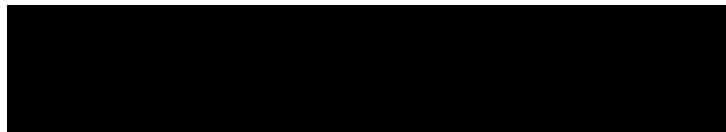


**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



BEGINNING OF CONTACT
04/06/2012

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.01

REGION: A1	SELECT DEALER	OGC ISSUE	CASE NBR: 1601070962.
VIN: 1FMHK7D86BG		ZONE: C06	OPENED: 2012/04/05
		ENGINE: 8	VEH TYPE: T
			CLOSED: 2012/04/05

LAST NAME:		FIRST NAME:		STATUS:	CLOSED
TITLE:				MI:	R
ADDRESS:					
CITY:	NATCHEZ	STATE:		ZIP:	
HOME PHONE:					
MODEL YEAR:	2011	MODEL:	EXPLORER		
MILEAGE:	8000				
DEALER NAME:	NATCHEZ FORD LINCOLN	SALES CODE:	F23514	P & A:	05922
REASON CODE:	0799 ACCIDENT/PRODUCT LIABILITY				
SYMPTOMS:	303100 STRG/HANDLING FUNCTION				

ORIGIN: CRCBCP - TIER ONE - MELBOURNE COMMUNICATION: PHONE
 ACTION: T1120 - TIER ONE CLOSE ISSUE
 DOCUMENT: ANALYST: JSARDINA SARDINA, JESSE

DATE: 2012/04/05 TIME: 16.41.46 :
ACTION DATA/COMMENTS:

CUST SAYS:---- STEERING WHEEL LOCKED UP- BOTH TRACTION CONTROL LIGHTS CAME ON- THEY COULDN'T FIND ANYTHING WRONG WITH IT AFTER KEEPING IT FOR A WEEK- I WANT OUT OF THE LEASE1. DATE OF THE ACCIDENT4/5/12. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT- THE STEERING WHEEL LOCKED UP3. IF THERE WERE ANY INJURIES SUSTAINED- NO INJURIES4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED- DEDEROUX DR5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED.- YES6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE.- STEERING WHEEL LOCKED CAUSING SIDE IMPACT7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED.- NATCHEZ, MS8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY.- NOT YET9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM.10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE.- ITS REPAIRABLE11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE).12. WHAT THE CUSTOMER IS SEEKING - I WANT OUT OF THE LEASE---DLR:--- NATCHEZ FORD LINCOLN14 SGT S PRENTISS DRIVENATCHEZ, MS 39120TEL:(601) 445-0076FAX:(601) 445-0093 ---CRC ADVISED:---"I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN.**NOTE TO CCR: USE CORRECT SYMPTOM FOR ALLEGED DEFECTIVE SYSTEM (FIRE/SMOKE AS SYMPTOM FOR ALL INCIDENCES INVOLVING VEHICLE FIRE). VERIFY CUSTOMER CONTACT INFORMATION AND DOCUMENT ALL REQUIRED INFORMATION OF INCIDENT/ACCIDENT PER AAF."- ADVISED ABOVE

FORD MOTOR COMPANY
 RECEIVED
 4/9/2012
 OFFICE OF THE
 GENERAL COUNSEL

ENTERPRISE HOLDINGS

Taylor, Alma (A.)

From: Levalds, Deborah K [Deborah.K.Levalds@ehi.com]
Sent: Monday, October 10, 2011 11:15 AM
To: Taylor, Alma (A.)
Cc: Levalds, Deborah K
Subject: Ford PDA - ehi vin #1FMHK7F85BG [REDACTED]

Alma - Below is the information we spoke about. Thanks for your patience. Deborah

Enterprise Holdings (Non-ELCO/RIS)

[Click Here to \[REDACTED\]](#)

**Ford
Potential
Product
Defect
Allegation
Form**

Date	GP/BR	Local A/E/N Contact	Local A/E/N Phone #
9/30/11	45B7	Darren Faulk	425-917-754

Unit Information

Unit #	Mileage	Year	Make	Model	VIN
7FHVTN	10,224	2011	Ford	Explorer	1FMHK7F85

Vehicle Location Information

Location *	Contact	Phone
Sound Ford	Randy Parrott	425-235-100
Address: 101 SW Grady Way		
City: Renton		
State: Wa	ZIP :	98057

* Note: Ford prefers all vehicles to be at a Ford/Lincoln/Mercury dealership.

Date of Loss/Concern: 9/9/2011 **DX/OX/ICE #ox45B7RWZ**

Injuries/Third-Party Property Damage: Yes - Stop. Contact ELCO, RIS, or TPA. Do not complete I
 No

Losses due to a potential product defect claim are the responsibility of the primary insurance carrier. Is Enterprise the primary carrier? Yes

No - Stop. Submit/subrogate a claim to the primary insurance carrier.

**Nature of
Problem/Need/Consideration:**

Vehicle being driven through car wash and steering rack failed causing damage to mirror and fender.

This section is to be filled out by Deborah Levalds or Bob Agnew, Corporate Service Operations Department, Enterprise Holdings, 600 Corporate Park Drive, St. Louis, MO 63105 (phone: 314-512-2258 or 314-512-3616; email: deborah.k.levalds@ehi.com or bagnew@ehi.com)

Comments from ERAC corporate contact to Ford:

ENTERPRISEHOLDINGS.

Deborah Levalds

Executive Assistant
Corporate Service Operations Dept.
Corporate Warranty & Maintenance Dept.

314-512-2258 direct
314-512-5189 fax
Deborah.K.Levalds@ehi.com

Operating



World Headquarters
600 Corporate Park Drive
St. Louis, MO 63105
USA
enterpriseholdings.com

From: Taylor, Alma (A.) [<mailto:ataylo29@ford.com>]
Sent: Wednesday, October 05, 2011 10:34 AM
To: Levalds, Deborah K
Subject: RE: Explorer

Hello Deborah,

Just following-up on our conversation Monday. To date, I haven't received the claim for the Explorer with the steering rack issue. Thanks

Alma Taylor
Claims Analyst

Legal Analyst- Office of the General Counsel-
Product Claims

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

PRIVILEGED AND CONFIDENTIAL

This email contains privileged and confidential communications.

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

CONFIDENTIALITY NOTICE: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to whom they are addressed and may contain confidential and privileged information protected by law. If you received this e-mail in error, any review, use, dissemination, distribution, or copying of the e-mail is strictly prohibited. Please notify the sender immediately by return e-mail and delete all copies from your system.