DEALER ACCOUNT	MEMO: INVOICE LESS HOLDBACK & FIN COST	A PLAN
125.00	20759.00	654.00		20105.00	19833.00

654.00 4.00 107.00 .00 650.00 19712.00

SOLD TO

Interstate Ford Inc
 125 S Alexandersville
 Miamisburg OH 45342

47C211

SHIP TO (IF OTHER THAN ABOVE)

TO	XS	STATE
2	6	OH

CA79

DATE INV RECEIVED

ITEM NUMBER

TERM

TRAN

10/11/01

47-A040

KH 04

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO

1E45B55X20124001

FINAL ASSEMBLY POINT

CHICAGO

FINANCE COMPANY AND/OR BANK

Ford Motor Credit

000001

19378662340

PAGE.02

NOV 07 2001 14:18

KX	2001 TAURUS SE 4-DOOR SEDAN	19035	00	17606	00
K2	GRAPHITE BLUE CLEARCOAT MET				
99U	MEDIUM GRAPHITE CLOTH BUCKET				
44L	3.0L 2V 6-CYL ENGINE	NC		NC	
T22	AUTO OVERDRIVE TRANSMISSION	NC		NC	
184	P215/60RX16 ALL SEASON TIRE	NC		NC	
21A	6-PASS SEATING W/FLIP-FOLD CON		NC		
59C	POWER DRIVER SEAT	395	00	352	00
	ADJUSTABLE PEDALS	120	00	107	00
	TOTAL VEHICLE & OPTIONS	19550	00	18065	00
	DESTINATION & DELIVERY	600	00	600	00
	SCHEDULE A (MEMO)		.00		

TOTAL FOR VEHICLE

20150 00

10 U.S. GAL GAS FACTORY
 BATCH-ID YH22104978 N RA 2X
 PRICE LEVEL 120180P53
 SHIPPING WEIGHT 3202 LBS.

21 00

VIN: 1FAPP

5505
 09-0700

0485X

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					
FDA/FMDA ASSESSMENT	INVOICE TOTAL	LESS: OFFER PRICE FOR SHARE ACCOUNT	LESS: APPROVED FINANCING FOR DEALER ACCOUNT	MINOR: MINOR LOSS & TRIP COST	A PLAN
40.00	18726.00	587.00		18139.00	17840.00

587.00 16.00 459.00 .00 571.00 17331.00

SOLD TO
 Interstate Ford Inc
 125 Alexandersville
 Miamisburg OH 45342

47C211

SHIP TO (IF OTHER THAN ABOVE)
 88AP3

Dayton OH

TO	75	STATE	CA79
2	0	OH	
DATE NEW PURCHASED	ITEM NUMBER	TRUCK	TRAILER
08/22/00	47-3230	K2	04

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO.

1FAPP53U61G

FINAL ASSEMBLY POINT

CHICAGO

FINANCE COMPANY AND/OR BANK

FORD MOTOR CREDIT

000001

Checked In by: meDate: 11/19**FORD RAV HEADQUARTERS**
REPLACEMENT TEAM**FAX TRANSMISSION**FROM: Persida Polocoser
PHONE: 1-800-367-3050 OPTION 3DATE: 11/16/2001
FAX: (248) 488-3703PLEASE DELIVER A TOTAL OF 3 PAGES (INCLUDING COVER PAGE)**To: Michele Rix**
Fax: 313-845-5115Customer: [REDACTED] VIN: 1G [REDACTED]CA Analyst: Tisha Mosley☐ Original Worksheet☐ Revised Worksheet**Revision Instructions: _____

_____☐ Customer letter needed

Comments:

11/15/2001 03:46 PM

VEHICLE REPLACEMENT WORKSHEET

Page : 1

State of Ohio

RAVINR15

(This form must be approved by RAV Hq. prior to delivery of New vehicle)

Old VIN#	1FAFP53U6 1G	New VIN#	1FAFP53U0
Dealership Vehicle Replacement Expense :			
New Vehicle Cost :			<u>\$18,960.00</u>
Memo Invoice N Invoice Total (Dlr trade only) Y			
Aftermarket items to be transferred from old unit to new unit			
*****Receipts for item and work order for labor to transfer required *****			
IMPORTANT : Do not transfer any items which will damage the old unit			
Total cost to transfer Items:			<u>\$0.00</u>
Equivalent aftermarket items to be added to new unit			
*****Receipts for item on both the old and new unit required *****			
IMPORTANT : Items must be on old unit when it is picked up			
Total cost to add Items to new vehicle :			<u>\$0.00</u>
Other Expenses			
Total other expenses :			<u>\$0.00</u>
New Vehicle Cost :		\$1:	<u>\$18,960.00</u>

11/15/2001 03:46 PM

VEHICLE REPLACEMENT WORKSHEET

Page : 2

State of Ohio

RAVINR15

(This form must be approved by RAV Hq. prior to delivery of New vehicle)

Customer Participation :

Upgrade (circle one):	<input checked="" type="checkbox"/> NEW	OLD	NEGOTIATED DOWNGRADE	NEGOTIATED UPGRADE
		New	Old	Total
MSRP new (-) MSRP old		\$20,445.00	\$20,150.00 =	<u>\$295.00</u>
Upgrade		\$295.00 Less waived	\$0.00 =	<u>\$295.00</u>
Tax due on upgrade (tax rate x upgrade)			=	<u>\$0.00</u>
Mileage charge:		\$1,621.06 Less waived	\$1,621.06 =	<u>\$0.00</u>
Aftermarket items to be credited to Customer (not transferred or added to new unit)				
**** Receipts are required****				
IMPORTANT: items must be on old unit when it is picked up				
Total of items Credited :				<u>\$0.00</u>

Customer participation towards Replacement transaction :

S2: \$295.00

IMPORTANT: Customer is also responsible for payoff (net to close) of old Lien (lease), if any.

Amount due Dealership from FORD Motor Company

S1 Less S2: \$18,665.00

(Replacement Vehicle cost less Customer Participation)

RAV Hq. Approval: Persida Polocoser

Date 11/14/2001

Dealer Concurrence:

Date

Mosley, Tisha (T.S.)

From: Mosley, Tisha (T.S.)
Sent: Wednesday, November 14, 2001 2:07 PM
To: Frazier, Terietta (T.G.)
Subject: RE: RE: Ms. [REDACTED] 2001 Taurus VIN:1FAFP53U61G [REDACTED] - CASE# [REDACTED]

Thanks Terietta,
Tish

-----Original Message-----

From: Frazier, Terietta (T.G.)
Sent: Wednesday, November 14, 2001 1:58 PM
To: 'ppolocos@phoenixgroup.com'
Cc: Mosley, Tisha (T.S.)
Subject: FW: RE: Ms. [REDACTED] 2001 Taurus VIN:1FAFP53U61G [REDACTED] - CASE# [REDACTED]

Persida,

This is your approval to waive \$1621 in mileage for the customer referenced below.

-----Original Message-----

From: Mosley, Tisha (T.S.)
Sent: Tuesday, November 13, 2001 3:13 PM
To: Frazier, Terietta (T.G.)
Subject: FW: RE: Ms. [REDACTED] 2001 Taurus VIN:1FAFP53U61G [REDACTED] - CASE# [REDACTED]

Hello Terietta,
I need approval to waive Ms. [REDACTED] mileage fee. Please see note below.
Thanks,
Tish

-----Original Message-----

From: Rix, Michele (M.)
Sent: Tuesday, November 13, 2001 2:51 PM
To: Mosley, Tisha (T.S.)
Cc: 'ppolocos@phoenixgroup.com'
Subject: RE: RE: Ms. [REDACTED] 2001 Taurus VIN:1FAFP53U61G [REDACTED] - CASE# [REDACTED]

Hi Tish,

Just a FYI - you have to have Team Leader approval to waive more than \$1000. Please have your team leader send an email to Persida with her approval. Thanks!

Michele Rix

RAV Process Analyst
Phone: (313) 33-76486
Fax: (313) 84-56002
E-Mail: mrix2@ford.com

-----Original Message-----

From: Mosley, Tisha (T.S.)
Sent: Tuesday, November 13, 2001 2:35 PM
To: 'ppolocos@phoenixgroup.com'
Cc: Rix, Michele (M.)
Subject: RE: Ms. [REDACTED] 2001 Taurus VIN:1FAFP53U61G [REDACTED] - CASE# [REDACTED]

Hello Persida,
I would like to inform you that we have **waived** the **mileage fee of \$1,621.0 as a goodwill gesture**. Please make the necessary adjustments at your very earliest convenience. Again there is No Mileage Fee. Sorry for any inconvenience this may cause.
Thank you.

Tisha Mosley

Legal Analyst--Cincinnati Region

Consumer Affairs/Litigation Prevention

(313) 845-4637 Telephone

(313) 845-5669 Fax

tmosley@ford.com

Interstate Ford, Inc.

125 S. ALEX RD. • MIAMISBURG, OHIO 45342 • TELEPHONE (937) 866-0781 • FAX (937) 866-2340 • MIDDLETOWN (513) 422-0541

13
11-7-01

ATTN: Tisha Mosley

This is the ^{second} invoice, ^{I understand} you

Requested for [REDACTED]

MARK REYMILLER

2 PG. TOT.

P.S. Please note this vehicle was dealer traded. We would need to be reimbursed invoice total because that is what we paid.



VISIT OUR WEB SITE: www.interstateford.com

2002 TAURUS SE 4-DOOR SEDAN 19560 00 17979 00
 AQ ARIZONA BEIGE C/C METALLIC
 KH MEDIUM PARCHMENT CLOTH BUCKET
 ORDER CODE 210A
 44L .AUTO OVERDRIVE TRANSMISSION NC NC
 T22 .P215/60RX16 ALL SEASON TIRE NC NC
 SE VALUE PACKAGE CREDIT 535 00- 476 00-
 46S 60/40 SPLIT/FOLD REAR SEAT 140 00 124 00
 53S SE VALUE PACKAGE 535 00 476 00
 .POWER DRIVER SEAT
 .AM/FM STEREO/CD PLAYER
 59C ADJUSTABLE PEDALS 120 00 107 00
 TOTAL VEHICLE & OPTIONS 19820 00 18210 00
 DESTINATION & DELIVERY 625 00 625 00
 SCHEDULE A (MEMO) .00

TOTAL FOR VEHICLE

20445 00

10 U.S. GAL GAS FACTORY
 PRICED DORA
 BATCH-ID 1K04103761 N RA 2X
 PRICE LEVEL 230180P53
 SHIPPING WEIGHT 3202 LBS.

20 00

VIN: 1FAFP53U02G

STK# F-2094 Gas 1/2
 Key# 0824X Miles 4
 Keyless# Trans. Coating

899

PDAP/MDA RECAPSMENT	INVOICE TOTAL	USE FOR DEBIT ACCOUNT	LESS AMOUNT FOR CREDIT ACCOUNT	NET INVOICE TOTAL (FOR CREDIT ACCOUNT)	A PLAN
105.00	18960.00	595.00	170.00	18195.00	18113.00

595.00 8.00 231.00 .00 587.00 17809.00

SOLD TO

Great Lakes Ford, Inc.
 P.O. BOX 365
 Bowling Green OH 43402

48F220

X=18837.52

SHIP TO (IF OTHER THAN ABOVE)

DATE	TIME	DATE	TIME	DATE	TIME
2	6	0H	CA79		
10/04/01	48-2044	KH	09		

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO

1FAFP53U02G141877

FINAL ASSEMBLY POINT

CHICAGO

FINANCIAL COMPANY AND/OR BANK

THE HUNTINGTON NAT 561502

RAV-FAST Summary Report

Name	VIN	Processing Dealer	Request	Ready	Transmit	Last Update	Transmit Date
██████████	1FAFP53U6 1G██████████	INTERSTATE FORD	REP	Yes	Yes	11/06/2001	11/07/2001

Mosley, Tisha (T.S.)

From: Mosley, Tisha (T.S.)
Sent: Tuesday, November 13, 2001 2:35 PM
To: 'ppolocos@phoenixgroup.com'
Cc: Rix, Michele (M.)
Subject: RE: Ms [REDACTED] 2001 Taurus VIN:1FAFP53U61G [REDACTED] - CASE# [REDACTED]

Hello Persida,
I would like to inform you that we have waived the **mileage fee of \$1,621.0 as a goodwill gesture**. Please make the necessary adjustments at your very earliest convenience. Again there is No Mileage Fee. Sorry for any inconvenience this may cause.
Thank you.

Tisha Mosley
Legal Analyst--Cincinnati Region
Consumer Affairs/Litigation Prevention
(313) 845-4637 Telephone
(313) 845-5669 Fax
tmosley@ford.com

Interstate Ford, Inc.

125 S. ALEX RD. • MIAMISBURG, OHIO 45342 • TELEPHONE (937) 866-0781 • FAX (937) 866-2340 • MIDDLETOWN (513) 422-0541

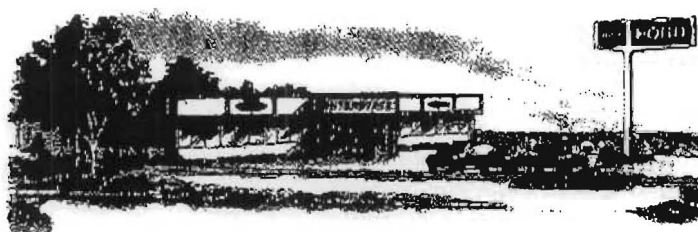
11-7-01

ATTN: Tisha Mosley

This is the invoice you
requested for [REDACTED]

MARK REYMILLER

2 PG. TOT.



VISIT OUR WEB SITE: www.Interstateford.com

==>

VIN: 1FAFP53U61G [REDACTED] Year: 2001 Model: TAURUS
Owner Status: ORIGINAL WSD: 02/17/01
Name: MS [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 293482901 Day Ph: [REDACTED]
Symptom Desc: FAST IDLE ACCELERATOR BINDS ALL ENGINE TEMP
Reason Desc: LEGAL - ACCIDENT
Dealer: INTERSTATE FORD INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: FX FAX Odometer Reading: 14785 MI
Analyst: TMOSLEY TISHA MOSLEY Document Number:
Action Date: 11/06/01 Action Data: N Action Time: 10:26:35 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: FINAL CASE DISPOSITION
Comments: ***LPA RECEIVED ACCEPTANCE LETTER FROM CUSTOMER FOR A
VEHICLE REPLACEMENT.
***LPA WILL UPLOAD TO RAV FOR PROCESSING.
*****NO FURTHER ACTION AT THIS TIME*****

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

LPREL85

Mosley, Tisha (T.S.)

From: Mosley, Tisha (T.S.)
Sent: Tuesday, November 06, 2001 11:07 AM
To: White, Tamela (T.J.)
Subject: FW: RE: Ms [REDACTED] 2001 Taurus VIN:1FAFP53U61G [REDACTED] --CASE#293482901

Hello Tammy,
Just a reminder for the approval of Ms. [REDACTED] vehicle replacement.
Thank you and have a Terrific Tuesday!
Tish

-----Original Message-----

From: Mosley, Tisha (T.S.)
Sent: Wednesday, October 24, 2001 10:26 AM
To: White, Tamela (T.J.)
Subject: RE: Ms [REDACTED] 2001 Taurus VIN:1FAFP53U61G [REDACTED] --CASE#293482901

Hello Tammy,
I need mgmt approval documented to offer goodwill replacement to the customer stated above. ***This was the idling/surging vehicle we discussed with Mark yesterday.

In addition,
Just a reminder, I am leaving at 2:30pm for dr's appt.
Thank you and have a Wonderful Wednesday!

Tisha Mosley
Legal Analyst--Cincinnati Region
Consumer Affairs/Litigation Prevention
(313) 845-4637 Telephone
(313) 845-5669 Fax
tmosley@ford.com



Consumer Affairs

*Sent Via U.S. Mail

October 30, 2001

Ms. [REDACTED]
[REDACTED]
West Carrollton, OH [REDACTED]

RE: 2001 Ford Taurus
VIN: 1FAFP53U61G [REDACTED]

Dear Ms. [REDACTED]:

This letter is in response to your correspondence regarding the client listed above.

Ford Motor Company has reviewed your case. In the interest of customer satisfaction, we are willing to assist you with a goodwill replacement of the vehicle. The replacement is to take place at Interstate Ford, the selling dealership

Vehicle Replacement Offer

You will be responsible for:

- ◆ The difference between the Manufacturers' Suggested Retail Price (MSRP) of the 2001 Taurus and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- ◆ Any applicable tax, title, documentation and license fees associated with this transaction.
- ◆ Any missing equipment, abnormal wear or collision damage (including broken glass) evident to the vehicle. Note: the vehicle must be returned in good condition.
- ◆ For use of the vehicle being returned calculated at \$1,621. The usage fee is calculated below:
◆ $\$23,616 \times 6864 / 100,000 = \$1,621$
- ◆ Cooperating with the dealer for delivery of the lien-free title to Ford with no tax or license obligations, signing the odometer disclosure, release form and power of attorney statements.

Please Note: You are not eligible for any factory rebate(s) or any special financing that is in effect at the time of replacement.



Ford will provide to you:

- ◆ Transfer of or a credit for any unrecoverable options that your client purchased on the vehicle being replaced that were not part of the original equipment. For example: rust-proofing, running boards, etc. (Please forward original receipts)

To formally accept this offer, please provide written verification by way of fax at (313) 845- 5669 within **ten (10) business days** of the receipt of this letter or our file will be closed. If you have questions regarding this issue, please contact me at (313) 845-4637.

Respectfully yours,

COPY

Tisha Mosley
Consumer Affairs

Interstate Ford, Inc.

125 S. ALEX RD. • MIAMISBURG, OHIO 45342 • TELEPHONE (937) 886-0781 • FAX (937) 886-2340 • MIDDLETOWN (513) 422-0541

FAX COVER SHEET

TO:

NAME

Tisha Mosley

COMPANY

Ford Motor Credit

FAX NUMBER

313-845-5669

NUMBER OF PAGES TO FOLLOW COVER SHEET

34

FROM:

NAME

Mark Hume

INTERSTATE FORD INC.

FAX NUMBER: 937-866-2340



VISIT OUR WEB SITE: www.interstateford.com

INTERSTATE FORD, Inc.
125 S. Alex Road Phone (937) 866-0781
MIAMISBURG, OHIO 45342

No. 15263

INTERSTATE FORD, Inc. will refrain from offering said vehicle for sale until 12:00 p.m. on consideration of receipt of said deposit. The deposit is not refundable, unless buyer is unable to obtain adequate financing. If this deposit is in connection with the special order of a vehicle not in our possession, it is not refundable.

DATE	RECEIPT NO.	CONTROL NO.	RECEIVED FROM	AMOUNT
3/6	15263	27385	[REDACTED]	\$ 1000
YEAR	MAKE	MODEL	ADDITIONAL COST	
HOW PAID		PAID ON		SELLING PRICE
CASH	<input type="checkbox"/>	ACCOUNT	<input type="checkbox"/>	[REDACTED]
CHECK	<input checked="" type="checkbox"/>	NOTE	<input type="checkbox"/>	
CREDIT CARD	<input type="checkbox"/>			

Reynolds and Reynolds CC187785 (7/99)

BY [REDACTED]

ES TO SELLER
INTRACT DEPO
ACT APPROVED

0 • C

0 • C

23,616.91 +

995.00 +

50.00 +

24,661.91 x

6.5 %

1,603.02 T

1,603.03 x

0.75 %

12.02 T

1,591.01 - 2

0 • C

23,616.91 +

2.50 -

5,775.91 -

SALE 17,837.50 S

BONUS 2.50 +

TAX 1,591.01 +

9100 12.02 +

TITLE 69.25 +

GAP 495.00 +

INS 2,331.36 +

ESP 995.00 +

P/O 10,851.22 +

34,184.86 S

1350 6,200.00 -

1110 5,000.00 -

1020 24,884.86 S

0 • C

INTERSTATE FORD, Inc.
125 S. Alex Road Phone (937) 866-0781
MIAMISBURG, OHIO 45342

No. 14964

INTERSTATE FORD, Inc. will refrain from offering said vehicle for sale until 12:00 p.m. on consideration of receipt of said deposit. The deposit is not refundable, unless buyer is unable to obtain adequate financing. If this deposit is in connection with the special order of a vehicle not in our possession, it is not refundable.

DATE	RECEIPT NO.	CONTROL NO.	RECEIVED FROM	AMOUNT
2/21	14964	27385	[REDACTED]	\$ 500
YEAR	MAKE	MODEL	ADDITIONAL COST	
HOW PAID		PAID ON		SELLING PRICE
CASH	<input type="checkbox"/>	ACCOUNT	<input type="checkbox"/>	[REDACTED]
CHECK	<input type="checkbox"/>	NOTE	<input type="checkbox"/>	
CREDIT CARD	<input type="checkbox"/>			

Reynolds and Reynolds CC187785 (7/99)

BY [REDACTED]

PURCHASER MAY BE HELD LIABLE FOR ALL LOSSES TO SELLER RESULTING FROM CANCELLATION OR BREACH OF CONTRACT. DEPOSITS ARE NOT REFUNDABLE ONCE FINANCING/CONTRACT APPROVED.

INTERSTATE FORD, Inc.

125 S. Alex Road Phone (937) 866-0781
MIAMISBURG, OHIO 45342

No. 14963

INTERSTATE FORD, Inc. will refrain from offering said vehicle for sale until 12:00 p.m. on consideration of receipt of said deposit. The deposit is not refundable, unless buyer is unable to obtain adequate financing. If this deposit is in connection with the special order of a vehicle not in our possession, it is not refundable.

DATE	RECEIPT NO.	CONTROL NO.	RECEIVED FROM	AMOUNT
2/21	14963	27385	[REDACTED]	\$ 1500
YEAR	MAKE	MODEL	ADDITIONAL COST	
HOW PAID		PAID ON		SELLING PRICE
CASH	<input type="checkbox"/>	ACCOUNT	<input type="checkbox"/>	[REDACTED]
CHECK	<input type="checkbox"/>	NOTE	<input type="checkbox"/>	
CREDIT CARD	<input type="checkbox"/>			

Reynolds and Reynolds CC187785 (7/99)

BY [REDACTED]

PURCHASER MAY BE HELD LIABLE FOR ALL LOSSES TO SELLER RESULTING FROM CANCELLATION OR BREACH OF CONTRACT. DEPOSITS ARE NOT REFUNDABLE ONCE FINANCING/CONTRACT APPROVED.

INTERSTATE FORD, Inc.

125 S. Alex Road Phone (937) 866-0781
MIAMISBURG, OHIO 45342

No. 15059

INTERSTATE FORD, Inc. will refrain from offering said vehicle for sale until 12:00 p.m. on consideration of receipt of said deposit. The deposit is not refundable, unless buyer is unable to obtain adequate financing. If this deposit is in connection with the special order of a vehicle not in our possession, it is not refundable.

DATE	RECEIPT NO.	CONTROL NO.	RECEIVED FROM	AMOUNT
2/26	15059	27385	[REDACTED]	\$ 24884.86
YEAR	MAKE	MODEL	ADDITIONAL COST	
HOW PAID		PAID ON		SELLING PRICE
CASH	<input type="checkbox"/>	ACCOUNT	<input type="checkbox"/>	[REDACTED]
CHECK	<input checked="" type="checkbox"/>	NOTE	<input type="checkbox"/>	
CREDIT CARD	<input type="checkbox"/>			

Reynolds and Reynolds CC187785 (7/99)

BY [REDACTED]

PURCHASER MAY BE HELD LIABLE FOR ALL LOSSES TO SELLER RESULTING FROM CANCELLATION OR BREACH OF CONTRACT. DEPOSITS ARE NOT REFUNDABLE ONCE FINANCING/CONTRACT APPROVED.

INTERSTATE FORD

2/10/85/6



THE BACK OF THIS DOCUMENT HAS A COLORED BACKGROUND ON WHITE PAPER

**Interstate Ford, Inc.**125 S. Alex Rd. Phone: (937) 866-0781
MIAMISBURG, OHIO 45342HUNTINGTON BANKS
DAYTON, OHIO

CHECK# 73267

58-1508
422

73267

PAY **ONE THOUSAND SIX HUNDRED SIX DOLLARS AND 01/100**

TO THE
ORDER
OF

MONTGOMERY CTY CLERK OF COURTS

DATE

AMOUNT

02/22/01

\$1,606.01

INTERSTATE FORD, INC.
VOID AFTER 90 DAYS

AUTHORIZED SIGNATURE

AUTHORIZED SIGNATURE

NAME

NUMBER

DATE

MONTGOMERY CTY CLERK OF COURTS

1019

02/22/01

R4PDFC

DATE	ACCT#	AMOUNT	CTRL#
02/22/01	2151	1591.01	27385
02/22/01	9300	15.00	

REMITTANCE ADVICE
DETACH AND RETAIN**Interstate Ford, Inc.**125 S. Alex Rd. Phone: (937) 866-0781
MIAMISBURG, OHIO 45342

CHECK NO.

73267

NET
AMOUNT

\$1,606.01

DEAL RECAP

FORD MOTOR CREDIT - R

☐ Truth in Lending
☐ Check in Slip
☐ Appraisal Slip
☐ Odometer Certs
☐ Power Sheet
☐ Insurance
☐ Cash Receipts:
 Amt. _____ No. _____
 Amt. _____ No. _____
 Amt. _____ No. _____
☐ Trade: Disc. Lic. _____ Lic. _____
 ☐ P.O. Amt. _____
 ☐ Good Till _____
 ☐ Verified By _____
☐ Registration
 Title In _____ Due _____
 Source _____

SELLING PRICE (Inc. all Acc.) 23616.91
 SALES TAX 1603.03
 TRADE ALLOWANCE 12076.91
 PAY-OFF 10851.22
 LIENHOLDER FMCC
 CASH DEPOSIT 1000.00
 C.O.D. 2000.00
 DEFERRED DOWN No. 1. N/A
 DEFERRED DOWN No. 2. N/A
 DEFERRED DOWN No. 3. N/A
 TOTAL CASH DOWN PAYMENT 3000.00
 NUMBER OF PAYMENTS/PAYMENT 60 552.29
 NO. DAYS BEFORE 1st PMT./DATE 30 03/19/01
 ADD-ON INTEREST RATE/APR. 6.63 11.90
 LICENSE AND REGISTRATION 14.25

AMOUNT FINANCED 24884.86 DISCOUNT RATE: 0.71 FINANCE RESERVE: 177.68
 CREDIT LIFE 777.22 PREMIUM COST 398.61 RESERVE: 398.61
 CREDIT A & H 1554.14 777.07 RESERVE: 777.07
 PHYSICAL DAMAGE N/A N/A RESERVE: N/A
 SERVICE CONTRACTS 995.00 575.00 RESERVE: 420.00
 OTHER 495.00 85.00 RESERVE: 410.00

STOCK # 5505 DESCRIPTION 2001 FORD TAURUS
 DEAL # 42273 I.D. # 1FAFP53U61
 CUSTOMER _____ DATE 02/17/01
 ADDRESS _____ CARROLLT OH _____
 SALESMAN 2 _____
 Holdback 587.00
 PRICE OF VEHICLE 23616.91
 COST OF VEHICLE 17840.00
 PACK N/A
 TRADE ALLOWANCE 12076.91 (PAYABLE GROSS)
 A.C.V. OF TRADE 6300.00 N/A
 OVER-ALLOWANCE 5776.91
 UNDER-ALLOWANCE N/A
 COMMISSION No. 1/BONUS N/A 80.00
 COMMISSION No. 2/BONUS N/A N/A
 MANAGER COMM. N/A
 PROFIT OF SALE -80.00

TOTAL INSURANCE RESERVE: 1995.68
 _____ 2173.36
 LAH INSURANCE COMMISSION: N/A
 SERVICE CONTRACT COMMISSION: N/A
 PDI COMMISSION: N/A
 NET F & I RESERVE: 2173.36

APPROVED _____

GROSS PROFIT: 2093.36

19378662340

OCT 29 2001 11:44

5505

CUSTOMER'S NAME

STOCK NO.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, INTERSTATE FORD INC. (transferor's name, Print)

state that the odometer now reads 75 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
FORD	TAURUS	SE 2V 4DR SEDAN
VEHICLE IDENTIFICATION NUMBER		YEAR
1FAFP52U61G		2001

125 S. ALEX RD.

TRANSFEROR'S ADDRESS (STREET)

MIAMISBURG

OH

45342

CITY

STATE

ZIP CODE

02/17/01

TRANSFeree'S ADDRESS (STREET)

WEST CARROLLTON

OH

CITY

STATE

ZIP CODE

ODOM. 100-N (4/88)

Revised and Reprinted

INTERSTATE FORD

19378662340

10/29/2021 11:33

DCT 29 2001 11:45

10/29/2021 11:33 19378662340

LEMON LAW RIGHTS NOTIFICATION & ACKNOWLEDGEMENT

ATTENTION: OHIO RESIDENTS

OHIO LAW REQUIRES YOU TO USE A QUALIFIED ARBITRATION PROGRAM BEFORE SUING THE MANUFACTURER OVER NEW CAR WARRANTY DISPUTES. FAILURE TO ARBITRATE YOUR CLAIM MAY PRECLUDE YOU FROM MAINTAINING A LAWSUIT UNDER SECTION 1345.75 OF THE REVISED CODE.

You may wish to seek redress directly from the manufacturer; however, that process is optional and may be terminated at any time by either you or the manufacturer. If the matter is submitted to a qualified Board, a decision, which shall be binding on the manufacturer, will be rendered within forty days from the date that the Board first receives notification of the dispute.

If you wish written operating procedures, please call 1-800-428-3718, or write to:

Dispute Settlement Board
P.O. Box 5120
Southfield, Michigan 48086-5120

IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO COMPENSATION.

INTERSTATE FORD

LEMON LAW RIGHTS ACKNOWLEDGEMENT

VEHICLE MODEL: Taurus SE YEAR: 01

IDENTIFICATION NUMBER:

1	F	A	F	P	5	3	4	6	1	6		4
---	---	---	---	---	---	---	---	---	---	---	--	---

I ACKNOWLEDGE RECEIPT OF THE EXPLANATION OF MY RIGHTS UNDER THE LAWS AND REGULATIONS (COMMONLY REFERRED TO AS "LEMON LAW") OF THE STATE OF OHIO AND DISPUTE SETTLEMENT BOARD

Purchaser or Lessee: [REDACTED] Date: 2/17/01

19378662340

PAGE. 08

PAGE 08



Ford Customer Service Division

WHITE COPY - DEALER

YELLOW COPY - CUSTOMER

LL OH 9-97-01

PE12-005 000041LP PEER

FEB 19, 2001 LOG RESPONSE SCREEN # 1

Store 01 FANDIO1

PORT 31 4913

PAGE 13 OF 50

OFFER DATE 02/17/2001
OFFER SEQUENCE NUMBER 2110
PURCHASE DATE
ECA APPROVED INDICATOR N
ENTRY TIME 03:17P
DECISION TIME 03:22P
ELAPSED TIME 00:05
DEALER PREFIX CODE A
DEALER NUMBER 180
FIRST NAME SHEILA
LAST NAME FLEMING
MIDDLE INITIAL M
GENERATION
FINANCED AMT 20999
CND/RJ 1
CND/RJ 2
CND/RJ 3
CND/RJ 4

FINANCE TERM 60
PRODUCT 1
PAYMENT 516
CLASS CODE 1
DECISION CODE A
ANALYST ID FCDXW23
VERSION
TIER 4
INSERT STOP DATE
NEW/USED INDICATOR N
CO-BUYER(S)

(F4=FORWARD) (F3=BACK) (P=PRINT)_ _

FEB 19, 2001 LOG RESPONSE SCREEN # 2

Store 01 FANDIO1

PORT 31 4913

PAGE 14 OF 50

DECISION COMMENTS: tt Dave met call/work cust for more \$

NFR COMMENTS: ok at 60 months/lvl 4/po trd/complete appl

ETA:

(F4=FORWARD) (F3=BACK) (P=PRINT)_ _

THANK YOU!

WE JUST MADE YOUR FIRST OIL CHANGE APPOINTMENT

- = Customer Name [REDACTED]
- = Last 8 of Vin # 616 [REDACTED] Model Taurus SE
- = Estimated date of first scheduled maintenance (3 months from sale date) 5-17-01
- = **Today;** your salesperson will place a reminder sticker in the upper left hand corner of your windshield
- = **Plus;** 7-14 days before the date on the sticker you will receive a reminder from our Service Department

= Customer Satisfaction Questionnaire:

- = Was your new vehicle explained thoroughly? yes no
- = Was your first service/oil change appointment made? yes no
- = Was your new vehicle thoroughly cleaned? yes no
- = Was your warranty information explained thoroughly? yes no
- = How were you treated at this dealership? excellent good fair poor
- = Was your salesperson knowledgeable and courteous? yes no
- = Would you recommend your salesperson to your friends? yes no
- = Would you recommend this dealership as a place to purchase? yes no
- = Would you given a tour of our service department? yes no
- = How do you feel about your new vehicle purchase experience?

= X COMPLETELY SATISFIED _____ SATISFIED _____ NOT SATISFIED

OUR GOAL IS

100% CUSTOMER SATISFACTION

Chuck George's - INTERSTATE FORD
#1 in Southwest Ohio
(937) 866-0781 (513) 422-0541

QUEST SIGNATURE [REDACTED]

SALESPERSON SIGNATURE [REDACTED]

MGR [REDACTED]



DELIVERY CHECKLIST

PREPARED FOR

CUSTOMER'S NAME

DELIVERY PERSON

VEHICLE IDENTIFICATION NUMBER (VIN)

Congratulations on your new Ford purchase! Our dealership's Quality Commitment is a promise to do our best to satisfy your total transportation needs. As part of our commitment, we certify that all the pre-delivery items on the reverse of this form have been checked to help ensure your satisfaction with your new vehicle.

Sincerely,

DEALER/GENERAL MANAGER'S SIGNATURE

QUALITY VEHICLE CHECK

- ☒ Pre-delivery inspection performed
- ☒ Vehicle road tested
- ☒ Idle quality
- ☒ Audio system
- ☒ Verified all factory accessories installed on vehicle
- ☒ Cleanliness inside
- ☒ Cleanliness outside

DELIVERY DOCUMENT REVIEW

- ☒ Explained delivery process
- ☒ Title document
- ☒ Registration work progress/procedures
- ☒ Financing documents
- ☒ Extended Service Plan
- ☒ Roadside Assistance Benefits/complete wallet card
- ☒ Warranty coverage and tire information
- ☒ Owner's Guide
- ☒ Safety Advice Card

SERVICE DEPARTMENT INTRODUCTION

- ☒ Explained how to obtain service
 - ☒ Toured service department at time of sale or delivery
 - ☒ Introduced customer to service department personnel
 - ☒ Explained scheduled maintenance requirements (Service Guide)
 - ☒ Set the first routine scheduled maintenance appointment
- Appointment date: 5-17-01

FOLLOW-UP

- ☒ Desired date and time of call: 2-19-01
- Phone number: [REDACTED]

Optional Items

REVISED 7/98 DC8FEG

VEHICLE PRESENTATION/ OPERATING FEATURES

(as applicable)

Some operating features are optional and may not be included with your new vehicle.

- ☒ Keyless entry/key fobs
- ☒ Door locks/windows (express-down driver's window/flip-out windows/power locks/power sliding doors)
- ☒ Childproof rear door locks
- ☒ Operation of mirrors
- ☒ Vehicle starting procedures (starter interlock)
- ☒ Brake/shift interlock (automatic transmission)
- ☒ Audio system/set stations, clock operation/set time/rear controls
- ☒ Antenna location/operation
- ☒ Operation of lights
- ☒ Wiper and washer operation
- ☒ Rear window defroster operation
- ☒ Adjustable steering wheel operation
- ☒ Speed control operation
- ☒ Air conditioning operation
- ☒ Second Generation driver-side or driver- and passenger-side air bag Supplemental Restraint System (SRS)/side air bags
- ☒ Hood, trunk and fuel-filler door operation
- ☒ Anti-lock Brake System (ABS)/Traction Control System
- ☒ Safety belts (adjustable D-rings)
- ☒ Fuel inertia switch
- ☒ Proper tightening of gas cap to seal
- ☒ Spare tire/jack location and operation
- ☒ Liftgate operation
- ☒ Flexible seating/storage positions
- ☒ Explained any other operating features that are unique to this vehicle

ORIENTATION DRIVE

- ☒ Customer orientation drive
- ☒ Provided a full tank of fuel
- ☒ Provided two sets of keys

CHECKLIST REVIEW/ CUSTOMER SIGN-OFF

- ☒ I have personally explained the New Vehicle Limited Warranty coverages, including the 3-year/36,000-mile bumper to bumper warranty (what is covered and what is not covered).

SALES/DELIVERY PERSON'S SIGNATURE

DATE

- ☒ I acknowledge that all items checked on this delivery form have been to my satisfaction.

CUSTOMER'S SIGNATURE

DATE

Original Copy: Owner

Carbon Copy: Dealer

INSPECTION FORM

OWNER'S NAME [REDACTED] CO-OWNER'S NAME [REDACTED]
 ADDRESS [REDACTED]
 TELEPHONE (H) [REDACTED] SALESPERSON S. Miller
 YEAR 1999 MAKE Ford MODEL Escort
 V.I.N. 1FAFP13P9XW BODY 4 DR. COLOR Green

Questions to Customer

1. When did you purchase this vehicle? Aug 6, 99
 2. Are you the original owner of the vehicle? ☒ Yes ☐ No
 3. In what state is this vehicle titled? Pennsylvania
 4. Does this vehicle have a warranty or service contract on it which is transferable? ☒ Yes ☐ No

TO THE BEST OF YOUR KNOWLEDGE:

5. Has this vehicle ever been in an accident? ☒ Yes ☐ No
 6. Has this vehicle ever been titled as a salvage, junk or rebuilt vehicle? ☐ Yes ☒ No
 7. Has the odometer been repaired or replaced? ☐ Yes ☒ No
 8. Are there any other items in good condition? ☒ Yes ☐ No

Odometer Reading 29242 ☒ Actual ☐ Not Actual

Condition of Individual Components

ITEM	COMMENTS
Body	Good
Paint	Green Good
Glass	Good
Tires	Good 1 Broke Rim
Trunk	Good
Motor	40K
Front End	Good
Rear End	Good
Frame	Good
Odometer	29242
Power Equipment	PW PL TILT CLW's

ITEM	COMMENTS
Seat Belts	Good
Seats-Carpet	Good
Gas-Oil-Emissions	Passes E
Transmission-Clutch	Auto
Turbo	N/A
Exhaust System	Good
Brakes	Good
Electrical	Good
Heater-Air	A/C Good
Stereo	AM-FM Cass
Left Door Frame	Good
Glove Box	Good

REMARKS:

Overall Vehicle Condition: ☐ Clean ☐ Average ☐ Rough

Appraisal Value Retail \$ _____ Wholesale \$ _____

This Appraisal is valid for _____ days from the above-listed date.

Trade-In Allowance

Revised Trade-In Allowance

APPRAISED BY: _____ DATE: _____

THE DEBT PROTECTOR

DEFICIENCY WAIVER ADDENDUM

CUSTOMER (BORROWER/LESSEE) INFORMATION

LAST NAME [REDACTED] FIRST NAME [REDACTED] MIDDLE INITIAL
 STREET ADDRESS [REDACTED] APT #
 CITY WEST CARROLLTON STATE OH ZIP CODE [REDACTED]
 HOME PHONE # [REDACTED] BUS. PHONE # [REDACTED]

COVERED VEHICLE INFORMATION

MANUFACTURER FORD MODEL SE 2V 4DR SEDAN YEAR 2001
 VEHICLE ID NUMBER 1FAPP53U61G [REDACTED]

CHARGE TO CUSTOMER FOR DEFICIENCY WAIVER ADDENDUM 495.00 ORIGINAL DATE OF CONTRACT 02/17/01
 INSTALLMENT SALES CONTRACT / LOAN ☒ LEASE ☐ AMOUNT FINANCED / LEASE CAP 23279.19 TERM (IN MONTHS) 60 NEW ☒ USED ☐ XX

DEALER INFORMATION

DEALER # INTERSTATE FORD INC. DEALERSHIP (937) 866-0781
 STREET ADDRESS 125 S. ALEX RD.
 CITY MIAMISBURG STATE OH ZIP CODE 45342

ASSIGNEE INFORMATION

ASSIGNEE FORD MOTOR CREDIT INSTALLMENT SALES CONTRACT / LOAN / LEASE ACCT. #
 STREET ADDRESS 8805 GOVERNORS HILL DR STE 230
 CITY CINCINNATI STATE OH ZIP CODE 45242-9298

I (CUSTOMER), WHOSE SIGNATURE APPEARS BELOW, ACKNOWLEDGE THAT THE INFORMATION CONTAINED ABOVE IS, TO THE BEST OF MY KNOWLEDGE, TRUE. I HAVE READ THE DEFICIENCY WAIVER ADDENDUM IN ITS ENTIRETY, AND AGREE TO ALL OF THE PROVISIONS HEREIN. THE PURCHASE OF THE DEFICIENCY WAIVER ADDENDUM IS VOLUNTARY AND IS NOT REQUIRED TO OBTAIN CREDIT. I UNDERSTAND I MAY OBTAIN GAP PROTECTION FROM AN ALTERNATE SOURCE. I UNDERSTAND I MAY CANCEL THIS GAP ADDENDUM AT ANY POINT DURING THE ORIGINAL TERM OF THE RETAIL INSTALLMENT CONTRACT. I UNDERSTAND THAT A CANCELLATION REQUESTED WITHIN SIXTY (60) DAYS OF PURCHASE IS ELIGIBLE FOR A FULL REFUND. I UNDERSTAND THAT A CANCELLATION REQUEST RECEIVED AFTER SIXTY (60) DAYS OF PURCHASE WILL BE REFUNDED BY RULE OF 78'S, UNLESS OTHERWISE REQUIRED BY APPLICABLE STATE LAW.

DATE 2/17/01 CUSTOMER'S SIGNATURE [REDACTED] DEALER'S SIGNATURE [REDACTED]

COVERAGE

The named Customer is responsible to the named Dealer/Assignee under the terms of the described Installment Sales Contract/Loan/Lease Agreement for the amount of any early termination liability resulting from a Total Loss of the Vehicle. Due to this Addendum being in effect, the Dealer/Assignee agrees to cancel a portion of the Customer's indebtedness in the event of a Total Loss of the Vehicle as defined herein. The Deficiency Waiver Addendum will pay the amount equal to the Unpaid Net Balance less the Actual Cash Value (ACV) of the Vehicle, both as defined herein, subject to the ACV not having been reduced by more than \$1,000 as a result of the application of the Customer's primary insurance deductible. Any deductible amount in excess of \$1,000 remains the Customer's responsibility. It is further agreed that the maximum claim payment is limited to \$50,000.

DECLINATION OF DEFICIENCY WAIVER ADDENDUM

☐ I DO NOT CHOOSE TO PURCHASE THE DEFICIENCY WAIVER ADDENDUM. I UNDERSTAND THAT BY NOT ACCEPTING THE DEFICIENCY WAIVER ADDENDUM, I AM NOT ENTITLED TO ANY OF THE BENEFITS IN THE EVENT OF A TOTAL LOSS OF THE VEHICLE.

DATE CUSTOMER'S SIGNATURE DEALER'S SIGNATURE

THE DEBT PROTECTOR
 c/o Automotive Administrators
 P.O. Box 88020, Atlanta, GA 30356
 800-521-2774

The family members who are eligible to purchase or lease vehicles under your New Vehicle Purchase Plan are summarized below for your convenience.

RELATIVES NOT ELIGIBLE

Grandchildren
Grandparents
Cousins
Uncles
Aunts
Nephews
Nieces
All others not listed under
"eligible relatives"

ELIGIBLE RELATIVES

Spouse
Parents
Spouse's Parents
Son's (including step and in-law)
Daughters (including step and in-law)
Sister (including half, step and in-law)
Brother (including half, step and in-law)

Your Personal Identification Number (PIN) is the key to participation in the Plan. You are responsible for how your PIN is used. To protect you and the Company against Plan abuse you are required to obtain approval for each Plan transaction that you sponsor prior to the sale or lease by calling 1-800-348-7709. You will receive a new PIN for each approval. Each PIN is valid only for a single purchase or lease.

The customer's name, social security number and relationship to you are required each time you call for a new approval/PIN.

Plan Administration is available to establish approvals and answer general questions Monday through Friday from 8:30 a.m. to 8:00 p.m. and Saturday from 10:00 a.m. to 4:00 p.m. EST.



Thank you for your continued support of the Ford Motor Company and its products.

Our records indicate that you authorized EITHER the purchase OR the Red Carpet lease of a new Ford Motor Company product under the 'A' or 'Z' Plan. The vehicle was delivered to: MARY L GRIFFIN by Planet Ford Inc.

If you did not authorize this transaction, please call 1-800-348-7709 to report the error. At the time this message was prepared, our records indicated that you have 2 Plan privileges remaining for the calendar year.

We appreciate your participation in the 'A' or 'Z' Plan.

AXZ Plan Administration

08/31/00

00745214334687563522

FEB 17, 2001 LOG RESPONSE SCREEN # 1

Store 01 FANDIO1

PORT 31 4913

PAGE 13 OF 16

OFFER DATE 02/17/2001
OFFER SEQUENCE NUMBER 2110
PURCHASE DATE
ECA APPROVED INDICATOR N
ENTRY TIME 03:17P
DECISION TIME 03:22P
ELAPSED TIME 00:05
DEALER PREFIX CODE A
DEALER NUMBER 180
FIRST NAME SHEILA
LAST NAME FLEMING
MIDDLE INITIAL M
GENERATION
FINANCED AMT 20500
CND/RJ 1 INSUFFICIENT DOWN
CND/RJ 2 LACK OF COLLATERA
CND/RJ 3
CND/RJ 4

```
FINANCE TERM 60
PRODUCT 1
PAYMENT 428
CLASS CODE 1
DECISION CODE C
ANALYST ID FCOXW23
VERSION
TIER 4
INSERT STOP DATE
NEW/USED INDICATOR N
CO-BUYER(S)
```

(F4=FORWARD) (F3=BACK) (P=PRINT) _ _

~~10660122
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FEB 17, 2001 LOG RESPONSE SCREEN # 1

Store 01 FANDI01

PORT 31 4913

PAGE 13 OF 14

OFFER DATE 02/17/2001
OFFER SEQUENCE NUMBER 2110
PURCHASE DATE
ECA APPROVED INDICATOR N
ENTRY TIME 03:17P
DECISION TIME 03:22P
ELAPSED TIME 00:05
DEALER PREFIX CODE A
DEALER NUMBER 180
FIRST NAME SHEILA
LAST NAME FLEMING
MIDDLE INITIAL M
GENERATION
FINANCED AMT 17500
CND/RJ 1 INSUFFICIENT DOWN PAYMENT RELATED TO CONTRACT TERMS
CND/RJ 2 LACK OF COLLATERAL FOR AMOUNT OF CREDIT REQUESTED
CND/RJ 3
CND/RJ 4

FINANCE TERM 60
PRODUCT 1
PAYMENT 365
CLASS CODE 1
DECISION CODE C
ANALYST ID FCDXW23
VERSION
TIER 4
INSERT STOP DATE
NEW/USED INDICATOR N
CO-BUYER(S)

(F4=FORWARD) (F3=BACK) (P=PRINT)_ _

Allstate®

You're in good hands.

PAYMENT RECEIPT

Allstate Insurance Company
Northbrook, IllinoisAgent Name : LINDA CLARK
Agent Number : 066708
Agent Address : 2107 State Route 725
Dayton, OH 45459

Receipt No. : 32204

Business Phone: 937-439-3166 OFFICE

Payment Date: 5 / 26 / 2000

Payment Time: 14 : 27 : 29

Amount Received: 130.00 CASH

Total Received : \$ 130.00

The above amounts were applied to the following policy(ies)

Policy/App Number	Eff. Date	Policy Type	Line	Amount Applied
[REDACTED]	06/28	AUTO-INDEM	019	\$ 130.00

Customer Name/Address

[REDACTED]
DAYTON, OH [REDACTED]
Agent Signature

TRANS UNION CREDIT REPORT

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[The page contains a large, solid black rectangular area, likely representing redacted content or a placeholder for an image.]

BDC APPOINTMENT SHEETBDC REP: YvonneSALES FLOOR: S. Miller

CUSTOMER #: (W) _____

VEHICLE INTEREST: MAKE Ford MODEL Focus YR 00/01

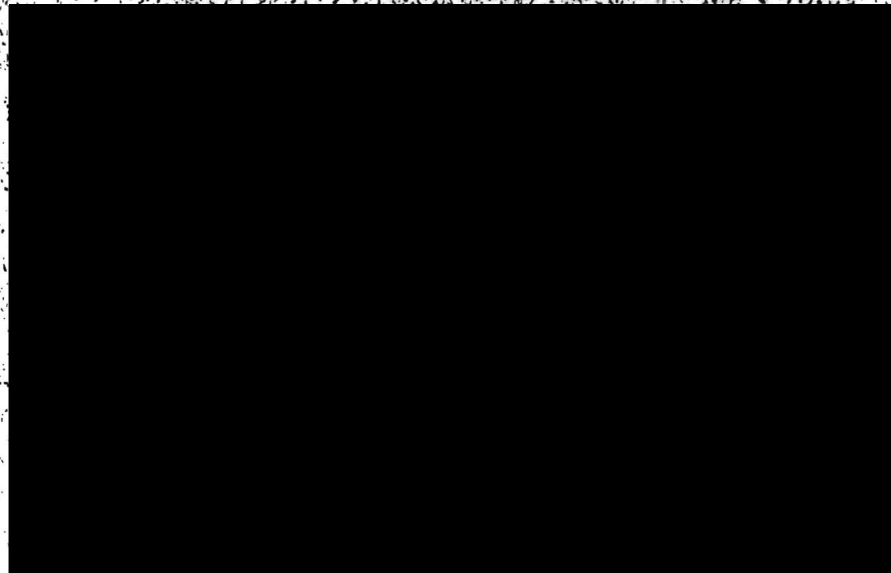
TRADE INFO: MAKE _____ MODEL _____ YR _____

APPOINTMENT DATE 2.16.01TIME 12:00FOLLOW-UP DATE: 2.17.01

COMMENTS: Customer referred to Shaun Miller. Will only deal w/ him and set Appt for 12:00 Friday.

RESULT:

2x 7.9





Interstate Ford, Inc.

125 S. ALEX RD. • MARIETTA, OHIO 45342 • TELEPHONE (513) 866-0781

MIDDLETOWN (513) 422-0541

FAX # (513) 866-2340




PURCHASE OF NON-CREDIT RELATED INSURANCE AND OTHER ANCILLARY PRODUCTS AND SERVICES

I understand that the purchase of non-credit related insurance and other ancillary products and services is voluntary and not a condition of obtaining the requested loan. I understand that insurance benefits will be paid to any beneficiary I designate. I understand that I have the option of paying for the following items directly or with loan proceeds and have chosen to pay as follows:

☐ Loan Proceeds

☐ Non-Loan Proceeds

(Describe product or service)	(Total Cost)	(Telephone or address for additional information)
FORD ESP P/C	995.00	(937)866-0781
(Describe product or service)	(Total Cost)	(Telephone or address for additional information)
	NONE	
(Describe product or service)	(Total Cost)	(Telephone or address for additional information)
DEFICIENCY WAIVER ADDENDUM	495.00	(937)866-0781
(Describe product or service)	(Total Cost)	(Telephone or address for additional information)

I hereby acknowledge that I (1) requested the purchase of the above item(s) prior to the completion of the loan documents, (2) received and read literature specifying the time period in which I may cancel the non-credit related insurance or other ancillary products or services identified above and receive a full or partial refund, if applicable, (3) understand that this document does not cover the purchase of physical damage insurance on the vehicle I desire to purchase with loan proceeds, and (4)  retire before signing below.

Borrower
Signs

Co-Borrower
Signs

Credit life or credit accident and health insurance is protection for both the buyer and seller.

You are entitled to a copy of the policy or certificate of insurance within thirty days after credit is extended.

You ARE NOT required to buy credit life insurance or credit accident and health insurance from any particular company or agent. You may use existing policies if insurance is required as additional security.

If you buy credit life insurance, the proceeds will be used to reduce or payoff your unpaid loan or indebtedness when you die. Any insurance proceeds in excess of the amount required to pay off the loan will be paid to your beneficiary or estate.

READ your policy or certificate CAREFULLY for what the policy DOES NOT cover. For example: Some policies do not pay disability benefits unless you are disabled for 14 or 30 days or if you have a preexisting condition. Some policies will not provide coverage if you are over age 65. See the policy for details on these.

You may not be eligible for credit accident and health insurance unless you now work at least thirty hours per week.

The customer, debtor or lessee, shall use this mandated disclosure form and shall initial the appropriate boxes below.

By initialing below, the customer, debtor or lessee acknowledges that he has accepted or declined credit life or credit accident and health insurance.

☐

1. ACCEPTS CREDIT LIFE INSURANCE

☒ S. F

2. DECLINES CREDIT LIFE INSURANCE

☐

3. ACCEPTS CREDIT ACCIDENT AND HEALTH INSURANCE

☒ S. F

4. DECLINES CREDIT ACCIDENT AND HEALTH INSURANCE

IT IS THE INTENT OF THIS FORM THAT THE DISCLOSURES ARE EASILY SEEN.



FORD MOTOR COMPANY

CUSTOMER CASH PAYMENT AUTHORIZATION

CUSTOMER INFORMATION

[REDACTED] M [REDACTED]
 First Name M.I. Last or Business Name

VEHICLE INFORMATION

1FAFP53U61 [REDACTED] 02/17/01
 Vehicle Identification Number (VIN) Delivery Date
 5505 42273
 STK # DEAL #

INCENTIVE INFORMATION

1100	1000.00	
Program Number	Dollar Amount	Authorization #
Program Number	Dollar Amount	Authorization #
Program Number	Dollar Amount	Authorization #
Program Number	Dollar Amount	Authorization #

CUSTOMER MUST SELECT AND SIGN OPTION "A" OR "B" BELOW

"A" Dealership Assignment

Use this section to assign payment to the dealer.
 I acknowledge that I have taken delivery of the vehicle identified above.
 Incentive(s) to the selling dealer.

02/17/01

Date

I have read and understand the program rules and provisions and agree to
 comply with the requirements described therein. I certify that the above customer
 qualifies for program incentive(s). Records supporting the validity of this claim are
 available at this dealership for examination by Ford.

Authorized Dealership Signature

02/17/01

Date

"B" Direct Payment to Customer

Use this section to obtain payment direct from Ford.
 I acknowledge that I have taken delivery of the vehicle identified above.
 Please mail check directly to me.

Customer's Signature

Date

I have read and understand the program rules and provisions and agree to
 comply with the requirements described therein. I certify that the above
 customer qualifies for program incentive(s). Records supporting the validity of
 this claim are available at this dealership for examination by Ford.

Authorized Dealership Signature

Date

The Reynolds and Reynolds Co.

PE12-005 000057LP PEER

OCT 29 2001 11:54

10/29/2021 11:33 19378662340

AGREEMENT TO PROVIDE INSURANCE

TO: FORD MOTOR CREDIT COMPANY, P.O. BOX 5245, SPRINGFIELD, OH 45501

UNDERSTAND THAT THE VEHICLE LISTED BELOW MUST BE COVERED BY BOTH COLLISION AND COMPREHENSIVE COVERAGES, OR FIRE AND THEFT AND COMBINED ADDITIONAL COVERAGES AND WITH \$1,000 MAXIMUM DEDUCTIBLES. INSURANCE MAY BE OBTAINED FROM A PERSON OF YOUR CHOICE.

My present insurance coverage includes the required coverage. I WILL MAINTAIN CONTINUOUS INSURANCE through the insurance company shown below, requesting my agent to note the lienholder's interest in the vehicle and endorse the policy with a loss payable endorsement in favor of the Lienholder at the above address.

Year	Make	Model	Body Style	Vehicle Identification Number
2001	FORD	TAURUS	SE 2V 4DR SEDAN	1FAFP53U61G [REDACTED]

PURCHASER		INSURANCE COMPANY	
Name	[REDACTED]	Name (If Known)	ALLSTATE INS
Street Number	[REDACTED]	Policy or Binder No.	[REDACTED]
City	WEST CARROLLTON OH	Effective Dates	From: [REDACTED] To: [REDACTED]
State		Coverage	<input type="checkbox"/> FIRE, THEFT, CAC <input type="checkbox"/> COLLISION <input type="checkbox"/> COMPREHENSIVE <input type="checkbox"/> DEDUCTIBLE \$
Zip		MAXIMUM DEDUCTIBLE - \$1000	

INSURANCE AGENT	
Agent Name	LINDA CLARK
Street Number	
City	
State	
Zip	

For Ford Credit Use Only:	
FORD CREDIT	[REDACTED]
Signature	[REDACTED]
Date	02/17/01
Date	02/17/01

FC 18206 JUN 98 Prev. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
(See Procedure 751)



FC182060698

DEALER COPY

INTERSTATE FORD

PAGE 26

KX	2001 TAURUS SE 4-DOOR SEDAN	19035 00	17606 00
K2	GRAPHITE BLUE CLEARCOAT MET		
99U	MEDIUM GRAPHITE CLOTH BUCKET		
44L	3.0L 2V 6-CYL ENGINE	NC	NC
T22	AUTO OVERDRIVE TRANSMISSION	NC	NC
184	P215/60RX16 ALL SEASON TIRE	NC	NC
21A	6-PASS SEATING W/FLIP-FOLD CON	NC	NC
	POWER DRIVER SEAT	395 00	352 00
	ADJUSTABLE PEDALS	120 00	107 00
	TOTAL VEHICLE & OPTIONS	19550 00	18065 00
	DESTINATION & DELIVERY	600 00	600 00
	SCHEDULE A (MEMO)	.00	

TOTAL FOR VEHICLE

20150 00

10 U.S. GAL GAS FACTORY
 BATCH-ID YH22104978 N RA 2X
 PRICE LEVEL 120180P53
 SHIPPING WEIGHT 3202 LBS.

21 00

VIN: 1FAFP53U61

5505
 09-0700

2-17-01

WEST CARROLLTON OH

FMCC RETAIL /0

S MILLER 40408 3374

0485X

10 miles

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

FORD/FMCA ASSESSMENT	INVOICE TOTAL	LESS OFFER FOR CASH ACCOUNT	LESS AMOUNT FINANCED FROM DEALER ACCOUNT	NET AMOUNT LESS FINANCE & TAX COST	A PLAN
40.00	18726.00	587.00		18139.00	17840.00

587.00 16.00 459.00 .00 571.00 17331.00

SOLD TO

Interstate Ford Inc
 125 Alexandersville
 Miamisburg OH 45342

47C211

SHIP TO (IF OTHER THAN ABOVE)

88AP3
 Chuck George's Prep Center
 2901 South Dixie Highway
 Dayton OH 45409

SHIP THROUGH

YR	MO	STATE	CA79
2	0	OH	
DATE INV PREPARED		ITEM NUMBER	TRAILER
08/22/00		47-3230	K2 04

INVOICE & UNIT IDENTIFICATION NO

1FAFP53U6

FINAL ASSEMBLY POINT

CHICAGO

FINANCE COMPANY AND/OR BANK

FORD MOTOR CREDIT

000001

2001 TAURUS SE 4-DOOR SEDAN	17055	00	17055	00
KX GRAPHITE BLUE CLEARCOAT MET	NC		NC	
K2 MEDIUM GRAPHITE CLOTH BUCKET	NC		NC	
99U 3.0L 2V 6-CYL ENGINE	NC		NC	
44L AUTO OVERDRIVE TRANSMISSION	NC		NC	
T22 P215/60RX16 ALL SEASON TIRE	NC		NC	
184 6-PASS SEATING W/FLIP-FOLD CON	NC		NC	
21A POWER DRIVER SEAT	395	00	352	00
59C ADJUSTABLE PEDALS	120	00	107	00
TOTAL VEHICLE & OPTIONS	19550	00	18065	00
DESTINATION & DELIVERY	600	00	600	00
SCHEDULE A (MEMO)				

TOTAL FOR VEHICLE

20150 00

10 U.S. GAL GAS FACTORY
 BATCH-ID YH22104978 N RA 2X
 PRICE LEVEL 120180P53
 SHIPPING WEIGHT 3202 LBS.

21 00

VIN: 1FAPP53U61G

5505
 09-0700

0485X

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/UMDA ASSESSMENT	INVOICE TOTAL	LESS MERCHANDISE FOR DEBIT ACCOUNT	LESS ADJUSTMENTS FOR DEBIT DEALER ACCOUNT	INVOICE TOTAL & NET COST	A PLAN
40.00	18726.00	587.00		18139.00	17840.00

587.00 16.00 459.00 .00 571.00 17331.00

SOLD TO

Interstate Ford Inc
 125 Alexandersville
 Miamisburg OH 45342

47C211

SHIP TO (IF OTHER THAN ABOVE)

88AP3
 Chuck George's Prep Center
 2901 South Dixie Highway
 Dayton OH 45409

TO	IN	STATE	DATE	BY	PREPARED	ITEM NUMBER	ITEM	ITEM
2	0	OH	08	22	00	47-3230	K2	04

CA79

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NO

1FAPP53U61G

FINAL ASSEMBLY POINT

INTERSTATE FORD

FINANCE COMPANY AND/OR BANK

19378662344

10/29/2021 11:33

FINAL WORKSHEET

AGREEMENT TO PURCHASE

INTERSTATE FORD, Inc.
125 S. Alex Rd.
MIAMISBURG, OHIO 45342

PURCHASE CONTRACT

42223

SALESPERSON Shannon Miller 811

DATE 2-17-01

I (we) hereby order from you, subject to all terms, conditions and agreements contained herein, and the ADDITIONAL CONDITIONS printed on the reverse side hereof, the following

PURCHASER(S)

ADDRESS

CITY W.C.

STATE OH ZIP

HOME PHONE

COUNTY MONT

WORK PHONE

SOCIAL SECURITY NUMBER(S) BUYER

STOCK #

5505

VIN

1FAFP53U616

CO-BUYER

YEAR 2001

MAKE Ford

☒ NEW

☐ USED

☐ DEMO

COLOR Blue CC M.C.

DELIVERY TIME/DATE

INSURANCE COMPANY

AGENT

POLICY #

ADDRESS

CITY

STATE

ZIP

PHONE #

EFFECTIVE DATE

FULL OR LIAB COVERAGE

DED:COMP

COLL

MARKET VALUE

20,150

TRADE VALUE

11576⁹¹

APPROX. PAYOFF

LP &
ADN III LP &
\$1700

36 month lease

DOWN PAYMENT
(most lenders require 20%)

2000 Total money
Hold check
for \$500 until Thursday
2-22-01

PAYMENT

525 X 66 months

19 X 347 Per month = 12492
remaining 1924

Peterson's Ford 19327-228-7921

PAYOFF \$ 11576

TO WHOM FMC Petros

PREFERRED
ALTERNATIVE DOWN

PAYMENT
(If Qualified)

PREFERRED
ALTERNATIVE PAYMENT

(If Qualified)

GIVEN BY

GOOD TILL BY WHOM

I AUTHORIZE AN INVESTIGATION OF MY CREDIT HISTORY, EMPLOYMENT HISTORY, AND THE RELEASE OF THAT INFORMATION. ALL SALE FIGURES SUBJECT TO APPROVAL BY TAXES, STATE AND LOCAL, AND MANAGEMENT APPROVAL.

PURCHASER'S APPROVAL

X

X

TRADE INFORMATION

LIC #

TITLED TO

YEAR 1999

MAKE Ford

MILES 29294

MODEL Escort

VIN 1FAFP13P9KW

CYL 4CYL

COLOR Green

AUTO ☒

MANUAL ☐

AIR ☒

CONDITION PW PL Tilt Cruise Alloys Keyless Entry

ADDITIONAL PARTS OR LABOR PROMISED

1. _____ 4. _____
2. _____ 5. _____
3. _____ 6. _____

CUSTOMER'S APPROVAL X

MANAGER'S APPROVAL X

WESTERN DIVERSIFIED LIFE INSURANCE COMPANY

(Herein called "We," "Us," or "Our")

P.O. Box 770, Deerfield, Illinois 60015-0770



Certificate No.

708227

CERTIFICATE EVIDENCING GROUP INSURANCE COVERAGE

SCHEDULE

PRINCIPAL DEBTOR (called you or your)		AGE (MAX. 65)	CO-DEBTOR (LIFE INSURANCE ONLY)		AGE (MAX. 65)
LAST	FIRST	INITIAL	LAST	FIRST	INITIAL
[REDACTED]		37	[REDACTED]		
CITY: CARROLLTON OH					
EFF. DATE	TERM DECREASING (MAX. 84 MONTHS)	EXPIRATION DATE	INITIAL AMOUNT OF INSURANCE (MAX. \$60,000)	MONTHLY BENEFIT (MAX. \$750.00)	GROUP POLICY NO.
[REDACTED]	60	02/19/2006	33137.40	552.29	
EFFECTIVE DATE	TERM LEVEL (MAX. 60 MONTHS)	EXPIRATION DATE	INITIAL AMOUNT OF INSURANCE (MAX. \$25,000)	APR	TERM OF LOAN (MONTHS)
[REDACTED]			N/A	11-90	60
CREDITOR FIRST BENEFICIARY (NAME AND ADDRESS)			SECOND BENEFICIARY (NAME AND ADDRESS)		
FORD MOTOR CREDIT			ESTATE		
8805 GOVERNORS HILL DR STE 230 CINCINNATI OH 45244			0488524806000WEST CARROLLTON OH 45449		
LIFE COVERAGES: <input type="checkbox"/> Gross Coverage <input type="checkbox"/> Net Coverage:					
Single Decreasing Term Life Insurance (Principal Debtor Only)			\$ 777.22		
Joint Decreasing Term Life Insurance			\$ N/A		
Single Level Term Life Insurance (Principal Debtor Only)			\$ N/A		
Joint Level Term Life Insurance			\$ N/A		
TOTAL DISABILITY BENEFITS: <input type="checkbox"/> Single Disability <input checked="" type="checkbox"/> Joint Disability					
Retroactive beginning with the 1st day of disability after 14 days of disability			\$ 1554.14		
Elimination beginning with the 1st day of disability after days of disability			\$ N/A		
INVOLUNTARY UNEMPLOYMENT BENEFIT:					
Monthly I.U.I. Benefit			\$ N/A		
TOTAL PREMIUM INCLUDING I.U.I.			\$ 2331.36		

WD5005-OH-IUI (Rev. 7/99)

Covering Pre-existing Conditions

STATEMENT OF INSURABILITY

WARNING - YOU MUST BE ELIGIBLE TO APPLY FOR INSURANCE

THE FOLLOWING ARE MY REPRESENTATIONS AND ACKNOWLEDGMENT OF INSURABILITY REQUIREMENTS

ELIGIBILITY REQUIREMENTS:

I am not eligible for any insurance if I have attained age 66 as of the Effective Date; or if I will have attained age 69 as of the Expiration Date of the loan.

I am not eligible for disability insurance if: (i) I am not the named Debtor in the Schedule above; or (ii) I have not been actively at work, in the full performance of all of the duties of my regular occupation, for an employer for salary or wages, for at least 30 hours per week during the 4 weeks preceding, and on the effective date as shown in the Schedule; or (iii) I have been disabled for a total of 60 days or more during the past 2 years.

You are not eligible to apply for the Insurance shown in the Schedule if the terms of your loan exceed the policy maximums found in the box labeled "Policy Maximums" in the Schedule above.

You are not eligible to apply for Involuntary Unemployment Insurance if: (a) you are not the named Insured in the Schedule above; or (b) you are self-employed; a seasonal worker or an independent contractor; or (c) you have not been actively at work, in the full performance of all of the duties of your regular occupation, for an employer for salary or wages, for the past twelve months for at least thirty (30) hours per week, or more.

APPLICATION:

1. I am not eligible for any life or disability insurance if I now have, or during the past 2 years have been seen, diagnosed or treated (including medication) for: (a) A condition, disease or disorder of the brain, heart, lung(s), liver, kidney(s), nervous system or circulatory system; or (b) Tumor; Cancer; Uncontrolled High Blood Pressure; Diabetes; Alcoholism; Drug Abuse; Emotional or Mental Disorder; Acquired Immune Deficiency Syndrome (AIDS); the Aids Related Complex (ARC); or received test results showing evidence of antibodies of the AIDS virus (HIV Positive).

2. I am not eligible for disability insurance if I now have, or during the past 2 years have been seen, diagnosed or treated (including medication) for a condition, disease or disorder of the neck, back, knee(s), any joint(s) or Carpal Tunnel Syndrome.

3. I am not insurable for Involuntary Unemployment Insurance if: I was told or have reason to believe that I may be involuntarily unemployed within the next twelve (12) months.

The sales representative is not authorized to waive or change any of the Insurability requirements or any provision of the Certificate.

A material misrepresentation as to the eligibility or insurability requirements described above may be used to void this Certificate.

Each coverage has maximum benefits payable. The death benefits may be less than the amount needed to pay off your loan balance. There are limits on the number and amount of monthly disability benefits and these benefits may not pay the total of your loan payments. Please see the "WHAT WE WILL PAY" paragraphs for these situations. Please see the "WHAT WE WILL NOT PAY" paragraphs for situations when no benefits will be paid.

As a result of your purchase of this insurance, compensation may be paid to the presenter of the insurance and/or the creditor.

15 Day Free Look-You have the right to terminate this insurance and receive a full refund, in the form of a credit against indebtedness, for all insurance premiums paid, if you mail or deliver written notice of termination to us or the creditor within 15 days of the Effective Date.

By signing below, I state that I have read and understand this Application and represent that I am eligible and insurable for the coverage as requested in the Schedule. I understand this insurance is not required to obtain credit. I agree that the issuance of this coverage takes place in and substantially affects interstate commerce. I agree that any dispute arising out of or relating in any way to this insurance, or the sale or solicitation of this insurance, shall be settled by binding arbitration. I agree to give up my right to seek remedies in court, including the right to a jury trial. I have detached and retained the "INSURED'S COPY" of this form and Certificate for my records.

THE AMOUNT OR TERM OF THIS INSURANCE MAY NOT COVER THE FULL AMOUNT OR TERM OF YOUR LOAN.

INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, CLAIM

Date 02/17/2001

Signature of Debtor

Social Security Number

Date of Birth

Date

WD-SI-OH-IUI-HI (Rev. 7/99)
PAGE 30

INTERSTATE FORD

19378662340

10/29/2001 11:39

WESTERN DIVERSIFIED LIFE INSURANCE COMPANY

(Herein called "We," "Us," or "Our")

P.O. Box 770, Deerfield, Illinois 60015-0770



Certificate No.

708227

CERTIFICATE EVIDENCING GROUP INSURANCE COVERAGE

SCHEDULE

PRINCIPAL DEBTOR (called you or your)		AGE	CO-DEBTOR (LIFE INSURANCE ONLY)		AGE
LAST	FIRST	(MAX. 65)	LAST	FIRST	(MAX. 65)
[REDACTED]		37	[REDACTED]		60
WEST CARROLLTON OH					
EFFECTIVE DATE	TERM DECREASING (MAX. 84 MONTHS)	EXPIRATION DATE	INITIAL AMOUNT OF INSURANCE (MAX. \$50,000)	MONTHLY BENEFIT (MAX. \$750.00)	GROUP POLICY NO.
02/17/2001	60	02/19/2006	33137.40	552.29	
EFFECTIVE DATE	TERM LEVEL (MAX. 60 MONTHS)	EXPIRATION DATE	INITIAL AMOUNT OF INSURANCE (MAX. \$25,000)	APR	TERM OF LOAN (MONTHS)
CREDITOR FIRST BENEFICIARY (NAME AND ADDRESS)			SECOND BENEFICIARY (NAME AND ADDRESS)		
FORD MOTOR CREDIT			ESTATE		
8805 GOVERNORS HILL DR STE 230 CINCINNATI OH 45245			088521180000 WEST CARROLLTON OH 45445		
LIFE COVERAGES: <input type="checkbox"/> Gross Coverage <input type="checkbox"/> Net Coverage: PREMIUM					
Single Decreasing Term Life Insurance (Principal Debtor Only)			\$ 777.22		
Joint Decreasing Term Life Insurance			\$ N/A		
Single Level Term Life Insurance (Principal Debtor Only)			\$ N/A		
Joint Level Term Life Insurance			\$ N/A		
TOTAL DISABILITY BENEFITS: <input type="checkbox"/> Single Disability <input checked="" type="checkbox"/> Joint Disability					
Retroactive beginning with the 1st day of disability after 14 days of disability			\$ 1554.14		
Elimination beginning with the 1st day of disability after 14 days of disability			\$ N/A		
INVOLUNTARY UNEMPLOYMENT BENEFIT:					
Monthly I.U.I. Benefit			\$ N/A		
TOTAL PREMIUM INCLUDING I.U.I.			\$ 2331.36		

WD5005-OH-IUI (Rev. 7/99)

Covering Pre-existing Conditions

Date of Cancellation _____ Original Life Premium \$ _____ % \$ _____ Refund

Date of Issue _____ Original Disability Premium \$ _____ % \$ _____ Refund

Time Elapsed _____ Total Refund \$ _____

129547370

04/09/1963

02/17/2001

APPLICATION FOR SERVICE CONTRACT
Ford and Non-Ford New and Used Vehicle Plans



P&A Code (including check digit)

1 F A F P 5 3 U 5 1 G

Vehicle Identification Number (17 Digits)

Is vehicle being registered Quality Certified (Ford/Mercury/Lincoln Assured/Non-Ford)? ☐ Yes ☒ No

CONTRACT TYPE: ☒ New ☐ Used

Signature Date
(Purchase Date)

In-Service Date
(Warranty Start Date)

PLAN INFORMATION

NEW ESP PLANS

- ☐ PowertrainCARE ☐ BaseCARE
☐ ExtraCARE ☒ PremiumCARE
Deductible for the above plans is \$50, unless deductible option is purchased.
☐ RentalCARE
☐ Quality Care Maintenance Protection Plan (Normal Schedule)
☐ Quality Care Maintenance Protection Plan (Optional Schedule)
Deductible for the above plans is \$0.

NEW PLAN OPTIONS

- ☐ \$0 Deductible ☐ Disappearing Deductible
☐ \$100 Deductible ☐ \$200 Deductible (75,000 or 100,000 mile plans only)
☐ First Day Rental (2-Day Rental for Quality Care Maintenance Protection Plan)

USED ESP PLANS

Used plans must be purchased at time of vehicle sale.

- ☐ Used PowertrainCARE ☐ Used BaseCARE
☐ Used ExtraCARE ☐ Used PremiumCARE
Deductible for the above plans is \$100, unless deductible option is purchased.
☐ Used RCL PremiumGUARD ☐ Used RCL ExtraGUARD
Deductible for the above plans is \$50.

USED PLAN OPTIONS

- ☐ Disappearing Deductible ☐ \$50 Deductible
☐ \$200 Deductible

PLAN PERIOD

Plan Months/Distance
Plan Months: 7
Plan Distance (no tenths): 0 0 0 0 0 0

Quality Care Maintenance Protection Plan Months/Distance

Plan Months:
Plan Distance (no tenths):

EXPIRATION INFORMATION

New Plans: The expiration of all New Vehicle Plan is calculated from the Original Factory Limited Warranty Start Date (WSD) and zero miles. Used Plans: For contracts purchased on Ford, Lincoln and Mercury vehicles prior to the expiration of the original factory limited warranty, this contract provides coverage from the expiration of the original factory limited warranty, up to the earlier of the Expiration Date or Expiration Distance indicated below. For contracts purchased on Non-Ford vehicles, this contract provides coverage from the Signature Date and Starting Distance up to the earlier of the Expiration Date or Expiration Distance indicated below.

Expiration Date: 0 2 1 7 0 7
Starting Distance (no tenths):
Expiration Distance (no tenths):

Plan Coverage Cost

Purchase Price \$ 995.00
Sales Tax \$ 64.68
Total Price \$ 1059.68

- FMCC financed: ☒ Yes ☐ No
Lienholder:
- Time Payment Plan ☐ 5-Month ☐ 10-Month
- Is this a police vehicle: ☐ Yes ☒ No (If yes, refer to Police Price Sheet.)

Additional Cost Features

- ☐ Diesel ☐ Commercial Business Use
☐ SHO, Turbo, Rotary, Supercharger, 4-Wheel/All Wheel Drive, Snow Plow
☐ New plan purchased after 12 months / 12,000 miles from WSD, whichever occurs first. (Not applicable for RentalCARE)

The following vehicles are not eligible for coverage: Taxi, livery/shuttle/commuter, emergency or tow vehicles, Mustang Cobra R, Saleen modified vehicles, branded, repossessed, or electric vehicles, and vehicles equipped with snow plows except as follows: New Ford/Lincoln/Mercury vehicles purchased with Snow Plow Prep packages 53C or 86M or 627 (7700 Payload Group V-8) are eligible for ESP New PowertrainCARE, BaseCARE, ExtraCARE, and PremiumCARE service contract plans with Plan Distance of less than 100,000 miles. The following vehicles are ONLY eligible for ESP New Vehicle PowertrainCARE and BaseCARE plans with \$50 deductible: Incomplete Ford vehicles with the first three VIN positions of 1FC, 1FD (Except body type E24, E14 or S24), 2FC, 2FD, 3FC, 3FD or 3FE. Incomplete Non-Ford vehicles are not eligible for coverage.

Non-Ford Vehicle Information
Must be completed to register

1. Vehicle Make:
2. Model:
3. Transmission ☐ Auto ☐ Manual
4. Drive Axle ☐ Front ☐ Rear ☐ 4x4

CUSTOMER INFORMATION

The purchase of a motor vehicle service contract is not required in order to purchase or obtain financing for a motor vehicle.

CONTRACT PURCHASER: The contract purchaser is the

First Name (PRINT) Last Name/Company Name (PRINT) WEST CARROLLTON
Street Address (Bldg./Apt. Number) City State Zip Code

I acknowledge and agree to the terms of the contract and the terms of the plan period section above. Upon acceptance of this agreement by ESP Headquarters, Contract Provisions will be mailed to me at the address

NOTE: This is an Application for Contract only. Coverage is not valid until accepted by ESP Headquarters.

DEALER INFORMATION

INTERSTATE FORD INC. 125 S. ALEX RD. MIAMISBURG OH 45342
Dealership Name Dealership Address
(937) 866-0781 Dealership Phone Number
Dealership Signature Dealership Fax Number

contract via ESPS and retain copy in customer's file at dealership.

ADMINISTRATOR: Ford Extended Service Plan Service Contract Admin. Unit P.O. Box 6045, Dearborn, MI 48121 1-800-521-4144
*PROVIDER: Ford or Ford Motor Service Company P.O. Box 6045, Dearborn, MI 48121 1-800-521-4144

PROVIDER IN FLORIDA ONLY: The American Road Insurance Co. (A Stock Insurance Company) P.O. Box 6045, Dearborn, MI 48121 Certificate of Authority #09079

*For the name of the provider in your state see your Contract Provisions documents. (For ESP plans on Non-Ford vehicles your selling dealer may be your provider.) FCB-5240, AUGUST 2000 Previous editions are invalid.

PE12-005 000066LP PEER

10/19/07 technicians
3 people test drove
Vehicle

did not duplicate
Concern, — would not
rev to 3000 kpm
They started out with air
control valve.

- However 10/11/07

did duplicate &
technician stated it
was dangerous

Hot line told technician
Someone would be there.

? Ask Bryan if he could put a
Flight Recorder on.

For cust. to hit button to record
each time it.

Although our FSE was unable

~~Even though we co~~

To alleviate concern as a goodwill
gest. we are offering assistance to
repair body damages - & Release!

Repair door as goodwill
gesture.

- If Recorder cannot be put
in vehicle.
- offer goodwill Repair.

- Bryan Farrington 19/22/07

- if we give vehicle back to owner
- he doesn't feel it's safe to drive
- because a technician duplicated it.

- Flight Recorder is able to be put on.

==>

DEALER: F47211 INTERSTATE FORD INC
 Address: 125 ALEXANDERSVILL
 City: MIAMISBURG
 State/Prov: OH ZIP/Postal: 45342
 Country: USA Trained: Y
 Dlr Phone: 937 866 0781
 Svc Phone: 937 866 0781
 Svc Hours: 7:00 AM - 6:00 PM
 Directions:

P&A Code: 02100
 Sales Region: 47 CINCINNATI
 Sales Zone: C
 FCSD Region: 47 CINCINNATI
 Market: B2
 Market Area:

A

C POSITION

Employee Name

com - Cedric Stone (Stone6)

DEALER/PARTNER
 FINANCE & INSUR MANAGER
 GENERAL MANAGER
 PARTS MANAGER
 SALES MANAGER

GEORGE, CHARLES H
 CLIFF, GRACE M
 GEORGE, VANGELA D
 NEFF, MICHAEL D
 ANGEL, LINVEL E

Gen Sales mgr
 Mark
 Home 865-9954
 (937) 866-2340

F1=Help

F2=IssueList

F7=Prev

F8=Next

F11=Menu

F12=Return

NO MORE RECORDS AVAILABLE

LPREL85

Spoke w/Connie
 concern: veh. kept pulling high idle.
 9/19/01 - First time was unable to verify
 Ran through Oasis - Some codes
 reprogrammed pc.

FSE: Bryan
 Farmington
 Knows about
 concern.

- A technician test drove w/cust. → Don't know the
 + she was able to verify concern. Cause:

10/11/01 - Cust. stated she backed up into a tree
 went out 3000 RPMs.

* Vehicle is
 still @ dealership
 Cust. is in
 Rental

- NO significant damage to vehicle.

- cust. feels vehicle is unsafe.

on (3) different times vehicle took off on her.
 on 10/16/01
 Bryan did inspect
 but didn't drive it.

Technician drove this morning 10/17/01
 did not verify it.

==>

VIN 1FAFP53U61 [REDACTED] Year: 2001 Model: TAURUS
Sale Type: Individual Rtl Trmt: WSD: 02/17/01
Name: MS [REDACTED]
Address: [REDACTED] Home Phone: [REDACTED]
Address: [REDACTED] Day Phone: [REDACTED]
City: DAYTON State/Province: OH
Zip/Postal: [REDACTED] Country: USA
Prev Owner: Owner Status: ORIGINAL
Issue Type: Odometer Reading: MI
Comm Type: Legal Issue Type:
Document Nbr: CAN Court Code:
Symptom Desc: CAN Award Code:
Reason Desc: Last Handled Date: 10/17/01
Action Desc:
Dealer:

----- Caller Information -----
Last Name: First Name: MI:
Day Phone: Relationship:
F1=Help F2=CustomerList F4=UpdCustInfo F5=AddComments F6=IssueList
F9=SympList F10=ReasonList F11=Menu F12=Return F13=DealerList
F14=ESP F15=WarrHistory F16=Recall/ONP F17=SpecCoverage F18=ActionList
RECORD FOUND LPREL85

Mosley, Tisha (T.S.)

From: Farrington, Bryan (B.)
Sent: Thursday, October 18, 2001 9:04 PM
To: Mosley, Tisha (T.S.)
Cc: Murphy, Walt (W.R.)
Subject: RE: RE: Ms. [REDACTED] 2001 Taurus VIN:1FAFP53U61G[REDACTED]-CASE#293482901

I looked at the vehicle on Tuesday. One of the technicians actually duplicated the concern with the owner, with the technician driving the vehicle. We were unable to duplicate the concern during my visit. Currently, the technician is test driving the vehicle back and forth to their home of an evening, we'll see if it will reoccur. The vehicle does have body damage to the right side doors.

Bryan Farrington
Field Service Engineer
(513)573-1084

-----Original Message-----

From: Mosley, Tisha (T.S.)
Sent: Thursday, October 18, 2001 2:26 PM
To: Farrington, Bryan (B.)
Subject: RE: Ms. [REDACTED] 2001 Taurus VIN:1FAFP53U61G[REDACTED]-CASE#293482901

Hello Bryan,
I have received a CAC contact regarding the customer stated above. The servicing dealership is Interstate Ford (02100). The customer is alleging the vehicle idles really high and it's hard to control. The very last incident she hit a tree, which she now feels the vehicle is unsafe to drive and is requesting a vehicle replacement. I have been informed by Connie at the dealership that you assisted with an inspection involving this vehicle and concern. I would like to request your results and also, if you have any availability to test drive the vehicle to verify the concern. My understanding is that the concern occurs intermittently. Please advise at your earliest convenience.

Thank you and have a Terrific Thursday!

Tisha Mosley
Consumer Affairs
Cincinnati Region
(313) 845-4637
Tmosley@Ford.com

Interstate Ford, Inc.

125 S. Alex Rd. MIAMISBURG, OHIO 45342

Telephone (937) 866-0781

DIRECT LINE TO SERVICE (937) 384-1737

SERVICE DEPARTMENT HOURS MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.



PARTS DEPT.
BODY SHOP
HOURS
MONDAY
THRU
FRIDAY
7:30 A.M.
TO
6:00 P.M.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
80F0Z1P 81F0Z02	CHG OIL AND FILTER 6000 MILE SERVICE	MI MO	24.41 0.00	80F0Z1PA 81F0Z05	CHG O&F-TRUCK 15000 MILE SERVICE	MI MI	25.50 0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/19/01	104746	13729	208	280	W	02F0Z06	IDLE FAST/SLOW
08/29/01	103528	12815	208	99	W	10F0Z04	NOISE DRIVING
				99	W	09F0Z99	MISC. TRANSMISSION
				247	W	15F0Z02	FLUID LOW/LEAK
06/01/01	98409	5335	212	280	C	81F0Z01	3000 MILE SERVICE
				280	W	06F0Z	STEERING/SUSPENSION

SALES/REPAIR DAMAGE: FRONT ☐ REAR ☐ L/A ☐ SERVICE FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐

8% OF LABOR CHARGE UP TO MAXIMUM OF \$10.00 FOR SHOP MATERIALS.	VEHICLE ID NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
	1FAEP53U61G	01/FORD/TAURUS/SE 2V 4DR SEDAN		5505		106203
	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
	27385	FORD ESP P/C	02/17/01	75		10/11/01
	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	CAR NO.	
	GRAHITE/GRAPHITE		02/17/07	80000	4324	1210
	TURBO	M/M/C	AIR COND.	P. S.	TRANS	MILEAGE
						14785
	RESIDENCE PHONE	BUSINESS PHONE	TERMS	NOTICE		
	937-358-0523	937-436-2273	<input type="checkbox"/> CASH <input type="checkbox"/> CHARGE <input type="checkbox"/> WARRANTY	IN THE EVENT YOU RECEIVE A RENTAL CAR UNDER YOUR EXTENDED WARRANTY AND THE ITEMS ARE NOT COVERED YOU WILL BE RESPONSIBLE FOR PAYMENT FOR THE USE OF THE VEHICLE.		
CALL WHEN READY	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or amount left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Customer acknowledges receipt of a copy hereof and the accuracy of the description.		
<input type="checkbox"/> Yes <input type="checkbox"/> No	07:15pm	08/29/01 10:00pm				
APPOINTMENT	STATE REG# E	LABOR RATE	CUSTOMER'S SIGNATURE			
<input type="checkbox"/> Yes <input type="checkbox"/> No			PAYMENT IS EXPECTED AFTER SERVICES ARE RENDERED UNLESS OTHER ARRANGEMENTS ARE MADE. PAST DUE ACCOUNTS ARE SUBJECT TO A 1.5% PER MONTH FINANCE CHARGE WHICH IS AN ANNUAL PERCENTAGE RATE OF 18%.			

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

COMMENTS: TECH TO ROADTEST WITH CUSTOMER

W 02F0Z99

MISC. DRIVABILITY

CUST STATES CAR WAS STOPPED PUT IN REVERSE PUSHED GAS TO GO THEN PUSHED BRAKE AND CAR DIDNT STOP ENGINE MADE ACCEL NOISE

Put in ESP Rental
01-08-01

INS. CO.	PHONE
ADJUSTER	DEDUCTIBLE
RELEASE	
REPLACED PARTS WILL BE RETURNED UNLESS OTHERWISE SPECIFIED.	
DISCARD OLD PARTS	
ESTIMATE	
(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.	
WRITTEN ESTIMATE	ORAL ESTIMATE
In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.	
ORG. ESTIMATE	CUST. ACCEPTANCE
	DATE
\$	TIME
INITIAL HERE	BY

LIMITED WARRANTY
This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A COPY OF THIS REPAIR ORDER MUST BE PRESENTED.)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
DISCARD
Parts replaced under warranty or to be rebuilt or sold by us will not be returned. All other parts will be made available to you.

PAGE 1 OF 1 106203

SERVICE FILE COPY



Interstate Ford, Inc.

125 S. Alex Rd. MIAMISBURG, OHIO 45342

Telephone (937) 866-0781

DIRECT LINE TO SERVICE (937) 384-1737

SERVICE DEPARTMENT HOURS MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.



PARTS DEPT.
BODY SHOP
HOURS
MONDAY
THRU
FRIDAY
7:30 A.M.
TO
6:00 P.M.

Tish 10/17/01

AHn: Tish
RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
80F0Z1P 81F0Z02	CHG OIL AND FILTER 6000 MILE SERVICE	MI MO	24.41 0.00	80F0Z1PA 81F0Z05	CHG O&F-TRUCK 15000 MILE SERVICE	MI MI	25.50 0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/19/01	104746	13729	208	280	W	02F0Z06	IDLE FAST/SLOW
08/29/01	103528	12815	208	99	W	10F0Z04	NOISE DRIVING
				99	W	09F0Z99	MISC. TRANSMISSION
				247	W	15F0Z02	FLUID LOW/LEAK
06/01/01	98409	5335	212	280	C	81F0Z01	3000 MILE SERVICE
				280	W	06F0Z	STEERING/SUSPENSION

SALES REPRESENTATIVE: FRONT ☐ REAR ☐ L/R ☐ SERVICE FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐

8% OF LABOR CHARGE UP TO MAXIMUM OF \$10.00 FOR SHOP MATERIALS.	VEHICLE I.D. NO. 1FAFP53U61G	YEAR/MAKE/MODEL 01/FORD/TAURUS/SE 2V 4DR SEDAN	PRODUCTION DATE 5505	STOCK NO. 5505	LICENSE NO. 106203
	CUSTOMER NO. 27385	SERVICE CONTRACT FORD ESP P/C	DELIVERY DATE 02/17/01	DELIVERY MILES 75	SELLING DEALER NO. 10/11/01
	COLOR GRAHITE/GRAPHITE	CONTRACT NO.	EXPIRATION DATE 02/17/07	EXPIRATION MILES 60000	CAR NO. 1210
	TURNED IN 02/17/07	AIR COND. P. S. TRANS 14785	ADVISOR NO. 208	ADVISOR PATRICK GRIFFY	
CALL WHEN READY <input type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 01:13pm	DATE/TIME PROMISED 08/29/01 10:00pm	PRIORITY	TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CHARGE <input type="checkbox"/> WARRANTY	
APPOINTMENT <input type="checkbox"/> Yes <input type="checkbox"/> No	STATE REG# E	LABOR RATE	NOTICE IN THE EVENT YOU RECEIVE A RENTAL CAR UNDER YOUR EXTENDED WARRANTY AND THE ITEMS ARE NOT COVERED, YOU WILL BE RESPONSIBLE FOR PAYMENT FOR THE USE OF THE VEHICLE.		
OB	PAYMENT IS EXPECTED AFTER SERVICES ARE RENDERED UNLESS OTHER ARRANGEMENTS ARE MADE. PAST DUE ACCOUNTS ARE SUBJECT TO A 1.5% PER MONTH FINANCE CHARGE WHICH IS AN ANNUAL PERCENTAGE RATE OF 18%.				

ORIGINAL CUSTOMER ESTIMATE: TOTAL
X----- 0.00

COMMENTS: TECH TO ROADTEST WITH CUSTOMER

W 02F0Z99

MISC. DRIVABILITY

CUST STATES CAR WAS STOPPED PUT IN REVERSE PUSHED GAS TO GO THEN PUSHED BRAKE AND CAR DIDNT STOP ENGINE MADE ACCEL NOISE

Put in ESP Rental
01-08-01

This is
Current R.O.
No work performed

INS. CO.	PHONE
ADJUSTER	DEDUCTIBLE
RELEASE	
REPLACED PARTS WILL BE RETURNED UNLESS OTHERWISE SPECIFIED.	
DISCARD OLD PARTS	
ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.	
WRITTEN ESTIMATE	ORAL ESTIMATE
In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.	
ORG. ESTIMATE	CUST. ACCEPTANCE
\$	\$
INITIAL HERE	DATE
	TIME
	BY
LIMITED WARRANTY This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A COPY OF THIS REPAIR ORDER MUST BE PRESENTED.)	
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.	
REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.	
Parts replaced under warranty or to be rebuilt or sold by us will not be returned. All other parts will be made available to you.	

PAGE 1 OF 1 106203

SERVICE FILE COPY



Interstate Ford, Inc.

125 S. Alex Rd. MIAMISBURG, OHIO 45342

Telephone (937) 866-0781

DIRECT LINE TO SERVICE (937) 384-1737

SERVICE DEPARTMENT HOURS MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.



PARTS DEPT.
BODY SHOP
HOURS
MONDAY
THRU
FRIDAY
7:30 A.M.
TO
6:00 P.M.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

NOTICED BODY DAMAGE: FRONT ☐ REAR ☐ L/R ☐ R/R ☐ FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐

8% OF LABOR CHARGE UP TO MAXIMUM OF \$10.00 FOR SHOP MATERIALS.	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. D. NO.
	1FAFP53U61G	01/FORD/Taurus/SE 2V 4DR SEDAN		5505		85036
	INTERSTATE FORD INC 125 S.ALEX RD. MIAMISBURG, OHIO	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
		1				09/06/00
CALL WHEN READY <input type="checkbox"/> Yes <input type="checkbox"/> No	RESIDENCE PHONE 937-866-0781	BUSINESS PHONE 937-866-0781	TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CHARGE <input type="checkbox"/> WARRANTY		NOTICE	
	TIME RECEIVED 03:43pm	DATE/TIME PROMISED 09/06/00 10:00pm	PRIORITY	IN THE EVENT YOU RECEIVE A RENTAL CAR UNDER YOUR EXTENDED WARRANTY AND THE ITEMS ARE NOT COVERED YOU WILL BE RESPONSIBLE FOR PAYMENT FOR THE USE OF THE VEHICLE.		
APPOINTMENT <input type="checkbox"/> Yes <input type="checkbox"/> No	STATE REG# E		LABOR RATE	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part shipments by the supplier or transporter. I hereby grant you and/or your employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Customer acknowledges receipt of a copy hereof and the accuracy of the description.		
JOB	CUSTOMER'S SIGNATURE			PAYMENT IS EXPECTED AFTER SERVICES ARE RENDERED UNLESS OTHER ARRANGEMENTS ARE MADE. PAST DUE ACCOUNTS ARE SUBJECT TO A 1% PER MONTH SERVICE CHARGE WHICH IS AN ANNUAL PERCENTAGE RATE OF 18%.		

ORIGINAL CUSTOMER ESTIMATE: TOTAL
X----- 0.00

1 I 60FOZ NEW CAR DEPARTMENT
PREP

Jim Williams

PAGE 1 OF 1 85036

SERVICE FILE COPY

INS CO.	PHONE
ADJUSTER	DEDUCTIBLE
RELEASE	
REPLACED PARTS WILL BE RETURNED UNLESS OTHERWISE SPECIFIED.	
DISCARD OLD PARTS	
CUSTOMER DETAILS Parts required pursuant to manufacturer's warranty are retained by INTERSTATE FORD, INC. for inspection by manufacturer. ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.	
ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE. WRITTEN ESTIMATE ORAL ESTIMATE I DO NOT REQUEST AN ESTIMATE	
In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.	
ORG. ESTIMATE	CUST. ACCEPTANCE
\$	\$
INITIAL HERE	DATE
	TIME
	BY
LIMITED WARRANTY This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A COPY OF THIS REPAIR ORDER MUST BE PRESENTED.)	
REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE	
DISCARD Parts replaced under warranty or to be rebuilt or sold by us will not be returned. All other parts will be made available to you.	
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.	



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BODY SHOP
HOURS
MONDAY
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7:30 A.M.
TO
6:00 P.M.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
80F0Z1P 81F0Z02	CHG OIL AND FILTER 6000 MILE SERVICE	MI MO	24.41 0.00	80F0Z1PA	CHG O&F-TRUCK	MI	25.50

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/29/01	103528	12815	201	99	W	10F0Z04	NOISE DRIVING
				99	W	09F0Z99	MISC. TRANSMISSION
08/01/01	98409	5335	212	247	W	15F0Z02	FLUID LOW/LEAK
				280	C	81F0Z01	3000 MILE SERVICE
09/06/00	85C36	5	140	280	W	06F0Z	STEERING/SUSPENSION
				99	I	60F0Z	NEW CAR DEPARTMENT

SALES PERSON NO. DAMAGE: FRONT ☐ REAR ☐ L/A ☐ R/A ☐ SERVICE FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐

8% OF LABOR CHARGE UP TO MAXIMUM OF \$10.00 FOR SHOP MATERIALS.	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. D. NO.
	1FAFP53U61G	01/FORD/TAURUS/SE 2V 4DR SEDAN	02/17/01	5505		104746
CALL WHEN READY <input type="checkbox"/> Yes <input type="checkbox"/> No	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. D. DATE
	27385	FORD ESP P/C	02/17/01	75		09/19/01
APPOINTMENT <input type="checkbox"/> Yes <input type="checkbox"/> No	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	CAR NO.	
	GRAHITE/GRAPHITE		02/17/07	60000	1219	
JOB	TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE
		FOZZ				13729
	ADVISOR NO.	ADVISOR				
	208	PATRICK GRIFFY				

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

COMMENTS: DROPPED OFF FOR FRIDAY APPT

W. 02F0Z06

IDLE FAST/SLOW
CUST STATES WHEN BRAKING CAR KEPT PULLING AS IF SHE WAS
STEPPING ON THE GAS PEDAL HAS HAPPENED TWICE IN THE LAST WEEK

ESP Rental car

INS. CO. 7NOV. 057810

LOANER-2-56.00

REPLACED PARTS WILL BE RETURNED UNLESS OTHERWISE SPECIFIED.

DISCARD OLD PARTS

(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE

WRITTEN ESTIMATE OR I DO NOT REQUEST AN ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the disassembly, repair or service.

ORG. ESTIMATE CUST. ACCEPTANCE AUTH. ADDITIONAL DATE

\$ INITIAL HERE \$ BY

INITIAL HERE

LIMITED WARRANTY

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A COPY OF THIS REPAIR ORDER MUST BE PRESENTED.)

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REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

DISCARD Parts replaced under warranty or to be rebuilt or sold by us will not be returned. All other parts will be made available to you.

BACK OF HARD
COPY RO 104746

280

was test no loads.
fuel pressure Pass
Injector flow test Pass
Power Balance test Pass
monitor P.S. Baro only 148
Replace mass air flow sensor
Reprogram PCM to later Calibrat
Retest Baro now 155

LABOR RECORD

PART RETURN

TIME CLOCK

ON

OFF

SEP 20 11:18

OFF

SEP 21 8

OFF

SEP 21 1

ON

OFF

ON

OFF

ON

OFF

ON

OFF

CAUSE

CAUSE

WARRANTY PARTS RETURN RECEIPT

ITEM	DATE	REC'D BY
1. 123579	9-21	2
2.		
3.		
4.		
5.		
6.		
7.		
8.		

Oct 17 01 04:23P michael neff

165-1118

DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA		TECHNICIAN'S COMMENTS INCLUDE DESCRIPTION OF CAUSE	CONDI- TION CODE	EMP NO.	LABOR RECORD	
					PARTS RETURN	DATE
Back of 20		CAUSE:				1
		gso				0
		98409				0
		gso				0
		CAUSE:				0
		gso				0
		98409				0
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Interstate Ford, Inc.

125 S. Alex Rd. MIAMISBURG, OHIO 45342

~~Telephone (937) 866-0781~~

DIRECT LINE TO SERVICE (937) 384-1737

SERVICE DEPARTMENT HOURS MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.



PARTS DEPT.
BODY SHOP
HOURS
MONDAY
THRU
FRIDAY
7:30 A.M.
TO
6:00 P.M.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
80FOZ1P	CHG OIL AND FILTER	MI	24.41	80FOZ1PA	CHG O&F-TRUCK	MI	25.50
81FOZ02	6000 MILE SERVICE	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/06/00	85036	5	140	99	1	60F0Z	NEW CAR DEPARTMENT
First Time Visit							

DATE/EXP/SD/NO DAMAGE: ☐ REAR ☐ L/R ☐ ~~RESERVE~~ ☐ FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐

8% OF LABOR CHARGE UP TO MAXIMUM OF \$10.00 FOR SHOP MATERIALS	VEHICLE I.D. NO. 1FAFP53U61G		YEAR/MAKE/MODEL 01/FORD/TAURUS/SE 2V 4DR SEDAN				PRODUCTION DATE 5505		STOCK NO. 5505		LICENSE NO.		R.O. NO. 98408	
	27385		CUSTOMER NO. 27385		SERVICE CONTRACT FORD ESP PIC		DELIVERY DATE 02/17/01		DELIVERY MILES 75		SELLING DEALER NO.		R.O. DATE 06/01/01	
	WEST CARROLLTON, OH		COLOR GRAHITE/GRAPHITE		CONTRACT NO.		EXPIRATION DATE 02/17/07		EXPIRATION MILES 60000		CAR NO. T93			
			TURBO MPAC		FOZZ		AIR COND.		P. S.		TRANS		MILEAGE 5335	
CALL WHEN READY <input type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 09:47am		DATE/TIME PROMISED 06/01/01 05:00pm		PRIORITY		TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CHARGE <input type="checkbox"/> WARRANTY		NOTICE IN THE EVENT YOU RECEIVE A RENTAL CAR UNDER YOUR EXTENDED WARRANTY AND THE ITEMS ARE NOT COVERED YOU WILL BE RESPONSIBLE FOR PAYMENT FOR THE USE OF THE VEHICLE.					
	STATE REG# E		LABOR RATE		I hereby authorize the repair work herein set forth to be performed on my vehicle along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transportation. I hereby authorize your employee's permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Customer acknowledges receipt of vehicle and the accuracy of the description.									
<input type="checkbox"/> Yes <input type="checkbox"/> No	CUSTOMER'S SIGNATURE													

JOB		ORIGINAL CUSTOMER ESTIMATE: TOTAL 31.29		PAYMENT IS EXPECTED AFTER SERVICE SUBJECT TO 1.0% PER MONTH FINANCE CHARGE WHICH IS AN ANNUAL PERCENTAGE RATE OF 12%	
X-----		C 81FOZ01 1P 250P		WS. CO. PHONE	
COMMENTS : WAIT		3000 MILE SERVICE Oil & Filter Special 3.DL 91/01 Perform multi-point inspection A11		ADJUSTER DEDUCTIBLE	
1		200 0.4		RELEASE	
2		w App 200		REPLACED PARTS WILL BE RETURNED UNLESS OTHERWISE SPECIFIED.	
3		482-33"		DISCARD OLD PARTS	
4		customer states hear rattle noise under vehicle while driving.		CUSTOMER INITIALS	
5		Add New Dealer		PARTS REQUESTED BY INTERSTATE FORD, INC. ARE GUARANTEED BY MANUFACTURER. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.	
6		N59		ESTIMATE	
7		5482		YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY FIVE DOLLARS. INITIAL YOUR CHOICE.	
8		33"		WRITTEN ESTIMATE ORAL ESTIMATE	
9		Add New Dealer		100 NOT REQUEST AN ESTIMATE	
10		5482		In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.	
11		33"		ORG. ESTIMATE CUST. ACCEPTANCE AUTH. ADDITIONS DATE	
12		Add New Dealer		TIME BY	
13		5482		INITIAL HERE \$	
14		33"		LIMITED WARRANTY	
15		Add New Dealer		This dealership warrants all new parts from the original equipment manufacturer. Labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within this period, the dealership will replace the defective parts and/or repair any defect in warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A COPY OF THIS REPAIR ORDER MUST BE PRESENTED.)	
16		5482		REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE	
17		33"		DISCARD	
18		Add New Dealer		Parts replaced under warranty or to be rebuilt or sold by us will not be returned. All other parts will be	
19		5482		ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.	
20		33"		SPECIFIED OTHERWISE.	
21		Add New Dealer		SPECIFIED OTHERWISE.	
22		5482		SPECIFIED OTHERWISE.	
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93		Add New Dealer		SPECIFIED OTHERWISE.	
94		5482		SPECIFIED OTHERWISE.	
95		33"		SPECIFIED OTHERWISE.	
96		Add New Dealer		SPECIFIED OTHERWISE.	
97		5482			

View (11 KB)	
Article No. 01-8-1	<ul style="list-style-type: none"> • DRIVEABILITY - HIGH IDLE COLD IN GEAR OR WHEN COLD SHIFTING FROM PARK/NEUTRAL TO DRIVE/REVERSE - VEHICLES EQUIPPED WITH 3.0L 2 VALVE VULCAN ENGINE - BUILT BEFORE 3/1/2001 ONLY • TRANSAXLE - AX4S - AX4N - ROUGH ENGAGEMENT INTO GEAR WHEN COLD - ROUGH COLD SHIFTS - RPM SURGE DURING 2-3 COASTING UPSHIFT - VEHICLES EQUIPPED WITH 3.0L 2 VALVE VULCAN ENGINE - BUILT BEFORE 3/1/2001 ONLY
Publication Date: APRIL 12, 2001	

FORD: 2001 TAURUS
MERCURY: 2001 SABLE

ISSUE:

Some vehicles equipped with a 3.0L Vulcan engine built prior to 3/1/2001 may exhibit a perceived:

- high idle when shifting from Park/Neutral to Drive/Reverse on a cold start
- High creep speed in Drive or Reverse when cold
- Rough and harsh shifts while driving
- Cold engine harsh Park/Neutral to Drive/Reverse engagements
- Engine rpm surge during a 2-3 coasting upshift at approximately 40 km/h (25 mph)

This may be caused by the calibration of the Powertrain Control Module (PCM).

ACTION:

Verify condition. If normal diagnostics cannot pinpoint condition, reprogram the PCM. Refer to following Service Procedure for details.

SERVICE PROCEDURE

1. Reprogram the PCM to the latest calibration. Refer to the PCM Calibration Information Chart in this article for applications.

NOTE: IF USING A NEW GENERATION STAR (NGS) TESTER TO REPROGRAM THE PCM, THE NGS MAY ASK "WOULD YOU LIKE TO MODIFY ANY PCM PARAMETERS?" ANSWER "NO" TO THIS QUESTION. THIS WILL PREVENT CHANGES TO THE TIRE SIZE AND AXLE RATIO. IF "YES" WAS INADVERTENTLY SELECTED, IT MAY BE NECESSARY TO ENTER 797 FOR TIRE SIZE AND 3.47 FOR THE FINAL DRIVE AXLE RATIO.

2. Advise the customer that it may take several drive cycles (dependant on cycle) before the PCM will completely adapt to the new calibration.

15C.16: 11 5 3 2 1

WARRANTY PARTS RETURN RECEIPT

ITEM	PRICE	REMARKS
1	6710	831 (58)
2	6200	
3		
4		
5		
6		
7		
8		

verified, condensed computer on seat. Dismantled, found oil pan gasket and front seal & seat leaking. Repaired pan. Extra time requested for wheel					
removing exhaust that broke off in collector. Drill out and tap					add
CAUSE:					
part remembered and tested ok.					2

TIME FOR
REVIEW 2



Interstate Ford, Inc.

125 S. Alex Rd. MIAMISBURG, OHIO 45342

Telephone (937) 866-0781

DIRECT LINE TO SERVICE (937) 384-1737

SERVICE DEPARTMENT HOURS MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.



PARTS DEPT.
BODY SHOP
HOURS
MONDAY
THRU
FRIDAY
7:30 A.M.
TO
6:00 P.M.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
80F0Z1P 81F0Z02	CHG OIL AND FILTER 6000 MILE SERVICE	MI MO	24.41 0.00	80F0Z1PA	CHG O&F-TRUCK	MI	25.50

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/01/01	98409	5335	212	280	C	81F0Z01	3000 MILE SERVICE
09/06/00	85036	5	140	280 99	W I	06F0Z 60F0Z	STEERING/SUSPENSION NEW CAR DEPARTMENT

NOTICE OF DAMAGE: FRONT ☐ REAR ☐ L/A ☐ R/S ☐ SERVICE FRONT ☐ R. FRONT ☐ L. SIDE ☐ R. SIDE ☐

8% OF LABOR CHARGE UP TO MAXIMUM OF \$10.00 FOR SHOP MATERIALS.	VEHICLE I.D. NO. 1FAFP53U61G	YEAR/MAKE/MODEL 01/FORD/TAURUS/SE 2V 4DR SEDAN	PRODUCTION DATE 5505	LICENSE NO. 103528	R.O. NO. 103528
	CUSTOMER NO. 27385	SERVICE CONTRACT FORD ESP PIC	DELIVERY DATE 02/17/01	DELIVERY MILES 75	SELLING DEALER NO. 08/29/01
	COLOR GRAHTE/GRAPHITE	CONTRACT NO.	EXPIRATION DATE 02/17/07	EXPIRATION MILES 60000	CAR NO. 1219
	TURBO FOZZ	AIR COND. P. S. TRANS	MILEAGE 12815	ADVISOR NO. 201	ADVISOR JEFFERY CLARK
CALL WHEN READY <input type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 10:03am	DATE/TIME PROMISED 08/29/01 10:00pm	PRIORITY	TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CHARGE <input type="checkbox"/> WARRANTY	
APPOINTMENT <input type="checkbox"/> Yes <input type="checkbox"/> No	STATE REG# E	LABOR RATE	NOTICE IN THE EVENT YOU RECEIVE A RENTAL CAR UNDER YOUR EXTENDED WARRANTY AND THE ITEMS ARE NOT COVERED YOU WILL BE RESPONSIBLE FOR PAYMENT FOR THE USE OF THE VEHICLE.		
JOB	CUSTOMER'S SIGNATURE				
PAYMENT IS EXPECTED AFTER SERVICES ARE RENDERED UNLESS OTHER ARRANGEMENTS ARE MADE. PAST DUE ACCOUNTS ARE SUBJECT TO A 1 1/2% PER MONTH FINANCE CHARGE WHICH IS AN ANNUAL PERCENTAGE RATE OF 18%.					

ORIGINAL CUSTOMER ESTIMATE: TOTAL 17.11	INS. CO.	PHONE
X-----	ADJUSTER	DEDUCTIBLE
COMMENTS: BLUE GROUP APPT WAIT	RELEASE	
1 C 81F0Z04 12000 MILE SERVICE IP Oil & Filter Special 3.0L 01 250P Perform multi-point inspection All	REPLACED PARTS WILL BE RETURNED UNLESS OTHERWISE SPECIFIED.	
1 W 10F0Z04 NOISE DRIVING CUSTOMER STATES HAS RATTLING NOISE FROM FRONT WHEN DRIVING	DISCARD OLD PARTS	
2 W 09F0Z99 MISC. TRANSMISSION CUSTOMER STATES VEHICLE JERKS ON TAKE OFF	ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS INITIAL YOUR CHOICE.	
3 1781 DB-2 OIL LEAK Cust called 8/29/01 12:13 PM Added	WRITTEN ESTIMATE ORAL ESTIMATE In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.	DO NOT REQUEST AN ESTIMATE
	ORG. ESTIMATE CUST. ACCEPTANCE AUTH. ABBREVIATIONS DATE	
	\$ INITIAL HERE \$	TIME BY
	LIMITED WARRANTY This dealership warrants all new parts (except engine and drivetrain) and labor performed in connection with repairs for a period of twelve months (12,000 miles) whichever comes first. If any factory part or labor fails in normal service within this period, the dealership will replace the defective parts and/or labor at no charge to the customer. This warranty does not cover wear and tear, misuse, accidents, or other causes. It is the responsibility of the customer to maintain proper care and use of the vehicle. The dealership is not responsible for any incidental or consequential damages or losses arising out of such service. (A COPY OF THIS WARRANTY ORDER MUST BE PRESENTED.)	
	REPLACED PARTS WILL BE RETURNED UNLESS OTHERWISE SPECIFIED OR DISCARD ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	

PAGE 1 OF 1 103528

SERVICE FILE COPY

Tish - 313-845-4637

10/20/01

10/18/01 Cedric Stone - Drive car approx 300 miles and then advise Brian Farrington of results.
10/22 Talked to Tish - need to fax Service Record 313-845-5066 280

OCT 23 2001 08:39

Brian Farrington of results.

Completed Pullan in Elk Antenna.
When Put into gear all Out out to 3000 RPMs. Ch. no loads.
Have driven 3 times since. Pullan never ~~over~~ happened again.
Charles. I will Brian Farrington, was OK

CAUSE:

CAUSE:

OCT 16 12.93

OCT 16 14.18

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

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1 of 1

Rpt#: 1JLBB004 NHL Rpt: 10/12/2001 Odom: 14,785 M
Rvwd: File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
Vehicle: 2001 TAURUS,SE 2V ,SEDAN 1FAFP53U61G Bld: 08/30/2000
Engine: 3.0L EFI Calb: 1DD12N0A Trans: AX4N Axle: FWD 3.77 A/C: YES
Dealer Id: 02100 Interstate Ford, Inc. Ph#: (937) 866-0781
State: Ohio City: Miamisburg Orig/Caller: LARRY TROUST
Symptom: 6 19 4 00 DRVABL,FAST IDLE,IDLE TEMP,OTHER-CODE NA
Addl Sym: INTERM. HIGH IDLE St: CCRG/EPRC: Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:
Hotliner: AKNOLL Phone: 313 000-0000 Regn Cd: 47 Cincinnati - 47
Engineering: Phone: TAR: 0-30
Dlr Contact: Phone: Title Cde: T
REPAIR TECH STATES THE CUSTOMER ALLEGES THE VEHICLE HAS A POSSIBLE HIGH
IDLE CONCERN, TECH HAD DUPLICATED ONCE AND THE VEHICLE REVVED UP TO
3000 RPM WHEN PUT INTO REVERSE STAYED THERE UNTIL VEHICLE WAS PLACED
INTO PARK. CUSTOMER STATES SHE BACKED INTO AN OBJECT BECAUSE OF
POSSIBLE CONDITION.
RECOMM ADVISED TECH THAT I WILL "TAR" THIS REPORT FOR THE FSE, AND WILL
ADVISE HIM TO INSPECT FOR A POSSIBLE ROOT CAUSE. OF CONCERN. ALSO
F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
I0017-TOP OF DATA LPRELA61

==>

1 of 1

Rpt#: 1JLBB004 NHL

Rpt: 10/12/2001 Odom: 14,785 M

Rvwd: File: Folder:

Images: 0 Print Smy/Disp Detail(P/D):

Vehicle: 2001 TAURUS,SE 2V ,SEDAN

1FAFP53U61G Bld: 08/30/2000

Engine: 3.0L EFI Calb: 1DD12N0A Trans: AX4N

Axle: FWD 3.77 A/C: YES

Dealer Id: 02100 Interstate Ford, Inc.

Ph#: (937) 866-0781

State: Ohio

City: Miamisburg

Orig/Caller: LARRY TROUST

Symptom: 6 19 4 00 DRVABL,FAST IDLE,IDLE TEMP,OTHER-CODE NA

Addl Sym: INTERM. HIGH IDLE

St: CCRG/EPRC: Rvwd: Dt:

Fix: Caus. Comp:

-- Condition Code:

Hotliner: AKNOLL

Phone: 313 000-0000 Regn Cd: 47 Cincinnati - 47

Engineering:

Phone: TAR: 0-30

Dlr Contact:

Phone: Title Cde: T

ADVISE HIM TO INSPECT FOR A POSSIBLE ROOT CAUSE. OF CONCERN. ALSO
ADVISED TECH TO KEEP THE CUSTOMER IN A RENTAL VEHICLE UNTIL THE
FSE STATES DIFFERENTLY.

!!ATTENTION FSE!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
!!POSSIBLE SAFETY ISSUE!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

F1 Help

F3 Exit

F4 Last Cmts

F5 Add Cmts

F6 Add Fldr

F7 Bkwd F8 Fwd

F9 Ind Corr

F10 Next Rpt

F11 Prev Rpt

F12 Return

I0018-BOTTOM OF DATA

LPRELA61

Mosley, Tisha (T.S.)

From: Mosley, Tisha (T.S.)
Sent: Thursday, October 18, 2001 1:26 PM
To: Farrington, Bryan (B.)
Subject: RE: Ms. [REDACTED] 2001 Taurus VIN:1FAFP53U61G [REDACTED]-CASE#293482901

Hello Bryan,
I have received a CAC contact regarding the customer stated above. The servicing dealership is Interstate Ford (02100). The customer is alleging the vehicle idles really high and it's hard to control. The very last incident she hit a tree, which she now feels the vehicle is unsafe to drive and is requesting a vehicle replacement. I have been informed by Connie at the dealership that you assisted with an inspection involving this vehicle and concern. I would like to request your results and also, if you have any availability to test drive the vehicle to verify the concern. My understanding is that the concern occurs intermittently. Please advise at your earliest convenience.

Thank you and have a Terrific Thursday!

Tisha Mosley
Consumer Affairs
Cincinnati Region
(313) 845-4637
Tmosley@Ford.com

FORD CUST SVC DIV

TEL: 513 573 1040

P. 002

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED

0293482901

DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

***** FOR DEALER USE ONLY *****

Requesting Dealer: Interstate Ford P&A: 02100 Region: CinnContact Person: Connie Lipscomb Phone Number: (937) 384-1860New or Used: Date of Purchase: 2-17-01 Model: 01 Mileage: 14785VIN: 1FAFP53U61GCustomer Name: Address: City: West Chester County: Ward State: Oh Zip Code: Home Phone: Business Phone: Incident Involves: Accident: X Fire: Other: Date of Incident: 10-11-01If customer is alleging product defect, what type: IRRATIC idlePersonal Injury? NO Was medical attention sought? Was a police report filed (where)? NOHas the insurance company been contacted? NOWhat did the insurance company advise? N/AName and phone of owner's insurance company (agent's name): If the vehicle is a conversion unit, name of the body builder: N/AAccident details (date, where, how, etc.): 10-11-01 - Cust put in REVERSE and RPM'S went high & backed into TREEWhat is the customer requesting? Cust doesn't want this vehicle.

IF NEEDED, PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER.

Fax to: (313) 446-9471 or (313) 446-9347

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED.

845-5669

845-5555

LC-9

==>

VIN: 1FAFP53U61G [REDACTED] Year: 2001 Model: TAURUS
Owner Status: ORIGINAL WSD: 02/17/01
Name: MS [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 293482901 Day Ph: [REDACTED]
Symptom Desc: FAST IDLE ACCELERATOR BINDS ALL ENGINE TEMP
Reason Desc: LEGAL - ACCIDENT
Dealer: INTERSTATE FORD INC
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: FX FAX Odometer Reading: 14785 MI
Analyst: ABEASLE1 ALICIA BEASLEY Document Number:
Action Date: 10/17/01 Action Data: N Action Time: 08:09:08 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments: ***** DEALER REQUEST LETTER *****
REC'D 10/17/01

DEALERSHIP CONTACT: CONNIE LIPSCOMB 937 384-1860
ALLEGES

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE

LPREL85

==>

VIN: 1FAFP53U61G [REDACTED] Year: 2001 Model: TAURUS
Owner Status: ORIGINAL WSD: 02/17/01
Name: MS [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 293482901 Day Ph: [REDACTED]
Symptom Desc: FAST IDLE ACCELERATOR BINDS ALL ENGINE TEMP
Reason Desc: LEGAL - ACCIDENT
Dealer: INTERSTATE FORD INC
Issue Type: 07 LEGAL Issue Status: O OPEN
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Analyst: ABEASLE1 ALICIA BEASLEY Document Number:
Action Date: 10/17/01 Action Data: N Action Time: 08:09:08 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments:

CUSTOMER ALLEGES THAT HIS VEHICLE IS DEFECTIVE.

**CUSTOMER REQUEST THAT A FORD REPRESENTATIVE CONTACT HIM TO
DISCUSS THIS MATTER.**

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

LPREL85

==>

VIN: 1FAFP53U61G [REDACTED] Year: 2001 Model: TAURUS
Contract: 1 of 1 Status: ACTIVE

-----Purchase Details-----

Purchaser: [REDACTED]
Expiration Date: 02/17/07
Expiration Miles: 60000
Plan Type: USA NEW 72/60,000 PREMIUMCARE W/ROADSIDE ASSISTANCE
Plan Year: 2001
Selling Dealer: INTERSTATE FORD INC
Rental: 28
Deductible: 50
Towing Allowance:
Purchase Type:
Options:

-----Cancellation Details-----

Cancel Date: Process Date:
Refund Percent: Dealer Received Date:
Dealer Credited:
F1=Help F9=PrevContract F10=NextContract F11=Menu F12=Return

RECORD FOUND

LPREL85

==>

VIN: 1FAFP53U61G [REDACTED] Year: 2001 Model: TAURUS
Repair Date: 09/19/01 WSD: 02/17/01
Repair Order: 104746 Odometer: 13729 MI
Causal Code: 42 DOES NOT OPERATE PRO
Rpr Dealer: F47211 INTERSTATE FORD INC

A

C	Part Number	Part Description	Part Qty	Labor Operation
-	-----	-----	-----	-----
	XF2Z- 12B579-BBRM	SENSOR ASY	1.0	9350D 12650D 12650DX1

F1=Help F4=PrevVisit F5=NextVisit F7=Prev F8=Next
F9=PrevRepair F10=NextRepair F11=Menu F12=Return

NO MORE RECORDS AVAILABLE

LPREL85

==>

VIN: 1FAFP53U61G [REDACTED] Year: 2001 Model: TAURUS
Repair Date: 09/19/01 WSD: 02/17/01
Repair Order: 104746 Odometer: 13729 MI
Causal Code: 42 DOES NOT OPERATE PRO
Rpr Dealer: F47211 INTERSTATE FORD INC

A

C	Part Number	Part Description	Part Qty	Labor Operation
-	-----	-----	-----	-----
	XF2Z- 12B579-BBRM	SENSOR ASY	1.0	9350D 12650D 12650DX1

F1=Help F4=PrevVisit F5=NextVisit F7=Prev F8=Next
F9=PrevRepair F10=NextRepair F11=Menu F12=Return
NO MORE RECORDS AVAILABLE

LPREL85

==>

VIN: 1FAFP53U61G [REDACTED] Year: 2001 Model: TAURUS
WSD: 02/17/01 Build Date: 08/30/00

A	-----Campaign-----				Status	Dealer
C	Number	Type	Description	Status	Date	Code
-	00L11	L	CHILD TETHER	FORCED COMPLETION	10/11/01	AUTOC
	00L12	L	TIRE	RELEASED FOR MAILING	01/03/01	147211

F1=Help F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE

LPREL85

OASIS RESULT:

1FAFP53U61G

10/17/2001

14:18:05

VEHICLE INFORMATION**VEHICLE DESCRIPTION**

2001 TAURUS

BODY STYLE

4 DR SEDAN SE

ENGINE

3.0L EFI

ENGINE**CALIBRATION**

1DD12N0A

TRANSMISSION

AX4N(4F50N) 4 SPD T/AXLE

AXLE CODE

3R

GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

02/17/2001

BUILD DATE

08/30/2000

START ODOM

00010

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAS AN OPEN CUDLMORS LEGAL CONTACT

FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

0759 - USA NEW 72/60,000 PREMIUMCARE W/ROADSIDE ASSISTANCE

STANDARD DEDUCTIBLE: 50 USD

OWNER NAME:

OPTIONS:

EXPIRATION DATE: 02/17/2007

DISTANCE: 60,000

RENTAL: 28 UP TO 5 DAYS

TOWING: 0 USD

CONTRACT SOLD BY: USA 02100

REPAIR HISTORY**09/19/2001** DEALER: Interstate Ford, Inc.**WARRANTY CLAIM NUMBER:** 104746**ODOMETER:** 013729M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
XF2Z 12B579BBRM	SENSOR EEC MASS AIR	001	9350D	42	DOES NOT OPERATE PRO
		000	12650D		
		000	12650DX1		
		000	12650D80		
		000	12650D81		
		000	12650D82		
		000	12650D84		
		000	12650D25		

WDS TEST NO CODES FUEL PRESSURE TEST INJECTOR FLOW TEST AND POWER
BALANCE TEST ALL PASS MONITOR PIDS REPLACED MASS AIR

08/29/2001 DEALER: Interstate Ford, Inc.**WARRANTY CLAIM NUMBER:** 103528**ODOMETER:** 012815M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
6781	GASKET SET-OIL PAN	000	6007D	D8	FAILED GASKET/SEAL
		000	6700A		
		000	6781A		
		000	MT9430		

DIAG LEAK REPL OIL PAN GSKT, FRONT CRANK SEAL AND EXTRA TIME FOR BROKEN
BOLTS IN CONVERTER DRILL OUT AND TAP

06/01/2001 DEALER: Interstate Ford, Inc.**WARRANTY CLAIM NUMBER:** 098409**ODOMETER:** 005335M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5482	FRONT STABILIZER BAR	000	MT5482	33	LOOSE

ROAD TEST FOR NVH CHECK AND TIGHTEN SWAY BAR BOLTS ROAD TEST WITH
CUSTOMER OK

END OF OASIS REPORT FOR 1FAPF53U61G105674

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FAPF53U61C [REDACTED] Veh Line: C/DD - TAURUS/SABLE (D186) [00-02] Eng Serial No: *
Model Year: 2001 Market Derived: C/F - FORD DIVISION DERIVATIVE Body Shell: *
Veh Type: C Drive Code: C/A - 2 WHL L/H FRONT DRIVE Engine: C/LA - VULC 3.0L OHV EFI NA V6 G*12V
Inv. Dealer: 02100 Body Cab Style: C/FC - 4 DOOR SEDAN-6 LITE Transmission: C/DX - 4 SPD AUTO TRANS NAAO AX4N
Version/Series: C/FB - TAURUS B VERSION

BUILD INFORMATION:

Region: NA - ##### Plant: AD - CHICAGO PLANT BUILD
Country: USA - ##### Prod Date: 30-AUG-2000

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147211 - *
Country: USA - ##### Selling Dlr St/Prov: OH
Buyer St/Prov: OH
Arrival Date: 06-SEP-2000 Red Carpet Lease: *
Sale Date: 17-FEB-2001 Fleet/Retail/Co. Lease: R
Warranty Start Date: 17-FEB-2001 Modified Vehicle: *
Orig Warranty Date: 17-FEB-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
P531G105674 3 4 A2 21H3230 JF E LL3R 22 5 KHC I 47C211 2 AKX K22 U
1FAP6 5 UXOH Y 24

INSTALLED OPTION INFORMATION:

Air Conditioning: C/B - MANUAL AIR CONDITIONER GVW Code: * - [N/A]
Alternator Amp Rating: FA GVW Class Code: F
Audio Disk: * - [N/A] Instrumentation: * - [N/A]
Axle Ratio: * - [N/A] Mirror(Driver Side): * - [N/A]
Axle Type: * - [N/A] Mirror(Psng Side): * - [N/A]

Battery Amp Rating:	MU	Paint:	PNKCD - GRAPHITE BLUE C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STRO/CASSETTE
Calibration Code:	1DD12N0A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Susp Tandem Axle:	* - [N/A]
Color(Trim):	000ZV -	Tire Brand:	AD - GENERAL
Delivery Type:	0	Tire Size:	D3JSZ - P215/60R-16 BSW ALL SEASON
Driveshaft Code:	*	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	* - [N/A]
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LI:	*	RI:	*
SPARE:	*		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	C/B - C/B
ESP Coverage(Miles):	060	Emission Cert Type:	5
ESP Coverage(Time):	072	Emission Decal Suffix:	HFP
ESP Plan Year:	2001	Engine Family:	1FMXV030VF3
ESP Signature Date:	17-FEB-2001		

Any comments? You can contact



webmaster

==>

VEHICLE ID: 1F1G [REDACTED] (WWYPBBBBBB) Vin: 1FAFP53U61G [REDACTED] Div: 1 Status: 800
Vehicle Line: CDD Convy Deliv: 090600 Orig P-Lvl: 120 Selling Dlr: 47C211
Order Recpt: 061900 ShipTo Stat: Curr P-Lvl: 120 Sale Date: 021701
Orig Sched: Rls-To Stat: OH Order Dlr/Reg: 47211/47 Demo Dt:
Inv Prep: 082200 Orig Int St: 083100 Orig Rls Dlr: 47211 Deliv Type: 0
Prod Date: 083000 Curr Int St: 083100 Rls Dlr P&A: 02100 Sales Prd: 001022
Rls Date: 083000 Dlrfin Ext: 092200 Warr Start: 021701 Cancel S1:
Memo Consign: P&C Ext: 092200 WarrS-Ind: Sale Status: G
Orig Pltbus: 083000 Advert Ext: 092200 -Date- -Dealer- -Region-
Curr Pltbus: 083000 Slspsn SS#: 404083374 Shipped: 083000 88MAP3
T/Name: 6 [REDACTED] [REDACTED] Curr Stock: 083000 47C211 47
Addr: [REDACTED] State: OH 1st-Prior:
City: WEST CARROLLTON N/A-Rcpt: [REDACTED] 2nd-Prior:
Zip: [REDACTED] Warr-Ins-Ind: U 3rd-Prior:
V.O.:1 2 3 4 5 6 7 8
12345234567890123456789012345678901234567890123456789012345678901234
P531G 3 4 A2 21H3230 JF E LL1R 22 5 KHC I 47C211 2 AKX
8 9 0 1 2 3 4 5 6
567890123456789012345678901234567890123456789012345678901234567890
K22 U1FAF6 5 UXOH Y
F1=Help F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3

LPREL85

Mosley, Tisha (T.S.)

From: Mosley, Tisha (T.S.)
Sent: Wednesday, October 17, 2001 2:47 PM
To: Stone, Cedric (C.)
Subject: RE: Ms. [REDACTED] 2001 Taurus VIN:1FAFP53U61G [REDACTED] --CASE#293482901

Hello Cedric,

I have received a Dealer request from Interstate Ford (02100) regarding the customer stated above. The customer is alleging she experienced the vehicle idling high while in reverse which caused her to lose control of the vehicle and back into a tree. I am collecting information at this time. If you have any questions or concerns, please let me know.

Thanks and have a Wonderful Wednesday!

Tisha Mosley
Legal Analyst--Cincinnati Region
Consumer Affairs/Litigation Prevention
(313) 845-4637 Telephone
(313) 845-5669 Fax
tmosley@ford.com

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 23-OCT-2001

Note: All Costs are in US Dollars

VIN	AWS VL	WKS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1FAFP53U61G105674	DA	C/DD	C/F	C/FC	C/FB	C/A	AD	C/DX	C/LA	30-08-00	17-02-01	147211	USA	4	Q68	5G04 *		5482 *		S05	V39	N59	33
AWS Claim Key:	1833514	Doc #:	09840902	Trx Code:	1	Labor Hrs:	.6	Labor Cost:	35.72	Material Cost:	0	Total Cost:	35.72										
Dlr Cd-Sub Cd:	02100-*	Name:	INTERSTATE FORD, INC.	Ph:	937-8660781	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	01-JUN-2001	DIST(Mile):	5335								
Cust Comments:	CUST STATES HEARING RATTLE NOISE UNDER VEHICLE WHILE DRIVING																						
Tech Comments:	ROAD TEST FOR NVH CHECK AND TIGHTEN SWAY BAR BOLTS ROAD TEST WITH CUSTOMER OK																						

	DA	C/DD	C/F	C/FC	C/FB	C/A	AD	C/DX	C/LA	30-08-00	17-02-01	147211	USA	7	T01	1D01 *		6781 *		S13	V44	L65	D8
AWS Claim Key:	3394235	Doc #:	10352803	Trx Code:	E84	Labor Hrs:	3.9	Labor Cost:	232.2	Material Cost:	0	Total Cost:	232.2										
Dlr Cd-Sub Cd:	02100-*	Name:	INTERSTATE FORD, INC.	Ph:	937-8660781	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	29-AUG-2001	DIST(Mile):	12815								
Cust Comments:	STATES THERE IS A OIL LEAK																						

	A	C/DD	C/F	C/FC	C/FB	C/A	AD	C/DX	C/LA	30-08-00	17-02-01	147211	USA	8	T07	2G02	XF2Z	12B579	BBRM	S13	V44	D50	42
AWS Claim Key:	4137919	Doc #:	10474601	Trx Code:	S07	Labor Hrs:	2	Labor Cost:	119.08	Material Cost:	86.52	Total Cost:	261.6										
Dlr Cd-Sub Cd:	02100-*	Name:	INTERSTATE FORD, INC.			Ph:	937-8660781	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	19-SEP-2001		DIST(Mile):	13729					
Cust Comments:	CUST STATES WHENBRAKING CAR KEPT PULLING AS IF SHE WAS STEPPING ON THE GAS PEDAL HAS HAPPENED TWICE IN THE LASTWEEK																						
Tech Comments:	WDS TEST NO CODES FUEL PRESSURE TEST INJECTOR FLOW TEST AND POWER BALANCE TEST ALL PASS MONITOR PIDS REPLACED MASS AIR																						

Any comments? You can contact

webmaster

Ford Motor Company

Consumer Affairs

Sent Via U.S. Mail

October 17, 2001

Ms. [REDACTED]
[REDACTED]
Dayton, OH [REDACTED]

RE: 2001 Ford Taurus
VIN: 1FAFP53U61G105674

Dear Ms. [REDACTED]

We have been unable to contact you by phone to obtain additional information to follow up on your contact with Ford Motor Company. In order to conduct a complete review, please contact me at (313) 845-4637 as soon as possible between the hours of 8:00 a.m. and 4:00 p.m. Eastern Time.

If we do not hear from you **within 5 business days** of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed.

Respectfully yours,

COPY

Tisha Mosley
Consumer Affairs



Mosley, Tisha (T.S.)

From: Mosley, Tisha (T.S.)
Sent: Wednesday, October 24, 2001 10:26 AM
To: White, Tamela (T.J.)
Subject: RE: Ms. [REDACTED] 2001 Taurus VIN:1FAFP53U61G [REDACTED] -CASE#293482901

Hello Tammy,
I need mgmt approval documented to offer goodwill replacement to the customer stated above. ***This was the idling/surging vehicle we discussed with Mark yesterday.

In addition,
Just a reminder, I am leaving at 2:30pm for dr's appt.
Thank you and have a Wonderful Wednesday!

*Tisha Mosley
Legal Analyst--Cincinnati Region
Consumer Affairs/Litigation Prevention
(313) 845-4637 Telephone
(313) 845-5669 Fax
tmosley@ford.com*

Mosley, Tisha (T.S.)

From: Mosley, Tisha (T.S.)
Sent: Wednesday, October 24, 2001 10:26 AM
To: White, Tamela (T.J.)
Subject: RE: Ms. [REDACTED] 2001 Taurus VIN:1FAFP53U61G [REDACTED] -CASE#293482901

Hello Tammy,
I need mgmt approval documented to offer goodwill replacement to the customer stated above.***This was the idling/surging vehicle we discussed with Mark yesterday.

In addition,
Just a reminder, I am leaving at 2:30pm for dr's appt.
Thank you and have a Wonderful Wednesday!

Tisha Mosley
Legal Analyst--Cincinnati Region
Consumer Affairs/Litigation Prevention
(313) 845-4637 Telephone
(313) 845-5669 Fax
tmosley@ford.com

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
15	10/25	10:34	919378660781	----S	00'00"	000	149	BUSY



FORD CUSTOMER SERVICE DIVISION

FAX TRANSMITTAL

DATE: October 25, 2001 **TOTAL PAGES:** 2 (including cover sheet)

TO: Mr. Mark Hume (Gen. Sales Mgr.)

LOCATION: Interstate Ford, Inc.

FAX: (937) 865-9954

PHONE: (937) 866-0781

SUBJECT: Ms. [REDACTED]
2001 Ford Taurus
VIN: 1FAFP53U61G [REDACTED]

****Thank you for your assistance!**

Tisha Mosley
Ford Motor Company
16800 Executive Plaza Drive
MD # 3NE-B, Suite 358
Dearborn, MI 48126-4207

Phone (313) 845-4637 Fax (313) 845-5669

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
30	10/29	10:45	919378662340	EC--S	00:34"	002	223	OK



FORD CUSTOMER SERVICE DIVISION

FAX TRANSMITTAL

DATE: October ²⁹~~25~~, 2001

TOTAL PAGES: 2 (including cover sheet)

TO: Mr. Mark Hume (Gen. Sales Mgr.)

LOCATION: Interstate Ford, Inc.

FAX: (937) 865-9954

PHONE: (937) 866-0781

SUBJECT: Ms. [REDACTED]
2001 Ford Taurus
VIN: 1FAFP53U61G [REDACTED]

**Thank you for your assistance!

Tisha Mosley
Ford Motor Company
16800 Executive Plaza Drive
MD # 3NE-B, Suite 358
Dearborn, MI 48126-4207

Phone (313) 845-4637 Fax (313) 845-5669

Ford Motor Company

Consumer Affairs

*Sent Via Fax

October 25, 2001

Mr. Mark Hume
Interstate Ford, Inc.
125 Alexandersville
Miamisburg, OH 45342

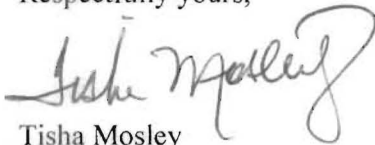
RE: Ms [REDACTED]
2001 Ford Taurus
VIN: 1FAFP53U61G [REDACTED]

Dear Mr. Hume:

Ford Motor Company is evaluating the possibility of replacing the above customer's vehicle. I am in need of the sales files associated with the customer above. Please fax me a copy of the Sales or Lease agreement, ACV/Washout Sheet (Actual Cash Value of Trade-in/if applicable), Lease worksheet (if applicable), Finance Contract with finance source, and the Factory Invoice.

Please fax all requested documents to **(313) 845-5669**. If you have any questions and/or concerns, you may contact me at (313) 845-4637.

Respectfully yours,



Tisha Mosley
Consumer Affairs





FORD CUSTOMER SERVICE DIVISION

FAX TRANSMITTAL

DATE: October ²⁹ 25, 2001

TOTAL PAGES: 2 (including cover sheet)

TO: Mr. Mark Hume (Gen. Sales Mgr.)

LOCATION: Interstate Ford, Inc.

FAX: (937) 865-9954

PHONE: (937) 866-0781

SUBJECT: Ms. [REDACTED]
2001 Ford Taurus
VIN: 1FAFP53U61G [REDACTED]

****Thank you for your assistance!**

Tisha Mosley
Ford Motor Company
16800 Executive Plaza Drive
MD # 3NE-B, Suite 358
Dearborn, MI 48126-4207

Phone (313) 845-4637 Fax (313) 845-5669



Action Detail

VIN: 1MEFM55S42G [REDACTED]	Year: 2002	Model: SABLE	Case: 378160173
Name: MRS [REDACTED]	Owner Status: Original	WSD: 2002-10-18	
Symptom Desc: SERVICE BRAKE PEDAL		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: POIRIER LINCOLN-MERCURY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 13105	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 2500 MI	Comm Type: MAIL		
Action Date: 01/21/2003	Action Time: 14:31:51:593	Action Data: No	
Analyst Name: Pace, Gennifer (G.)	Analyst: GPACE5		

COMMENTS: CASE CLOSED ON 1/16/03. LPA ADVISED CUSTOMER TO CONTINUE TO WORK WITH INSURANCE COMPANY AND EXPLAINED SUBROGATION PROCESS.

Copy

Sent Via US Mail

January 21, 2003

[REDACTED]
[REDACTED]
Fall River, MA [REDACTED]

RE: 2002 Mercury Sable
VIN: 1MEFM55S42G [REDACTED]

Dear Mrs. [REDACTED]

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

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

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

Sincerely,

Gennifer Pace
Consumer Affairs

Customer Info

Customer:	MRS [REDACTED]	Primary Phone:	[REDACTED]
Address:	[REDACTED]	FALL RIVER	MA [REDACTED]
Country:	USA	Language:	EN
Cell Phone:		Pager:	
Preferred Contact method:		Fax:	
Preferred Contact Time:		Email:	

Action Detail

VIN: 1MEFM55S42G	Year: 2002	Model: SABLE	Case: 378160173
Name: MRS	Owner Status: Original	WSD: 2002-10-18	
Symptom Desc: SERVICE BRAKE PEDAL		Primary Phone	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: POIRIER LINCOLN-MERCURY	
Origin Desc: US CONCERN CASE BASE		P & A Code: 13105	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 2500 MI	Comm Type: PHONE		
Action Date: 01/17/2003	Action Time: 10:29:46:440	Action Data: Yes	
Analyst Name:	Analyst: RSALLER		

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
<p>COMMENTS: CUSTOMER SAYS: CUST SAYS: -CUST SAYS PARKING ATTENDANT AT HER WORK WAS PARKING THE VEHICLE AND THE GAS PEDAL STUCK AND THE ATTENDANT HIT 11 VEHICLES AND HER VEHICLE IS TOTALED -CUST SAYS VEHICLE IS AT POIRIERIOR L/M -DATE OF ACCIDENT 01/17/03 -CUST SAYS THEY ARE NOT SURE THERE IS A PRODUCT DEFECT OR NOT - LOCATION OF ACCIDENT IS ON PURCHASE ST WHERE CUSTOMER WORKS -YES THERE WAS A POLICE REPORT FILED - CUSTOMER IS GOING TO GET POLICE REPORT LATER ON TODAY -POLICE REPORT # IS UNAVAILABLE,BRISTOL COUNTY IS WERE POLICE REPORT WAS FILED -YES CUSTOMER FILED A CLAIM WITH INSURANCE COMPANY -CUSTOMER SAYS INSURANCE COMPANY IS GOING TO SEND A ADJUSTER OUT -CUSTOMER SAYS TIRES ARE COMPLETELY OFF VEHICLE PER CUSTOMER, DEALER SAYS: PER CUSTOMER DEALER SAYS THEY DON'T HAVE A BODY SHOP CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. -ADVISED CUSTOMER INFORMATION HAS BEEN DOCUMENTED INFERENCE CASE ID: 5349</p>				

2500 Miles
 Hit 14 Cars w/ Vehicle
 Insurance Co. Involved (Commerce Insurance)
 Accident: 1/16/03
 Vehicle currently @ body shop
 No tires on vehicle
 Poirier L/M

Can't find VIN Code =

ANALYTICAL WARRANTY SYSTEM

[Home](#) [Overview](#) [Statistics](#) [Documentation](#) [Download](#) [Online Reports](#) [Utilities](#) [Contact Us](#)

Standard Claims List For Model Year 2002

Note: All Costs are in US Dollars

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
-----	-------------	--------------	-------------	---------------	---------------	-----------	-----------	-----------	--------------	--------------	-------------------	-------------	-----	-----	--------	------	------	------	-----	----	-----------------

Any comments?

ESP / Recall Information

VIN: 1MEFM55S42G [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	12-BOSTON	M	A2	13105	L12132

Dealer Name: POIRIER LINCOLN-
MERCURY
Dealer Address: 76 THIRTEENTH ST
FALL RIVER MA 02720
Dealer Main Phone: 508-674-5733

Dealer Service Phone: 508-679-3200

Position	Employee Name
GENERAL MANAGER	MATHIEW POIRIER
PARTS MANAGER	BRUCE J ANTONE
SALES MANAGER	NEIL F POIRIER
SERVICE MANAGER	DAVID MELLO

Service Hours MON-FRIDAY 7:30-4:30 MERKUR DEALER

Directions

Trained N

Additional Information LSG ENROLLED

Vehicle List					
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1MEFM55S42G	2002	SABLE	INDIVIDUAL RTL	Original Owner	Oasis
	Open Issues Exist				Warranty History



January 5, 2006

Sent Via U.S. Mail

Mr. [REDACTED]
[REDACTED]
Hammond, IN [REDACTED]

RE: 2003 Taurus
VIN: 1FAFP55213A [REDACTED]

Dear Mr. [REDACTED]

This letter is in response to your call to our Ford Customer Relationship Center.

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

We appreciate the opportunity to review your request.

Respectfully yours,

Lourdes Fonseca-Nearon
Consumer Affairs

Action Detail

VIN: 1FADP55213A [REDACTED] **Year:** 2003 **Model:** TAURUS **Case:** 1368910046
Name: [REDACTED] **Owner Status:** Subsequent **WSD:** 2002-12-12
Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP **Primary Phone:** [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE **Secondary Phone:** [REDACTED]
Issue Type: 07 LEGAL **Issue Status:** OPEN **Dealer:** RIVER OAKS FORD INC
Origin Desc: US CONCERN CASE BASE **P & A Code:** 01525
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Odometer: 32000 MI **Comm Type:** PHONE
Action Date: 01/04/2006 **Action Time:** 10:14:48:067 **Action Data:** Yes
Analyst Name: PEREZ GAIL **Analyst:** GPerez34

COMMENTS: CUSTOMER SAID: VEH HAD PREV MINOR PROBJAN 2 WHILE ON HGWY CUST WAS GOING FAST AND WAS NOT PRESSING GAS PEDAL TRIED TO BRAKE TO SLOW DOWN AND NOTHING HAPPENED WHILE TRYING TO EXIT HGWY CUST IN ACCIDENT CUST HIT SOMEONE RIVER OAKS FORD WHEN PULLING INTO DLR NOTHING WORKED GLOVE BOX FELL APART AS WELL DATE OF ACCIDENT- 1/2/06 CUST HAD UNCONTROLLED ACCELARATION HIT BRAKES AND DID NOTHING ON CALUMET AVE AND INTERSTATE 80 NO POLICE REPORT FILED BECAUSE PEOPLE THAT CUST HIT WERE A LITTLE LEARY ABOUT INVOLVING THE POLICE NO CLAIM FILED WITH INSURANCE COMPANY VEH IS REPAIRABLE HIT OTHER VEH ACROSS BUMPER AND TAIL LIGHTS CUST JUST HAD VEH TUNED UP AND MAINTAINS REGULARLY CUST WAS MERGING ONTO TRAFFIC WHEN IT HAPPENED CRUISE CONTROL WAS NOT ON VEH IS CURRENTLY AT DLR CUST OFF THURSDAY AND FRI BEST TIME TO CALL CUST IS HAPPY WITH RIVER OAKS FORD FEELS THE SERV DEPT IS GREAT DEALER SAID: RIVER OAKS FORD INC 281 RIVER OAKS DRIVE CALUMET CITY, IL 60409 TEL: (800) 321-2277 FAX: (708) 868-6398 DISTANCE: 1.43 MILES NONE CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU WITHIN 7-10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Ford Confidential

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]	Secondary Phone:	[REDACTED]
Address:	[REDACTED]	APT 2 HAMMOND	IN	[REDACTED]	
Country:	USA	Language:	EN		
Cell Phone:	[REDACTED]	Pager:			
Preferred Contact method:		Fax:			
Preferred Contact Time:		Email:	WILLIAM.VOGT@ADVOCATEHEALTH.COM		

Ford Confidential

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
MW-MIDWEST	41-CHICAGO	D	C4	01525	F41048

Dealer Name: RIVER OAKSFORD INC
Dealer Address: 281 RIVER OAKS DR
 CALUMET CITY IL 60409
Dealer Main Phone: 708-868-2000

Position	Employee Name
DEALER/PARTNER	RICHARD 1 STEWART
DEALER/PARTNER	JOSEPH J HENNESSY
DEALER/PARTNER	JOHN A HENNESSY
PARTS MANAGER	EDDY D THOMASON
SALES MANAGER	THOMAS L JULIAN
SALES MANAGER	KENNETH M DANIELS
SERVICE MANAGER	LOUIS FIORETTI

Ford Confidential

ESP / Recall Information

VIN: 1FAFP55213A [REDACTED]

Contract: 1 of 2

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

Purchaser: CERTIFIED CUSTOMER
 Plan Type: USA 2004 72/75,000 FORD QUALITY CERTIFIED WARRANTY
 Selling Dealer: VAN DRUNENFORD CO
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2008-12-12
 Expiration Miles: 75,000
 Plan Year: 2004
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

Contract: 2 of 2

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

Purchaser: [REDACTED]
 Plan Type: USA 2004 NEW 72/75,000 PREMIUMCARE W/ROADSIDE
 Selling Dealer: VAN DRUNENFORD CO
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2008-12-12
 Expiration Miles: 75,000
 Plan Year: 2004
 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
04S11	SAFETY RECALL	AIR FILTER ELEMENT REPLACEMENT	CLOSE - REPAIRED	2004-03-16	01696USAF41050

OASIS RESULT:**1FAFP55213A**See bottom of the OASIS result for
contact ID01/05/2006
09:50:00

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VEHICLE INFORMATION**VEHICLE DESCRIPTION**

2003 TAURUS

BODY STYLE

4 DR SEDAN SE-SVG

ENGINE

3.0L EFI FLEX FUEL

TRANSMISSION

AX4N (4F50N) 4 SPD T/AXLE

AXLE CODE

3R

ENGINE CALIBRATION

3DD1FN0A

GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

12/12/2002

BUILD DATE

11/27/2002

SALE MILEAGE**ARN MESSAGES****ATTENTION TECHNICIANS AND SERVICE MANAGERS:**BEFORE REPLACING MIRROR ASSEMBLY (-17682/17683-), SEE TSB 03-23-02BEFORE REPLACING SEAT BELT RETRACTOR (-611B08/9, 611B68/9-) SEE TSB 05-16-11**CUDL MESSAGES**

THIS VEHICLE HAS AN OPEN CUDL CONTACT

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES**0878 - USA 2004 72/75,000 FORD QUALITY CERTIFIED WARRANTY****STANDARD DEDUCTIBLE:** 100**OWNER NAME:** CERTIFIED CUSTOMER**OPTIONS:****EXPIRATION DATE:** 12/12/2008**DISTANCE:** 75,000**RENTAL:** 28 UP TO 5 DAYS**TOWING:** 0**CONTRACT SOLD BY:** USA 01696**ESP CONTRACT START DATE:** 12/12/2002**0759 - USA 2004 NEW 72/75,000 PREMIUMCARE W/ROADSIDE****STANDARD DEDUCTIBLE:** 50 USD**OWNER NAME:****OPTIONS:****EXPIRATION DATE:** 12/12/2008**DISTANCE:** 75,000**RENTAL:** 28 UP TO 10 DAYS**TOWING:** 0 USD**CONTRACT SOLD BY:** USA 01696**ESP CONTRACT START DATE:** 12/12/2002

REPAIR HISTORY

10/07/2005

DEALER: River Oaks Ford, Inc.

WARRANTY CLAIM NUMBER: 468058

ODOMETER: 030235M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1F1Z 19805AA	MOTOR A/C BLOWER	001	12651D	04	SOFTWARE REVISION/FLASH MODULE
4F1Z54018A16BAA	SCREEN-COWL TOP VE	001	12651D2		
F6DZ 19A706AA	RESISTOR A/C BLWR MT	001	18591A		
		000	19805A		
		000	02010A		

REPLACED BLOWER MOTOR, RESISTOR AND COWL PANEL

07/26/2005

DEALER: River Oaks Ford, Inc.

WARRANTY CLAIM NUMBER: 464027

ODOMETER: 028087M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
17D957	FRT BUMPER COVER ASY	000	P46C	P3	SPRAY PANEL REPAIR (PAINT)
PAINT		002	P101		
		000	17957A		
		000	P46		
		000	MT17D957		

01/13/2005

DEALER: River Oaks Ford, Inc.

WARRANTY CLAIM NUMBER: 452657

ODOMETER: 022861M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
F6DZ 19A706AA	RESISTOR A/C BLWR MT	001	69000AT	07	IMPROPERLY ADJUSTED/FITS POORLY
4F1Z54022A54AA	EXT ASY-CWL SH VEN A	001	041503A		

RESEAL COWL

01/13/2005

DEALER: River Oaks Ford, Inc.

WARRANTY CLAIM NUMBER: 452657

ODOMETER: 022861M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
4F1Z 9F715AA	VALVE-AIR BYPASS	001	ADD	42	DOES NOT OPERATE PROPERLY
		000	12650D		
		000	12650DX1		
		000	12650D45		
		000	12650D55		
		000	12650D80		
		000	12650D3		
		000	9350B		

EEC TEST,TEST FUEL & IGN SYSTEMS,MONITOR PIDS REPLACED IAC SOLENOID

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FAFP55213A [REDACTED]

Report Applies to Country Code: USA

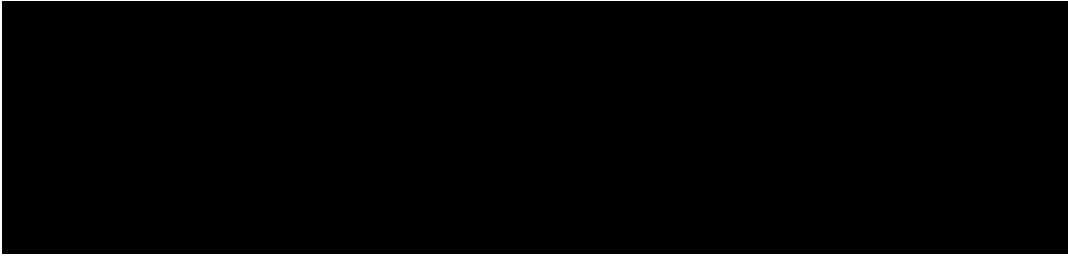
PE12-005

FORD

4/30/2012

Subject Appendices E

Subject - Lawsuits and claims



BEGINNING OF CONTACT
11/06/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.01

=====

REGION:	W3 PHOENIX	OGC ISSUE	CASE NBR:	1482393090.
VIN:	1FAFP53U06A [REDACTED]	ZONE: A04	OPENED:	2010/11/05
		ENGINE: U	CLOSED:	2010/11/05
		VEH TYPE: C		

=====

LAST NAME:	[REDACTED]	FIRST NAME:	[REDACTED]	STATUS:	CLOSED
TITLE:	MISS			MI:	
ADDRESS:	[REDACTED]				
CITY:	ALBUQUERQUE	STATE:	NM	ZIP:	[REDACTED]
HOME PHONE:	[REDACTED]				
MODEL YEAR:	2006	MODEL:	TAURUS		
MILEAGE:	60000				
DEALER NAME:	BOB TURNER'S FORD CO	SALES CODE:	F56300	P & A:	04296
REASON CODE:	0796 LEGAL - ALLEGED INJURY				
SYMPTOMS:	499500 ENGINE GENERAL CONCERN MECH FAILURE				

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: SFORSTE6 FORSTER, SEAN

DATE: 2010/11/05 TIME: 13.23.58 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: -TAURUS 2006 ACCIDENT DATE 11/02/10 WHIPLASH AND CAR IS TOTALLED-SPEED CONTROL ISSUE. ACCELERATOR STUCKCUST RECEIVEDSOFT TISSUE INJURY TO THE NECK (WHIPLASH) AND INJURY TO HANDS FROM AIRBAG DEPLOYMENT-ACCIDENT OCCURRED AT 2ND STREET AND SARAH LANE NW IN ALBUEQUERQUE-POLICE REPORT WAS FILED AND CITED MECHANICAL FAILURE-REPORT NUMBER: 10-664257-BERNALILLO SHERIFF'S DEPT.-FILED A CLAIM WITH -PROGRESSIVE INS. CLAIM # [REDACTED], STATUS PENDING-VEH IS NOT REPAIRABLE-CUSTOMER IS JUST TAKING "NEXT STEPS" AT THIS TIME INS CO HAS THE VEHICLE, AND IS WAITING TO HEAR FROM FORD TO SEE WHAT TO DO WITH IT.DEALER SAID: -BOB TURNER'S FORD COUNTRY1101 MONTANO N.E.ALBUQUERQUE NM 87107-4942(505) 766-6600CRC 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.

FORD MOTOR COMPANY
RECEIVED
CREDIT UNIT

NOV 08 2010

OFFICE OF THE
GENERAL COUNSEL

CONSUMER AFFAIRS

11/06/2010 FAXOGC1 CONFIDENTIAL



FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

OCT 31 2011

OFFICE OF THE
GENERAL COUNSEL

*****Note to Dealer*****

*****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*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CUSTOMER WILL BE NOTIFIED OF OUR DECISION*****

*****EVALUATIONS MAY TAKE UP TO 90 DAYS TO COMPLETE*****

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Friday, October 28, 2011 11:20 AM
To: Ordcalp, F (F.); Taylor, Alma (A.)
Cc: cesar@olyford.com
Subject: Dealer/Fleet Request for OGC Review

Dealer/Fleet Request for OGC Review

Email Subject: Dealer/Fleet Request for OGC Review
DEALER INFORMATION:

11/3/11 = left msg ford dl
11/7/11 = Rec'd call from dl
Veh no longer there, had
outside shop repair
Vehicle. ASK dl for
their RO of inspection

10/31/2011

Dealership Fleet Name: All Star Ford
Requesting Dealer Fleet: All Star Ford
PA Code: 03976

Contact Person: Cesar Marquez

Title: Service Manager

Phone Number: 360-943-9300

Fax Number: 360-570-8896

Email: cesar@olyford.com

Region: Seattle

Address: 3121 Pacific Ave

City: Olympia

State: Washington

Zip Code: 98501

CUSTOMER VEHICLE INFORMATION:

WSD:

Vehicle Year: 2006

Vehicle Model: Taurs

Vehicle VIN: 1FAFP53236A [REDACTED]

Mileage: 60354

customer Fleet Name: [REDACTED]

Street Address: [REDACTED]

City : Olympia

State : Washington

Zip Code : [REDACTED]

Home Phone:

Work Phone: [REDACTED]

Customer Region: Olympia

DETAILS OF INCIDENT:

Accident

Date of Incident: 2011-10-20

County incident occurred: Pierce County

Is customer alleging a component defect CAUSED the incident? YES

Details: Driver stated that accelerator pedal was stuck engine rpm raised, brakes were applied and vehicle would not stop

Was a police report filed? NO

Details :

Has the insurance company been contacted? YES

Insurance company advised: Washington State is self insured and are having vehicle repaired.

Insurance company contact information: Self Insured

Coach builder:

City :

State :

Zip Code :

Vehicle Location: [REDACTED] Olympia WA [REDACTED]

Attorney information:

CVO Contact:

Resolution Customer is seeking: Verification of complaint or defect.

Comments: All Star Ford inspected vehicle for sticking gas pedal and brake application. Only found speed control cable disconnected, brakes and gas working as designed at this time. Contacted hotline for any updates or issues. None found

10/31/2011

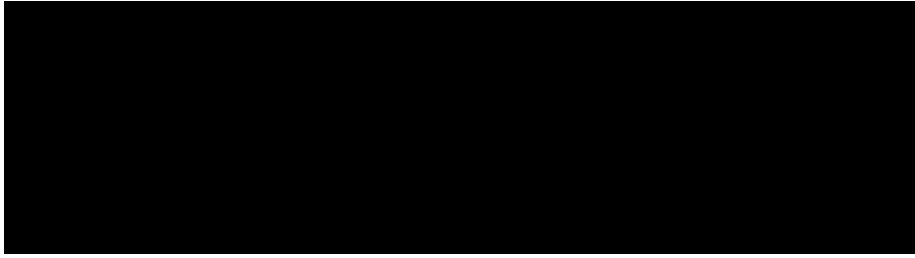
PE12-005

FORD

4/30/2012

Peer Appendices E

Peer - Lawsuits and claims



State Farm Insurance Companies®



September 14, 2004

P.O. Box 20707
Murfreesboro, TN 37129-9875

CERTIFIED MAIL - RETURN RECEIPT REQUESTED

FORD MOTOR COMPANY
PARK LANE TOWERS WEST SUITE 400
NUMBER 3 PARK LANE BOULEVARD
DEARBORN MI 48126-2568

RE: Our Claim Number: [REDACTED]
Our Insured: [REDACTED]
Date of Loss: 09/10/04
Make: Ford
Model: Taurus SELF-EMPLOYED
Year: 2002
VIN: 1FAFP53U92G [REDACTED]



Dear Sir/Madam:

The identified 2002 Ford Taurus SE is insured by State Farm Mutual Automobile Insurance Company. This 2002 Ford Taurus SE experienced an "unintended vehicle speed increase."

State Farm® would like to give you an opportunity to inspect the 2002 Ford Taurus SE and give you advance notice of our potential subrogation claim.

Please contact me at 1 (800) 266-5820 extension 3037 to set up a time for your inspection.

Sincerely,

Mary K. Columbia

Mary K. Columbia
Claim Representative
1-877-336-5759
State Farm Mutual Automobile Insurance Company

MKC/019
019/0913005



BEGINNING OF CONTACT
05/11/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

10.59.55

=====

REGION:	C4 KANSAS CITY	OGC ISSUE	CASE NBR:	0360881300	
ENGINE:	S	VEH TYPE:	C	CLOSED:	05/10/2010
=====	=====	=====	=====	=====	=====
LAST NAME:		FIRST NAME:	KELLY	STATUS:	CLOSED
TITLE:	MRS	MI:			
ADDRESS:					
CITY:	SAINT MARY	STATE:	MO	ZIP:	
HOME PHONE:					
MODEL YEAR:	2003	MODEL:	TAURUS SE SVG 4-DR SEDAN		
MILEAGE:	107000				
DEALER NAME:	REUTHER FORD, INC.	SALES CODE:	F53081	P & A:	08086
REASON CODE:	0772 LEGAL - ACCIDENT				
SYMPTOMS:	612500 SURGE ACCELERATION				

=====

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 791 - ADVISE CUSTOMER INFO WILL BE SENT TO OGC
DOCUMENT: ANALYST: NWILL159 WILLIAMS NAOMI

DATE: 05/10/2010 TIME: 10.01.26 :
ACTION DATA/COMMENTS:

FIRE / ACCIDENT A
CUSTOMER SAID: STEPPED ON THE GAS PEDAL AND TOOK OFF THE PED
AL. AND IT ACCELERATED ON IT'S OWN. 1. DATE OF THE ACCIDENT
05/08/20102. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFEC
T IS THAT CAUSED ACCIDENT. CLIP HOLDS THE CRUISE CONTROL CAB
LE INTO THE THROTTLE BODY.3. IF THERE WERE ANY INJURIES SUS
TAINED.NO4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRE
D.HWY NN5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED.NO
6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE.N/A7
. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH T
HE REPORT WAS FILED.N/A8. WHETHER OR NOT THE CUSTOMER HAS FI
LED A CLAIM WITH THEIR INSURANCE COMPANY.N/A9. IF A CLAIM HA
S 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).N/A12. WHAT THE CUS
TOMER IS SEEKINGDEALER SAID: REUTHER FORD INC FORD CODE:
53J081 DEALER PROFILE 1989 RICHARDSON ROADARNOLD, MO 6301
0 TEL:(636) 464-9000FAX:(636) 464-1593CRC ADVISED: I WILL FO
RWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNS
EL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINES
S DAYS TO YOUR CONCERN. NOTE TO CCR: REMEMBER TO VERIFY ALL
CUSTOMER CONTACT INFORMATION AND DOCUMENT INCIDENT/ACCIDENT
DATE PRIOR TO SENDING ISSUE.

FORD MOTOR COMPANY
RECEIVED
CLAIMS UNIT

MAY 11 2010

OFFICE OF THE
GENERAL COUNSEL

CONSUMER AFFAIRS

05/11/2010 DMAY10LF CONFIDENTIAL

PE12-005

FORD

4/30/2012

Appendix F - Extended
Warranty

Contract Count

		New 2001 through 2006 MY Taurus											
		Plan Year											
Time	Mileage	2000	2001	2002	2004	2005	2006	2007	2009	2010	2011	2012	
POWERTRAINCARE	3 Years	48000	0	172	256	39	23	11	3	0	0	0	0
		60000	0	17	53	37	342	5	1	0	0	0	0
		75000	0	237	198	9	55	41	6	0	0	0	0
		100000	0	54	1395	34	12	4	1	0	0	0	0
	4 Years	48000	0	34	102	58	45	26	6	0	0	0	0
		60000	1	200	762	32	39	15	4	0	0	0	0
		75000	0	32	78	19	131	196	9	0	0	0	0
		100000	0	131	224	116	40	7	4	0	0	0	0
	6 Years	36000	0	6	39	24	14	7	6	0	0	0	0
		48000	0	16	21	14	12	5	4	0	0	0	0
		60000	0	156	291	191	134	92	35	0	0	0	0
		75000	0	117	300	192	164	107	14	0	0	0	0
		100000	0	215	278	189	203	78	23	0	0	0	0
	7 Years	36000	0	3	6	4	2	3	3	0	0	0	0
		48000	0	3	15	5	14	2	2	0	0	0	0
		60000	0	109	122	99	31	19	8	0	0	0	0
		75000	0	99	427	188	435	192	19	1	0	0	0
		100000	0	105	338	394	466	344	22	0	0	0	0
	8 Years	36000	0	0	5	2	4	0	0	0	0	0	0
		48000	0	0	5	6	1	2	1	0	0	0	0
60000		0	14	12	15	5	4	8	0	0	0	0	
75000		0	14	31	10	12	5	11	0	0	0	0	
100000		0	0	29	22	165	100	12	0	0	0	0	

Used 2001 through 2006 MY Taurus

[illegible]

		New 2001 through 2006 MY Taurus											
		Plan Year											
Time	Mileage	2000	2001	2002	2004	2005	2006	2007	2009	2010	2011	2012	
BASECARE	3 Years	48000	0	62	58	23	3	5	4	0	0	0	0
		60000	0	43	131	25	10	3	0	0	0	0	0
		75000	0	40	37	33	15	7	1	0	0	0	0
		100000	0	56	83	55	43	7	0	1	0	0	0
	4 Years	48000	0	27	76	45	23	29	6	0	0	0	0
		60000	0	647	554	54	54	37	12	0	0	0	0
		75000	0	92	61	34	36	22	0	0	0	0	0
		100000	1	111	241	147	70	51	6	0	0	0	0
		101000	0	1	0	0	0	0	0	0	0	0	0
	5 Years	36000	0	26	25	12	7	10	3	0	0	0	0
		48000	0	27	46	51	24	13	10	0	0	0	0
		60000	0	496	715	349	193	113	27	1	0	0	0
		75000	0	520	1022	541	313	171	54	2	0	0	0
		100000	0	359	865	447	269	132	72	1	0	0	0
		101000	0	1	0	0	0	0	0	0	0	0	0
	6 Years	36000	0	16	19	13	12	8	6	0	0	0	0
		48000	0	29	48	40	27	13	13	1	0	0	0
		60000	0	153	286	237	175	82	44	3	0	0	0
		75000	0	295	999	654	433	212	107	0	0	0	0
		100000	1	337	424	258	190	104	66	1	0	0	0
7 Years	36000	0	0	11	9	1	4	2	0	0	0	0	
	48000	0	0	15	11	2	0	3	0	0	0	0	
	60000	0	29	32	32	26	11	4	1	0	0	0	
	75000	0	18	56	47	19	15	8	2	0	0	0	
	100000	0	0	23	20	15	9	11	3	0	0	0	

[illegible]

		New 2001 through 2006 MY Taurus											
		Plan Year											
Time	Mileage	2000	2001	2002	2004	2005	2006	2007	2009	2010	2011	2012	
EXTRACARE	3 Years	48000	0	78	53	32	10	1	1	0	0	0	0
		60000	0	316	265	118	20	6	0	0	0	0	0
		61000	0	20	30	0	5	0	0	0	0	0	0
		75000	0	108	65	59	40	4	5	0	0	0	0
		76000	0	0	175	104	6	0	0	0	0	0	0
		100000	0	160	140	83	49	10	3	0	0	0	0
	4 Years	48000	0	75	117	71	47	17	5	0	0	0	0
		60000	1	154	145	91	426	116	8	0	0	0	0
		75000	0	629	786	560	109	56	7	0	0	0	0
		100000	0	438	512	290	172	71	16	0	0	0	0
	5 Years	36000	0	79	92	50	31	5	7	0	0	0	0
		48000	0	134	140	74	45	13	7	3	0	0	0
		60000	1	2137	2331	1080	629	272	81	0	0	0	0
		75000	7	3441	4199	2157	1254	557	169	0	0	0	0
		76000	0	0	0	0	1	0	0	0	0	0	0
		100000	0	1107	1826	850	546	277	98	1	0	0	0
	6 Years	36000	0	223	141	89	61	20	9	0	0	0	0
		48000	0	268	248	180	107	45	14	1	0	0	0
		60000	0	1359	1547	911	482	235	61	5	0	0	0
		75000	0	2048	5216	2783	1678	851	348	10	0	0	0
		100000	1	927	839	456	283	178	61	1	0	0	0
	7 Years	36000	0	0	55	29	11	6	1	0	0	0	0
		48000	0	0	72	60	32	12	5	2	0	0	0
		60000	0	262	250	123	80	41	19	2	0	0	0
		75000	0	260	480	328	236	103	41	4	0	0	0
100000		0	0	104	62	47	28	15	1	0	0	0	

[illegible]

Ford Taurus Extended Service Plan Contract Coverage for Base Part Numbers 9A825 (Speed Control Cable)

		New 2001 through 2006 MY Taurus											
		Plan Year											
Time	Mileage	2000	2001	2002	2004	2005	2006	2007	2009	2010	2011	2012	
PREMIUMCARE	3 Years	48000	0	185	200	150	36	15	5	0	0	0	0
		60000	0	1252	5057	1093	1913	14	10	0	0	0	0
		61000	0	33	4	0	0	0	0	0	0	0	0
		62500	0	152	471	186	1291	0	0	0	0	0	0
		75000	0	284	329	151	81	33	11	0	0	0	0
		76000	0	10	35	11	16	0	0	0	0	0	0
		100000	0	356	307	205	133	43	4	0	0	0	0
		101000	0	2	2	1	0	0	0	0	0	0	0
	4 Years	48000	0	176	294	175	84	56	26	0	0	0	0
		60000	0	296	482	228	166	87	30	0	0	0	0
		61000	0	9	0	0	0	0	0	0	0	0	0
		75000	0	556	882	420	276	126	33	0	0	0	0
		100000	1	1171	1219	641	436	196	37	0	0	0	0
	5 Years	36000	0	247	371	238	161	75	45	4	0	0	0
		48000	0	260	546	352	157	89	34	4	0	0	0
		60000	1	3896	5928	3193	1752	809	383	8	0	0	0
		75000	5	6100	12586	6282	4168	2000	702	5	0	0	0
		76000	0	3	0	1	0	0	0	0	0	0	0
		100000	3	2582	4224	2225	1346	649	268	0	0	0	0
		101000	0	0	0	0	3	0	0	0	0	0	0
	6 Years	36000	0	853	1019	777	483	244	145	7	0	0	0
		48000	0	612	822	651	367	169	100	9	0	0	0
		60000	0	3629	6802	4305	2599	1421	727	29	0	0	0
		75000	4	5632	12415	6483	4156	2569	1426	20	0	0	0
		100000	0	2367	2663	1224	798	473	288	3	0	0	0
	7 Years	36000	0	0	354	280	152	81	54	9	0	0	0
		48000	0	0	401	292	150	49	73	4	0	0	0
		60000	0	1000	1036	568	375	193	149	20	0	0	0
		75000	0	747	1079	544	392	209	175	5	0	0	0
		100000	0	0	326	189	120	75	58	11	0	0	0

		Used 2001 through 2006 MY Taurus											
		Plan Year											
Time	Mileage	2000	2001	2002	2004	2005	2006	2007	2009	2010	2011	2012	
PREMIUMCARE	1 Year	12000	0	1	11	32	57	47	63	29	11	12	6
	2 Years	24000	0	9	144	459	665	661	871	225	152	91	42
	3 Years	24000	0	0	0	0	0	0	0	0	0	0	43
		36000	0	28	205	744	854	707	835	338	206	294	80
		48000	0	0	0	0	0	0	0	0	0	0	9
	4 Years	36000	0	0	0	0	0	0	0	0	0	0	33
		48000	0	0	232	145	177	120	257	384	249	117	25
	5 Years	60000	0	0	0	0	0	0	0	0	0	48	17

		Used 2001 through 2006 MY Taurus											
		Plan Year											
Time	Mileage	2000	2001	2002	2004	2005	2006	2007	2009	2010	2011	2012	
ROYALSHIELD	1 Month	1000	0	0	0	0	0	0	8	9	2	0	
	2 Months	3000	0	0	0	0	0	0	16	7	11	0	
	3 Months	4000	0	33	241	569	814	765	997	272	186	159	73
	6 Months	6000	0	1	3	0	0	0	0	0	0	0	19
	1 Year	12000	0	0	4	0	0	0	0	0	8	57	

		New 2001 through 2006 MY Taurus											
		Plan Year											
Time	Mileage	2000	2001	2002	2004	2005	2006	2007	2009	2010	2011	2012	
PREMIUMCARE	3 Years	48000	0	185	200	150	36	15	5	0	0	0	0
		60000	0	1252	5057	1093	1913	14	10	0	0	0	0
		61000	0	33	4	0	0	0	0	0	0	0	0
		62500	0	152	471	186	1291	0	0	0	0	0	0
		75000	0	284	329	151	81	33	11	0	0	0	0
		76000	0	10	35	11	16	0	0	0	0	0	0
		100000	0	356	307	205	133	43	4	0	0	0	0
		101000	0	2	2	1	0	0	0	0	0	0	0
	4 Years	48000	0	176	294	175	84	56	26	0	0	0	0
		60000	0	296	482	228	166	87	30	0	0	0	0
		61000	0	9	0	0	0	0	0	0	0	0	0
		75000	0	556	882	420	276	126	33	0	0	0	0
		100000	1	1171	1219	641	436	196	37	0	0	0	0
	5 Years	36000	0	247	371	238	161	75	45	4	0	0	0
		48000	0	260	546	352	157	89	34	4	0	0	0
		60000	1	3896	5928	3193	1752	809	383	8	0	0	0
		75000	5	6100	12586	6282	4168	2000	702	5	0	0	0
		76000	0	3	0	1	0	0	0	0	0	0	0
		100000	3	2582	4224	2225	1346	649	268	0	0	0	0
		101000	0	0	0	0	3	0	0	0	0	0	0
	6 Years	36000	0	853	1019	777	483	244	145	7	0	0	0
		48000	0	612	822	651	367	169	100	9	0	0	0
		60000	0	3629	6802	4305	2599	1421	727	29	0	0	0
		75000	4	5632	12415	6483	4156	2569	1426	20	0	0	0
		100000	0	2367	2663	1224	798	473	288	3	0	0	0
	7 Years	36000	0	0	354	280	152	81	54	9	0	0	0
		48000	0	0	401	292	150	49	73	4	0	0	0
		60000	0	1000	1036	568	375	193	149	20	0	0	0
75000		0	747	1079	544	392	209	175	5	0	0	0	
100000		0	0	326	189	120	75	58	11	0	0	0	

[illegible]

Contract Count

		New 2001 through 2006 MY Sable											
		Plan Year											
Time	Mileage	2000	2001	2002	2004	2005	2006	2007	2009	2010	2011	2012	
POWERTRAINCARE	3 Years	48000	0	39	23	10	4	1	0	0	0	0	0
		60000	0	3	35	2	13	0	1	0	0	0	0
		75000	0	5	7	1	0	0	0	0	0	0	0
		100000	0	3	22	3	3	1	0	0	0	0	0
	4 Years	48000	0	5	34	16	6	0	1	0	0	0	0
		60000	0	389	680	4	7	1	0	0	0	0	0
		75000	0	3	17	4	1	0	0	0	0	0	0
		100000	0	10	14	13	1	0	0	0	0	0	0
	5 Years	36000	0	4	6	9	12	1	0	0	0	0	0
		48000	0	2	7	6	2	1	0	0	0	0	0
		60000	0	20	84	39	17	7	2	0	0	0	0
		75000	0	15	59	29	16	5	1	0	0	0	0
		100000	0	19	91	39	9	6	2	0	0	0	0
	6 Years	36000	0	0	3	3	0	1	2	0	0	0	0
		48000	0	0	1	5	1	3	0	0	0	0	0
		60000	0	8	24	14	4	4	1	0	0	0	0
		75000	0	32	77	33	14	11	5	0	0	0	0
		100000	0	19	226	107	133	80	0	0	0	0	0
	7 Years	36000	0	0	1	4	0	0	0	0	0	0	0
		48000	0	0	0	0	0	0	1	0	0	0	0
60000		0	4	7	4	2	1	2	0	0	0	0	
75000		0	7	5	5	3	1	0	0	0	0	0	
100000		0	0	14	6	4	2	0	0	0	0	0	

Used 2001 through 2006 MY Sable

[illegible]

		New 2001 through 2006 MY Sable											
		Plan Year											
Time	Mileage	2000	2001	2002	2004	2005	2006	2007	2009	2010	2011	2012	
BASECARE	3 Years	48000	0	8	2	1	2	0	0	0	0	0	0
		60000	0	6	24	5	4	0	0	0	0	0	0
		75000	0	5	3	1	0	0	0	0	0	0	0
		100000	0	9	13	3	8	2	0	0	0	0	0
	4 Years	48000	0	11	15	15	6	4	2	0	0	0	0
		60000	0	15	35	16	9	2	2	0	0	0	0
		75000	0	28	14	4	2	2	0	0	0	0	0
		100000	0	23	41	28	7	4	0	0	0	0	0
	5 Years	36000	0	13	6	3	4	0	3	0	0	0	0
		48000	0	1	18	11	9	2	0	1	0	0	0
		60000	0	71	172	88	33	3	6	0	0	0	0
		75000	0	60	261	96	35	11	6	0	0	0	0
		100000	0	68	216	142	30	8	7	0	0	0	0
	6 Years	36000	0	5	5	4	6	2	2	0	0	0	0
		48000	0	7	14	15	7	4	2	0	0	0	0
		60000	0	41	82	64	35	14	7	0	0	0	0
		75000	1	96	268	152	73	20	11	0	0	0	0
		100000	0	56	93	53	24	11	9	0	0	0	0
	7 Years	36000	0	0	4	4	2	0	1	0	0	0	0
		48000	0	0	7	1	3	1	0	0	0	0	0
60000		0	5	21	12	9	2	2	0	0	0	0	
75000		0	10	27	9	8	3	0	0	0	0	0	
100000		0	0	11	9	5	4	0	0	0	0	0	

[illegible]

			New 2001 through 2006 MY Sable										
			Plan Year										
Time	Mileage	2000	2001	2002	2004	2005	2006	2007	2009	2010	2011	2012	
EXTRACARE	3 Years	48000	0	24	18	9	2	1	0	0	0	0	0
		60000	0	37	26	11	1	0	1	0	0	0	0
		75000	0	39	15	7	2	1	0	0	0	0	0
		100000	0	24	43	11	11	0	1	0	0	0	0
	4 Years	48000	0	28	39	21	14	3	1	0	0	0	0
		60000	0	40	46	21	8	3	1	0	0	0	0
		75000	0	88	82	31	12	6	1	0	0	0	0
		100000	0	84	92	49	13	4	0	0	0	0	0
	5 Years	36000	0	38	33	32	21	7	2	0	0	0	0
		48000	0	38	40	32	19	4	1	0	0	0	0
		60000	0	372	500	208	98	35	9	0	0	0	0
		75000	0	574	889	328	144	42	6	0	0	0	0
		100000	0	252	505	161	83	27	3	0	0	0	0
	6 Years	36000	0	78	53	31	42	11	4	0	0	0	0
		48000	0	66	74	47	23	5	2	0	0	0	0
		60000	1	508	478	226	131	38	20	0	0	0	0
		75000	0	587	1435	575	324	119	36	1	0	0	0
		100000	0	226	215	81	46	18	8	0	0	0	0
	7 Years	36000	0	0	35	20	4	2	3	0	0	0	0
		48000	0	0	32	29	15	4	1	0	0	0	0
60000		0	139	106	61	37	7	4	1	0	0	0	
75000		0	102	209	121	78	26	16	0	0	0	0	
100000		0	0	39	30	14	2	3	0	0	0	0	

[illegible]

Mercury Sable Extended Service Plan Contract Coverage for Base Part Number 9A825 (Speed Control Cable)

		New 2001 through 2006 MY Sable											
		Plan Year											
Time	Mileage	2000	2001	2002	2004	2005	2006	2007	2009	2010	2011	2012	
PREMIUMCARE	3 Years	48000	0	83	69	41	17	1	1	0	0	0	0
		60000	0	142	414	110	166	1	0	0	0	0	0
		62500	0	106	245	97	159	0	0	0	0	0	0
		75000	0	74	85	45	25	2	0	0	0	0	0
		100000	0	66	88	52	19	6	0	0	0	0	0
	4 Years	48000	0	84	143	71	25	11	3	0	0	0	0
		60000	0	100	165	64	30	10	2	0	0	0	0
		75000	0	148	221	90	43	12	4	0	0	0	0
		100000	0	245	319	144	78	25	2	0	0	0	0
	5 Years	36000	0	193	262	224	127	40	26	0	0	0	0
		48000	0	102	223	154	103	29	24	0	0	0	0
		60000	0	933	1437	721	375	110	49	2	0	0	0
		75000	0	1248	2741	988	649	177	48	0	0	0	0
		100000	0	719	1140	441	262	69	12	0	0	0	0
	6 Years	36000	0	538	468	477	369	143	130	0	0	0	0
		48000	0	250	342	275	161	59	43	1	0	0	0
		60000	0	1403	2497	1415	848	365	176	1	0	0	0
		75000	1	2072	3827	1506	983	386	168	0	0	0	0
		100000	1	890	924	286	196	66	31	0	0	0	0
	7 Years	36000	0	0	195	163	117	36	56	0	0	0	0
		48000	0	0	208	131	82	28	27	0	0	0	0
		60000	0	436	491	291	164	70	66	2	0	0	0
		75000	0	368	499	234	157	65	30	1	0	0	0
		100000	0	0	142	72	72	25	14	0	1	0	0

		Used 2001 through 2006 MY Sable											
		Plan Year											
Time	Mileage	2000	2001	2002	2004	2005	2006	2007	2009	2010	2011	2012	
PREMIUMCARE	1 Year	12000	0	1	2	11	11	8	22	4	4	1	2
	2 Years	24000	0	1	63	192	242	187	284	101	46	38	15
	3 Years	24000	0	0	0	0	0	0	0	0	0	0	14
		36000	0	8	96	358	317	226	305	128	76	105	17
		48000	0	0	0	0	0	0	0	0	0	0	1
	4 Years	36000	0	0	0	0	0	0	0	0	0	0	19
		48000	0	0	88	37	26	13	48	160	103	47	3
		60000	0	0	0	0	0	0	0	0	0	0	1
	60	60000	0	0	0	0	0	0	0	0	0	31	8

		Used 2001 through 2006 MY Sable											
		Plan Year											
Time	Mileage	2000	2001	2002	2004	2005	2006	2007	2009	2010	2011	2012	
ROYALSHIELD	1 Month	1000	0	0	0	0	0	0	0	2	2	0	
	2 Months	3000	0	0	0	0	0	0	6	5	0	0	
	3 Months	4000	0	8	92	184	242	299	69	53	58	28	
	6 Months	6000	0	0	1	0	0	0	0	0	0	4	
	1 Year	12000	0	0	1	0	0	0	0	0	2	14	

Contract Count

		New 2001 through 2006 MY Sable											
		Plan Year											
Time	Mileage	2000	2001	2002	2004	2005	2006	2007	2009	2010	2011	2012	
PREMIUMCARE	3 Years	48000	0	83	69	41	17	1	1	0	0	0	0
		60000	0	142	414	110	166	1	0	0	0	0	0
		62500	0	106	245	97	159	0	0	0	0	0	0
		75000	0	74	85	45	25	2	0	0	0	0	0
		100000	0	66	88	52	19	6	0	0	0	0	0
	4 Years	48000	0	84	143	71	25	11	3	0	0	0	0
		60000	0	100	165	64	30	10	2	0	0	0	0
		75000	0	148	221	90	43	12	4	0	0	0	0
		100000	0	245	319	144	78	25	2	0	0	0	0
	5 Years	36000	0	193	262	224	127	40	26	0	0	0	0
		48000	0	102	223	154	103	29	24	0	0	0	0
		60000	0	933	1437	721	375	110	49	2	0	0	0
		75000	0	1248	2741	988	649	177	48	0	0	0	0
		100000	0	719	1140	441	262	69	12	0	0	0	0
	6 Years	36000	0	538	468	477	369	143	130	0	0	0	0
		48000	0	250	342	275	161	59	43	1	0	0	0
		60000	0	1403	2497	1415	848	365	176	1	0	0	0
		75000	1	2072	3827	1506	983	386	168	0	0	0	0
		100000	1	890	924	286	196	66	31	0	0	0	0
	7 Years	36000	0	0	195	163	117	36	56	0	0	0	0
48000		0	0	208	131	82	28	27	0	0	0	0	
60000		0	436	491	291	164	70	66	2	0	0	0	
75000		0	368	499	234	157	65	30	1	0	0	0	
100000		0	0	142	72	72	25	14	0	1	0	0	

Used 2001 through 2006 MY Sable

Plan Year

[illegible]

PE12-005

FORD

4/30/2012

Appendix G

- **DRIVEABILITY—HIGH IDLE COLD IN GEAR OR WHEN COLD SHIFTING FROM PARK/NEUTRAL TO DRIVE/REVERSE—VEHICLES EQUIPPED WITH 3.0L 2 VALVE VULCAN ENGINE—BUILT BEFORE 3/1/2001 ONLY**
- **TRANSAXLE—AX4S—AX4N—ROUGH ENGAGEMENT INTO GEAR WHEN COLD—ROUGH COLD SHIFTS—RPM SURGE DURING 2-3 COASTING UPSHIFT—VEHICLES EQUIPPED WITH 3.0L 2 VALVE VULCAN ENGINE—BUILT BEFORE 3/1/2001 ONLY**

**Article No.
01-8-1**

FORD: 2001 TAURUS

MERCURY: 2001 SABLE

ISSUE

Some vehicles equipped with a 3.0L Vulcan engine built prior to 3/1/2001 may exhibit a perceived:

- high idle when shifting from Park/Neutral to Drive/Reverse on a cold start
- High creep speed in Drive or Reverse when cold
- Rough and harsh shifts while driving
- Cold engine harsh Park/Neutral to Drive/Reverse engagements
- Engine rpm surge during a 2-3 coasting upshift at approximately 40 km/h (25 mph)

This may be caused by the calibration of the Powertrain Control Module (PCM).

ACTION

Verify condition. If normal diagnostics cannot pinpoint condition, reprogram the PCM. Refer to following Service Procedure for details.

SERVICE PROCEDURE

1. Reprogram the PCM to the latest calibration. Refer to the PCM Calibration Information Chart in this article for applications.

NOTE

IF USING A NEW GENERATION STAR (NGS) TESTER TO REPROGRAM THE PCM, THE NGS MAY ASK “WOULD YOU LIKE TO MODIFY ANY PCM PARAMETERS?” ANSWER “NO” TO THIS QUESTION. THIS WILL PREVENT CHANGES TO THE TIRE SIZE AND AXLE RATIO. IF “YES” WAS INADVERTENTLY SELECTED, IT MAY BE NECESSARY TO ENTER 797 FOR TIRE SIZE AND 3.47 FOR THE FINAL DRIVE AXLE RATIO.

2. Advise the customer that it may take several drive cycles (dependant on cycle) before the PCM will completely adapt to the new calibration.

Article No. 01-8-1 Cont'd.


PCM CALIBRATION INFORMATION							
Application	Old Part Number (-12A650-)	Old Tear Tag	New Part Number (-12A650-)	New Tear Tag	Old Calibration	New Calibration	NGS/WDS Qualifier
3.0L 2V AX4S Trans.	1F1Z-FD	VMC3	1F1Z-FE	VMC4	12S0507	12S0510	WDS B11.15 or B12.3 Release
3.0L 2V AX4N Trans.	1F1Z-ED	TYD3	1F1Z-EE	TYD4	12N0507	12N0510	WDS B11.15 or B12.3 Release
3.0L 2V Flex Fuel, AX4S Trans.	1F1Z-ZD	PKK3	1F1Z-ZE	PKK4	1FS0507	1FS0510	WDS B11.15 or B12.3 Release
3.0L 2V Flex Fuel, AX4N Trans.	1F1Z-DC	LUA3	1F1Z-DD	LUA4	1FN0507	1FN0510	WDS B11.15 or B12.3 Release
3.0L 2V, AX4N GCC Countries, Leaded Fuel	1F1Z-NC	PWF2	1F1Z-ND	PWF3	12N0G06	12N0G10	WDS B11.15 or B12.3 Release

Obtain an Authorized Modifications Decal (FPS 8262 - obtainable through DOES II, 25/pkg) and list the date, dealer number, and summary of modifications performed. Select a prominent place adjacent to the Vehicle Emission Control Information Decal suitable for installing the Authorized Modifications Decal. Clean the area, install the decal, and cover it with a clear plastic decal shield.

OTHER APPLICABLE ARTICLES: NONE

WARRANTY STATUS: INFORMATION ONLY

OASIS CODES: 501000, 502000, 503000, 504000, 610000, 610700, 612000, 612500, 612600, 617400, 619400

		AUTHORIZED MODIFICATIONS	
THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:			
<i>Reprogrammed Powertrain Control Module (PCM) Per TSB 01-8-1</i>			
THESE MODIFICATIONS HAVE BEEN APPROVED, AS APPROPRIATE, BY EPA AND CARB.			
DEALER NUMBER:		DATE:	
CHANGE AUTHORITY:			
FPS 8262 9/78	FORD MOTOR COMPANY	PRINTED IN U.S.A.	

Article Number: 13919**Article Type:** S**Global Concern Number:****Market(s):**

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
AP	***	02/29/2000	09/13/2001
NA	***	02/29/2000	09/13/2001
SA	***	02/29/2000	09/13/2001
WD	***	02/29/2000	09/13/2001

Title:

3.0L 2V TEMPORARY FAST IDLE

Text:

ALL TAURUS/SABLES EQUIPPED WITH 3.0L 2 VALVE GAS AND FLEX FUEL ENGINES BUILT AFTER 2/3/2000 MAY EXHIBIT A START-UP FAST IDLE (2200-2500 RPM THAT DECREASES SLOWLY). THIS IS CAUSED BY A NORMAL TEMPORARY CALIBRATION STRATEGY TO PREVENT SPARK PLUG FOULING DURING PLANT/TRANSPORTATION OPERATION. THE CALIBRATION WILL REVERT TO NORMAL IDLE STRATEGY ONCE A 4 MILE CONTINUOUS TRIP HAS BEEN COMPLETED AND THE VEHICLE IS RE-STARTED. A NORMAL START-UP IDLE CAN REACH 2200 RPM, BUT DECREASES RAPIDLY.

Vehicles:

2000-2001 SABLE (00082)
2000-2001 TAURUS (00117)

Symptom Code:

617400 DRIVEABILITY IDLE - SLOW RETURN TO IDLE
619400 DRIVEABILITY IDLE - FAST IDLE

Article Number: 15239**Article Type:** S**Global Concern Number:****Market(s):**

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
AP	***	09/14/2001	02/05/2003
NA	***	09/14/2001	02/05/2003
SA	***	09/14/2001	02/05/2003
WD	***	09/14/2001	02/05/2003

Title:

PRE DELIVERY TEMPORARY FAST IDLE

Text:

ALL 2001-2002 TAURUS/SABLES WITH VERY LOW ODOMETER MILES, MAY EXHIBIT A HIGHER THAN NORMAL TEMPORARY START-UP FAST IDLE (1600-2500 RPM THAT DECREASES SLOWLY). NO REPAIRS SHOULD BE ATTEMPTED BECAUSE THIS IS A NORMAL TEMPORARY PCM CALIBRATION STRATEGY TO PREVENT SPARK PLUG FOULING DURING PLANT/TRANSPORTATION OPERATION. THE CALIBRATION WILL PERMANENTLY REVERT TO ITS NORMAL IDLE STRATEGY AFTER THE PCM HAS SEEN ITS FIRST 4 MILE CONTINUOUS DRIVE CYCLE. NOTE: BRAND NEW VEHICLES MAY ACCUMULATE SOME MILEAGE WITHOUT TURNING THIS STRATEGY OFF IF THE DRIVE CYCLES HAVE BEEN BELOW 4 MILES AT A TIME.

Vehicles:

2001-2002 SABLE (00082)
2001-2002 TAURUS (00117)

Symptom Code:

503000 DRIVELINE AUTO TRANS ENGAGEMENT CONCERNS
503300 DRIVELINE AUTO TRANS SHIFT LEVER/LINKAGE
504000 DRIVELINE OTHER AUTO TRANS CONCERNS
597997 DRIVELINE NOISE CONCERNS
617400 DRIVEABILITY IDLE - SLOW RETURN TO IDLE
619400 DRIVEABILITY IDLE - FAST IDLE

Article Number: 16613**Article Type:** S**Global Concern Number:****Market(s):**

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
AP	***	02/06/2003	10/01/2003
NA	***	02/06/2003	02/06/2004
SA	***	02/06/2003	10/01/2003
WD	***	02/06/2003	02/06/2004

Title:

2002-2003 TAURUS/SABLE - TEMPORARY FAST IDLE / NO SERVICE NECESSARY

Text:

ALL 2002-2003 TAURUS/SABLE VEHICLES, WITH VERY LOW ODOMETER MILES, MAY EXHIBIT A HIGHER THAN NORMAL TEMPORARY START-UP FAST IDLE (1600-2500 RPM THAT DECREASES SLOWLY). NO SERVICE SHOULD BE ATTEMPTED BECAUSE THIS IS A NORMAL TEMPORARY PCM CALIBRATION STRATEGY TO PREVENT SPARK PLUG FOULING DURING ASSEMBLY PLANT/TRANSPORTATION OPERATION. THE CALIBRATION WILL PERMANENTLY REVERT TO NORMAL IDLE STRATEGY AFTER THE PCM HAS SEEN THE FIRST 4 MILE CONTINUOUS DRIVE CYCLE. NOTE: BRAND NEW VEHICLES MAY ACCUMULATE SOME MILEAGE WITHOUT TURNING THIS STRATEGY OFF IF THE DRIVE CYCLES HAVE BEEN BELOW 4 MILES AT A TIME.

Vehicles:

2002-2003 SABLE (00082)
2002-2003 TAURUS (00117)

Symptom Code:

503000 DRIVELINE AUTO TRANS ENGAGEMENT CONCERNS
617400 DRIVEABILITY IDLE - SLOW RETURN TO IDLE
619400 DRIVEABILITY IDLE - FAST IDLE

Article Number: 17432**Article Type:** S**Global Concern Number:****Market(s):**

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
NA	***	12/12/2003	12/12/2013
WD	***	12/12/2003	12/12/2013

Title:

2002-2003 TAURUS/SABLE 3.0L 2-VALVE - ROLLING IDLE IN PARK WITH A/C COMPRESSOR ENGAGED

Text:

SOME 2002-2003 TAURUS/SABLE VEHICLES EQUIPPED WITH A 3.0L 2-VALVE ENGINE MAY EXHIBIT A ROLLING IDLE CONDITION DURING OPERATION IN ANY CLIMATE CONTROL MODE WHERE THE A/C COMPRESSOR MAY BE ENGAGED (A/C, MAX A/C, DEFROST, PANEL/FLOOR, FLOOR/DEFROST, DEFROST). THIS ROLLING IDLE CONDITION DOES NOT SET ANY DIAGNOSTIC TROUBLE CODES OR TURN ON THE MALFUNCTION INDICATOR LAMP. THE REPLACEMENT OR ADJUSTMENT OF ENGINE COMPONENTS, SUCH AS THE IAC OR THROTTLE BODY, IS NOT AN EFFECTIVE REPAIR FOR THESE SYMPTOMS. REPROGRAM THE POWERTRAIN CONTROL MODULE WITH THE LATEST CALIBRATION AVAILABLE USING WDS RELEASE B28.9 OR HIGHER. CALIBRATION FILES MAY ALSO BE OBTAINED AT WWW.MOTORCRAFT.COM.

Vehicles:

2002-2003 SABLE (00082)
2002-2003 TAURUS (00117)

Symptom Code:

600000 DRIVEABILITY
606000 DRIVE-PERFORMANCE
612000 DRIVEABILITY SURGE
617000 DRIVE-IDLE
618400 DRIVEABILITY IDLE - ROLLING IDLE

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Driving Performance				5*****
Driving Performance	Idle Quality			551***
Driving Performance	Idle Quality	Rolling		5516**
Driving Performance	Idle Quality	Rolling	Intermittent	551639

Article Number: 18156**Article Type:** S**Global Concern Number:****Market(s):**

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
NA	***	09/15/2004	09/15/2005
WD	***	09/15/2004	09/15/2005

Title:

2005 ALL VEHICLES WITH GASOLINE POWERED ENGINES - HIGH IDLE AT LOW MILEAGE

Text:

ALL 2005 VEHICLES EQUIPPED WITH GASOLINE POWERED ENGINES WITH LESS THAN 5 CONTINUOUS MILES (8 KM) OF DRIVING BETWEEN STARTS, OR LESS THAN 50 STARTS, MAY EXHIBIT HIGHER THAN NORMAL ENGINE IDLE SPEEDS. THIS IS A NORMAL CHARACTERISTIC, SO DO NOT ATTEMPT REPAIR. AFTER 5 CONSECUTIVE MILES (8 KM) OF DRIVING OR 50 STARTS THE IDLE SHOULD RETURN TO NORMAL. REFER TO THE PC/ED FOR ADDITIONAL INFORMATION.

Vehicles:

2005 AVIATOR (00152)
2005 CROWN VICTORIA (00015)
2005 E-SERIES (00016)
2005 ESCAPE (00130)
2005 EXCURSION (00126)
2005 EXPEDITION (00026)
2005 EXPLORER (00110)
2005 EXPLORER 4DR (00134)
2005 F-SERIES LD (00029)
2005 F-SERIES SUPER DUTY (00028)
2005 FIVE HUNDRED (00165)
2005 FOCUS (00122)
2005 FORD GT (00164)
2005 FREESTAR (00158)
2005 FREESTYLE (00166)
2005 GRAND MARQUIS (00044)
2005 LS (00124)
2005 MARINER (00163)
2005 MEDIUM TRUCK (00067)
2005 MONTEGO (00167)
2005 MONTEREY (00156)
2005 MOUNTAINEER (00070)
2005 MUSTANG (00071)
2005 NAVIGATOR (00106)
2005 RANGER (00081)
2005 SABLE (00082)
2005 TAURUS (00117)
2005 THUNDERBIRD (00092)
2005 TOWN CAR (00094)

Symptom Code:

617400 DRIVEABILITY IDLE - SLOW RETURN TO IDLE
619400 DRIVEABILITY IDLE - FAST IDLE

GCQIS Report Entry/Maintenance

GCQIS Technical Service Detail

Close Print Help

ArticleType : ISM ArticleNumber : 04-05-019 Entered Date : 05/17/2004 Times Recommended : 36

Date is displayed in MM/DD/CCYY format

1998-2005 TAURUS/SABLE SPEED CONTROL SWITCH TEST. :

SOME 1998-2005 TAURUS/SABLE VEHICLES MAY EXHIBIT AN INOPERATIVE SPEED CONTROL CONCERN. DURING DIAGNOSIS, THE SPEED CONTROL SWITCH SELF TEST MAY INCORRECTLY INDICATE A SWITCH FAILURE CONCERN IF TOO MUCH TIME IS TAKEN TO COMPLETE THE SWITCH TEST SEQUENCE. FIRST DEPRESS THE SPEED CONTROL "OFF" BUTTON WHILE KEYING IGNITION TO THE RUN POSITION. THE SPEED CONTROL INDICATOR WILL FLASH ONCE TO INDICATE DIAGNOSTIC MODE HAS BEEN ENTERED. DEPRESS THE FOLLOWING BUTTONS ONE IMMEDIATELY AFTER ANOTHER IN SEQUENCE: "ON", "RESUME", "COAST", "SET/ACCEL". ONE FLASH AFTER SEQUENCE IS COMPLETED INDICATES A SYSTEM PASS, TWO FLASHES INDICATES A DEFECTIVE BOO SWITCH, THREE FLASHES INDICATES A DEFECTIVE DEACTIVATION SWITCH. REFER TO WORKSHOP MANUAL SECTION 10-03/310-03 FOR ADDITIONAL DIAGNOSTIC INFORMATION. AUTHOR: RTHIELBA

PE12-005

FORD

4/30/2012

Appendix H

**SAFETY RECALL
04S12****DEMONSTRATION/DELIVERY HOLD:
All 2000 Model Year Taurus and Sable
Vehicles - Certain 2001 through 2003 Model
Year Taurus and Sable Vehicles Equipped
with Adjustable Pedals -Stop Lamp Switch
and Wire Harness Replacement**

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

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

March 2004

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

SUBJECT: **DEMONSTRATION / DELIVERY HOLD:** Safety Recall 04S12:
All 2000 Model Year Taurus and Sable Vehicles
Certain 2001 through 2003 Model Year Taurus and Sable Vehicles Equipped with
Adjustable Pedals
Stop Lamp Switch and Wire Harness Replacement

NOTE: Safety Recall 04S12 supercedes Safety Recall 01S08.

AFFECTED VEHICLES

All 2000 MY (model year) Taurus and Sable vehicles built at the Chicago Assembly Plant from Job #1 through Job Last and Atlanta Assembly Plant from Job #1 through Job Last.

Certain 2001 through 2003 MY Taurus and Sable vehicles equipped with adjustable pedals built at the Chicago Assembly Plant from Job #1 2001 through March 31, 2003 and Atlanta Assembly Plant from Job #1 2001 through February 27, 2003.

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>.

REASON FOR THIS SAFETY RECALL

The stop lamp switch and/or associated wiring may fail causing the vehicle brake lights to either not illuminate when the brake pedal is depressed or stay on continuously. Malfunctioning brake lights may not alert other drivers that the vehicle is slowing down, which may result in a rear end crash. If the switch and/or associated wiring fail in the open position, the brake lights will not illuminate and the driver will not be able to shift the vehicle out of park. If the switch fails in the closed position, the brake lights will remain on, which will not allow the speed control to be activated or may cause the battery to discharge.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any of the affected vehicles until the service procedure has been

performed. Owners will be instructed to take their vehicles to a Ford or Lincoln Mercury dealer to have the stop lamp switch and associated wiring removed and replaced with a newly designed stop lamp switch and wiring assembly. This must be done on all of the affected vehicles in your inventory, as well as vehicles that have been delivered to customers.

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected owners. Therefore, to ensure that this limited supply of parts will not negatively impact customer satisfaction, owners of affected vehicles will be notified in four separate phased mailings. Phase mailing will begin April 5, 2004, prioritized by age of vehicle (2000 MY vehicles first followed by 2001 MY, etc). Please note that dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Correct all vehicles in stock before demonstration or delivery. Federal law requires dealers to complete any outstanding safety 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 \$5,000 per vehicle.

ATTACHMENTS

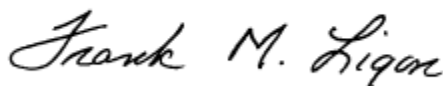
Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Questions and Answers

Customer Notification Letter

QUESTIONS?

Claims Information:.....1-800-423-8851
Special Service Support Center (Dealer Only) Questions:.....1-800-325-5621

Sincerely,



Frank M. Ligon

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Published By: Recall/Service Programs Department
Ford Customer Service Division

Article Number: 04-13-01

Article Type: T

Global Concern Number:

Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
NA	***	06/28/2004	06/25/2024
WD	***	06/28/2004	06/25/2024

Title:

2004 TAURUS/SABLE: COLD ENGINE HARD START/NO START AND/OR SLIGHT SURGING AT IDLE - DTC P0300 (MISFIRE) - 3.0L 2-VALVE ENGINE (GAS AND FFV)

Text:

SOME 2004 TAURUS/SABLE VEHICLES EQUIPPED WITH 3.0L 2-VALVE ENGINE (GAS AND FFV) MAY EXHIBIT THE FOLLOWING CONDITIONS: HARD START OR NO START WITH ENGINE COLD, P0300 MISFIRE DTC, SLIGHT ENGINE IDLE SURGING IN 15 SECOND INTERVALS WITH TRANSMISSION OIL TEMPERATURES BELOW 100 DEGREE F (38 DEGREE C) WITH SHIFT LEVER IN PARK AND FOOT OFF BRAKE. REPROGRAM THE POWERTRAIN CONTROL MODULE (PCM) TO THE LATEST CALIBRATION USING WDS RELEASE B31.9 OR HIGHER. CALIBRATION FILES MAY ALSO BE OBTAINED AT WWW.MOTORCRAFT.COM.

Vehicles:

2004 SABLE (00082)
2004 TAURUS (00117)

Symptom Code:

500000 DRIVELINE
504000 DRIVELINE OTHER AUTO TRANS CONCERNS
600000 DRIVEABILITY
601000 DRIVE-STARTING
602300 DRIVEABILITY HARD START/LONG START
603300 DRIVEABILITY NO START
606000 DRIVE-PERFORMANCE
608000 DRIVEABILITY RUNS ROUGH
608400 DRIVEABILITY RUNS ROUGH AT IDLE
608500 DRIVEABILITY RUNS ROUGH - ACCELERATION
609000 DRIVEABILITY MISSES
609400 DRIVEABILITY MISSES AT IDLE
612000 DRIVEABILITY SURGE
698298 DRIVEABILITY MALFUNCTION INDICATOR LAMP - MIL
P0300
P2196
P2198

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Start/Run/Move				4*****
Start/Run/Move	Starting			440***
Start/Run/Move	Starting	Cranks Won't Start		4403**
Start/Run/Move	Starting	Cranks Won't Start	Cold	440312

FORD: 2000-2003 TAURUS
2002 THUNDERBIRD
2000-2003 EXPLORER, RANGER
2001-2003 EXPLORER SPORT TRAC, EXPLORER SPORT

LINCOLN: 2000-2002 LS

MERCURY: 2000-2003 SABLE, MOUNTAINEER

ISSUE

Some vehicles, may exhibit drivability conditions. These may include:

- No start
- Difficult to start
- Stall
- Low idle
- Rough idle
- High idle
- Hesitation/surge while accelerating or at steady speed

These conditions may be intermittent with no Diagnostic Trouble Codes (DTC) and no Malfunction Indicator Lamp (MIL). In some cases DTC and MIL may be evident.

ACTION

Trouble cannot be identified with 95% of returned Idle Air Control (IAC) valves. The following procedure is supplemental information to normal diagnostics to facilitate accurate identification of malfunctioning valves. These symptoms would include engine stall, hard start, crank/no start, idling problems, and Idle Speed Control System related DTC's.

If the service writer uses the attached worksheet (Figure 2) for all drivability concerns including stalls it will assist the technician making a correct repair the first time.

Perform normal diagnostics.

SERVICE INFORMATION

NOTE

IT MAY NOT BE POSSIBLE TO DUPLICATE THE CUSTOMER CONCERN. ALTHOUGH THE CONDITION MAY NOT BE DUPLICATED, IT IS RECOMMENDED THAT ANY EVALUATION OF THE IAC VALVE BE DONE IN ACCORDANCE WITH THE FOLLOWING SERVICE PROCEDURE.

IAC DIAGNOSTIC SERVICE TIPS - GENERAL

Never clean an IAC valve. Carburetor cleaners and other cleaning agents may temporarily repair the drivability concern, but the long-term functionality of the valve is compromised.

For all drivability concerns, make certain the service writer obtains as much information as possible from the customer as to the conditions causing drivability concern. Attached is a drivability concern check off sheet (Figure 2) that if used, can help reduce the time required to diagnose a vehicle.

NOTE

IF THE ENGINE STALLED WHILE THE VEHICLE WAS IN GEAR AND MOVING THE POSSIBILITY OF THE IAC VALVE CAUSING THIS IS UNLIKELY UNLESS IT OCCURRED ON DECELERATION.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle.

Article No. 03-3-5 Cont'd.

Use the following Supplemental information for 3.0L 4V Duratec Engines, in the Taurus/Sable, and Lincoln LS.

1. Use the following conditions for the test described below:
 - Transmission in park
 - Engine temperature should be at least 190° F (88° C)
 - All accessories should be off steering wheel in the center position
 - EGVR and EVAPDUTY CYCLE at zero, if the vehicle has an EGR system
 - Short and long term fuel trims less than 15%
 - At stabilized engine speed (RPM) and temperature (hot idle) per the Powertrain Control Emission Diagnostics (PC/ED) manual, verify the IAC duty cycle is within reference values called out in the following chart in this TSB.

NOTE

IT IS USUAL TO SEE THE IAC DUTY CYCLE VARY BY 1% TO 2% OVER SEVERAL MINUTES.

If the Duty Cycle is out of specification, proceed with the following steps:

1. Ensure that there is no purge flow.
2. Verify PCM harness integrity by performing a wiggle test on the harness while the engine is running and observe the IAC duty cycle and engine performance. Should abnormalities be observed, repair the harness as required.
3. For an IAC duty cycle high concern, unplug and plug in the IAC power connector several times. If the duty cycle remains high, replace IAC valve.
4. For an IAC duty cycle low concern, there may be an intake air leak. See the below IAC diagnostic service tip for DTC 1506 and other high idle concerns.

Use the following Supplemental information for the 3.9L Lincoln LS and Thunderbird.

1. Use the following conditions for the test described below:
 - Transmission in park
 - Engine idle at approximately 650 RPM
 - Engine temperature should be at least 190° F (88° C)
 - All accessories and the engine cooling fan should be off
 - Steering wheel in the center position
 - EGVR and EVAPDUTY CYCLE are zero
 - Short and long term fuel trims less than 15%

NOTE

IT IS USUAL TO SEE THE IAC DUTY CYCLE VARY BY 1% TO 2% OVER SEVERAL MINUTES.

NOTE

IT IS EXTREMELY IMPORTANT TO CHECK THE IAC DUTY CYCLE WHEN THE RPM IS AT 650 RPM. EVEN 700 RPM IS TOO HIGH FOR CHECKING the IAC VALVE DUTY CYCLE UNDER THESE CONDITIONS. IF THE RPM IS OVER 650 RPM, MOMENTARILY OPENING AND CLOSING THE THROTTLE AND A SHORT EQUILIBRATION TIME WILL LOWER THE RPM.

At stabilized engine speed and temperature, verify that the IAC duty cycle is between 27-36% with no purge flow (EVAPV duty cycle is 0%).

If the Duty Cycle is out of specification, proceed with the following steps:

1. Ensure there is no purge flow.
2. Verify PCM harness integrity by performing a wiggle test on the harness while the engine is running and observe the IAC duty cycle and engine performance. Should abnormalities be observed, repair the harness as required.
3. For an IAC duty cycle high concern, unplug and plug in the IAC power connector several times. If the duty cycle remains high, replace IAC valve.
4. For an IAC duty cycle low concern, there may be an intake air leak. See the below IAC diagnostic service tip for DTC 1506 and other high idle concerns.

NOTE

IF THE ORIGINAL IAC VALVE WAS WITHIN DUTY CYCLE SPECIFICATION OR THE DUTY CYCLE REMAINS OUT OF SPECIFICATIONS AFTER IAC VALVE REPLACEMENT FURTHER DIAGNOSTICS ARE REQUIRED TO ADDRESS THE CUSTOMER CONCERN.

Use the following Supplemental information for 4.0L SOHC Engines in the Ranger, Explorer, Mountaineer, Explorer Sport and Explorer Sport Trac.

If no DTC's present check the following items in this order before examining the IAC valve:

- BARO Hz reading - Refer to Barometric Pressure Chart listed in this TSB
- Battery and fuse box power lead
- Ground wire attachments
- Wiring (wiggle test)
- PCM voltage
- Vacuum leaks

Examine IAC valve under these conditions:

- PCM updated to the latest available calibration
- Transmission in park
- Warm stabilized vehicle with engine temperature at least 190° F (88° C)
- All accessories and cooling fan should be off
- Steering wheel in the center position
- EGVR and EVAPDC at zero, if the vehicle has an EGR system
- Short and long term fuel trims (less than 15)

Perform the following steps in order:

1. Using either NGS or WDS bring up the following PIDS: IACTRIM, IACKAM2, IACKAM3.
2. Allow vehicle to idle until the IACTRIM PID is 0.

NOTE

IACTRIM ALWAYS TRIES TO GO TO 0. WHEN MOVING TOWARDS 0, THE IACKAM2 PID SHOULD BE CHANGING. IF IACKAM3 IS CHANGING, THEN THE AIR CONDITIONING SHOULD BE TURNED OFF.

3. If IACKAM2 is between -0.35 and +0.35 with IACTRIM=0, then the valve is operating properly at idle. The remainder of this TSB will help diagnose true root cause.

4. If IACKAM2 is not between -0.35 and +0.35, it is highly likely that the engine idle system (to include the throttle body and air intake system) is not operating properly.

NOTE

FOR ALL VEHICLES PLEASE RECORD THE OBSERVED IAC DUTY CYCLE AND ENGINE RPM IN THE WARRANTY CLAIMS COMMENTS FOR THIS DIAGNOSTIC.

IAC Diagnostic Service Tips - DTC 1506 (IAC Over Speed Error) and other High Idle Concerns:

- There are two primary causes of high idle:

1. Damaged IAC valves and

2. Vacuum leaks

- IAC valves can be damaged from engine induction backfires. Many times the customer may not notice the induction backfire but will notice the high idle afterwards. Indications of valve damage can be a shiny, almost polished appearance in the interior of the valve and a dislocated pintle. An IAC valve damaged by backfire should be replaced. Refer to Figure 1.
- Inspect PCV system for leaks especially looking for cracks along any rubber elbow joints; also verify that the correct PCV valve is installed.
- Inspect for vacuum hoses loose or disconnected from intended ports and connections. Induction backfire can loosen or disconnect vacuum hoses.
- Two indicators can help you identify if a vacuum leak is present, even if the engine RPM appear normal in the service bay. If the duty cycle is below specification that is indicative that the engine is receiving too much air (from a vacuum leak) and the PCM is ordering the valve to close up to restrict flow. Another indication is fuel trim. Record the long term and short term fuel trim PIDS (LONGFT1, LONGFT2, SHORTFT1, etc.), if short term fuel trims are high (above specification) this is a possible indication of a vacuum leak, making the engine run lean, and the PCM is attempting to compensate.

Article No. 03-3-5 Cont'd.

IAC Diagnostic Service Tips - DTC 1507 (IAC Under Speed Error) and Other Low Idle Concerns:

- An under speed error may not necessarily be a fault with the IAC valve. A large friction load on the engine or obstruction in the air intake system could also reduce the engine RPMs.
- There are four possible sources of friction load that can contribute to under speed error or low idle concerns.

1. Power Steering Load
2. Air Conditioning Load
3. Electrical Load
4. Automatic Transmission Torque Converter Load

IAC Diagnostic Service Tips - Rough Idle Concerns:

- Rough idle concerns are often a result of a lean running condition
- Another possible cause is contamination build up on the MAF sensor

IAC Diagnostic Service Tips - Engine Hard Start/Engine Crank-No Start

- While performing diagnostics, the technician should ensure that the fuel system is working correctly for all engines with hard start/crank no-start complaints.
- When diagnosing a mechanical return less fuel system, the following correction to the PC/ED pinpoint HC (4) diagnostic procedure should be used when performing the KOEO fuel pressure test:
- Perform the KOEO fuel pressure test as specific in the PC/ED manual.
- The fuel pressure should drop off no more than 10 psi from maximum pressure (no lower than 55 psi for a 65 psi max system or no lower than 45 psi for a 55 psi max system) within 5 minutes of the start of the test.
- The fuel pressure should drop off to no less than 30 psi within 30 minutes of the start of the test.
- For greatest accuracy, the service technician should read the fuel pressure as soon as possible after pump shut off, no more than 5 minutes after the start of the test.

NOTE

RETURNABLE AND ELECTRONIC RETURN LESS SYSTEMS SHOULD ALSO BE DIAGNOSED

USING THE PROCEDURES LISTED FOR THEM IN PINPOINT TEST HC.

IAC Diagnostic Service Tips - High Idle RPM at Start Up:

- Most engines will have a temporary high idle at engine start up to allow for catalyst light off. If DTC 1506 is not present, this indicates that there is no fault present with the IAC.
- A vehicle with very low odometer miles, may exhibit a higher than normal temporary startup fast idle (1600-2500 RPM that decreases slowly). No repairs should be attempted because this is a normal temporary PCM calibration strategy to prevent spark plug fouling during plant/transportation operation. The calibration will permanently revert to its normal strategy after the PCM has seen its first 4 miles of continuous drive cycle. A brand new vehicle may accumulate some mileage without turning this strategy off if the drive cycle has been below 4 miles at a time.

IAC Diagnostic Service Tips - IAC Valve Noise Issues

For IAC valve noise concerns check for obstructed or potentially damaged IAC valve from backfire.

NOTE

ON SOME NEWER MODEL YEAR VEHICLES THE REACTION SPEED OF THE IAC VALVE IS FAST ENOUGH THAT IT MIGHT MAKE A "POPPING" SOUND AS IT REACTS TO A LARGE IDLE LOAD. THIS IS A NORMAL CHARACTERISTIC AND NO ATTEMPTS SHOULD BE MADE IN AN EFFORT TO MODIFY THE PERFORMANCE OF THE IAC VALVE. IF POSSIBLE, COMPARE AGAINST A LIKE VEHICLE.

2000 MODEL YEAR - IAC DUTY CYCLE AND ENGINE RPM				
Vehicle Line	Engine Size	IAC Duty Cycle	Engine DSDRPM	Engine RPM
Lincoln LS (A/T)	3.0L	27-47%	725	695-755
Lincoln LS (M/T)	3.0L	20-40%	850	820-880
Lincoln LS (A/T)	3.9L	27-36%	650	628-668
Taurus	3.0L 4V	16-50%	704	674-734
Sable	3.0L 4V	16-50%	704	674-734

2001 MODEL YEAR - IAC DUTY CYCLE AND ENGINE RPM				
Vehicle Line	Engine Size	IAC Duty Cycle	Engine DSDRPM	Engine RPM
Lincoln LS (A/T)	3.0L	27-47%	725	695-755
Lincoln LS (M/T)	3.0L	20-40%	850	820-880
Lincoln LS (A/T)	3.9L	27-36%	650	628-668
Taurus	3.0L 4V	24-52%	704	674-734
Sable	3.0L 4V	24-52%	704	674-734

2002 MODEL YEAR - IAC DUTY CYCLE AND ENGINE RPM				
Vehicle Line	Engine Size	IAC Duty Cycle	Engine DSDRPM	Engine RPM
Lincoln LS (A/T)	3.0L	30-50%	725	695-755
Lincoln LS (M/T)	3.0L	31-51%	850	820-880
Lincoln LS (A/T)	3.9L	27-36%	650	628-668
Thunderbird (A/T)	3.9L	27-36%	650	628-668
Taurus	3.0L 4V	24-52%	656	626-686
Sable	3.0L 4V	24-52%	656	626-686

2003 MODEL YEAR - IAC DUTY CYCLE AND ENGINE RPM				
Vehicle Line	Engine Size	IAC Duty Cycle	Engine DSDRPM	Engine RPM
Taurus	3.0L 4V	24-52%	656	626-686
Sable	3.0L 4V	24-52%	656	626-686

NOTE

REMEMBER THAT MOST WEATHER SERVICES REPORT A LOCAL BAROMETRIC PRESSURE THAT HAS BEEN CORRECTED TO SEA LEVEL. THE BARO PID, ON THE OTHER HAND, REPORTS THE ACTUAL BAROMETRIC PRESSURE FOR THE ALTITUDE THE VEHICLE IS BEING OPERATED IN. LOCAL WEATHER CONDITIONS (HIGH AND LOW PRESSURE AREAS) WILL CHANGE THE LOCAL BAROMETRIC PRESSURE BY SEVERAL INCHES OF MERCURY (± 3 Hz, ± 1 in. Hg.).

NOTE

BARO IS UPDATED ONLY WHEN THE VEHICLE IS AT HIGH THROTTLE OPENINGS. THEREFORE, A VEHICLE, WHICH IS DRIVEN DOWN FROM A HIGHER ALTITUDE MAY NOT

HAVE HAD AN OPPORTUNITY TO UPDATE THE BARO VALUE IN KAM. IF YOU ARE NOT CONFIDENT THAT BARO HAS BEEN UPDATED, PERFORM THREE OR FOUR HEAVY, SUSTAINED ACCELERATIONS AT GREATER THAN HALF-THROTTLE TO ALLOW BARO TO UPDATE.

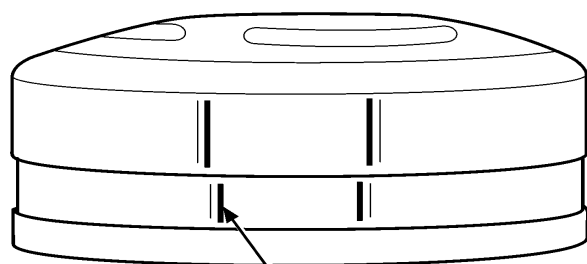
BAROMETRIC PRESSURE REFERENCE			
Barometric Pressure (in. Hg.)	Barometric Pressure (kPa)	BARO/MAP PID (Hz)	Altitude above sea level (ft)
3.5	11.8	89.3	
5	16.9	92.8	
10	33.8	104.6	
15	50.7	117.0	14,000
20	67.5	129.6	10,000
21	70.9	132.5	9,000
22	74.3	135.4	8,000
23	77.7	138.3	7,000
24	81.1	141.1	6,000
25	84.4	144.0	5,000
26	87.8	146.9	4,000
27	91.2	149.8	3,000
28	94.6	152.8	2,000
29	97.9	155.8	1,000
30	101.3	158.9	0 (sea level)
31	104.7	162.0	
31.875	107.7	164.7	

OTHER APPLICABLE ARTICLES: NONE

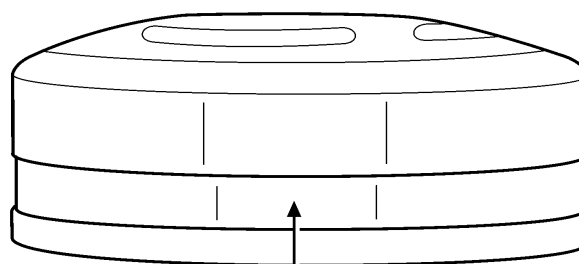
WARRANTY STATUS: INFORMATION ONLY

OASIS CODES: 602300, 603300, 607000, 607400, 607700, 608000, 608400, 611000, 618400, 619400, 698298

VALVE CONDITION CHECK



VALVE IS SHINIER
THAN NORMAL



NO ABNORMALITY CAN
BE OBSERVED

TB-6918-A

Figure 1 - Article 03-3-5



Ford Motor Company Driveability Concern Check Sheet

Dealer Code: _____ Dealer Name: _____

Dealer Phone: _____ Contact Name: _____

Vehicle Information

Model Year:	Vehicle Line:
Market Derived:	Warranty Start Date:
Body/Cab Type:	Production Date:
Version/Series:	VIN:

In the customer's words what happened.
Has the vehicle been repaired for a driveability issue before?

Mileage at last concern: _____ miles Mileage Now: _____ miles

Frequency of Occurrence _____ Constantly _____ Times Per Week _____ Once _____ Other (specify above)

Previously Repaired? ☐ Yes ☐ No

Ambient Temperature ☐ Hot ☐ Warm ☐ Cold approx. temp. = _____ F

Weather Conditions ☐ Dry ☐ Wet ☐ Other (specify above)

Driving Conditions ☐ Stop-Go ☐ Highway ☐ Other (specify above)

Vehicle Speed ☐ 0-10 mph ☐ 10-20 mph ☐ Other (specify above)

Transmission Gear Circle: **P R N D 4 3 2**

Fuel Level in Tank ☐ Full ☐ 3/4 ☐ 1/2 ☐ 1/4 ☐ Very Low

Restarting ☐ Restarts only with ignition key ☐ Will not restart
☐ Restarts itself immediately ☐ Restarts after long crank

Engine Stalls Information ☐ At steady throttle ☐ Turning left/right
☐ Shifting into drive ☐ When accelerating
☐ Loses power then quits ☐ Slowing down
☐ When maneuvering at low speed ☐ After starting

Has the vehicle had any non-approved devices installed? (i.e. Alarm, Tracker, Radio, Telephone etc.)

☐ No ☐ Yes, Specify _____

TB-6997-A

Article Number: 18614

Article Type: S

Global Concern Number:

Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
NA	***	05/19/2005	05/19/2015
WD	***	05/19/2005	05/19/2015

Title:

1996-2005 TAURUS/SABLE - SURGING DUE TO AIR BOX MIS-ASSEMBLY

Text:

SOME 1996-2005 TAURUS AND SABLE VEHICLES EQUIPPED WITH A 3.0 2V OR 3.0 4V ENGINE MAY EXHIBIT VARIOUS INTERMITTENT DRIVABILITY SYMPTOMS AT IDLE (SURGE, IDLE ROLL, ROUGH IDLE), ONLY WHEN THE ENGINE COOLING FANS ARE OPERATING. THIS MAY BE DUE TO THE LOWER PORTION OF THE AIR CLEANER BOX NOT BEING PROPERLY SECURED. OFTEN TIMES THESE SYMPTOMS WILL NOT HAVE AN ASSOCIATED DTC. TO DIAGNOSE, DETERMINE IF THE CONDITION IS ONLY PRESENT WHEN THE ENGINE COOLING FANS ARE OPERATING. IF SO, INSPECT THE 3 LOWER TABS OF THE UPPER AIR CLEANER ASSEMBLY FOR CORRECT INSTALLATION IN THE LOWER AIR CLEANER ASSEMBLY SLOTS. IF THEY ARE NOT, SECURE CORRECTLY, CLEAR KEEP ALIVE MEMORY, AND RETEST.

Vehicles:

1996-2005 SABLE (00082)
1996-2005 TAURUS (00117)

Symptom Code:

600000 DRIVEABILITY
606000 DRIVE-PERFORMANCE
608000 DRIVEABILITY RUNS ROUGH
608400 DRIVEABILITY RUNS ROUGH AT IDLE
609000 DRIVEABILITY MISSES
609400 DRIVEABILITY MISSES AT IDLE
612000 DRIVEABILITY SURGE
617000 DRIVE-IDLE
618400 DRIVEABILITY IDLE - ROLLING IDLE

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Driving Performance				5****
Driving Performance	Idle Quality			551***
Driving Performance	Idle Quality	Rough		5519**
Driving Performance	Idle Quality	Rough	Intermittent	551939
Driving Performance	Engine Surge			558***
Driving Performance	Engine Surge	At Idle		5581**
Driving Performance	Engine Surge	At Idle	Intermittent	558139

Article Number: 17503

Article Type: S

Global Concern Number:

Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
NA	***	01/20/2004	01/20/2014
WD	***	01/20/2004	01/20/2014

Title:

2002-2003 TAURUS/SABLE 3.0L 2V AND FFV - SURGE BETWEEN 35 AND 45 MPH

Text:

SOME 2002-2003 TAURUS/SABLE VEHICLES EQUIPPED WITH 3.0L 2-VALVE OR FFV ENGINE MAY EXHIBIT A SURGE AT A STEADY SPEED BETWEEN 35 AND 45 MPH WITH NO OTHER DRIVEABILITY CONCERNS. TO SERVICE, REPROGRAM THE POWERTRAIN CONTROL MODULE (PCM) TO THE LATEST LEVEL USING WDS RELEASE B29.2 OR HIGHER. THE CALIBRATION FILE CAN ALSO BE OBTAINED AT WWW.MOTORCRAFT.COM.

Vehicles:

2002-2003 SABLE (00082)
2002-2003 TAURUS (00117)

Symptom Code:

600000 DRIVEABILITY
606000 DRIVE-PERFORMANCE
608000 DRIVEABILITY RUNS ROUGH
608600 DRIVEABILITY RUNS ROUGH - CRUISE
609000 DRIVEABILITY MISSES
609600 DRIVEABILITY MISSES - CRUISE
610000 DRIVEABILITY BUCK/JERK
610600 DRIVEABILITY BUCK/JERK - CRUISE
612000 DRIVEABILITY SURGE
612600 DRIVEABILITY SURGE - CRUISE

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Driving Performance				5*****
Driving Performance	Engine Surge			558***
Driving Performance	Engine Surge	Cruise/ Steady Speed		5583**
Driving Performance	Engine Surge	Cruise/ Steady Speed	Always	558302

Article Number: 16183

Article Type: S

Global Concern Number:

Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
AP	***	09/04/2002	06/18/2003
NA	***	09/04/2002	06/18/2003
SA	***	09/04/2002	06/18/2003
WD	***	09/04/2002	06/18/2003

Title:

2002 TAURUS/SABLE EQUIPPED WITH A 3.0L-2V ENGINE - MISDIAGNOSED IAC - SERVICE TIPS

Text:

SOME 2002 TAURUS/SABLE EQUIPPED WITH A 3.0L 2V ENGINE HAVE BEEN MISDIAGNOSED WITH IDLE AIR CONTROL VALVE FAILURES IN RELATION TO THE FOLLOWING: 1) ROUGH ENGINE IDLE, IDLE RPM DIP WITH A/C ON, OR A DTC P0191 - SSM 16035 REFERS TO A CALIBRATION REVISION FOR THESE CONDITIONS. 2) RPM FLAIR AT START- UP - DURING START-UP. ENGINE FLARES AS HIGH AS 2200 RPM. THIS IS NORMAL ENGINE OPERATION. 3) ALTERNATE PCM CALIBRATION- SSM# 15239 ADDRESSES AN TEMPORARY, ALTERNATE PCM CALIBRATION THAT IS USED AT THE PRODUCTION PLANTS AND MAY STILL BE IN AFFECT UPON DELIVERY. DO NOT REPLACE THE IAC OR OTHER COMPONENTS TO ADDRESS THESE SCENARIOS. IF AN IDLE CONDITION OTHER THAN THESE EXIST, PERFORM NORMAL DIAGNOSIS, REFER TO THE PCED MANUAL, SECTION 3 FOR DTC'S OR SECTION 4, FOR SYMPTOM CHART (LACK OF DTC'S).

Vehicles:

2002 SABLE (00082)
2002 TAURUS (00117)

Symptom Code:

499000 ENGINE BASIC ENGINE
608000 DRIVEABILITY RUNS ROUGH
608600 DRIVEABILITY RUNS ROUGH - CRUISE
609000 DRIVEABILITY MISSES
609400 DRIVEABILITY MISSES AT IDLE
610000 DRIVEABILITY BUCK/JERK
610500 DRIVEABILITY BUCK/JERK - ACCELERATION
610600 DRIVEABILITY BUCK/JERK - CRUISE
612600 DRIVEABILITY SURGE - CRUISE
617400 DRIVEABILITY IDLE - SLOW RETURN TO IDLE
618400 DRIVEABILITY IDLE - ROLLING IDLE
619400 DRIVEABILITY IDLE - FAST IDLE
698298 DRIVEABILITY MALFUNCTION INDICATOR LAMP - MIL
P0191

Article Number: 16035

Article Type: S

Global Concern Number:

Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
AP	***	07/16/2002	10/30/2002
NA	***	07/16/2002	10/30/2002
SA	***	07/16/2002	10/30/2002
WD	***	07/16/2002	10/30/2002

Title:

2002 TAURUS/SABLE 3.0L 2V/FFV - ROUGH IDLE, P0191, 1-2 SHIFT, HESITATION SURGE

Text:

SOME 2002 TAURUS/SABLE VEHICLES EQUIPPED WITH A 3.0L 2V OR FFV ENGINE MAY EXHIBIT ONE OR ANY OF THE FOLLOWING CONDITIONS: A ROUGH ENGINE IDLE, ENGINE IDLE ROUGHNESS OR IDLE RPM DIP WITH THE A/C ON, A DTC P0191 OR 1-2 UP-SHIFT HESITATION/SURGE IN VEHICLES EQUIPPED WITH AN AX4S TRANSMISSION. TO SERVICE, REPROGRAM THE PCM WITH THE LATEST CALIBRATION USING WDS VERSION B19.6 OR LATER.

Vehicles:

2002 SABLE (00082)
2002 TAURUS (00117)

Symptom Code:

206000 ELECTRICAL WARNING INDICATORS
404000 ENGINE FUEL SYSTEM CONCERNS
501000 DRIVELINE AUTO TRANS UPSHIFT CONCERNS
607400 DRIVEABILITY STALLS/QUITS AT IDLE
607500 DRIVEABILITY STALLS/QUITS - ACCELERATION
607600 DRIVEABILITY STALLS/QUITS - CRUISE
607700 DRIVEABILITY STALLS/QUITS - DECELERATION
608000 DRIVEABILITY RUNS ROUGH
608400 DRIVEABILITY RUNS ROUGH AT IDLE
609000 DRIVEABILITY MISSES
609400 DRIVEABILITY MISSES AT IDLE
611000 DRIVEABILITY HESITATION/STUMBLE
618400 DRIVEABILITY IDLE - ROLLING IDLE
698298 DRIVEABILITY MALFUNCTION INDICATOR LAMP - MIL
703000 NVH VIBRATION CONCERNS
703100 NVH VIBRATION AT IDLE/NEUTRAL
P0191

PE12-005

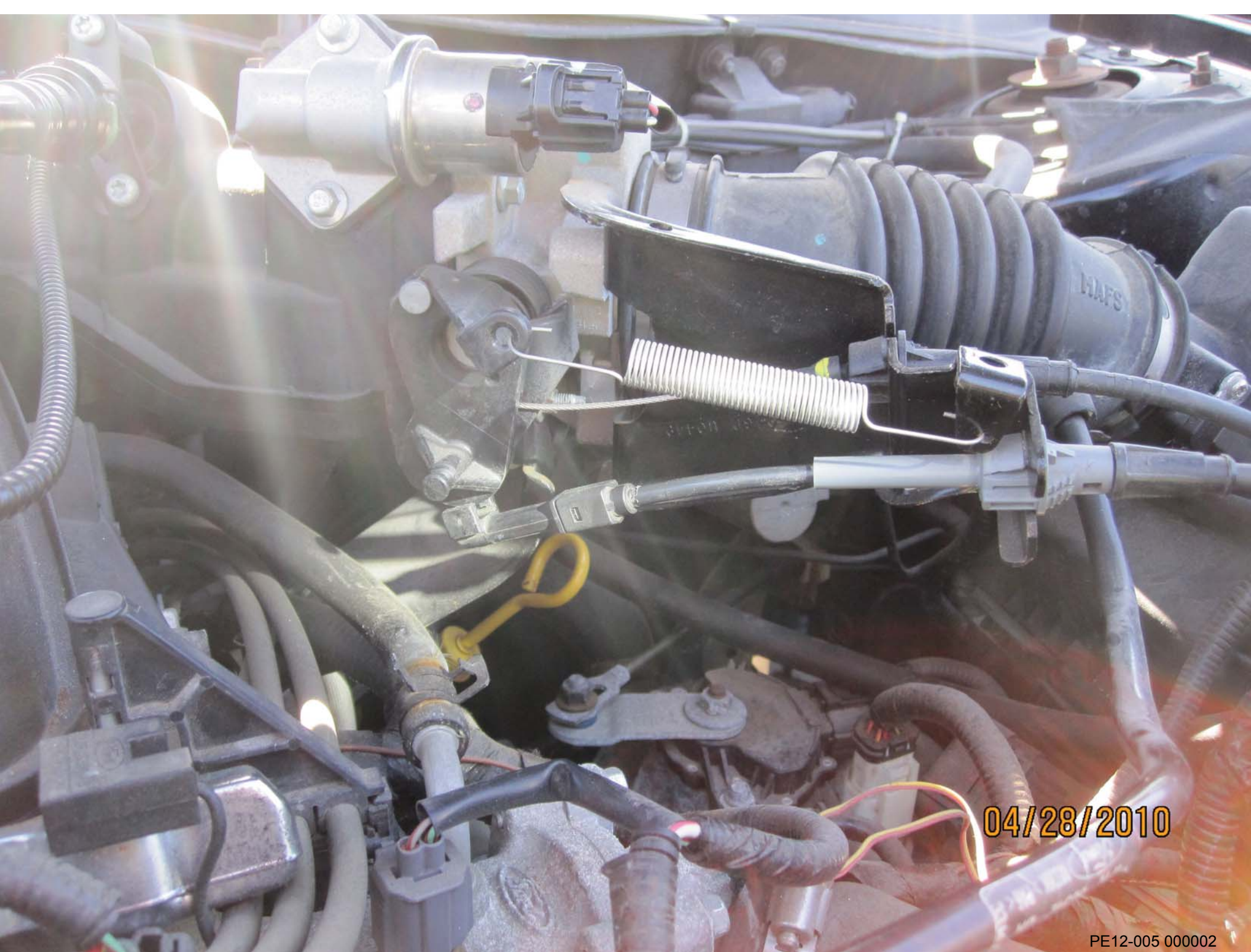
FORD

4/30/2012

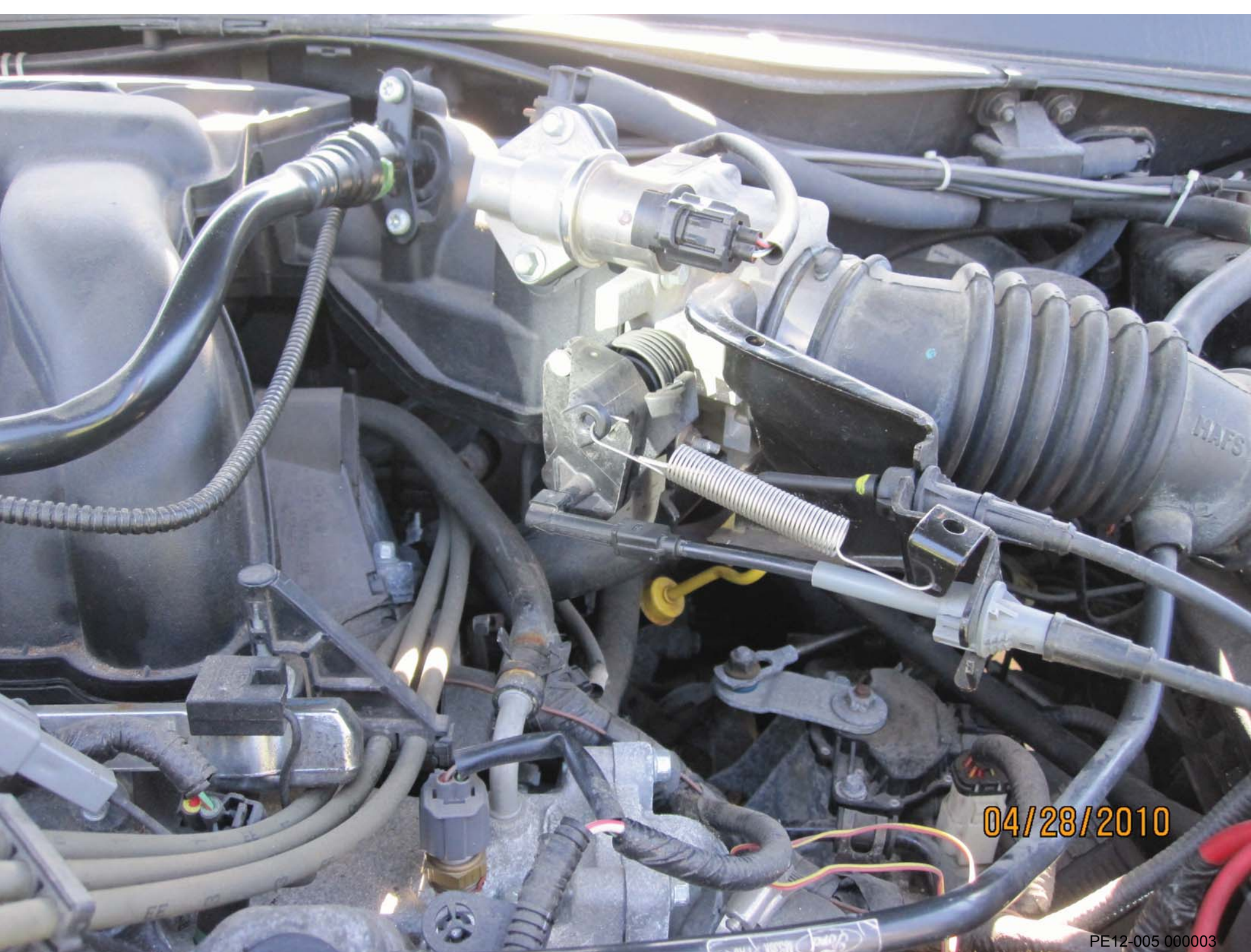
Appendix I



04/28/2010



04/28/2010



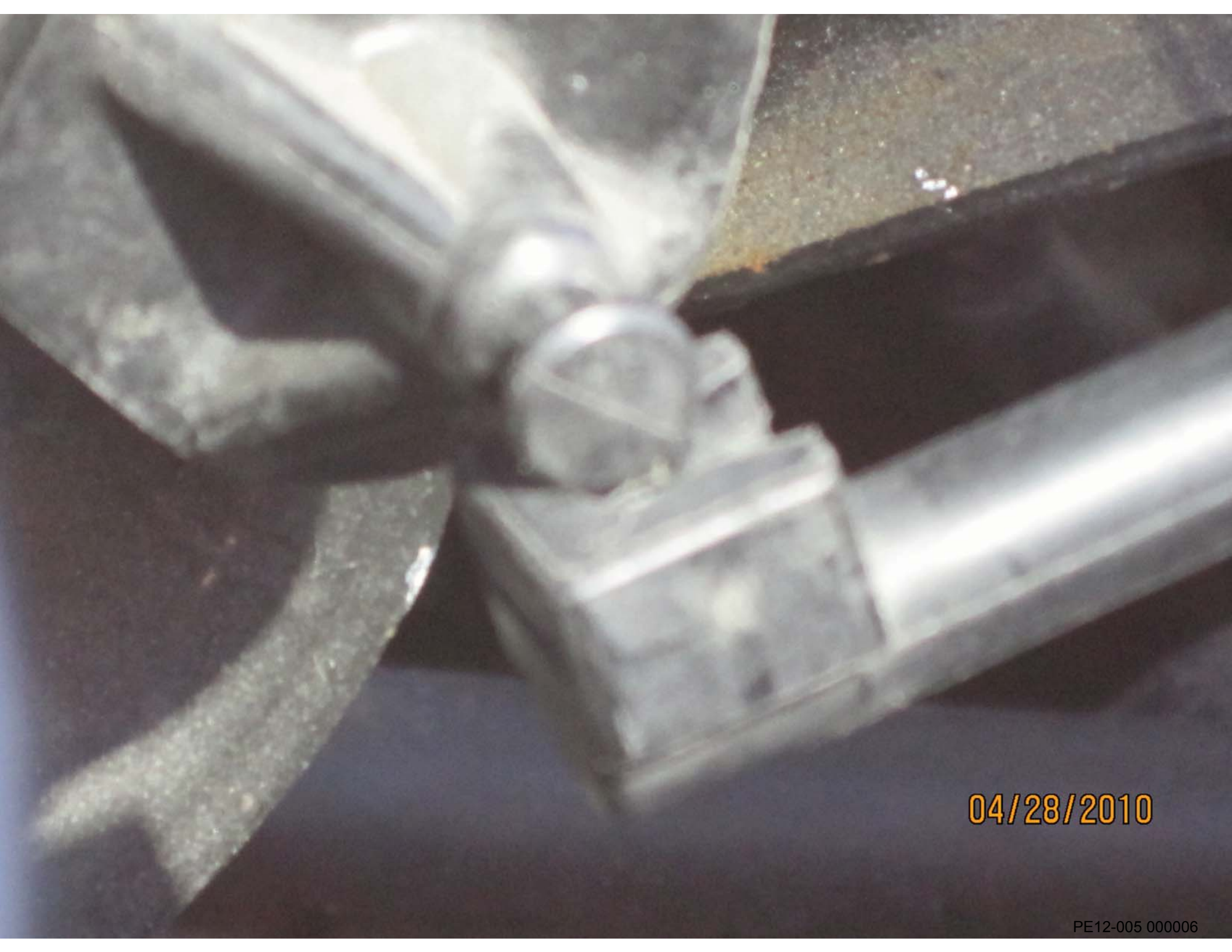
04/28/2010



04/28/2010



04/28/2010



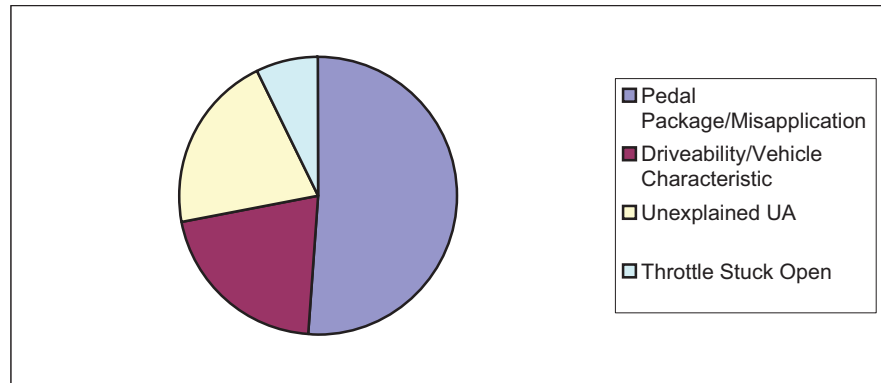
04/28/2010

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REDACTED FOR RELEVANCE

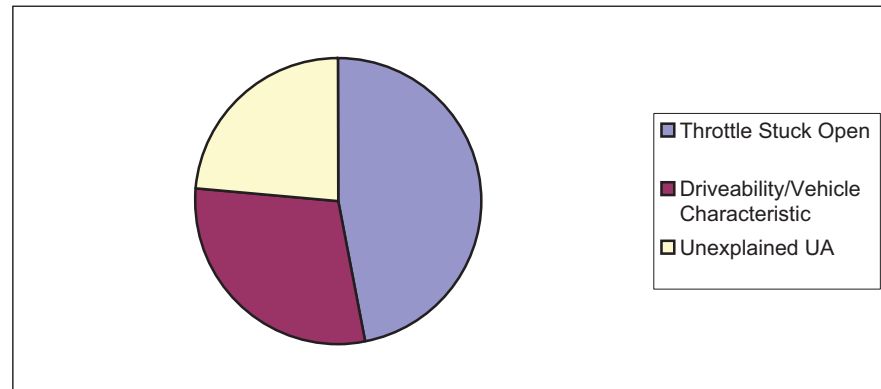
2001 Model Year
Pedal Package/Misapplication
Driveability/Vehicle Characteristic
Unexplained UA
Throttle Stuck Open

49
20
20
7
96



2005 Model Year
Throttle Stuck Open
Driveability/Vehicle Characteristic
Unexplained UA

8
5
4
17



From: Joe Laperriere [joe.laperriere@ka-group.com]
Sent: Tuesday, August 23, 2011 3:38 PM
To: Abbasi, Basel (B.A.)
Cc: Ed Koontz; Randy Boilke
Subject: RE: Speed Control Efficiency Set-up Photos

Basel,

1. Still investigating, have not found anything yet.

2. Again the material change was driven by DuPont discontinuing Zytel ST-800 and replacing it with ST-801A (advantage grade). The components that use this material are:
Item # 7 End Fitting p/n 006P-C2017
Item# 8 Cap - Connector End Tube (Cap portion) p/n 006P-C2018

Also confirmed production shipments from Nuevo Laredo started in April 2005.

Best regards,

Joseph Laperriere III

From: Abbasi, Basel (B.A.) [babbasi@ford.com]
Sent: Wednesday, August 17, 2011 10:37 AM
To: Joe Laperriere
Subject: RE: Speed Control Efficiency Set-up Photos

Joe,

Thanks for the help with this.

I've got two more questions:

1. Have there been any SREA's that where signed in calendar year 2004 or after?
2. There is a record change that was done on the print which calls out a material change, but it's not clear what that change was.
It says it went from a ST800 to an ST801 material.
Attached is a picture of the change column on the Ford print which shows this change.
What part of this cable was changed?

Thanks.

Basel Abbasi
Applications D&R Engineer
Non O2 sensor package

313-805-5786

PE12-005 000011

From: Joe Laperriere [mailto:joe.laperriere@ka-group.com]
Sent: Thursday, August 11, 2011 4:30 PM
To: Abbasi, Basel (B.A.)
Cc: Ed Koontz; Scott Taggart
Subject: Speed Control Efficiency Set-up Photos

Basel,

Find attached the set-up photos & graphs for the efficiency evaluation performed today on p/n yF1F-9A825-CA returned from VIN# 1FAFP53U75A241756. If there is any additional information required please don't hesitate to ask.

Best regards,

Joseph M. Laperriere III

Joseph M. Laperriere III
Director of Engineering
Kongsberg Automotive
www.kongsbergautomotive.com<<http://www.kongsbergautomotive.com/>>

Office: (248) 468-1288
Mobile: (248) 840-1714
Fax: (248) 468-1320

[cid:image001.jpg@01CC5CC0.A6EEDD10]

From: Scott Taggart
Sent: Thursday, August 11, 2011 3:39 PM
To: Joe Laperriere
Subject: Cruise cable photos

Heritage Taurus/Sable No ETC

MY	Letter Date											
	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010

REDACTED FOR RELEVANCE

2001		2	16 i2	42 i	10	4	10 i2	4	1	2	4	3
2002				2 i	5	12 i	7	4	3		2	
2003					4	5	10		1	4	1	1
2004						2	3			1	1	1
2005							1		3	1	8	4
2006									2 i2	4	3	2

✓ 2001 my - 2009 & 2010 cy (ALL except 2 ARE 3.0L 4V OR NOVIN)
 2 speed control cable Jammed throttle
 1- 3.0L 4V
 1- UNKNOWN
 1 speed control wont disengage properly (3.0 2V)
 2 SURGE
 2 Unwanted Acceleration

2005 my - 2009 & 2010 cy (ALL 3.0L 2V OR NOVIN)
 - 6 Throttle/Accel pedal sticks
 3 Unwanted Acceleration
 1 Speed Control Cable, relates
 1 Accelerated Cable relates
 1 SURGE

2006 my - 2009 & 2010 cy (ALL 3.0L 2V OR NOVIN)
 3- Unwanted Acceleration
 1- Speed Control Cable broken
 1- U/A when brake is applied

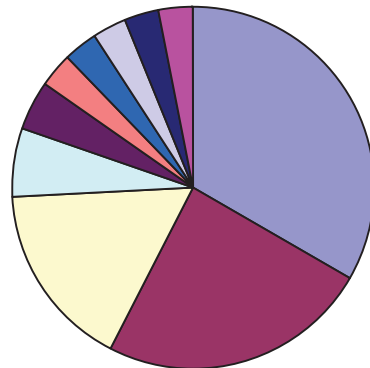
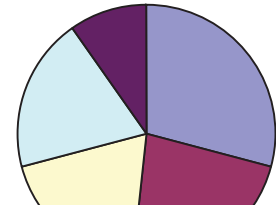
YEARTXT	2001
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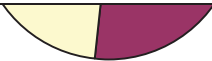
Count of ODINO	Cat	
ASO Comments	C	Grand Total
Pedal spacing	3	3
Accelerator cable came out of housing	1	1
Unclear	1	1
Pedal misapplication	1	1
Hesitates from stop position	1	1
Unintended acceleration - inadvertently adjusted pedals while driving	1	1
No acceleration - trans related	1	1
Vehicle fire while parked	1	1
Foot goes under brake pedal	1	1
Accelerator cable snapped	1	1
Grand Total	12	12

REDACTED FOR RELEVANCE

REDACTED FOR RELEVANCE

REDACTED FOR RELEVANCE

2001 Model Year	Count	Subtotal	 <ul style="list-style-type: none"> Pedal misapplication Unwanted acceleration when brake pedal is applied/while parking Unwanted acceleration Surge Unwanted acceleration while slowing for a stop Unwanted acceleration in reverse Speed control would not disengage properly Unwanted acceleration from a stop Speed control cable jammed throttle plate open Won't slow down properly 	
23 Accidents, 5 Injuries, 54 Lawsuits/Claims				
A - 69 Reports (All Categories)				
Pedal misapplication	22			
Unwanted acceleration when brake pedal is applied/while parking	16			
Unwanted acceleration	11			
Surge	4			
Unwanted acceleration while slowing for a stop	3			
Unwanted acceleration in reverse	2			
Speed control would not disengage properly	2			
Unwanted acceleration from a stop	2			
Speed control cable jammed throttle plate open	2			
Won't slow down properly	2	66		
B - 8 Reports (All Categories)				
Surge	6	6		
C - 12 Reports (Categories 180-185 Only)				
Pedal misapplication/pedal spacing	5			
Accelerator cable snapped/came out of housing	2			
Hesitates/no acceleration - trans related	2	9		
2002 Model Year	Counts	Subtotal	 <ul style="list-style-type: none"> Unwanted acceleration Pedal misapplication/pedal spacing Unwanted acceleration when brake pedal is applied/while parking Surge 	
12 Accidents, 2 Injuries, 35 Lawsuits/Claims				
A - 36 Reports (All Categories)				
Unwanted acceleration	9			
Pedal misapplication/pedal spacing	7			
Unwanted acceleration when brake pedal is applied/while parking	6			
Surge	6			
Unwanted acceleration from a stop	3	31		
B - 6 Reports (All Categories)				
Surge	4	4		

C - 3 Reports (Categories 180-185 Only)			 <div data-bbox="1564 212 1822 240"> <div></div> Unwanted acceleration from a stop </div>										
Engine racing	1												
Hesitates	1												
Accelerator cable broke	1	3											

2003 Model Year												
? Accidents, ? Injuries, 4 Lawsuits/Claims												
C - 6 Reports												
Engine racing/High idle	2											
Engine revved (no acceleration?)	1											
Speed control cable disconnected	1											
Speed control unintended disengagement	1											
Will not return to idle	1	6										
2004 Model Year												
? Accidents, ? Injuries, 2 Lawsuits/Claims												
C - 3 Reports												
Surge	1											
Speed control will not operate	1											
Throttle cable rub causing vibration	1	3										
2005 Model Year												
? Accidents, ? Injuries, 2 Lawsuits/Claims												
C - 2 Reports												
Surge	1											
Accelerator pedal vibrates	1	2										
2006 Model Year												
? Accidents, ? Injuries, 2 Lawsuits/Claims												
C - 0 Reports												

REDACTED FOR RELEVANCE

1/30/2001	CCRG 01-0130-02	2001 Taurus/Sable	Adjustable brake pedal to accelerator pedal spacing	Closed - 07/31/01
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REDACTED FOR RELEVANCE

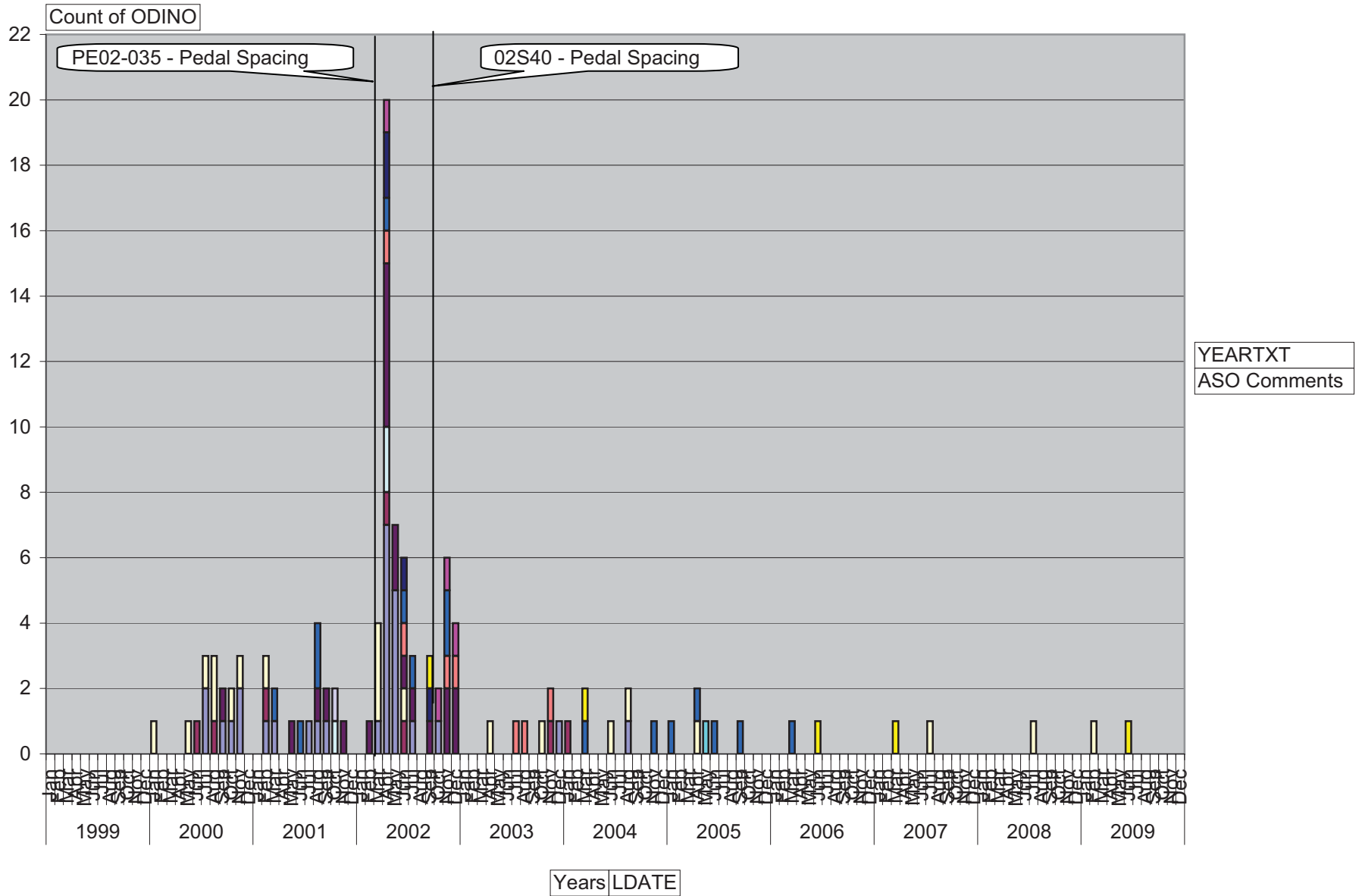
3/15/2002	NHTSA PE02-035	2000-2001 Taurus/Sable with adjustable pedals	Some brake pedals may be substantially closer to the accelerator pedal than specified by Ford	FSA 02S40
10/1/2002	02S40	2000-2002 Taurus/Sable	Field Service Action - Pedal spacing	
1/11/2002	ISM 02-01-026	1999-2002 Taurus Sable	Perceived unintended acceleration or lack of engine braking during parking lot maneuvers or when coasting with no brake application	Compare to like vehicle, check for latest PCM calibration
10/25/2002	TSB 02-22-1	1995-2003 Taurus/Sable, et al	Poor fuel economy, loss of power, surge, hesitation, runs rough on acceleration	Repair incorrectly installed gear driven Camshaft Position Sensor Synchronizer Assembly
2/5/2003	TSB 03-03-05	2000-2003 Taurus/Sable, et al	No start, difficult to start, stall, low idle, rough idle, high idle, hesitation/surge while accelerating or at steady speed	This TSB provides supplemental diagnostics to facilitate accurate identification of malfunctioning IAC valves

Action Date	Action Number	Vehicles Affected	Concern Description	Recommended Action
10/31/2003	NHTSA RP03-001	2000-2002 Taurus/Sable	Petitioner alleged sudden acceleration and crash after 02S40 was completed.	Petition denied. NHTSA inspected vehicle and found pedal spacing was >50mm. VOQ search found no other recall remedy complaints as of 03/23/2004.
5/25/2004	TSB 04-11-01	2000-2002 Taurus/Sable, et al	Runs rough, lacks power, surge, poor fuel economy	Replace DPFE Sensor
1/19/2005	ISM 05-01-222	1997-2005 Taurus/Sable	Surge/rough idle with cooling fans on	Check air cleaner cover to air box sealing
5/19/2005	SSM 18614	1996-2005 Taurus/Sable	Surge at idle/idle roll/rough idle with cooling fans on	Check air cleaner cover to air box sealing
12/3/2009	SSM 21126	1997-2010 vehicles with gas engines	Lacks power, hesitation, runs rough, surge	Clean contaminated MAF sensor

	Model Years Affected	
	2001	2002
Perceived lack of engine braking (run-on feel)	X	X
Dash insulator retainer clips		
Damaged brake light switch		
Throttle sticks closed		
- Throttle body clearance		
- Sludge		
Throttle sticks open		
- Run-on feel		
- Idle air control components		
- Throttle body		
- Icing from PCV system		
High idle (SHO only)		
Pedal Spacing	X	X
Closed throttle, downhill, surge sensation		
Surge		
- Air cleaner box		
- Camshaft Position Sensor		
- Idle Air Control Valve		
- DPFE Sensor		
- Mass Air Flow Sensor	X	X

Count of ODINO		Cat2 Cat			
YEARTXT		ALL A's	B	C	Grand Total
REDACTED FOR RELEVANCE					
2001		72	10	12	94
2002		37	6	3	46
2003		15	5	6	26
2004		2	2	3	7
2005		6	1	2	9
2006		7	0	0	7
Grand Total		452	63	145	660

2000 - 2002 Model Year



REDACTED FOR RELEVANCE

REDACTED FOR RELEVANCE

REDACTED FOR RELEVANCE

[illegible]

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[illegible]

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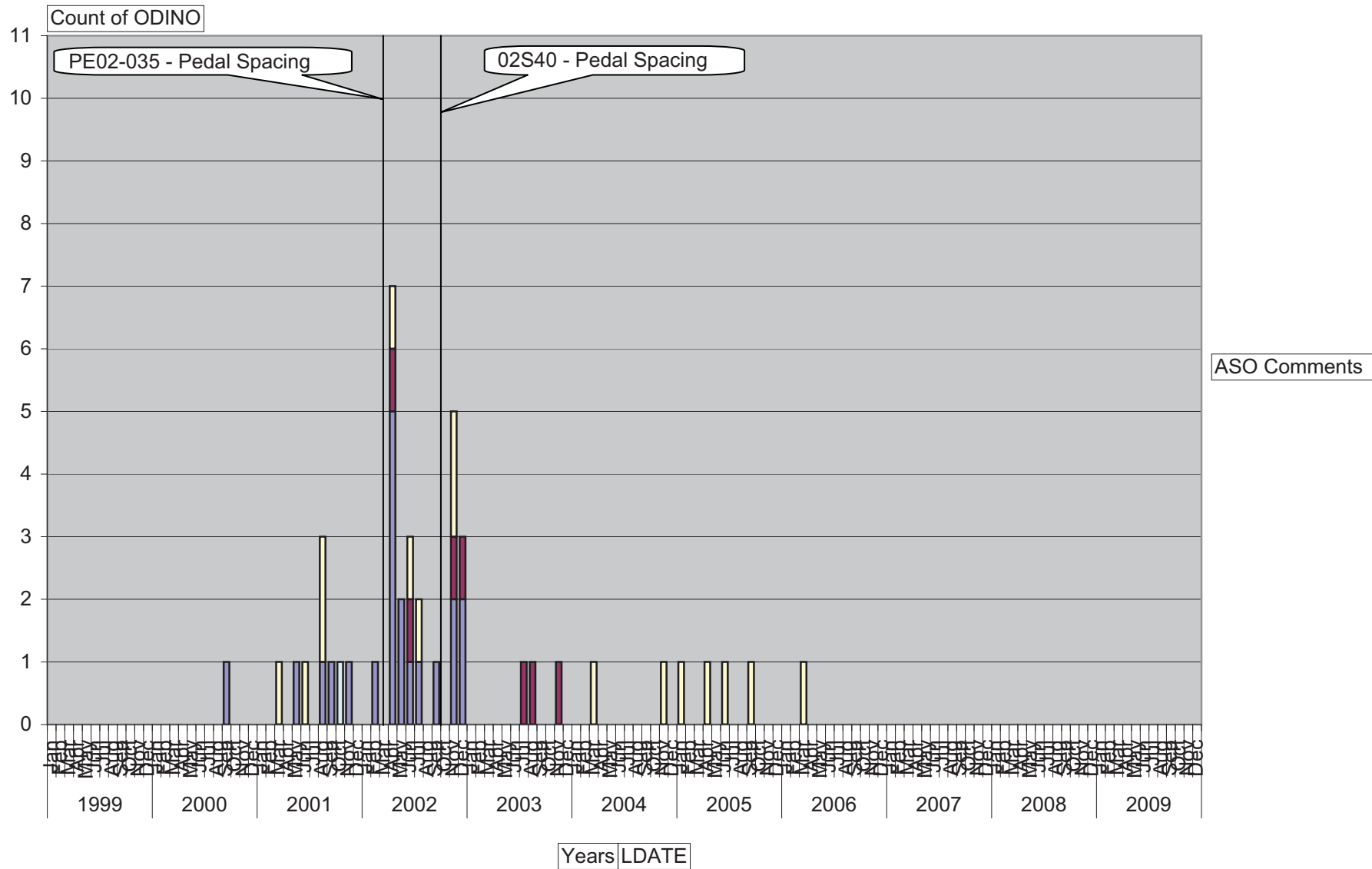
REDACTED FOR RELEVANCE

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YEARTXT 2001



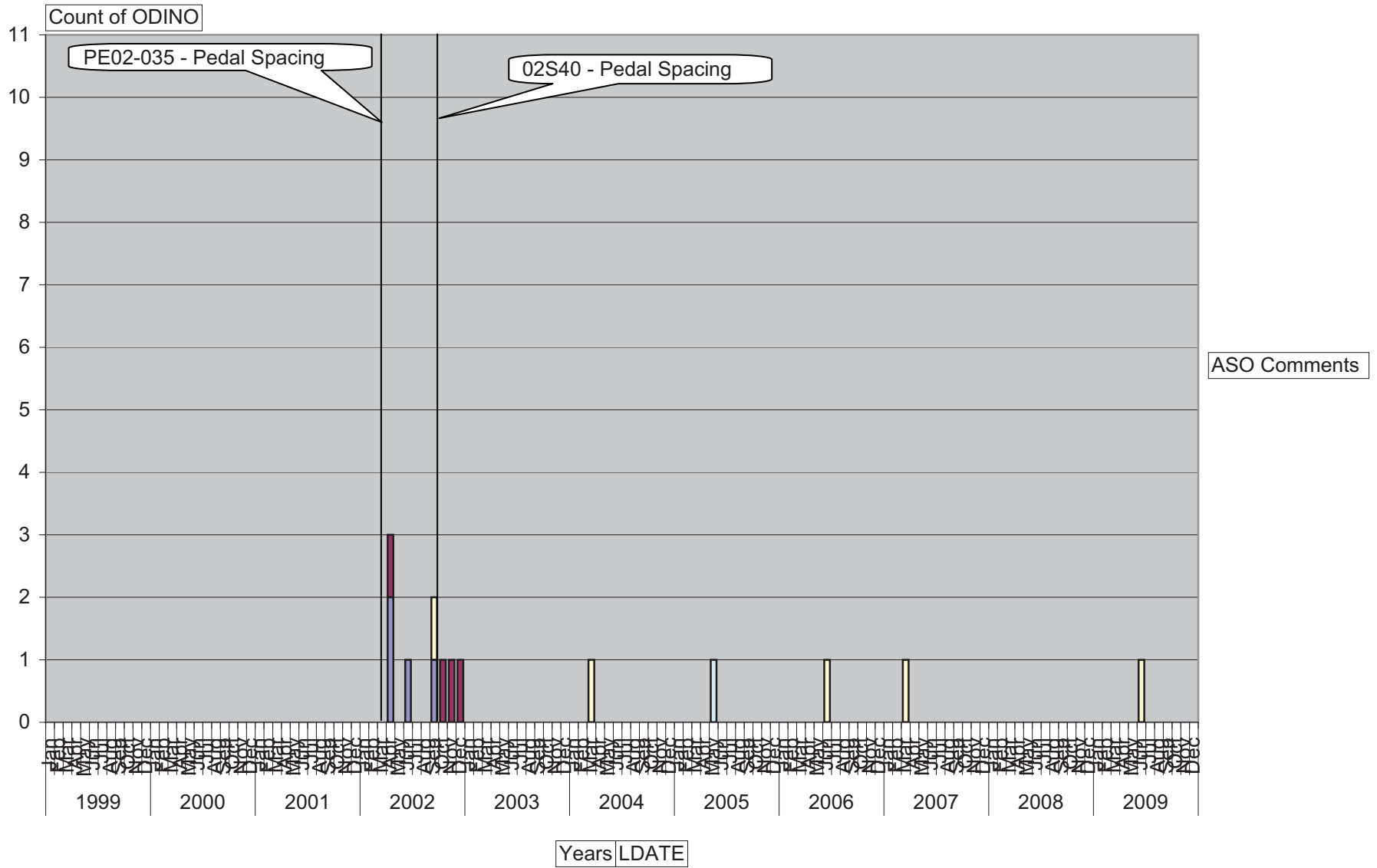
YEARTXT	2001
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Count of ODINO		ASO Comments					Grand Total
Years	LDATE	Pedal misapplication	Pedal spacing	Unwanted acceleration when brake pedal is applied	Unwanted acceleration while parking		
1999	Jan	0	0	0	0	0	0
	Feb	0	0	0	0	0	0
	Mar	0	0	0	0	0	0
	Apr	0	0	0	0	0	0
	May	0	0	0	0	0	0
	Jun	0	0	0	0	0	0
	Jul	0	0	0	0	0	0
	Aug	0	0	0	0	0	0
	Sep	0	0	0	0	0	0
	Oct	0	0	0	0	0	0
	Nov	0	0	0	0	0	0
	Dec	0	0	0	0	0	0
2000	Jan	0	0	0	0	0	0
	Feb	0	0	0	0	0	0
	Mar	0	0	0	0	0	0
	Apr	0	0	0	0	0	0
	May	0	0	0	0	0	0
	Jun	0	0	0	0	0	0
	Jul	0	0	0	0	0	0
	Aug	0	0	0	0	0	0
	Sep	1	0	0	0	0	1
	Oct	0	0	0	0	0	0
	Nov	0	0	0	0	0	0
	Dec	0	0	0	0	0	0
2001	Jan	0	0	0	0	0	0
	Feb	0	0	0	0	0	0
	Mar	0	0	0	1	0	1
	Apr	0	0	0	0	0	0
	May	1	0	0	0	0	1
	Jun	0	0	0	1	0	1
	Jul	0	0	0	0	0	0
	Aug	1	0	0	2	0	3
	Sep	1	0	0	0	0	1
	Oct	0	0	0	0	1	1
	Nov	1	0	0	0	0	1
	Dec	0	0	0	0	0	0
2002	Jan	0	0	0	0	0	0
	Feb	1	0	0	0	0	1
	Mar	0	0	0	0	0	0
	Apr	5	1	1	1	0	7
	May	2	0	0	0	0	2
	Jun	1	1	1	1	0	3
	Jul	1	0	0	1	0	2
	Aug	0	0	0	0	0	0
	Sep	1	0	0	0	0	1
	Oct	0	0	0	0	0	0
	Nov	2	1	2	2	0	5
	Dec	2	1	0	0	0	3
2003	Jan	0	0	0	0	0	0
	Feb	0	0	0	0	0	0
	Mar	0	0	0	0	0	0
	Apr	0	0	0	0	0	0
	May	0	0	0	0	0	0

2003	Jun	0	0	0	0	0	0
	Jul	0	1	0	0	0	1
	Aug	0	1	0	0	0	1
	Sep	0	0	0	0	0	0
	Oct	0	0	0	0	0	0
	Nov	0	1	0	0	0	1
	Dec	0	0	0	0	0	0
2004	Jan	0	0	0	0	0	0
	Feb	0	0	0	0	0	0
	Mar	0	0	1	0	1	0
	Apr	0	0	0	0	0	0
	May	0	0	0	0	0	0
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	Oct	0	0	0	0	0	0
	Nov	0	0	1	0	1	0
	Dec	0	0	0	0	0	0
2005	Jan	0	0	1	0	1	0
	Feb	0	0	0	0	0	0
	Mar	0	0	0	0	0	0
	Apr	0	0	1	0	1	0
	May	0	0	0	0	0	0
	Jun	0	0	1	0	1	0
	Jul	0	0	0	0	0	0
	Aug	0	0	0	0	0	0
	Sep	0	0	1	0	1	0
	Oct	0	0	0	0	0	0
	Nov	0	0	0	0	0	0
	Dec	0	0	0	0	0	0
2006	Jan	0	0	0	0	0	0
	Feb	0	0	0	0	0	0
	Mar	0	0	1	0	1	0
	Apr	0	0	0	0	0	0
	May	0	0	0	0	0	0
	Jun	0	0	0	0	0	0
	Jul	0	0	0	0	0	0
	Aug	0	0	0	0	0	0
	Sep	0	0	0	0	0	0
	Oct	0	0	0	0	0	0
	Nov	0	0	0	0	0	0
	Dec	0	0	0	0	0	0
2007	Jan	0	0	0	0	0	0
	Feb	0	0	0	0	0	0
	Mar	0	0	0	0	0	0
	Apr	0	0	0	0	0	0
	May	0	0	0	0	0	0
	Jun	0	0	0	0	0	0
	Jul	0	0	0	0	0	0
	Aug	0	0	0	0	0	0
	Sep	0	0	0	0	0	0
	Oct	0	0	0	0	0	0
	Nov	0	0	0	0	0	0
	Dec	0	0	0	0	0	0
2008	Jan	0	0	0	0	0	0
	Feb	0	0	0	0	0	0

2008	Mar	0	0	0	0	0
	Apr	0	0	0	0	0
	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
2009	Jan	0	0	0	0	0
	Feb	0	0	0	0	0
	Mar	0	0	0	0	0
	Apr	0	0	0	0	0
	May	0	0	0	0	0
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	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
Grand Total		20	7	16	1	44

YEARTXT 2002



YEARTXT	2002
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Count of ODINO		ASO Comments					Grand Total
Years	LDATE	Pedal misapplication	Pedal spacing	Unwanted acceleration when brake pedal is applied	Unwanted acceleration while parking		
1999	Jan		0	0	0	0	0
	Feb		0	0	0	0	0
	Mar		0	0	0	0	0
	Apr		0	0	0	0	0
	May		0	0	0	0	0
	Jun		0	0	0	0	0
	Jul		0	0	0	0	0
	Aug		0	0	0	0	0
	Sep		0	0	0	0	0
	Oct		0	0	0	0	0
	Nov		0	0	0	0	0
	Dec		0	0	0	0	0
2000	Jan		0	0	0	0	0
	Feb		0	0	0	0	0
	Mar		0	0	0	0	0
	Apr		0	0	0	0	0
	May		0	0	0	0	0
	Jun		0	0	0	0	0
	Jul		0	0	0	0	0
	Aug		0	0	0	0	0
	Sep		0	0	0	0	0
	Oct		0	0	0	0	0
	Nov		0	0	0	0	0
	Dec		0	0	0	0	0
2001	Jan		0	0	0	0	0
	Feb		0	0	0	0	0
	Mar		0	0	0	0	0
	Apr		0	0	0	0	0
	May		0	0	0	0	0
	Jun		0	0	0	0	0
	Jul		0	0	0	0	0
	Aug		0	0	0	0	0
	Sep		0	0	0	0	0
	Oct		0	0	0	0	0
	Nov		0	0	0	0	0
	Dec		0	0	0	0	0
2002	Jan		0	0	0	0	0
	Feb		0	0	0	0	0
	Mar		0	0	0	0	0
	Apr		2	1	0	0	3
	May		0	0	0	0	0
	Jun		1	0	0	0	1
	Jul		0	0	0	0	0
	Aug		0	0	0	0	0
	Sep		1	0	1	0	2
	Oct		0	1	0	0	1
	Nov		0	1	0	0	1
	Dec		0	1	0	0	1
2003	Jan		0	0	0	0	0
	Feb		0	0	0	0	0
	Mar		0	0	0	0	0
	Apr		0	0	0	0	0
	May		0	0	0	0	0

2003	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
2004	Jan	0	0	0	0	0
	Feb	0	0	0	0	0
	Mar	0	0	1	0	1
	Apr	0	0	0	0	0
	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
2005	Jan	0	0	0	0	0
	Feb	0	0	0	0	0
	Mar	0	0	0	0	0
	Apr	0	0	0	0	0
	May	0	0	0	1	1
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
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	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
2006	Jan	0	0	0	0	0
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	May	0	0	0	0	0
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	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
2007	Jan	0	0	0	0	0
	Feb	0	0	0	0	0
	Mar	0	0	1	0	1
	Apr	0	0	0	0	0
	May	0	0	0	0	0
	Jun	0	0	0	0	0
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	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
2008	Jan	0	0	0	0	0
	Feb	0	0	0	0	0

2008	Mar	0	0	0	0	0
	Apr	0	0	0	0	0
	May	0	0	0	0	0
	Jun	0	0	0	0	0
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
2009	Jan	0	0	0	0	0
	Feb	0	0	0	0	0
	Mar	0	0	0	0	0
	Apr	0	0	0	0	0
	May	0	0	0	0	0
	Jun	0	0	1	0	1
	Jul	0	0	0	0	0
	Aug	0	0	0	0	0
	Sep	0	0	0	0	0
	Oct	0	0	0	0	0
	Nov	0	0	0	0	0
	Dec	0	0	0	0	0
Grand Total		4	4	5	1	14

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REDACTED FOR RELEVANCE

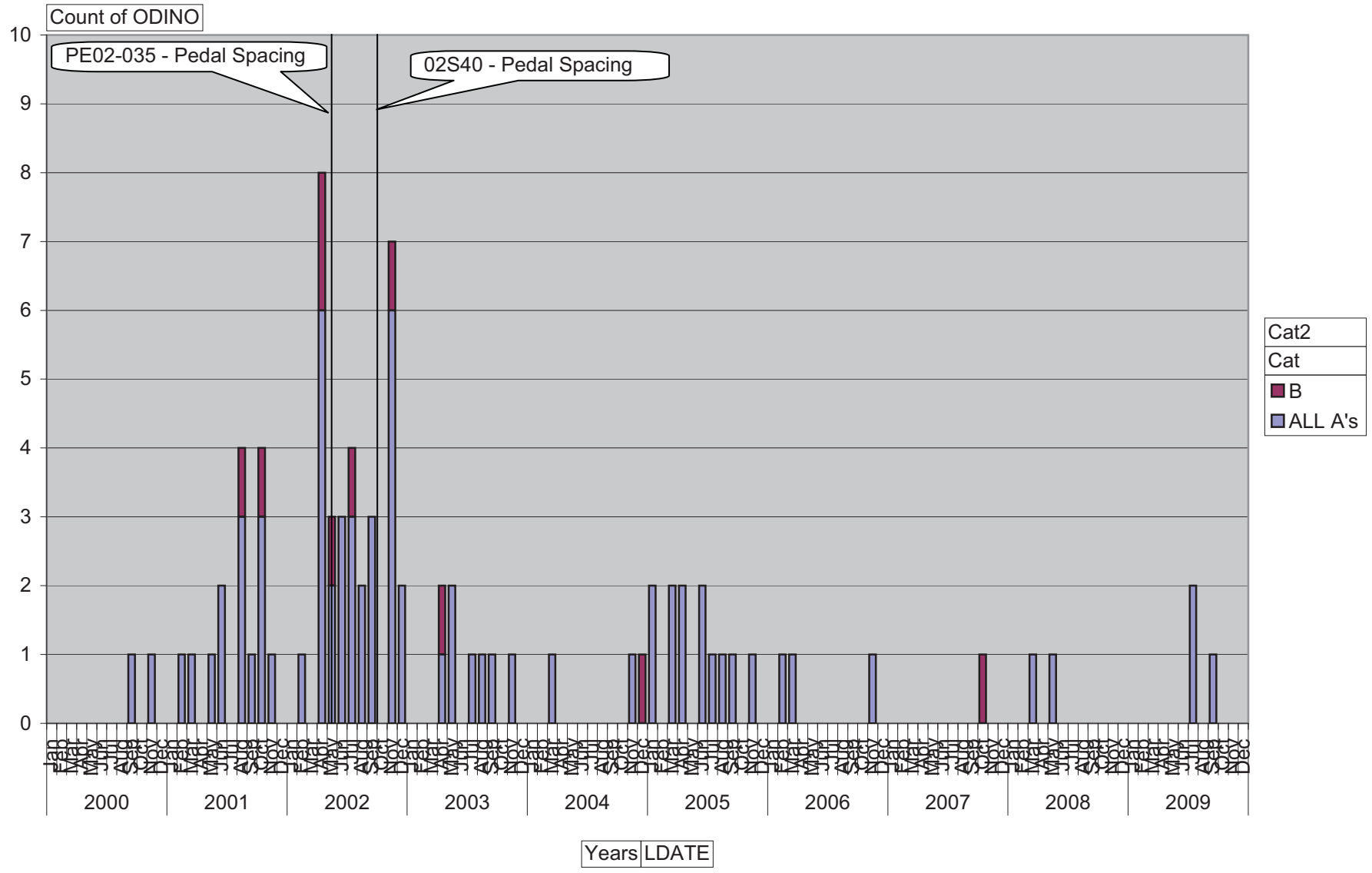
REDACTED FOR RELEVANCE

REDACTED FOR RELEVANCE

REDACTED FOR RELEVANCE

REDACTED FOR RELEVANCE

YEARTXT 2001



YEARTXT	2001
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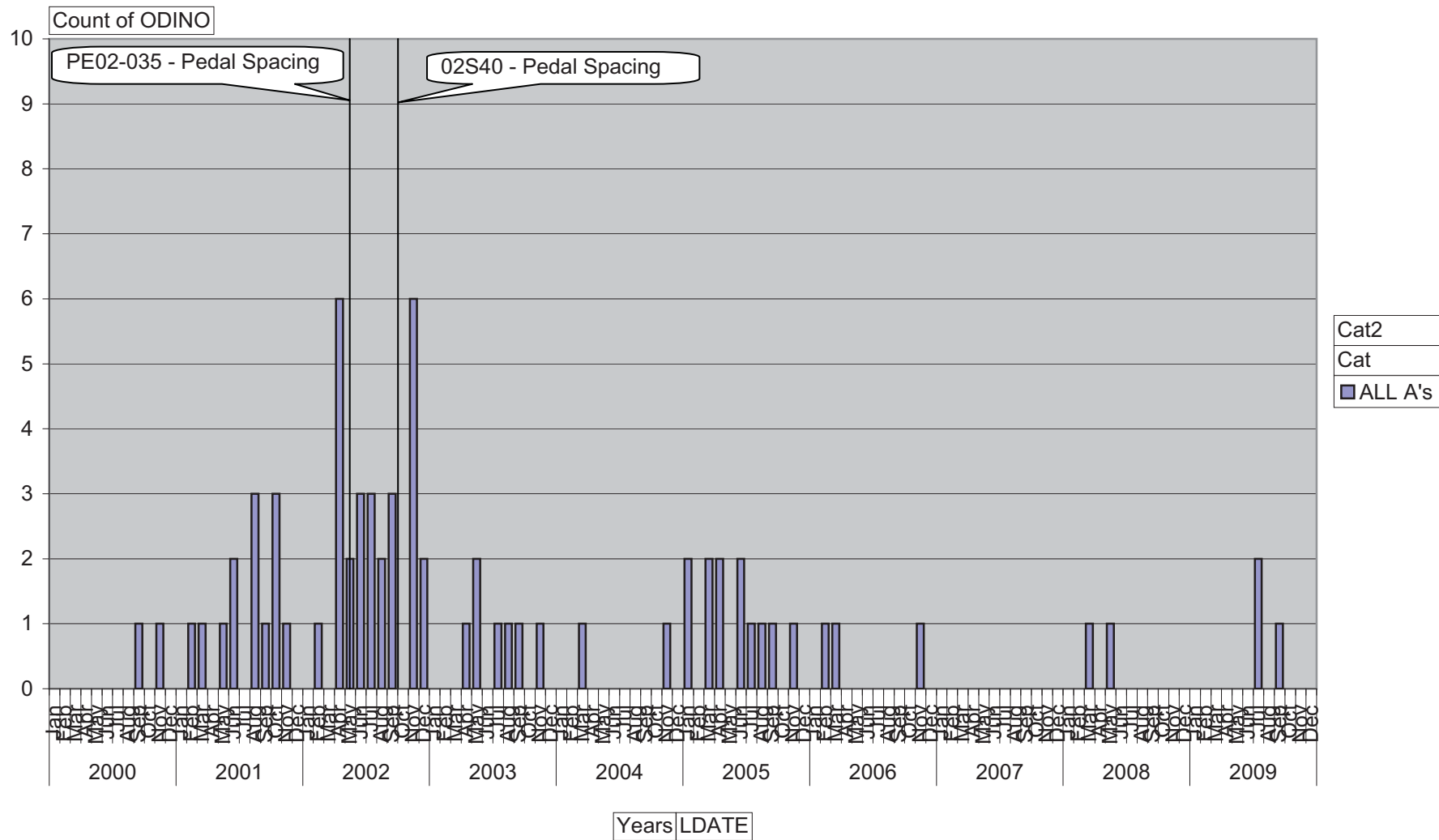
Count of ODINO		Cat2 Cat		
Years	LDATE	ALL A's	B	Grand Total
2000	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	0	0	0
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	0	0	0
	Sep	1	0	1
	Oct	0	0	0
	Nov	1	0	1
	Dec	0	0	0
2001	Jan	0	0	0
	Feb	1	0	1
	Mar	1	0	1
	Apr	0	0	0
	May	1	0	1
	Jun	2	0	2
	Jul	0	0	0
	Aug	3	1	4
	Sep	1	0	1
	Oct	3	1	4
	Nov	1	0	1
	Dec	0	0	0
2002	Jan	0	0	0
	Feb	1	0	1
	Mar	0	0	0
	Apr	6	2	8
	May	2	1	3
	Jun	3	0	3
	Jul	3	1	4
	Aug	2	0	2
	Sep	3	0	3
	Oct	0	0	0
	Nov	6	1	7
	Dec	2	0	2
2003	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	1	1	2
	May	2	0	2
	Jun	0	0	0
	Jul	1	0	1
	Aug	1	0	1
	Sep	1	0	1
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0

2003	Dec	0	0	0	0
2004	Jan	0	0	0	0
	Feb	0	0	0	0
	Mar	1	0	0	1
	Apr	0	0	0	0
	May	0	0	0	0
	Jun	0	0	0	0
	Jul	0	0	0	0
	Aug	0	0	0	0
	Sep	0	0	0	0
	Oct	0	0	0	0
	Nov	1	0	0	1
	Dec	0	1		1
2005	Jan	2	0	0	2
	Feb	0	0	0	0
	Mar	2	0	0	2
	Apr	2	0	0	2
	May	0	0	0	0
	Jun	2	0	0	2
	Jul	1	0	0	1
	Aug	1	0	0	1
	Sep	1	0	0	1
	Oct	0	0	0	0
	Nov	1	0	0	1
	Dec	0	0	0	0
2006	Jan	0	0	0	0
	Feb	1	0	0	1
	Mar	1	0	0	1
	Apr	0	0	0	0
	May	0	0	0	0
	Jun	0	0	0	0
	Jul	0	0	0	0
	Aug	0	0	0	0
	Sep	0	0	0	0
	Oct	0	0	0	0
	Nov	1	0	0	1
	Dec	0	0		0
2007	Jan	0	0	0	0
	Feb	0	0	0	0
	Mar	0	0	0	0
	Apr	0	0	0	0
	May	0	0	0	0
	Jun	0	0	0	0
	Jul	0	0	0	0
	Aug	0	0	0	0
	Sep	0	0	0	0
	Oct	0	0	0	0
	Nov	1	0	0	1
	Dec	0	0		0
	Jan				
	Feb				
	Mar				
	Apr				
	May				
	Jun				
	Jul				
	Aug				
	Sep				
	Oct				
	Nov				
	Dec				
2008	Jan	0	0	0	0
	Feb	0	0	0	0
	Mar	1	0	0	1

2008	Apr	0	0	0	0
	May	1	0	0	1
	Jun	0	0	0	0
	Jul	0	0	0	0
	Aug	0	0	0	0
	Sep	0	0	0	0
	Oct	0	0	0	0
	Nov	0	0	0	0
	Dec	0	0	0	0
	2009	0	0	0	0
	Jan	0	0	0	0
	Feb	0	0	0	0
Grand Total	Mar	0	0	0	0
	Apr	0	0	0	0
	May	0	0	0	0
	Jun	0	0	0	0
	Jul	2	0	0	2
	Aug	0	0	0	0
	Sep	1	0	0	1
	Oct	0	0	0	0
	Nov	0	0	0	0
	Dec	0	0	0	0
		72	10		82

YEARTXT 2001

ALL A's



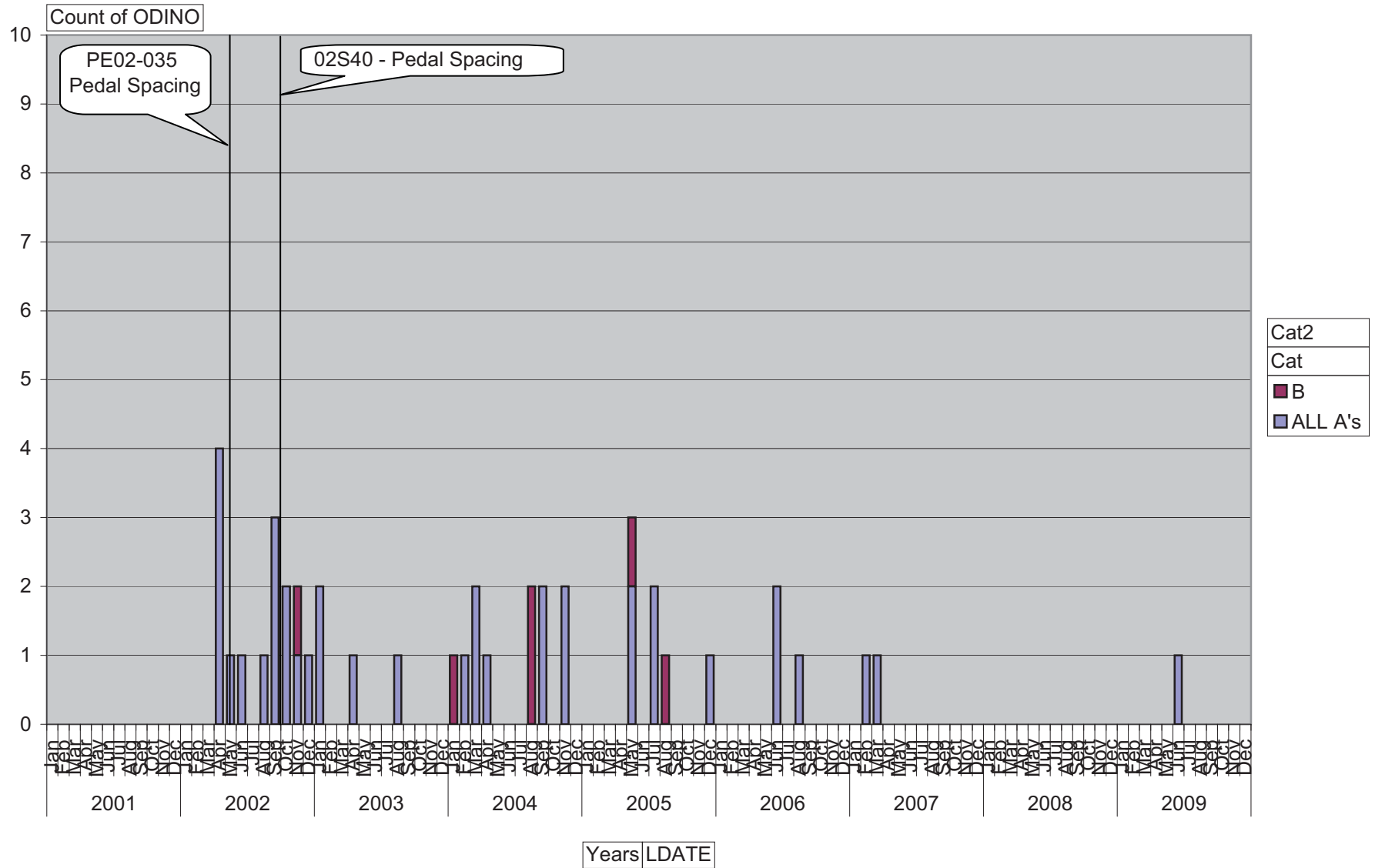
YEARTXT	2001
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Count of ODINO		Cat2	Cat
Years	LDATE	ALL A's	Grand Total
2000	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	1	1
	Oct	0	0
	Nov	1	1
	Dec	0	0
2001	Jan	0	0
	Feb	1	1
	Mar	1	1
	Apr	0	0
	May	1	1
	Jun	2	2
	Jul	0	0
	Aug	3	3
	Sep	1	1
	Oct	3	3
	Nov	1	1
	Dec	0	0
2002	Jan	0	0
	Feb	1	1
	Mar	0	0
	Apr	6	6
	May	2	2
	Jun	3	3
	Jul	3	3
	Aug	2	2
	Sep	3	3
	Oct	0	0
	Nov	6	6
	Dec	2	2
2003	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	1	1
	May	2	2
	Jun	0	0
	Jul	1	1
	Aug	1	1
	Sep	1	1
	Oct	0	0
	Nov	1	1

2003	Dec	0	0
2004	Jan	0	0
	Feb	0	0
	Mar	1	1
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	1	1
	Dec	0	0
2005	Jan	2	2
	Feb	0	0
	Mar	2	2
	Apr	2	2
	May	0	0
	Jun	2	2
	Jul	1	1
	Aug	1	1
	Sep	1	1
	Oct	0	0
	Nov	1	1
	Dec	0	0
2006	Jan	0	0
	Feb	1	1
	Mar	1	1
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	1	1
	Dec	0	0
2007	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2008	Jan	0	0
	Feb	0	0
	Mar	1	1

2008	Apr	0	0
	May	1	1
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
	2009	0	0
	Jan	0	0
	Feb	0	0
Grand Total	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	2	2
	Aug	0	0
	Sep	1	1
	Oct	0	0
	Nov	0	0
	Dec	0	0
		72	72

YEARTXT 2002



YEARTXT	2002
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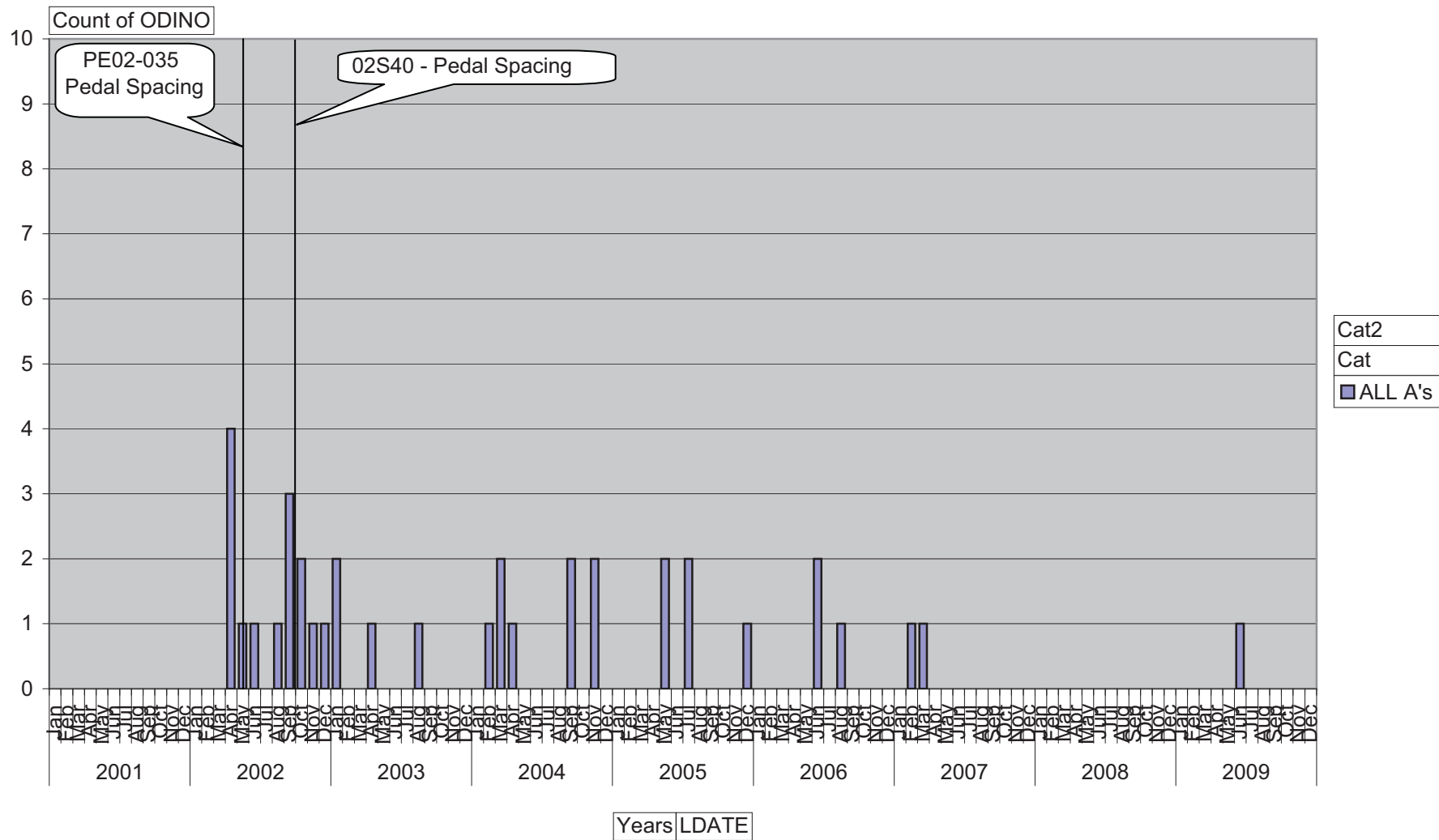
Count of ODINO		Cat2 Cat		
Years	LDATE	ALL A's	B	Grand Total
2001	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	0	0	0
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	0	0	0
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0
2002	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	4	0	4
	May	1	0	1
	Jun	1	0	1
	Jul	0	0	0
	Aug	1	0	1
	Sep	3	0	3
	Oct	2	0	2
	Nov	1	1	2
	Dec	1	0	1
2003	Jan	2	0	2
	Feb	0	0	0
	Mar	0	0	0
	Apr	1	0	1
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	1	0	1
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0
2004	Jan	0	1	1
	Feb	1	0	1
	Mar	2	0	2
	Apr	1	0	1
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	0	2	2
	Sep	2	0	2
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0

2004	Dec	0	0	0	0
2005	Jan	0	0	0	0
	Feb	0	0	0	0
	Mar	0	0	0	0
	Apr	0	0	0	0
	May	2	1	3	0
	Jun	0	0	0	2
	Jul	2	0	1	0
	Aug	0	1	0	1
	Sep	0	0	0	0
	Oct	0	0	0	0
	Nov	0	0	0	0
	Dec	1	0	1	0
2006	Jan	0	0	0	0
	Feb	0	0	0	0
	Mar	0	0	0	0
	Apr	0	0	0	0
	May	0	0	0	0
	Jun	2	0	2	0
	Jul	0	0	0	0
	Aug	1	0	1	0
	Sep	0	0	0	0
	Oct	0	0	0	0
	Nov	0	0	0	0
	Dec	0	0	0	0
2007	Jan	0	0	0	0
	Feb	1	0	1	1
	Mar	1	0	1	1
	Apr	0	0	0	0
	May	0	0	0	0
	Jun	0	0	0	0
	Jul	0	0	0	0
	Aug	0	0	0	0
	Sep	0	0	0	0
	Oct	0	0	0	0
	Nov	0	0	0	0
	Dec	0	0	0	0
2008	Jan	0	0	0	0
	Feb	0	0	0	0
	Mar	0	0	0	0
	Apr	0	0	0	0
	May	0	0	0	0
	Jun	0	0	0	0
	Jul	0	0	0	0
	Aug	0	0	0	0
	Sep	0	0	0	0
	Oct	0	0	0	0
	Nov	0	0	0	0
	Dec	0	0	0	0
2009	Jan	0	0	0	0
	Feb	0	0	0	0
	Mar	0	0	0	0
	Dec	0	0	0	0
	Nov	0	0	0	0
	Oct	0	0	0	0
	Sep	0	0	0	0
	Aug	0	0	0	0
	Jul	0	0	0	0
	Jun	0	0	0	0
	May	0	0	0	0
	Apr	0	0	0	0

2009	Apr	0	0	0
	May	0	0	0
	Jun	1	0	1
	Jul	0	0	0
	Aug	0	0	0
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0
	Grand Total	37	6	43

YEARTXT 2002

ALL A's



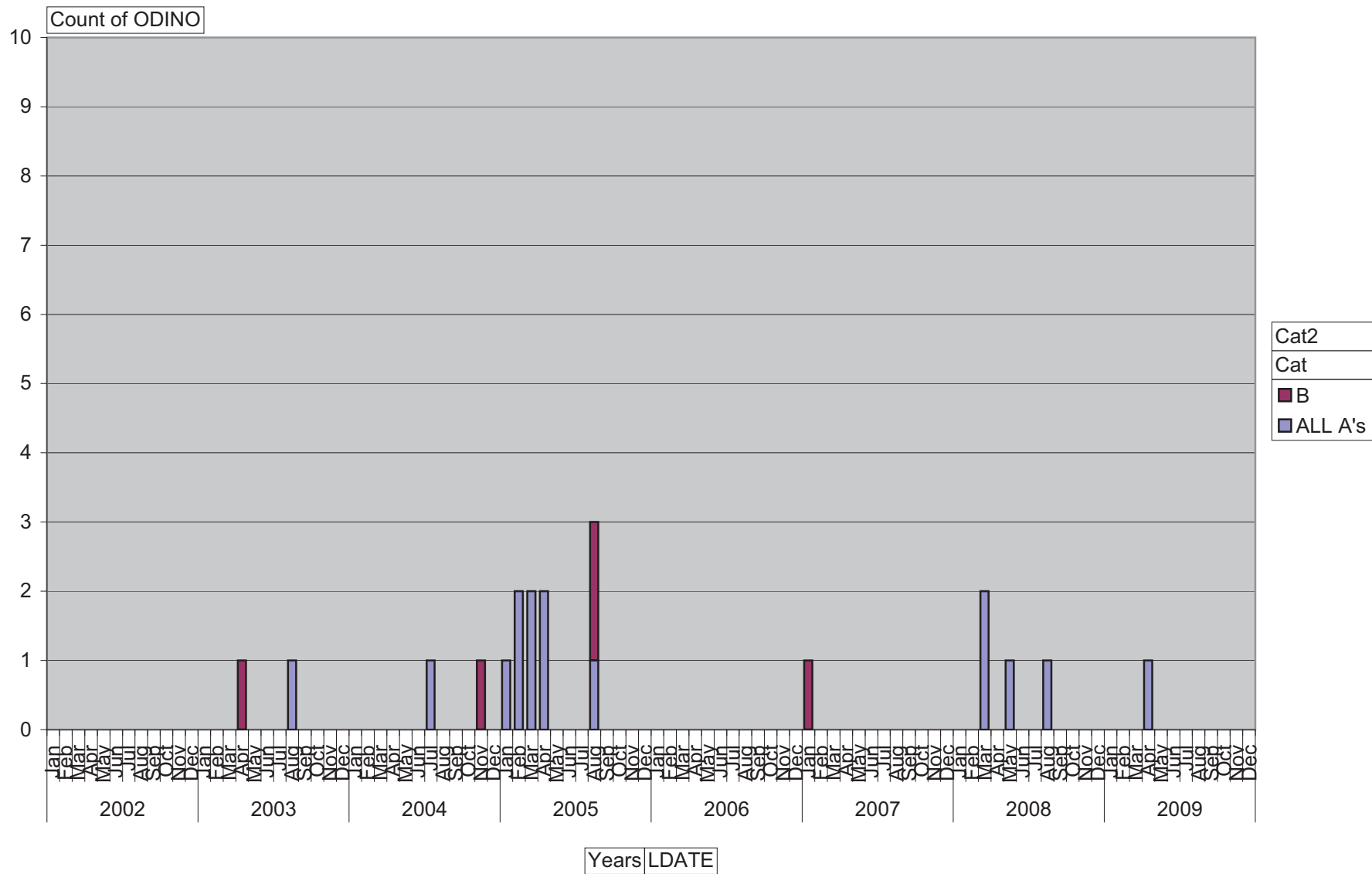
YEARTXT	2002
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Count of ODINO		Cat2	Cat
Years	LDATE	ALL A's	Grand Total
2001	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2002	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	4	4
	May	1	1
	Jun	1	1
	Jul	0	0
	Aug	1	1
	Sep	3	3
	Oct	2	2
	Nov	1	1
	Dec	1	1
2003	Jan	2	2
	Feb	0	0
	Mar	0	0
	Apr	1	1
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	1	1
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2004	Jan	0	0
	Feb	1	1
	Mar	2	2
	Apr	1	1
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	2	2
	Oct	0	0
	Nov	0	0
	Dec	2	2

2004	Dec	0	0
2005	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	2	2
	Jun	0	0
	Jul	2	2
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	1	1
2006	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	2	2
	Jul	0	0
	Aug	1	1
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2007	Jan	0	0
	Feb	1	1
	Mar	1	1
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2008	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2009	Jan	0	0
	Feb	0	0
	Mar	0	0
	Dec	0	0
	Nov	0	0
	Oct	0	0
	Sep	0	0
	Aug	0	0
	Jul	0	0
	Jun	0	0
	May	0	0
	Apr	0	0

2009	Apr	0	0
	May	0	0
	Jun	1	1
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
	Grand Total	37	37

YEARTXT 2003



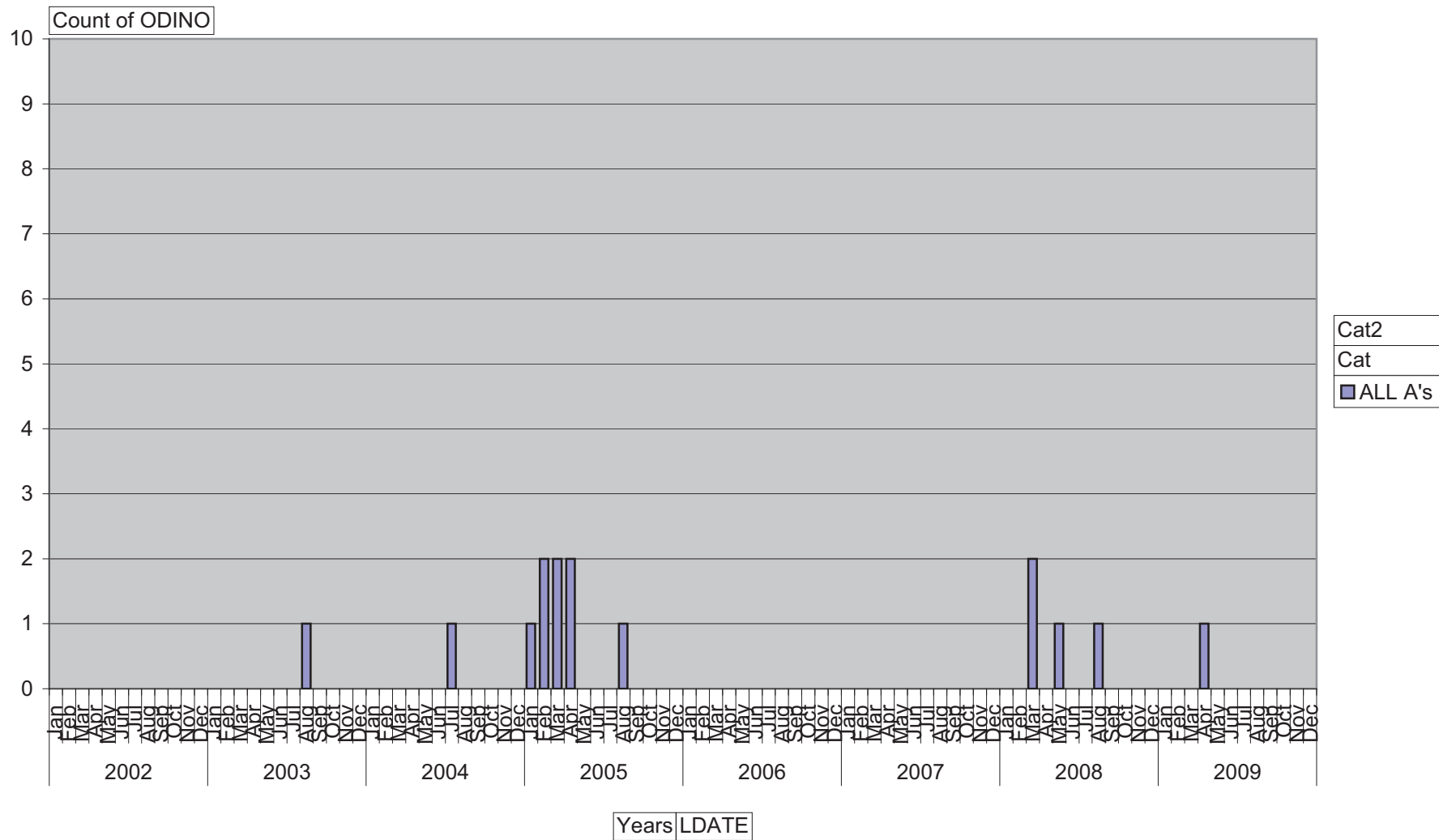
YEARTXT	2003
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Count of ODINO		Cat2 Cat		
Years	LDATE	ALL A's	B	Grand Total
2002	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	0	0	0
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	0	0	0
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0
2003	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	0	1	1
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	1	0	1
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0
2004	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	0	0	0
	May	0	0	0
	Jun	0	0	0
	Jul	1	0	1
	Aug	0	0	0
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	1	1
	Dec	0	0	0
2005	Jan	1	0	1
	Feb	2	0	2
	Mar	2	0	2
	Apr	2	0	2
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	1	2	3
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0

2005	Dec	0	0	0	0
2006	Jan	0	0	0	0
	Feb	0	0	0	0
	Mar	0	0	0	0
	Apr	0	0	0	0
	May	0	0	0	0
	Jun	0	0	0	0
	Jul	0	0	0	0
	Aug	0	0	0	0
	Sep	0	0	0	0
	Oct	0	0	0	0
	Nov	0	0	0	0
	Dec	0	0	0	0
2007	Jan	0	1	1	1
	Feb	0	0	0	0
	Mar	0	0	0	0
	Apr	0	0	0	0
	May	0	0	0	0
	Jun	0	0	0	0
	Jul	0	0	0	0
	Aug	0	0	0	0
	Sep	0	0	0	0
	Oct	0	0	0	0
	Nov	0	0	0	0
	Dec	0	0	0	0
2008	Jan	0	0	0	0
	Feb	0	0	0	0
	Mar	2	0	0	2
	Apr	0	0	0	0
	May	1	0	0	1
	Jun	0	0	0	0
	Jul	0	0	0	0
	Aug	1	0	0	1
	Sep	0	0	0	0
	Oct	0	0	0	0
	Nov	0	0	0	0
	Dec	0	0	0	0
2009	Jan	0	0	0	0
	Feb	0	0	0	0
	Mar	0	0	0	0
	Apr	1	0	0	1
	May	0	0	0	0
	Jun	0	0	0	0
	Jul	0	0	0	0
	Aug	0	0	0	0
	Sep	0	0	0	0
	Oct	0	0	0	0
	Nov	0	0	0	0
	Dec	0	0	0	0
Grand Total		15	5	20	

YEARTXT 2003

ALL A's

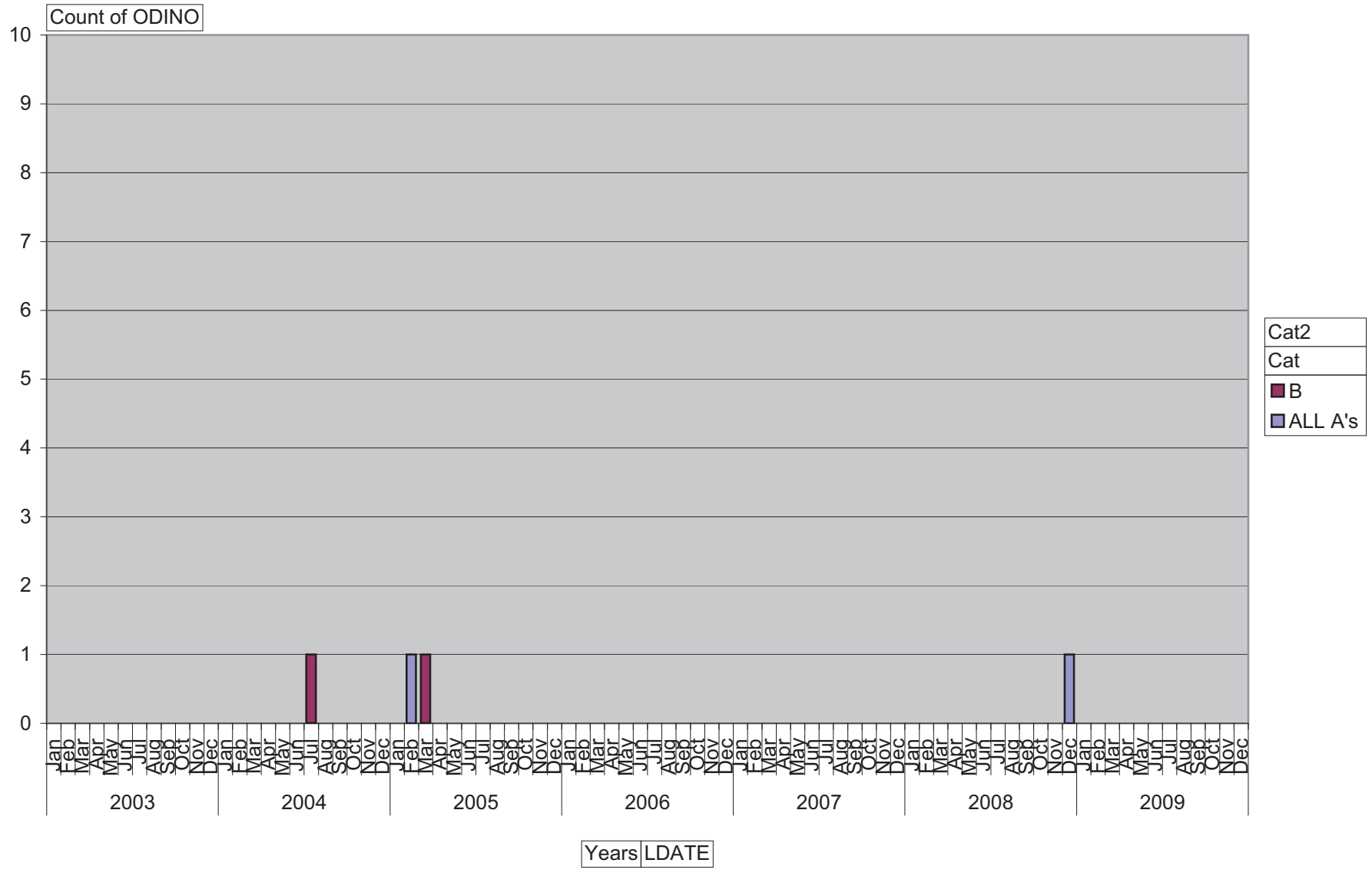


YEARTXT	2003
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Count of ODINO		Cat2	Cat
Years	LDATE	ALL A's	Grand Total
2002	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2003	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	1	1
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2004	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	1	1
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2005	Jan	1	1
	Feb	2	2
	Mar	2	2
	Apr	2	2
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	1	1
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0

2005	Dec	0	0
2006	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2007	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2008	Jan	0	0
	Feb	0	0
	Mar	2	2
	Apr	0	0
	May	1	1
	Jun	0	0
	Jul	0	0
	Aug	1	1
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2009	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	1	1
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
Grand Total		15	15

YEARTXT 2004



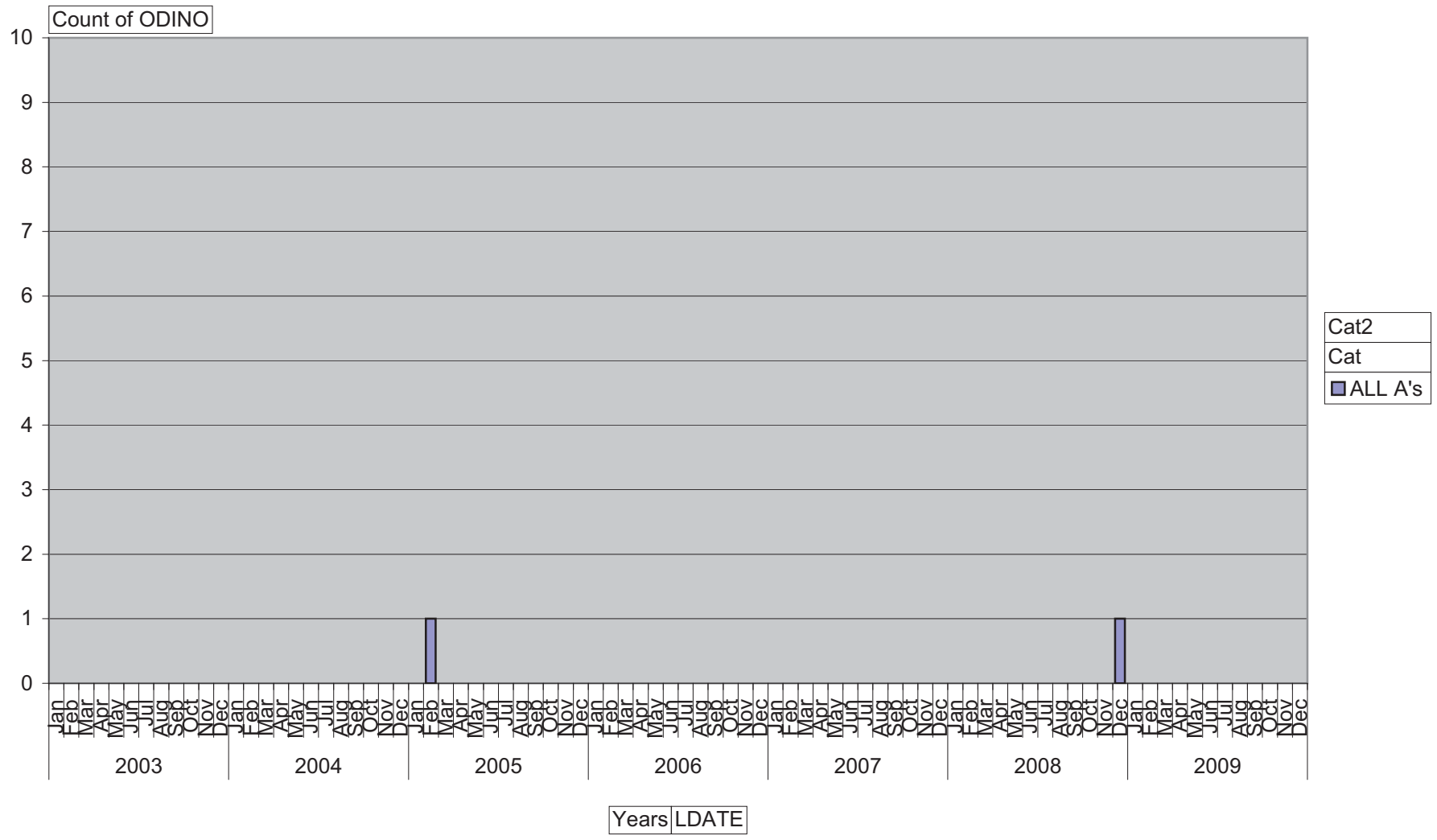
YEARTXT	2004
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Count of ODINO		Cat2 Cat		
Years	LDATE	ALL A's	B	Grand Total
2003	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	0	0	0
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	0	0	0
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0
2004	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	0	0	0
	May	0	0	0
	Jun	0	0	0
	Jul	0	1	1
	Aug	0	0	0
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0
2005	Jan	0	0	0
	Feb	1	0	1
	Mar	0	1	1
	Apr	0	0	0
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	0	0	0
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0
2006	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	0	0	0
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	0	0	0
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0

2006	Dec	0	0	0
2007	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	0	0	0
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	0	0	0
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0
2008	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	0	0	0
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	0	0	0
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	1	0	1
2009	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	0	0	0
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	0	0	0
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0
Grand Total		2	2	4

YEARTXT 2004

ALL A's

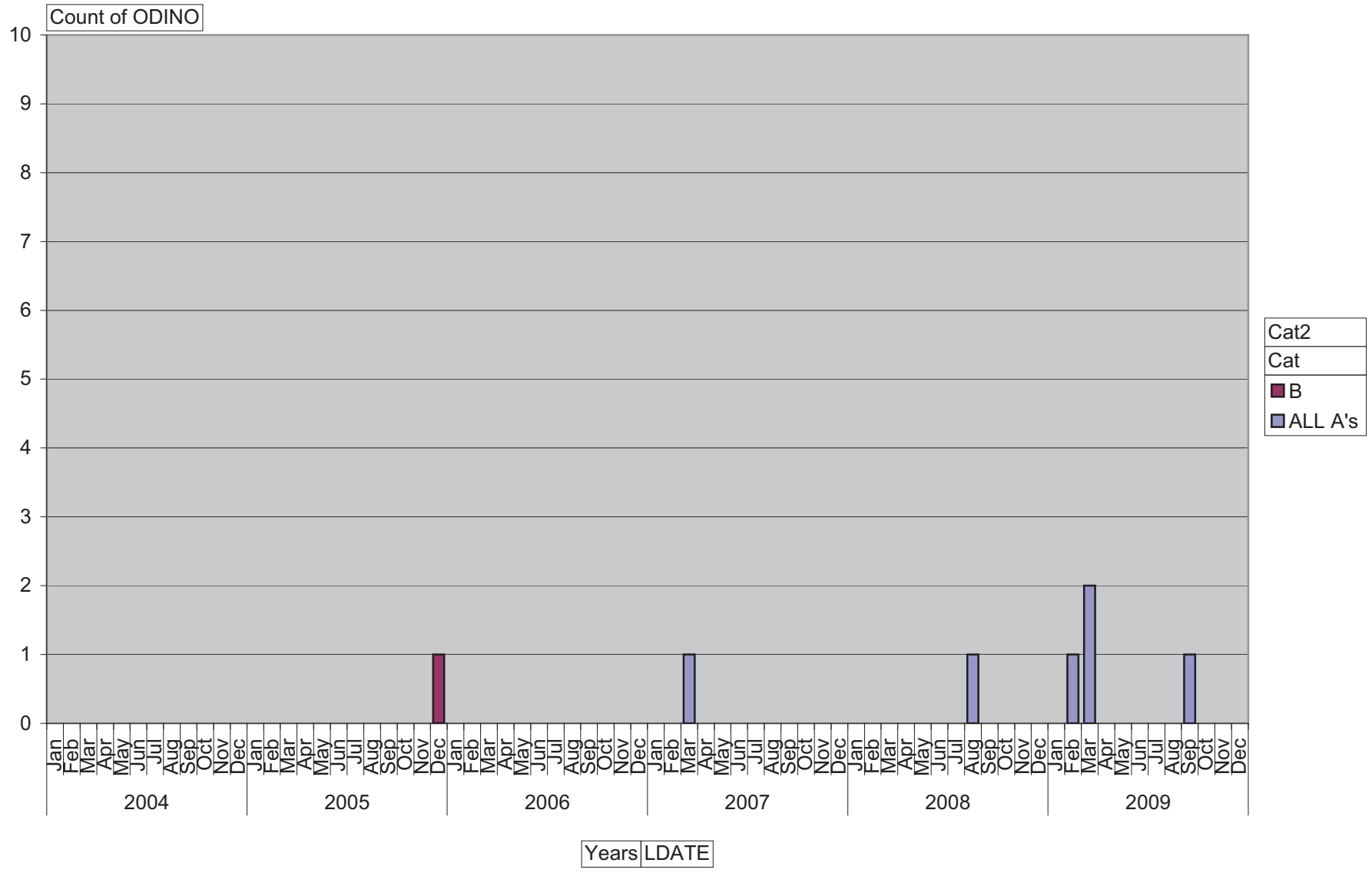


YEARTXT	2004
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Count of ODINO		Cat2	Cat
Years	LDATE	ALL A's	Grand Total
2003	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2004	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2005	Jan	0	0
	Feb	1	1
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2006	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0

2006	Dec	0	0
2007	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2008	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	1	1
2009	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
Grand Total		2	2

YEARTXT 2005



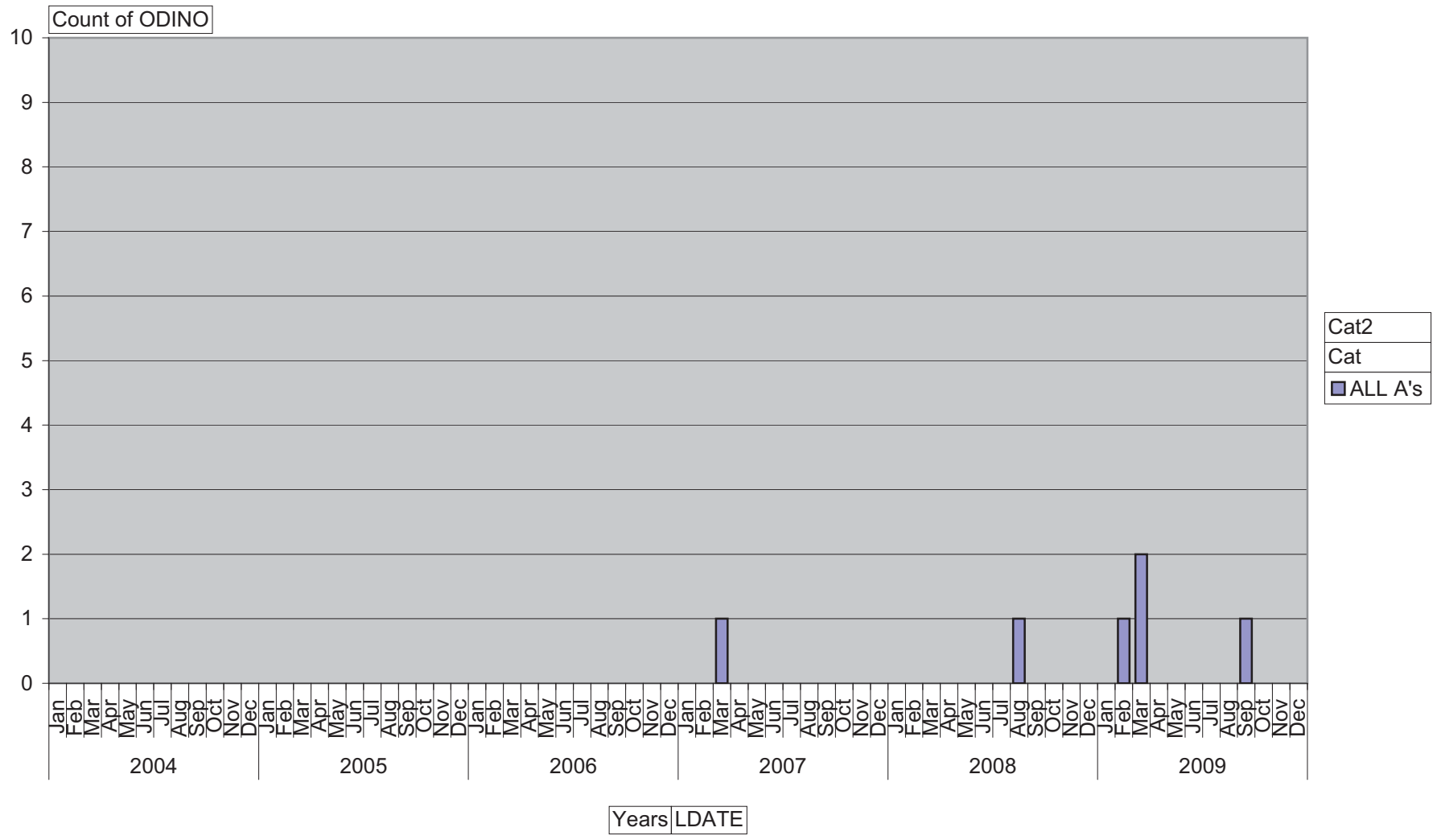
YEARTXT	2005
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Count of ODINO		Cat2 Cat		
Years	LDATE	ALL A's	B	Grand Total
2004	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	0	0	0
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	0	0	0
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0
2005	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	0	0	0
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	0	0	0
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	1	1
2006	Jan	0	0	0
	Feb	0	0	0
	Mar	0	0	0
	Apr	0	0	0
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	0	0	0
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0
2007	Jan	0	0	0
	Feb	0	0	0
	Mar	1	0	1
	Apr	0	0	0
	May	0	0	0
	Jun	0	0	0
	Jul	0	0	0
	Aug	0	0	0
	Sep	0	0	0
	Oct	0	0	0
	Nov	0	0	0
	Dec	0	0	0

2007	Dec	0	0	0	0
2008	Jan	0	0	0	0
	Feb	0	0	0	0
	Mar	0	0	0	0
	Apr	0	0	0	0
	May	0	0	0	0
	Jun	0	0	0	0
	Jul	0	0	0	0
	Aug	1	0	0	1
	Sep	0	0	0	0
	Oct	0	0	0	0
	Nov	0	0	0	0
	Dec	0	0	0	0
2009	Jan	0	0	0	0
	Feb	1	0	0	1
	Mar	2	0	0	2
	Apr	0	0	0	0
	May	0	0	0	0
	Jun	0	0	0	0
	Jul	0	0	0	0
	Aug	0	0	0	0
	Sep	1	0	0	1
	Oct	0	0	0	0
	Nov	0	0	0	0
	Dec	0	0	0	0
Grand Total		6	1		7

YEARTXT 2005

ALL A's



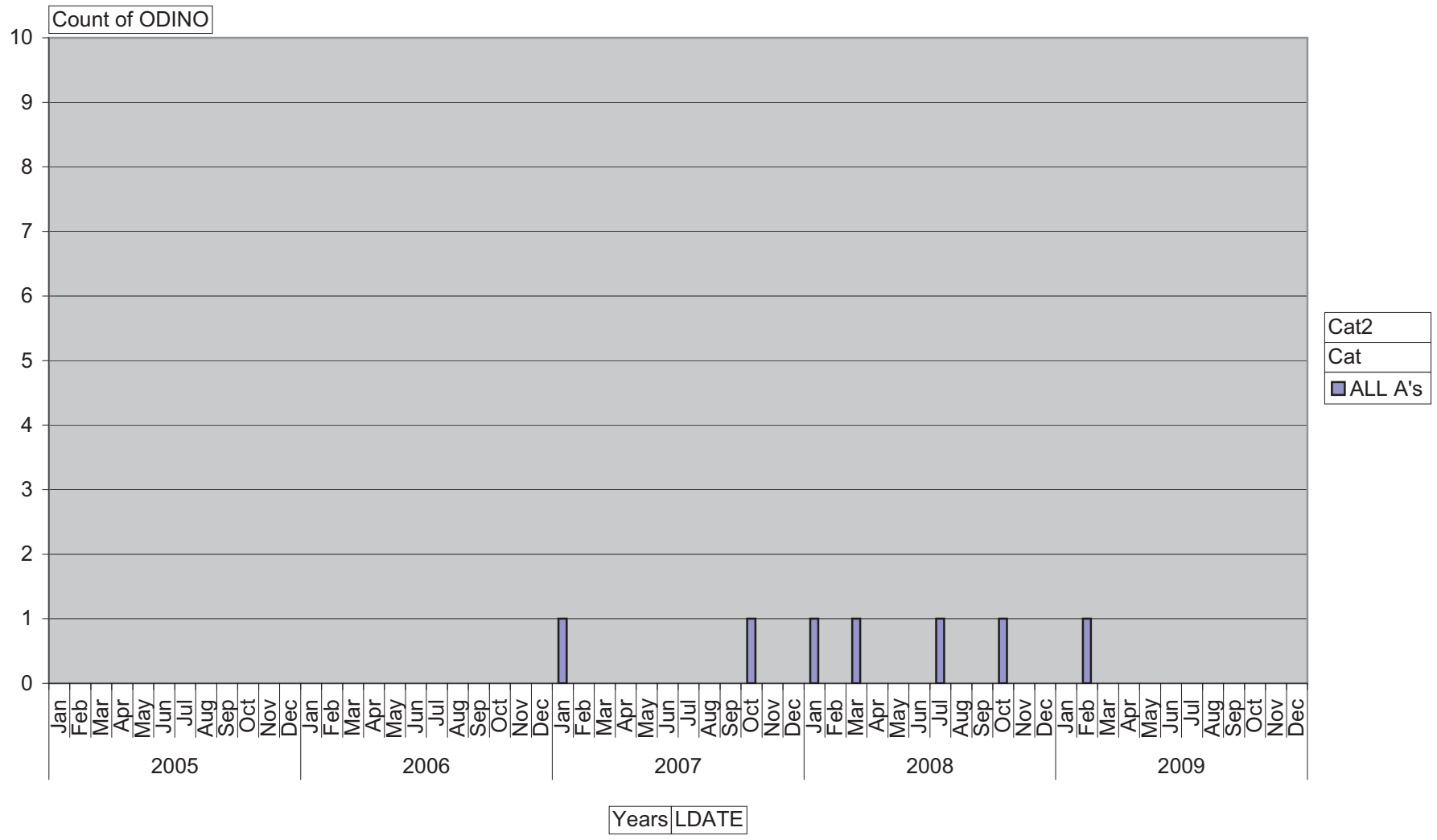
YEARTXT	2005
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Count of ODINO		Cat2	Cat
Years	LDATE	ALL A's	Grand Total
2004	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2005	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2006	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2007	Jan	0	0
	Feb	0	0
	Mar	1	1
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0

2007	Dec	0	0
2008	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	1	1
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2009	Jan	0	0
	Feb	1	1
	Mar	2	2
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	1	1
	Oct	0	0
	Nov	0	0
	Dec	0	0
Grand Total		6	6

YEARTXT 2006

ALL A's



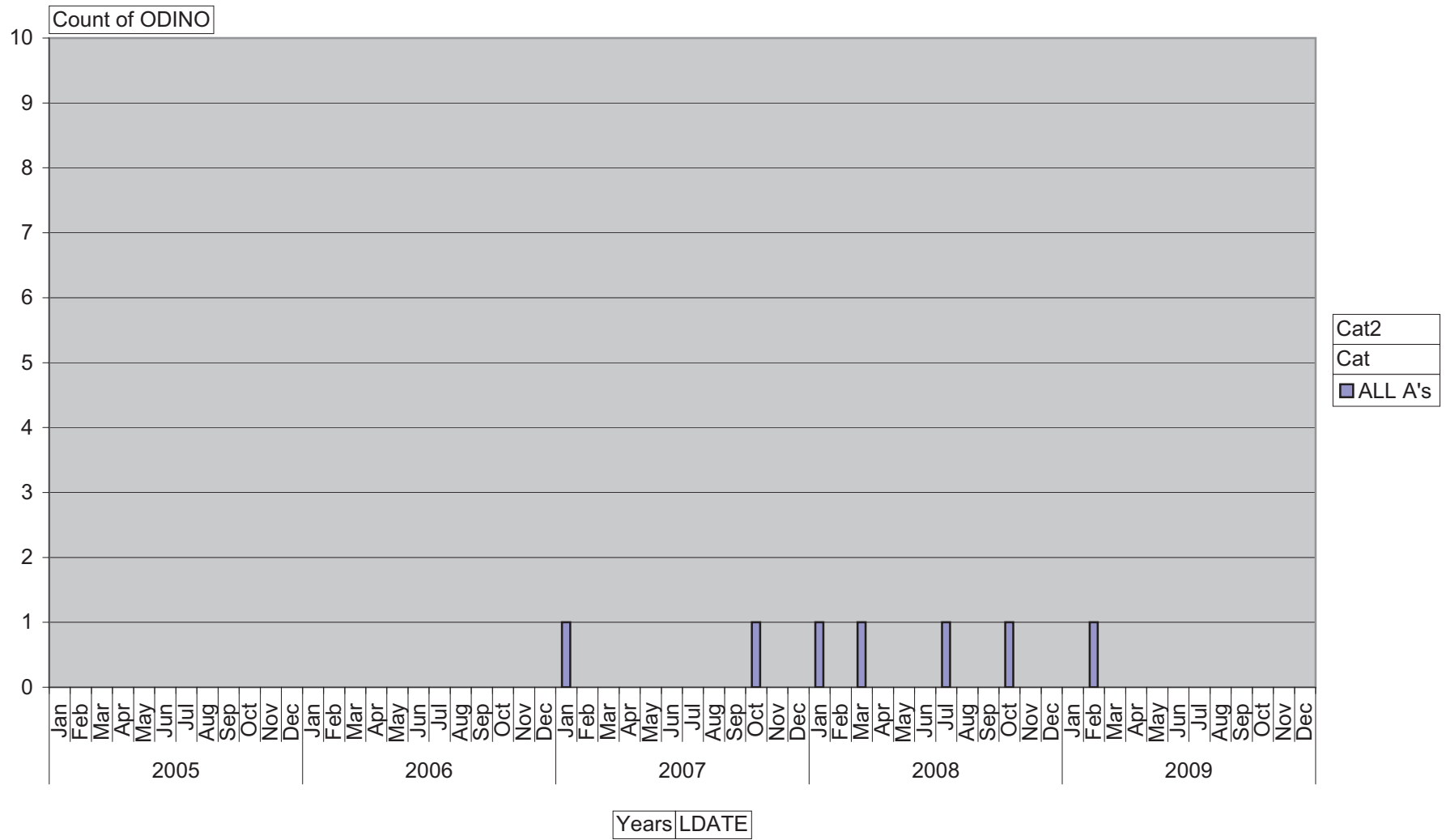
YEARTXT	2006
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Count of ODINO		Cat2	Cat
Years	LDATE	ALL A's	Grand Total
2005	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2006	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2007	Jan	1	1
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	1	1
	Nov	0	0
	Dec	0	0
2008	Jan	1	1
	Feb	0	0
	Mar	1	1
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	1	1
	Aug	0	0
	Sep	0	0
	Oct	1	1
	Nov	0	0
	Dec	0	0

2008	Dec	0	0
2009	Jan	0	0
	Feb	1	1
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
Grand Total		7	7

YEARTXT 2006

ALL A's



YEARTXT	2006
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Count of ODINO		Cat2	Cat
Years	LDATE	ALL A's	Grand Total
2005	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2006	Jan	0	0
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
2007	Jan	1	1
	Feb	0	0
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	1	1
	Nov	0	0
	Dec	0	0
2008	Jan	1	1
	Feb	0	0
	Mar	1	1
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	1	1
	Aug	0	0
	Sep	0	0
	Oct	1	1
	Nov	0	0
	Dec	0	0

2008	Dec	0	0
2009	Jan	0	0
	Feb	1	1
	Mar	0	0
	Apr	0	0
	May	0	0
	Jun	0	0
	Jul	0	0
	Aug	0	0
	Sep	0	0
	Oct	0	0
	Nov	0	0
	Dec	0	0
Grand Total		7	7

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Appendix J

Part Change Log

2001 - 2006 Ford Taurus and Mercury Sable Part Changes or
Modifications - 3.0L (2 valve) V6 - Vulcan

	A	B	C	D	E	F		G	H
Part Name	Date Part Incorporated Into Vehicle Production	Description of Change	Reasons for Change	Original	Modified	Disposition of Original Parts		New Component Availability Date For Service	New Component Interchangeable With Old (Y/N)
				Ford Engineering and Service Part Numbers	Ford Engineering and Service Part Numbers	Withdrawn from Ford Production Inventory (Scrap/ Consume/ Rework)	Effective Date		
1) Speed Control Cable Assembly									
CABLE ASY - ACTUATOR SPEED CONTROL	August 4, 2003 (start of production for 2004 MY)	Commonize cables on all engines (both 2 valve & 4 valve) 4.5mm increase in cable C-dimension. 85mm increase in B-dimension for 2 valve applications.	Reduces complexity	YF1F-9A825-AB (eng) YF1Z-9A825-AA (serv)	YF1F-9A825-CA (eng) YF1Z-9A825-CA (serv)	C	August 4, 2003	August 4, 2003	N
CABLE ASY - ACTUATOR SPEED CONTROL	August 6, 2005	Cable production moved to Nuevo Laredo Mexico	Teleflex planned U.S. plant closure.	YF1F-9A825-CA (eng) YF1Z-9A825-CA (serv)	YF1F-9A825-CA (eng) YF1Z-9A825-CA (serv)	C	August 6, 2005	August 4, 2003	Y
CABLE ASY - ACTUATOR SPEED CONTROL	October 27, 2006	End of production for program	End of production for program	YF1F-9A825-CA (eng) YF1Z-9A825-CA (serv)	YF1Z-9A825-CA (serv)	C	October 27, 2006	August 4, 2003	Y
2) Throttle Body Assembly									
BODY ASY - AIR CHARGE	June, 2002	Throttle position sensor inserts	Improved throttle position sensor assembly	1F1U-9E926-AA (eng) 1F1Z-9E926-AA (serv)	YF1U-9E926-AD (eng) YF1Z-9E926-AB (serv)	C	June, 2002	June, 2002	Y
BODY ASY - AIR CHARGE	August 4, 2003 (start of production for 2004 MY)	Material Change from metal to plastic on throttle cam. Bore size increased.	Commonize with 4V	YF1U-9E926-AD (eng) YF1Z-9E926-AB (serv)	3F1E-9E926-AB (eng) 3F1Z-9E926-AA (serv)	C	August 4, 2003	August 4, 2003	N
BODY ASY - AIR CHARGE	June, 2004 (est.)	Eliminate hexavalent chrome	Government Mandate	3F1E-9E926-AB (eng) 3F1Z-9E926-AA (serv)	3F1E-9E926-AB (eng) 3F1Z-9E926-AA (serv)	C	June, 2004 (est.)	June, 2004 (est.)	Y
BODY ASY - AIR CHARGE	October 27, 2006	End of production for program	End of production for program	3F1E-9E926-AB (eng) 3F1Z-9E926-AA (serv)	3F1Z-9E926-AA (serv)	C	October 27, 2006	October 27, 2006	Y

2001 - 2006 Ford Taurus and Mercury Sable Part Changes or
Modifications - 3.0L DOHC (4 valve) V6

	A	B	C	D	E	F		G	H
Part Name	Date Part Incorporated Into Vehicle Production	Description of Change	Reasons for Change	Original	Modified	Disposition of Original Parts		New Component Availability Date For Service	New Component Interchangeable With Old (Y/N)
				Ford Engineering and Service Part Numbers	Ford Engineering and Service Part Numbers	Withdrawn from Ford Production Inventory (Scrap/ Consume/ Rework)	Effective Date		
1) Speed Control Cable Assembly									
CABLE ASY - ACTUATOR SPEED CONTROL	January 6, 2000 (est.)	New cable	Changes made to simplify assembly	YF1F-9A825-BD (eng)	YF1F-9A825-CA (eng) YF1Z-9A825-CA (serv)	C	January 6, 2000 (est.)	January 6, 2000 (est.)	Y
CABLE ASY - ACTUATOR SPEED CONTROL	August 6, 2005	Cable production moved to Nuevo Laredo Mexico	Teleflex planned U.S. plant closure.	YF1F-9A825-CA (eng) YF1Z-9A825-CA (serv)	YF1F-9A825-CA (eng) YF1Z-9A825-CA (serv)	C	August 6, 2005	August 6, 2005	Y
CABLE ASY - ACTUATOR SPEED CONTROL	October 27, 2006	End of production for program	End of production for program	YF1F-9A825-CA (eng) YF1Z-9A825-CA (serv)	YF1Z-9A825-CA (serv)	C	October 27, 2006 (est.)	January 6, 2000 (est.)	Y
2) Throttle Body Assembly									
BODY ASY - AIR CHARGE	June, 2002 (est.)	Throttle position sensor insert	Changes made to simplify assembly	YF1U-9E926-AC (eng) YF1Z-9E926-AA (serv)	YF1U-9E926-AD (eng) YF1Z-9E926-AB (serv)	C	June, 2002 (est.)	June, 2002 (est.)	Y
BODY ASY - AIR CHARGE	August 4, 2003 (start of production for 2004 MY)	Water heat tubes added	Improve cold test performance	YF1U-9E926-AD (eng) YF1Z-9E926-AB (serv)	4F1E-9E926-CC (eng) 4F1Z-9E926-CA (serv)	C	August 4, 2003	August 4, 2003	N
BODY ASY - AIR CHARGE	June, 2004 (est.)	Eliminate hexavalent chrome	Government Mandate	4F1E-9E926-CC (eng) 4F1Z-9E926-CA (serv)	4F1E-9E926-CD (eng) 4F1Z-9E926-CD (serv)	C	June, 2004 (est.)	June, 2004 (est.)	Y
BODY ASY - AIR CHARGE	October 27, 2006	End of production for program	End of production for program	4F1E-9E926-CD (eng) 4F1Z-9E926-CD (serv)	4F1Z-9E926-CD (serv)	C	October 27, 2006	October 27, 2006	Y

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Appendix L

Service Part Sales

**2001 through 2006 Ford Taurus and Mercury Sable
Service Part Sales by Year**

Speed Control Cable Assembly:

Supplier: KONGSBERG DRIVELINE SYSTEMS II CORP
1208 UNIROYAL DRIVE
LAREDO, TX 78045

Contact: LILIAN MENDEZ
956-717-2820 Ext: 235

Engineering Part: YF1F-9A825-CA

Service Part: YF1Z-9A825-CA

<u>Year</u>	<u>Quantity</u>
2012	1104
2011	4778
2010	4387
2009	3441
2008	2641
2007	1901
2006	992
2005	619
2004	352
2003	280
2002	158
2001	155
2000	4

<u>Month</u>	<u>Year</u>	<u>Quantity</u>
3	2012	432
2	2012	326
1	2012	346
12	2011	296
11	2011	321
10	2011	338
9	2011	417
8	2011	525
7	2011	445
6	2011	482
5	2011	497
4	2011	411
3	2011	415
2	2011	335
1	2011	296
12	2010	289
11	2010	277
10	2010	330
9	2010	371
8	2010	486

**2001 through 2006 Ford Taurus and Mercury Sable
Service Part Sales by Year**

7	2010	464
6	2010	500
5	2010	434
4	2010	387
3	2010	375
2	2010	247
1	2010	227
12	2009	232
11	2009	286
10	2009	280
9	2009	304
8	2009	313
7	2009	343
6	2009	370
5	2009	310
4	2009	296

Engineering Part: YF1F-9A825-AB

Service Part: YF1Z-9A825-AA

Year Quantity

2012	36
2011	161
2010	131
2009	146
2008	144
2007	192
2006	133
2005	193
2004	207
2003	170
2002	127
2001	87
2000	69
1999	1

Month Year Quantity

3	2012	15
2	2012	11
1	2012	9
12	2011	6
11	2011	10
10	2011	10
9	2011	17
8	2011	15
7	2011	24
6	2011	16
5	2011	10

**2001 through 2006 Ford Taurus and Mercury Sable
Service Part Sales by Year**

4	2011	12
3	2011	13
2	2011	14
1	2011	13
12	2010	10
11	2010	11
10	2010	6
9	2010	10
8	2010	15
7	2010	8
6	2010	13
5	2010	10
4	2010	9
3	2010	16
2	2010	11
1	2010	7
12	2009	15
11	2009	11
10	2009	8
9	2009	9
8	2009	11
7	2009	9
6	2009	14
5	2009	12
4	2009	17

**2001 through 2006 Ford Taurus and Mercury Sable
Service Part Sales by Year**

Throttle Body Assembly:

Supplier: VISTEON - RAWSONVILLE PLANT
MCKEAN & TEXTILE RD
YPSILANTI, MI 48197

Contact: SHEILA CONGDON
734-484-9429

Engineering Part: YF1U-9E926-AD replaced by 3F1E-9E926-AB

Service Part: YF1Z-9E926-AB replaced by 3F1Z-9E926-AA

<u>Year</u>	<u>Quantity</u>		
2012	159		
2011	646		
2010	816		
2009	703		
2008	820		
2007	788		
2006	633		
2005	809		
2004	923		
2003	618	YF1Z- 9E926-AB	REPLACED
2002	65		

<u>Month</u>	<u>Year</u>	<u>Quantity</u>
3	2012	66
2	2012	43
1	2012	50
12	2011	41
11	2011	42
10	2011	36
9	2011	48
8	2011	51
7	2011	60
6	2011	66
5	2011	56
4	2011	51
3	2011	79
2	2011	51
1	2011	65
12	2010	64
11	2010	50
10	2010	54
9	2010	44
8	2010	46
7	2010	67
6	2010	68

**2001 through 2006 Ford Taurus and Mercury Sable
Service Part Sales by Year**

5	2010	79
4	2010	81
3	2010	91
2	2010	78
1	2010	94
12	2009	74
11	2009	50
10	2009	54
9	2009	47
8	2009	53
7	2009	64
6	2009	55
5	2009	44
4	2009	64

Engineering Part: 4F1E-9E926-CC replaced by 4F1E-9E926-CD

Service Part: 4F1Z-9E926-CA replaced by 4F1Z-9E926-CD

<u>Year</u>	<u>Quantity</u>	
2012	6	
2011	45	
2010	73	
2009	49	
2008	72	
2007	83	
2006	45	
2005	39	
2004	26	4F1Z- 9E926-CA REPLACED
2003	3	

<u>Month</u>	<u>Year</u>	<u>Quantity</u>
3	2012	2
2	2012	2
1	2012	2
12	2011	3
11	2011	2
10	2011	3
9	2011	4
8	2011	3
7	2011	4
6	2011	7
5	2011	2
4	2011	5
3	2011	5
2	2011	0
1	2011	6
12	2010	9
11	2010	2

**2001 through 2006 Ford Taurus and Mercury Sable
Service Part Sales by Year**

10	2010	2
9	2010	4
8	2010	3
7	2010	6
6	2010	5
5	2010	3
4	2010	5
3	2010	14
2	2010	7
1	2010	11
12	2009	4
11	2009	1
10	2009	3
9	2009	3
8	2009	4
7	2009	5
6	2009	4
5	2009	4
4	2009	4

Engineering Part: 4F1E-9E926-CC

Service Part: 4F1Z-9E926-CA

<u>Year</u>	<u>Quantity</u>
2012	0
2011	0
2010	0
2009	0
2008	0
2007	0
2006	0
2005	10
2004	26
2003	3
2002	0
2001	0
2000	0

PE12-005

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4/30/2012

Appendix M

From: Gary Muentener [<mailto:gmuentener@house.mi.gov>]
Sent: Tuesday, March 13, 2012 2:27 PM
To: Pryde, Charlie (C.T.)
Cc: Gary Muentener
Subject: 2005 Taurus

Good afternoon, Charlie:

It was good to see you at lunch today; thanks for letting me touch base with you about our experience with our 2005 Ford Taurus.

A Detroit News article today highlighted stuck throttles in the Taurus and NHTSA's expanding investigation into the problem.

I was surprised to read that in the 2 engine revving complaints (as high as 4,000 RPMs) and spontaneous acceleration dangers where drivers had to hit the brakes very hard or shift into neutral/shut the car off to stop the vehicle...

In both complaints the owners said the problem was a disconnected cruise control cable.

In my situation, when the unwanted acceleration and revving occurs we have taken similar measures...and we also noticed that since the first instance- our cruise control does not work.

We bought the car used from a purchaser who bought it at Grand Ledge Ford. It still has low mileage at about 36,000.

In contacting Grand Ledge Ford- they said there is no recall in place and quoted me a price of \$128.68 to replace the cruise control cable- and that they additionally still want to diagnose the vehicle. I am guessing potentially at even more cost.

Inasmuch as this is appearing to me more of a systemic problem and not an isolated one, I am hopeful that diagnosis and repair can be done at zero or nominal cost to me.

I very much appreciate your time and kindness in looking into options for me.

My contact info in Jud's office is listed below. I do not have the VIN in front of me...but can forward it if needed. My wife is the principal driver of the Taurus.

Thanks again for your assistance, (I included my e-mail by copying it on this correspondence to you but will provide it here also... gmuentener@house.mi.gov

Gary Muentener
Legislative Assistant to
State Representative Jud Gilbert
81st District
517-373-5675
877-445-2378

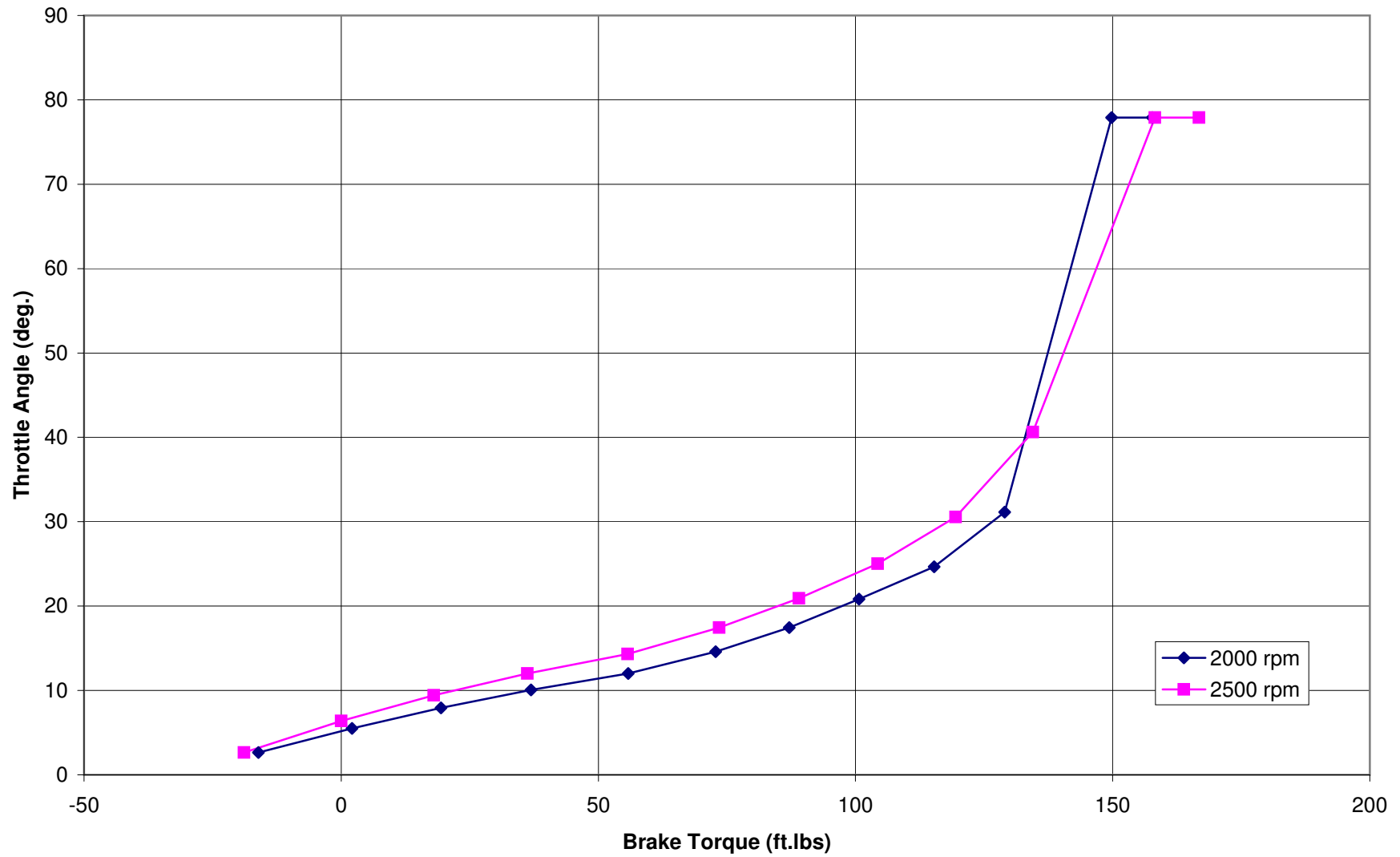
PE12-005

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4/30/2012

Appendix N

2000 3.0L D186 Taurus



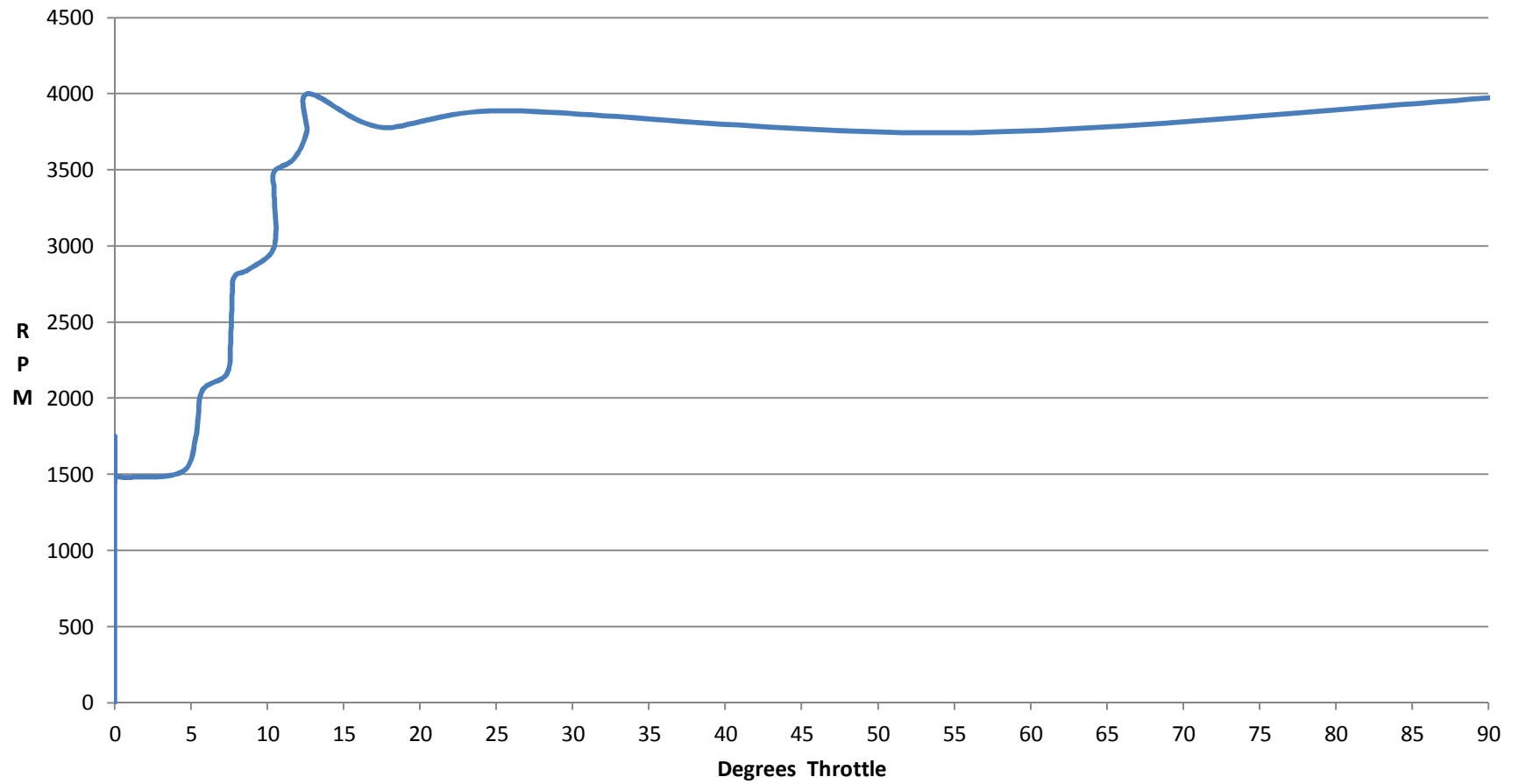
PE12-005

FORD

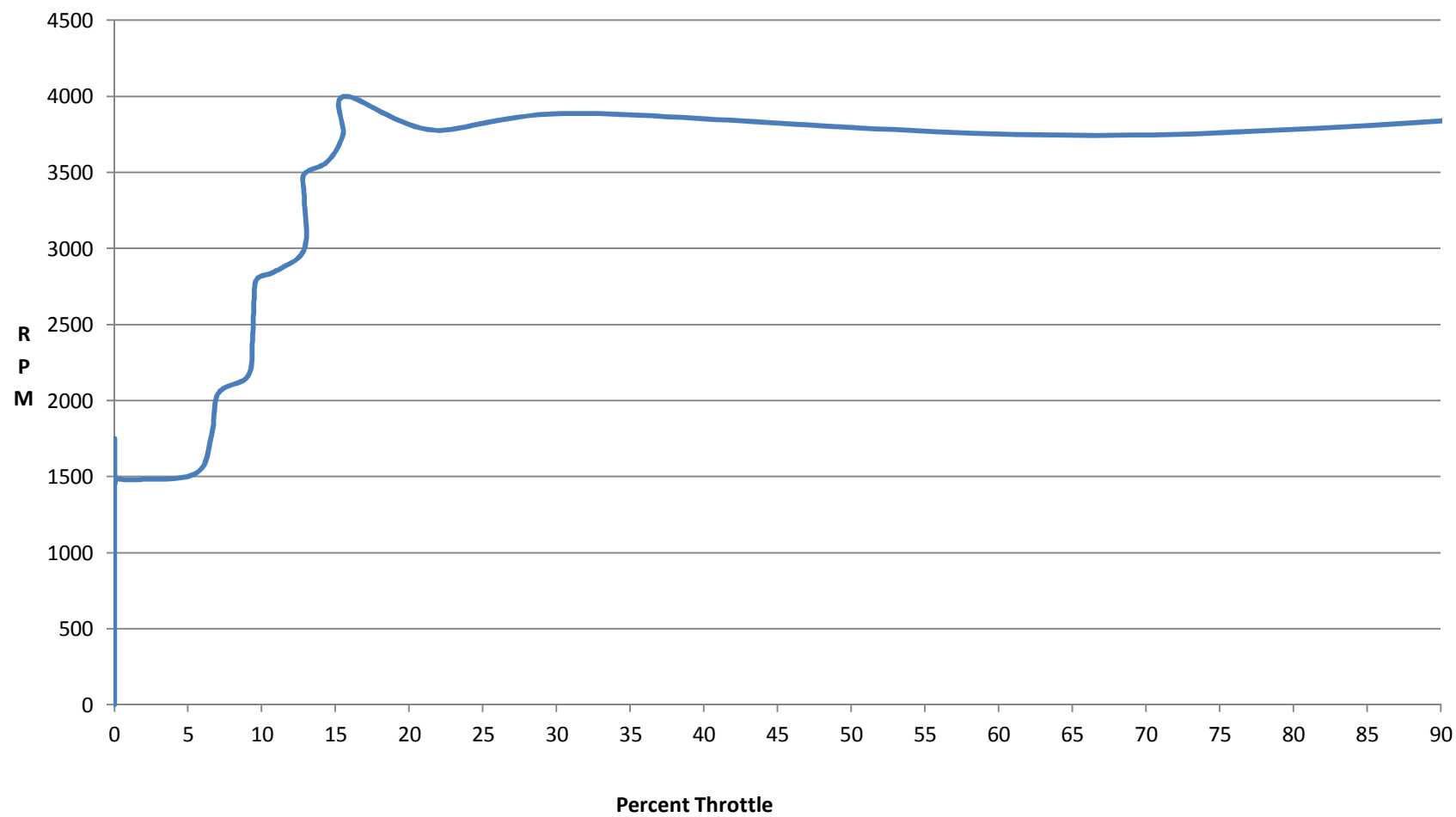
4/30/2012

Appendix O

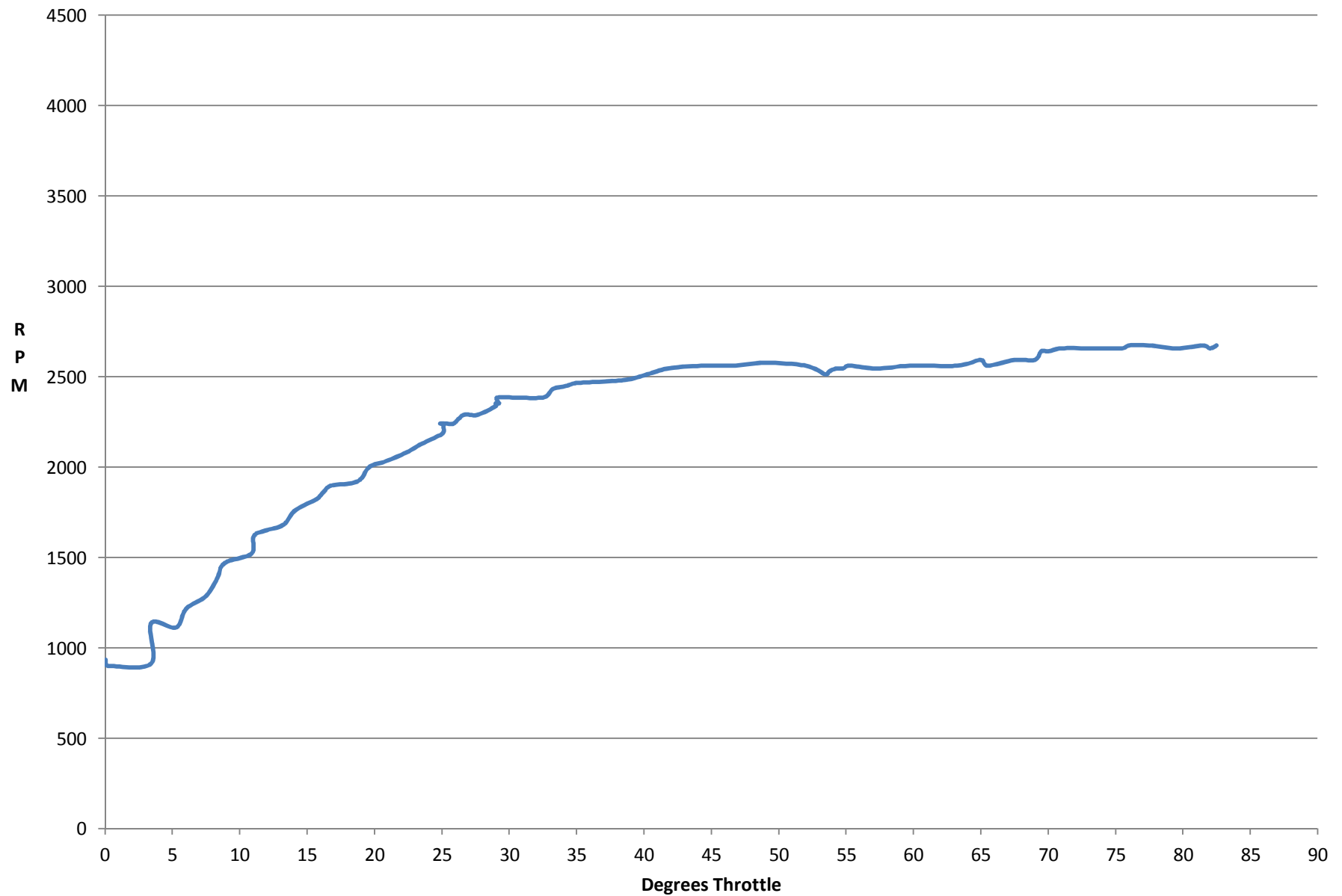
2V Vulcan - Neutral Throttle Sweep (38F)



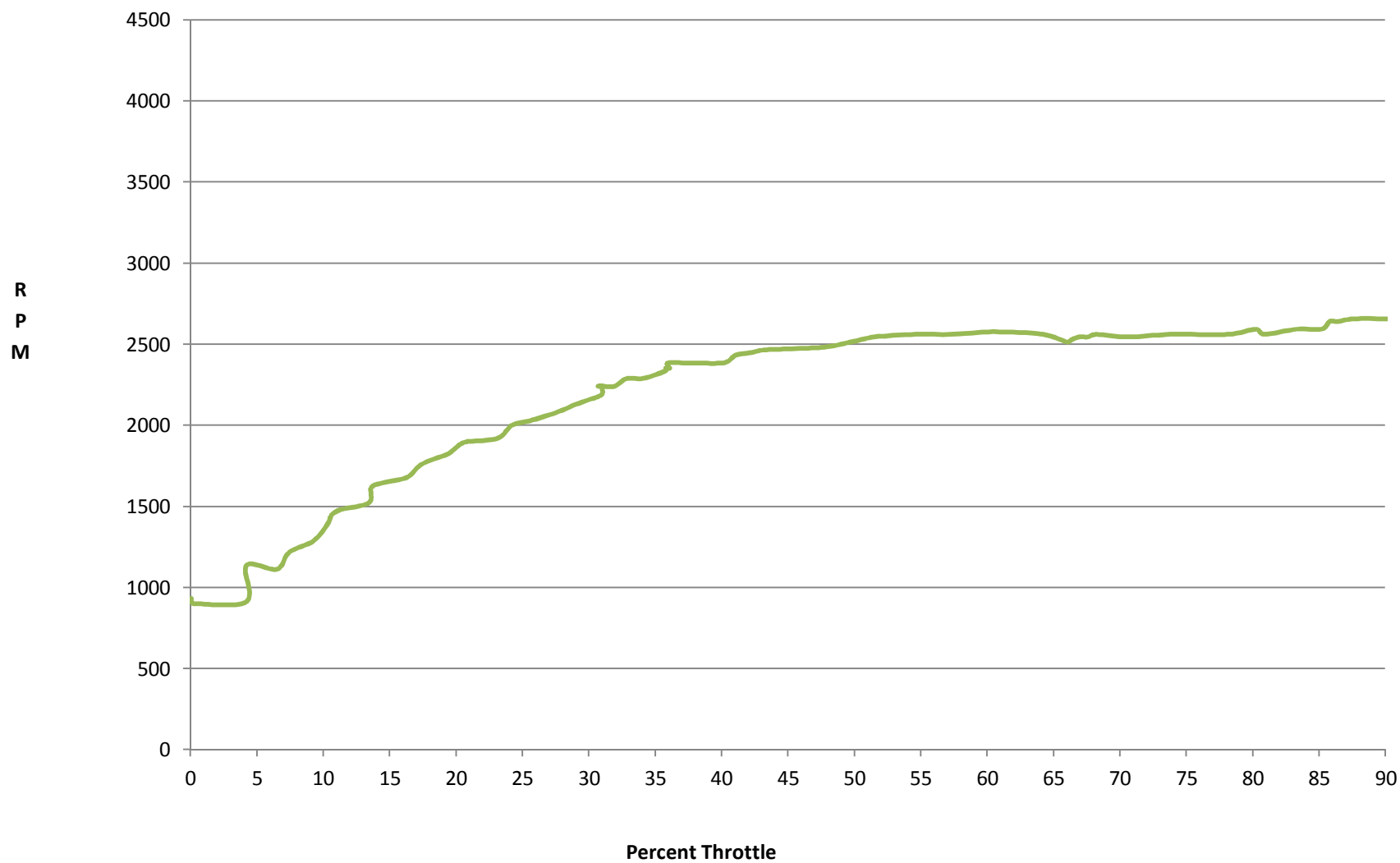
2V Vulcan - Neutral Throttle Sweep (38F)



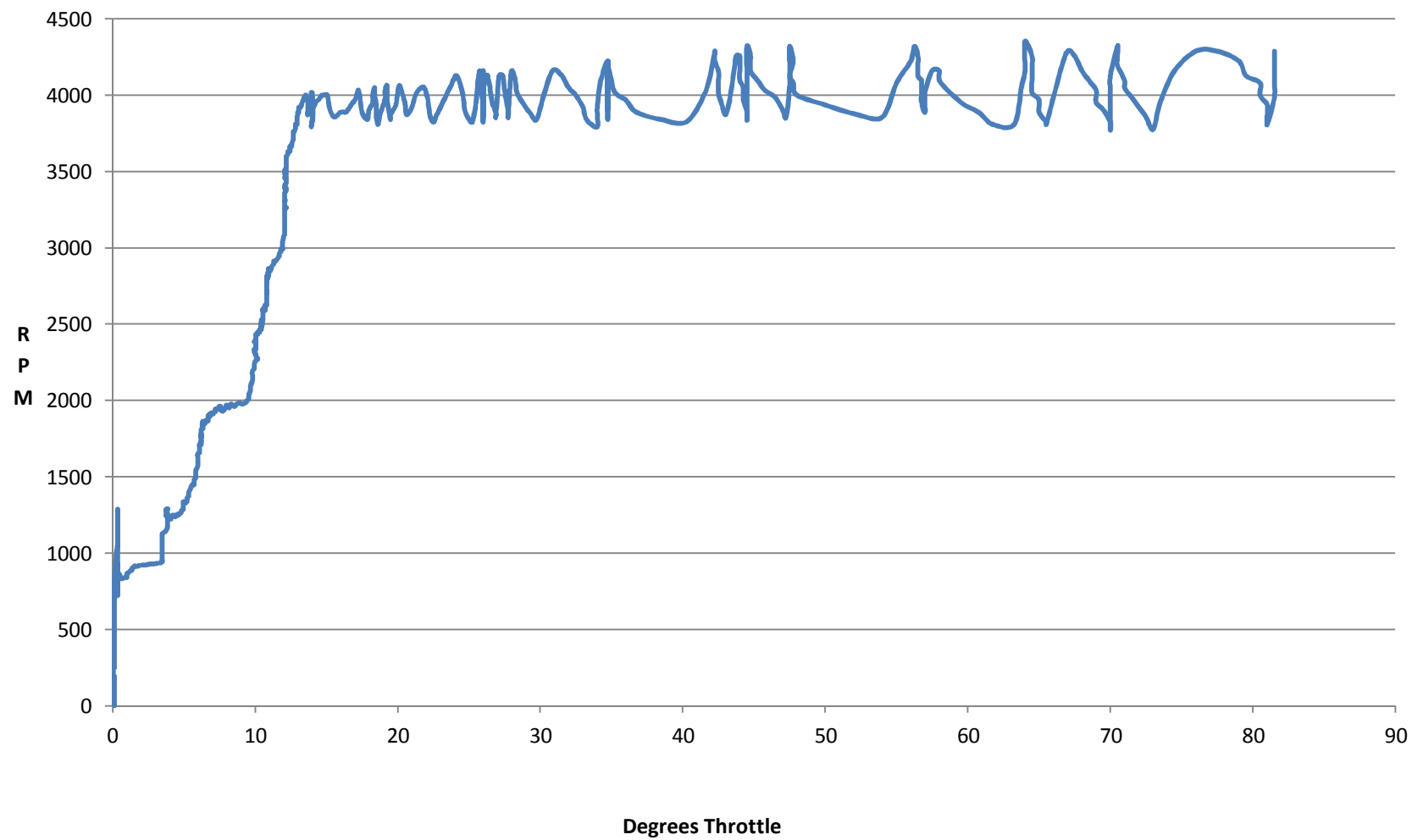
2V Vulcan - Drive Throttle Sweep(32F)



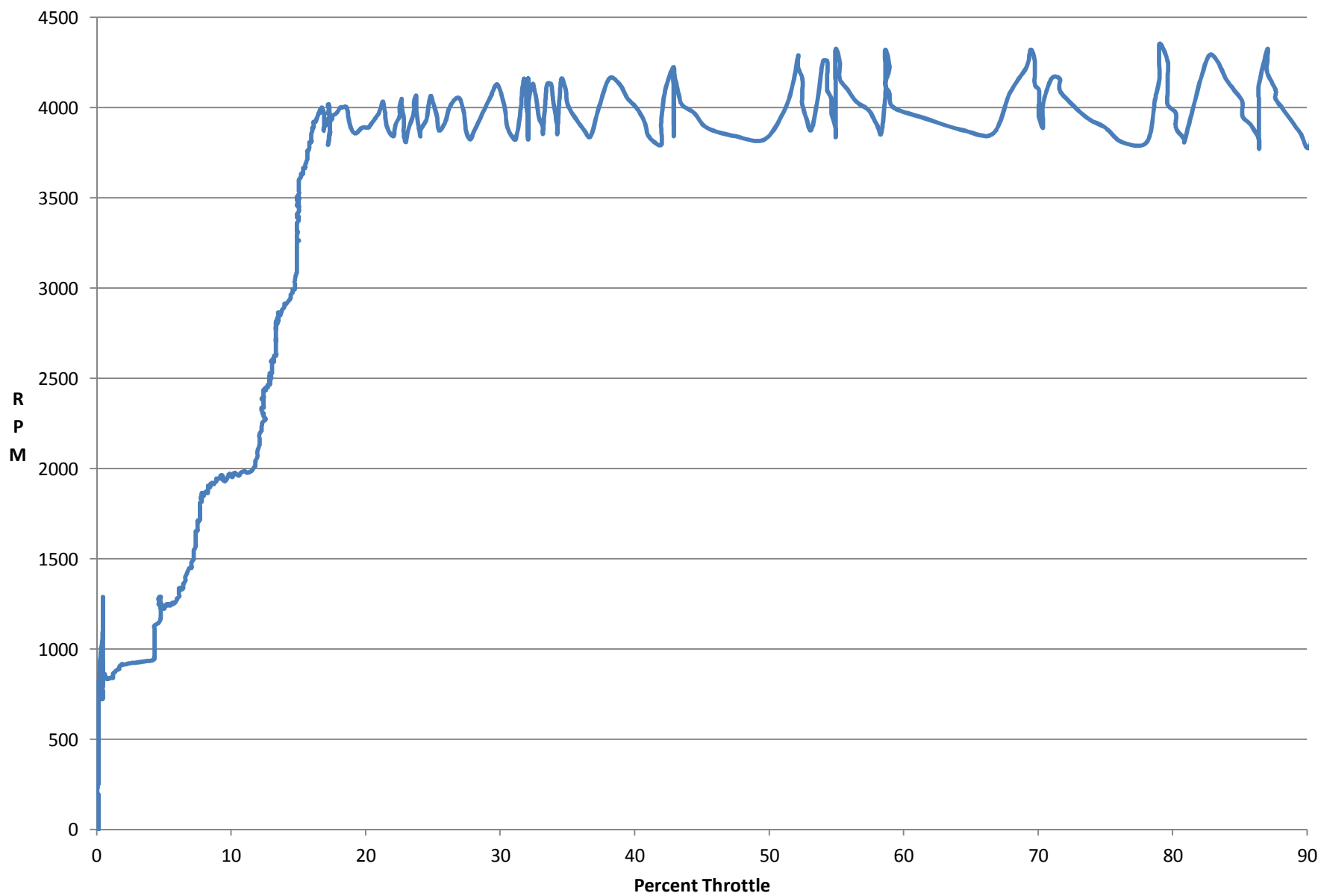
2V Vulcan - Drive Throttle Sweep(32F)



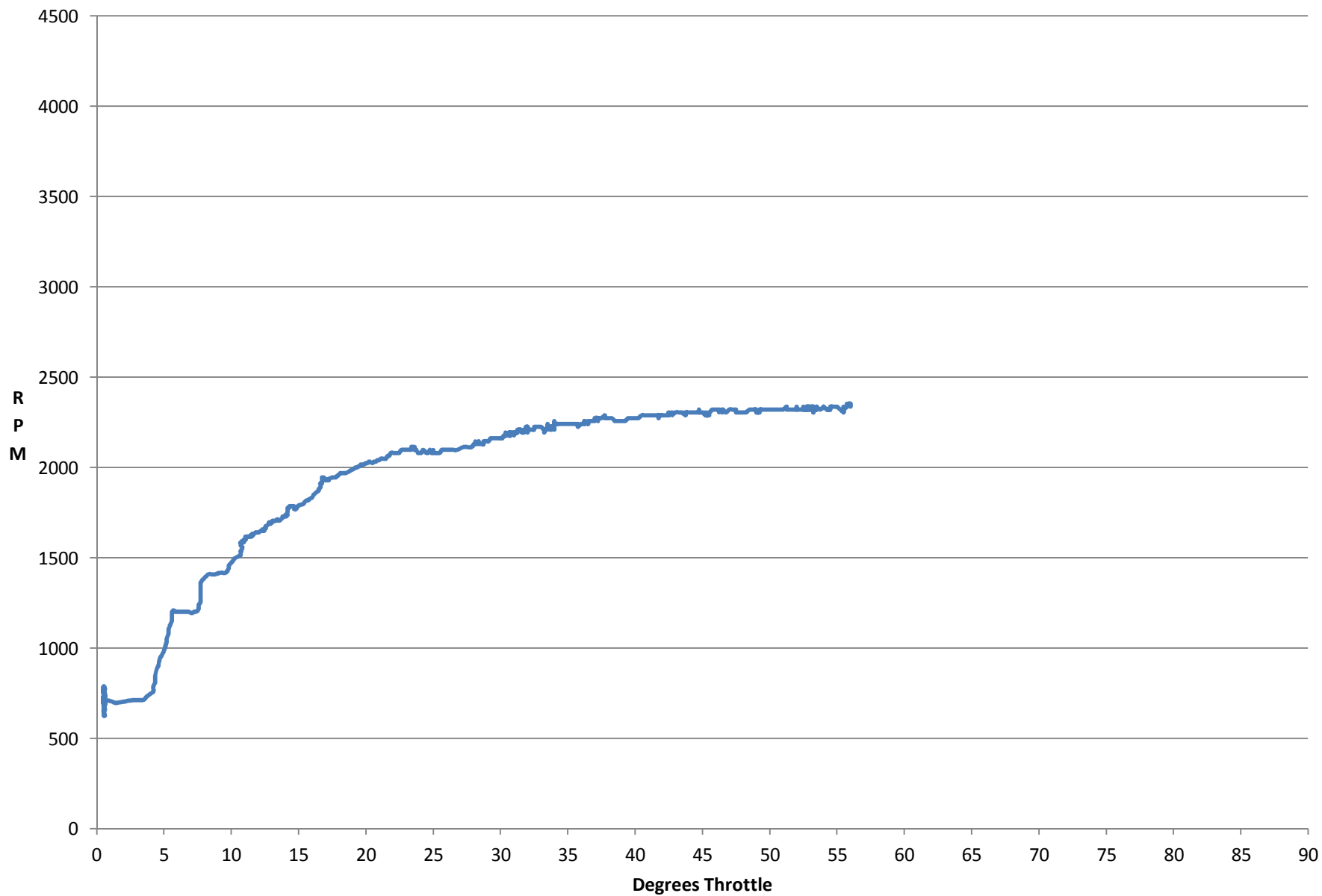
2V Vulcan - Neutral Throttle Sweep (188F)



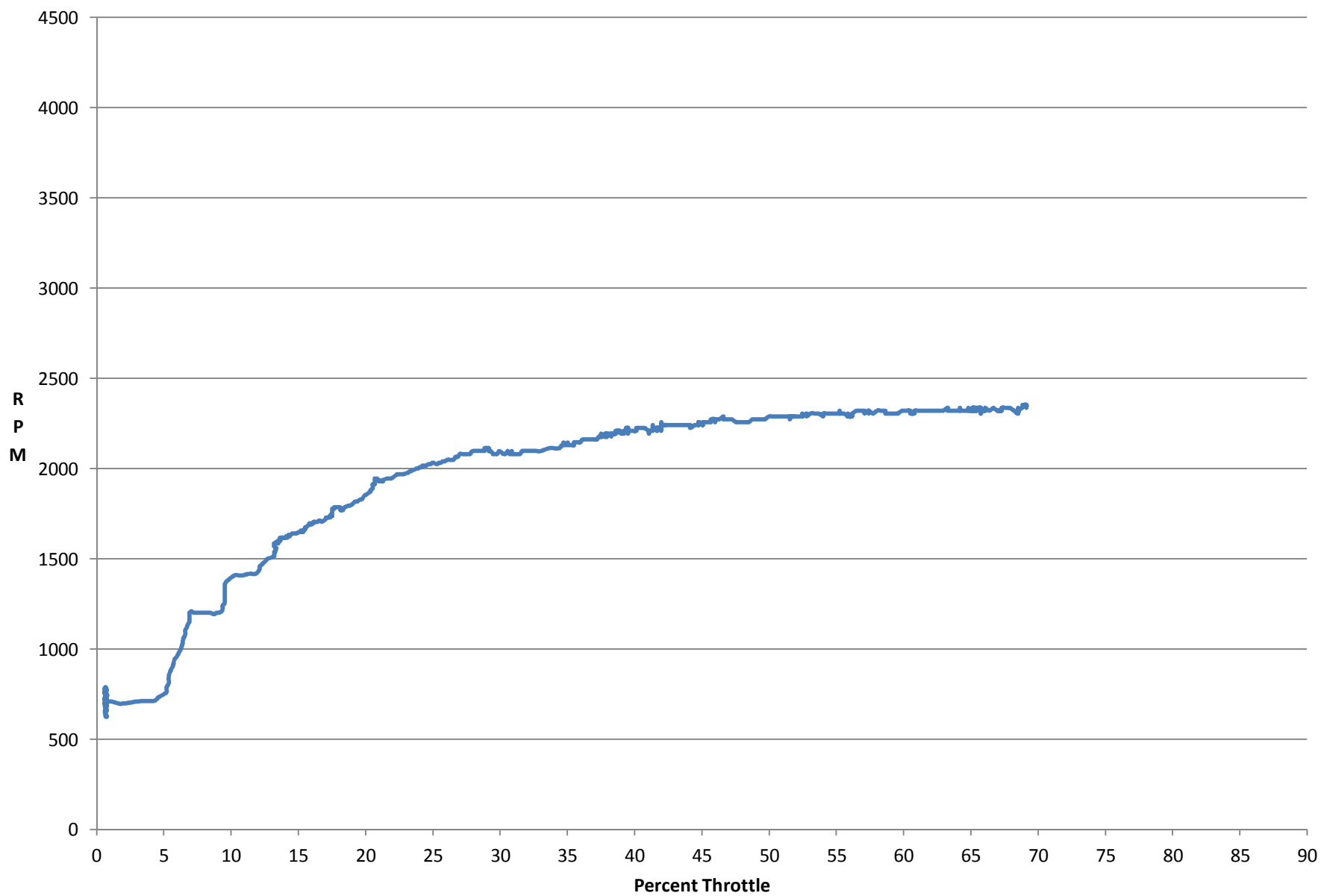
2V Vulcan - Neutral Throttle Sweep (188F)



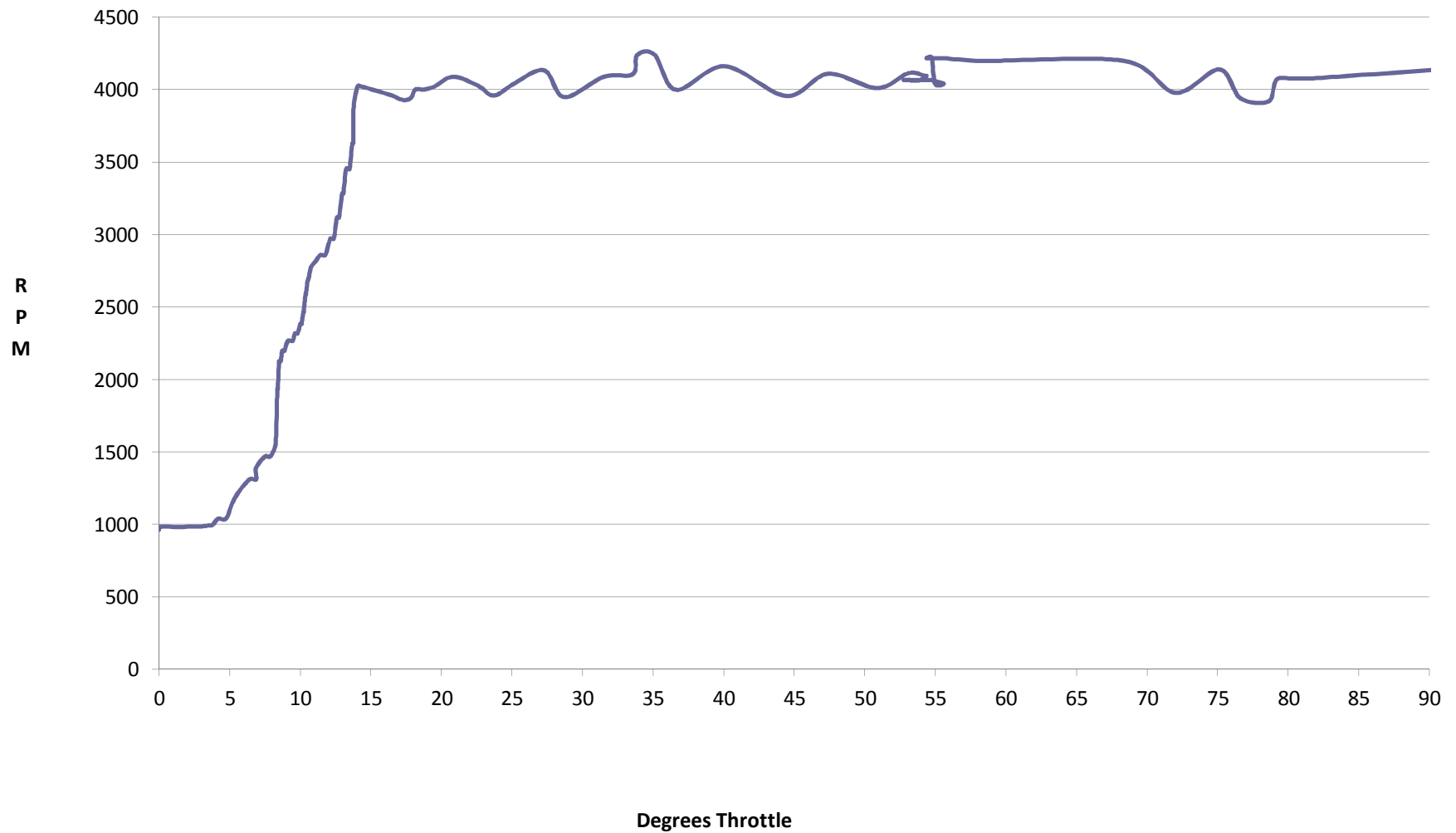
2V Vulcan Drive Throttle Sweep (199F)



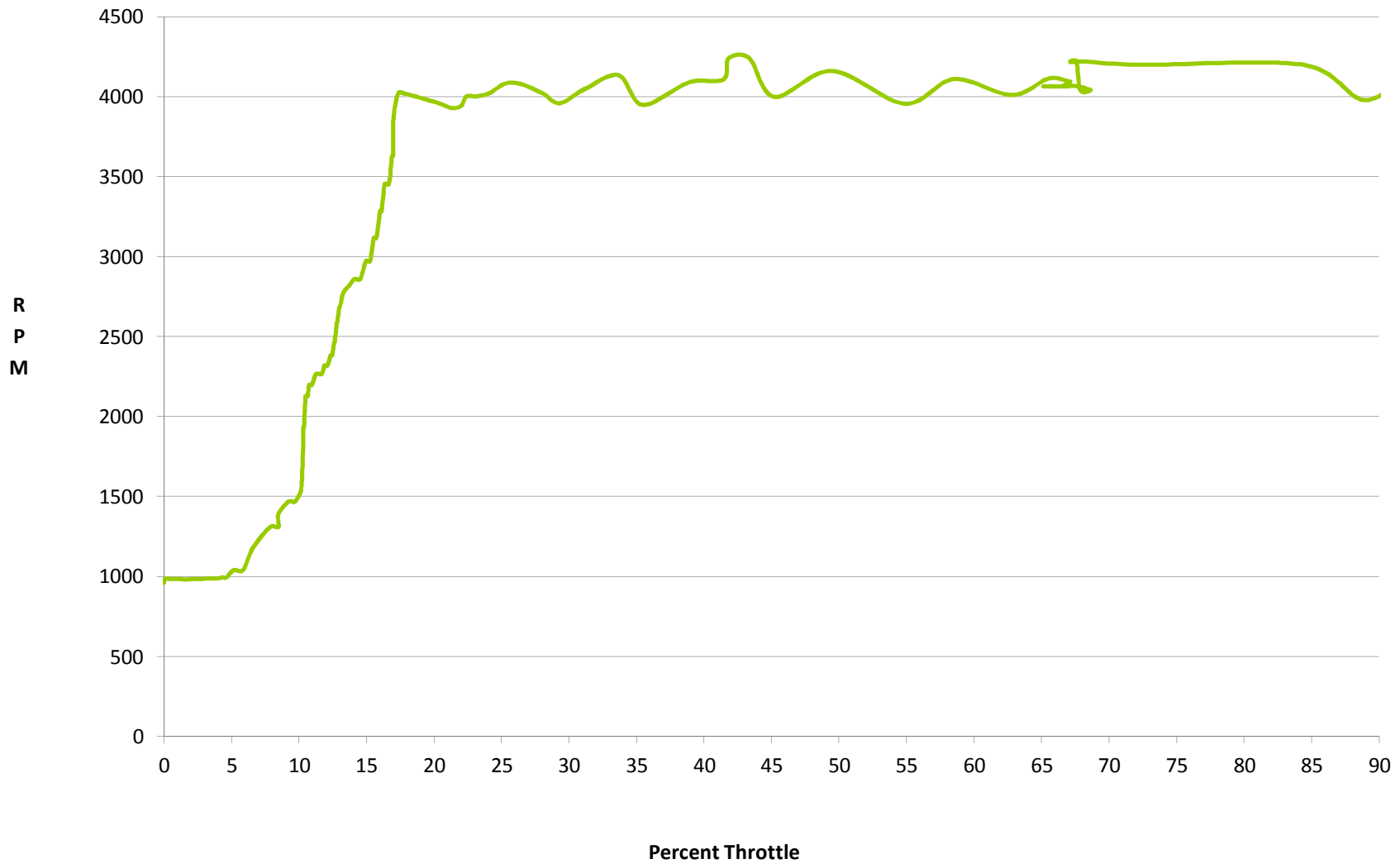
2V Vulcan Drive Throttle Sweep (199F)



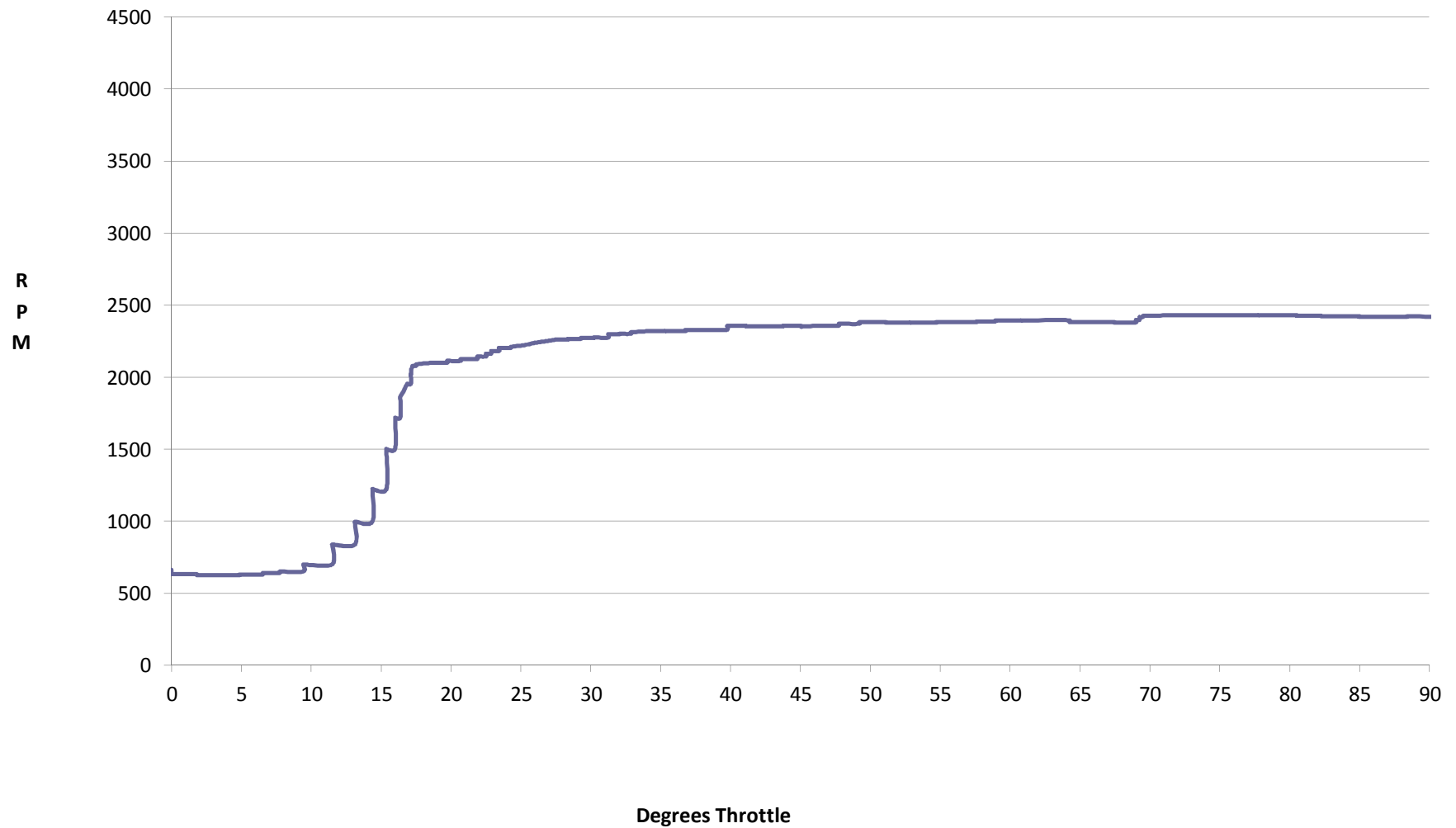
4V Duratec - Neutral Throttle Sweep(150F)



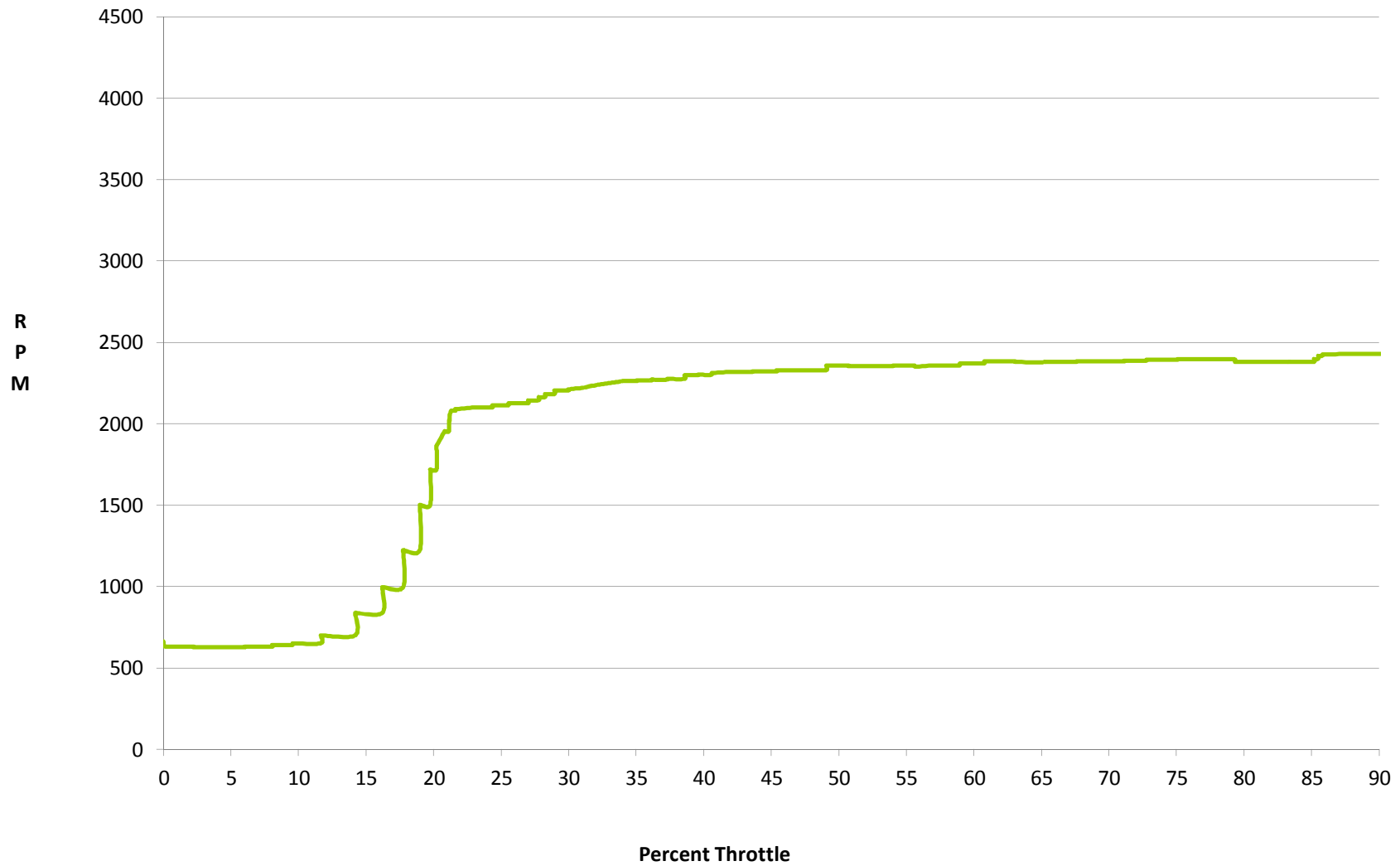
4V Duratec - Neutral Throttle Sweep(150F)



4V Duratec - Drive Throttle Sweep(188F)



4V Duratec - Drive Throttle Sweep(188F)



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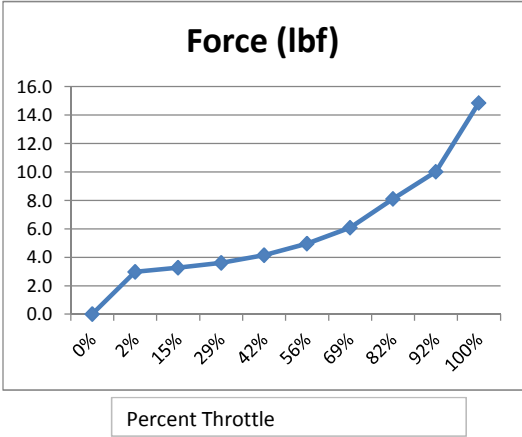
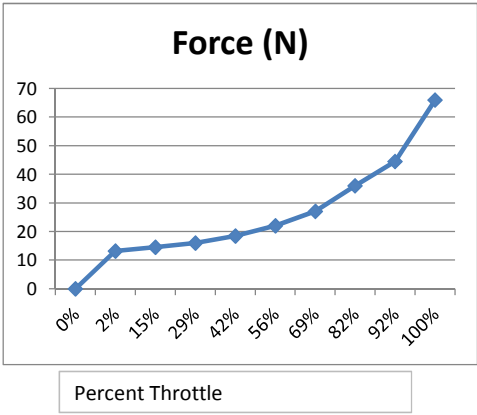
Appendix P

Throttle position with servo turned to max possible rotation

Throttle Position (volts)	Percent Throttle (Percent)	
0.926	0%	Idle
4.35	92%	Speed Control servo turned to max possible rotation.
4.66	100%	WOT

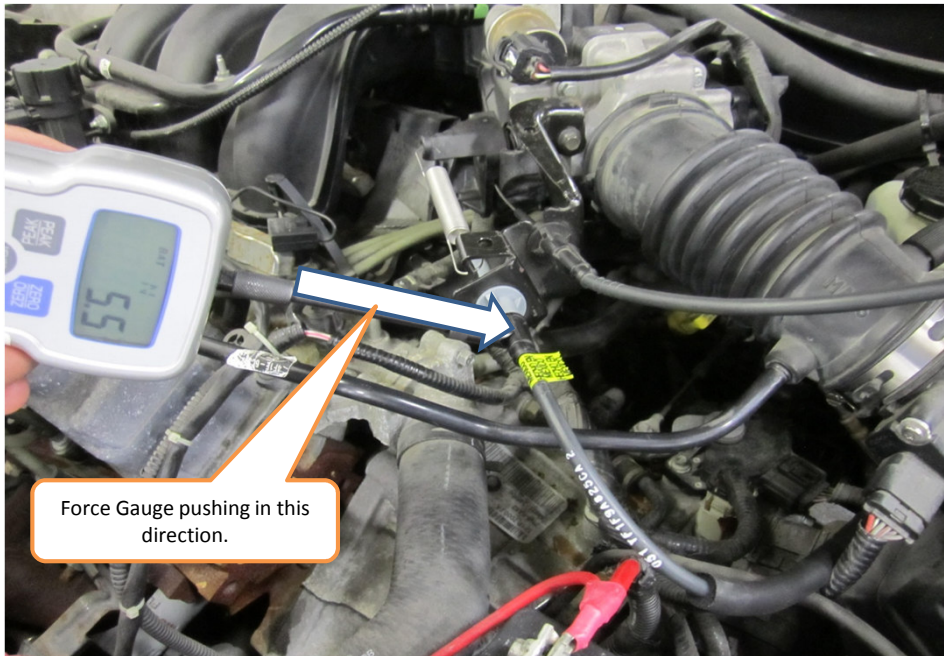
Throttle Position versus force at speed control nailhead

Throttle Position (volts)	Percent Throttle (Percent)	Force (N)	(lbf)
0.926	0%	0	0.0
1	2%	13.2	3.0
1.5	15%	14.5	3.3
2	29%	16	3.6
2.5	42%	18.4	4.1
3	56%	22	5.0
3.5	69%	27	6.1
4	82%	36	8.1
4.35	92%	44.5	10.0
4.66	100%	66	14.9



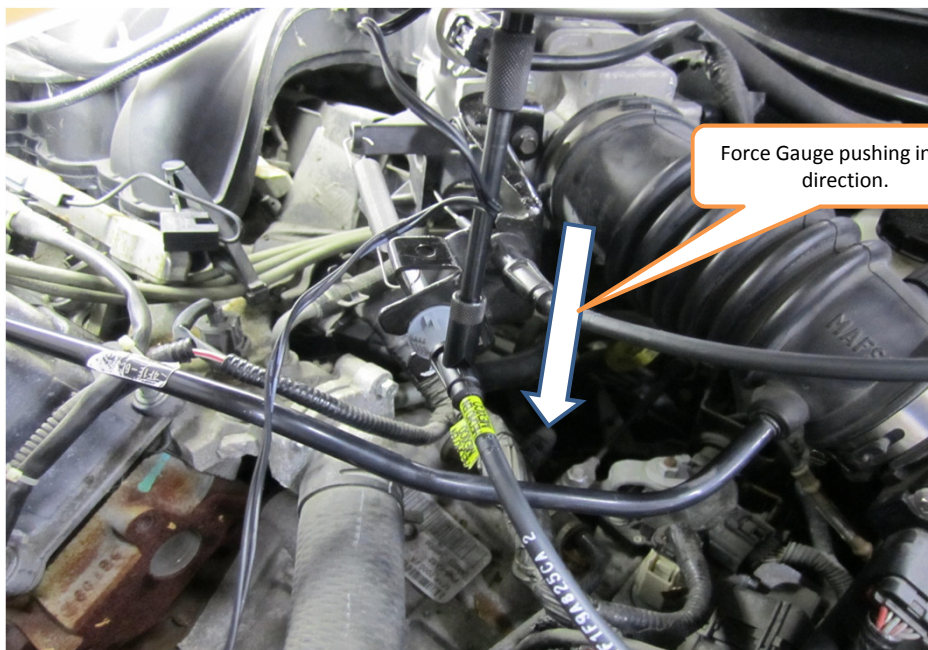
External Force applied to speed control cable.

Force gauge was handheld while pushing / pulling in directions shown below.
Force gauge has a 50 lbf rating.



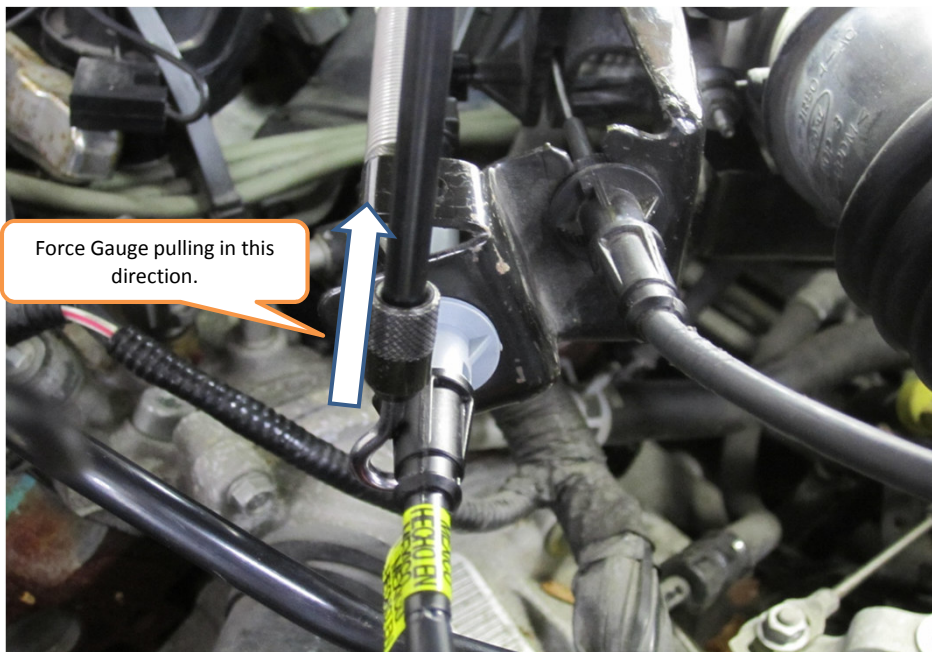
Force Gauge pushing in this direction.

External Force applied to speed control cable.
262.8N (59.1 lbf) in **Direction 1**.
No cracks visible after test.

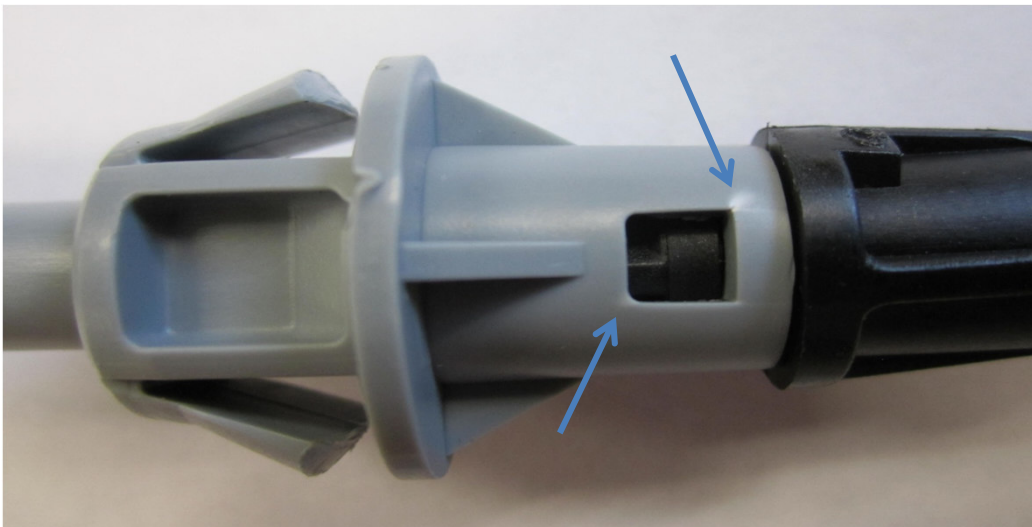


Force Gauge pushing in this direction.

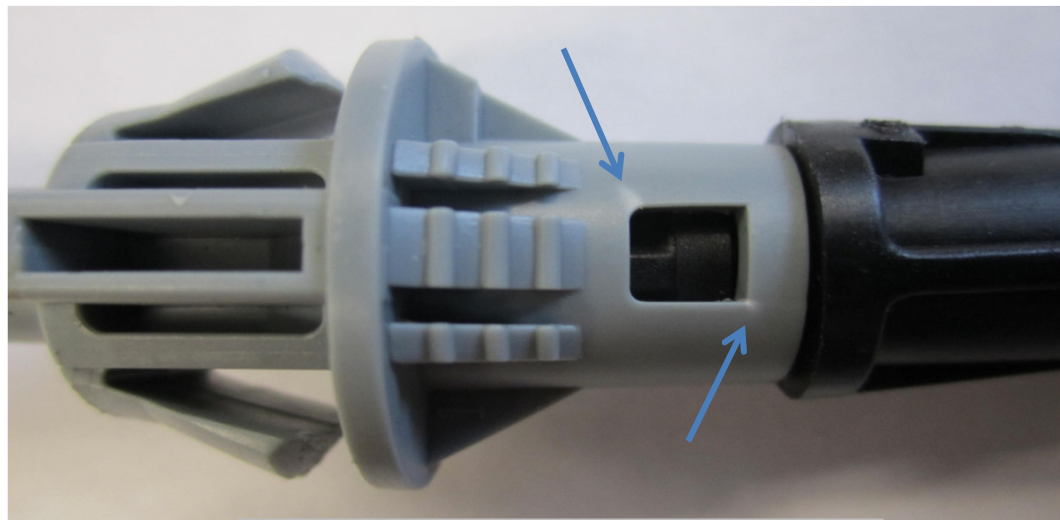
External Force applied to speed control cable.
250N (56.2 lbf) in **Direction 2**.
No cracks visible after test.



External Force applied to speed control cable.
223.6N (50.3 lbf) in **Direction 3**.
No cracks visible after test.
Stress whitening visible on grey fitting after test.



Stress whitening from **Direction 3** test



Stress whitening from **Direction 3** test