

PE12-019

FORD

9-4-2012

APPENDIX D

Litigation Prevention Files



Action Detail

| | | | |
|---|---------------------------|--|------------------|
| VIN: 1FMYU03113K [REDACTED] | Year: 2003 | Model: ESCAPE | Case: 1525170275 |
| Name: [REDACTED] | Owner Status: Original | WSD: 2003-05-24 | |
| Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ACCIDENT / FIRE | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: CLOSED | Dealer: SILSBEE FORD LINCOLN MERCURY, INC. | |
| Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION | | P & A Code: 02549 | |
| Action Desc: REDIRECT TO OTHER | | | |
| Odometer: 39000 MI | Comm Type: PHONE | | |
| Action Date: 02/28/2005 | Action Time: 09:58:18:930 | Action Data: No | |
| Analyst Name: FONSECA, LOURDES NEARON (L.C.) | Analyst: LFONSECA | | |

COMMENTS: LPA SPOKE WITH CUSTOMER'S HUSBAND, HE WAS UNABLE TO PROVIDE DATE OF ACCIDENT. LPA SPOKE WITH BO, SVC MGR, HE WAS UNABLE TO DETERMINE IF CUSTOMER EVER INFORMED SERVICE OF ALLEGED ACCIDENT WHEN RECALL WAS COMPLETED ON 1/28/05. LPA INFORMED CUSTOMER THAT THEY WOULD HAVE HAD TO HAVE NOTIFIED THE DEALER OF AN ALLEGED ACCIDENT AT THE TIME THEY TOOK IT IN SINCE THERE IS NO POLICE REPORT. CUSTOMER WILL CHECK WITH HIS WIFE AND THEN CONTACT THE SERVICE MGR. SERVICE MGR WILL CONTACT LPA IF SUCH NOTIFICATION IS FOUND.

[REDACTED] 2/28/2005

Fonseca, Lourdes Nearon (L.C.)

From: Fonseca, Lourdes Nearon (L.C.)
Sent: Friday, January 28, 2005 11:23 AM
To: Bradcoski, Brian (B.P.)
Subject: Recall 04S25

Brian,

One of the Memphis Field Service Engineers directed me to you with this question as he was unable to determine with certainty. Will a visual inspection of the part in question determine if there was an actual failure in recall 04S25? In other words, if I get a customer who alleges he was involved in an accident and claims recall 04S25 caused the accident, will Ford dealerships be able to determine by looking at the part and see the malfunction? Thanks for any help!

Have a great day!

Lourdes Fonseca-Nearon

Ford Motor Company

Consumer Affairs

Litigation Prevention Dept.

Memphis and Southwest Legal Analyst

Phone:313-845-4583

Fax:313-845-5668

Action Detail

VIN: 1FMYU03113K [REDACTED] Year: 2003 Model: ESCAPE Case: 1525170275
 Name: [REDACTED] Owner Status: Original WSD: 2003-05-24
 Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: SILSBEE FORD LINCOLN MERCURY, INC.
 Origin Desc: US CONCERN CASE BASE P & A Code: 02549
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Odometer: 39000 MI Comm Type: PHONE
 Action Date: 01/27/2005 Action Time: 14:35:16:813 Action Data: Yes
 Analyst Name: CHERYL LOPES Analyst: CLOPES20

*is call 1/23/05
 OYS25 performed*

Caller Information If Different From Vehicle Owner:

| First Name | Middle Initial | Last Name | Day Phone | Relationship |
|------------|----------------|------------|-----------|--------------|
| [REDACTED] | | [REDACTED] | | SPOUSE |

COMMENTS: CUSTOMER SAID: - VEH HAS A CONCERN WITH THE ACCELERATOR CABLE STICKING CAUSING THE ENGINE TO SPEED UP - CUST HAD A REPAIR DONE UNDER WARRANTY BUT PROBLEM OCCURRED AGAIN AND CUST HAD AN ACCIDENT AND HIT HER HUSBAND VEH IN HER FRONT YARD AND CAUSED APPROX \$ 700 DAMAGE TO HER VEH - CUST IS WONDERING IF FMC WILL COVER COST OF REPAIRS AS SHE FEELS THE CONCERNS WERE CAUSED BECAUSE OF THE DEFECT OF VEH THAT WAS RECALLED UNDER THE 04S25 PROGRAM - CUST TOOK VEH INTO DLR WHEN THIS HAPPENED AND ALL THEY DID WAS GREASE THE PART - DATE OF THE ACCIDENT. CUST DOES NOT HAVE THE DATE HANDY - WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT. YES - LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED. CUST YARD- WHETHER OR NOT THERE WAS A POLICE REPORT FILED. NO - IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE. N/A - THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED. N/A- WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY. NO - IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM. N/A- WHETHER OR NOT THE VEHICLE IS REPAIRABLE. YES/DEALER SAID: SILSBEE FORD - LINCOLN - MERCURY, INC.1211 U.S. HWY 96N.SILSBEE, TX 77656TEL: (866) 706-5555DISTANCE: 23.10 MILESCRC 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.

left msg w/ call back #

[REDACTED]

1/28/2005

Customer Info

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

[REDACTED]

1/28/2005

Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|--------------|--------------|------------|--------|----------|------------|
| 52-SOUTHWEST | 52-DALLAS | M | B3 | 02549 | F52088 |

| | | | | | |
|--------------------|--|-----------------------|-------------------------|--|--|
| Dealer Name: | SILSBEE FORD LINCOLN MERCURY, INC. | | | | |
| Dealer Address: | 1211 U.S. 96 NORTH SILSBEE TX 77656 | | | | |
| Dealer Main Phone: | 409-385-3724 | Dealer Service Phone: | 409-755-1521 | | |

| Position | Employee Name |
|--------------------------|--------------------------------------|
| DEALER/PARTNER | DREW J DONALSON |
| GENERAL MANAGER | ROBBIE BIDDY |
| PARTS MANAGER | DENISE WOZNAK |
| PARTS & SERVICE DIRECTOR | <i>Byron</i> MARTIN B LEGER "Legacy" |
| SALES MANAGER | ROBERT ARENA |
| SALES MANAGER | MICHAEL R RHODES |
| SALES MANAGER | JOHN E LAVERGNE |
| SERVICE MANAGER | <i>Bo</i> JAMES A STANDLEY |

1/28/2005

**OASIS RESULT:
1FMYU03113K [REDACTED]**

See bottom of the OASIS result for contact ID

01/28/2005
10:47:21

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VEHICLE INFORMATION

| | | |
|--|---------------------------------------|---------------------------------------|
| VEHICLE DESCRIPTION 2003 ESCAPE | BODY STYLE 4 DR XLT MPV 4X2 | ENGINE 3.0L EFI DOHC |
| TRANSMISSION CD4E AUTO TRANSAXLE | AXLE CODE 96 | ENGINE CALIBRATION 3M11A30A |

GENERAL WARRANTY INFORMATION

| | | |
|--|---------------------------------|---------------------|
| WARRANTY START DATE 05/24/2003 | BUILD DATE 10/28/2002 | SALE MILEAGE |
|--|---------------------------------|---------------------|

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

OUTSTANDING FIELD SERVICE ACTIONS

04S25
3.0L LHD ACCELERATOR CABLE REPLACEMENT

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

10/11/2004

DEALER: Silsbee Ford Lincoln Mercury,

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 032505M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|---------------------|----------|----------|----------------|--------------------|
| 9D448 | EXH EMISS VALVE INT | 000 | 12650D | 41 | STICKS/BINDS/GRABS |
| OSP | | 001 | MT9D448 | | |

EGR VALVE STICKING DUE TO CARBON TEST EEC SYSTEM.CLEANED EGR VALVE AND INDU CTION SYSTEM TO REMOVE CARBON BUILD-UP.

02/03/2004

DEALER: Silsbee Ford Lincoln Mercury,

WARRANTY CLAIM NUMBER: [REDACTED]

ODOMETER: 015649M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|--------------|----------------------|----------|----------|----------------|--------------------|
| YL8Z 9A758AD | CABLE-ACC PEDAL TO C | 001 | 9758A | 41 | STICKS/BINDS/GRABS |

STICKING REPLACED ACCELERATOR CABLE

END OF OASIS REPORT FOR 1FMYU03113K [REDACTED]

1/28/2005





Consumer Affairs

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

Sent Via US Mail

December 20, 2004

[REDACTED]
Boling Brook, IL [REDACTED]

RE: 2002 Ford Escape

VIN: 1FMCU04142K [REDACTED]

Dear [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,

Marquis Morris
Consumer Affairs



Action Detail

[Print Action Detail](#)

| | | | |
|--|---------------------------|---------------------------------|-----------------|
| VIN: 1FMCU04142K [REDACTED] | Year: 2002 | Model: ESCAPE | Case: 380823514 |
| Name: [REDACTED] | Owner Status: Original | WSD: 2002-02-15 | |
| Symptom Desc: FAST IDLE TEMP ALL ENGINE TEMP | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: OPEN | Dealer: VILLAGE FORD SALES, INC | |
| Origin Desc: US CONCERN CASE BASE | | P & A Code: 01512 | |
| Odometer: 16498 MI | Comm Type: PHONE | Action Data: No | |
| Action Date: 12/16/2004 | Action Time: 10:34:42:523 | | |
| Analyst Name: SINGH SABRIAN | Analyst: SSING144 | | |

Caller Information If Different From Vehicle Owner:

| First Name | Middle Initial | Last Name | Day Phone | Relationship |
|------------|----------------|------------|-----------|--------------|
| [REDACTED] | | [REDACTED] | | SPOUSE |

COMMENTS: CUSTOMER SAID: - CUST STATES THAT ON NOV 10 HAD AN ACCIDENT WITH IT, ACCELERATOR STUCK / PULLING INTO A HANDICAP PARKING AND RAN VEH INTO THE POST WHICH POPPED THE AIRBAG / REPAIRS WERE PAID FOR IN FULL FOR LOANER AND REPAIRS THAT WERE DONE--COLLISION REVISION INDEPENDENT REPAIRED VEH / 12/14/2004 HAD RECALL DONE FOR ACCELERATOR PEDAL / GETTING THE CLAIM GOING FOR INSURANCE COMPANY NOW / ALLEDGING FORD DEFECT WHICH CAUSED THE ACCIDENT. DATE OF THE ACCIDENT: 11/10/2004- YES, PRODUCT DEFECT --- ACCELERATOR STICKS- LOCATION OF ACCIDENT: OFF OF BOUGHTON RD OFF OF INTERSTATE 355- POLICE REPORT FILED: YES- POLICE REPORT NUMBER: N/A WILL HAVE IT WHEN CALLS CUST COUNTY/CITY: WILL COUNTY, BOLINGBROOK CITY - YES, FILED A CLAIM WITH INSURANCE- VEH IS REPAIRABLEDEALER SAID: VILLAGE FORD SALES INC100 OLD CHICAGO PLAZABOLINGBROOK, IL 60440TEL: (630) 759-8000CRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

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

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



12/17/2004

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] BOLINGBROOK IL [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

[REDACTED]

12/20/2004


Update dealership information in GOLDD; Update dealer personnel information in STARS.

[Print Dealer Detail](#) [Print All Dealer Information](#)

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 41-CHICAGO | 41-CHICAGO | C | E1 | 01512 | F41073 |

| | | | |
|---------------------------|---|------------------------------|--------------|
| Dealer Name: | VILLAGE FORD SALES, INC. | | |
| Dealer Address: | 100 OLD CHICAGO PLAZA BOLINGBROOK IL 60440 | | |
| Dealer Main Phone: | 630-759-8000 | Dealer Service Phone: | 630-759-8000 |

| Position | Employee Name |
|-----------------|-----------------------|
| DEALER/PARTNER | CHRISTOPHER T LUCENTE |
| GENERAL MANAGER | JAMES W ERVIN |
| PARTS MANAGER | ROBERT BEGGS |
| SALES MANAGER | HALIT MACIT |
| SALES MANAGER | STANLEY C FIT |
| SERVICE MANAGER | ROBERT S MARKS |


 12/20/2004

Close an Issue

VIN: 1FMCU04142K [REDACTED] Year: 2002 Model: ESCAPE WSD: 2002-02-15
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone [REDACTED]
Address: [REDACTED] BOLINGBROOK IL [REDACTED]

Case Number: 380823514 Issue Type: 07-LEGAL
Reason: LEGAL - ALLEGED - NON-SERIOUS INJURY
Symptom: FAST IDLE TEMP ALL ENGINE TEMP
Dealer: F41073 - VILLAGE FORD SA

Comm Type: PHONE Current Odometer Reading: 16498 MI
Action Category: DENY ASSISTANCE Odometer Reading: 16498 MI
Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER(C)

Caller information if different from vehicle owner

First Name:
Middle Initial:
Last Name:
Relationship: Select One
Phone:

Comments: Customer has referred the issue to the insurance company.
LPA gave customer OGC's address for subrogation. No further action is needed.

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>

Standard Claims List For Model Year 2002

| 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) | |
|------------------------|----------|--|------------------|------------|--------------------------|-------------------|--------|------------|-------------|---------------|-----------------|----------|----------------|------|-------------------------------|------------------------|---------|------|-----|----|--------------|--|
| 1FMCU04142K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 05-FEB-2002 | 15-FEB-2002 | 141073 | USA | 1 | 6N01 | 010805 | YL8Z | 7810177 | DAB | B43 | 42 | 551 | |
| AWS Claim Key: | | 837508 | Trx Code: | | 1 | Labor Hrs: | | 1.2 | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01512 - * | Name: | | VILLAGE FORD SALES, INC. | | | Ph: | 630-7598000 | St: IL | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: 11-MAR-2002 | Doc #: 00760901 | | | | | | |
| Cust Comments: | | MOULDING OUT OF PLACE | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | REPLACED R F DOOR MOULDING PINS CRACKED NOT HOLDING | | | | | | | | | | | | | | | | | | | | |
| 1FMCU04142K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 05-FEB-2002 | 15-FEB-2002 | 141073 | USA | 2 | 2C01 | 030603 | YS8Z | 11002 | AARM | D02 | 42 | 681 | |
| AWS Claim Key: | | 932142 | Trx Code: | | 1 | Labor Hrs: | | 1 | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01512 - * | Name: | | VILLAGE FORD SALES, INC. | | | Ph: | 630-7598000 | St: IL | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: 22-MAR-2002 | Doc #: 00789801 | | | | | | |
| Cust Comments: | | TOW IN NO START WOULD NOT CRANK ALL LIGHTS COME ON BUT ENGINE WILL NOT CRANK | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | PERFORM DIAG FOUND BAD STARTER REPLACE RECK OK REPLACED STARTER | | | | | | | | | | | | | | | | | | | | |
| 1FMCU04142K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 05-FEB-2002 | 15-FEB-2002 | 141073 | USA | 4 | 6F18 | 010701 | YL8Z | 7820530 | BA | R22 | 42 | 2198 | |
| AWS Claim Key: | | 1660974 | Trx Code: | | 1 | Labor Hrs: | | 0.4 | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01512 - * | Name: | | VILLAGE FORD SALES, INC. | | | Ph: | 630-7598000 | St: IL | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: 06-JUN-2002 | Doc #: 00965201 | | | | | | |
| Cust Comments: | | CHECK FOR WIND ON THE RIGHT FRONT WINDOW | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | POOR SEATING LEAK TEST. REPLACE R F DOOR WEATHER STRIP | | | | | | | | | | | | | | | | | | | | |
| 1FMCU04142K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 05-FEB-2002 | 15-FEB-2002 | 141073 | USA | 12 | 7F17 | 011601 | YL8Z | 17508 | BA | W06 | 63 | 6157 | |
| AWS Claim Key: | | 4281927 | Trx Code: | | 1 | Labor Hrs: | | 0.4 | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01512 - * | Name: | | VILLAGE FORD SALES, INC. | | | Ph: | 630-7598000 | St: IL | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: 21-JAN-2003 | Doc #: 01522802 | | | | | | |
| Cust Comments: | | REAR WIPER WON T CLEAR GLASS | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | WEAK REPLACE REAR WIPER ARM & MOTOR. ARM SEIZED TO MOTOR | | | | | | | | | | | | | | | | | | | | |
| 1FMCU04142K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 05-FEB-2002 | 15-FEB-2002 | 141073 | USA | 19 | 7F17 | 070301 | YL8Z | 17508 | AB | W06 | 42 | 9237 | |

PE12-019 000014 LP

[REDACTED]-1FMCU04142K [REDACTED]

12/17/2004

| | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------------|-----------|---|--------------------------|-----------------------|-------------|------------|----|-----------------|------|----------------|-------------|-------------------|-------------|---------------|---------------|------------|---------|---------|-------|--|--|--|--|--|--|
| AWS Claim Key: 7392084 | | Trx Code: E83 | | Labor Hrs: 0.3 | | | | | | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | 01512 - * | Name: | VILLAGE FORD SALES, INC. | Ph: | 630-7598000 | St: | IL | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 05-SEP-2003 | Doc #: | 02082105 | | | | | | | | | | |
| Cust Comments: | | REAR WIPER WONT CLEAR ALL GLASS | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | INSTALLED NEW WIPER MOTOR AND ARM, RECHECKED, OK. | | | | | | | | | | | | | | | | | | | | | | | |
| IFMCU04142K | ██████ | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 05-FEB-2002 | 15-FEB-2002 | 141073 | USA | 23 | 1F06 030302 | 1L8Z 8A080 | BB | G29 42 | 10847 | | | | | | |
| AWS Claim Key: 8854597 | | Trx Code: E84 | | Labor Hrs: 0.5 | | | | | | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | 01512 - * | Name: | VILLAGE FORD SALES, INC. | Ph: | 630-7598000 | St: | IL | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 23-DEC-2003 | Doc #: | 02335201 | | | | | | | | | | |
| Cust Comments: | | LOW COOLANT LIGHT COMES ON WHEN COLD. THEN GOES OFF. | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | TEST AND REPLACE COOLANT RECOVERY BOTTLE PER TSB 03 25 02 | | | | | | | | | | | | | | | | | | | | | | | |
| IFMCU04142K | ██████ | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 05-FEB-2002 | 15-FEB-2002 | 141073 | USA | 23 | 6F20 010702 * | 7825324 * | R31 | 33 | 10847 | | | | | | |
| AWS Claim Key: 8854596 | | Trx Code: E84 | | Labor Hrs: 0.2 | | | | | | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | 01512 - * | Name: | VILLAGE FORD SALES, INC. | Ph: | 630-7598000 | St: | IL | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 23-DEC-2003 | Doc #: | 02335202 | | | | | | | | | | |
| Cust Comments: | | WEATHER STRIP ON PASS REAR DOOR FALLING DOWN | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | REINSTALL WEATHERSTRIP. | | | | | | | | | | | | | | | | | | | | | | | |
| IFMCU04142K | ██████ | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 05-FEB-2002 | 15-FEB-2002 | 141073 | USA | 27 | * * * * | * * * * | * * * * | * * * * | 13103 | | | | | | |
| AWS Claim Key: 10045807 | | Trx Code: 04S13 | | Labor Hrs: 0.4 | | | | | | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | 01512 - * | Name: | VILLAGE FORD SALES, INC. | Ph: | 630-7598000 | St: | IL | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 04-MAY-2004 | Doc #: | 02592101 | | | | | | | | | | |
| Cust Comments: | | COMPLETE FORD FACTORY RECALL 04S13 | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | PROGRAM PCM PER RECALL 04S13 | | | | | | | | | | | | | | | | | | | | | | | |

PE12-019 000015 LP



IFMCU04142K ████████

12/17/2004

ESP / Recall Information

VIN: 1FMCU04142K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2002 NEW 84/75,000 PREMIUMCARE W/ROADSIDE ASSIST.
 Selling Dealer: VILLAGE FORD SALES, INC.
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2009-02-15
 Expiration Miles: 75,000
 Plan Year: 2002
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-----------------------------|---|------------------|-------------|----------------|
| 02M01 | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - LAUNCHED | | |
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | CLOSE - REPAIRED | 2004-05-04 | 01512USAF41073 |
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |

[REDACTED]

vi... 12/17/2004



Sent Via U.S. Mail

August 18, 2004

[REDACTED]
Mount Pleasant, SC [REDACTED]

Re: 2002 Escape
VIN: 1FMYU03182K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2002 Escape.

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 your vehicle 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,

Ke'Nisha Dunlap
Consumer Affairs



PALMETTO CAR AND TRUCK GROUP

MAILING ADDRESS:

P.O. Box 31820
Charleston, SC 29417
(843) 571-3673
FAX: (843) 571-7731

Fax Number: (843) 571-4580

FOR IMMEDIATE DELIVERY TO:

Name: _____

Company: _____

Fax Number: _____

From: BOB COWART

Total number of pages including cover: 2

Date transmitted: 9-13-04

Comments: I AM Re-Sending This Report Because The customer is now asking to speak to someone About Re-purchase OR Replacement of his vehicle And Also The Damages / injuries. He wishes to Be called ASAP

Thanks
Bob Cowart

PALMETTO FORD
1625 Savannah Hwy.
Charleston, SC 29407
(843) 571-FORD
FAX: (843) 571-7731

PALMETTO JAGUAR
1634 Savannah Hwy.
Charleston, SC 29407
(843) 766-1000
FAX: (843) 852-5956

PALMETTO MAZDA
1940 Savannah Hwy.
Charleston, SC 29407
(843) 852-6060
FAX: (843) 852-5995

PALMETTO KIA
1940 Savannah Hwy.
Charleston, SC 29407
(843) 852-6060
FAX: (843) 852-5995

MAMA'S USED CAR SUPERMARKET
1940 Savannah Hwy.
Charleston, SC 29407
(843) 556-MAMA
FAX: (843) 852-5995

PALMETTO RENT-A-CAR
635 Dupont Road
Charleston, SC 29407
(843) 852-6055
FAX: (843) 852-6058

www.palmettoford.com

THE EUBANK FAMILY DEALERSHIPS



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

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

DEALER INFORMATION:

Requesting Dealer Palmetto Ford P&A 01125 Region & State ATLANTA / So. CAR.

Contact Person BOB COWART Phone # (843) 571-3673

CUSTOMER/VEHICLE INFORMATION:

New or Used NEW WSD 12-11-01 Year/Model 02 ESCAPE

VIN 1FMYH03182K Mileage 34,215 (AS OF 3-10-04)

Customer Name

Address

City MT. PLEASANT County Charleston State S.C. Zip code

Home Phone Work Phone

DETAILS of INCIDENT:

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

Medical Attention Sought: Y / N - UNKNOWN

Date of Incident 8-9-04

Is customer alleging a component defect caused the incident? N If yes, what type & details UNINTENDED ACCELERATION. CAUSE UNKNOWN.

Was a police report filed? N If yes, where UNKNOWN

Has the Insurance Company been contacted? N What did the insurance company advise? They had the car towed to an independent repair shop. Dealer requested it be brought here but

Owner's Insurance Company USA A Agent's Name UNKNOWN

Insurance Company Phone Number () - - - - -

IT WENT ELSEWHERE AT THIS TIME.

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

City State Zip

RESOLUTION that CUSTOMER is SEEKING:

NONE AS YET. THIS IS JUST NOTICE THAT THE ACCIDENT OCCURRED AS HE IS CLAIMING A PRODUCT DEFECT AS THE CAUSE. HE HAS COMPLAINED OF THIS PROBLEM BUT I DON'T BELIEVE WE WERE ABLE TO DUPLICATE IT.

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

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

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

9-36

I WILL SEND MORE IF I'M CONTACTED ANY FURTHER.
Ford Motor Company October 2000

Bob Cowart



PALMETTO CAR AND TRUCK GROUP

MAILING ADDRESS:
P.O. Box 31820
Charleston, SC 29417
(843) 571-3673
FAX: (843) 571-7731

Fax Number: (843) 571-4580

FOR IMMEDIATE DELIVERY TO:

Name: K. Danhap

Company: _____

Fax Number: _____

From: BOB LOWART

Total number of pages including cover: 2

Date transmitted: 9-14-04

Comments: _____

PALMETTO FORD
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Charleston, SC 29407
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FAX: (843) 571-7731

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FAX: (843) 852-6058

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THE EUBANK FAMILY DEALERSHIPS

Caller Information - 4BLHG005

Caller Name (Last, First): [REDACTED] **Title:** FIELD SERVICE E
Email: [REDACTED] **Pref. Language:** [REDACTED] **Caller Type:** CALL BACK
Dealer (Geo/Mkt, Sub, P&A): USA,,07300 Palmetto Ford, Inc. **Phone:** [REDACTED]
FIN Code: [REDACTED] **FIN Name:** [REDACTED] **Address:** [REDACTED]
Phone: [REDACTED] **City:** [REDACTED] **State:** [REDACTED]
Zip: [REDACTED] **P.O. Box :** [REDACTED]

OASIS Information - 4BLHG005
 OASIS **WAS NOT** CONTACTED IN THE LAST 5 DAYS

Vehicle Information - 4BLHG005

VIN : 1FMYU03182K [REDACTED] **Odometer :** 33734 Miles
Vehicle : 2002 ESCAP2, 4X2, XLT, MPV **Build Date :** 11/21/20
Delivering Dealer : USA 03974 Paradise Ford
R.O/Claim Number : 25788 **Claim Date :** [REDACTED] **Wrnty St. Date :** 12/1
Body Conversion : [REDACTED] **Vehicle Weight :** 4380 LB
Engine : 3.0L DURATEC V6 **Build Date :** [REDACTED] **Build Shift :** [REDACTED]
Plant : [REDACTED] **Exchange :** [REDACTED] **Serial Number :** 1639
Calibration : 2M11A30 A **Part Nbr :** 1G 752 AB
Transmission : CD4E O/D 4SPD **Build Date :** [REDACTED] **Build Shift :** [REDACTED]
 (EURO) **Exchange :** [REDACTED] **Serial Nbr. :** 2L8PEA7
Plant : [REDACTED] **Part Nbr :** [REDACTED]
Model Nbr. : 2M11A30 **Build Date :** [REDACTED] **Build Shift :** [REDACTED]
Axle : 3800# FORD 2.73 **Exchange :** [REDACTED] **Serial Number :** [REDACTED]
 CONVENTIONAL **LH/RH Drive :** [REDACTED] **Emission :** [REDACTED]
Plant : [REDACTED] **Serial Number :** [REDACTED]
Axle Id Tag : [REDACTED] **LH/RH Drive :** [REDACTED] **Emission :** [REDACTED]

| Component | Family Code | Feature Code | Family Description | Feature D |
|----------------|-------------|--------------|-------------------------------|--------------|
| Tire Vendor | | [REDACTED] | | |
| Front Tire | D3J | UJ | TIRES-16 INCH | P235/70R-16 |
| Rear Tire | | | | |
| Exterior Paint | PNU | PJ | GREEN-YELLOW EXT PAINT FAMILY | SATIN SILVER |

Concern Information - 4BLHG005

Symptom Code: 620993-DRVABL ENG SPEED-UP SUDDEN ACCEL ALL ENGIN
Additional Symptom: ALLEGE ENGINE SPEEDUP
EO:
EC:
EB:
EB:
Symptom Verified:
Comeback:
Tow In:
Self Test Run:
Causal Condition:
How When Code:
Base Timing:
CCC:
Difficulty To Diagnose:
of Like Concerns: 0000
Responsible Activity :
Engineering Severity :
Road Test :
Intermittent :
MIL On :
Quits on Road :
Outside Temp. :
Restart :
Computed Timing :
Grid Location :
WCC :
Level of Assistance :
Repair Effectiveness % :
Customer Severity % :
Test Stand :
Repair Prior :

9/14/2004

Repair Attempts :
Routing Code :
Component Feature :
8D Required :

Causal Factor :
Component Location :
Quality Alert # :
8D Closed Date :

8D Number :

Concern Description - 4BLHG005

REPAIR 02/12/2004 10:41AM JOSE CRUZ MSS - FCSD - TECH SVC HOTLINE
TECH STATES CUSTOMER IS REPORTING INT. VEHICLE LUNGES FORWARD. STATES CUSTOMER HAS BEEN IN A COUPLE OF TIMES AND TO OTHER DEALERS AND CONCERN HAS NOT BEEN VERIFIED. NO CODES, PIDS LOOK OK. CALLING FOR KNOWNS.

RECOMM 02/12/2004 10:41AM JOSE CRUZ MSS - FCSD - TECH SVC HOTLINE
ADV. TECH OF NO COMMON KNOWNS. CHECK FLOOR MAT, THROTTLE CABLE, T-BODY. ADV. HE MAY NEED TO GET VDR AND GET A RECORDING, CUSTOMER MAY BE DOUBLE FOOTING IT.

REPAIR 09/02/2004 10:28AM CHRIS ROTH MSS - FCSD - TECH SVC HOTLINE
FSE CALLING IN ON SAME CONCERN, STATES THAT CUSTOMER WENT THROUGH PLATE GLASS WINDOW AND VEHICLE HAD TO BE REPAIRED, FSE STATES THAT DEALER HAS PUT NEW THROTTLE BODY ON VEHICLE FOR CONCERN. FSE SEEKING ANY KNOWNS ON CONCERN, FSE STATES THAT CUSTOMER STATES THAT CONCERN ONLY HAPPENS WHEN STOPPING OR PULLING INTO PARKING SPOT AND IS INTERMITTANT. FSE STATES THAT HE IS ABLE TO APPLY GAS AND BRAKE AT THE SAME TIME.

RECOMM 09/02/2004 10:28AM CHRIS ROTH MSS - FCSD - TECH SVC HOTLINE
CONSULTED SME BRIAN DOMINICK. ADVISED FSE NO KNOWN ISSUES. ADVISED FSE TO SUSPECT THAT CUSTOMER IS APPLYING BRAKE AND GAS AT SAME TIME, ADVISED THAT PEDALS ARE CLOSE AND THIS COULD BE POSSIBLE CAUSE FOR CONCERN.

AUDIT 09/09/2004 09:32PM STUART SONNEN(FSE) MSS - FCSD - REG - ATLANTA
APPROVED FOR TECH ASSIST REFERRAL PROCESSING BY SSONNEN

ADD-ON 09/09/2004 09:33PM STUART SONNEN(FSE) MSS - FCSD - REG - ATLANTA
CONCERN WITH UNINTENED ACELLERATION. INSPECTION AND ROAD TEST. THERE IS NO CONCERNS WITH THE OPERATION. NO UNINTENED THROTTLE OPENING. THERE ARE NO CODES IN THE EEC SYSTEM, THERE IS NO BINDING ON THE THROT TLE CABLE, THE ENGINE MOUNTS ARE SOLID AND NOT LOOSE OR BROKEN, THERE IS NO LINKAGE CONCERNS WITH THE ACCL PEDAL AND LINKAGE UNDR THE INST. PANNEL, THERE IS NO BINDING OR CATCHING WITH THE FLOOR OR FLOOR MATS, THERE IS NO INTAKE SYSTEM LEAKS, THE SERVICE BRAKES HOLD THE ENGINE AT WOT AND THE REV LIMITER OPERATES AT 4,200 RPM, THE PARKING BRAKE HOLDS AT WOT, AND THERE IS NO CONCONCER DURING THE ONE HOUR ROAD TEST. NOTE THIS IS A ESCAPE SO THE RIGHT FOOT CAN CONTACT THE BRAKE AND GAS AT THE SAME TIME.

Potential Safety/Emission:

Serviceability Concern :

Contact Information - 4BLHG005

Contact Last Name :
Phone :

ZEV
8439713700

First Name :
Email :

SNIDER



9/14/2004

Consultant Last Name :
Phone :

First Name :

Email :

Customer Last Name :
Home Phone :
Email :
City :

Customer Information - 4BLHG005

First Name :
Work Phone :

Country :

State :

Reason for call :
1-No Resolution for concern - cust exp/intermit, B-
Intermittent - Unable to Verify

Finalize Call - 4BLHG005

Add. Explanation :
CALLING FOR KNOWNS

Requester: KDUNLAP
PRINT REPORT

Ford Proprietary, Private

14-Sep-2004
Retention: None

no trip miles

40,000 miles

All Action Details for Issue

Print

VIN: 1FMYU03182K [REDACTED] Year: 2002 Model: ESCAPE Case: 539292254
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-12-11
 Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Dealer: 01125 PALMETTO FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Odometer: 34215 MI Comm Type: FAX
 Analyst Name: LEICH, CHERIE Analyst: CLEICH
 Action Date: 08/12/2004 Action Time: 14.58.46.509 Action Data: No

Comments *****PRODUCT LIABILITY***** FAX RECEIVED 8-12-04. DEALER CONTACT: BOB COWART. CUSTOMER ALLEGES UNINTENDED ACCELERATION CAUSING ACCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 01125 PALMETTO FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 34215 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 08/13/2004 Action Time: 08.38.49.810 Action Data: Yes

Comments LPA CONTACTED DLR CONTACT BOB COWART. BOB WAS NOT IN. LPA LEFT A MESSAGE ON HIS VOICEMAIL.

| Data Element Name | Data Value |
|-------------------|------------|
| CONTACT PERSON | VOICEMAIL |

Action: INFORMATION CALL/FAX WITH DEALER
 Dealer: 01125 PALMETTO FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 34215 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 08/13/2004 Action Time: 08.44.01.328 Action Data: No

Comments AFTER REVIEWING CUSTOMER'S AWS HISTORY, THERE ARE THREE (3) REPAIR ATTEMPS FOR A SURGING/LUNGING/ACCELERATION CONCERN. WHEN DLR CONTACT CONTACTS LPA, LPA WILL REQUEST COPIES OF THE REPAIR ORDERS FOR THESE THREE REPAIR ATTEMPTS.

Action: INFORMATION CALL/FAX WITH DEALER
 Dealer: 01125 PALMETTO FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 34215 MI Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 08/16/2004 Action Time: 10.57.32.574 Action Data: No

Comments LPA CONTACTED DLR CONTACT BOB COWART. HE WAS UNAVAILABLE. LPA LEFT A MESSAGE.

Action: INFORMATION CALL/FAX WITH DEALER Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 01125 PALMETTO FORD INC
 Odometer: 34215 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 08/17/2004 Action Time: 12.16.52.913 Action Data: No

Comments LPA RECEIVED A CALL FROM BOB COWART. BOB STATED THAT THERE WERE NO INJURIES AND THAT THE CUSTOMER IS CURRENTLY WORKING WITH HIS INSURANCE COMPANY. LPA WILL CONTACT CUSTOMER AND ADVISE THAT IF INSURANCE IS INVOLVED, TO CONTINUE TO WORK WITH THEM.

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 01125 PALMETTO FORD INC
 Odometer: 34215 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 08/17/2004 Action Time: 14.40.58.885 Action Data: No

Comments LPA CONTACTED CUSTOMER [REDACTED] WAS UNAVAILABLE. LPA LEFT A MESSAGE ON CUSTOMER'S ANSWERING MACHINE REQUESTING A RETURN CALL. LPA WILL AWAIT A RETURN CALL TO PROCEED.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 01125 PALMETTO FORD INC
 Odometer: 34215 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 08/18/2004 Action Time: 08.07.52.417 Action Data: No

Comments LPA RECEIVED A CALL FROM CUSTOMER. HE STATED THAT HIS INSURANCE COMPANY WAS INVOLVED AND HAVE ALREADY BEGAN COMPLETING REPAIRS. CUSTOMER STATED THAT HE STILL HAS CONCERNS WITH THE UNINTENDED ACCELERATION CONCERN. LPA ADVISED THAT CUSTOMER CONTINUE TO TAKE VEHICLE TO DLR WHENEVER THE CONCERN PRESENTS ITSELF. LPA ADVISED THAT CUSTOMER CONTINUE TO WORK WITH INSURANCE. THERE WERE NO INJURIES. CLOSING CORRESPONDENCE MAILED.

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone:
Address: [REDACTED] MOUNT PLEASANT SC [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

ESP / Recall Information

VIN: 1FMYU03182K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-----------------------------|---|----------------------|-------------|-------------|
| 02M01 | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - LAUNCHED | | |
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | CLOSE - FORCE COMPLE | | |

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|----------------------|--------------------------|-------------|
| ESP Code: | * Emission Code: | * - * |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | JJZ |
| ESP Plan Year: | * Engine Family: | 2FMXT0301F7 |
| ESP Signature Date: | | |

Server Name : AWS Adhoc

Standard Claims List For Model Year 2002

| 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) |
|------------------------|----------|--|-----------------------------------|------------|------------|-------------------|------------------------|--------|---------------|-----------------|----------------|----------|----------------|------|--------|-------------------------------|---------|------------------------|-----|----|--------------|
| 1FMYU03182K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 21-NOV-2001 | 11-DEC-2001 | 124325 | USA | 5 | 6W01 | 0111XX | * | 1542006 | * | G07 | 41 | 8123 |
| AWS Claim Key: | | 1379816 | Trx Code: | | 2 | Labor Hrs: | | 8 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 46149-* | Name: BUDGET RAC - BROWARD | | | | Ph: *-* | | St: FL | Ctry Cd: | | USA | Reg Cd: | | NA | Repr Date: 29-APR-2002 | | Doc #: 9180881 | | | |
| Tech Comments: | | LIFT GATE GLASS WONT OPEN FOUND ROD FROM LATCH REINSTALL ROD | | | | | | | | | | | | | | | | | | | |
| 1FMYU03182K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 21-NOV-2001 | 11-DEC-2001 | 124325 | USA | 14 | 2G05 | 031405 | * | RECAL | * | D36 | 42 | 18487 |
| AWS Claim Key: | | 4418608 | Trx Code: | | E84 | Labor Hrs: | | 1.3 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 07300-* | Name: PALMETTO FORD, INC. | | | | Ph: *-* | | St: SC | Ctry Cd: | | USA | Reg Cd: | | NA | Repr Date: 28-JAN-2003 | | Doc #: 01795151 | | | |
| Cust Comments: | | CUSTOMER STATES THAT VEHICLE REVS ACCELERATES AT A STOP WHEN IN GEAR | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | PERFORMED EEC TEST, NO CODES STORED IN MEMORY, PERFORMED MONITOR TEST, PERFORMED PINPOINT TEST, REPROGRAMMED PCM TO LATEST CALIBRATION AND RETESTED....OK. | | | | | | | | | | | | | | | | | | | |
| 1FMYU03182K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 21-NOV-2001 | 11-DEC-2001 | 124325 | USA | 18 | 1H03 | 03XXXX | 2F1Z | 9J460 | AA | D36 | 42 | 22532 |
| AWS Claim Key: | | 6028438 | Trx Code: | | S07 | Labor Hrs: | | .3 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01125-* | Name: PALMETTO FORD, INC. | | | | Ph: 843-5713673 | | St: SC | Ctry Cd: | | USA | Reg Cd: | | NA | Repr Date: 05-MAY-2003 | | Doc #: 05276051 | | | |
| Cust Comments: | | CUST. STATES WHEN APPLYING BRAKES ENGINE REVS ONLY HAPPENS WHEN DRIVING LONG DISTANCE ENGINE NEEDS TO BE HOT SPEEDS UP ON ITS OWN. | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | PERFORMED 02 23 01 TSB MONITORED PIDS AS PER TSB REPLACED DPFE PER TSB | | | | | | | | | | | | | | | | | | | |
| 1FMYU03182K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 21-NOV-2001 | 11-DEC-2001 | 124325 | USA | 28 | 5V10 | 060701 | 2L8Z | 2140 | AA | L88 | 68 | 34912 |
| AWS Claim Key: | | 9521437 | Trx Code: | | E84 | Labor Hrs: | | 8 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 07300-* | Name: PALMETTO FORD, INC. | | | | Ph: *-* | | St: SC | Ctry Cd: | | USA | Reg Cd: | | NA | Repr Date: 15-MAR-2004 | | Doc #: 02640052 | | | |

| | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------|--|------------------|---------------------|-------------------|------|------------|-----|------------|------|-----------------|-------------|----------------|-----|-------------------|-------------|---------------|----------|-------|----|-----|----|-------|
| Cust Comments: | CUSTOMER STATES A FLUID LEAK SOP MASTER CYLINDER | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | VERIFIED CUSTOMERS CONCERN. PERFORMED PINPOINT TEST AND FOUND THE BRAKE MASTER CYLINDER LEAKING. REMOVED AND REPLACED BRAKE MASTER CYLINDER. BLED BRAKES AND RETESTED. NO OTHER LEAKS NOTED AT THIS TIME. TEST DROVE VEHICLE...OK. | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | |
| IFMYUR03183K | ■ | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 21-NOV-2001 | 11-DEC-2001 | 124325 | USA | 28 | 2E03 | 030001 | 2L8Z | 9E926 | BB | D36 | 42 | 34912 |
| AWS Claim Key: | 9458344 | Trx Code: | S07 | Labor Hrs: | 8 | | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | 07300-* | Name: | PALMETTO FORD, INC. | | | Ph: | *-* | St: | SC | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 15-MAR-2004 | Doc #: | 02640053 | | | | | |
| Cust Comments: | CUSTOMER STATES THAT VEHICLE WILL INTERMITTENTLY LUNGE AT STOPS WITH FOOT ON BRAKE ACCELERATES ON ITS ON SOP THROTTLE BODY IAC VALVE | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | INSTALLED VDR, HAD CUSTOMER RETURN AFTER ACTIVATING. PULLED DATA FROM VDR. SHOWED IAC MALF AND THROTTLE BODY STICKING. REMOVED AND REPLACED THE THROTTLE BODY AND IDLE AIR CONTROL VALVE. TEST DROVE VEHICLE OK. PERFORMED EEC TEST, NO CODES STORED. TEST DROVE AGAIN....OPERATING PROPERLY AT THIS TIME. | | | | | | | | | | | | | | | | | | | | | |

VEHICLE DETAIL

VIN: 1FMYU03182K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: SATIN SILVER C/C
 Year: 2002 Calibration: 2M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 12/11/2001
 GCWR: Vehicle Build Date: 11/21/2001
 PEP Code: 310A

Selling Dealers Name:
 Selling Dealers P & A Code: Selling Dealers Sales Code: F24325
 Selling Dealers Main Phone: - Selling Dealers Service Phone: -

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U0 3 2 KB 3 1 7 7 3 1 0 3 7 6 C 4 C 1 9 K 0 5 2 8 5 K F 4 9 6 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 3 G 2 X 5 5 8 S 3 A B N F 2 4 D 3 2 5 L 4 A T L 2 2 3 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 8 L 2 2 A 3 1 0 A 1 4 F L 8 0 X 1 3 B U 0 0
 1 2 3 4 5 6 7 8 9 160
 7

Dealer Information

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 21-ATLANTA | 21-ATLANTA | N | J1 | 01125 | F21290 |

| | | | |
|---------------------------|--|------------------------------|--------------|
| Dealer Name: | PALMETTO FORD INC | | |
| Dealer Address: | 1625 SAVANNAH HIGHWAY CHARLESTON SC 29407 | | |
| Dealer Main Phone: | 803-571-3673 | Dealer Service Phone: | 803-571-3673 |

| Position | Employee Name |
|--------------------|---------------------|
| CUST RELATIONS MGR | CATHERINE D HESHER |
| DEALER/PARTNER | MANLY EUBANK |
| DEALER/PARTNER | GRAHAM M EUBANK |
| PARTS MANAGER | LARRY D IKERMAN |
| PARTS MANAGER | ROGER EARLY |
| SALES MANAGER | BRUCE BILSBACK |
| SALES MANAGER | andrew w meyers |
| SALES MANAGER | WILLIAM L SLOAN |
| SALES MANAGER | DANIEL O'DONNELL |
| SALES MANAGER | JESSIE B EUBANK |
| SALES MANAGER | Jeffrey M Belsky |
| SALES MANAGER | PETER W JOHNSON |
| SALES MANAGER | RON L AUSTIN |
| SERVICE MANAGER | ERIC NAGLE |
| SERVICE MANAGER | ROBERT COWART |
| SERVICE MANAGER | GARY J FERGUSON, JR |

| | |
|-------------------------------|--|
| Service Hours | M-F 7:30 - 8:00 (SAT) 7:30 - 5:00 |
| Directions | |
| Trained | Y |
| Additional Information | LSG ENROLLED TOWING: 803-766-9815 FAX:803-571-4580 |



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

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

DEALER INFORMATION:

Requesting Dealer Palmetto Ford P&A 01125 Region & State ATLANTA / So. CAR.

Contact Person Bob Cowart Phone # (843) 571-3673

CUSTOMER/VEHICLE INFORMATION:

New or Used NEW WSD 12-11-01 Year/Model 02 ESCAPE
VIN 1FM4H03182K Mileage 34,215 (AS OF 3-10-04)

Customer Name [REDACTED]
Address [REDACTED]
City MT. PLEASANT County CHARLESTON State S.C. Zip code [REDACTED]
Home Phone [REDACTED] Work Phone ([REDACTED])

DETAILS of INCIDENT:

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

Medical Attention Sought: Y / N - UNKNOWN

Date of Incident 8-9-04

Is customer alleging a component defect caused the incident? N If yes, what type & details UNINTENDED ACCELERATION. CAUSE UNKNOWN.

Was a police report filed? N If yes, where UNKNOWN

Has the Insurance Company been contacted? N What did the insurance company advise? They had the car towed to an independent repair shop. Dealer requested it be brought here but it went elsewhere
Owner's Insurance Company USAA Agent's Name UNKNOWN
Insurance Company Phone Number (____) _____ AT THIS TIME.

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

RESOLUTION that CUSTOMER is SEEKING:

NONE AS YET. THIS IS JUST NOTICE THAT THE ACCIDENT OCCURRED AS HE IS CLAIMING A PRODUCT DEFECT AS THE CAUSE. HE HAS COMPLAINED OF THIS PROBLEM BUT I DON'T BELIEVE WE WERE ABLE TO DUPLICATE IT.

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

Fax to: (313) 845-5668, (313) 845-5669 or (313) 845-5555
PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

9-36

I WILL SEND MORE IF I'M CONTACTED ANY FURTHER.
Ford Motor Company

October 2000

Bob Cowart





Consumer Affairs

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

February 10, 2005

*Sent Via Mail

[REDACTED]
Lake Ronkonkoma, NY [REDACTED]

Re: 2003 Ford Escape
VIN#-1FMYU92153K [REDACTED]

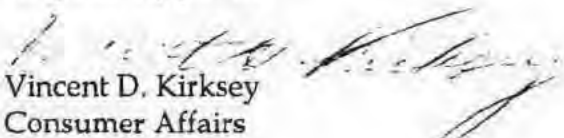
Dear [REDACTED]

Thank you for contacting us regarding your vehicle concerns.

Information provided by you indicated that the insurance company has already investigated the matter, and has paid the vehicle claim. Once the insurance company becomes involved we generally require them to file a subrogation claim against us, if they feel we are liable for the accident. Based on this information, we will not provide assistance in the matter, and propose no further action. We ask that you continue working with your insurance to resolve the matter.

We regret that our decision could not be favorable, but appreciate the time taken to bring this concern to our attention.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



Customer info

Customer: [REDACTED] Primary Phone [REDACTED] Secondary Phone [REDACTED]
Address: [REDACTED] LAKE RONKONKOMA NY [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

*- Insurance company has
declined the vehicle total
loss.*



2/2/2005

| VIN | | Year Model | | Vehicle List | Owner Status | Vehicle Info |
|-------------|------------|------------|-------------------|---|----------------|---------------------------|
| 1FMYU92153K | [REDACTED] | 2003 | ESCAPE | SALES TYPE RETAIL SALE TO PRIVATE INDIVIDUAL | Original Owner | Oasis Warranty History |
| | | | Open Issues Exist | | | |

[REDACTED] 2/2/2005

VEHICLE DETAIL

VIN: 1FMYU92153K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: SATIN SILVER C/C
 Year: 2003 Calibration: 3M11D30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 5/17/2003
 GCWR: Vehicle Build Date: 3/5/2003
 PEP Code: 220B

Selling Dealers Name: SAYVILLE FORD
 Selling Dealers P & A Code: 03857 Selling Dealers Sales Code: F13103
 Selling Dealers Main Phone: 516-589-4800 Selling Dealers Service Phone: 516-567-3800

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 9 2 3 K C 8 7 7 0 0 1 0 3 3 P 4 2 1 3 B A 0 5 2 A B G 2 4 6 9 7 J
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 3 2 Z 5 8 3 G N 1 3 E 1 0 3 L 0 T L W 2 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 5 3 7 2 2 0 B 9 1 4 N Y L
 1 2 3 4 5 6 7 8 9 160



Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 13-NEW YORK | 13-NEW YORK | E | A3 | 03857 | F13103 |

| | | | |
|--------------------|---|-----------------------|--------------|
| Dealer Name: | SAYVILLE FORD | | |
| Dealer Address: | 5686 SUNRISE HIGHWAY SAYVILLE NY 11782 | | |
| Dealer Main Phone: | 516-589-4800 | Dealer Service Phone: | 516-567-3800 |

| Position | Employee Name |
|-----------------|----------------------|
| DEALER/PARTNER | NEIL SPARE |
| GENERAL MANAGER | PAUL V LLOBELL |
| PARTS MANAGER | WILLIAM BARNA |
| PARTS MANAGER | JAMES P MACKIN |
| SALES MANAGER | JOHN SOLIMENE |
| SALES MANAGER | FRANK DISANTI |
| SALES MANAGER | JOHN J DEFLUMERI JR. |
| SERVICE MANAGER | DARRYL R SUTPHIN |
| SERVICE MANAGER | KENNETH J KIEFER |
| SERVICE MANAGER | SHARON E GINGOLA |
| SERVICE MANAGER | JAN E SCHARWACHTER |
| SERVICE MANAGER | TOM P LEAVEY |

2/2/2005

ESP / Recall Information

VIN: 1FMYU92153K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|---------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |



2/2/2005

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 02-FEB-2005

Note: All Costs are in US Dollars Server Name: AWS Production

| 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 |
|-----|-----------|------------|------------|-------------|---------------|---------------|-------------|-------------|------------|--------------|--------------|-------------------|-------------|-----|-----|-----|------|------|------|-----|-----|-----|----|
|-----|-----------|------------|------------|-------------|---------------|---------------|-------------|-------------|------------|--------------|--------------|-------------------|-------------|-----|-----|-----|------|------|------|-----|-----|-----|----|

Any comments? You can contact



webmaster

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: IFMYU92153K [REDACTED]
 Model Year: 2003
 Veh Type: T
 Inv. Dealer: 03857
 Vehicle Status Code: 800

(Related Claims)

Veh Line: T/M1 - ESCAPE (U204) [2001] Body Shell: *
 Market Derived: T/F - FORD DIVISION DERIVATIVE Navis Eng Serial No: *
 Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
 Body Cab Style: - 5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
 Version/Series: T/EF - FORD SERIES

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8
 E1311 260203812827086 1G 752 AB

Trace Trans Serial No:

A4221 25020330560554 3L8P 7000 HB 81

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 05-MAR-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 113103 - *
 Country: USA - ##### Selling Dir St/Prov: NY
 Buyer St/Prov: NY
 Arrival Date: 14-MAR-2003 Red Carpet Lease: *
 Sale Date: 17-MAY-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 17-MAY-2003 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 17-MAY-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 U923KCB77001033 P 4 2 13BA052 AB G 2 469 1J 3 2z 5 83G N 13E1031 0 TL W2 3 11
 FMY537 220B 914NY L 7J

PE12-019 000045 LP



INSTALLED OPTION INFORMATION:

| | | | |
|------------------------|------------------------------------|----------------------|-------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | Y |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: | * - [N/A] | Mirror(Psagr Side): | B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: | A | Paint: | PNUPJ - SATIN SILVER C/C |
| Brake Code: | * - [N/A] | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * - [N/A] | Radio: | AZ - ELETR AM/FM STRO/DISC/CLK |
| Calibration Code: | 3MI1D30A | Sound System: | AA - LESS UPGRADED SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Suspnd Tandem Axle: | |
| Color(Trim): | 000NC - | Tire Manufacturer: | AD - General |
| Delivery Type: | 2 | Tire Brand: | UU_460 - AmeriTrac SUV 100S |
| Driveshaft Code: | D | Tire Size: | D3GTQ - P225/70R 15 BSW A-S |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Traction Control: | * - [N/A] |
| Fuel Type: | AF - UNLEADED FUEL CAPABILITY | Wheel Base: | |

TIRE DOT INFORMATION:

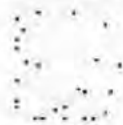
LF: ACUU_4600103 RF: ACUU_4600103
 LR: ACUU_4600103 RR: ACUU_4600103
 LI: * RI: *

SPARE: T714_BAH4802 DOT Plant Manufacturer: AC - GENERAL TIRE CO. ; CHARLOTTE ; NORTH CAROLINA ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|----------------------|--------------------------|-------------|
| ESP Code: | * Emission Code: | T/BJ - T/BJ |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | KPL |
| ESP Plan Year: | * Engine Family: | 3FMXT0302F8 |
| ESP Signature Date: | | |

Any comments? You can contact



webmaster



All Action Details for Issue

Print

VIN: 1FMYU1Q2153K [REDACTED] Year: 2003 Model: ESCAPE Case: 361520315
 Name: [REDACTED] Owner Status: Original WSD: 2003-05-17
 Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
 Dealer: 03857 SAYVILLE FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 19000 MI Comm Type: PHONE
 Analyst Name: SUTHERLAND EILEEN Analyst: ESUTHER4
 Action Date: 01/31/2005 Action Time: 10.02.30.681 Action Data: No

Comments CUSTOMER SAID: -VEH WAS INVOLVED IN AN ACCIDENT AND IT MAY BE DUE TO 04S25 - SUDDEN ACCELERATION-ANKLE WAS BROKEN -DATE OF THE ACCIDENT: 12/22/04LOCATION: LONG ISLAND EXPRESSWAY-POLICE REPORT WAS FILED IN SUSSEX COUNTY-INSURANCE COMPANY STATES THAT THE VEH WAS A TOTAL LOSS -CUST WOULD PREFER TO BE CONTACTED AFTER 4 ON HOME #DEALER SAID; SAYVILLE FORD5686 SUNRISE HIGHWAY EXIT 50SAYVILLE, NY 11782TEL: (888) SAY-FORDCRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 03857 SAYVILLE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 19000 MI Comm Type: OTHER
 Analyst Name: CATHERINA PAPALIA Analyst: CPAPALIA
 (CPAPALIA)
 Action Date: 02/01/2005 Action Time: 15.12.00.768 Action Data: No

Comments ACK FOR VINCE KIRKSEY

Action: UPDATE CONTACT STATUS
 Dealer: 03857 SAYVILLE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 19000 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 02/10/2005 Action Time: 13.54.10.006 Action Data: No

Comments ***LPA COMMENTS***LPA SPOKE WITH THE CUSTOMER WHO INDICATED THAT HER INSURANCE CARRIER HAS TOTALED THE VEHICLE, AND HAS PROCESSED A SUBROGATION CLAIM. LPA PROVIDED THE CUSTOMER WITH AN ADDRESS TO THE OGC CLAIMS DEPARTMENT FOR HER INSURANCE CARRIER TO SEND THE CLAIM.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 03857 SAYVILLE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 19000 MI Comm Type: MAIL
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Time:

2/10/2005

Action Date: 02/10/2005

13.56.34.119

Action Data: No

Comments ***LPA COMMENTS***LPA HAS REVIEWED THE ABOVE CLAIM. INFORMATION PROVIDED BY THE INSURANCE COMPANY INDICATED THE CUSTOMER HAS ALREADY CONTACTED HER INSURANCE COMPANY FOR ASSISTANCE. ONCE THE INSURANCE COMPANY BECOMES INVOLVED, WE GENERALLY REQUIRE THEM TO FILE A SUBROGATION CLAIM AGAINST THE MANUFACTURER. BASED ON THIS INFORMATION, WE WILL BE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND PROPOSE NO FURTHER ACTION.

[REDACTED] 2/10/2005

Customer Info

| | | | | | |
|---------------------------|------------|-----------------|------------|------------------|------------|
| Customer: | [REDACTED] | Primary Phone: | [REDACTED] | Secondary Phone: | [REDACTED] |
| Address: | [REDACTED] | LAKE RONKONKOMA | NY | [REDACTED] | |
| Country: | USA | Language: | EN | | |
| Cell Phone: | | Pager: | | | |
| Preferred Contact method: | | Fax: | | | |
| Preferred Contact Time: | | Email: | | | |



2/16/2005

| Vehicle List | | | | | |
|------------------------|------|-------------------|-----------------------------------|----------------|---------------------------|
| VIN | Year | Model | Sales Type | Owner Status | Vehicle Info |
| 1FMYU92153K [REDACTED] | 2003 | ESCAPE | RETAIL SALE TO PRIVATE INDIVIDUAL | Original Owner | Oasis Warranty History |
| | | Open Issues Exist | | | |



2/16/2005

VEHICLE DETAIL

| | |
|-----------------------------|--|
| VIN: 1FMYU92153K [REDACTED] | Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO |
| Make: FORD | Transmission: 4 SPD AUTO TRANS NAAO CD4E A |
| Model: ESCAPE | Paint Code/Color: SATIN SILVER C/C |
| Year: 2003 | Calibration: 3M11D30A |
| Pay Load: | Max Towing Weight: |
| GVWR: 04520 | Axle Ratio: |
| WheelBase: 103 | Warranty Start Date: 5/17/2003 |
| GCWR: | Vehicle Build Date: 3/5/2003 |
| PEP Code: 220B | |

Selling Dealers Name: SAYVILLE FORD
 Selling Dealers P & A Code: 03857 Selling Dealers Sales Code: F13103
 Selling Dealers Main Phone: 516-589-4800 Selling Dealers Service Phone: 516-567-3800

Vehicle Order Image

```

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
U 9 2 3 K C 8 7 7 0 0 1 0 3 3 P 4 2 1 3 B A 0 5 2 AB G 2 4 6 9 7 J
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
3 2 Z 5 8 3 G N 1 3 E 1 0 3 L 0 TL W 2 3 1 1
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F M Y 5 3 7 2 2 0 B 9 1 4 N Y L
1 2 3 4 5 6 7 8 9 160
    
```



2/16/2005

Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 13-NEW YORK | 13-NEW YORK | E | A3 | 03857 | F13103 |

| | | | |
|--------------------|---|-----------------------|--------------|
| Dealer Name: | SAYVILLE FORD | | |
| Dealer Address: | 5686 SUNRISE HIGHWAY SAYVILLE NY 11782 | | |
| Dealer Main Phone: | 516-589-4800 | Dealer Service Phone: | 516-567-3800 |

| Position | Employee Name |
|-----------------|----------------------|
| DEALER/PARTNER | NEIL SPARE |
| GENERAL MANAGER | PAUL V LLOBELL |
| PARTS MANAGER | WILLIAM BARNA |
| PARTS MANAGER | JAMES P MACKIN |
| SALES MANAGER | JOHN SOLIMENE |
| SALES MANAGER | FRANK DISANTI |
| SALES MANAGER | JOHN J DEFLUMERI JR. |
| SERVICE MANAGER | DARRYL R SUTPHIN |
| SERVICE MANAGER | KENNETH J KIEFER |
| SERVICE MANAGER | SHARON E GINGOLA |
| SERVICE MANAGER | JAN E SCHARWACHTER |
| SERVICE MANAGER | TOM P LEAVEY |

2/16/2005

ESP / Recall Information

VIN: 1FMYU92153K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|---------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |

[REDACTED] 2/16/2005

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 16-FEB-2005

Note: All Costs are in US Dollars Server Name: AWS Production

| 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 | SEL. CNT | TIS | QRT | WCC | PREF | BASE | SUFF | VRT | VFG | CCC | CD |
|-----|--------|---------|---------|----------|------------|------------|----------|----------|---------|-----------|-----------|----------------|----------|-----|-----|-----|------|------|------|-----|-----|-----|----|
|-----|--------|---------|---------|----------|------------|------------|----------|----------|---------|-----------|-----------|----------------|----------|-----|-----|-----|------|------|------|-----|-----|-----|----|

Any comments? You can contact



webmaster

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMYU92153K [REDACTED]
 Model Year: 2003
 Veh Type: T
 Inv. Dealer: 03857
 Vehicle Status Code: 800

(Related Claims)

Veh Line: T/M1 - ESCAPE (U204) [2001] Body Shell: *
 Market Derived: T/F - FORD DIVISION DERIVATIVE Navis Eng Serial No: *
 Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
 Body Cab Style: - 5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
 Version/Series: T/EF - FORD SERIES

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8-----
 E1311 260203812827086 1G 752 AB

Trace Trans Serial No:

A4221 25020330560554 3L8P 7000 HB 81

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 05-MAR-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 113103 - *
 Country: USA - ##### Selling Dir S/Prov: NY
 Bayer S/Prov: NY
 Arrival Date: 14-MAR-2003 Red Carpet Lease: *
 Sale Date: 17-MAY-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 17-MAY-2003 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 17-MAY-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0-----
 U92JKC877001033 P 4 2 13BA052 AB G 2 469 7J 3 2Z 5 83G N 13E103L 0 TL W2 3 11
 EMY537 220B 914NY L 7J

PE12-019 000055 LP



INSTALLED OPTION INFORMATION:

| | | | |
|-------------------------------|------------------------------------|-----------------------------|-------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | Y |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: | * - [N/A] | Mirror(Psngr Side): | B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: | A | Paint: | PNUPJ - SATIN SILVER C/C |
| Brake Code: | * - [N/A] | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * - [N/A] | Radio: | AZ - ELETR AM/FM STRO/DISC/CLK |
| Calibration Code: | 3M1ID30A | Sound System: | AA - LESS UPGRADED SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Suspn Tandem Axle: | |
| Color(Trim): | 000NC - | Tire Manufacturer: | AD - General |
| Delivery Type: | 2 | Tire Brand: | UU_460 - AmeriTrac SUV 100S |
| Driveshaft Code: | D | Tire Size: | D3GTQ - P225/70R 15 BSW A-S |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Traction Control: | * - [N/A] |
| Fuel Type: | AF - UNLEADED FUEL CAPABILITY | Wheel Base: | |

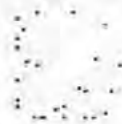
TIRE DOT INFORMATION:

LF: ACUU_4600103 RF: ACUU_4600103
 LR: ACUU_4600103 RR: ACUU_4600103
 LI: * RI: *
 SPARE: T714_BAH4802 DOT Plant Manufacturer: AC - GENERAL TIRE CO., CHARLOTTE, NORTH CAROLINA, UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|-----------------------------|---------------------------------|-------------|
| ESP Code: | * Emission Code: | T/BJ - T/BJ |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | KPL |
| ESP Plan Year: | * Engine Family: | 3FMXT0302F8 |
| ESP Signature Date: | | |

Any comments? You can contact



webmaster

PE12-019 000056 LP

All Action Details for Issue

Print

VIN: 1FMYU92153K [REDACTED] Year: 2003 Model: ESCAPE Case: 361520315
 Name: [REDACTED] Owner Status: Original WSD: 2003-05-17
 Symptom Desc: PANELS/UNIBODY ATTACHMENT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
 Dealer: 03857 SAYVILLE FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 19000 MI Comm Type: PHONE
 Analyst Name: MCKENZIE NORMA Analyst: NMCKENZ4
 Action Date: 02/15/2005 Action Time: 09.42.19.807 Action Data: No

Comments CUSTOMER SAID: CUST WAS TOLD BY HER INSURANCE TO CONTACT FORD AGAIN SHE NEED TO REQUEST FORD SEND A REPESENTIVE TO LOOK AT THE VEH --- CUST VEH IS AT INSURANCE AUTO ACTION --- 66 PECONIC AVE -- MEDFORD NEW YORK ---11763-----631-270-3477 STOCK # 1159470 ----- CONTACT PERSON STEVEN MEYENBERGAJUSTER SUPERVISOR FROM GIEGO INSURANCE ----917-418-8126DEALER SAID: NONECRC ADVISED: - THIS INFORMATION WILL BE FOWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

Action: MAKE OUTBOUND CALL TO OTHER
 Dealer: 03857 SAYVILLE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 19000 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 02/16/2005 Action Time: 11.20.27.341 Action Data: Yes

Comments ***LPA COMMENTS***LPA SPOKE WITH THE CUSTOMER'S INSURANCE REPRESENTATIVE, AND PROVIDED THE ADDRESS TO FILE A SUBROGATION CLAIM.

| Data Element Name | Data Value |
|-------------------|-------------------------|
| CONTACT PERSON | GEICO INSURANCE COMPANY |

Action: REDIRECT TO OGC - OTHER
 Dealer: 03857 SAYVILLE FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 19000 MI Comm Type: OTHER
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 02/16/2005 Action Time: 11.22.36.811 Action Data: No

Comments ***LPA COMMENTS***LPA HAS REDIRECTED THE CASE TO OGC FOR REVIEW. THE INSURANCE COMPANY HAS REQUESTED AN ADDRESS TO FILE A SUBROGATION CLAIM AGAINST FMC. NO FURTHER ACTION IS REQUIRED BY LITIGATION PREVENTION.



2/16/2005



Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Tuesday, February 15, 2005 10:46 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: Mike Burkart Ford/Mercury
Requesting Dealer: Mike Burkart Ford/Mercury
Contact Person: Dean Dallman
Telephone: 920-893-6961
Email Address: deand@burkartford.com
PA Code: 06301
Region: Chicago
City: Plymouth
Dealer State: WI
Fax Number: 920-893-1461
WSD: 02/01/2003
Vehicle Year: 2003
Vehicle Model: Escape
Vehicle VIN: 1FMYU93133K [REDACTED]
Mileage: 34000
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Plymouth
State: Wisconsin
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 41 - Chicago
Incident Involves: Accident
Date of Incident: 01/12/2005
County in which incident occurred: Sheboygan?
Is Alleging Defect: Yes
Alleging defect detail: Vehicle jolted ahead, crashed into another vehicle.
Police Report Filed: Yes
Police Report detail: Unknown
Insurance Company Contacted: Y
Insurance Company Advice: Unknown
Insurance Company Contact Information: Unknown
Coach Builder State: AK - Alaska
Resolution Sought Detail: Wants Ford to pay for damage from accident. Believes that Recall 04S25 is the reason vehicle jolted ahead.
Comments: This vehicle was not sold by us, and has never been in for service.



Print Action Detail

VIN: 1FMYU93133K [REDACTED] Year: 2003 Model: ESCAPE Case: 427840415
 Name: [REDACTED] Owner Status: Subsequent WSD: 2003-02-01
 Symptom Desc: BUCK/JERK ACCELERATION HOT ENGINE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: ACKNOWLEDGE Dealer: MIKE BURKART FORD-MERCURY, INC.
 Origin Desc: US CONCERN CASE BASE P & A Code: 06301 PO Box 6248, MD 3NE-B
 Odometer: 34000 MI Comm Type: PHONE Dearborn, MI 48126 USA
 Action Date: 02/10/2005 Action Time: 11:53:03:710 Action Data: Yes
 Analyst Name: KOGANA LAVERN Analyst: LKOGANA

Caller Information If Different From Vehicle Owner:

| First Name | Middle Initial | Last Name | Day Phone | Relationship |
|------------|----------------|-----------|-----------|--------------|
| SANDRA | | BENIKE | | SPOUSE |

COMMENTS: CUSTOMER SAID: -WE RECEIVED A RECALL FOR THE THROTTLE 04S25-THE VEH WAS IN AN ACCIDENT ON JANUARY 12 2004-THE VEH JOLTED FORWARD WHILE MY HUSBAND WAS DRIVING-A CLAIM WAS PUT IN TO OUR INSURANCE COMPANY-THE VEH WAS TOWED TO REPAIR FACILITY-POLICE REPORT WAS FILED-I FEEL THAT FORD IS RESPONSIBLE DEALER SAID: NONECRC 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.

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

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



2/11/2005





Consumer Affairs

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

*Sent Via U.S. Mail

February 11, 2005

[REDACTED]
Plymouth, WI [REDACTED]

RE: 2003 Ford Escape
VIN: 1FMYU93133K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2003 Ford Escape.

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, however, that you have turned this matter over to your insurance company. Your insurance carrier may *subrogate* Ford Motor Company if they choose to pursue this matter. Therefore, at this time, Ford proposes no further action.

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

Respectfully,

Marquis Morris
Consumer Affairs



Close an Issue

VIN: 1FMYU93133K [REDACTED] Year: 2003 Model: ESCAPE WSD: 2003-02-01
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] PLYMOUTH WI [REDACTED]

Case Number: 427840415 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT / FIRE
Symptom: BUCK/JERK ACCELERATION HOT ENGINE
Dealer: F41601 - MIKE BURKART FO

Comm Type: MAIL Current Odometer Reading: 34000 MI
Action Category: CLOSING COMMENTS - REFER TO INS. CARRIER Odometer Reading: 34000 MI
Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED(C)

Caller information if different from vehicle owner

First Name:
Middle Initial:
Last Name:
Relationship: Select One
Phone:

Insurance company has already been involved. No further action is needed.

Comments:

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>

[REDACTED] 2/11/2005

Update dealership information in GOLDD; Update dealer personnel information in STARS.

[Print Dealer Detail](#) [Print All Dealer Information](#)

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 41-CHICAGO | 41-CHICAGO | J | B1 | 06301 | F41601 |

Dealer Name: MIKE BURKART FORD-MERCURY, INC.
Dealer Address: 3110 COUNTY ROAD PP
 PLYMOUTH WI 53073
Dealer Main Phone: 414-893-6961 **Dealer Service Phone:** 414-893-6961

| Position | Employee Name |
|-----------------|-------------------|
| DEALER/PARTNER | MICHAEL G BURKART |
| PARTS MANAGER | MICHAEL HOGUE |
| SALES MANAGER | HARVEY P RUCK |
| SERVICE MANAGER | DEAN C DALLMAN |

2/11/2005

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]

Address: [REDACTED] PLYMOUTH WI [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

[REDACTED]

2/11/2005

ESP / Recall Information

VIN: 1FMYU93133K [REDACTED]

Contract: 1 of 1

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

Purchaser: HEWLETT PACKARD- FLEET MGMT.#
 Plan Type: USA 2002 NEW 24/27,000 SPECIAL MAINTENANCE
 Selling Dealer:
 Deductible:
 Rental:
 Towing Allowance:

Status: Expire
 Expiration Date: 2005-02-01
 Expiration Miles: 27,000
 Plan Year: 2002
 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 |
|--------|---------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |



2/11/2005

Can't find VIN Code =

Standard Claims List For Model Year 2003

| 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_5 | PREF | BASE | SUFF | CCC | CD | DIST (Miles) |
|-----|-------------|--------------|-------------|---------------|---------------|-----------|-----------|-----------|--------------|--------------|-------------------|-------------|-----|-----|--------|------|------|------|-----|----|-----------------|
|-----|-------------|--------------|-------------|---------------|---------------|-----------|-----------|-----------|--------------|--------------|-------------------|-------------|-----|-----|--------|------|------|------|-----|----|-----------------|



2/11/2005





A NEW DIRECTION: Focus on Accountability and Continuous School Improvement
Fax [REDACTED]

Principal [REDACTED]

[REDACTED] Gary, IN [REDACTED]

FAX COVER SHEET
FAX: (219) 981-4462

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY

TO: Mr. Marquis Morris
COMPANY/DEPARTMENT _____
FAX NUMBER () _____



FROM: [REDACTED]
DATE: 2-15-05
FAX PAGES INCLUDING THIS SHEET: _____

MESSAGE:

[REDACTED MESSAGE CONTENT]

ATTENTION RECEIVER:

Please report any errors in transmission. All faxed information is to be considered confidential with confidentiality rules and regulations applying

January 15, 2005

Mr. Marquis Morris
Ford Motor
P.O. Box 6248, MD 3NE-B
Dearborn, Michigan 48126 USA

Dear Mr. Morris:

In follow-up to your letter dated January 24, 2005, following is my response to each statement that you asked me to respond to:

1. A copy of the police/fire report.
My insurance company will send this information to you.
2. A complete description of the incident, including a description of your product concern.
A copy of the police report will be sent to you in the mail. I was concerned about the recall on my ford 2004 dealing with acceleration which could have caused an accident. I am concerned that when my father had an accident in my car on December 17, 2004 the car could have accelerated because of a defect.
3. The name, age and address of each person injured and a complete description of all injuries.
[REDACTED] (my father) he is 76 years old, he lives at [REDACTED] [REDACTED] in Gary, Indiana, [REDACTED] A complete description of his injuries is not available at this time. He was the only individual in the car.
4. Documentation of all subsequent medical attention, including physician's reports and bills/receipts.
We are in the process of getting this information.
5. Original photographs of both the vehicle's exterior and interior, including all damages.
My insurance company will send this information to you.
6. The present location of the vehicle.
My insurance company will send this information to you.
7. The name, address and telephone number of the insurance company, the claim number and agent's name.

*GEICO Insurance
One GEICO Center
Macon, GA 31201-0001*

Claim Number - [REDACTED]
Telephone Number - 1800-841-9160 X5643
Agent: Yvette Joglar

8. A specific description of what I am seeking from Ford Motor Company

I incurred a loss of \$3,436.65 which was not paid by insurance once my claim was settled with Ford Motor, I would like for Ford to pay me for that loss, especially since I have purchased a new vehicle and that \$3,436.65 balance has been tacked on to my new car payment leaving me 6 years to pay for my new car and not 5 years as I would have anticipated.

If my accident was caused by the recall of my vehicle, I would like to be compensated for the loss of monies that I incurred after paying for this vehicle over a period of 1 1/2 years. That loss approximates to \$8,100.00.

Total Loss to [REDACTED] **\$11,536.65**

I am requesting that Geico be reimbursed for:

\$17,790.90, total loss
\$275.00 towing/storage
\$550.00 rental car fee

Total Loss to Geico: \$18,615.09

If possible my new car is financed at a rate of 10%-- can you help me to refinance to get rate lowered. This is the third new car that I have purchased from Ford.

If I can provide additional information, please let me know.

Sincerely,

[REDACTED]

[REDACTED]



A NEW DIRECTION: Focus on Accountability and Continuous School Improvement

[REDACTED]
- Gary, IN

[REDACTED] Fax
[REDACTED] Principal

FAX COVER SHEET
FAX: (219) 981-4462

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY

TO: Mr. Marquis Morris
COMPANY/DEPARTMENT _____
FAX NUMBER () _____



FROM: [REDACTED]

DATE: 2-15-05

FAX PAGES INCLUDING THIS SHEET: _____

MESSAGE:

[REDACTED MESSAGE CONTENT]

ATTENTION RECEIVER:

Please report any errors in transmission. All faxed information is to be considered confidential with confidentiality rules and regulations applying

January 15, 2005

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Ford Motor
P.O. Box 6248, MD 3NE-B
Dearborn, Michigan 48126 USA

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1. A copy of the police/fire report.
My insurance company will send this information to you.
2. A complete description of the incident, including a description of your product concern.
A copy of the police report will be sent to you in the mail. I was concerned about the recall on my ford 2004 dealing with acceleration which could have caused an accident. I am concerned that when my father had an accident in my car on December 17, 2004 the car could have accelerated because of a defect.
3. The name, age and address of each person injured and a complete description of all injuries.
[REDACTED] (my father) he is 76 years old, he lives at 4254 [REDACTED] in Gary, Indiana, [REDACTED]. A complete description of his injuries is not available at this time. He was the only individual in the car.
4. Documentation of all subsequent medical attention, including physician's reports and bills/receipts.
We are in the process of getting this information.
5. Original photographs of both the vehicle's exterior and interior, including all damages.
My insurance company will send this information to you.
6. The present location of the vehicle.
My insurance company will send this information to you.
7. The name, address and telephone number of the insurance company the claim number and agent's name.

GEICO Insurance
One GEICO Center
Macon, GA 31201-0001

Claim Number - [REDACTED]
Telephone Number - 1800-841-9160 X5643
Agent: *Yvette Joglar*

8. A specific description of what I am seeking from Ford Motor Company

I incurred a loss of \$3,436.65 which was not paid by insurance once my claim was settled with Ford Motor. I would like for Ford to pay me for that loss, especially since I have purchased a new vehicle and that \$3,436.65 balance has been tacked on to my new car payment leaving me 6 years to pay for my new car and not 5 years as I would have anticipated.

If my accident was caused by the recall of my vehicle, I would like to be compensated for the loss of monies that I incurred after paying for this vehicle over a period of 1 1/2 years. That loss approximates to \$8,100.00.

Total Loss to [REDACTED] **\$11,536.65**

I am requesting that Geico be reimbursed for:

\$17,790.90, total loss
\$275.00 towing/storage
\$550.00 rental car fee

Total Loss to Geico: \$18,615.09

If possible my new car is financed at a rate of 10%— can you help me to refinance to get rate lowered. This is the third new car that I have purchased from Ford.

If I can provide additional information, please let me know.

Sincerely,

[REDACTED]



Consumer Affairs

PO Box 6248, MD 3NF-B
Dearborn, MI 48126 USA

SENT VIA US MAIL

January 24, 2005

[REDACTED]
Gary, IN [REDACTED]

RE: 2003 Ford Escape

VIN: 1FMYU03123K [REDACTED]

Dear [REDACTED]

We have been advised of your pursuit of damages due to an accident in which your vehicle was involved. In order to conduct a complete review we are requesting that the following information be forwarded to this office:

1. A copy of the police/fire report
2. A complete description of the incident, including a description of your product concern.
3. The name, age and address of each person injured and a complete description of all injuries.
4. Documentation of all subsequent medical attention, including physician's reports and bills/ receipts.
5. Original photographs of both the vehicle's exterior and interior, including all damage.
6. The present location of the vehicle.
7. The name, address and telephone number of the insurance company, the claim number and agent's name.
8. A specific description of what you are seeking from Ford Motor Company.

Please send the requested information and documents to the address above within forty five (45) business days. If we do not hear from you **within 45 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. If you need to contact me or have additional information to submit, I may be reached by phone at (313) 845-5458 or by fax at (313) 845-6002.

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

Sincerely,

Marquis Morris
Consumer Affairs



Close an Issue

VIN: 1FMYU03123K [REDACTED] Year: 2003 Model: ESCAPE WSD: 2003-07-30
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] GARY IN [REDACTED]

Case Number: 488760205 Issue Type: 07-LEGAL
Reason: LEGAL - ALLEGED - NON-SERIOUS INJURY
Symptom: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED
Dealer: F41047 - TYSON FORD

Comm Type: PHONE Current Odometer Reading: 17000 MI
Action Category: CLOSING COMMENTS - REFER TO INS. CARRIER Odometer Reading: 17000 MI
Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER(C)

Caller information if different from vehicle owner

First Name:
Middle Initial:
Last Name:
Relationship: Select One
Phone:

Comments: Customer's insurance has paid vehicle off, but the customer still wants to file a personal injury claim. LPA will send out personal injury letter.

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>

Action Detail

| | | | |
|---|---------------------------|-----------------------------|-------------------------------------|
| VIN: 1FMYU03123K [REDACTED] | Year: 2003 | Model: ESCAPE | Print Action Detail |
| Name: [REDACTED] | Owner Status: Original | WSD: 2003-07-30 | Case: 488760205 |
| Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: OPEN | Dealer: TYSON FORD | |
| Origin Desc: US CONCERN CASE BASE | | P & A Code: 01564 | |
| Odometer: 17000 MI | Comm Type: PHONE | | |
| Action Date: 01/20/2005 | Action Time: 13:34:35:423 | Action Data: No | |
| Analyst Name: BERHANU SELAM | Analyst: BSELAM | | |

COMMENTS: CUSTOMER SAID: THE CUSTOMER SAID THAT ACCIDENT OCCURRED TWO DAYS BEFORE CHRISTMAS. INSURANCE COMPANY WAS INVOLVED AND POLICE REPORT WAS FILED. THE DRIVER WAS DRIVING ON A REGULAR ROAD WHEN HE DECIDED TO AVOID ANOTHER VEHICLE COMING FROM THE OPPOSITE DIRECTION. WHILE HE WAS TRYING TO MOVE AWAY FROM THE OTHER VEHICLE HIS STARTED TO ACCELERATE AND HE HIT ANOTHER PARKED VEHICLE AND THE VEHICLE FLIPPED OVER. THE CUSTOMER SUFFERED MINOR INJURIES AND HE RCVD SOME MEDICAL ATTENTION. THE VEHICLE IS TOTALLED AND PAID OFF BY INSURANCE COMPANY. THE CUSTOMER WANTS TO KNOW IF THE ACCIDENT CAN ASSOCIATED WITH PROGRAM 04S25. DEALER SAID: NONE. CRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. ADVISED THE CUSTOMER THAT SHE ADDRESS ALL HER QUESTIONS AND CONCERNS WITH THE CONSUMER AFFAIRS DEPT.

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

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

[REDACTED] 1/20/2005

Update dealership information in GOLDD; Update dealer personnel information in STARS.

[Print Dealer Detail](#) [Print All Dealer Information](#)

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 41-CHICAGO | 41-CHICAGO | E | D3 | 01564 | F41047 |

| | | |
|---------------------------|--------------------------------|---|
| Dealer Name: | TYSON FORD | |
| Dealer Address: | 3333 GRANT ST GARY IN 46408 | |
| Dealer Main Phone: | 219-884-5000 | Dealer Service Phone: 219-884-5000 |

| Position | Employee Name |
|-----------------|-----------------|
| DEALER/PARTNER | NATE CAIN |
| PARTS MANAGER | SCOTT ANDERSON |
| SALES MANAGER | JERRY SMITH |
| SALES MANAGER | NELSON I POWELL |
| SERVICE MANAGER | MARK L BIELSKI |

1/24/2005

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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

[REDACTED]

1/24/2005

ESP / Recall Information

VIN: 1FMYU03123K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|---------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |

[REDACTED] 1/24/2005

Standard Claims List For Model Year 2003

| 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) |
|------------------------|----------|--|-------------------------|------------|------------|------------------------|--------|---------------|-----------------|-------------|----------------|----------|----------------|------|--------|-------------------------------|---------|------------------------|-----|----|--------------|
| 1FMYU03123K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 23-JAN-2003 | 30-JUL-2003 | 141047 | USA | 5 | 7W01 | 180401 | 1L2Z | 15052 | AA | A87 | 28 | 4045 |
| AWS Claim Key: | | 3750311 | Trx Code: | | 1 | Labor Hrs: | | 0.4 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01564 - * | Name: TYSON FORD | | | Ph: 219-8845000 | | St: IN | Ctry Cd: | | USA | | Reg Cd: | NA | | Repr Date: 15-DEC-2003 | | Doc #: 08087401 | | | |
| Cust Comments: | | CIGAR LIGHTER INOP. | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | FUSE BLOWN, LIGHTER ELEMENT SHORTED INSPECTED AND TESTED FOUND LIGHTER SHORTED CAUSING FUSE TO BLOW REPLACED LIGHT ELEMENT AND FUSE RETEST OK. | | | | | | | | | | | | | | | | | | | |
| 1FMYU03123K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 23-JAN-2003 | 30-JUL-2003 | 141047 | USA | 5 | 7C01 | 010505 | 3L8Z | 14028 | AAA | G07 | 42 | 4075 |
| AWS Claim Key: | | 3805265 | Trx Code: | | 1 | Labor Hrs: | | 0.4 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01564 - * | Name: TYSON FORD | | | Ph: 219-8845000 | | St: IN | Ctry Cd: | | USA | | Reg Cd: | NA | | Repr Date: 18-DEC-2003 | | Doc #: 08095801 | | | |
| Cust Comments: | | R F DOOR GLASS WONT GO DOWN | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | SWITCH OPEN TEST WINDOW OPERATION CHECK SWITCH FOR POWER POWER TO SWITCH OK REPLACED WINDOW SWITCH RETEST OK | | | | | | | | | | | | | | | | | | | |
| 1FMYU03123K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 23-JAN-2003 | 30-JUL-2003 | 141047 | USA | 12 | 6H13 | 011103 | YL8Z | 7825766 | AA | B02 | 34 | 12183 |
| AWS Claim Key: | | 6804571 | Trx Code: | | E84 | Labor Hrs: | | 0.4 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01564 - * | Name: TYSON FORD | | | Ph: 219-8845000 | | St: IN | Ctry Cd: | | USA | | Reg Cd: | NA | | Repr Date: 01-JUL-2004 | | Doc #: 08582601 | | | |
| Cust Comments: | | AIR LEAK IN R F DOOR AIR LEAK IN R R DOOR | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | R R DOOR GLASS RUN ALLOWING AIR INTO CAR W STRIP DISTORTED ADJUST R F DOOR REPLACE R R DOOR W STRIP | | | | | | | | | | | | | | | | | | | |

PE12-019 000080 LP

[REDACTED] -1FMYU03123K [REDACTED]



Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] FL [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email: [REDACTED]

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMYU02103K [REDACTED] Vch Line: T/M1 - ESCAPE (U204) [2001] Eng Serial No: *
Model Year: 2003 Market Derived: T/F - FORD DIVISION DERIVATIVE Body Shell: *
Veh Type: T Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer: 04994 Body Cab Style: T/WE -5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
Version/Series: T/EF - FORD SERIES

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: * - ##### Prod Date: 20-MAY-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124486 -4
Country: USA - ##### Selling Dir SU/Prov: FL
Buyer SU/Prov: FL
Arrival Date: 29-MAY-2003 Red Carpet Lease: *
Sale Date: 12-AUG-2003 Fleet/Retail/Co. Lease: R
Warranty Start Date: 12-AUG-2003 Modified Vehicle: *
Orig Warranty Date: 12-AUG-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
0023KE10511103 7P6 C 2 24DA051 BD G 496 7J 5 3 22 5 853B N 24C486L 1 12 WBA 3 1
1FMY027 120B 914EL L

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER GVW Code:
Alternator Amp Rating: C GVW Class Code: Y
Audio Disk: * - [N/A] Instrumentation: * - [N/A]
Axle Ratio: * - [N/A] Mirror(Driver Side): B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type: * - [N/A] Mirror(Psngr Side): B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating: A Paint: PNKLU - TRUE BLUE PEARL C/C

| | | | |
|----------------------|------------------------------------|-------------------|---------------------------------|
| Brake Code: | * - [N/A] | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * - [N/A] | Radio: | AZ - ELETR AM/FM STRO/DISC/CLK |
| Calibration Code: | 3M11D30A | Sound System: | AA -LESS UPGRADED SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Susp Tandem Axle: | |
| Color(Trim): | 000BY - MEDIUM PEBBLE | Tire Brand: | AD - GENERAL |
| Delivery Type: | 0 | Tire Size: | D3GTQ - P225/70R 15 BSW A-5 |
| Driveshaft Code: | D | Traction Control: | * - [N/A] |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Wheel Base: | |
| Fuel Type: | AF -UNLEADED FUEL CAPABILITY | | |

TIRE DOT INFORMATION:

LF: ACUU_4601803 RF: ACUU_4601803
LR: ACUU_4601803 RR: ACUU_4601803
LI: * RI: *
SPARE: T814_BAH0403

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|----------------------|--------------------------|------------------|
| ESP Code: | * Emission Code: | T/BJ - T/BJ |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | KMD |
| ESP Plan Year: | * Engine Family: | 3FMXT [REDACTED] |
| ESP Signature Date: | | |

Standard Claims List For Model Year 2003

| 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) | |
|------------------------|----------|---|-----------|------------|------------|------------------------|--------|--------|-------------|-------------|----------------|----------|-----|------|----------|------|------|------------|-----|-------------|----------------|--|
| 1FMYU02103K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 20-MAY-2003 | 12-AUG-2003 | 124486 | USA | 11 | 5R01 | 110401 | 1L8Z | 3524 | TB | C50 | 42 | 9880 | |
| AWS Claim Key: | | 6672595 | Trx Code: | | 2 | Labor Hrs: | | 1.9 | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 04999 - | Name: | | | ERNIE HAIRE FORD, INC. | Ph: | | 813-9336571 | St: | FL | Ctry Cd: | | USA | Reg Cd: | | NA | Repr Date: | | 01-JUL-2004 | Doc #:06879751 | |
| Cust Comments: | | CUST STATES STEERING WHEEL HAS ALOT PLAY TURNING | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | VERIFIED, FOUND STEERING COUPLER JOINT LOOSE, R AND I STEERING COLUMN AND REPLACED SHAFT, TRANSFER ALL PARTS, RETEST, O.K. 33 | | | | | | | | | | | | | | | | | | | | |
| 1FMYU02103K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 20-MAY-2003 | 12-AUG-2003 | 124486 | USA | 17 | 5G06 | 0401XX * | 1215 | * | N27 | 13 | 13892 | | |
| AWS Claim Key: | | 8991961 | Trx Code: | | E84 | Labor Hrs: | | 3.2 | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 04999 - | Name: | | | ERNIE HAIRE FORD, INC. | Ph: | | 813-9336571 | St: | FL | Ctry Cd: | | USA | Reg Cd: | | NA | Repr Date: | | 29-DEC-2004 | Doc #:09290251 | |
| Cust Comments: | | CUST STATES BRAKES MAKING STRANGE NOISES MAKES THUMP NOISE RT FRT BRAKING | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | DIAG INSPECT ALL BRAKES LUBE ALL SLIDE PINS BACKUNG PLATE AJUST BRAKES | | | | | | | | | | | | | | | | | | | | |

ESP / Recall Information

VIN: 1FMYU02103R [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|---------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |

Dealer Information

| | | | | | |
|--------------------|---------------------|-------------------|---------------|---------------------|-------------------|
| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
| 24-ORLANDO | 24-ORLANDO | C | D2 | 04999 | F24208 |

| | | | | | |
|---------------------------|--------------------------------------|------------------------------|--------------|--|--|
| Dealer Name: | ERNIE HAIRE FORD INC | | | | |
| Dealer Address: | 9545 N FLORIDA AVE TAMPA FL 33612 | | | | |
| Dealer Main Phone: | 813-933-6571 | Dealer Service Phone: | 813-930-6400 | | |

| Position | Employee Name |
|--------------------------|-------------------|
| DEALER/PARTNER | MARY K HAIRE |
| DEALER/PARTNER | ERNEST B HAIRE |
| GENERAL MANAGER | GREG BALASCO |
| PARTS MANAGER | CHRIS E GALLOWAY |
| PARTS MANAGER | SUSAN STAGNER |
| PARTS MANAGER | Robert L Shrum |
| PARTS & SERVICE DIRECTOR | JAMES M HANCOCK |
| SALES MANAGER | AUBREY LYNCH |
| SALES MANAGER | BARRET J ROBBINS |
| SALES MANAGER | TRACY L WILSON |
| SALES MANAGER | OMAR MAIWANDI |
| SALES MANAGER | JAMES KELLEY |
| SALES MANAGER | MICHAEL SINGLETON |
| SALES MANAGER | GEORGE WANAMAKER |
| SALES MANAGER | TRENT SHAW |
| SALES MANAGER | JAMES D BELFORD |
| SALES MANAGER | KEVIN CHAMP |
| SALES MANAGER | SHANE HARRIS |
| SERVICE MANAGER | DENNIS K RUSS |

Service Hours 7:30 AM - 7:00 PM M-F 8:00-5:00 SAT.

Directions

Trained Y

Additional Information LSG ENROLLED TRUCK SALES MANAGER - GLEN MCCALL



Consumer Affairs

P.O. Box 6248, MD3NE-B
Dearborn, MI 48126

Sent via U.S. Mail

February 17, 2005

[REDACTED]

Lutz, FL [REDACTED]

RE: 2003 Ford Escape

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle concerns.

We suggest that you contact the nearest Ford-Lincoln/Mercury dealership as their personnel are the most qualified to deal directly with this situation. The dealership will undoubtedly welcome the opportunity to assist one of their valued Ford vehicle owners.

Ford Motor Company strives to produce high quality vehicles to satisfy owners with many miles of dependable and enjoyable driving. We commit very substantial resources and sincere efforts in an attempt to resolve any concerns. We regret not being able to be of direct assistance to you at this time.

Respectfully yours,

Cassandra Jones-McBryde
Consumer Affairs

Update an Issue

VIN: 1FMYU02103K [REDACTED] Year: 2003 Model: ESCAPE WSD: 2003-08-12
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone [REDACTED]
Address: [REDACTED] LUTZ FL [REDACTED]

Case Number: 1362990395 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT / FIRE
Symptom: SURGE AT CRUISE ALL ENGINE TEMP
Dealer: F24208 - ERNIE HAIRE FOR

Comm Type: OTHER Current Odometer Reading: 14000 MI
Action Category: SEND ACKNOWLEDGEMENT Odometer Reading: 14000 MI
Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER(K)

Caller information if different from vehicle owner

First Name:
Middle Initial:
Last Name:
Relationship: Select One
Phone:

Comments: customer should follow the guidelines of recall outlined in the letter sent. next recourse is to consult dlr for assistance. letter sent to cust

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

<<BACK CANCEL FINISH>>



Close an Issue

VIN: 1FMYU04181K [REDACTED]

Year: 2001

Model: ESCAPE

WSD: 2000-12-14

Name: [REDACTED]

Primary Phone: [REDACTED]

Secondary Phone:

Address: [REDACTED] SHINNSTON WV [REDACTED]

Case Number: 435343382

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT

Symptom: SURGE ACCELERATION ALL ENGINE TEMP

Dealer: F44533 - CHENOWETH FORD

Comm Type: FAX

Current Odometer Reading: 19546 MI

Action Category: REDIRECT/REFERRAL/FINAL CASE DISPOSITION

Odometer Reading: 19546 MI

Action: FINAL CASE DISPOSITION(C)

Caller information if different from vehicle owner

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

Comments:

Received signed and notarized release and offer acceptance from customer/dealer. Dealer to repair vehicle, call lpa for P53 when ro is complete

Warranty History

ESP/Recall

Oasis

<<BACK

CANCEL

FINISH>>

| | DATE | TIME | TO/FROM | MODE | MIN/SEC | PGS | CMD# | STATUS |
|----|-------|-------|----------------|-------|---------|-----|------|--------|
| 11 | 02/05 | 12:06 | CHENOWETH FORD | UF--S | 00'45" | 004 | 054 | OK |



rid

Fax Cover Sheet

TO: Jim Magill
 COMPANY: Chenoweth Ford
 PHONE: 304-623-6501
 FAX: 304-623-6522

FROM: Ruth Davis
 COMPANY: Ford Motor Company, Consumer Affairs Office
 PHONE: 313-845-5539
 FAX: 313-845-5555

Date: 02/05/2003

Number of Pages: 4
(including cover)

COMMENTS: [REDACTED] **- please have customer sign offer letter and release. Fax to me, then please mail me the original of the release to address below. Do not do any repairs until you have signature. Have Warranty Clerk call with completed RO for payment code. Thank you**

Mail Address:

Ford Consumer Affairs
 16800 Executive Parkway
 P.O. Box 6248
 MD 3NE-B
 Dearborn, MI 48126

Ford Motor Company

Consumer Affairs

February 5, 2003

*Sent Via Facsimile

[Redacted]
Shinnston, WV, [Redacted]

Re: 2001 Ford Escape
VIN: 1FMYU04181K [Redacted]

Dear [Redacted]

This is in response to your request at your dealership.

Ford Motor Company has reviewed your case. As a goodwill gesture, we have decided to assist with the cost of body repairs to your vehicle. The repairs must be completed at Chenoweth Ford. Upon acceptance of this offer, you will be required to sign the attached release.

To formally accept this offer, please sign and return this verification to me along with the signed and notarized release via fax at (313) 845-5555 within ten (10) days of the receipt of this letter. If you have any questions regarding this issue, please contact me at (313) 845-5539.

(X) [Redacted Signature]

Respectfully yours,

Ruth Davis

Ruth Davis
Consumer Affairs





GENERAL RELEASE OF ALL CLAIMS

Regarding VIN #1FMYU04181K [redacted] I, [redacted] for the sole consideration of body repairs of my 2001 Ford Escape, hereby release and discharge Ford Motor Company "Ford" and Chenoweth Ford their affiliates, subsidiaries, employees, agents, representatives, successors, assign, insurers, suppliers and dealers, (collectively releasees), from all claims, accounts, actions, proceedings and sums of which I had or may have or that my spouse, assigns, heirs, executors or administrators had or may have against said Releasees by reason of any action, omission, or event, presently known or unknown, up to and including the date of this Release.

This Release expressly includes, but shall not be limited to, all such claims, or other rights for damages, losses, injuries, or consequences, to person or property or both, that may be based upon or arise out of an accident which occurred on or about 12/01/02, within the County of Harrison, State of West Virginia, and I hereby acknowledge full settlement and satisfaction of all claims which I have or may have against Releasees by reason of such accident.

It is understood and agreed that in making the Release, I rely wholly upon my own judgment, and that no representations or statements made by Releasees, or any physician or surgeon employed by them, have influenced me to any extent in making the Release.

It is further understood and agreed that this settlement is a compromise of doubtful and disputed claims and that payment is not to be construed as an admission of liability upon the part of Releasees, by whom liability is expressly denied.

It is further understood and agreed that all agreements and understandings between the parties hereto are embodied and expressed herein and that the terms of this Release are contractual and not a mere recital.

This Release shall be construed and interpreted under the laws of the State of Michigan.

The parties represent and agree that they will forever keep the financial terms, amount and existence of this Agreement confidential and that they will not hereafter disclose any financial information concerning this Agreement.

I HAVE READ THE FOREGOING RELEASE COMPLETELY AND FULLY UNDERSTAND AND VOLUNTARILY ACCEPT IT.

Signed this 7 day of Feb 2003

Page 2

[Redacted]

[Redacted]

Shinnston, WV
Address

[Redacted]

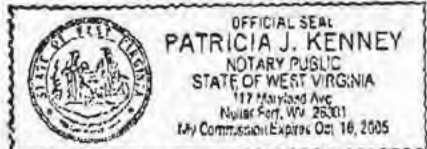
[Redacted]

Witness

[Redacted]

Shinnston, WV
Address

[Redacted]



(Please Affix Seal above)

Subscribed and sworn to before me this
7 day of Feb, 2003

Patricia J. Kenney
(Notary Public)

10.16.05
(Commission Expiration Date)

Ford Motor Company

Consumer Affairs

February 5, 2003

*Sent Via Facsimile

[REDACTED]
Shinnston, WV, [REDACTED]

Re: 2001 Ford Escape

VIN: 1FMYU04181K [REDACTED]

Dear [REDACTED]

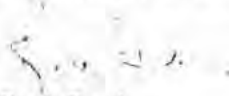
This is in response to your request at your dealership.

Ford Motor Company has reviewed your case. As a goodwill gesture, we have decided to assist with the cost of body repairs to your vehicle. The repairs must be completed at Chenoweth Ford. Upon acceptance of this offer, you will be required to sign the attached release.

To formally accept this offer, please sign and return this verification to me along with the signed and notarized release via fax at **(313) 845-5555** within **ten (10) days** of the receipt of this letter. If you have any questions regarding this issue, please contact me at (313) 845-5539.

(X) _____

Respectfully yours,


Ruth Davis
Consumer Affairs





GENERAL RELEASE OF ALL CLAIMS

Regarding VIN #1FMYU04181K [REDACTED], [REDACTED] for the sole consideration of body repairs of my 2001 Ford Escape, hereby release and discharge Ford Motor Company "Ford" and Chenoweth Ford their affiliates, subsidiaries, employees, agents, representatives, successors, assign, insurers, suppliers and dealers, (collectively releasees), from all claims, accounts, actions, proceedings and sums of which I had or may have or that my spouse, assigns, heirs, executors or administrators had or may have against said Releasees by reason of any action, omission, or event, presently known or unknown, up to and including the date of this Release.

This Release expressly includes, but shall not be limited to, all such claims, or other rights for damages, losses, injuries, or consequences, to person or property or both, that may be based upon or arise out of an accident which occurred on or about 12/01/02, within the County of Harrison, State of West Virginia, and I hereby acknowledge full settlement and satisfaction of all claims which I have or may have against Releasees by reason of such accident.

It is understood and agreed that in making the Release, I rely wholly upon my own judgment, and that no representations or statements made by Releasees, or any physician or surgeon employed by them, have influenced me to any extent in making the Release.

It is further understood and agreed that this settlement is a compromise of doubtful and disputed claims and that payment is not to be construed as an admission of liability upon the part of Releasees, by whom liability is expressly denied.

It is further understood and agreed that all agreements and understandings between the parties hereto are embodied and expressed herein and that the terms of this Release are contractual and not a mere recital.

This Release shall be construed and interpreted under the laws of the State of Michigan.

The parties represent and agree that they will forever keep the financial terms, amount and existence of this Agreement confidential and that they will not hereafter disclose any financial information concerning this Agreement.

I HAVE READ THE FOREGOING RELEASE COMPLETELY AND FULLY UNDERSTAND AND VOLUNTARILY ACCEPT IT.

Signed this ____ day of _____, ____.



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

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

DEALER INFORMATION:

Requesting Dealer Chenoweth Ford P&A 07457 Region & State Pittsburgh, PA

Contact Person Jim Magall Phone # (304) 623-6501

CUSTOMER/VEHICLE INFORMATION:

New or Used New WSD 12/14/00 Year/Model 01 Escape

VIN LFMYU2D4181K Mileage 19,546

Customer Name [REDACTED]

Address [REDACTED]

City Shiannon County HARRISON State WV Zip code [REDACTED]

Home Phone [REDACTED] Work Phone [REDACTED]

DETAILS of INCIDENT:

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

Medical Attention Sought:

Date of Incident 11/28/02

Is customer alleging a component defect caused the incident? If yes, what type & details Customer alleges vehicle accelerated on its own. Customer feels throttle body caused concern.

Was a police report filed? If yes, where _____

Has the Insurance Company been contacted? What did the insurance company advise? _____

Owner's Insurance Company _____ Agent's Name _____

Insurance Company Phone Number (_____) _____

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

City _____ State _____ Zip _____

RESOLUTION that CUSTOMER is SEEKING:

Customer is seeking reimbursement for \$581.86 for repairs.

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER ATTACHMENTS? N, PAGES: 1

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

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED



CHENOWETH FORD, Inc.

dba Chenoweth Ford-Lincoln-Mercury

P.O. Box 1640 Route 50 E
304-623-6501 or www.chenford.com

CLARKSBURG, WV 26301
Toll Free 1-800-344-1108

FOCS131423



FOCS131423

| | | | | | |
|--------------------------|---|-------------|-----------------------|-------------------------------|--------------------------|
| CUSTOMER NO. 3516 | ADVISOR MIKE ALLAWAT | 438 | TAG NO. 1702 | INVOICE DATE 12/05/02 | FOCS131423 |
| [REDACTED] | REG. FEE 54.00 | LICENSE NO. | MILEAGE 19,546 | COLOR LT PARCH GO | STOCK NO. |
| SHINNSTON, WV | YEAR MAKE MODEL 01/FORD TRUCK/ESCAPE/XLT 4X4 | | | DELIVERY DATE 12/14/00 | DELIVERY MILES 68 |
| | VEHICLE ID. NO. 1FMYU04181K | | | SELLING DEALER NO. | PRODUCTION DATE |
| | F T E NO. | P O NO. | | 12/02/02 | |
| | COMMENTS | | | | |

LABOR & PARTS

D50 CUST STATES ACCELERATOR PEDAL KEEPS STICKING
69 THROTTLE BODY BINDING
CHECKED AND REPLACED THROTTLE BODY AND ROAD TESTED OK

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|-----------------------------|-----|---------------|----------------|------------|------------|----------|
| JOB # 1 | 1 | 2L8Z-9E926-AB | BDY ASY-AIR IN | | | 0:00 |
| JOB # 1 | 1 | YF1Z-9E936-AA | GASKET -THROTT | | | 0:00 |
| JOB # 1 TOTAL PARTS | | | | | | 0:00 |
| JOB # 1 TOTAL LABOR & PARTS | | | | | | 0:00 |

DONE WHEEL ALIGNMENT.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|-------------|------------|------------|----------|
| JOB # 2 TOTAL PARTS | | | | | | 0:00 |
| JOB # 2 TOTAL LABOR & PARTS | | | | | | 39.95 |

COMMENTS
SEND TO BODY SHOP FOR EST

TOTALS

| | |
|-------------------------|--------------|
| TOTAL LABOR... | 39.95 |
| TOTAL PARTS... | 0.00 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX..... | 2.40 |
| TOTAL INVOICE \$ | 42.35 |

WE HONOR:

| | |
|--------------------------------------|------------------|
| PARTS SUB TOTAL | PRO RATA PERCENT |
| ALLOWANCE | PRO RATA PERCENT |
| DEALER PARTICIPATION | |
| CUSTOMER PARTICIPATION OR DEDUCTIBLE | |
| TOTAL LABOR | CORRECTED LABOR |
| TOTAL PARTS | CORRECTED PARTS |
| TOTAL CLAIM | CORRECTED TOTAL |

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

(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON DATE:

CUSTOMER SIGNATURE ***** DUPLICATE INVOICE *****

Called 12/11/02 and spoke to [REDACTED] and explained that it needed to go through the Insurance Company. J. Magill

Body Damage can not be linked to Throttle Body concern. Must go through insurance. [Signature]

Copyright © 1999 The Reynolds and Reynolds Company, Evansville, Indiana (1704)

Date: 12/04/2002 01:56 PM
 Estimate ID: 2381
 Estimate Version: 0
 Preliminary
 Profile ID: Mitchell

CHENOWETH FORD BODY SHOP
 P.O. BOX 1640, RT. 50 E CLARKSBURG, WV 26302
 (304) 623-8501
 Fax: (304) 622-2185

Damage Assessed By: DENNY SEESE

Condition Code: Good
 Deductible: UNKNOWN

Owner: [REDACTED]
 Address: [REDACTED] SHINNSTON, WV [REDACTED]
 Telephone: Home Phone: [REDACTED]

Mitchell Service: 917625

Description: 2001 Ford Escape XLT
 Body Style: 4D UT
 VIN: 1FMYU064181N [REDACTED]
 Mileage: 19,551
 OEM/ALT: 0
 Color: TAN/BQ
 Options: AIR CONDITIONING, POWER STEERING, POWER BRAKES, POWER WINDOWS, POWER DOOR LOCKS
 TILT STEERING WHEEL, CRUISE CONTROL, AM-FM STEREO, AUTOMATIC TRANSMISSION

Vehicle Production Date: 11/00
 Drive Train: 3.0L Inj 6 Cyl 4WD

Search Code: None

| Line Item | Entry Number | Labor Type | Operation | Line Item Description | Part Type/ Part Number | Dollar Amount | Labor Units |
|-----------|--------------|------------|----------------|--------------------------|---------------------------|---------------|-------------|
| 1 | AUTO | BDY | OVERHAUL | FRT COVER ASSY | | | 1.4 |
| 2 | 700005 | BDY | REMOVE/REPLACE | FRT ADD W/FOG LAMPS | | | 0.3 |
| 3 | 701385 | BDY | REMOVE/REPLACE | FRT BUMPER COVER | YL&Z 17757 MAB | 263.17 | INC |
| 4 | | | | WWHEEL OPEN MLDGS TAN | | | |
| 5 | 701387 | BDY | REMOVE/REPLACE | R FRT BUMPER MOULDING | YL&Z 18036 AAB | 19.58 | INC |
| 6 | | | | CANNOT R & I | | | |
| 7 | 701388 | BDY | REMOVE/REPLACE | L FRT BUMPER MOULDING | YL&Z 18039 AAB | 19.58 | INC |
| 8 | | | | CANNOT R & I | | | |
| 9 | 701452 | BDY | REMOVE/REPLACE | FRT BUMPER REINFORCEMENT | YL&Z 17757 AA | 66.50 | 0.6* |
| 10 | 701451 | BDY | REMOVE/REPLACE | R FOG LAMP ASSEMBLY | YL&Z 16200 AA | 100.90 | INC # |
| 11 | AUTO | | ADD'L COST | SHOP MATERIALS | | | 2.20* |

* - Judgement Item
 # - Labor Note Applies

ESTIMATE RECALL NUMBER: 12/03/2002 16:19:57 2381

Mitchell Data Version: NOV_02_A
 UltraMate Version: 4.8.012

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 All Rights Reserved

Date: 12/04/2002 01:58 PM
Estimate ID: 2381
Estimate Version: 0
Preliminary
Profile ID: Mitchell

WARNING: Accidental air bag deployment is possible. Personal injury may result. Avoid area near steering wheel and instrument panel even if air bags have deployed. Dual-stage air bag modules may be present that could contain an undeployed stage. When disposing of a deployed dual-stage air bag, always treat it as a "live" module. See appropriate MITCHELL® AIR BAG SERVICE & REPAIR MANUAL, or OEM information.

ESTIMATE RECALL NUMBER: 12/03/2002 16:19:57 2381

Mitchell Data Version:
UltraMate Version:

NOV_02_A
4.8.012

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STANDARD CLAIMS LIST

AWS Online Report

Run Date: 05-FEB-2003

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 |
|------------------------|--|---------------|----------------------|------------------|-------------|------------|----------|-------------------|---------|--------------------|-----------|-----------------------|-------------|--------------------|------|------|------|----------|------|-------|-----|-----|----|
| 1FMYU04181K [REDACTED] | MI | T/MI | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 28-11-00 | 14-12-00 | 144533 | USA | 2 | * | 6H06 | * | 5421452 | * | S06 | V09 | G07 | 41 |
| AWS Claim Key: | 636974 | Doc #: | 10352401 | Trx Code: | | | 1 | Labor Hrs: | 2 | Labor Cost: | 10.22 | Material Cost: | 11.61 | Total Cost: | | | | | | 21.83 | | | |
| Dir Cd-Sub Cd: | 07457-* | Name: | CHENOWETH FORD, INC. | Ph: | 304-6236501 | St: | WV | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 24-JAN-2001 | DIST(Mile): | 914 | | | | | | | | |
| Cust Comments: | LEFT SIDE WINDOW DOESNT WORK PROPERLY G07 | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | WINDOW BINDING SIEZED 41 CHECKED ALL WINDOWS OPERATION AND LUBED ALL WINDOW MOLDINGS 999A CLAIMED TO LUBE WINDOW MOULDINGS AND TRACKS NO OP | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU04181K [REDACTED] | MI | T/MI | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 28-11-00 | 14-12-00 | 144533 | USA | 2 | * | 6R01 | * | 13602B82 | * | S08 | V05 | S40 | 33 |
| AWS Claim Key: | 650108 | Doc #: | 10352402 | Trx Code: | | | 1 | Labor Hrs: | .2 | Labor Cost: | 10.22 | Material Cost: | 0 | Total Cost: | | | | | | 10.22 | | | |
| Dir Cd-Sub Cd: | 07457-* | Name: | CHENOWETH FORD, INC. | Ph: | 304-6236501 | St: | WV | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 24-JAN-2001 | DIST(Mile): | 914 | | | | | | | | |
| Cust Comments: | CLICKING NOISE IN SEAT BELT S40 | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | SEAT BELT ADJUSTER IS LOOSE 33 SEAT BELT LOOSE AT ADJUSTER CAUSING A RATTLE NOISE TIGHTENED SEAT BELT TO ADJUSTER 999A CLAIMED TO TIGHTEN SEAT BELT ADJUSTER | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU04181K [REDACTED] | MI | T/MI | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 28-11-00 | 14-12-00 | 144533 | USA | 2 | * | 6H06 | YL8Z | 7823201 | BA | S06 | V09 | G07 | 42 |
| AWS Claim Key: | 776023 | Doc #: | 10383201 | Trx Code: | | | 1 | Labor Hrs: | .8 | Labor Cost: | 40.88 | Material Cost: | 70.32 | Total Cost: | | | | | | 111.2 | | | |
| Dir Cd-Sub Cd: | 07457-* | Name: | CHENOWETH FORD, INC. | Ph: | 304-6236501 | St: | WV | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 31-JAN-2001 | DIST(Mile): | 1104 | | | | | | | | |
| Cust Comments: | LFT FRONT WINDOW SNAPS HARD AS IT GOES UP G07 | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | 42 WINDOW MAKING NOISE WHEN GOING UP,REGULATOR NOT WORKING PROPERLY. R&I LEFT FRONT DOOR TRIM PANEL AND REPLACE SPECIAL OREDED REGULATOR & ADJUST GLASS MT TIME TO REPLACE REG & ADJUST GLA | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU04181K [REDACTED] | MI | T/MI | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 28-11-00 | 14-12-00 | 144533 | USA | 2 | * | 6H21 | YL8Z | 7825766 | AA | S07 | V75 | B66 | D4 |
| AWS Claim Key: | 788069 | Doc #: | 10383202 | Trx Code: | | | 1 | Labor Hrs: | .4 | Labor Cost: | 20.44 | Material Cost: | 47.25 | Total Cost: | | | | | | 67.69 | | | |
| Dir Cd-Sub Cd: | 07457-* | Name: | CHENOWETH FORD, INC. | Ph: | 304-6236501 | St: | WV | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 31-JAN-2001 | DIST(Mile): | 1104 | | | | | | | | |
| Cust Comments: | WEATHER STRIP FLAWED B44 | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | D4 WHEATHER STIPS WERE BUBBLED,FLAWED MATERIAL. R&I RIGHT REAR DOOR TKIM PANEL AND GLASS TO ACCESS AND REPLA CE OUTER WEATHER STRIP AND GLASS RUN MT TIME CLAIMED TO REPL ACE WEATHERSTRIP NO TIME FOUND | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU04181K [REDACTED] | MI | T/MI | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 28-11-00 | 14-12-00 | 144533 | USA | 6 | * | 5G04 | YL8Z | 5484 | AA | S05 | V39 | N50 | 30 |
| AWS Claim Key: | 1789884 | Doc #: | 10902701 | Trx Code: | | | 1 | Labor Hrs: | .4 | Labor Cost: | 20.44 | Material Cost: | 6.72 | Total Cost: | | | | | | 27.16 | | | |
| Dir Cd-Sub Cd: | 07457-* | Name: | CHENOWETH FORD, INC. | Ph: | 304-6236501 | St: | WV | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 29-MAY-2001 | DIST(Mile): | 3753 | | | | | | | | |

PE12-019 000105 LP

[REDACTED] 1FMYU04181K [REDACTED]

Cust Comments: CUST STATES HAS LOUD BANGING NOISE R F ON ROUGH SURFACES N50
Tech Comments: SWAY BAR BUSHINGS WORN 30 USED CHASSIE EAR AND ROAD TESTED REMOVED FRONT WHEELS TO ACCESS SWAY BAR BOLTS REPLACED SWAY BAR BUSHINGS

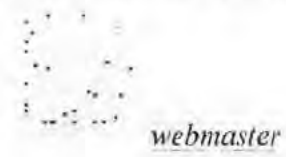
| | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------|----------|---------------|----------------------|------------------|-------------|-------------------|----|--------------------|------|-----------------------|----------|--------------------|-------------|------|------|------|-------|----|-----|-----|-----|----|---------------------------|
| 11/14/02 | MI | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 28-11-00 | 14-12-00 | 144533 | USA | 22 * | 1F05 | 2L8Z | 8C607 | GA | S09 | V83 | G29 | 42 | |
| AWS Claim Key: | 11621042 | Doc #: | 12855301 | Trx Code: | S07 | Labor Hrs: | 1 | Labor Cost: | 54 | Material Cost: | 203.84 | Total Cost: | 257.84 | | | | | | | | | | |
| Dlr Cd-Sub Cd: | 07457* | Name: | CHENOWETH FORD, INC. | Ph: | 304-6236501 | St: | WV | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 10-SEP-2002 | | | | | | | | | | DIST (Mile): 16731 |

Cust Comments: G29 BATTERY LIGHT COMES ON AFTER DRIVING A WHILE
Tech Comments: COOLING FAN ASSEMBLY DOES NOT OPERATE PROPERLY, VERIFY CONCERT N,CHECK OASIS AND TSB 01 20 02 APPLIES, REPLACE COOLING FANS PER TSB 01 20 2. ROAD TESTED OK LIGHT DID NOT COME ON

| | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------|----------|---------------|----------------------|------------------|-------------|-------------------|----|--------------------|------|-----------------------|----------|--------------------|-------------|------|------|------|-------|----|-----|-----|-----|----|---------------------------|
| 11/14/02 | MI | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 28-11-00 | 14-12-00 | 144533 | USA | 24 * | 2E03 | 2L8Z | 9E926 | AB | S11 | V44 | D50 | 69 | |
| AWS Claim Key: | 11958358 | Doc #: | 13142301 | Trx Code: | S07 | Labor Hrs: | 4 | Labor Cost: | 21.6 | Material Cost: | 107.56 | Total Cost: | 129.16 | | | | | | | | | | |
| Dlr Cd-Sub Cd: | 07457* | Name: | CHENOWETH FORD, INC. | Ph: | 304-6236501 | St: | WV | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 02-DEC-2002 | | | | | | | | | | DIST (Mile): 19546 |

Cust Comments: D50 CUST STATES ACCELERATOR PEDAL KEEPS STICKING
Tech Comments: 69 THROTTLE BODY BINDING CHECKED AND REPLACED THROTTLE BODY AND ROAD TESTED OK

Any comments? You can contact



PE12-019 000106 LP



IFMYU04181K

2/5/03

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone:
Address: [REDACTED] SHINNSTON WV [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax: [REDACTED]
Preferred Contact Time: Email:



| VIN | Year | Model | Vehicle List Sales Type | Owner Status | Vehicle Info |
|--|------|----------|----------------------------|----------------|---------------------------------|
| 1FMYU04181K [REDACTED] | 2001 | ESCAPE | X PLAN RTL | Original Owner | Oasis Warranty History |
|  1FMDU34X7VU [REDACTED] | 1997 | EXPLORER | INDIVIDUAL RTL | Original Owner | Oasis Warranty History |
|  1FTCR15X2TT [REDACTED] | 1996 | RANGER | INDIVIDUAL RTL | Original Owner | Oasis Warranty History |
|  1FTCR15X8RT [REDACTED] | 1994 | RANGER | INDIVIDUAL RTL | Original Owner | Oasis Warranty History |
|  1FALP5245PG [REDACTED] | 1993 | TAURUS | INDIVIDUAL RTL | Original Owner | Oasis Warranty History |
|  1FAPP31X2NK [REDACTED] | 1992 | TEMPO | INDIVIDUAL RTL | Original Owner | No Oasis No Warranty History |

ESP / Recall Information

VIN: 1FMYU04181K [REDACTED]

No ESP Information for this VIN

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

| Number | Type | Description | Campaign | Status | Status Date | Dealer Code |
|--------|------|--------------|----------|----------------------|-------------|-------------|
| 00L12 | L | TIRE | | FORCED COMPLETION | 2001-11-21 | AUTOC |
| 02M01 | O | EGR PRES SEN | | RELEASED FOR MAILING | 2003-01-11 | 144533 |

Update This Information In Stars

| | | Dealer Detail | | | |
|---------------------------|---------------------------------|------------------------------|--------------|----------|------------|
| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
| 44-PITTSBURGH | 44-PITTSBURGH | C | A3 | 07457 | F44533 |
| Dealer Name: | CHENOWETH FORD INC | | | | |
| Dealer Address: | ROUTE 50 CLARKSBURG WV 26301 | | | | |
| Dealer Main Phone: | 304-623-6501 | Dealer Service Phone: | 800-344-1108 | | |

| Position | Employee Name |
|-----------------|-----------------|
| DEALER/PARTNER | CLAIR CHENOWETH |
| GENERAL MANAGER | ALLEN CHENOWETH |
| PARTS MANAGER | MARK A REED |
| SALES MANAGER | RICHARD B FLOYD |
| SERVICE MANAGER | JAMES P MAGILL |

Action Detail

VIN: 1FMYU04181K [REDACTED]

Year: 2001

Model: ESCAPE

Case: 435343382

Name: [REDACTED]

Owner Status: Original

WSD: 2000-12-14

Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP

Primary Phone: [REDACTED]

Reason Desc: LEGAL - ACCIDENT

Secondary Phone:

Issue Type: 07 LEGAL

Issue Status: OPEN

Dealer: CHENOWETH FORD INC

Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK

P & A Code: 07457

Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Odometer: 19546 MI

Comm Type: FAX

Action Data: No

Action Date: 02/04/2003

Action Time: 13:04:13:343

Analyst Name: Leich,Cherie

Analyst: CLEICH

COMMENTS: *****PRODUCT LIABILITY***** FAX RECEIVED 2-4-03 DEALER CONTACT: JIM MAGILL CUSTOMER ALLEGES VEHICLE ACCELERATED ON ITS OWN CAUSING ACCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.



Update This Information In Stars

Dealer Detail

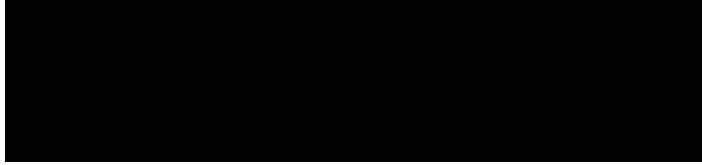
| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|---------------|---------------|------------|--------|----------|------------|
| 44-PITTSBURGH | 44-PITTSBURGH | C | A3 | 07457 | F44533 |

Dealer Name: CHENOWETH FORD INC
Dealer Address: ROUTE 50
 CLARKSBURG WV 26301
Dealer Main Phone: 304-623-6501 **Dealer Service Phone:** 800-344-1108

| Position | Employee Name |
|-----------------|-----------------|
| DEALER/PARTNER | CLAIR CHENOWETH |
| GENERAL MANAGER | ALLEN CHENOWETH |
| PARTS MANAGER | MARK A REED |
| SALES MANAGER | RICHARD B FLOYD |
| SERVICE MANAGER | JAMES P MAGILL |



2/5/03



Sent Via U.S. Mail

May 7, 2004

[REDACTED]
Buffalo, NY [REDACTED]

Re: 2002 Ford Escape
VIN: 1FMYU03132K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2002 Escape.

We sincerely regret the circumstances you described. However, your insurance carrier normally handles a situation such as this. 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.

Sincerely,

Ruth Davis
Consumer Affairs

STANDARD CLAIMS LIST

AWS Online Report

12/28/02
 12/28/02

| 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 | |
|-----------------------|---|---------------|---------------------|------------------|-------------|------------|----------|-------------------|---------|--------------------|-----------|-----------------------|-------------|--------------------|------|------|------|------|------|-----|-----|-----|----|--|
| [REDACTED] | M1 | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 08-09-01 | 18-09-01 | 144120 | USA | 9 | * | 5R02 | * | 3600 | * | S08 | V74 | T90 | 33 | |
| AWS Claim Key: | 1528992 | Doc #: | 129780A | Trx Code: | | | | Labor Hrs: | 2 | Labor Cost: | 12.8 | Material Cost: | 0 | Total Cost: | 12.8 | | | | | | | | | |
| Dir Cd-Sub Cd: | 00601 | Name: | WEST-HERR FORD, INC | Ph: | 716-6495640 | St: | NY | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 23-MAY-2002 | DIST(Mile): | 5810 | | | | | | | | | |
| Cust Comments: | CUSTOMER STATES STEERING WHEEL IS SHAKING, UNSTABLE SEE LARRY M | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | 5811 CK STEERING FOR SHAKE FOUND STEERING WHEEL. LOOSE REMOVE COVER AND TIGHTEN STEERING WHEEL RE CK OK | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------|--|---------------|---------------------|------------------|-------------|------------|----|-------------------|------|--------------------|----------|-----------------------|-------------|--------------------|-------|------|---|-------|---|-----|-----|-----|----|--|
| [REDACTED] | M1 | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 08-09-01 | 18-09-01 | 144120 | USA | 19 | * | 7F02 | * | 17528 | * | S09 | V16 | W05 | D4 | |
| AWS Claim Key: | 5261210 | Doc #: | 184514A | Trx Code: | | | | Labor Hrs: | 2 | Labor Cost: | 13.21 | Material Cost: | 18.12 | Total Cost: | 31.33 | | | | | | | | | |
| Dir Cd-Sub Cd: | 00601 | Name: | WEST-HERR FORD, INC | Ph: | 716-6495640 | St: | NY | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 08-APR-2003 | DIST(Mile): | 12454 | | | | | | | | | |
| Cust Comments: | CUSTOMER STATES WIPERS DONT CLEAR PROPERLY | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | 12454 VERIFIED CONCERN FOUND WIPERS NOT CLEARING REMOVED BLADES & INSPECTED FOUND BOTH FRONT BLADES SEPARATING, REPLACED BLADES RECHECK OPERATION OK | | | | | | | | | | | | | | | | | | | | | | | |

Dec 2002
ABS - Recalled Working 4/

Down Hills
long hesitation

No Codes
W05E

Hit Vehicle to W - to use it. last time - not used last parking lot

No Ticks / present - properly
Customer

Any comments? You can contact



webmaster

Pictures @ [unclear]

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Tuesday, May 04, 2004 3:26 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: WEST HERR FORD
Requesting Dealer: WEST HERR FORD
Contact Person: KEVIN GALLIGAN
Telephone: 7166495701
Email Address: kgalligan@westherr.com
PA Code: 00601
Region: PITTSBURGH
City: Hamburg
Dealer State: NY
Fax Number: 716-648-9747
WSD: 09/18/2001
Vehicle Year: 2002
Vehicle Model: Escape
Vehicle VIN: 1FMYU03132K [REDACTED]
Mileage: 19416
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Blasdell
State: New York
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 44 - Pittsburgh
Incident Involves: Accident
Date of Incident: 05/04/2004
County in which incident occurred: Erie
Is Alleging Defect: Yes
Alleging defect detail: Vehicle Accelerated by itself
Police Report Filed: Yes
Police Report detail: Hamburg, NY
Insurance Company Contacted: Y
Insurance Company Advice:
Insurance Company Contact Information:
Coach Builder:
Coach Builder City:
Coach Builder State: AK - Alaska
Coach Builder Zip:
Resolution Sought Detail: new vehicle - feels very unsafe
Comments: customer was coming into our store for 04S13 campain - the customer claims the vehicle just kept accelerating and pushed another customers car back 3 feet



5/4/04

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

5/4/04

Customer Info

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

| VIN | Year | Model | Sales Type | Owner Status | Vehicle Info |
|------------------------|------|-------------------------------|--------------|----------------|---------------------------------|
| 1FMYU03132K [REDACTED] | 2002 | ESCAPE Open Issues Exist | A/Z PLAN RTL | Original Owner | Oasis Warranty History |
| 1FARP11J9RW [REDACTED] | 1994 | ESCORT No Open Issues | A/Z PLAN RTL | Original Owner | Oasis Warranty History |
| 1FABP6038HH [REDACTED] | 1987 | THUNDERBIRD No Open Issues | A/Z PLAN RTL | Original Owner | No Oasis No Warranty History |

VIN: 1FMYU03132K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-----------------------------|--|-----------------|-------------|-------------|
| 02M01 | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000 MILES, WHI | OPEN - LAUNCHED | | |
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | OPEN - LAUNCHED | | |

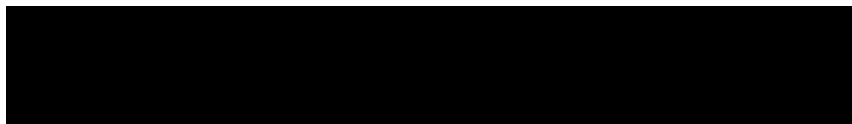
Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|---------------|---------------|------------|--------|----------|------------|
| 44-PITTSBURGH | 44-PITTSBURGH | F | C2 | 00601 | F44120 |

| | | |
|---------------------------|------------------------------------|---|
| Dealer Name: | WEST-HERR FORD INC | |
| Dealer Address: | 5025 CAMP ROAD HAMBURG NY 14075 | |
| Dealer Main Phone: | 716-649-5640 | Dealer Service Phone: 716-649-5701 |

| Position | Employee Name |
|--------------------------|--------------------|
| DEALER/PARTNER | BRADLEY HAFNER |
| DEALER/PARTNER | SCOTT BIELER |
| GENERAL MANAGER | HERMAN G ACHTZIGER |
| GENERAL MANAGER | ANTHONY E HELTA |
| GENERAL MANAGER | JOHN A WABICK |
| PARTS MANAGER | GARY PUMM |
| PARTS MANAGER | JAMES OLIVERI |
| PARTS & SERVICE DIRECTOR | BRADLEY S COON |
| SALES MANAGER | RYAN C GARRIGAN |
| SALES MANAGER | JOHN M KRIEGER |
| SALES MANAGER | JAMES J CLIFFORD |
| SALES MANAGER | PATRICK SCHISKE |
| SALES MANAGER | MICHAEL S BOLEA |
| SALES MANAGER | Robin Greenwood |
| SERVICE MANAGER | KEVIN G GALLIGAN |
| SERVICE MANAGER | JASON M MARKS |



Action Detail

| | | | |
|--|----------------------------------|------------------------------------|------------------------|
| VIN: 1FMYU193103K [REDACTED] | Year: 2003 | Model: ESCAPE | Case: 413121424 |
| Name: [REDACTED] | Owner Status: Original | WSD: 2002-11-06 | |
| Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ACCIDENT | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: CLOSED | Dealer: MCCLUNG FORD INC | |
| Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION | | P & A Code: 05810 | |
| Action Desc: DENY ASSISTANCE - BEYOND WARRANTY | | | |
| Odometer: 46648 MI | Comm Type: MAIL | | |
| Action Date: 06/08/2004 | Action Time: 14:57:26:717 | Action Data: No | |
| Analyst Name: FONSECA, LOURDES NEARON (L.C.) | Analyst: LFONSECA | | |

COMMENTS: LPA WILL SEND DENIAL, BEYOND WARRANTY NO OPEN RECALLS.

Sent Via U.S. Mail

June 8, 2004

[REDACTED]
Fifty Six, AR [REDACTED]

RE: 2003 Escape
VIN: 1FMYU93103K [REDACTED]

Dear [REDACTED]

Your dealership, McClung Ford, recently contacted us on your behalf.

We sincerely regret any inconveniences that you have experienced with your 2003 Escape. Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. Our review indicates that there are no open recalls or owner notification programs pertaining to the alleged throttle on your 2003 Escape. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

Lourdes Fonseca-Nearon
Consumer Affairs

Action Detail

| | | | |
|--|---------------------------|-----------------------------|-----------------|
| VIN: 1FMYU93103K [REDACTED] | Year: 2003 | Model: ESCAPE | Case: 413121424 |
| Name: [REDACTED] | Owner Status: Original | WSD: 2002-11-06 | |
| Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ACCIDENT | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: OPEN | Dealer: MCCLUNG FORD INC | |
| Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD | | P & A Code: 05810 | |
| Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY | | | |
| Odometer: 46648 MI | Comm Type: FAX | | |
| Action Date: 05/21/2004 | Action Time: 11:28:32:370 | Action Data: No | |
| Analyst Name: KOKOSZKA, DELPHINE (D.M.) | Analyst: DKOKOSZK | | |

COMMENTS: *****PRODUCT LIABILITY***** FAX RECEIVED: 5/19/04 DEALER CONTACT: GARRY MCCLUNG. CUSTOMER ALLEGES THROTTLE STUCK CAUSING CUSTOMER TO HIT ROAD SIGN. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] FIFTY SIX AR [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

*P.O. Box
32*

Update This Information In Stars

| | | Dealer Detail | | | |
|---------------------------|--------------|--|------------------------------|----------|--------------|
| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
| 10-SDR | 23-MEMPHIS | U | B6 | 05810 | F23588 |
| Dealer Name: | | MCCLUNG FORD INC | | | |
| Dealer Address: | | 707 EAST MAIN STREET MOUNTAIN VIEW AR 725601316 | | | |
| Dealer Main Phone: | | 501-269-3866 | Dealer Service Phone: | | 501-269-3866 |

| Position | Employee Name |
|-----------------|------------------|
| GENERAL MANAGER | GARRY MCCLUNG |
| PARTS MANAGER | BARBARA L WIGLEY |
| SERVICE MANAGER | TONY S YOUNGER |

OASIS RESULT:
1FMYU93103K [REDACTED]

05/24/2004

11:48:50

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VEHICLE INFORMATION

| | | | |
|--|---------------------------------------|--------------------------------|---------------------------------------|
| VEHICLE DESCRIPTION 2003 ESCAPE | BODY STYLE 4 DR XLT MPV 4X4 | ENGINE 3.0L EFI DOHC | ENGINE CALIBRATION 3M11A30A |
| TRANSMISSION CD4E AUTO TRANSAXLE | AXLE CODE 69 | | |

GENERAL WARRANTY INFORMATION

| | | |
|--|---------------------------------|---------------------|
| WARRANTY START DATE 11/06/2002 | BUILD DATE 09/09/2002 | SALE MILEAGE |
|--|---------------------------------|---------------------|

WARNING MESSAGES

**ATTENTION TECHNICIANS AND SERVICE MANAGERS:
 BEFORE REPLACING DEGAS BOTTLE (-8A080-) SEE TSB 03-25-02
 LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE**

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

05/06/2004 DEALER: McClung Ford, Inc.

WARRANTY CLAIM NUMBER: 001860 **ODOMETER:** 045098M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|------------------|----------|----------|----------------|----------------|
| | | 000 | 04S13B | | |

WE PERFORMED RECALL FOR CUSTOMER

04/14/2004 DEALER: McClung Ford, Inc.

WARRANTY CLAIM NUMBER: 001824 **ODOMETER:** 042189M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-----------------|----------------------|----------|----------|----------------|----------------------|
| 3L8Z78044A74DA8 | MODULE ASY (AIR BAG) | 001 | 14056D5R | 34 | DISTORTED/WRINKLED/W |

WE REPLACE AIR BAG AS NO WAY TO FIX THE CURL, CUSTOMER AFRAID AIR BAG ABOUT TO POP OUT .

END OF OASIS REPORT FOR 1FMYU93103K [REDACTED]

VIN: 1FMYU93103K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|---------------|---|------------------|-------------|----------------|
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | CLOSE - REPAIRED | 2004-05-06 | 05810USAF23588 |



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

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

Requesting Dealer: McClung Ford P&A: 05810 Region: _____
Contact Person: Garry McClung Phone Number: 870-757-2716
New or Used: New Date of Purchase: 11/06/02 Model: 2003 Mileage: 46648
VIN: 1FM4U93103K [REDACTED]
Customer Name: [REDACTED]
Address: [REDACTED]

Cnty: Ark [REDACTED]
Home Phone: [REDACTED] Business Phone: _____

Incident Involves: Accident: Fire: _____ Warranty: _____ Sudden Acc: _____

Date of Incident: 5/13/04

If customer is alleging product defect, what type: throttle sticking

Personal Injury? NO Was medical attention sought? _____

Was a police report filed (where)? NO

Has the insurance company been contacted? yes (L&S) 1800 448 4587 ext 1

What did the insurance company advise? that Ford had defect

Name and phone of owner's insurance company (agent's name): State Farm
PO Box 11960 Monroe La 71211-1960

If the vehicle is a conversion unit, name of the body builder: Clamart [REDACTED]

Accident details (date, where, how, etc.): 5/13/04 Gaylor Road Hwy 87
Fifty Six Cu 72560 at 10:30 AM going
toward Oak Hyde & that Road Sign looks throttle stuck

What is the customer requesting? _____

IF NEEDED, PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER.
Fax to: (313) 446-9471 or (313) 446-9347 745-5469
PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED.

McClung Ford, Inc

707 East Main St

PO Box 1316

Mountain View, AR 72560-1316

Phone (870) 269-3866 FAX (870) 269-2773

To: _____ Fax: 8702692773

From: _____ Date: 5/21/02

Re: _____ Pages: _____

CC: _____

Urgent For Review Please Comment Please Reply Please Recycle

Notes:

Phone
Garry McClung
870 269 3866




Dealer 05810




Close an Issue

VIN: 1FMYU02124K [REDACTED] Year: 2004 Model: ESCAPE WSD: 2004-04-19
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] CRESTVIEW FL [REDACTED]

Case Number: 461440245 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT / FIRE
Symptom: ENG SPEED-UP DECELERATION ALL ENGINE TEMP
Dealer: F24551 - HUB CITY FORD-M

Comm Type: OTHER  Current Odometer Reading: 11000 MI
Action Category: CLOSING COMMENTS - MISCELLANEOUS  Odometer Reading: 11000 MI
Action: CLOSING COMMENTS - AWAITING RECONTACT CUSTOMER/DEALER/REGION(C) 

Caller information if different from vehicle owner

First Name: _____
Middle Initial: _____
Last Name: _____
Relationship: Select One 
Phone: _____

customer has not responded to ack letter sent.

Comments:

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

<<BACK CANCEL FINISH>>

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]

Address: [REDACTED] CRESTVIEW FL [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMYU02124K [REDACTED] Vch Line: T/M1 - ESCAPE (U204) [2001] Eng Serial No: *
Model Year: 2004 Market Derived: T/F - FORD DIVISION DERIVATIVE Body Shell: *
Veh Type: T Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer: 04948 Body Cab Style: T/WE -5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
Version/Series: T/EF - FORD SERIES

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: * - ##### Prod Date: 23-SEP-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124555 -*
Country: USA - ##### Selling Dir St/Prov: FL
Buyer St/Prov: FL
Arrival Date: 02-OCT-2003 Red Carpet Lease: *
Sale Date: 19-APR-2004 Fleet/Retail/Co. Lease: R
Warranty Start Date: 19-APR-2004 Modified Vehicle: *
Orig Warranty Date: 19-APR-2004 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
U024KA88391103 P C 2 28HA014 PH G 496 7J 3 2Z V B3G N 24H555E 3 TL W2 3 1
1FMY225 120A 914FL A

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER GVW Code:
Alternator Amp Rating: C GVW Class Code: Y
Audio Disk: * - [N/A] Instrumentation: * - [N/A]
Axle Ratio: * - [N/A] Mirror(Driver Side): B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type: * - [N/A] Mirror(Psngr Side): B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating: A Paint: PNUPJ - SATIN SILVER C/C

| | | | |
|----------------------|------------------------------------|-------------------|---------------------------------|
| Brake Code: | * -[N/A] | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * -[N/A] | Radio: | AZ - ELETR AM/FM STRO/DISC/CLK |
| Calibration Code: | 3M11D30A | Sound System: | AA -LESS UPGRADED SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Susp Tandem Axle: | |
| Color(Trim): | 000NC - MEDIUM/DARK FLINT | Tire Brand: | AD - GENERAL |
| Delivery Type: | 0 | Tire Size: | D3GTQ - P225/70R 15 BSW A-S |
| Driveshaft Code: | D | Traction Control: | * - [N/A] |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Wheel Base: | |
| Fuel Type: | AF -UNLEADED FUEL CAPABILITY | | |

TIRE DOT INFORMATION:

LF: ACUU_4602903 RF: ACUU_4603103
LR: ACUU_4602603 RR: ACUU_460777?
LI: * RI: *
SPARE: T714_BAH3103

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|----------------------|--------------------------|---------------|
| ESP Code: | * Emission Code: | DGABJ - DGABJ |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | LRR |
| ESP Plan Year: | * Engine Family: | 4FMXT0301FE |
| ESP Signature Date: | | |

Can't find VIN Code =

Standard Claims List For Model Year 2004

| 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) |
|-----|-----|------|-----|-------|------|-----|-----|--------|-------|------|-----|----|-----|----|-----|----|------|------|------|------|---------|--------|------|-----|-----|-----|--------|------|------|------|-----|----|-------------|
|-----|-----|------|-----|-------|------|-----|-----|--------|-------|------|-----|----|-----|----|-----|----|------|------|------|------|---------|--------|------|-----|-----|-----|--------|------|------|------|-----|----|-------------|

ESP / Recall Information

VIN: 1FMYU02124K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-------------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |
| 04C09 | SAFETY COMPLIANCE | LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT | OPEN - LAUNCHED | | |

Dealer Information

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 24-ORLANDO | 24-ORLANDO | H | F2 | 04918 | F24551 |

| | | |
|--------------------|--|------------------------------------|
| Dealer Name: | HUB CITY FORD-MERCURY INC | |
| Dealer Address: | 4060 S FERDON BLVD CRESTVIEW FL 32536 | |
| Dealer Main Phone: | 904-682-2721 | Dealer Service Phone: 850-682-2721 |

| Position | Employee Name |
|---------------|------------------|
| SALES MANAGER | STEPHEN D NANCE |
| SALES MANAGER | SONIC D FONACIER |

Service Hours 8:00 AM - 5:00 PM M-F 8-NOON SAT

Directions

Trained Y

Additional Information FAX: 904-682-4150 *** LOCATED OFF EXIT 12 ON I10 *** FORD



Consumer Affairs

P.O. Box 6248, MD3NE-B
Dearborn, MI 48126

*Sent via U.S. Mail

January 28, 2005

[REDACTED]

Crestview, FL [REDACTED]

RE: 2004 Ford Escape

Dear [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) 248-1109 as soon as possible between the hours of 8 a.m. and 4 p.m. Eastern Time.

If we do not hear from you within 10 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,

Cassandra Jones-McBryde
Consumer Affairs



Sent Via US Mail

February 10, 2005

[REDACTED]
Highland Hills, OH [REDACTED]

RE: 2003 Ford Escape
VIN: 1FMYU03183K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding the above-mentioned vehicle, and sending the additional requested information. .

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,


Ruth Davis
Consumer Affairs

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone:
Address: [REDACTED] HIGHLAND HILLS OH [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:



2/10/2005

| | | | Vehicle List | | |
|---|-------------------|---|------------------|--------------|---------------------|
| VIN | Year Model | Sales Type | Owner Status | Vehicle Info | |
| 1FMYU03183KC146 | █ ESCAPE | RETAIL SALE TO PRIVATE INDIVIDUAL | Subsequent Owner | Oasis | Warranty History |
| | Open Issues Exist | | | | |
| 1FAHP56S41G162 | █ TAURUS | SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN | Original Owner | Oasis | Warranty History |
| | No Open Issues | | | | |
|  1FACP50U3NG1432 | █ TAURUS | SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN | Original Owner | No Oasis | No Warranty History |
| | No Open Issues | | | | |



2/10/2005

ESP / Recall Information

VIN: 1FMYU03183K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|---------------|--|------------------|-------------|----------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | CLOSE - REPAIRED | 2005-02-03 | 01678USAF44613 |

[REDACTED] 2/10/2005


Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|---------------|---------------|------------|--------|----------|------------|
| 44-PITTSBURGH | 44-PITTSBURGH | I | D1 | 01678 | F44613 |

| | | | |
|---------------------------|---|------------------------------|--------------|
| Dealer Name: | LIBERTY FORD, INC. | | |
| Dealer Address: | 5500 WARRENSVILLE CENTER ROAD MAPLE HEIGHTS OH 44137 | | |
| Dealer Main Phone: | 216-662-3673 | Dealer Service Phone: | 216-662-3673 |

| Position | Employee Name |
|-----------------|--------------------|
| DEALER/PARTNER | BRAD DAUGHERTY |
| GENERAL MANAGER | CHARLES W STURGILL |
| PARTS MANAGER | RICHARD E CLARK |
| SALES MANAGER | FRED HAZLETT |
| SALES MANAGER | Christine Chaplin |
| SALES MANAGER | GERALD H JOLLAR |
| SERVICE MANAGER | MARK A SINEGAR |


 2/10/2005

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 10-FEB-2005

Note: All Costs are in US Dollars Server Name: AWS Production

| 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 |
|------------------------|--------|--|-------------------------------------|------------------|------------|------------|------------------------|---------------------|------------------------|-----------|-----------------------------|-------------------------------|--------------------------|----------------------|-----|------|------|---------|------|-----|-----|-----|----|
| 1FMYU03183K [REDACTED] | MI | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 15-01-03 | 27-01-03 | 18975P | USA | 7 | * | 6Y20 | * | QFCPART | * | SXX | V00 | N2* | 30 |
| AWS Claim Key: | | 1943591 | Doc #: 053637A | Trx Code: | | | 0797D | Labor Hrs: 0 | Labor Cost: 175 | | Material Cost: 313.6 | | Total Cost: 488.6 | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 10736-* | Name: GANLEY LINCOLN-MERCURY | | | | Ph: 440-8456000 | St: OH | Ctry Cd: USA | | Reg Cd: NA | Repr Date: 29-JUL-2003 | | DIST(Mile): 3 | | | | | | | | | |
| Cast Comments: | | REPLACE FRONT BRAKE PADS AND RESURFACE FRONT AS NESS | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 9133 FRONT BRAKE SPECIAL 230 | | | | | | | | | | | | | | | | | | | | | |

| | | | | | | | | | | | | | | | | | | | | | | | |
|------------------------|----|---|---------------------------------|------------------|------|-----|------------------------|---------------------|-------------------------|----------|-----------------------------|-------------------------------|--------------------------|---------------------------|---|---|---|---|-----|-----|---|---|--|
| 1FMYU03183K [REDACTED] | MI | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 15-01-03 | 27-01-03 | 18975P | USA | 25 | * | * | * | * | SXX | V00 | * | * | |
| AWS Claim Key: | | 9485855 | Doc #: 152170A | Trx Code: | | | 04S25 | Labor Hrs: 4 | Labor Cost: 29.4 | | Material Cost: 15.55 | | Total Cost: 44.95 | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01678-* | Name: LIBERTY FORD, INC. | | | | Ph: 216-6623673 | St: OH | Ctry Cd: USA | | Reg Cd: NA | Repr Date: 03-FEB-2005 | | DIST (Mile): 19767 | | | | | | | | | |
| Cast Comments: | | RECALL 04S25 | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 19767 PERFORMED RECALL 04S25 ACCEL. CABLE | | | | | | | | | | | | | | | | | | | | | |

Any comments? You can contact



webmaster

All Action Details for Issue

Print

| | | | |
|---|--------------------------|---------------------------|-----------------|
| VIN: 1FMYL103183K [REDACTED] | Year: | Model: ESCAPE | Case: 382760415 |
| Name: [REDACTED] | Owner Status: Subsequent | WSD: 2003-01-15 | |
| Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ACCIDENT | | Secondary Phone: | |
| Issue Type: 07 LEGAL | Issue Status: OPEN | | |

| | | |
|---|--|-----------------|
| Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - FIRE | | |
| Dealer: 01678 LIBERTY FORD, INC. | Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD | |
| Odometer: 19767 MI | Comm Type: MAIL | |
| Analyst Name: LEICH,CHERIE | Analyst: CLEICH | |
| Action Date: 02/10/2005 | Action Time: 10.39.11.678 | Action Data: No |

Comments *****PRODUCT LIABILITY*****FAX RECEIVED 2-8-05. CUSTOMER ALLEGES WHILE PARKING THE VEHICLE AND MOVING HER FOOT FROM THE GAS PEDAL TO THE BRAKE PEDAL, THE VEHICLE SURGED INTO A BUILDING.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

[REDACTED] 2/10/2005

[REDACTED]
Highland Hills, OH
[REDACTED]

February 7, 2005

Ruth Davis
Consumer Affairs
Ford Motor Company
PO Box 6248
MD 3NE-B
Dearborn, MI 48126

RE: 2003 Ford Escape

Dear Ms. Davis,

I am writing in response to your letter dated 1/31/2005, requesting further information regarding regarding the accident I had driving my 2003 Ford Escape. I am sure that I am sending more information than you need.

I have included papers showing the date the car was purchased by [REDACTED] As well, the ticket I received for the accident proving that I was the driver of the car, as well as receipts proving that a \$1000 deductible was paid for repairs on the vehicle. The further papers will show the VIN number, information on the transfer, and proof of insurance at the time of accident.

If you need any further information, please let me know. Thank you for taking the time to review this.

Sincerely,

[REDACTED]



Consumer Affairs

*Sent Via US Mail

PO Box 2007100, Flint, MI 48120-0710

January 31, 2005

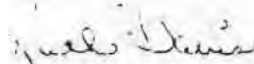
[Redacted]
Highland Hills, OH [Redacted]

RE: 2003 Ford Escape

Dear [Redacted]

I am in receipt of your letter dated January 16, 2005. In order to conduct a review of your claim we will need the proper Vehicle Identification Number (VIN). If the vehicle was purchased used, we will also need proof of insurance, or a purchase agreement. Please contact me with the correct information within ten (10) days by mail or by fax at (313) 845-5668. Once the information is received a review of your claim will be initiated. If the requested information is not sent back within the allotted time your case will not be opened and a review will not be conducted.

Respectfully yours,


Ruth Davis
Consumer Affairs





5500 WARDEN AVENUE CENTER RD.
WATTLE BEACH QLD 4413
215-862-1000

PURCHASER'S NAME [REDACTED]
STREET ADDRESS [REDACTED]
CITY & STATE [REDACTED]
COUNTY [REDACTED] RESIDENCE PHONE [REDACTED]

SOC. SEC. # [REDACTED] WORK PHONE # [REDACTED] VEHICLE BEING PURCHASED NEW USED DEMO RENTAL REPURCHASE

| | | | | | | |
|---|--------|----------|---|--------|---|--------------|
| YEAR | MAKE | MODEL | MP | COLOUR | TRIM | STOCK NUMBER |
| 2004 | TOYOTA | ESPRESSO | | WHITE | | |
| ODOMETER MILEAGE ON VEHICLE TO BE PURCHASED | | | <input type="checkbox"/> ACCURATE <input type="checkbox"/> NOT ACCURATE | | TO BE DELIVERED ON OR ABOUT 05-25-05 23 | |

| | |
|--|-----------------------|
| OPTIONAL EQUIPMENT LISTING | CASH PRICE OF VEHICLE |
| <p>I, THE PURCHASER, HEREBY EXPRESSLY WAIVES ALL WARRANTIES, EITHER 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 LOSS OF OR DAMAGE TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR REVENUE, OR ANY OTHER INCIDENTAL DAMAGES.</p> | |
| <input type="checkbox"/> EXTENDED SERVICE CONTRACT | |
| <input type="checkbox"/> INTERIOR PROTECTOR | |
| <input type="checkbox"/> PAINT SEALANT | |
| <input type="checkbox"/> RUSTPROOFING | |
| <input type="checkbox"/> DOCUMENTARY FEE | |
| TOTAL | |
| TAX | |
| <input type="checkbox"/> TEMPORARY TAG <input type="checkbox"/> LICENSE <input type="checkbox"/> TITLE TRANSFER <input type="checkbox"/> TITLE <input type="checkbox"/> REGISTRATION | |
| TOTAL CASH DELIVERED PER CE | 10200 |

| | | | | | |
|---|---|------------|-----------|--|--|
| SETTLEMENT | CASH DEPOSIT SUBMITTED WITH ORDER - RECEIPT # | | | | |
| | ADDITIONAL DEPOSIT - RECEIPT # | | | | |
| | ALLOWANCE FOR TRADE-IN AS APPRAISED | | | | |
| | PAYOFF | | | | |
| | LESS BALANCE OWING TO - | | | | |
| DESCRIPTION OF TRADE-IN | | NET EQUITY | | | |
| YEAR | MAKE | MODEL | BODY TYPE | STOCK NUMBER | |
| 2004 | TOYOTA | ESPRESSO | | | |
| MILEAGE ON TRADE-IN <input type="checkbox"/> ACCURATE <input type="checkbox"/> NOT ACCURATE | | | | TRADE-IN IS NOT <input type="checkbox"/> YES <input type="checkbox"/> NO | |
| | | | | TOTAL CREDITS | |
| | | | | UNPAID BALANCE DUE ON DELIVERY | |

THIS IS A CASH TRANSACTION, AS SUCH IT IS THE PURCHASER'S SOLE RESPONSIBILITY TO MAKE HIS OWN FINANCING ARRANGEMENTS HOWEVER, IF THE PURCHASER AT TIME OF DELIVERY, AS A MATTER OF CONVENIENCE, PREFERENCES TO HAVE THE DEALER HANDLE THE UNPAID BALANCE AS A TIME SALES TRANSACTION, THE PURCHASER AGREES TO EXECUTE SUCH SECURITY AGREEMENT AND PROMISSORY NOTE AS MAY BE REQUIRED.

NO ORAL REPRESENTATIONS HAVE BEEN MADE TO THE PURCHASER AND ALL TERMS OF THE AGREEMENT ARE PRINTED OR WRITTEN FRONT AND BACK I CERTIFY THAT I AM EIGHTEEN (18) YEARS OF AGE OR OVER AND HEREBY ACKNOWLEDGE RECEIPT OF THE ORDER.

I state that odometer mileage on the VEHICLE ON ORDER described above is _____ at time of transfer.
(Check the following statement, if applicable)
 I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.

The purchaser hereby irrevocably appoints any officer and/or assistant officer of dealer and/or authorized agent as an attorney-in-fact to execute any and all necessary documents that may be required by any individual, firm, or corporation, in order to implement and complete the transaction for the purchase of the vehicle, as set forth in the within purchase agreement and in order to effectuate the purpose and intent of the purchaser and the dealer.

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.
SALESMAN: [Signature]
APPROVED: [Signature]

MV 12 0
Revised 10/01

STATE OF OHIO
DEPARTMENT OF TAXATION

30 1F 1805R46423

040217
6014000
0000000000
0001239034

CLEVELAND TAXPAYER SERVICE CENTER
615 W. SUPERIOR AVE, 5TH FLOOR
CLEVELAND, OHIO 44113-1891



MARCH 9, 2004

[REDACTED]
BEDFORD HEIGHTS, OH

[REDACTED]

Year 2003 Make FORD
Model ESC
Serial # 1FMVU03183K [REDACTED]

Date transferred 01/14/04

Ohio law requires the Department of Taxation to conduct a special audit of a casual (non-dealer) motor vehicle title transfers. Our records show that you transferred the above title to [REDACTED]

As part of this audit, you are required to complete the questionnaire on the reverse side of this letter. Providing the requested information will assist the department in determining if the correct price has been reported and if the correct amount of sales and use tax has been paid.

Any false representation of the price would be in violation of Ohio Revised Code Section 2921.13. Violation of this section is punishable by a fine of up to \$1,000 or six months imprisonment, or both.

Your cooperation will eliminate the need for further correspondence. Please return the questionnaire in the enclosed pre-addressed envelope by **APRIL 30, 2004.**

Sincerely,

Title Transfer Review Group
CLEVELAND TAXPAYER SERVICE CENTER
(216) 787-3143

3-11-04

Title Transfer Review Group
Cleveland TAXPAYER SERVICE
(216) 787-3143

To Whom It May Concern;

I, [REDACTED], bought a 2003
Ford Esc. From Liberty Ford For my Sister-IN-LAW
[REDACTED]. IT WAS used car Financed thru my
Credit Union (Vantage Federal Credit Union) For her in my
name. As you can see #4, 10277 WAS made AS A down
payment to Ford (Liberty). The Bal WAS FINANCED by
my credit union of 15,000.00. I made NO profit FROM
this TRANSACTION. The Bal. WAS paid for by Doris Bridges.
The Title WAS then TRANSFERRED to her name. CAR
was bought on 09-03 + TRANSFERRED on 1-14-04.
I declare THAT this is to the best of my knowledge & and
belief is, True, correct and complete.

THANK YOU

[REDACTED]

2328138

1 2 8 3 5 0



LIBERTY FORD, Inc.

5500 Warrensville Center Road
Maple Hts., Ohio 44137
(216) 662-FORD (3673)
www.libertyautogroup.com

INVOICE

PAGE 1

BEDFORD HTS, OH

HOME:

BUS:

SERVICE ADVISOR: 539 JOSEPH J FOLEVKA

| COLOR | YEAR | MAKE/MODEL | VIN | LICPENSE | MILEAGE IN/OUT | TAG | |
|-------------|-----------|--|---------------|----------|----------------|---------|-----------|
| BLACK | 03 | FORD ESCAPE | 1FMYJ03183E | | 12187/12187 | T990 | |
| DEL DATE | PROD DATE | WARR EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV DATE |
| 25SEP2003 | | | 19:00 10NOV03 | | | CASH | 14NOV2003 |
| R.O. OPENED | READY | OPTIONS: STK:W1096 DLR:44I613 ENG:3.0 Liter DOHC | | | | | |
| 10NOV03 | 14NOV03 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|--|--------|--------------|------|-----------------------|--------|--------|--------|
| A REPAIR PER ESTIMATE | | | | | | | |
| REPAIR PER ESTIMATE | | | | | | | |
| 6515 CPBS | | | | | | | |
| | 1 | YL8Z*17757* | DAB | CVR-FRT BMR | 274.07 | 274.07 | 274.07 |
| | 1 | YL8Z*17A385* | BB | BRKT ASY LIC PLT MING | 19.22 | 19.22 | 19.22 |
| | 1 | YL8Z*17B968* | BA | GRL FRT BMR | 129.78 | 129.78 | 129.78 |
| REFINISH PER EST | | | | | | | |
| 7784 CPBS | | | | | | | |
| MISC MISC | | | | | | | |
| 8403 CPBS | | | | | | | |
| MISC PAINT AND MATERIAL | | | | | | | |
| PO#128350 | | | | | | | |
| CPBS | | | | | | | |
| | | | | | 150.00 | 150.00 | 150.00 |
| ***** | | | | | | | |
| CUSTOMER PAY SHOP SUPPLIES AND DISPOSAL CHARGES FOR REPAIR ORDER | | | | | | | |
| | | | | | | | 3.00 |

CUSTOMER OWES \$1000.00 WE HAVE
INS CHK HERE FARMERS INS TO
PAY LIB FORD \$140.16 DIRECT
1003985550-1-2 RICH VLADIC
440-422-3679



| IMPORTANT | STATEMENT OF DISCLAIMER | DESCRIPTION | TOTALS |
|--|---|------------------------|---------|
| <p>You may receive a customer satisfaction survey from Ford Motor Co. in the next few weeks. If for any reason you cannot grade us a "10" (Completely Satisfied), please contact the Service Department at Liberty Ford immediately. Your satisfaction is our No. 1 concern. Thank You.</p> <p>(216) 662-FORD (3673)</p> | <p>The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither warrants nor authorizes any other person to assume for it any liability in connection with the sale of this item.</p> | LABOR AMOUNT | 800.40 |
| | | PARTS AMOUNT | 423.07 |
| | | GAS, OIL, LUBE | 0.00 |
| | | SUBLET AMOUNT | 0.00 |
| | | MISC. CHARGES | 153.00 |
| | | TOTAL CHARGES | 1376.47 |
| | | LESS INSURANCE | 0.00 |
| | | SALES TAX | 110.12 |
| | | PLEASE PAY THIS AMOUNT | 1486.59 |

INSV
440-232-8138
1000.00
312.43
PAGE.07



FARMERS
75 YEARS OF SERVICE

COMPANY NAME:

FARMERS INSURANCE OF COLUMBUS, INC., COLUMBUS, OHIO
A STOCK INSURANCE COMPANY, HEREIN CALLED THE COMPANY

DECLARATIONS

TRANSACTION TYPE: REINSTATEMENT

The Effective Date is from TIME APPLIED FOR. * * * * The policy may be renewed for an additional policy term of six months each time the Company offers to renew by sending a bill for the required renewal premium, and the insured pays said premium in advance of the respective renewal date. The Policy is issued in reliance upon the statements in the Declarations.

INSURED'S NAME & ADDRESS

BEDFORD OH

POLICY NO 25
POLICY EDITION 02
EFFECTIVE DATE 11-29-2003
EXPIRATION DATE 03-22-2004
EXPIRATION TIME 12:00 NOON Standard Time

ISSUING OFFICE

P. O. BOX 2910
SHAWNEE MS, KS 66201

AGENT C Blake Fischer
AGENT NO 25 02 371

AGENT PHONE (330) 395-9755

DESCRIPTION OF VEHICLE

| Year | Make | Model | Vehicle Identification Number | Rating Factor Options/Accessories VAL OF MACH ACCES |
|------|------|----------------|-------------------------------|---|
| 2003 | FORD | ESCAPE XLT 2WD | 1FMYU03163K | 0 |

COVERAGES *ENTRIES IN THOUSANDS OF DOLLARS

(SEE REVERSE SIDE FOR COVERAGE DESIGNATIONS)

| Bodily Injury | | P.D. | | Uninsured Motorist | | Medical/No Fault | | Comprehensive Deductible | Collision Deductible | Towing Premium | Non-Auto | |
|---------------|-----------------|-------------|-----------------|--------------------|-----------------|------------------|-------|--------------------------|----------------------|----------------|----------|---------|
| Each Person | Each Occurrence | Each Person | Each Occurrence | Each Person | Each Occurrence | XXX | XXX | | | | NC | NC |
| 100 | 300 | 100 | 300 | NC | XXX | XXX | 5,000 | 1000 | 1000 | NOT COV | NC | NC |
| | | | | | | | | | | 11.00 | Unb | Medical |

PREMIUM BY COVERAGE

| | | | | | | |
|--------|-------|------------|-------|-------|--------|-------|
| 201.70 | 46.20 | XXXXXXXXXX | 21.80 | 56.20 | 161.80 | 11.00 |
|--------|-------|------------|-------|-------|--------|-------|

ENDORSEMENT NUMBERS

E1108 E1140 E1148 E1154
E1200 E1248 E2014 E1401
OH005

MESSAGES / RATING INFORMATION

CAR SYMBOL (X).
REINSTATEMENT INCL CHGS EFFECTIVE:09/22/2003
COMMUTER, LESS THAN 10 MI. ONE WAY, AGE 50-59.
THE TERRITORY IS 35.
PLEASE CONTACT YOUR FARMERS AGENT FOR A FREE
FARMERS FRIENDLY REVIEW TO ENSURE THAT YOUR
FAMILY IS PROPERLY PROTECTED AND THAT YOU ARE
RECEIVING ALL OF THE DISCOUNTS/CREDITS, COVERAGES
AND PACKAGE POLICIES AVAILABLE.

DISCOUNTS / RATING PLAN

ACCIDENT-FREE
MULTIPLE CAR
HOMEOWNER
PASSIVE RESTRAINT
ANTILOCK BRAKES

POLICY ACTIVITY (Submit amount due with enclosed invoice)

\$ 498.70 Previous Balance
Premium
Fee
513.00CR Payments or Credits
14.30CR Total CREDIT

ANY TOTAL BALANCE ON
CHECK \$100 OR LESS
WILL BE APPLIED TO YOUR
NEXT BILLING BALANCE
OVERSTAYANCE DUE UPON
RECEIPT

LIENHOLDER OR OTHER INTEREST:

VANTAGE FED CR UN
5681 SMITH RD
BROOKPARK OH 44142-2030

Countersignature

Paul N. Hopkins
Authorized Representative

10-21-2003

442-232-9133

PAGE 08

Summary of Changes

Amended No 160051523

Effective Date 09-22-2002

| <u>Type of Change</u> | <u>Previous</u> | <u>Revised</u> |
|--------------------------|-----------------|----------------|
| RENEWAL DATE | 02/12/2004 | 03/22/2004 |
| VEHICLE MODEL | T-BIRD | ESCAPE XLT 2 |
| VEHICLE YEAR/MAKE | 1991 FORD | 2003 FORD |
| COVERAGES: | | |
| COLLISION | | 1000 |
| COMPREHENSIVE | | 1000 |
| GLASS DEDUCTIBLE BUYBACK | | X |
| DISCOUNTS: | | |
| ANTI-LOCK BRAKES | NO | YES |
| MISCELLANEOUS CHANGES: | | |
| LIENHOLDER | | |

d775100061071
PE 08, 2005 21:13
clifton whigham

440-232-8138

Page 10

THE EXPIRATION DATE LISTED HEREON APPLIES ONLY IF THE PREMIUM HAS BEEN PAID

EVIDENCE OF INSURANCE - STATE OF OHIO

[Redacted]
BEDFORD OH [Redacted]

Policy Number: [Redacted]
Effective Date: 09-22-2003
Expiration Date: 03-22-2004

Year: 2003 Make: FORD Vehicle ID. No: 1FMYU03183K [Redacted]
Model: ESCAPE XLT 2WD

FARMERS INSURANCE OF COLUMBUS, INC., COLUMBUS, OHIO is an authorized Ohio Insurer, certifies that it has issued a policy with an amount not less than the minimum limit required by the Ohio Financial Responsibility Law for the described motor vehicle.

Agent Name: C Blake Fischer
Phone No: (330) 995-9755

KEEP WITH VEHICLE

25 2378 303 **KEEP THIS CERTIFICATE IN YOUR VEHICLE AT ALL TIMES. READ REVERSE SIDE CAREFULLY.** 42371501

FEB 06 2005 19:51

442-232-8138

Page 10

OHIO CERTIFICATE OF TITLE

STATE OF OHIO No. 18 0584 6423

ORIGINAL

ISSUE DATE
01/14/2004

ISSUING COUNTY: CUYAHOGA
RESIDENT COUNTY: CUYAHOGA

IDENTIFICATION NUMBER: 1FMYU03183K [REDACTED]
 COMMENTS: [REDACTED]

| | | |
|---------------------|-----------------|---------------------------|
| YEAR: 2003 | MAKE: FORD | MAKE DESCRIPTION: FORD |
| BUYER PRICE: \$0.00 | BODY TYPE: SW | MODEL DESCRIPTION: ESCAPE |
| TAX: \$0.00 | MILEAGE: 14,000 | EVIDENCE: OH 1805722116 |

REGISTRATION: [REDACTED]
 BRAND: [REDACTED]
 LICENSE EXPIRES: 1-19-05
 TRANSFER ISSUED: [REDACTED]
 PLATE/TAG: [REDACTED]

PREVIOUS OWNER: [REDACTED]
 [REDACTED]
 BEDFORD HEIGHTS, OH [REDACTED]

REGISTRAR OF MOTOR VEHICLES

FILED DISCHARGE: _____
 Lender: _____

by: _____
 Authorized signature Date: _____
 CLERK OF COURTS / TEN CANCELLATION

by: _____
 Deputy Clerk Date: _____

WITNESS BY CLERK AND OFFICIAL SEAL THIS 14th DAY OF JANUARY, 2004

066053983 [REDACTED]

Gerald E. Fuerst

GERALD E. FUERST
CLERK OF COURTS

FILL
[REDACTED]

066053983

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.

*Sent Via US Mail

January 31, 2005

[REDACTED]
Highland Hills, OH [REDACTED]

RE: 2003 Ford Escape

Dear [REDACTED]

I am in receipt of your letter dated January 16, 2005. In order to conduct a review of your claim we will need the proper Vehicle Identification Number (VIN). If the vehicle was purchased used, we will also need proof of insurance, or a purchase agreement. Please contact me with the correct information within ten (10) days by mail or by fax at (313) 845-5668. Once the information is received a review of your claim will be initiated. If the requested information is not sent back within the allotted time your case will not be opened and a review will not be conducted.

Respectfully yours,

Ruth Davis
Consumer Affairs

CONSUMER AFFAIRS
SECTION

5 JAN 26 P1:52

Jan 16, 2005

Highland Hill, Oh

Ford Motor Co. -

At last, someone agrees with me about the 2003 Ford Escape SUV accelerating on its own.

November 2003 around 6 AM I pulled in front of my job to give (I do this every day with no problem) I took my foot off of the gas to hit the brake, in that second the car engine raced. I hit the glass front of the hood.

I told my employees, the police, and anyone that would listen what happened. I was not believed.

The Ford person I was purchasing the car from Insurance went up.

I had to pay \$1,000.00 deductible for a front hood paint job at a Ford dealership for glass scratches. I went to Court and once again repeated what happened, to be told I probably hit the accelerator.

by accident instead of the brake.

Had this happened, the SUV
would have gone into the ledge.

The insurance also had to pay
for the glass front which they
were very reluctant about.

The trauma was extreme. I
didn't know what was happening.

For a few seconds I was not in
control. For months I was so
afraid I would start breaking
sweat before I needed to.

Thanks again for admitting
and doing something about this. I
now know I did not have a lapse
in judgement.

I have always been a Ford
customer.

Sincerely,

- Service -

175. 175. 175. Ford

maple Hts. Ok

IFAH P565416 [REDACTED] 203
TRUCK AND TRAILER, CT
Date: Nov 13, 2003
Pay to the Order of Ford Motor Credit \$8,565.05
Eight thousand Five Hundred Sixty Five
Dollar Bank
253955
Pay - Pay - 2001 [REDACTED]

CK#203

\$8,565.05

[REDACTED] 204
TRUCK AND TRAILER, CT
Date: Nov 14, 2003
Pay to the Order of Liberty Ford Body Shop \$1,000.00
One thousand dollars
Dollar Bank
Body Shop [REDACTED]
[REDACTED] 0000000000

CK#204

\$1,000.00

AUTOS

Ford, Mazda recall Escape, Tribute

Ford Motor Co. recalled all 470,245 of its 2002 through 2004 Escape sport-utility vehicles to fix a balky accelerator, U.S. auto safety regulators said. The National Highway Traffic Safety Administration also posted a recall by Mazda Motor Corp., which is controlled by Ford, for 121,000 of its Tribute SUVs that are similar to the Escape. Ford spokeswoman Kristen Kinley said Monday that the Escapes may not slow down or return to idle speed when drivers remove their foot from the accelerator pedal. No accidents or injuries have been reported, she said.

— Bloomberg News



[REDACTED]
Highland Hills, OH
[REDACTED]

February 7, 2005

Ruth Davis
Consumer Affairs
Ford Motor Company
PO Box 6248
MD 3NE-B
Dearborn, MI 48126

RE: 2003 Ford Escape

Dear Ms. Davis,

I am writing in response to your letter dated 1/31/2005, requesting further information regarding regarding the accident I had driving my 2003 Ford Escape. I am sure that I am sending more information than you need.

I have included papers showing the date the car was purchased by [REDACTED] As well, the ticket I received for the accident proving that I was the driver of the car, as well as receipts proving that a \$1000 deductible was paid for repairs on the vehicle. The further papers will show the VIN number, information on the transfer, and proof of insurance at the time of accident.

If you need any further information, please let me know. Thank you for taking the time to review this.

Sincerely,

[REDACTED]

5 FEB 14 AM 11:30

CONSUMER AFFAIRS
SECTION

OAKWOOD MAYOR'S COURT, CUYAHOGA COUNTY, OHIO
 BEDFORD MUNICIPAL COURT
 CUYAHOGA COUNTY JUVENILE COURT

OAK 23188

PRESENT ADDRESS

CASE NO.

NAME [REDACTED]
STREET [REDACTED]
CITY, ST Night and Hills Ohio ZIP [REDACTED]

| | | | | | | | |
|---------------------------------|-----------------------------|---|--------------|-----------------|---------------|-----------------|-----------------|
| LICENSE NUMBER | STATE <u>Ohio</u> | RACE <u>B</u> | | | | | |
| BIRTH DATE | DATE ISSUED <u>12/18/00</u> | ENDORSE | SEX <u>F</u> | HT <u>5'04"</u> | WT <u>150</u> | HAIR <u>BRN</u> | EYES <u>BRN</u> |
| EXPIRES ON BIRTH DATE <u>05</u> | RESTRI | FINANCIAL RESP. PROOF SHOWN <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | | | | |

TO DEFENDANT: COMPLAINT
ON OCT 30th 2003 AT 06:05 HRS. YOU OPERATED/PARKED A
 Pass. Comm. Cycle Bus Har. Mat
VEHICLE: YR 2003 MAKE Ford BODY TYPE S/P
COLOR Black LIC [REDACTED] STATE OHIO
UPON A PUBLIC HIGHWAY, NAMELY 26090 Broadway Ave

AT/BETWEEN [REDACTED]
IN THE VILLAGE OF OAKWOOD IN CUYAHOGA COUNTY (No. 18) AND STATE OF OHIO, AND COMMITTED THE FOLLOWING OFFENSE:

| | |
|--|--|
| SPEED: MPH In <input type="checkbox"/> Unreasonable Cond. <input type="checkbox"/> ACDA | MPH Zone <input type="checkbox"/> OEC <input type="checkbox"/> OVO |
| <input type="checkbox"/> Radar <input type="checkbox"/> Pace <input type="checkbox"/> Laser <input type="checkbox"/> Stationary <input type="checkbox"/> Moving | |
| OMVI: <input type="checkbox"/> Under the influence of alcohol/drug of abuse | <input type="checkbox"/> OEC <input type="checkbox"/> OVO |
| <input type="checkbox"/> Prohibited blood alcohol concentration BAC | |
| <input type="checkbox"/> Blood <input type="checkbox"/> Breath <input type="checkbox"/> Urine <input type="checkbox"/> Refused | |
| DRIVER LICENSE: <input type="checkbox"/> None <input type="checkbox"/> Revoked <input type="checkbox"/> Suspended | <input type="checkbox"/> OEC <input type="checkbox"/> OVO |
| <input type="checkbox"/> Expired: <input type="checkbox"/> 6 mos. or less <input type="checkbox"/> Over 6 months | |
| Susp. Type: <input type="checkbox"/> PRA <input type="checkbox"/> DUI <input type="checkbox"/> ALS | |
| <input type="checkbox"/> Violator Compact <input type="checkbox"/> Court <input type="checkbox"/> 12Pt | |
| SAFETY BELT - Failure to wear | <input type="checkbox"/> OEC <input type="checkbox"/> OVO |
| <input type="checkbox"/> Driver <input type="checkbox"/> Passenger <input type="checkbox"/> Child Restraint | |
| <input checked="" type="checkbox"/> OTHER OFFENSE <u>Blackless operation</u> | <input type="checkbox"/> OEC <input checked="" type="checkbox"/> OVO |
| <u>Private-property</u> | <u>333.02B</u> |
| OTHER OFFENSE | <input type="checkbox"/> OEC <input type="checkbox"/> OVO |
| DRIVER LICENSE HELD <input type="checkbox"/> VEHICLE SEIZED <input type="checkbox"/> STATISTICAL CODE | |
| PAVEMENT: <input checked="" type="checkbox"/> Dry <input type="checkbox"/> Wet <input type="checkbox"/> Snow <input type="checkbox"/> Icy <input type="checkbox"/> Slush | |
| VISIBILITY: <input checked="" type="checkbox"/> Clear <input type="checkbox"/> Cloudy <input type="checkbox"/> Dusk <input type="checkbox"/> Night <input type="checkbox"/> Dawn | |
| WEATHER: <input type="checkbox"/> Rain <input type="checkbox"/> Snow <input type="checkbox"/> Fog <input checked="" type="checkbox"/> No Advers <input type="checkbox"/> Wind | |
| TRAFFIC: <input type="checkbox"/> Heavy <input type="checkbox"/> Moderate <input type="checkbox"/> Light <input checked="" type="checkbox"/> None | |
| <input type="checkbox"/> Crossing <input type="checkbox"/> Oncoming <input type="checkbox"/> Same Direction <input type="checkbox"/> Pedestrian | |
| AREA: <input checked="" type="checkbox"/> Business <input type="checkbox"/> Rural <input type="checkbox"/> Residential <input type="checkbox"/> Industry <input type="checkbox"/> Interstate | |
| CRASH: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Almost Caused | |
| <input type="checkbox"/> Injury <input type="checkbox"/> Fatal <input checked="" type="checkbox"/> Prop. Damage <input checked="" type="checkbox"/> Crash Report # <u>03-10-17</u> | |
| ROAD SURFACE: <input checked="" type="checkbox"/> Asphalt <input type="checkbox"/> Gravel <input checked="" type="checkbox"/> Concrete <input type="checkbox"/> Dirt | |
| Width _____ ft. No of Lanes _____ | |
| REMARKS: <input checked="" type="checkbox"/> Occupants _____ | |
| Calibration Time: <u>0700</u> | |
| ACCOMPANYING CRIMINAL CHARGE <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | TOTAL # OFFENSES <u>1</u> |

TO DEFENDANT: SUMMONS PERSONAL APPEARANCE REQUIRED

YOU ARE REQUIRED TO APPEAR IN THE COURT CHECKED ABOVE, AND WHOSE ADDRESS IS SHOWN ON REVERSE SIDE. The issuing-charging law enforcement officer states under penalties of perjury and falsification that he has read the above complaint and that it is true.

TO DEFENDANT: SUMMONS
COURT DATE: 10:00 A.M.
WED 10-30-03
DAY/WEEK MONTH DAY YEAR P.M.

NOTICE TO APPEAR

This summons served personally on the defendant on 10-30-03

ISSUING - CHARGING LAW ENFORCEMENT OFFICER

SIGNATURE

PHONE

OAK 23188

040217
G014000
0000000000
0001239034

DEPARTMENT OF TAXATION
CLEVELAND TAXPAYER SERVICE CENTER
615 W. SUPERIOR AVE, 5TH FLOOR
CLEVELAND, OHIO 44113-1891

30 18 1805846423



MARCH 9, 2004

[REDACTED]
BEDFORD HEIGHTS, OH [REDACTED]

Year 2003 Make FORD

Model ESC

Serial # 1FMYU03183K [REDACTED]

Date transferred 01/14/04

Ohio law requires the Department of Taxation to conduct a special audit of all casual (non-dealer) motor vehicle title transfers. Our records show that you transferred the above title to [REDACTED]

As part of this audit, you are required to complete the questionnaire on the reverse side of this letter. Providing the requested information will assist the department in determining if the correct price has been reported and if the correct amount of sales and use tax has been paid.

Any false representation of the price would be in violation of Ohio Revised Code Section 2921.13. Violation of this section is punishable by a fine of up to \$1,000 or six months imprisonment, or both.

Your cooperation will eliminate the need for further correspondence. Please return the questionnaire in the enclosed pre-addressed envelope by **APRIL 30, 2004.**

Sincerely,

Title Transfer Review Group
CLEVELAND TAXPAYER SERVICE CENTER
(216) 787-3143

Important: Return Original – Do Not Send Copy

Questionnaire Regarding Title Transfer of Motor Vehicle

1. Amount of money received by you from the purchaser \$ 0.00

Cash Check Money order

2. Balance of your loan assumed by the purchaser \$ 15,000.00

3. Value of purchaser's vehicle accepted by you in trade as full or part payment \$ N/A

Year Make Model

4. Value of other property and/or services accepted by you in trade as full or part payment \$ 0.00

Describe property and/or services accepted _____

5. Total amount received (add lines 1 through 4) \$ 0.00

6. Condition of the vehicle transferred to the purchaser

Good Fair Poor Wrecked *Before car transferred it was in minor accident*

7. Approximate number of miles on the vehicle transferred 14,000

8. Phone number where you can be reached _____

*after 4.00 PM
- days*

9. General comments see attached

I declare under penalties of perjury that this questionnaire has been examined by me and to the best of my knowledge and belief is true, correct and complete.

Signature _____

Date 3/11/04

3-11-04

Title Transfer Review Group
Cleveland TAXPAYER SERVICE
(216) 787-3143

To Whom it may CONCERN;

I, [REDACTED], bought a 2003 Ford Esc. From Liberty Ford for my Sister-in-Law [REDACTED]. It was a used car financed thru my Credit Union (Vantage Federal Credit Union) for her in my name. As you can see \$4,102.77 was made as a down payment to Ford (Liberty). The Bal. was financed by my credit union of 15,000.00. I made no profit from this transaction. The Bal. was paid for by [REDACTED]. The Title was then transferred to her name. Car was bought on 09-03 + transferred on 1-14-04. I declare that this is to the best of my knowledge and belief is, true, correct and complete.

THANK YOU
[REDACTED]



ENTER NO. 44137

PURCHASER NAME [REDACTED] 20
 STREET ADDRESS [REDACTED]
 CITY & STATE [REDACTED]
 COUNTY [REDACTED] RESIDENCE PHONE [REDACTED]

SOC. SEC. # _____ WORK PHONE # _____ VEHICLE BEING PURCHASED NEW USED DEMO RENTAL REPURCHASE

| YEAR | MAKE | MODEL OR SERIES | HP | COLOR | TRIM | STOCK NUMBER |
|---|------|-----------------|----|---|------|---|
| | | ESCAPE | | BLACK | | 11102 |
| ODOMETER MILEAGE ON VEHICLE TO BE PURCHASED | | | | <input type="checkbox"/> ACCURATE <input type="checkbox"/> NOT ACCURATE | | TO BE DELIVERED ON OR ABOUT 06-15-07 20 |

| | |
|---|-----------------------|
| OPTIONAL EQUIPMENT LISTING | CASH PRICE OF VEHICLE |
| <p>WE warrant only the vehicle with all original equipment. We do not warrant any dealer expressed or implied and we do not warrant any express or implied, including any implied warranty of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSURES NOR AUTHORIZES ANY STATE TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR ANY OTHER INCIDENTAL DAMAGES.</p> | |
| EXTENDED SERVICE CONTRACT | |
| INTERIOR PROTECTOR | |
| PAINT SEALANT | |
| RUSTPROOFING | |
| DOCUMENTARY FEE | |
| TOTAL | |
| TAX | |
| <input type="checkbox"/> TEMPORARY TAG <input type="checkbox"/> LICENSE <input type="checkbox"/> LIC. TRANSFER <input type="checkbox"/> TITLE <input type="checkbox"/> REGISTRATION | |
| TOTAL CASH DELIVERED PRICE | 11102 |

| | |
|---|--------------|
| CASH DEPOSIT SUBMITTED WITH ORDER - RECEIPT # | |
| ADDITIONAL DEPOSIT - RECEIPT # | |
| ALLOWANCE FOR TRADE-IN AS APPRAISED | |
| PAYOFF | |
| LESS BALANCE OWING TO - | |
| TILL | BY |
| DESCRIPTION OF TRADE-IN | STOCK NUMBER |
| NET EQUITY | |
| TOTAL CREDITS | |
| UNPAID BALANCE DUE ON DELIVERY | |

THIS IS A CASH TRANSACTION. AS SUCH IT IS THE PURCHASER'S SOLE RESPONSIBILITY TO MAKE HIS OWN FINANCING ARRANGEMENTS. HOWEVER, IF THE PURCHASER AT TIME OF DELIVERY, AS A MATTER OF CONVENIENCE, PREFERS TO HAVE THE DEALER HANDLE THE UNPAID BALANCE AS A TIME SALES TRANSACTION, THE PURCHASER AGREES TO EXECUTE SUCH SECURITY AGREEMENT AND PROMISSORY NOTE AS MAY BE REQUIRED.

NO ORAL REPRESENTATIONS HAVE BEEN MADE TO THE PURCHASER AND ALL TERMS OF THE AGREEMENT ARE PRINTED OR WRITTEN FRONT AND BACK. I CERTIFY THAT I AM EIGHTEEN (18) YEARS OF AGE OR OVER AND HEREBY ACKNOWLEDGE RECEIPT OF THE ORDER.

ate that odometer mileage on the VEHICLE ON ORDER described above is _____ at time of transfer.
 check the following statement, if applicable)
 i further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is known.
THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.
 ESMAN
 APPROVED

The purchaser hereby irrevocably appoints any officer and/or assistant officer of dealer and/or authorized agent as an attorney-in-fact to execute any and all necessary documents that may be required by any individual firm, or corporation, in order to implement and complete the transaction for the purchase of the vehicle, as set forth in the within purchase agreement and in order to effectuate the purpose and intent of the purchaser and the dealer.

2328138

1 2 8 3 5 0



LIBERTY FORD, Inc.

5500 Warrensville Center Road
Maple Hts., Ohio 44137
(216) 662-FORD (3673)
www.libertyautogroup.com

INVOICE

PAGE 1

SERVICE ADVISOR: 539 JOSEPH J POLEVKA

3 BEDFORD HTS, OH
HOME: [REDACTED]

BUS: [REDACTED]

| | | | | | | |
|-------------|------------|--|------------------------|---------|----------------|---------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG |
| BLACK | 03 | FORD ESCAPE | 1FMYU03183K [REDACTED] | | 12187/12187 | T990 |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT |
| 05SEP2003 | | | 19:00 10NOV03 | | | CASH |
| R.O. OPENED | READY | OPTIONS: STK:W1096 DLR:44I613 ENG:3.0_Liter_DOHC | | | | |
| 10NOV03 | 14NOV03 | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|--|--------------|------|----------|--------------|--------|--------|--------|
| REPAIR PER ESTIMATE | | | | | | | |
| REPAIR PER ESTIMATE | | | | | | | |
| 6515 CPBS | | | | | | | |
| 1 | YL8Z*17757* | DAB | CVR-FRT | BMR | 274.07 | 274.07 | 274.07 |
| 1 | YL8Z*17A385* | BB | BRKT ASY | LIC PLT MTNG | 19.22 | 19.22 | 19.22 |
| 1 | YL8Z*17B968* | BA | GRL FRT | BMPR | 129.78 | 129.78 | 129.78 |
| REFINISH REFINISH PER EST | | | | | | | |
| 7784 CPBS | | | | | | | |
| MISC MISC | | | | | | | |
| 8403 CPBS | | | | | | | |
| MISC PAINT AND MATERIAL | | | | | | | |
| PO#128350 | | | | | | | |
| CPBS | | | | | | | |
| ***** | | | | | | | |
| CUSTOMER PAY SHOP SUPPLIES AND DISPOSAL CHARGES FOR REPAIR ORDER | | | | | | | |
| CUSTOMER OWES \$1000.00 WE HAVE | | | | | | | |
| INS CHK HERE FARMERS INS TO | | | | | | | |
| PAY LIB FORD \$140.16 DIRECT | | | | | | | |
| 1003985550-1-2 RICH VLADIC | | | | | | | |
| 440-422-3679 | | | | | | | |
| 3.00 | | | | | | | |



IMPORTANT

You may receive a customer satisfaction survey from Ford Motor Co. in the next few weeks. If for any reason you cannot grade us a "10" (Completely Satisfied), please contact the Service Department at Liberty Ford immediately. Your satisfaction is our No. 1 concern.

Thank You.

(216) 662-FORD (3673)

| STATEMENT OF DISCLAIMER | DESCRIPTION | TOTALS |
|--|------------------------|---------|
| The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. | LABOR AMOUNT | 800.40 |
| | PARTS AMOUNT | 423.07 |
| | GAS, OIL, LUBE | 0.00 |
| | SUBLET AMOUNT | 0.00 |
| | MISC. CHARGES | 153.00 |
| | TOTAL CHARGES | 1376.47 |
| | LESS INSURANCE | 0.00 |
| | SALES TAX | 110.12 |
| CUSTOMER SIGNATURE | PLEASE PAY THIS AMOUNT | 1486.59 |

CUSTOMER COPY

Handwritten notes: 2004, INS, 1000.00, 216.42

THE EXPIRATION DATE LISTED HEREON APPLIES ONLY IF THE PREMIUM HAS BEEN PAID.

EVIDENCE OF INSURANCE - STATE OF OHIO

[REDACTED]
BEDFORD OH [REDACTED]

Policy Number: [REDACTED]

Effective Date: 09-22-2003

Expiration Date: 03-22-2004

Year: 2003 Make: FORD

Vehicle I.D. No: 1FMYU03183K [REDACTED]

Model: ESCAPE XLT 2WD

FARMERS INSURANCE OF COLUMBUS, INC., COLUMBUS, OHIO, an authorized Ohio Insurer, certifies that it has issued a policy with an amount not less than the minimum limit required by the Ohio Financial Responsibility Law for the described motor vehicle.

Agent Name: C Blake Fischer

Phone No: (330) 995-9755

**KEEP WITH
VEHICLE**

**KEEP THIS CERTIFICATE IN YOUR VEHICLE AT ALL TIMES.
READ REVERSE SIDE CAREFULLY.**

25-2378 3-03

A2378501



COMPANY NAME:

FARMERS INSURANCE OF COLUMBUS, INC., COLUMBUS, OHIO
A STOCK INSURANCE COMPANY, HEREIN CALLED THE COMPANY

DECLARATIONS

TRANSACTION TYPE: REINSTATEMENT

The Effective Date is from TIME APPLIED FOR. * * * * The policy may be renewed for an additional policy term of six months each time the Company offers to renew by sending a bill for the required renewal premium, and the insured pays said premium in advance of the respective renewal date. The Policy is issued in reliance upon the statements in the Declarations.

| | | |
|---|--|--|
| INSURED'S NAME & ADDRESS [REDACTED] BEDFORD OH [REDACTED] | | POLICY NO [REDACTED] POLICY EDITION: 02 EFFECTIVE DATE: 11-29-2003 EXPIRATION DATE: 03-22-2004 EXPIRATION TIME: 12:00 NOON Standard Time |
| ISSUING OFFICE: P. O. BOX 2910 SHAWNEE MS, KS 66201 | | AGENT: C. Blake Fischer AGENT NO: 25 02 371 AGENT PHONE: (330) 995-9755 |

DESCRIPTION OF VEHICLE

| Year | Make | Model | Vehicle Identification Number | Rating Points Citations/Accidents |
|------|------|----------------|-------------------------------|--------------------------------------|
| 2003 | FORD | ESCAPE XLT 2WD | 1FMYU03183K [REDACTED] | MAJOR MINOR ACCIDENTS 0 |

COVERAGES * ENTRIES IN THOUSANDS OF DOLLARS. (SEE REVERSE SIDE FOR COVERAGE DESIGNATIONS)

| Bodily Injury | P.D. | Uninsured Motorist | | Medical/No Fault | Comprehensive Deductible | Collision Deductible | Towing Premium | Non-Auto | | | | |
|---------------|-----------------|--------------------|------|------------------|--------------------------|----------------------|----------------|----------|---------|--------------|----|----|
| Each Person | Each Occurrence | Bodily Injury | P.D. | | | | | Liab | Medical | | | |
| 100 | 300 | 100 | 300 | NC | XXX | XXX | 5,000 | 1000 | 1000 | NOT COV | NC | NC |
| | | | | | XXX | XXX | | | | Other - Prem | | |
| | | | | | | | | | | 11.00 | | |

PREMIUM BY COVERAGE

| | | | | | | |
|--------|-------|------------|-------|-------|--------|-------|
| 201.70 | 46.20 | XXXXXXXXXX | 21.80 | 56.20 | 161.80 | 11.00 |
|--------|-------|------------|-------|-------|--------|-------|

ENDORSEMENT NUMBERS

| | | | |
|-------|-------|-------|-------|
| E1108 | E1140 | E1148 | E1154 |
| E1200 | E1248 | S2514 | E1401 |
| OH006 | | | |

MESSAGES / RATING INFORMATION

CAR SYMBOL (X) .
 REINSTATEMENT INCL CHGS EFFECTIVE: 09/22/2003
 COMMUTER, LESS THAN 10 MI. ONE WAY, AGE 50-59.
 THE TERRITORY IS 35.
 PLEASE CONTACT YOUR FARMERS AGENT FOR A FREE FARMERS FRIENDLY REVIEW TO ENSURE THAT YOUR FAMILY IS PROPERLY PROTECTED AND THAT YOU ARE RECEIVING ALL OF THE DISCOUNTS/CREDITS, COVERAGES AND PACKAGE POLICIES AVAILABLE.

DISCOUNTS / RATING PLAN

ACCIDENT-FREE
 MULTIPLE CAR
 HOMEOWNER
 PASSIVE RESTRNT
 ANTILOCK BRAKES

POLICY ACTIVITY (Submit amount due with enclosed invoice)

| | | |
|----|----------|---------------------|
| \$ | 498.70 | Previous Balance |
| | | Premium |
| | | Fees |
| | 513.00CR | Payments or Credits |
| | 14.30CR | Total CREDIT |

ANY TOTAL BALANCE OR CREDIT \$7.00 OR LESS WILL BE APPLIED TO YOUR NEXT BILLING BALANCES OVER \$7.00 ARE DUE UPON RECEIPT.

LIENHOLDER OR OTHER INTEREST:

VANTAGE FED CR UN
 5681 SMITH RD
 BROOKPARK OH 44142-2030

Countersignature

Paul N. Hopburn
 Authorized Representative

Vantage Federal Credit Union
5681 Smith Road
Brook Park, OH 44142
216-367-8000

NOTE - DISCLOSURE - SECURITY AGREEMENT

In this Agreement the words "You" and "Your" mean any person(s) who sign(s) below. If more than one person signs below, each person will be jointly and severally liable for repayment of the loan in full. This means that each person signing is responsible for repaying the loan in full. The terms on the reverse are a part of the entire Agreement. Items preceded by a box "X" are applicable only if checked.

LOAN OFFICER

For Insurance Purposes Only

| | | | | |
|---------------------------|--|---------------------|---------------|---------------------|
| BORROWER NAME AND ADDRESS | | SOCIAL SECURITY NO. | DATE OF BIRTH | LOAN EFFECTIVE DATE |
| [REDACTED] | | [REDACTED] | [REDACTED] | [REDACTED] |
| CO-BORROWER | | SOCIAL SECURITY NO. | DATE OF BIRTH | LOAN MATURITY DATE |
| [REDACTED] | | [REDACTED] | [REDACTED] | [REDACTED] |

Credit Insurance Applied For

Yes No Single Life
 Yes No Joint Life
 Yes No Disability (Primary Applicant Only)

\$ _____ \$ _____ \$ _____ Total Premium

GROUP CREDIT INSURANCE IS VOLUNTARY AND IS NOT REQUIRED TO OBTAIN CREDIT. YOU CANNOT BE DENIED CREDIT SIMPLY BECAUSE YOU CHOOSE NOT TO BUY CREDIT INSURANCE. YOU REQUEST THE COVERAGES ABOVE AND AGREE TO PAY THE REQUIRED PREMIUM. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN BELOW. CREDIT DISABILITY INSURANCE IS AVAILABLE ON THE PRIMARY BORROWER ONLY.

| | | | | | |
|-------------------------------|-------------------|-------------------------------|------------------------------------|---|------|
| PRIMARY APPLICANT'S SIGNATURE | | DATE | CO-APPLICANT'S SIGNATURE | | DATE |
| X | | | X | | |
| CREDIT LIFE INSURANCE | | | CREDIT DISABILITY INSURANCE | | |
| CREDITORS INSURANCE ACCT. NO. | INSURANCE MAXIMUM | CREDITORS INSURANCE ACCT. NO. | MAXIMUM MONTHLY DISABILITY BENEFIT | | |
| 117605 | \$50,000.00 | 117605 | \$750.00 | | |
| MAXIMUM LOAN REPAYMENT PERIOD | | MAXIMUM LOAN REPAYMENT PERIOD | | MAXIMUM AGGREGATE DISABILITY BENEFIT | |
| 120 months | | 120 months | | \$75,000.00 | |
| MAXIMUM TERM OF INSURANCE | | WAITING PERIOD | MAXIMUM TERM OF INSURANCE | RETROACTIVE BENEFIT | |
| 120 months | | 14 days | 120 months | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | |

TRUTH-IN-LENDING

| | | | |
|---|---|--|--|
| ANNUAL PERCENTAGE RATE THE COST OF YOUR CREDIT AS A YEARLY RATE | FINANCE CHARGE THE DOLLAR AMOUNT THE CREDIT WILL COST YOU | AMOUNT FINANCED THE AMOUNT OF CREDIT PROVIDED TO YOU OR ON YOUR BEHALF | TOTAL OF PAYMENTS THE AMOUNT YOU WILL HAVE PAID WHEN YOU HAVE MADE ALL PAYMENTS AS SCHEDULED |
| 8.240% | \$ 3,360.00 | \$ 15,000.00 | \$ 18,360.00 |

| | | | |
|-------------------------|--------------------|------------------------------|----------------------------------|
| PAYMENT SCHEDULE | | WHEN PAYMENTS ARE DUE | |
| NUMBER OF PAYMENTS | AMOUNT OF PAYMENTS | SEMI-MONTHLY | <input type="checkbox"/> Monthly |
| 120 | 153.00 | BEGINNING 10/15/03 | <input type="checkbox"/> Other |

THE ANNUAL PERCENTAGE RATE IS:

- A FIXED RATE. THIS IS THE YEARLY INTEREST RATE YOU WILL PAY FOR THE LIFE OF YOUR LOAN
 A VARIABLE RATE. The Annual Percentage Rate may change (increase or decrease) during the term of this loan based on changes in an interest rate index which will be called the "index".

The index is _____

The rate will not be changed by more than _____ percentage points on any change date. The change date is _____

The interest rate will not increase above _____ % or decrease below _____ %. Any increase will take the form of: _____

EXAMPLE:

PROPERTY INSURANCE: You may purchase property insurance from anyone you want that is acceptable to the Credit Union. PREPAYMENT: If your pay off early you will not have to pay a penalty.

LATE CHARGE: **\$20.00 IF RECEIVED 14 DAYS AFTER DUE DATE**

FILING FEES: The Annual Percentage Rate does not take into account your required deposit, if any.

SECURITY: You are giving a security interest in all present and future monies in the Credit Union in which you have an interest and in the following:

- ~~Real~~ goods or property being purchased. ~~Real~~ collateral securing other loans with the Credit Union may also secure this loan. Deposit Account No. _____ for \$ _____
 Other (Describe) _____

Additional Information: See your contract documents for any additional information about non-payment, default and any required repayment in full before the scheduled date, prepayment and refunds and penalties. "e" means an estimate

OHIO CERTIFICATE OF TITLE

ISSUING CNTY CUYAHOGA
RESIDENT CNTY CUYAHOGA

STATE OF OHIO No. 18 0584 6423

ORIGINAL

ISSUE DATE
01/14/2004

IDENTIFICATION NUMBER
1FMYU03183K [REDACTED]
COMMENTS

YEAR 2003 MAKE FORD MAKE DESCRIPTION FORD
BODY TYPE SW MODEL SPE MODEL DESCRIPTION ESCAPE

PURCHASE PRICE
\$ 00

TAX
\$ 00

MILEAGE
14,000

EVIDENCE
OH 1805722116

CONVERSION

M/G BRAND ACTUAL

BRAND(S)

LICENSE EXPIRES 1-19-05

TRANSFER ISSUED

PLATE/TAG [REDACTED]

Registrar of Motor Vehicles

HIGHLAND HILLS, OH [REDACTED]

[REDACTED]

BEDFORD HEIGHTS, OH [REDACTED]

VOID IF ALTERED

VOID IF ALTERED

LIEN DISCHARGE

Lienholder _____

by: _____ date _____
Authorized signature

CLERK OF COURTS LIEN CANCELLATION

by: _____ date _____
Deputy Clerk

LIEN DISCHARGE

Lienholder _____

by: _____ date _____
Authorized signature

CLERK OF COURTS LIEN CANCELLATION

by: _____ date _____
Deputy Clerk

WITNESS MY HAND AND OFFICIAL SEAL THIS 14th DAY OF JANUARY, 2004



* 0 6 6 0 5 3 9 8 3 *

Gerald E. Fuerst

066053983

GERALD E. FUERST
CLERK OF COURTS

PILL
REF

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.

NOT EXEMPT TO BE RECALLED

Submission of incomplete forms may result in the suspension of the dealership's temporary tag privileges.

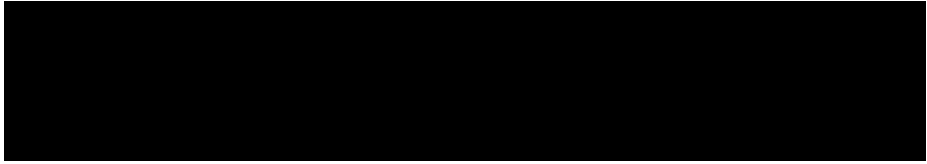
TEMPORARY TAG REGISTRATION APPLICATION

APPLICATION NUMBER
[REDACTED]

| | | | | |
|--|--|--------------------------------|--|---------------------------------|
| EXPIRES ON THIS DATE [REDACTED] | EXPIRATION DATE 1/1/2012 | REGISTRATION NO. [REDACTED] | FEE \$5.25 | TEMPORARY TAG NO. [REDACTED] |
| BUYER'S NAME [REDACTED] | SOPHOMORE TAG REG. REQUIRED FOR THIS APPLICATION | | VEHICLE SERIAL NO. 1FTY1051834 | [REDACTED] |
| ADDITIONAL OWNER NAME | NOTE: Buyer giving false information is illegal | | VEHICLE TYPE PASS | VEHICLE MAKE [REDACTED] |
| BUYER'S HOME ADDRESS (FOR RETURN) | [REDACTED] | | TRUCK | TRAILER |
| CITY [REDACTED] | STATE OH | ZIP [REDACTED] | NAME OF ISSUING DEALERSHIP LIBERTY CREDIT INC | |
| BUYER'S BUSINESS ADDRESS (IF DIFFERENT) | [REDACTED] | | ADDRESS [REDACTED] | |
| CITY [REDACTED] | STATE OH | ZIP [REDACTED] | CITY REDFORD | |
| <p>PROOF OF FINANCIAL RESPONSIBILITY</p> <p>[REDACTED]</p> | | | | |

DATE

IMPORTANT GREEN COPY OF APPLICATION TO SERVE AS REGISTRATION CARD AND MUST BE IN POSSESSION OF OPERATOR OF VEHICLE DISPLAYING TEMPORARY TAG. TEMPORARY TAG EXPIRES 90 DAYS FROM DATE OF ISSUANCE AND SHOULD BE DESTROYED BY PURCHASER. MAIL ORIGINAL TO OHIO BUREAU OF MOTOR VEHICLES, TEMPORARY TAG SECTION, P.O. BOX 182154, COLUMBUS, OHIO 43218-2154. GREEN COPY CUSTOMER. RED COPY DEALER.



06/15/2005 at 01:06 PM
25780

Job Number:

CROWN FORD
Federal ID #:621311548
WHERE THE CUSTOMER IS " KING "
646 THOMPSON LANE
NASHVILLE, TN 37204
(615)244-3615 Fax: (615)782-2104

PRELIMINARY ESTIMATE

Written By:
Adjuster:

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact: 12. Front

Day:
Evening:

Inspect CROWN FORD
Location: 646 THOMPSON LANE
NASHVILLE, TN 37204

Business: (615)244-3615

Insurance
Company:

Days to Repair

2003 FORD ESCAPE 4X2 XLT 6-3.0L-FI 4D UTV WHITE-YZ Int:GRAY
VIN: JFMYU03153K [REDACTED] Lic: Prod Date: 01/2003 Odometer: 42511

| | | |
|-----------------------|----------------------|-----------------------|
| Air Conditioning | Rear Defogger | Tilt Wheel |
| Cruise Control | Intermittent Wipers | Keyless Entry |
| Theft Deterrent/Alarm | Rear Wiper | Dual Mirrors |
| Privacy Glass | Luggage/Roof Rack | Fog Lamps |
| Clear Coat Paint | Power Steering | Power Brakes |
| Power Windows | Power Locks | Power Driver Seat |
| Power Mirrors | Anti-Lock Brakes (4) | Driver Air Bag |
| Passenger Air Bag | Cloth Seats | Bucket Seats |
| Recline/Lounge Seats | Rear Stop Bumper | Aluminum/Alloy Wheels |

| NO. | OP. | DESCRIPTION | QTY | EXT. | PRICE | LABOR | PAINT |
|---------------|------|--|-----|------|--------|-------|-------|
| 1 | | FRONT BUMPER | | | | | |
| 2 | | O/H front bumper | | | | 1.7 | |
| 3 | Repl | Bumper cover XLT, w/o wheel opng mldg dark platinum | 1 | | 287.95 | Incl. | |
| 4 | | Add for fog lamps | | | | 0.4 | |
| 5 | | FRONT LAMPS | | | | | |
| 6 | Repl | RT Fog lamp | 1 | | 119.22 | Incl. | |
| Subtotals ==> | | | | | 407.17 | 2.1 | 0.0 |

06/15/2005 at 01:06 PM
25780

Job Number:

PRELIMINARY ESTIMATE

2003 FORD ESCAPE 4X2 XLT 6-3.0L-FI 4D UTV WHITE-YZ Int:CRAY

| | | |
|---------------|-----------------------|-----------|
| Parts | | 407.17 |
| Body Labor | 2.1 hrs @ \$ 36.00/hr | 75.80 |
| ----- | | |
| SUBTOTAL | | \$ 482.77 |
| Sales Tax | \$ 482.77 @ 9.2500% | 44.66 |
| ----- | | |
| GRAND TOTAL | | \$ 527.43 |
| ADJUSTMENTS: | | |
| Deductible | | 0.00 |
| ----- | | |
| CUSTOMER PAY | | \$ 0.00 |
| INSURANCE PAY | | \$ 527.43 |

PARTS & LABOR SUBJECT TO CHANGE WITHOUT NOTICE. THE ABOVE ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS AND LABOR WHICH MAY BE REQUIRED AFTER WORK HAS BEEN OPENED UP. BECAUSE OF THIS, THE ABOVE PRICES ARE NOT GUARANTEED. "ALL WORK IS GUARENTEED ONE YEAR FROM DATE OF REPAIRS TO ORIGINAL OWNER " DUE TO THE UNFORSEEN CIRCUMSTANCES IN REPAIRING OF VEHICLE, WE REGRET THAT WE CAN ONLY ESTIMATE, NOT GUARANTEE A COMPLETION DATE FOR DELIVERY OF VEHICLE. CROWN FORD IS NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE RUST REPAIRS ARE NOT GUARENTEED, " WE DO NOT FURNISH SUBSTITUTE OR RENTAL VEHICLES" STORAGE CHARGES AR \$10.00 PER DAY FOR VEHICLES NOT REPAIRED. THANK YOU FOR YOUR PATRONAGE.

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2MK01 Database Date 04/2005, CCC Data Date 04/2005, and the parts selected are OEM parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or Labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Repl Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAQS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries. Some parts that are described as AM, Qual Repl Parts or Comp Repl Parts may be OE Surplus parts or other OE parts offered at a special pricing discount. For further clarification please review the Suppliers List attached to this estimate, or consult the appraiser or estimator.

CCC Pathways - A product of CCC Information Services Inc.



CROWN FORD

Where The Customer Is King

Body Shop Fax Cover Sheet

To: MRS. Sanders

Date: 7-14-05

From: Alicia

Comments: _____

Final EST for Cathy Buckman.

03

TOTAL PAGES

(615)782-2155
DIRECT PHONE#

(615)782-2104
RETURN FAX #

ESP / Recall Information

VIN: 1FTRX08LXYK [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|------------------------------|-----------------------------------|----------------------|-------------|----------------|
| 01B83 | CUSTOMER SAT/OWNER NOTIF PGM | RADIATOR PUBLICATION ERROR | CLOSE - REPAIRED | 2001-11-29 | 81000USAF81000 |
| 04L19 | LABEL/LITERATURE PROGRAM | MAINTENANCE REMINDER LETTER | OPEN - LAUNCHED | | |
| 05S28 | SAFETY RECALL | SPEED CONTROL DEACTIVATION SWITCH | CLOSE - INSPECT REPA | 2005-07-08 | 06521USAF23203 |

06-06-2005 08:00 TA ANTIOCH 117 6156411069
JUN 03 2005 3:42PM FORD MOTOR CO

1313893333 PAGE1 P. 1



Consumer Affairs

PO Box 6048, MD 3NE-8
Dearborn, MI 48126 USA

Sent via US Mail and Fax

June 3, 2005

[Redacted]

Mount Juliet, TN [Redacted]

RE: 2003 Escape
VIN: 1FMYU03153K [Redacted]

Dear [Redacted]

This letter is in response to your request for assistance.

Ford Motor Company has reviewed your case. As a goodwill gesture, we have decided to assist with the cost of repair to your vehicle. The repairs must be completed at Crown Ford. Upon acceptance of this offer, you will be required to sign the attached release.

To formally accept this offer, please sign and return this verification to me along with the signed release via fax at (313) 845-5668 within ten (10) days of the receipt of this letter. If you have any questions regarding this issue, please contact me at (313) 845-5458.

(X) [Redacted]

(X) [Redacted]

Respectfully yours,

Valma Sanders
Consumer Affairs

GENERAL RELEASE OF ALL CLAIMS

We, [redacted] and [redacted] for the sole and only consideration of \$527.43 paid to me, receipt of which is hereby acknowledged, hereby release and discharge Ford Motor Company, Ford Motor Credit Company, their affiliates, subsidiaries, employees, agents, representatives, successors, assigns, suppliers, dealers and insurers of any of the above, (hereafter collectively "Releasees"), from any and all claims, demands, accounts, actions, proceedings and sums of which I at any time, had or may have or that my assigns, heirs, executors or administrators hereafter can or may have against said Releasees by reason of any action, omission, event, cause, matter or thing whatsoever, presently known or unknown, suspected or unsuspected, whether or not in litigation and whether or not well-founded in fact or in law, up to and including the date of this Release, and all of the damages, losses, injuries, or consequences which may result, or be alleged to result in the future, even though the same are not presently known and even though there is no reason to believe they may occur.

This Release expressly includes, but shall not be limited to, all such claims, demands or other rights for damages, losses, injuries, or consequences, to person or property or both, that may be based upon or arise out of an accident which occurred on or about May 30, 2003 within the County of Davidson, State of Tennessee, and I hereby acknowledge full settlement and satisfaction of all claims of whatever kind or character which I have or may have against Releasees by reason of such accident.

It is understood and agreed that in making this Release, I rely wholly upon my own judgment belief and knowledge, and that no representations or statements made by Releasees, their representatives, or any physician or surgeon employed by them have influenced me to any extent whatsoever in making this Release.

It is understood and agreed that I and my assigns, heirs, executors and administrators, shall hold Releasees harmless from any and all claims, demands, accounts, actions, sums of money, losses, damages, liens, costs and/or expenses for which Releasees may become liable as a result of the matters released above, and shall indemnify Releasees from any and all associated losses, damages, attorney fees, costs, and interest.

It is further understood and agreed that this settlement is a compromise of doubtful and disputed claims and that payment is not to be construed as an admission of liability upon the part of Releasees, by whom liability is expressly denied.

06-06-2005 08:00 TA ANTIOCH 117 6156411069

PAGE3

It is further understood and agreed that all agreements and understandings between the parties hereto are embodied and expressed herein and that the terms of this Release are contractual and not a mere recital.

It is further understood that the terms of this agreement are confidential and may not be disclosed.

This Release shall be construed and interpreted under the laws of the State of Michigan.

I HAVE READ THE FOREGOING RELEASE COMPLETELY AND FULLY UNDERSTAND AND VOLUNTARILY ACCEPT IT.

Signed, sealed and delivered this 7 day of June 2005

[Redacted signature block]
[Redacted signature block]
Mt. Juliet, Inc.
Address

[Redacted signature block]
Mt. Juliet, Inc.
Address

[Redacted signature block]
Southern, TN
Address

06-02-2005 15:57 TA ANTIOCH 117 6156411069

PAGE4

hp LaserJet 3380

FORD MOTOR CO
1313845555
Jun-3-2005 5:51PM



Fax Call Report

| Job | Date | Time | Type | Identification | Duration | Pages | Result |
|-----|-----------|-----------|------|----------------|----------|-------|--------|
| 317 | 6/ 3/2005 | 5:49:40PM | Send | [REDACTED] | 1:24 | 4 | OK |



FACSIMILE TRANSMITTAL SHEET

| | |
|--------------|---|
| FROM | Valma Sanders |
| COMPANY | [REDACTED] |
| DATE | 6/3/2005 |
| FAX NUMBER | TOTAL NO. OF PAGES INCLUDING COVER 4 |
| PHONE NUMBER | SENDER'S REFERENCE NUMBER |
| RE | YOUR REFERENCE NUMBER |

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY PLEASE RECYCLE

NOTES/COMMENTS:

Please sign and return. If you have any questions, please contact me.

Valma Sanders
(313) 845-5458



Consumer Affairs

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

Sent via US Mail and Fax

June 3, 2005

[Redacted]
Mount Juliet, TN [Redacted]

RE: 2003 Escape
VIN: 1FMYU03153K [Redacted]

Dear [Redacted]

This letter is in response to your request for assistance.

Ford Motor Company has reviewed your case. As a goodwill gesture, we have decided to assist with the cost of repair to your vehicle. The repairs must be completed at Crown Ford. Upon acceptance of this offer, you will be required to sign the attached release.

To formally accept this offer, please sign and return this verification to me along with the signed release via fax at (313) 845-5668 within **ten (10) days** of the receipt of this letter. If you have any questions regarding this issue, please contact me at (313) 845-5458.

(X) [Redacted] _____

(X) [Redacted] _____

Respectfully yours,

Valma Sanders
Consumer Affairs



GENERAL RELEASE OF ALL CLAIMS

We, [REDACTED] and [REDACTED] for the sole and only consideration of \$527.43 paid to me, receipt of which is hereby acknowledged, hereby release and discharge Ford Motor Company, Ford Motor Credit Company, their affiliates, subsidiaries, employees, agents, representatives, successors, assigns, suppliers, dealers and insurers of any of the above, (hereafter collectively "Releasees"), from any and all claims, demands, accounts, actions, proceedings and sums of which I at any time, had or may have or that my assigns, heirs, executors or administrators hereafter can or may have against said Releasees by reason of any action, omission, event, cause, matter or thing whatsoever, presently known or unknown, suspected or unsuspected, whether or not in litigation and whether or not well-founded in fact or in law, up to and including the date of this Release, and all of the damages, losses, injuries, or consequences which may result, or be alleged to result in the future, even though the same are not presently known and even though there is no reason to believe they may occur.

This Release expressly includes, but shall not be limited to, all such claims, demands or other rights for damages, losses, injuries, or consequences, to person or property or both, that may be based upon or arise out of an accident which occurred on or about May 30, 2003 within the County of Davidson, State of Tennessee, and I hereby acknowledge full settlement and satisfaction of all claims of whatever kind or character which I have or may have against Releasees by reason of such accident.

It is understood and agreed that in making this Release, I rely wholly upon my own judgment belief and knowledge, and that no representations or statements made by Releasees, their representatives, or any physician or surgeon employed by them have influenced me to any extent whatsoever in making this Release.

It is understood and agreed that I and my assigns, heirs, executors and administrators, shall hold Releasees harmless from any and all claims, demands, accounts, actions, sums of money, losses, damages, liens, costs and/or expenses for which Releasees may become liable as a result of the matters released above, and shall indemnify Releasees from any and all associated losses, damages, attorney fees, costs, and interest.

It is further understood and agreed that this settlement is a compromise of doubtful and disputed claims and that payment is not to be construed as an admission of liability upon the part of Releasees, by whom liability is expressly denied.

It is further understood and agreed that all agreements and understandings between the parties hereto are embodied and expressed herein and that the terms of this Release are contractual and not a mere recital.

It is further understood that the terms of this agreement are confidential and may not be disclosed.

This Release shall be construed and interpreted under the laws of the State of Michigan.

I HAVE READ THE FOREGOING RELEASE COMPLETELY AND FULLY UNDERSTAND AND VOLUNTARILY ACCEPT IT.

Signed, sealed and delivered this ___ day of ____, ____.

Address

Witness

Address

Witness

Address

Sent via US Mail and Fax

June 3, 2005

[REDACTED]
Mount Juliet, TN [REDACTED]

RE: 2003 Escape
VIN: 1FMYU03153K [REDACTED]

Dear [REDACTED]

This letter is in response to your request for assistance.

Ford Motor Company has reviewed your case. As a goodwill gesture, we have decided to assist with the cost of repair to your vehicle. The repairs must be completed at Crown Ford. Upon acceptance of this offer, you will be required to sign the attached release.

To formally accept this offer, please sign and return this verification to me along with the signed release via fax at (313) 845-5668 within **ten (10) days** of the receipt of this letter. If you have any questions regarding this issue, please contact me at (313) 845-5458.

(X) _____
[REDACTED]

(X) _____
[REDACTED]

Respectfully yours,

Valma Sanders
Consumer Affairs



TravelCenters of America

13011 Old Hickory Blvd.
Antioch, TN 37013
615-641-6731
615-641-1069 (fax)

Crown Ford

Fax Cover Sheet

Date: 5/6/05

To: Valma Sanders
313-845-5458
fax 313-845-6002

From: 

Memo: Re: Auto accident/Recall notice

Ms. Sanders, Per our conversation yesterday, I am sending this fax. The damage sustained on the vehicle is all I would like to address. The front bumper "skin" is priced at \$293.50(my cost) plus labor to replace. The fog light is also damaged. I have already purchased the part, but would need it installed, as I can't seem to do it.

I certainly would think it would be a positive move on Ford's part to recognize that this was related to issues concerning the recall. Again, I am a loyal Ford customer(loving my Sport Trac) and am financing over \$50,000 worth of vehicles through Ford Credit.

Thanks in advance for anything you can do!!



10 pages including cover sheet

Have you previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 8251, Dearborn, Michigan 48121-6251. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332. Owners who have previously paid for this repair are still eligible to have the recall described in this letter performed.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday - Friday: 8AM - 8PM

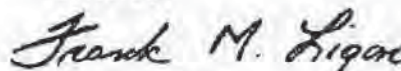
Saturday: 9AM - 5:30PM

If you wish to contact us through the Internet, our address is: www.ownerconnection.com

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations

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RightFAX

6/3/2003 12:42 PAGE 1/1 RightFax



Main Street America Group

National Group Mutual Insurance Company
Old Dominion Insurance Company
Main Street America Insurance Company

ALL First Notice of Loss (FNOL) FAX : (877) 282-3844
(This includes every state's First Notice)



| | | |
|----------------------------|--------------------------|----------------|
| * Adjuster Center: | * PHONE | FAX |
| Auburn NE Regional Office: | (877) 425-2467 (Ext 812) | (800) 606-7992 |
| Keene Regional Office: | (800) 252-8704 | (800) 606-8654 |
| Old Dominion Ins. Co.: | (800) 258-5310 | (877) 333-2329 |
| Richmond Regional Office: | (800) 226-0875 | (877) 777-2332 |
| The Green Tree: | (800) 446-7649 | (888) 646-1004 |
| Syracuse Regional Office: | (800) 468-8733 | (215) 925-0609 |
| | (800) 962-5515 | (877) 444-2329 |

no new
losses

From Desk No #6

Claim Acknowledgement To Agent

Agency Name: PARKER & WATTS INS

NGM Insured: [REDACTED]



NGM Policy #: 01J68128

Date of Loss: 053003

Description of Loss: INSD REAR ENDED OV

| Adjuster(s) Assigned | Line of Business | Extension | Branch |
|----------------------|------------------|------------|-----------------|
| 1) <u>LORI KATZ</u> | <u>COLL</u> | <u>196</u> | <u>ADJ CNT</u> |
| 2) <u>TAD NELSON</u> | <u>PD</u> | <u>188</u> | <u>RICHMOND</u> |
| 3) _____ | _____ | _____ | _____ |

Additional Comments:

Tennessee Uniform Traffic Crash Report

Reporting Agency Name
Metra Nashville Davidson County Police Dept.

Reporting Agency Type

- Tennessee Highway Patrol (THP)
 - City/Metropolitan Police Dept. (CPD)
 - Sheriff's Office
 - Capitol Police
 - Commercial Vehicle Enforcement (CWE)
 - College/University Campus
 - National Park Service
 - Other
- Investigation Complete? Yes No
- Photos Taken? Yes No
If Yes, by Whom?
- Police Other

| Totals | | Date of Crash | | | |
|----------|--------|---------------|-------|-----|------|
| Vehicles | Killed | Injured | MONTH | DAY | YEAR |
| 02 | 0 | 0 | Mar | 30 | 03 |
| 0 | 0 | 0 | Apr | 01 | 03 |
| 0 | 0 | 0 | May | 02 | 03 |
| 0 | 0 | 0 | Jun | 03 | 03 |
| 0 | 0 | 0 | Jul | 04 | 03 |
| 0 | 0 | 0 | Aug | 05 | 03 |
| 0 | 0 | 0 | Sep | 06 | 03 |
| 0 | 0 | 0 | Oct | 07 | 03 |
| 0 | 0 | 0 | Nov | 08 | 03 |
| 0 | 0 | 0 | Dec | 09 | 03 |
| 0 | 0 | 0 | unk | unk | unk |

Document Type
 Original Document (select 1)
 Supplemental Document
 Amended Document
 Reference Number Override
 Local Agency Number
03-230044

REFERENCE NUMBER
8225116

Type of Crash (select 1)
 Fatal
 Injury
 Property Damage - Over
 Property Damage - Under

TDOT Use Only

Rail/Crossing ID: A28
 Time Notified: A24
 Time Arrived: A21

Police Pursuit Involved? Yes No

School Bus Related? Yes No

ROUTE NUMBER: A20
 SPC CASE: A21
 CO SEQ: A22
 LOG MILE: A23
 LOC: A24

LATITUDE: A25
 LONGITUDE: A26

ON Hwy No. and / Street Name: **MT. VIEW PARKWAY** Estimated: **10** FROM/AT Hwy No. and / Street Name: **MT. VIEW ROAD** Mile Post

Vehicle Number: **0302B06**
 Total Number of Occupants: **2**
 Driver Presence:
 Driver Operated Vehicle
 Driver Operated Non-Contact Vehicle
 Driver Operated Government Vehicle
 Driverless Vehicle

Vehicle Number: **0302B06**
 Total Number of Occupants: **2**
 Driver Presence:
 Driver Operated Vehicle
 Driver Operated Non-Contact Vehicle
 Driver Operated Government Vehicle
 Driverless Vehicle

DRIVER NAME: [Redacted]
 ADDRESS: [Redacted]
 City & State: [Redacted]

DRIVER NAME: [Redacted]
 ADDRESS: [Redacted]
 City & State: [Redacted]

Driver's License Number: **TN 2005**

Driver's License Number: **TN 2004**

Date of Birth: [Redacted] Age: [Redacted] Sex: [Redacted] Race: [Redacted] Height: [Redacted] Weight: [Redacted]

Date of Birth: [Redacted] Age: [Redacted] Sex: [Redacted] Race: [Redacted] Height: [Redacted] Weight: [Redacted]

License Class: **D**
 Endorsements: [Redacted]
 Compulsory: [Redacted]
 Restrictions: [Redacted]

License Class: **D**
 Endorsements: [Redacted]
 Compulsory: [Redacted]
 Restrictions: [Redacted]

Injury Code: **03**
 Safety Equipment: **03**
 AIRBAG: **03**

Injury Code: **03**
 Safety Equipment: **03**
 AIRBAG: **03**

TRAPPED/EXTRICATED: Not Trapped
 Driver: Less 25 mi Out of State Ambulance/Hospital

TRAPPED/EXTRICATED: Not Trapped
 Driver: Less 25 mi Out of State Ambulance/Hospital

Year of Vehicle: **2003** Make: **Ford** Model: **ESC** Color: **WH** Body Type: **4Dr**

Year of Vehicle: **1995** Make: **Saturn** Model: **V** Color: **BLK** Body Type: **V**

Vehicle ID Number: **1ZEM1Y03153K**
 License Plate Number: **TN 2003 14**

Vehicle ID Number: **1G8ZK527052**
 License Plate Number: **KVD 462**

Investigating Officer Rank and Name: (Print Name) **POI R. W. Wiggins**
 Badge/ID Number: **002241**
 District/Zone: **A0337**
 Cox No.: **3378**
 Report Date: **05-05-2003**

Investigating Officer Rank and Name: (Print Name) **POI R. W. Wiggins**
 Badge/ID Number: **002241**
 District/Zone: **A0337**
 Cox No.: **3378**
 Report Date: **05-05-2003**

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Harmful Event

Most Harmful Event per Vehicle
(select 1 per vehicle)

Collision with Object Not Fixed

V1 V2
 05: 08 Pedestrian
 08: 09 Pedalcycle
 09: 59 Railway Train
 06: 00 Deer (Animal)
 11: 11 Other Animal
 00 Motor Vehicle in Transport
 13: 13 Motor Vehicle in Transport in Other Roadway
 14: 14 Parked Motor Vehicle
 15: 15 Other Type Non-Motorist
 18: 18 Other Object (Not Fixed)

Collision with Fixed Object

| | |
|--------------------------------|-------------------------------|
| V1 V2 | V1 V2 |
| 17: 17 Boulder | 30: 30 Utility Pole |
| 19: 19 Building | 31: 31 Other Post, Pole, Supp |
| 20: 20 Impact Antenna/etc | 32: 32 Culvert |
| 21: 21 Bridge Pier/Abutment | 33: 33 Curb |
| 22: 22 Bridge Pier/Support End | 34: 34 Drch |
| 23: 23 Bridge Nail | 35: 35 Embankment |
| 24: 24 Guardrail Face | 36: 36 Fence |
| 25: 25 Guardrail End | 37: 37 Wall |
| 26: 26 Median Barrier | 40: 40 Mail Box |
| 27: 27 H-way Traffic Sign Post | 41: 41 Shrubbery |
| 28: 28 Overhead Sign Support | 42: 42 Tree |
| 29: 29 Luminare/Light Supp. | 47: 47 Fire Hydrant |
| 46: 46 Traffic Signal Support | 43: 43 Other Fixed Object |

Non-Collision

| | |
|-----------------------|----------------------------------|
| V1 V2 | V1 V2 |
| 01: 01 Overturn | 05: 05 Fell/Jumped from Vehicle |
| 02: 02 Fire/Explosion | 07: 07 Other Non-Collision |
| 03: 03 Impaction | 16: 16 Turnout or Falling Object |
| 04: 04 Jackknife | |

V1 V2
 99: 99 Unknown Most Harmful Event

First Harmful Event for the Crash

12

Manner of Collision at First Harmful Event (select 1)

| | |
|--|---------------------------------|
| 0: Not Collision with Motor Vehicle in Transport | 4: Angle |
| 1: Rear End | 5: Sidewipe, Same Direction |
| 2: Head-On | 6: Sidewipe, Opposite Direction |
| 3: Rear-to-Rear | 9: Unknown |

Relation to Junction at First Harmful Event (select 1)

| Non-Interchange | | Interchange Area | |
|---|-------------------------------|-----------------------------------|--|
| 01: Non-Junction | 10: Intersection | 11: Intersection-Related | |
| <input checked="" type="radio"/> 03: Intersection | 12: Driveway | 13: Entrance/Exit Ramp Related | |
| 04: Driveway, Alley Access, etc. | 14: Crossover-Related | 15: Other Location in Interchange | |
| 05: Entrance/Exit Ramp Related | 19: Unknown, Interchange Area | | |
| 06: Rail Grade Crossing | | | |
| 07: Crossover-Related | | | |
| 09: Unknown-Non-Interchange | | | |

99: Unknown Relation to Junction

Relation to Roadway at First Harmful Event (select 1)

| | |
|---|-------------------------------------|
| <input checked="" type="radio"/> 00: On Roadway | 06: Off Roadway-Location Unknown |
| 02: Shoulder | 07: In Parking Lane |
| 03: Median | 08: Core |
| 04: Roadside-Left | 11: Parking Lot or Private Property |
| 05: Roadside-Right | 99: Unknown |
| 10: Outside Trafficway | |

Driver Factors

Driver Condition (may select 3)

V1 V2
 00: Appeared Normal
 01: 01: Had Been Drinking
 02: 02: Illegal Drug Use
 03: 03: Ill (Sick)
 04: 04: Apparently Fatigued
 05: 05: Apparently Asleep
 06: 06: Resistance to Drugs/Medication
 07: 07: Failure to Take Drugs/Medication
 08: 08: Physical Impairment (Narrative)
 09: 09: Emotional (Depressed, Angry, Disturbed)
 04: 04: Unknown Condition

Driver Actions (may select 5)

V1 V2
 10: 10: No Contributing Actions
 11: 11: Inattentive (Eating, Reading, Talking, etc.)
 12: 12: Interfered With by Passenger
 13: 13: Driving Left of Center
 14: 14: Driving Wrong Way on One-Way Roadway
 15: 15: Failure to Comply with License Restrictions
 16: 16: Failure to Keep in Proper Lane or Running Off Road
 17: 17: Failure to Yield Right of Way
 18: 18: Failure to Obey Traffic Controls
 19: 19: Failure to Observe Warnings or Instructions
 20: 20: Failure to Signal Intentions
 21: 21: Failure to Use Lights
 22: 22: Following Improperly
 23: 23: Improper Backing
 24: 24: Improper Lane Changing
 25: 25: Improper Passing
 26: 26: Improper Turn
 27: 27: Improperly Towing or Pushing Vehicle
 28: 28: Improperly Carrying Hazardous Cargo
 29: 29: Improper Loading of Vehicle Cargo or Passengers
 30: 30: Operator Inexperience
 31: 31: Operating without Required Equipment
 32: 32: Over Correcting
 33: 33: Careless or Erratic Driving
 34: 34: Reckless or Negligent Driving
 35: 35: Speed Too Fast
 36: 36: Speed Too Slow
 37: 37: Vision Obscured, By What? (Narrative)
 38: 38: Using Telephone, Two-Way Radio
 98: 98: Other (Narrative)
 99: 99: Unknown Action

Highway Construction/Maintenance Zone (select 1)

0: None
 1: Construction Zone
 2: Maintenance Zone (Short Duration)
 3: Utility Zone (Short Duration)
 4: Work Zone, Type Unknown
 9: Unknown

Light Conditions (select 1)

| | |
|--|------------|
| <input checked="" type="radio"/> 0: Daylight | 4: Dawn |
| 1: Dark-Not Lighted | 5: Dusk |
| 3: Dark-Lighted | 9: Unknown |

Weather Conditions (select 1)

| | |
|--|---------------------------------------|
| <input checked="" type="radio"/> 00: No Adverse Conditions | 08: Smog, Smoke |
| 02: Rain | 09: Blowing Sand, Soil, Dirt, or Snow |
| 03: Sleet, Hail | |
| 04: Snow | 10: Severe Crosswind |
| 05: Fog | 04: Other (Narrative) |
| 06: Rain and Fog | 99: Unknown |
| 07: Sleet and Fog | |

Driver Alcohol/Drugs

Presence (select 1)

V1 V2
 00: Neither Alcohol or Drugs Present
 1: 1: Yes (Alcohol Present)
 2: 2: Yes (Drugs Present)
 3: 3: Yes (Alcohol and Drugs Present)
 9: 9: Unknown

Determination Method (select 1 if applies)

V1 V2
 1: 1: Evidential Test
 2: 2: Behavioral
 4: 4: Passive Alcohol Sensor
 5: 5: Observed
 9: 9: Other

Alcohol (select 1)

| Test Type (select 1 if applies) | |
|---|--------------|
| V1 V2 | V1 V2 |
| 05: 05: Test Refused | 1: 1: Blood |
| <input checked="" type="radio"/> 06: 06: None Given | 2: 2: Breath |
| 07: 07: Test Given, Results Unknown | 3: 3: Urine |
| 08: 08: Test Given, Insufficient Sample | 9: 9: Other |
| 09: 09: Unknown, if tested | |

Alcohol Results (select 1)

| | |
|----------------------|------------------|
| V1 | V2 |
| 00: 00: Negative BAC | Positive Results |

Drugs (select 1)

| Test Type (select 1 if applies) | |
|---|--------------|
| V1 V2 | V1 V2 |
| 05: 05: Test Refused | 1: 1: Blood |
| <input checked="" type="radio"/> 06: 06: None Given | 2: 2: Breath |
| 07: 07: Test Given, Results Unknown | 3: 3: Urine |
| 08: 08: Test Given, Insufficient Sample | 9: 9: Other |
| 09: 09: Unknown, if tested | |

Drug Results (may select 3)

| | |
|-------------------------------|---|
| 00: 00: No Drugs Detected | } |
| 01: 01: Marijuana | |
| 02: 02: Cocaine | |
| 03: 03: Opiates | |
| 04: 04: Amphetamines | |
| 05: 05: PCP | |
| 06: 06: Other Drug/Medication | |
| 09: 09: Drug Type Unknown | |

Driver/Vehicle Maneuver (select 1)

V1 V2
 00: 00: Going Straight
 01: 01: Negotiating Curve
 02: 02: Passing or Overtaking Another Vehicle
 03: 03: Right Turn to Private Drive
 04: 04: Right Turn to Street
 05: 05: Right Turn on Red Permitted
 06: 06: Right Turn on Red Not Permitted
 07: 07: Left Turn to Private Drive
 08: 08: Left Turn to Street
 09: 09: Turning from Wrong Lane
 10: 10: Making a U-Turn
 11: 11: Stopping or Stopped for Signal or Sign
 12: 12: Stopping or Stopped for Turning Traffic
 13: 13: Stopping or Stopped for Entering Traffic
 14: 14: Stopping or Stopped Other
 15: 15: Stopped in Traffic Lane
 16: 16: Starting in Traffic
 17: 17: Backing from Drive
 18: 18: Backing from On Street Parking Space
 19: 19: Backing Up
 20: 20: Entering from Private Drive
 21: 21: Leaving a Parked Position
 22: 22: Parked Legally-Yes
 23: 23: Parked Legally-No
 24: 24: Changing Lanes or Merging
 25: 25: Maneuvering to Avoid Another Vehicle, Animal, Pedestrian, Object, etc.
 98: 98: Other (Narrative)
 99: 99: Unknown

Document type: 2 Supplement Document, 3 Amended Document, Local Agency Number: A7, Reference Number: A6

8225116

03-230044

Please Do Not Write in This Microfilm Space

Motorists (Passengers) and/or Non-Motorists

| | | | | | | | |
|---|--|---|---|---|--------------------------|-----------------------------|-------------------|
| Vehicle Number 1 2 3 4 5 6 7 8 9 10 | NAME First M.I. Last | Date of Birth M D Y | Age P 5 | Injury Code 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 | SEAT Position P 23 | SAFETY Equipment P 03 | AIRBAG P 00 |
| ADDRESS Same as <input type="checkbox"/> Driver <input type="checkbox"/> Owner | Street & Number City & State ZIP | Male Sex Female Sex | Medical Transport Ambulance/Hospital Alcohol Drugs | | | | |
| Motorists 1 Pedestrian 2 Bicyclist 3 Other Cyclist 4 Other Pedestrian 5 Other Non-Motorist | EJECTED P11 1 Not Ejected 2 Parally Ejected 3 Unknown | 2 Ejection Path 1 Not Applicable 2 Trapped/Not Ejected 3 Trapped | TRAPPED/EXTRICATED 1 Not Applicable 2 Trapped/Not Extricated 3 Not Trapped | | | | |

| | | |
|------------------------------------|---|---|
| Non-Motorist Number A B C D E F | Location at Intersection N1 N2 01 01 In Crosswalk 02 02 On Roadway, Not in Crosswalk 03 03 On Roadway, Crosswalk Not Available 04 04 On Roadway, Crosswalk Availability Unknown 05 05 On Roadway 06 06 Not on Roadway 07 07 Unknown | Location Not at Intersection N1 N2 10 10 In Crosswalk 11 11 On Roadway, Not in Crosswalk 12 12 On Roadway, Crosswalk Not Available 13 13 On Roadway, Crosswalk Availability Unknown 14 14 In Parking Lane 15 15 On Road Shoulder 16 16 Bike Path 17 17 Outside Trafficway 18 18 Other Not on Roadway 19 19 Unknown |
|------------------------------------|---|---|

| | | | | |
|--|--|---|---|---|
| Vehicle Striking Non-Motorist N1 Vehicle # 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 | Condition (may select 3) 00 00 Appeared Normal 01 01 Had Been Drinking 02 02 Illegal Drug Use 03 03 Ill (Sick) 04 04 Reaction to Drugs/Medication 05 05 Failure to Take Drugs/Medication 06 06 Blind 07 07 Restricted to Wheelchair 08 08 Other Physical Impairment (Narrative) 09 09 Emotional (Depressed, Angry, Disturbed) 10 10 Unknown Condition | Actions (may select 4) N1 N2 11 11 No Contributing Actions 12 12 Not Visible 13 13 Dangling, Running or Stumbling into Road 14 14 Crossing with Signal 15 15 Crossing against Signal 16 16 Crossing, No Signal 17 17 Coming from Behind Parked Car 18 18 Standing in Safety Zone 19 19 Getting on or off Other Vehicle 20 20 Pushing or Working on Vehicle 21 21 Other Working in Roadway | N1 N2 22 22 Construction/Maintenance/Utility Worker 23 23 Playing in Roadway 24 24 Lying in Roadway 25 25 Walking in Roadway 26 26 Walking beside Roadway 27 27 Failure to Keep in Proper Lane or Running off Road 28 28 Failure to Yield Right of Way 29 29 Failure to Obey Traffic Controls 30 30 Failure to Observe Warnings or Instructions 31 31 Failure to Signal Intention | N1 N2 32 32 Failure to Use Lights 33 33 Improper Loading of Vehicle, Cargo or Passengers 34 34 Operator Inexperience 35 35 Operating without Required Equipment 36 36 Riding in Roadway Against Traffic 37 37 Vision Obstructed, By What? (Narrative) 38 38 Unknown Action |
|--|--|---|---|---|

PLEASE DO NOT WRITE IN THIS AREA

Printed in U.S.A. 05/00 Form 210118B-5/05012

V1 Vehicles

First Impact: 00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15

Truck/Bus Supplement: Yes No

Emergency Use: Yes No

Rollover: Yes No

Fat: Yes No

Estimated Damage: Under \$400 Over \$400

Darken Numbered Area(s) of Vehicle Damage (may select 3):

Extent of Damage:

0: None 1: Very Minor 2: Minor 3: Moderate 4: Severe 5: Very Severe 6: Unknown

Vehicle Defects (may select 2): None 1 2

Vehicle Special Use: None 1 2

Vehicle Trailer: None 1 2

Vehicle Towed: Driven Away Towed Away

If Towed, Where? _____

V2 Vehicles

First Impact: 00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15

Truck/Bus Supplement: Yes No

Emergency Use: Yes No

Rollover: Yes No

Fat: Yes No

Estimated Damage: Under \$400 Over \$400

Darken Numbered Area(s) of Vehicle Damage (may select 3):

Extent of Damage:

0: None 1: Very Minor 2: Minor 3: Moderate 4: Severe 5: Very Severe 6: Unknown

Vehicle Defects (may select 2): None 1 2

Vehicle Special Use: None 1 2

Vehicle Trailer: None 1 2

Vehicle Towed: Driven Away Towed Away

If Towed, Where? _____

Vehicle Going/On

W: E: S: N: On: Mt. View Parkway

Vehicle Going/On

W: E: S: N: On: Mt. View Parkway

Trafficway Flow

V1 V2 (select 1)

1: Not Physically Divided (Two Way Trafficway)

2: Divided Highway, Median Strip (Without Traffic Barrier)

3: Divided Highway, Median Strip (With Traffic Barrier)

4: One Way Trafficway

9: Unknown

Roadway Surface Type

V1 V2 (select 1)

1: Asphalt

2: Concrete

3: Brick or Block

4: Gravel, Slag, or Stone

5: Dirt

8: Other (Narrative)

9: Unknown

Trafficway Hazards

V1 V2 (may select 3)

0: No Apparent Hazards

1: Inadequate Warning of Exits, Lanes Narrowing, Traffic Control, etc.

2: Defective Shoulders

3: No or Obscured Pavement Markings

4: Holes, Deep Ruts, Bumps

5: Loose Material on Surface

6: Slippery Surface

7: Surface Under Water

8: Surface Washed Out

10: Under Construction/Maintenance

11: Recent Previous Accident Scene Nearby

12: Street Lights Not Working

13: Traffic Control Device Not Visible

98: Other Hazards (Narrative)

99: Unknown

Traffic Control Devices

V1 V2 (select 1)

0: No Controls

01: Traffic Light

02: Flashing Yellow (Caution)

03: Flashing Red (Stop)

04: Lane Use Control Signal

05: Stop Sign

06: Yield Sign

07: School Zone Signs

08: Warning Signs

09: Construction Zone Controls

10: RR Crossbucks

11: RR Flasher

12: RR Gate

13: Traffic Control Device

98: Other (Narrative)

Roadway Route Signing

V1 V2 (select 1)

1: Interstate

2: U.S. Route

3: State Route

4: County Route

5: Municipal Route

8: Other (Narrative)

9: Unknown

Number of Travel Lanes

V1 V2 (select 1)

1: One Lane

2: Two Lanes

3: Three Lanes

4: Four Lanes

5: Five Lanes

6: Six Lanes

7: Seven or More Lanes

8: Other (See Narrative)

9: Unknown

Roadway Surface Conditions

V1 V2 (select 1)

0: Dry

1: Wet

2: Snow or Slush

3: Ice

4: Sand, Mud, Dirt or Oil

8: Other (Narrative)

9: Unknown

Roadway Character

V1 V2 Alignment: Curve Straight Unknown

Profile: Level Grade Hillcrest Other (Narrative) Unknown

Other Property Damage?

(select all that apply)

1: State Property 2: County Property 3: City Property 4: Private Property

Amount of Damage (Estimate)

1: Under \$400 2: Over \$400

Traffic Control Device Functioning?

V1 V2 (select 1 if applies)

1: Device Not Functioning

2: Device Functioning Improperly

3: Device Functioning Properly

Speed Limit

| V1 | V2 |
|----|----|
| 0 | 0 |
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9 |

Access Control

V1 V2 (select 1)

0: No Control (Unlimited Access)

1: Full Control (ONLY Ramp Entry and Exit)

3: Other (Narrative)

Owner Information for Other Property Damage

Name: _____ Phone: _____

Address: _____ Describe Property: _____

Name: _____ Phone: _____

Address: _____ Describe Property: _____

Witness

Name First MI Last _____

Address Street & Number _____

City & State _____

Date of Birth _____ Home Phone # _____

Witness

Name First MI Last _____

Address Street & Number _____

City & State _____

Date of Birth _____ Home Phone # _____

| | |
|--|------------------------------|
| Document Type | REFERENCE NUMBER |
| ① Supplement Document ② Amended Document Local Agency Number | 8225116 |
| 03-230044 | Reference Number Override 16 |

Truck & Bus Crash Information

(This Section Must Be Completed for Each Truck or Bus Involved in this Crash)

Please Do Not Write In This Microfilm Space

| | | | |
|--|--|--|--|
| When To Use This Section: Part A A truck with at least two axles and six tires? A truck with a hazardous materials placard? A bus designed to carry 16 or more persons, including the driver? | Did the crash involve: <input checked="" type="checkbox"/> (Y) <input type="checkbox"/> (N) <input checked="" type="checkbox"/> (Y) <input type="checkbox"/> (N) <input checked="" type="checkbox"/> (Y) <input type="checkbox"/> (N) | Part B Any person who was fatally injured? Any injured person requiring transport for immediate medical treatment? One or more vehicles that had to be towed from the scene as a result of the crash? One or more vehicles that required repair or were provided assistance before proceeding from scene under own power? | <input checked="" type="checkbox"/> (Y) <input type="checkbox"/> (N) <input checked="" type="checkbox"/> (Y) <input type="checkbox"/> (N) <input checked="" type="checkbox"/> (Y) <input type="checkbox"/> (N) <input checked="" type="checkbox"/> (Y) <input type="checkbox"/> (N) |
| STOP! If all the responses to Part A are "NO" do not complete this Truck & Bus Crash Information Section. If there are any "YES" answers, continue to Part B. | | STOP! If all the responses to Part B are "NO" do not continue. If there are any "YES" answers, please complete this Truck & Bus Crash Information Section... | |

Vehicle # 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

| | | |
|--|---------------------------------------|---|
| Carrier Information | Carrier Identification Numbers | Source: |
| * Interstate Carrier? <input checked="" type="checkbox"/> (Y) <input type="checkbox"/> (N) | US DOT: TN D05 ICC MC: | <input type="checkbox"/> Vehicle Side <input type="checkbox"/> Shipping Papers <input type="checkbox"/> Trip Manifest <input type="checkbox"/> Driver <input type="checkbox"/> Log Book |
| Carrier Name: | Carrier Address: | |

| | | |
|---|--|--|
| Hazardous Material Information | * Hazardous Material Placard Displayed? <input checked="" type="checkbox"/> (Y) <input type="checkbox"/> (N) | * Hazardous Cargo was Released? <input checked="" type="checkbox"/> (Y) <input type="checkbox"/> (N) |
| Class Numbers: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | List the Hazardous Material(s) by name in this load: | |
| UN Numbers: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | List the Name(s) of Released Hazardous Material(s): | |

| | | | |
|---|--|-----|------------------|
| Vehicle Information | Combined Gross Vehicle Weight Rating | LBS | Total # of Axles |
| Vehicle Configuration | Cargo Body Type | | |
| | | | |
| SEQUENCE OF EVENTS FOR THIS VEHICLE | <i>(Mark a total of one to four events in the order that they occurred.)</i> | | |
| 1 2 3 4 Ran off Road 1 2 3 4 Jackknife 1 2 3 4 Overturn (Rollover) 1 2 3 4 Downhill Runaway 1 2 3 4 Cargo Loss or Shift 1 2 3 4 Explosion or Fire 1 2 3 4 Separation of Units 1 2 3 4 Collision involving pedestrian | 1 2 3 4 Collision involving motor vehicle in transp. 1 2 3 4 Collision involving parked motor vehicle 1 2 3 4 Collision involving train 1 2 3 4 Collision involving pedalcycle 1 2 3 4 Collision involving animal 1 2 3 4 Collision involving fixed object 1 2 3 4 Collision involving other object 1 2 3 4 Other | | |

Vehicle # 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

| | | |
|--|---------------------------------------|---|
| Carrier Information | Carrier Identification Numbers | Source: |
| * Interstate Carrier? <input checked="" type="checkbox"/> (Y) <input type="checkbox"/> (N) | US DOT: TN D05 ICC MC: | <input type="checkbox"/> Vehicle Side <input type="checkbox"/> Shipping Papers <input type="checkbox"/> Trip Manifest <input type="checkbox"/> Driver <input type="checkbox"/> Log Book |
| Carrier Name: | Carrier Address: | |

| | | |
|---|--|--|
| Hazardous Material Information | * Hazardous Material Placard Displayed? <input checked="" type="checkbox"/> (Y) <input type="checkbox"/> (N) | * Hazardous Cargo was Released? <input checked="" type="checkbox"/> (Y) <input type="checkbox"/> (N) |
| Class Numbers: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | List the Hazardous Material(s) by name in this load: | |
| UN Numbers: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | List the Name(s) of Released Hazardous Material(s): | |

| | | | |
|---|--|-----|------------------|
| Vehicle Information | Combined Gross Vehicle Weight Rating | LBS | Total # of Axles |
| Vehicle Configuration | Cargo Body Type | | |
| | | | |
| SEQUENCE OF EVENTS FOR THIS VEHICLE | <i>(Mark a total of one to four events in the order that they occurred.)</i> | | |
| 1 2 3 4 Ran off Road 1 2 3 4 Jackknife 1 2 3 4 Overturn (Rollover) 1 2 3 4 Downhill Runaway 1 2 3 4 Cargo Loss or Shift 1 2 3 4 Explosion or Fire 1 2 3 4 Separation of Units 1 2 3 4 Collision involving pedestrian | 1 2 3 4 Collision involving motor vehicle in transp. 1 2 3 4 Collision involving parked motor vehicle 1 2 3 4 Collision involving train 1 2 3 4 Collision involving pedalcycle 1 2 3 4 Collision involving animal 1 2 3 4 Collision involving fixed object 1 2 3 4 Collision involving other object 1 2 3 4 Other | | |

PLEASE DO NOT WRITE IN THIS AREA

DIAGRAM
Indicate North By Arrow



DO NOT WRITE OUTSIDE THIS AREA

Vehicles moved to side of road prior to police arrival.

Narrative

Driver of vehicle 2 stated she stopped to turn right and vehicle 1 hit the rear of her vehicle.

Driver of vehicle 1 stated vehicle 2 was stopped in front of her to turn right she was unable to stop and hit the rear of vehicle 2.

Investigator's Signature
Ray Whigg

Date
05-30-2005

Report Approved by
Sst. BRAD JAMES

Date
05-30-2005

05/19/2005 at 04:29 PM
25780

Job Number:

Judith Harris

CROWN FORD
Federal ID #: 621311548
WHERE THE CUSTOMER IS " KING "
646 THOMPSON LANE
NASHVILLE, TN 37204
(615)244-3615 Fax: (615)782-2104

PRELIMINARY ESTIMATE

Written By:
Adjuster:

Insured: [REDACTED]
Owner: [REDACTED]
Address:

Day:
Evening:

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact: 12. Front

Inspect CROWN FORD
Location: 646 THOMPSON LANE
NASHVILLE, TN 37204

Business: (615)244-3615

Insurance
Company:

Days to Repair

2003 FORD ESCAPE 4X2 XLT 6-3.0L-FI 4D UTV WHITE-Y% InL:GRAY
VIN: 1FMYU03153K [REDACTED] Lic: Prod Date: 01/2003 Odometer: 42511
Air Conditioning Rear Defogger Tilt Wheel
Cruise Control Intermittent Wipers Keyless Entry
Theft Deterrent/Alarm Rear Wiper Dual Mirrors
Privacy Glass Luggage/Roof Rack Fog Lamps
Clear Coat Paint Power Steering Power Brakes
Power Windows Power Locks Power Driver Seat
Power Mirrors Anti-Lock Brakes (4) Driver Air Bag
Passenger Air Bag Cloth Seats Bucket Seats
Recline/Lounge Seats Rear Step Bumper Aluminum/Alloy Wheels

| NO. | OP. | DESCRIPTION | QTY | EXT. | PRICE | LABOR | PAINT |
|---------------|------|--|-----|------|--------|-------|-------|
| 1 | | FRONT BUMPER | | | | | |
| 2 | | O/H front bumper | | | | 1.7 | |
| 3 | Repl | Bumper cover XLT, w/o wheel opng mldg dark platinum | 1 | | 287.95 | Incl. | |
| 4 | | Add for fog lamps | | | | 0.4 | |
| 5 | | FRONT LAMPS | | | | | |
| N 6 | Repl | RT Fog lamp | 1 | | 119.22 | Incl. | |
| Subtotals --> | | | | | 407.17 | 2.1 | 0.0 |

Line 6 : CUST HAS FOG LAMP--NEED TO REIMBURSE FOR COST OF LAMP

05/19/2005 at 04:29 PM
25780

Job Number:

PRELIMINARY ESTIMATE

2003 FORD ESCAPE 4X2 XLT 6-3.0L-FI 4D UTV WHITE-YZ Int:GRAY

| | | |
|---------------|-----------------------|-----------|
| Parts | | 407.17 |
| Body Labor | 2.1 hrs @ \$ 36.00/hr | 75.60 |
| ----- | | |
| SUBTOTAL | | \$ 482.77 |
| Sales Tax | \$ 482.77 @ 9.2500% | 44.66 |
| ----- | | |
| GRAND TOTAL | | \$ 527.43 |
| ADJUSTMENTS: | | |
| Deductible | | 0.00 |
| ----- | | |
| CUSTOMER PAY | | \$ 0.00 |
| INSURANCE PAY | | \$ 527.43 |

PARTS & LABOR SUBJECT TO CHANGE WITHOUT NOTICE. THE ABOVE ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS AND LABOR WHICH MAY BE REQUIRED AFTER WORK HAS BEEN OPENED UP. BECAUSE OF THIS, THE ABOVE PRICES ARE NOT GUARANTEED. "ALL WORK IS GUARENTEED ONE YEAR FROM DATE OF REPAIRS TO ORIGINAL OWNER " DUE TO THE UNFORSEEN CIRCUMSTANCES IN REPAIRING OF VEHICLE, WE REGRET THAT WE CAN ONLY ESTIMATE, NOT GUARANTEE A COMPLETION DATE FOR DELIVERY OF VEHICLE. CROWN FORD IS NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE. RUST REPAIRS ARE NOT GUARENTEED, " WE DO NOT FURNISH SUBSTITUTE OR RENTAL VEHICLES" STORAGE CHARGES AR \$10.00 PER DAY FOR VEHICLES NOT REPAIRED. THANK YOU FOR YOUR PATRONAGE.

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2MK01 Database Date 04/2005, CCC Data Date 04/2005, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OM/Vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKO, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries. Some parts that are described as AM, Qual Repl Parts or Comp Repl Parts may be OE Surplus parts or other OE parts offered at a special pricing discount. For further clarification please review the Suppliers List attached to this estimate, or consult the appraiser or estimator.

CCC Pathways - A product of CCC Information Services Inc.

Attn: Vealma

7497023

2 3 4 3 2

INVOICE

PARSONS INTERSTATE FORD, LLC.
196 Walnut Bottom Rd.
Shippensburg, PA 17257
Phone: 717-532-8888
Toll Free: 888-436-3673

YNESBORO, PA
ME: [REDACTED] US:

PAGE 1

SERVICE ADVISOR: 422 STEPHANIE OGDEN

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|--------------|------------|---------------|------------------------|----------------------------|-----------------|---------|-----------|
| LIVER | 04 | FORD FOCUS | 3FAHP37354R [REDACTED] | | 8466/8466 | T794 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 4APR04 IS | | | WAIT 17MAY05 | | 73.90 | CASH | 17MAY05 |
| R.O. OPENED | | READY | | OPTIONS: STK:452 DLR:09764 | | | |
| 1:45 17MAY05 | | 15:12 17MAY05 | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|--|--------|------|------|--------|------|------|-------|
| CK SEAT FOR: CUST STATES: SHE REACHED UNDER THE PASS SIDE SEAT AND CUT HER HAND ON SOMETHING PLEASE CHECK AND ADVISE | | | | | | | |
| SC SEE COMMENTS/SEE TECH STORY | | | | | | | |
| | | | | 2855 | CR | 0.00 | 0.00 |
| PARTS: | | 0.00 | | LABOR: | | 0.00 | |
| | | | | OTHER: | | 0.00 | |
| TOTAL LINE A: | | | | | | 0.00 | 0.00 |

466 CUSTOMER STATES THEY CUT THEIR HAND UNDER THE SEAT FOUND VERY SHARP EDGES UNDER SEAT INSTALLED HEATER HOSE AS A MOLDGING

| Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 this item/items. | DESCRIPTION | TOTALS |
|--|------------------------|--------|
| | LABOR AMOUNT | 0.00 |
| | PARTS AMOUNT | 0.00 |
| | GAS, OIL, LUBE | 0.00 |
| | SUBLET AMOUNT | 0.00 |
| | MISC. CHARGES | 0.00 |
| | TOTAL CHARGES | 0.00 |
| | LESS INSURANCE | 0.00 |
| | SALES TAX | 0.00 |
| | PLEASE PAY THIS AMOUNT | 0.00 |

CUSTOMER SIGNATURE X

FILE COPY



CROWN FORD

Where The Customer Is King

Body Shop Fax Cover Sheet

To: Velma Sanders

Date: 5-19-05

From: Alicia / Twila

Comments:

[Redacted]

03 ESCAPE = EST= Please read notes

IFM4U03153M [Redacted]

3

TOTAL PAGES

(615)782-2155
DIRECT PHONE#

(615)782-2104
RETURN FAX #



COF

February 2, 2005

[REDACTED]

Dunn, NC [REDACTED]

Re: 2003 Escape

VIN: 1FMYU93193K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2003 Escape.

Your concern has been thoroughly reviewed by the service manager at Dunn-Benson Ford. The service manager was unable to verify a manufacturer's defect with the Escape. As a result, Ford Motor Company is unable to offer you assistance at this time.

Our experience has shown that insurance companies typically handle these types of situations. We suggest that you contact your insurance company for possible assistance. Your insurance company has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue this matter.

Thank you for the opportunity to review this concern.

Respectfully yours,

KeNisha Dunlap
Consumer Affairs

All Action Details for Issue

[Print](#)

VIN: 1FMYU93193K [REDACTED] Year: 2003 Model: ESCAPE Case: 432680245
 Name: [REDACTED] Owner Status: Subsequent WSD: 2002-10-05
 Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 01005 DUNN-BENSON FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 36000 MI Comm Type: PHONE
 Analyst Name: SANDRA BARTELLA Analyst: SBARTELL
 Action Date: 01/24/2005 Action Time: 12.01.07.286 Action Data: Yes

Caller Information If Different From Vehicle Owner:

| First Name | Middle Initial | Last Name | Day Phone | Relationship |
|------------|----------------|------------|-----------|--------------|
| [REDACTED] | | [REDACTED] | | SPOUSE |

Comments CUSTOMER SAID: -I HAVE RECEIVED A LETTER IN REGARDS TO FSA _ON JAN 6/2005 I WAS INVOLVED IN AN ACCIDENT AT 1:15PM _I TRYED TO HIT MY BRAKES BUT IT DID NOT BRAKE IN TIME AND IT CAUSED DAMAGE TO HER BUMPER _A POLICE REPORT WAS NOT FILED _I DID CONTACT MY INSURACE COMPANY I KNEW THE LADY I HIT AND WE WORKED SOMETHING OUT NO ONE WAS INJURED _I FEEL THAT FORD SHOULD COVER THE COST OF HER DAMAGE THIS IS A DEFECTDEALER SAID: DUNN - BENSON FORD 1700 WEST CUMBERLAND STREETDUNN, NC 28334DISTANCE: 3.07 MILESCRC 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.

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 01005 DUNN-BENSON FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 36000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 01/25/2005 Action Time: 09.51.23.950 Action Data: No

Comments LPA CONTACTED CUSTOMER AND SPOKE WITH [REDACTED] [REDACTED] STATED THAT SHE WAS IN AN ACCIDENT TWO WEEKS AGO. CUSTOMER STATED THAT SHE WAS AT A STOP SIGN AND HAD HER FOOT ON THE BRAKE, BUT THE VEHICLE ACCELERATED AND SHE RAN INTO THE BACK OF SOMEONE. THERE WAS NO DAMAGE TO CUSTOMER'S VEHICLE, BUT THE WOMAN SHE HIT NEEDS A NEW BUMPER. CUSTOMER STATED THAT SHE HAS AN APPT AT DUNN-BENSON FORD ON 2/1 TO HAVE RECALL 04S25 COMPLETED.

Action: REQUEST POLICE/FIRE REPORT
 Dealer: 01005 DUNN-BENSON FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 36000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 01/25/2005 Action Time: Action Data: No

[REDACTED] 2/2/2005

09.52.20.135

Comments CUSTOMER STATED THAT SHE DID NOT FILE A POLICE REPORT. LPA REQUESTED A POLICE REPORT AND A VEHICLE INSPECTION TO DETERMINE IF THE ACCIDENT OCCURRED AS A RESULT OF RECALL 04S25. LPA WILL AWAIT THESE REQUESTS TO PROCEED.

Action: RECEIVE VEHICLE INSPECTION BACK

Dealer: 01005 DUNN-BENSON FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 36000 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 02/02/2005

Action Time:
14.35.28.158

Action Data: Yes

Comments LPA RECEIVED INSPECTION REPORT FROM JOHN BYRD. JOHN INSPECTED THE VEHICLE AND COULD NOT CONFIRM THAT RECALL 04S25 WAS CAUSE OF CUSTOMER'S ACCIDENT.

Data Element Name

Data Value

FSE

YES

DEALER

YES

Action: REFER TO INSURANCE CARRIER - UNABLE TO DUPLICATE

Dealer: 01005 DUNN-BENSON FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 36000 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 02/02/2005

Action Time:
14.43.34.538

Action Data: No

Comments LPA CONTACTED CUSTOMER AND ADVISED OF DLR'S FINDINGS. LPA ADVISED CUSTOMER TO CONTACT HER INSURANCE COMPANY AND OF SUBROGATION. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

2/2/2005

REPAIRED BY CUSTOMER YES NO

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER'S SIGNATURE _____

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 below vehicle to secure the amount of repairs thereto.

CUSTOMER ACKNOWLEDGES RECEIPT HEREOF.



LEFT SIDE



RIGHT SIDE

WARRANTY INFORMATION:
FOR VEHICLE AND WARRANTY INFORMATION REFER TO YOUR OWNERS GUIDE OR CALL THE FORD SERVICE INFORMATION TOLL FREE NUMBER 1-800-392-FORD

PRICES AND FAST LUBE TIME WILL VARY SLIGHTLY ON DIESEL POWERED VEHICLE AND SOME TRUCKS

LIMITED WARRANTY

The Seller, DUNN BENSON FORD, hereby expressly warrants for a period of 12 months or 12,000 miles, whichever first occurs, all items sold and labor performed by the Seller against defects in materials or workmanship. This warranty is made in lieu of all other warranties by the Seller, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose. Any other warranties on the item or items sold hereby are those made by the manufacturer and not the Seller. Any damages recoverable against the Seller by reason of the Seller's warranty shall be limited to the cost of replacement of the item sold and the cost of the labor performed by the Seller.

DUNN - BENSON



1700 W. CUMBERLAND ST • P.O. BOX 1105
DUNN, NC 28335
(910) 892-2800

INSTRUCTIONS ON WORK TO BE DONE

40* PAY TYPE: W
04825 3.0L LHO ACCELERATOR CABLE REPLACEMENT

Recall Done

CABLE INSPECTED NOT FRAYED OR DAMAGED - NOT ANY BINDING OR STICKING IN CABLE -

REPLACED CABLE!

| | | | | P/G | 1 | UF | 1 |
|-----|------------|------|-------|-----|---|----|---|
| RT. | OPER. CODE | TIME | TOTAL | | | | |
| | | | | | | | |
| | | | | | | | |
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| | | | | | | | |
| | | | | | | | |

KRO 84938 *TAG * LIC: NC NA SVC ADV: 061 JOHN WEBSTER BYRD
 STRICKLAND, [REDACTED] 03 **VIN: 1FMYU9319 3K [REDACTED] **
 FORD ESCAPE
 XLT 4WD 4DR SPTUTY
 LICENSE: NC NA SILVER TRUCK
 NC [REDACTED] SLM: 359
 HARNETT
 STOCK NUMBER: 000R1103
 IN-SVC: 100502 SOLD: 121503 FROM: 091802

Customer Info

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

[REDACTED]

1/24/2005

ESP / Recall Information

VIN: 1FMYU93193K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2004 NEW 60/100,000 POWERTRAINCARE W/ROADSIDE
 Selling Dealer: DUNN-BENSON FORD
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2007-10-05
 Expiration Miles: 100,000
 Plan Year: 2004
 Purchase Type: N
 Options:

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

Cancel Date: Process Date:
 Refund Percent: Dealer Received Date:
 Dealer Credited:

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|---------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |

[REDACTED] 1/24/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

| | | | | | |
|--------------|------------------------|-----------------|---------------------------------|----------------|-----------------------------|
| VIN: | IFMYU93193K [REDACTED] | Veh Line: | T/M1 - ESCAPE (U204) [2001] | Eng Serial No: | * |
| Model Year: | 2003 | Market Derived: | T/F - FORD DIVISION DERIVATIVE | Body Shell: | * |
| Veh Type: | T | Drive Code: | T/F - 4 WHL L/H FULL TIME DRIVE | Engine: | T/LD - MOD 3.0L DOHC EFI NA |
| Inv. Dealer: | 43346 | Body Cab Style: | *-[N/A] | Transmission: | T/DJ - 4 SPD AUTO TRANS NA. |
| | | Version/Series: | T/EF - FORD SERIES | | |

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 18-SEP-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 123820.*
 Country: USA - ##### Selling Dir St/Prov: OK
 Buyer St/Prov: OK

Arrival Date: 04-OCT-2002 Red Carpet Lease: *
 Sale Date: 05-OCT-2002 Fleet/Retail/Co. Lease: F
 Warranty Start Date: 05-OCT-2002 Modified Vehicle: *
 Orig Warranty Date: 05-OCT-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U933KA68463103 7P 4 LA29H0003 LH F 3 469 63 5 3 G2X5 5 8S3ABNE235820 3VATL 223 4 3 1
 IFMY9Q5 2K A400A 14SC 80M01R2007 63

INSTALLED OPTION INFORMATION:

| | | | |
|------------------------|------------------------------------|----------------------|-------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | Y |
| Audio Disk: | *-[N/A] | Instrumentation: | *-[N/A] |
| Axle Ratio: | *-[N/A] | Mirror(Driver Side): | B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: | *-[N/A] | Mirror(Psng Side): | B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: | A | Paint: | PNUPJ - SATIN SILVER C/C |
| Brake Code: | *-[N/A] | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | *-[N/A] | Radio: | FA - CDX6 RADIO WITH 6 DISC CHANGER |
| Calibration Code: | 3M11A30A | Sound System: | AA -LESS UPGRADED SOUND SYSTEM |
| Color(Accent): | *-[N/A] | Suspn Tandem Axle: | |
| Color(Trim): | 000NC - | Tire Brand: | AJ - MICHELIN |
| Delivery Type: | H | Tire Size: | D3JUJ - P235/70R-16 OWL A-S |
| Driveshaft Code: | D | Traction Control: | *-[N/A] |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Wheel Base: | |
| Fuel Type: | AF -UNLEADED FUEL CAPABILITY | | |

TIRE DOT INFORMATION:

LF: A308453_2502 RF: A308453_2502
 LR: A308453_2502 RR: A308453_2502
 LI: * RI: *
 SPARE: HY8A1R8_3302

ESP INFORMATION: EMISSIONS INFORMATION:

| | | | |
|----------------------|-------------|------------------------|-------------|
| ESP Code: | G | Emission Code: | T/BJ - T/BJ |
| ESP Coverage(Miles): | 100 | Emission Cert Type: | 5 |
| ESP Coverage(Time): | 060 | Emission Decal Suffix: | KPL |
| ESP Plan Year: | 2004 | Engine Family: | 3FMXT0302F8 |
| ESP Signature Date: | 15-DEC-2003 | | |

Standard Claims List For Model Year 2003

| 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) |
|------------------------|----------|--|-------------------------------|------------|------------|-------------------|------------------------|--------|---------------|-------------|-----------------|----------|-----|----------------|--------|------|-------------------------------|------|------------------------|----|--------------|
| 1FMYU93193K [REDACTED] | T/M1 | T/F | * | T/EF | T/F | AJ | T/DJ | T/LD | 18-SEP-2002 | 05-OCT-2002 | 123820 | USA | 20 | 6A07 | 010301 | * | 1520124 | * | F07 | 14 | 26451 |
| AWS Claim Key: | | 5944451 | Trx Code: | | E84 | Labor Hrs: | | 0 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01005 - * | Name: DUNN-BENSON FORD | | | | Ph: 910-8922800 | | St: NC | | Ctry Cd: | | USA | Reg Cd: | | NA | Repr Date: 07-MAY-2004 | | Doc #: 07649451 | | |
| Cust Comments: | | PAINT IS FLAKING UP ON RIGHT REAR DOOR AROUND HANDLE | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | CK AND RESURFACE FINISHON DOOR | | | | | | | | | | | | | | | | | | | |

PE12-019 000215 LP

[REDACTED] =1FMYU93193K [REDACTED]

VEHICLE DETAIL

VIN: 1FMYU93193K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: SATIN SILVER C/C
 Year: 2003 Calibration: 3M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 10/5/2002
 GCWR: Vehicle Build Date: 9/18/2002
 PEP Code: 400A

Selling Dealers Name:
 Selling Dealers P & A Code: Selling Dealers Sales Code: F23820
 Selling Dealers Main Phone: - Selling Dealers Service Phone: -

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 9 3 3 K A 6 8 4 6 3 1 0 3 7 P 4 LA 2 9 H 0 0 0 3 L H F 3 4 6 9 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 3 G 2 X 5 5 8 S 3 A B N E 2 3 5 8 2 0 3 V A T L 2 2 3 4 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 9 Q 5 2 K A 4 0 0 A 1 4 S C 8 0 M 0 1 H 2 0 0
 1 2 3 4 5 6 7 8 9 160
 7

Dealer Information

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 21-ATLANTA | 21-ATLANTA | Q | G1 | 01005 | F21358 |

Dealer Name: DUNN-BENSON FORD
Dealer Address: 1700 WEST CUMBERLAND ST
 DUNN NC 28334
Dealer Main Phone: 910-892-2800 **Dealer Service Phone:** 910-892-1200

| Position | Employee Name |
|-----------------|--------------------|
| DEALER/PARTNER | CARLTON R LAMM |
| PARTS MANAGER | CURTIS HOLDER |
| SALES MANAGER | EDWARD H PATE |
| SALES MANAGER | JONATHAN R BETHUNE |
| SERVICE MANAGER | RICKEY W AVERY |
| SERVICE MANAGER | John Byrd ✓ |

Service Hours 8:30 - 8:00 MON. - FRI
Directions
Trained Y
Additional Information FAX 919-894-1487

**SAFETY RECALL
04S25****All 2002 through 2004 Model Year Left
Hand Drive (LHD) Escape Vehicles
Equipped with 3.0L Engines - Accelerator
Cable Replacement**

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

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

December 2004

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

SUBJECT: Safety Recall 04S25:
All 2002 through 2004 Model Year Left Hand Drive (LHD) Escape Vehicles
Equipped with 3.0L Engines
Accelerator Cable Replacement

AFFECTED VEHICLES

All 2002 through 2004 model year LHD Escape vehicles equipped with 3.0L engines and built at the Kansas City and Ohio Assembly Plants from Job #1 2002 through Job Last 2004. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on December 09, 2004.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, it may be possible for the accelerator cable liner to migrate out of the accelerator cable conduit. If the liner migrates out of the conduit, the liner may prevent the throttle from returning to the idle position and may result in elevated engine speeds while driving. An unexpected increase in engine idle speed may increase stopping distance and may result in a vehicle crash without warning.

SERVICE ACTION

At no charge to the vehicle owner, dealers are to replace the accelerator cable with a newly designed cable, which will be available to the dealers the week of 12/06/2004. This must be performed on all of the affected vehicles in your new vehicle inventory as well as vehicles that have been delivered to customers.

PLEASE NOTE:

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. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

1/24/2005

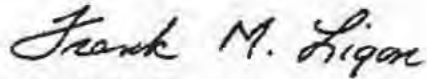
- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information

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



1/24/2005

| VIN FSA Details | |
|------------------------|------------------------|
| VIN: | 1fmyu93193k [REDACTED] |
| FSA Status: | Launched |
| Brand: | FORD |
| Manufacturing Country: | USA |

FSA Details

| | |
|----------|--|
| 00010252 | 3.0L LHD ACCELERATOR CABLE REPLACEMENT |
|----------|--|

Vehicle Details

| | | | |
|---------------------------|-----------------------------|----------------------|-------------------------|
| Model Year: | 2003 | Assembly Plant: | KANSAS CITY PLANT BUILD |
| Vehicle Line: | FORD ESCAPE / MAZDA TRIBUTE | Production Date: | 18-Sep-2002 |
| Body Style Description: | 5 DOOR LIGHT TRUCK | Warranty Start Date: | 05-Oct-2002 |
| Vehicle Type Description: | TRUCK | Sale Date: | 05-Oct-2002 |
| VDM Vehicle Status: | 800 | Engine Tag Code: | 1G752AB |
| Emissions: | 3 | | |

Vehicle Conditions

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

Owner Details

Current Owner

| | | | |
|--------------------------------|--------------------------------|------------------------|-------------|
| Business Name: | [REDACTED] | | |
| Owner Name: | [REDACTED] | | |
| Address 1: | [REDACTED] | | |
| Address 2: | [REDACTED] | | |
| Address 3: | [REDACTED] | | |
| Address 4: | [REDACTED] | | |
| City: | DUNN | | |
| State/Province: | North Carolina | Phone #: | |
| ZIP/Postal Code: | [REDACTED] | E-Mail: | |
| Country: | UNITED STATES | | |
| Owner Effective Date: | 01-Oct-2004 | Vendor Applied Date: | 29-Feb-2004 |
| Vendor Match Code Description: | 4-NEITHER NAME OR ADDRESS MATC | | |
| N&A Source: | POLK | GCamp Applied Date: | 05-Jan-2005 |
| Mail Status: | Active | Mail Suppression Date: | |
| Fleet Code: | | Fleet Name: | |
| Fleet Status: | | Fleet Mgmt Code: | - |
| Company Car: | | | |

| | P&A Code | GEO Sales | Sales Code | Sub Code | Description |
|----------|----------|-----------|------------|----------|------------------------|
| Ordering | 43346 | USA | F23820 | | The Hertz Corporation |
| Ship-To | 45238 | USA | F88052 | | Hertz RAC - Charleston |

1/24/2005

| | | | | |
|----------|-------|-----|--------|-----------------------|
| Stocking | 43346 | USA | F23820 | The Hertz Corporation |
| Selling | 43346 | USA | F23820 | The Hertz Corporation |

| FSA Details | |
|---|----------------------|
| VIN: 1fmyu93193k [REDACTED] | |
| Local FSA: 04S25 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT | Global FSA: 00010252 |

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

| Responsible Dealer | | | | |
|--------------------|-----------|------------|----------|-----------------------|
| P&A Code | GEO Sales | Sales Code | Sub Code | Description |
| 43346 | USA | F23820 | | The Hertz Corporation |

| Eligibility Indicators | | | |
|---------------------------|-----------|-------------|--|
| Type | Indicator | Updated | |
| Repair Eligibility | Y | 07-Dec-2004 | |
| Display Eligibility | Y | 07-Dec-2004 | |
| Original Mail Eligibility | N | 10-Jan-2005 | |
| Follow up Mail | Y | 10-Jan-2005 | |

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

| Description | Release Date |
|--|--------------|
| RELEASED TO APPROPRIATE SOURCE - ORIGINA | 10-Jan-2005 |
| EXTERNAL NAME AND ADDRESS APPLIED | 05-Jan-2005 |

| Repair | | | | | | | |
|--------|-------------|-------------|---------|-------------|---------|-------------------|-------------|
| Status | System Date | Repair Date | Country | Dealer Code | Claim # | Option/Labor Code | Cost Source |

| VIN/FSA Vehicle Status | | | |
|------------------------|--------|-------------|--|
| Description | Reason | Date | |
| OPEN - LAUNCHED | Open | 07-Dec-2004 | |
| Confirmed | | 07-Dec-2004 | |

| VIN FSA Mail History | |
|---|--------------------------|
| Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP... | Global FSA:00010252 |
| Release: | OOWNER LETTER |
| Release Date: | 10-Jan-2005 |
| Mail Date: | |
| Restricted Address: | No |
| Address: | [REDACTED] |
| | DURHAM, NC |
| | [REDACTED] UNITED STATES |
| Resp. Dealer: | 43346USAF23820- |
| Fleet Acct: | |
| Fleet Mgmt Loc: | |
| N&A Source: | POLK |



1/24/2005

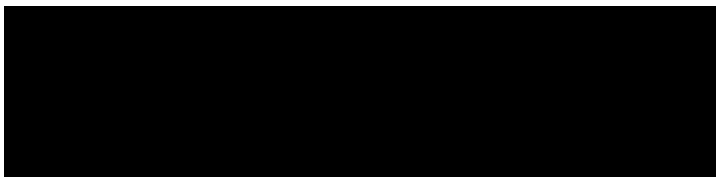
| | |
|-----------------------|-------------|
| Owner Effective Date: | 01-Oct-2004 |
| Note: | |

FSA Counts

| FSA Category | Repair Eligible (Open) | Repair Ineligible (Closed) | Total |
|---------------|------------------------|----------------------------|-------|
| SAFETY RECALL | 1 | 0 | 1 |
| Total | 1 | 0 | 1 |

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1/24/2005





Fax

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

To: Jeff Coleman **From:** Marquis Morris

Fax: **Date:** May 12, 2004

Phone: **Pages:** 2

Re: [REDACTED] **CC:**

Urgent *** For Review** **Please Comment** **Please Reply** **Please Recycle**

•Comments:





Consumer Affairs

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

August 23, 2002

[REDACTED]
Minneapolis, MN [REDACTED]

RE: 2003 Ford Escape

VIN: 1FMYU02133K [REDACTED]

Dear [REDACTED]


Thank you for contacting Ford Motor Company regarding your vehicle.

Your concern has been thoroughly reviewed by the service manager at Stillwater Ford. Because the service manager was not able to verify a manufacturer's defect, Ford Motor Company is unable to offer you assistance at this time.

Our experience has shown that insurance companies typically handle these types of situations. We suggest that you contact them for possible assistance. Your insurance company has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue this matter.

Thank you for the opportunity to review this concern.

Respectfully yours,


Marquis Morris
Consumer Affairs



Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Monday, May 10, 2004 2:14 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: stillwater ford/lincoln/mercury
Requesting Dealer: same
Contact Person: jeff coleman
Telephone: 651-430-2400
Email Address: jcoleman@stillwaterford.com
PA Code: 09254
Region: 58
City: Stillwater
Dealer State: MN
Fax Number: 651-430-2400
WSD: 10/15/2002
Vehicle Year: 2003
Vehicle Model: escape
Vehicle VIN: 1FMYU02133K [REDACTED]
Mileage: 47000
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Minneapolis
State: Minnesota
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 58 - Twin Cities
Incident Involves: Accident
Date of Incident: 01/01/2004
County in which incident occurred: hennepin
Is Alleging Defect: Yes
Alleging defect detail: customer states that the vehicle accelerates on its own and overpowers the brakes so the vehicle is not controlable.
Police Report Filed: Yes
Police Report detail: unknown, this came out in conversation with the customer.
Insurance Company Contacted: Y
Insurance Company Advice: as per the customer, "my insurance co. will not help me"
Coach Builder: n/a
Coach Builder State: AK - Alaska
Resolution Sought Detail: She is requesting that Ford admits responsibility for the accident that she was involved in. I have driven the vehicle and was unable to verify any abnormal mechanical operation.
Comments: Have someone contact me before contacting the customer. She states that her vehicle has the same problem that a Police Van had in Minneapolis which killed a small child. Please call me asap!

651-430-
- 705
1356
127

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

Close an Issue

VIN: 1FMYU02133K [REDACTED]

Year: 2003

Model: ESCAPE

WSD: 2002-10-15

Name: [REDACTED]

Primary Phone:

Secondary Phone:

Address: [REDACTED] S MINNEAPOLIS MN [REDACTED]

Case Number: 525541264

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT

Symptom: SURGE ACCELERATION ALL ENGINE TEMP

Dealer: F58607 - STILLWATER FORD

Comm Type: MAIL

Current Odometer Reading: 47000 MI

Action Category: DENY ASSISTANCE

Odometer Reading: 47000 MI

Action: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND(C)

Caller information if different from vehicle owner

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Relationship: Select One

Phone: [REDACTED]

Comments:

SM took the Escape on a 10 mile test drive and could not verify a concern. No further action is needed.

OASIS

Warranty History

ESP/Recall



Update dealership information in GOLDD; Update dealer personnel information in STARS.

[Print Dealer Detail](#) [Print All Dealer Information](#)

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|----------------|----------------|------------|--------|----------|------------|
| 58-TWIN CITIES | 58-TWIN CITIES | A | B1 | 09254 | F58607 |

| | | | |
|---------------------------|--|------------------------------|--------------|
| Dealer Name: | STILLWATER FORD, LINCOLN-MERCU | | |
| Dealer Address: | 12969 NORTH 60TH STREET STILLWATER MN 55082 | | |
| Dealer Main Phone: | 612-430-2400 | Dealer Service Phone: | 612-430-2400 |

| Position | Employee Name |
|--------------------------|--------------------|
| CUST RELATIONS MGR | SUEANN GABRIELSON |
| DEALER/PARTNER | MARVIN W RAMBOW JR |
| GENERAL MANAGER | MICHAEL P ELLIS |
| PARTS MANAGER | AL D ESTUESTA |
| PARTS & SERVICE DIRECTOR | ROBERT J COZATT |
| SALES MANAGER | CARRIE E HAUGERUD |
| SALES MANAGER | EARL L PRATT |
| SALES MANAGER | JAY SHAW |
| SALES MANAGER | JOHN M BLUMER |
| SALES MANAGER | SCOTT E PHILLIPS |
| SALES MANAGER | SCOTT A SHUTES |
| SALES MANAGER | SUNNY R MOOSAI |
| SERVICE MANAGER | JEFFREY COLEMAN |

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

Customer: [REDACTED] Primary Phone: Secondary Phone:

Address: [REDACTED] MINNEAPOLIS MN [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:

Action Detail

VIN: 1FMYU02133K [REDACTED] Year: 2003 Model: ESCAPE Print Action Detail
Name: [REDACTED] Owner Status: Original WSD: 2002-10-15 Case: 525541264
Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP Primary Phone:
Reason Desc: LEGAL - ACCIDENT Secondary Phone:
Issue Type: 07 LEGAL Issue Status: OPEN Dealer: STILLWATER FORD, LINCOLN-MERCU
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD P & A Code: 09254
Odometer: 47000 MI Comm Type: EMAIL
Action Date: 05/11/2004 Action Time: 10:23:46.733 Action Data: No
Analyst Name: KOKOSZKA, DELPHINE (D.M.) Analyst: DKOKOSZK

COMMENTS: *****PRODUCT LIABILITY***** E-MAIL RECEIVED: 5/10/04 DEALER CONTACT: JEFF COLEMAN. CUSTOMER ALLEGES THE VEHICLE ACCELERATED ON ITS OWN AND OVERPOWERED THE BRAKES. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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

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

Server Name : AWS Adhoc

Standard Claims List For Model Year 2003

| 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) | | |
|-----------------------|----------|---|------------------|------------|----------------------------------|-------------------|------------|--------|-------------|-------------|----------------|----------|-----------------|------|--------|----------------|----------|------|-------------------|----|--------------|---------------|---------|
| 1HMYD02133KA | 7MI | T/F | * | T/EF | T/A | AJ | T/DJ | T/LD | 07-AUG-2002 | 15-OCT-2002 | 158607 | USA | 8 | 5R07 | 110402 | * | 7A110 | * | P01 | 07 | 22795 | | |
| AWS Claim Key: | | 1415139 | Trx Code: | | E84 | Labor Hrs: | | 1.3 | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 09254-* | Name: | | STILLWATER FORD, LINCOLN MERCURY | | Ph: | | 651-4302400 | St: | | MN | Ctry Cd: | | USA | Reg Cd: | | NA | Repr Date: | | 03-JUN-2003 | Doc #: | 235713A |
| Cust Comments: | | CUST STATES THAT THE SHIFT LEVER IS LOOSE SO WHE GO TO TAKE THE KEY OUT IT WILL NOT ALWAYS COME OUT AND ALSO THE LEVER WILL NOT GO IN THEN GEAR SULLLECTIONS PROPERLY. | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 22795 VERIFIED CONCERN AND REMOVED STEERING COLUME SHROUD REMOVED STEERING COLUME AND FOUND THAT T HE PARK INDECATOR IS OUT OF ADJ REAJUSTED SENSOR AND REINSTALLED STEERING COLUME BACK IN TRUCK AND REASSEMBLED AND DROVE RECHECKED FOR PARK ALL OK | | | | | | | | | | | | | | | | | | | | | |
| 1HMYD02133KA | 7MI | T/F | * | T/EF | T/A | AJ | T/DJ | T/LD | 07-AUG-2002 | 15-OCT-2002 | 158607 | USA | 19 | * | * | * | * | * | * | * | * | 47024 | |
| AWS Claim Key: | | 5776751 | Trx Code: | | 04S13 | Labor Hrs: | | 4 | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 09254-* | Name: | | STILLWATER FORD, LINCOLN MERCURY | | Ph: | | 651-4302400 | St: | | MN | Ctry Cd: | | USA | Reg Cd: | | NA | Repr Date: | | 28-APR-2004 | Doc #: | 260874A |
| Cust Comments: | | C 2001 2003 M Y E V E 3.0L V6 F P C M R C | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 47024 SA 04S13 CHECKED PCM CALIBRATION. NEW CALIBRATION IS AVAILABLE. RECALIBRATED PCM WITH PROGRAM DOA V538, PART # 3U7A 12A650 EPA. TEST DROVE NO PROBLEMS. | | | | | | | | | | | | | | | | | | | | | |
| 1HMYD02133KA | 7MI | T/F | * | T/EF | T/A | AJ | T/DJ | T/LD | 07-AUG-2002 | 15-OCT-2002 | 158607 | USA | 19 | 6R01 | 012001 | 3L8Z | 78611B09 | AAA | S40 | 42 | 47280 | | |
| AWS Claim Key: | | 5914652 | Trx Code: | | E81 | Labor Hrs: | | 1.4 | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 09254-* | Name: | | STILLWATER FORD, LINCOLN MERCURY | | Ph: | | 651-4302400 | St: | | MN | Ctry Cd: | | USA | Reg Cd: | | NA | Repr Date: | | 05-MAY-2004 | Doc #: | 261374C |
| Cust Comments: | | INSTALL DRIVERS SIDE SPECIAL ORDER PART SEAT BELT STOP BUTTON CAME APART | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 47280 REPLACED THE DRIVERS SEAT BELT AND RETRACTOR ASSEMBLY. NO FURTHER FAULT. | | | | | | | | | | | | | | | | | | | | | |

ESP / Recall Information

VIN: 1FMYU02133K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]

Plan Type: USA 2001 NEW 72/75,000 PREMIUMCARE W/ROADSIDE ASSIST.

Selling Dealer: STILLWATER FORD, LINCOLN-MERCU

Deductible: 50

Rental: 28

Towing Allowance:

Status: Active

Expiration Date: 2008-10-15

Expiration Miles: 75,000

Plan Year: 2001

Purchase Type: N

Options:

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

Cancel Date:

Process Date:

Refund Percent:

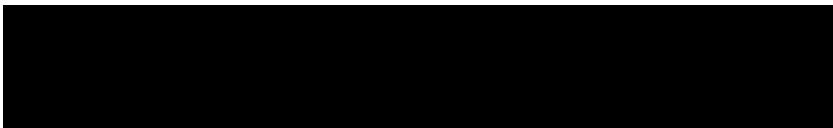
Dealer Received Date:

Dealer Credited:

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|---------------|--|------------------|-------------|----------------|
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | CLOSE - REPAIRED | 2004-04-28 | 09254USAF58607 |





Consumer Affairs

Sent Via Facsimile

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

February 8, 2005

[REDACTED]
[REDACTED]
Detroit, MI [REDACTED]

RE: 2002 Ford Escape
VIN: 1FMYU03162K [REDACTED]

Dear [REDACTED]

This letter is in response to your phone call regarding the vehicle inspection done by Ed Schmid Ford, Inc.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. We regret not being able to assist you further; our review indicates that the previous determination is appropriate. Therefore, we will not make any adjustments or revisions to our earlier decision.

Thank you for the opportunity to consider your request.

Respectfully yours,

Jeff Schwagle
Consumer Affairs



All Action Details for Issue

Print

VIN: 1FMYU03162K [REDACTED] Year: 2002 Model: ESCAPE Case: 515281174
 Name: [REDACTED] Owner Status: Original WSD: 2001-10-05
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 02830 ED SCHMID FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 42000 MI Comm Type: PHONE
 Analyst Name: FREELAND, KIM Analyst: KFRELAN
 Action Date: 02/07/2005 Action Time: 10.05.58.635 Action Data: Yes

Comments CUSTOMER SAID: TOOK TO ED SMITH FORD BACK IN APRIL 2004 CUSTOMER FEELS I WAS NOT RESPONSIBLE FOR THIS AND WANTS TO REPORT BACK TO CONSUMER AFFAIRS THAT I JUST GOT RECALL IN THE MAIL FOR THE ACCELERATOR CABLE AND THIS I BELIEVE CAUSED MY ACCIDENT I HAD BACK IN APRIL 2004 DEALER SAID: ED SCHMID FORD 21600 WOODWARD AVE FERNDALE, MI 48220 CRC 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.

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 02830 ED SCHMID FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 42000 MI Comm Type: MAIL
 Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
 (J.)
 Action Date: 02/08/2005 Action Time: 10.51.38.333 Action Data: No

Comments *** LPA COMMENTS ***- LPA MAILED LETTER ACKNOWLEDGING RECEIPT OF COMPLAINT

Action: CLOSING COMMENTS - DENIAL - NO PRODUCT DEFECT FOUND
 Dealer: 02830 ED SCHMID FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 42000 MI Comm Type: MAIL
 Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
 (J.)
 Action Date: 02/08/2005 Action Time: 10.52.52.567 Action Data: No

Comments *** LPA COMMENTS ***- SEE CLOSING COMMENTS FROM 5/19/2004- VEHICLE WAS INSPECTED BY ED SCHMID FORD IN APRIL OF '04- NO PRODUCT DEFECT RELATED TO THE ACCELERATOR CABLE WAS FOUND- LPA RECOMMENDS NO FURTHER ACTION

2/8/2005

All Action Details for Issue

Print

VIN: 1FMYU03162K [REDACTED] Year: 2002 Model: ESCAPE Case: 515281174
 Name: [REDACTED] Owner Status: Original WSD: 2001-10-05
 Symptom Desc: BUCK/JERK DECELERATION HOT ENGINE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 02830 ED SCHMID FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 30000 MI Comm Type: PHONE
 Analyst Name: DEZILVA JASON Analyst: JDESILV1
 Action Date: 04/26/2004 Action Time: 14.18.46.434 Action Data: Yes

Comments CUSTOMER SAID: - RECEIVED NOTIFICATION FOR RECALL. - MARCH 9: THERE WAS A PROBLEM WITH VEH (WHEN STOPPED IN GARAGE, THE VEH TOOK OFF; CUST HAD TO HIT BRAKES VERY HARD); CUST CRACKED THE FRONT BUMPER AND DAMAGED VEH. - A WEEK LATER, THERE WAS AN EXHAUST ODOR. - ONLY NOTICEABLE AFTER DRIVEN FOR A WHILE. - SOUNDS AS THOUGH RECALL LETTER IDENTIFIES THIS PROBLEM HAS NOT TAKEN VEH IN FOR REPAIRS. - SEEKING COVERAGE ASSISTANCE. DEALER SAID: - ED SCHMID FORD (21600 WOODWARD AVE) CRC 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.

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 02830 ED SCHMID FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 30000 MI Comm Type: PHONE
 Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
 (J.)
 Action Date: 04/27/2004 Action Time: 10.32.11.943 Action Data: Yes

Comments *** LPA COMMENTS *** - LPA LEFT MESSAGE FOR CUSTOMER ACKNOWLEDGING RECEIPT OF COMPLAINT

| Data Element Name | Data Value |
|-------------------|--------------|
| CONTACT PERSON | COVET CANNON |

Action: REQUEST FOR VEHICLE INSPECTION - DEALER
 Dealer: 02830 ED SCHMID FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 30000 MI Comm Type: PHONE
 Analyst Name: SCHWAGLE, JEFF Analyst: JSCHWAGL
 (J.)
 Action Date: 05/19/2004 Action Time: 13.54.48.037 Action Data: No

Comments *** LPA COMMENTS *** - LPA REQUESTED THAT CUSTOMER ARRANGE APPOINTMENT AT DEALERSHIP TO HAVE VEHICLE INSPECTED - LPA REQUESTED THAT CUSTOMER NOTIFY US OF APPOINTMENT FOR FOLLOW UP WITH THE DEALERSHIP



2/8/2005

Action: RECEIVE VEHICLE INSPECTION BACK

Dealer: 02830 ED SCHMID FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 30000 MI

Comm Type: PHONE

Analyst Name: SCHWAGLE,JEFF (J.)

Analyst: JSCHWAGL

Action Date: 05/19/2004

Action Time: 13.55.52.812

Action Data: Yes

Comments *** LPA COMMENTS *** - CUSTOMER TOOK VEHICLE TO DEALERSHIP BUT DID NOT NOTIFY LPA UNTIL AFTER THE VEHICLE WAS INSPECTED - LPA CONTACTED DEALERSHIP AND OBTAINED RESULTS OF INSPECTION

| Data Element Name | Data Value |
|-------------------|------------|
| FSE | NO |
| DEALER | YES |

Action: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND

Dealer: 02830 ED SCHMID FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 30000 MI

Comm Type: PHONE

Analyst Name: SCHWAGLE,JEFF (J.)

Analyst: JSCHWAGL

Action Date: 05/19/2004

Action Time: 13.58.48.478

Action Data: No

Comments *** LPA COMMENTS *** - DEALERSHIP INSPECTED VEHICLE AND DID NOT FIND ANY DEFECTS RELATED TO THE CUSTOMERS COMPLAINT - LPA ADVISED THE CUSTOMER TO CONTACT THEIR INSURANCE COMPANY - LPA NOTED THAT THE INSURANCE COMPANY HAS THE RIGHT TO FILE SUBROGATION AGAINST FORD MOTOR COMPANY IF IT SO CHOOSES - LPA RECOMMENDS NO FURTHER ACTION



2/8/2005

All Action Details for Issue

Print

VIN: 1FMYU03162K [REDACTED] Year: 2002 Model: ESCAPE Case: 515281174
 Name: [REDACTED] Owner Status: Original WSD: 2001-10-05
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 02830 ED SCHMID FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 42000 MI Comm Type: PHONE
 Analyst Name: FREELAND, KIM Analyst: KFREELAN
 Action Date: 02/07/2005 Action Time: 10.05.58.635 Action Data: Yes

Comments CUSTOMER SAID: TOOK TO ED SMITH FORD BACK IN APRIL 2004 CUSTOMER FEELS I WAS NOT RESPONSIBLE FOR THIS AND WANTS TO REPORT BACK TO CONSUMER AFFAIRS THAT I JUST GOT RECALL IN THE MAIL FOR THE ACCELERATOR CABLE AND THIS I BELIEVE CAUSED MY ACCIDENT I HAD BACK IN APRIL 2004 DEALER SAID: ED SCHMID FORD 21600 WOODWARD AVE FERNDALE, MI 48220 CRC 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.

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |

*Spoke to Lourdes
 Dir inspected previously
 and no problem with accelerator
 cable was found
 2/8 10:45*



2/7/2005

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] DETROIT MI [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:



2/7/2005

Vehicle List

| VIN | Year | Model | Sales Type | Owner Status | Vehicle Info |
|-------------|------|-------------------|---|----------------|---------------------------|
| 1FMYU03162K | 2002 | ESCAPE | SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN | Original Owner | Oasis Warranty History |
| | | Open Issues Exist | | | |

S... 2/7/2005

**OASIS RESULT:
1FMYU03162K**

See bottom of the OASIS result for
contact ID

02/07/2005
12:41:00

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VEHICLE INFORMATION

| | | |
|--|---------------------------------------|---------------------------------------|
| VEHICLE DESCRIPTION 2002 ESCAPE | BODY STYLE 4 DR XLT MPV 4X2 | ENGINE 3.0L EFI DOHC |
| TRANSMISSION CD4E AUTO TRANSAXLE | AXLE CODE 96 | ENGINE CALIBRATION 0M11A30A |

GENERAL WARRANTY INFORMATION

| | | |
|--|---------------------------------|------------------------------|
| WARRANTY START DATE 10/05/2001 | BUILD DATE 09/24/2001 | SALE MILEAGE 00012 |
|--|---------------------------------|------------------------------|

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

OUTSTANDING FIELD SERVICE ACTIONS

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

04S25
3.0L LHD ACCELERATOR CABLE REPLACEMENT

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

05/11/2004

DEALER: Ed Schmid Ford, Inc.

WARRANTY CLAIM NUMBER: 295038

ODOMETER: 034412M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|------------------|----------|----------|----------------|----------------|
| | | 000 | 04S13B | | |

34412 PERFORM RECALL 04S13 RE-PROGRAM PROCESSOR.

05/11/2004

DEALER: Ed Schmid Ford, Inc.

WARRANTY CLAIM NUMBER: 295038

ODOMETER: 034412M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|------------------|----------|----------|----------------|----------------|
| | | | | | |

2/7/2005

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|-------------------|----------|----------|----------------|----------------------|
| 19734 | BRKT A/C COND MTG | 000 | 8005D | 42 | DOES NOT OPERATE PRO |

34412 INSPECT FOR COOLANT LEAK OK AT THIS TIME 0.3 HR

END OF OASIS REPORT FOR 1FMYU03162K [REDACTED]

[REDACTED]

2/7/2005

ESP / Recall Information

VIN: 1FMYU03162P [REDACTED]

No ESP Information for this VIN

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-----------------------------|---|------------------|-------------|----------------|
| 02M01 | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - LAUNCHED | | |
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | CLOSE - REPAIRED | 2004-05-11 | 02830USAF48009 |
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |

[REDACTED] 2/7/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

| | | | | | |
|--------------|-------------------|-----------------|--------------------------------|----------------|-----------------------------|
| VIN: | 1FMYU03162KA61464 | Veh Line: | T/M1 - ESCAPE (U204) [2001] | Eng Serial No: | 087208086 |
| Model Year: | 2002 | Market Derived: | T/F - FORD DIVISION DERIVATIVE | Body Shell: | * |
| Veh Type: | T | Drive Code: | T/A - 2 WHL L/H FRONT DRIVE | Engine: | T/LD - MOD 3 GL DOHC EFI NA |
| Inv. Dealer: | 02830 | Body Cab Style: | T/WE - 5 DOOR LIGHT TRUCK | Transmission: | T/DJ - 4 SPD AUTO TRANS NA |
| | | Version/Series: | T/EF - FORD SERIES | | |

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 24-SEP-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 148009 -*
 Country: USA - ##### Selling Dir St/Prov: MI
 Buyer St/Prov: MI

Arrival Date: 02-OCT-2001 Red Carpet Lease: *
 Sale Date: 05-OCT-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 05-OCT-2001 Modified Vehicle: *
 Orig Warranty Date: 05-OCT-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----

0032KA61464103 7 6 C A 30H5305 NH E M196 63 N 3 2X5 5 4S3ABN 48A009E 3 ATL M23 4 3 2 1
 1FMY6M5 320A 914MT 63

INSTALLED OPTION INFORMATION:

| | | | |
|------------------------|------------------------------------|----------------------|-------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | Y |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: | * - [N/A] | Mirror(Psngr Side): | B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: | A | Paint: | * - [N/A] |
| Brake Code: | FEAAB - 4 WHL ANTI-LOCK BRAKES | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * - [N/A] | Radio: | FA - CDX6 RADIO WITH 6 DISC CHANGER |
| Calibration Code: | 0M11A30A | Sound System: | AA -LESS UPGRADED SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Suspn Tandem Axle: | |
| Color(Trim): | 000ZX - | Tire Brand: | AJ - MICHELIN |
| Delivery Type: | A | Tire Size: | D3JUJ - P235/70R-16 OWL A-S |
| Driveshaft Code: | D | Traction Control: | * - [N/A] |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Wheel Base: | |
| Fuel Type: | AF - UNLEADED FUEL CAPABILITY | | |


TIRE DOT INFORMATION:

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

2/7/2005

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|----------------------|--------------------------|-------------|
| ESP Code: | * Emission Code: | * - * |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | JMF |
| ESP Plan Year: | * Engine Family: | 2FMXT0301F6 |
| ESP Signature Date: | | |

 2/7/2005

Standard Claims List For Model Year 2002

| 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) |
|------------------------|----------|--|------------------|------------|------------|----------------------|--------|--------|-------------|-------------|----------------|-----------------|-----|------|----------------|------|-------------------------------|------|-----------------------|----|--------------|
| 1FMYU03162K [REDACTED] | /M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 24-SEP-2001 | 05-OCT-2001 | 148009 | USA | 7 | 7W04 | 190201 | * | 15K601 | * | A85 | 42 | 8570 |
| AWS Claim Key: | | 1128009 | Trx Code: | | 1 | Labor Hrs: | | 1 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 02830 - * | Name: | | | ED SCHMID FORD, INC. | | | Ph: | 248-3991000 | St: MI | Ctry Cd: | | USA | Reg Cd: | NA | Repr Date: 18-APR-2002 | | Doc #: 260300D | | |
| Cust Comments: | | PR LOCKS DO NOT WORK AT TIMES AFTER HITTING LOCK BUTTON DRIVERS DOOR SEVERAL TIMES DID GET TO NOT | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 8570 CC N1 BP NPF NGS BCE TEST, NO CODES, CHK KEYLESS ENTRY, UNABLE TO DUPLICATE, IT IS NORMAL FOR LOCKS TO STOP IF REPEATEDLY HIT | | | | | | | | | | | | | | | | | | | |
| 1FMYU03162K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 24-SEP-2001 | 05-OCT-2001 | 148009 | USA | 32 | * | * | * | * | * | * | * | 34412 |
| AWS Claim Key: | | 10137081 | Trx Code: | | 04S13 | Labor Hrs: | | 0.4 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 02830 - * | Name: | | | ED SCHMID FORD, INC. | | | Ph: | 248-3991000 | St: MI | Ctry Cd: | | USA | Reg Cd: | NA | Repr Date: 11-MAY-2004 | | Doc #: 295038A | | |
| Cust Comments: | | 04S13 PCM RECALIBRATION | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 34412 PERFORM RECALL 04S13 RE PROGRAM PROCESSOR. | | | | | | | | | | | | | | | | | | | |
| 1FMYU03162K [REDACTED] | /M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 24-SEP-2001 | 05-OCT-2001 | 148009 | USA | 32 | 7H03 | 120301 | * | 19734 | * | 1.87 | 42 | 34412 |
| AWS Claim Key: | | 10155141 | Trx Code: | | E83 | Labor Hrs: | | 0.3 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 02830 - * | Name: | | | ED SCHMID FORD, INC. | | | Ph: | 248-3991000 | St: MI | Ctry Cd: | | USA | Reg Cd: | NA | Repr Date: 11-MAY-2004 | | Doc #: 295038B | | |
| Cust Comments: | | SMELL OF COOLANT HOT NO APPARENT LEAKS | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 34412 INSPECT FOR COOLANT LEAK OK AT THIS TIME 0.3 HR | | | | | | | | | | | | | | | | | | | |

PE12-019 000246 LP

[REDACTED] 1FMYU03162K [REDACTED]

2/7/2005

VEHICLE DETAIL

VIN: 1FMYU03162K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: SATIN SILVER C/C
 Year: 2002 Calibration: 0M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 10/5/2001
 GCWR: Vehicle Build Date: 9/24/2001
 PEP Code: 320A

Selling Dealers Name: ED SCHMID FORD, INC.
 Selling Dealers P & A Code: 02830 Selling Dealers Sales Code: F48009
 Selling Dealers Main Phone: 248-399-1000 Selling Dealers Service Phone: 248-399-1319

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 3 2 K A 6 1 4 6 4 1 0 3 7 6 C A 3 0 H 5 3 0 5 N H E M 4 9 6 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 N 3 2 X 5 5 4 S 3 A B N 4 8 A 0 0 9 E 3 A T L N 2 3 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 6 M 5 3 2 0 A 9 1 4 M I
 1 2 3 4 5 6 7 8 9 160

2/7/2005

Update This Information In Stars


Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 48-DETROIT | 48-DETROIT | A | B2 | 02830 | F48009 |

Dealer Name: ED SCHMID FORD, INC.
Dealer Address: 21600 WOODWARD AVE
 FERNDALE MI 48220

Dealer Main Phone: 248-399-1000 **Dealer Service Phone:** 248-399-1319

| Position | Employee Name |
|--------------------|--------------------|
| CUST RELATIONS MGR | GAIL C SANTIONI |
| DEALER/PARTNER | GERARD C SCHMID |
| PARTS MANAGER | MICHAEL SPICKO |
| PARTS MANAGER | ERIC A FOARD |
| SALES MANAGER | FRANK K SCHMID |
| SALES MANAGER | KEN SECKEL |
| SALES MANAGER | EDWARD F SCHMID JR |
| SERVICE MANAGER | PHILIP M SMITH |


 2/7/2005



Print

VIN: 1FMYU04122K [REDACTED] Year: 2002 Model: ESCAPE Case: 1491853303
 Name: [REDACTED] Owner Status: Original WSD: 2001-11-27
 Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED
 Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 09676 KRUG RIVERTOWN MOTORS Origin Desc: US CONCERN CASE BASE
 Odometer: 8000 MI Comm Type: PHONE
 Analyst Name: PIGEAU SHIELA Analyst: SPIGEAU
 Action Date: 11/26/2003 Action Time: 13.39.39.256 Action Data: Yes

Caller Information If Different From Vehicle Owner:

| First Name | Middle Initial | Last Name | Day Phone | Relationship |
|------------|----------------|------------|-----------|--------------|
| [REDACTED] | | [REDACTED] | | CHILD |

Comments CUSTOMER SAID: -MOTHER HAS FORD ESCAPE -WHILE AT PARKING LOT WHILE TURNING INTO ACTUAL PARKING SPOT THE VEH ACCELERATED AND CUST HAD AN ACCIDENT ON MONDAY NOV 24/03 AT ABOUT 2 PM -POLICE REPORT FILED -VEH THEN HIT A POST -BOTH AIR BAGS DEPLOYED -WINDSHIELD CRACKED -MOTHER IS OK BUT SHE IS 83 YRS OLD -THIS HAS HAPPENED TWICE TO HER BEFORE -VEH HAS BEEN TO DLR FOR THIS CONCERN AND DLR TOLD HER THE VEH WAS FIXED -CUST DID CALL INSURANCE COMPANY -VEH TOWED TO DLR BUT THEY SAID THEY WOULD HAVE NOTHING TO DO WITH IT -VEH WAS THEN TOWED AN INDEPENDENT FACILITY -WE ARE NOT HAPPY WITH TREATMENT FROM THE DLR -THEY WERE VERY RUDE AND SMILED AT US LIKE A SMIRKCRC 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.

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
 Dealer: 09676 KRUG RIVERTOWN MOTORS Origin Desc: MANUAL - PHONE CSR
 Odometer: 8000 MI Comm Type: PHONE
 Analyst Name: PIGEAU SHIELA Analyst: SPIGEAU
 Action Date: 11/26/2003 Action Time: 13.48.44.643 Action Data: No

Caller Information If Different From Vehicle Owner:

| First Name | Middle Initial | Last Name | Day Phone | Relationship |
|------------|----------------|------------|-----------|--------------|
| [REDACTED] | | [REDACTED] | | CHILD |

Comments CUSTOMER SAID: ---CALLER THEN ADDED OTHER INFO AFTER ISSUE WAS ORIGINALLY SENT - DAUGHTER WOULD LIKE TO ALSO BE CONTACTED BY THE CONSUMER AFFAIRS DEPT AS SHE FEELS HER MOTHER MIGHT NOT GET THE CORRECT INFO AND LET THE MATTER PASSCRC ADVISED: (NOTE TO CSR - THIS MAC IS TO BE USED FOR UPDATING CUSTOMER INFOMATION ONLY. DO NOT USE FOR DOCUMENTING ANY OTHER ISSUES.)





Action: MAKE OUTBOUND CALL TO CUSTOMER

Dealer: 09676 KRUG RIVERTOWN MOTORS

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 8000 MI

Comm Type: PHONE

Analyst Name: SCHWAGLE,JEFF (J.)

Analyst: JSCHWAGL

Action Date: 11/26/2003
Consumer Affairs

Action Time:
14.34.49.716

Action Data: Yes

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

Comments *** LPA COMMENTS *** - LPA CONTACTED CUSTOMER AND ACKNOWLEDGED RECEIPT OF COMPLAINT

Data Element Name

Data Value

CONTACT PERSON



Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 09676 KRUG RIVERTOWN MOTORS

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 8000 MI

Comm Type: MAIL

Analyst Name: SCHWAGLE,JEFF (J.)

Analyst: JSCHWAGL

Action Date: 12/02/2003

Action Time:
09.40.36.329

Action Data: No

Comments *** LPA COMMENTS *** - CUSTOMER HAS INVOLVED THEIR INSURANCE COMPANY AND THE VEHICLE IS CURRENTLY BEING WORKED ON BY AN INDEPENDANT REPAIR FACILITY - LPA NOTED THAT THE CUSTOMERS INSURANCE COMPANY HAS THE RIGHT TO SUBROGATE FORD MOTOR COMPANY IF THEY SO CHOOSE - LPA RECOMMENDS NO FURTHER ACTION AT THIS TIME





Consumer Affairs

Sent Via US Mail

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

December 2, 2003

[REDACTED]
Cheboygan, MI [REDACTED]

RE: 2002 Ford Escape
VIN: 1FMYU04122K [REDACTED]

Dear [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,

Jeff Schwagle
Consumer Affairs



All Action Details for Issue

Print

VIN: 1FMYU04122H [REDACTED] Year: 2002 Model: ESCAPE Case: 1491853303
 Name: [REDACTED] Owner Status: Original WSD: 2001-11-27
 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
 Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 09676 KRUG RIVERTOWN MOTORS Origin Desc: US CONCERN CASE BASE
 Odometer: 8000 MI Comm Type: PHONE
 Analyst Name: PIGEAU SHIELA Analyst: SPIGEAU
 Action Date: 11/26/2003 Action Time: 13.39.39.256 Action Data: Yes

Caller Information If Different From Vehicle Owner:

| First Name | Middle Initial | Last Name | Day Phone | Relationship |
|------------|----------------|-----------|------------|--------------|
| ALICE | | GERARD | 2316279073 | CHILD |

Comments CUSTOMER SAID: -MOTHER HAS FORD ESCAPE -WHILE AT PARKING LOT WHILE TURNING INTO ACTUAL PARKING SPOT THE VEH ACCELERATED AND CUST HAD AN ACCIDENT ON MONDAY NOV 24/03 AT ABOUT 2 PM -POLICE REPORT FILED -VEH THEN HIT A POST -BOTH AIR BAGS DEPLOYED -WINDSHIELD CRACKED -MOTHER IS OK BUT SHE IS 83 YRS OLD -THIS HAS HAPPENED TWICE TO HER BEFORE -VEH HAS BEEN TO DLR FOR THIS CONCERN AND DLR TOLD HER THE VEH WAS FIXED -CUST DID CALL INSURANCE COMPANY -VEH TOWED TO DLR BUT THEY SAID THEY WOULD HAVE NOTHING TO DO WITH IT -VEH WAS THEN TOWED AN INDEPENDENT FACILITY -WE ARE NOT HAPPY WITH TREATMENT FROM THE DLR -THEY WERE VERY RUDE AND SMILED AT US LIKE A SMIRKCRC 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.

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |

Action: UPDATE CUSTOMER ADDRESS OR PHONE NUMBER
 Dealer: 09676 KRUG RIVERTOWN MOTORS Origin Desc: MANUAL - PHONE CSR
 Odometer: 8000 MI Comm Type: PHONE
 Analyst Name: PIGEAU SHIELA Analyst: SPIGEAU
 Action Date: 11/26/2003 Action Time: 13.48.44.643 Action Data: No

Caller Information If Different From Vehicle Owner:

| First Name | Middle Initial | Last Name | Day Phone | Relationship |
|------------|----------------|------------|------------|--------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | CHILD |

Comments CUSTOMER SAID: ---CALLER THEN ADDED OTHER INFO AFTER ISSUE WAS ORIGINALLY SENT - DAUGHTER WOULD LIKE TO ALSO BE CONTACTED BY THE CONSUMER AFFAIRS DEPT AS SHE FEELS HER MOTHER MIGHT NOT GET THE CORRECT INFO AND LET THE MATTER PASSCRC ADVISED: (NOTE TO CSR - THIS MAC IS TO BE USED FOR UPDATING CUSTOMER INFOMATION ONLY. DO NOT USE FOR DOCUMENTING ANY OTHER ISSUES.)

31 11 24

[REDACTED]

1/26/03

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] CHEBOYGAN M [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:



(NOTE: Caller information is listed when someone, other than the vehicle owner, opens a concern with a vehicle. If no caller information is listed, then the concern was opened by the vehicle owner.)

| Date | Caller Info | | | Day Phone | Relationship |
|------------|-------------|----------------|-----------|------------|--------------|
| | First Name | Middle Initial | Last Name | | |
| 11/26/2003 | [REDACTED] | | | [REDACTED] | CHILD |

[REDACTED]

11/26/03

| VIN | Year | Model | Sales Type | Owner Status | Vehicle Info |
|---|------|----------|----------------|----------------|---------------------------------|
| 1FMYU04122K [REDACTED] | 2002 | ESCAPE | INDIVIDUAL RTL | Original Owner | Oasis Warranty History |
|  1FALP52U9RG2 [REDACTED] | 1994 | TAURUS | INDIVIDUAL RTL | Original Owner | Oasis Warranty History |
|  1FMDU34X6NU [REDACTED] | 1992 | EXPLORER | INDIVIDUAL RTL | Original Owner | No Oasis No Warranty History |
|  1FMCA11S0GZ [REDACTED] | 1986 | AEROSTAR | INDIVIDUAL RTL | Original Owner | No Oasis No Warranty History |



ESP/Recall Information

VIN: 1FMYU04122[REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

[REDACTED] 1FMYU04122 [REDACTED] 1/26/03

OASIS RESULT

11/26/2003
14:07:28

1FMYU04122K [REDACTED]

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VEHICLE INFORMATION

| | | | |
|--|---------------------------------------|--------------------------------|---------------------------------------|
| VEHICLE DESCRIPTION 2002 ESCAPE | BODY STYLE 4 DR XLT MPV 4X4 | ENGINE 3.0L EFI DOHC | ENGINE CALIBRATION 2M11A30A |
| TRANSMISSION CD4E AUTO TRANSAXLE | AXLE CODE 69 | | |

GENERAL WARRANTY INFORMATION

| | | |
|--|---------------------------------|------------------------------|
| WARRANTY START DATE 11/27/2001 | BUILD DATE 10/20/2001 | SALE MILEAGE 00073 |
|--|---------------------------------|------------------------------|

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

VEHICLE HAS AN OPEN GULF INFORMATIONAL CONTACT

VIEW US ON THE GULF WEBSITE FOR ALL CONTACT

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

01/13/2003 DEALER: Krug Rivertown Motors

WARRANTY CLAIM NUMBER: 052068

ODOMETER: 003568M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|--------------|---------------------|----------|----------|----------------|--------------------|
| 2L8Z 9E926AB | BODY ASY-AIR CHARGE | 001 | 9926A | 41 | STICKS/BINDS/GRABS |
| | | 000 | MT9926A | | |

CHECK OASIS, NO RELATED, CHECKED THROTTLE PEDAL AND CABLE - OK - THROTTLE BODY STICKING AT INITIAL THROTTLE PLATE OPENING. REPLACED THROTTLE BODY AND RECHECK. - MT, ACTUAL

END OF OASIS REPORT FOR 1FMYU04122K [REDACTED]

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

| | | | | | |
|--------------|------------------------|-----------------|---------------------------------|----------------|--------------------------|
| VIN: | 1FMYU04122K [REDACTED] | Veh Line: | T/MI - ESCAPE (U204) [2001] | Eng Serial No: | 124235087 |
| Model Year: | 2002 | Market Derived: | T/F - FORD DIVISION DERIVATIVE | Body Shell: | * |
| Veh Type: | T | Drive Code: | T/F - 4 WHL L/H FULL TIME DRIVE | Engine: | T/LD - MOD 3.0L DOHC EFI |
| Inv. Dealer: | 09676 | Body Cab Style: | T/WE - 5 DOOR LIGHT TRUCK | Transmission: | T/DJ - 4 SPD AUTO TRANS |
| | | Version/Series: | T/EF - FORD SERIES | | |

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 20-OCT-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 148600 - *
 Country: USA - ##### Selling Dir/St/Prov: MI
 Buyer St/Prov: MI

Arrival Date: 26-OCT-2001 Red Carpet Lease: I
 Sale Date: 27-NOV-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 27-NOV-2001 Modified Vehicle: *
 Orig Warranty Date: 27-NOV-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 0042KR12019103 7 6 4 1 04K2002 PF B M469 63 N63 285 5 4S3ABN 4R600E 4 L2 N23 4 3 2 1
 1FMY260 420A 914MT 63

INSTALLED OPTION INFORMATION:

| | | | |
|------------------------|------------------------------------|----------------------|-------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | Y |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: | * - [N/A] | Mirror(Psng Side): | B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: | A | Paint: | PNNLW - |
| Brake Code: | FEAAB - 4 WHL ANTI-LOCK BRAKES | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * - [N/A] | Radio: | MJ - AM/FM STRO/CD CHANGER/CLK |
| Calibration Code: | 2M11A30A | Sound System: | AE - AUDIOPHILE SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Susp Tandem Axle: | |
| Color(Trim): | 000ZX - | Tire Brand: | AP - CONTINENTAL |
| Delivery Type: | R | Tire Size: | D3JUU - P235/70R-16 OWL A-S |
| Driveshaft Code: | D | Traction Control: | * - [N/A] |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Wheel Base: | |
| Fuel Type: | AF - UNLEADED FUEL CAPABILITY | | |

TIRE DOT INFORMATION:

LF: A3084533901 RF: A3084533901
 LR: A3084533901 RR: A3084533901
 LI: * RI: *
 SPARE: 1Y8AJR83801

11/26/03

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|----------------------|--------------------------|-------------|
| ESP Code: | * Emission Code: | * - * |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | JPD |
| ESP Plan Year: | * Engine Family: | 2FMXT0301F7 |
| ESP Signature Date: | | |



11/26/03

Standard Claims List For Model Year 2002

| 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) | | |
|-----------------------|------------|---|------------------|------------|-----------------------|-------------------|--------|------------|-------------|-------------|----------------|-----------------|-----|--------------------|--------|-----------|-------------------|-------------|---------------|--------------|----|------|
| [REDACTED] | [REDACTED] | T/M | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 20-OCT-2001 | 27-NOV-2001 | 148600 | USA | 1 | 7M01 | 150108 | * | 18806 | * | A15 | 42 | 686 |
| AWS Claim Key: | | 434077 | Trx Code: | | 1 | Labor Hrs: | | 3 | | | | | | | | | | | | | | |
| Dlr Cd-Sub Cd: | | 09676.* | Name: | | KRUG RIVERTOWN MOTORS | | | Ph: | 231-6279966 | St: | MI | Ctry Cd: | | USA Reg Cd: | | NA | Repr Date: | 19-DEC-2001 | Doc #: | 04207101 | | |
| Cust Comments: | | CD STUCK IN SYSTEM WONT PLAY | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | INTERNAL, BUT STARTED TO WORK DURING DIAGNOSTICS CD DID NOT REGISTER DISC IN SLOT 5, REMOVE AND REINSERT RECHECK OPS NORMAL. MT, ACTUAL, NO LOP | | | | | | | | | | | | | | | | | | | | |
| [REDACTED] | [REDACTED] | T/M | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 20-OCT-2001 | 27-NOV-2001 | 148600 | USA | 2 | 7F01 | 011601 | * | 17526 | * | W06 | 41 | 1161 |
| AWS Claim Key: | | 545355 | Trx Code: | | 1 | Labor Hrs: | | 2 | | | | | | | | | | | | | | |
| Dlr Cd-Sub Cd: | | 09676.* | Name: | | KRUG RIVERTOWN MOTORS | | | Ph: | 231-6279966 | St: | MI | Ctry Cd: | | USA Reg Cd: | | NA | Repr Date: | 16-JAN-2002 | Doc #: | 04249901 | | |
| Cust Comments: | | REAR WIPER WILL NOT CLEAN ALL OF THE GLASS | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | WIPER ARM PIVOTS BINDING. REMOVE REAR WIPER ARM CLEAN AND LUBE PIVOT POINTS RECHECK. | | | | | | | | | | | | | | | | | | | | |
| [REDACTED] | [REDACTED] | T/M | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 20-OCT-2001 | 27-NOV-2001 | 148600 | USA | 10 | 7F02 | 011601 | * | 17528 | * | W06 | 42 | 3028 |
| AWS Claim Key: | | 2603771 | Trx Code: | | 1 | Labor Hrs: | | 2 | | | | | | | | | | | | | | |
| Dlr Cd-Sub Cd: | | 09676.* | Name: | | KRUG RIVERTOWN MOTORS | | | Ph: | 231-6279966 | St: | MI | Ctry Cd: | | USA Reg Cd: | | NA | Repr Date: | 11-SEP-2002 | Doc #: | 049429B | | |
| Cust Comments: | | REAR WIPER WILL NOT CLEAR WINDOW | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | VERIFY CONCERN. ATTEMPT TO LUBE WIPER ARM TO CORRECT. HAD TO REPLACE REAR WIPER BLADE | | | | | | | | | | | | | | | | | | | | |
| [REDACTED] | [REDACTED] | T/M | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 20-OCT-2001 | 27-NOV-2001 | 148600 | USA | 14 | 2E03 | 03XXXX | 2L8Z | 9E926 | AB | D50 | 41 | 3568 |
| AWS Claim Key: | | 4162933 | Trx Code: | | S07 | Labor Hrs: | | 8 | | | | | | | | | | | | | | |
| Dlr Cd-Sub Cd: | | 09676.* | Name: | | KRUG RIVERTOWN MOTORS | | | Ph: | 231-6279966 | St: | MI | Ctry Cd: | | USA Reg Cd: | | NA | Repr Date: | 13-JAN-2003 | Doc #: | 052068A | | |
| Cust Comments: | | ACCEL PEDAL STICKING | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | CHECK OASIS, NO RELATED. CHECKED THROTTLE PEDAL AND CABLE OK THROTTLE BODY STICKING AT INITIAL THROTTLE PLATE OPENING. REPLACED THROTTLE BODY AND RECHECK. MT, ACTUAL | | | | | | | | | | | | | | | | | | | | |

PE12-019 000261 LP

[REDACTED] =1FMYU04122K [REDACTED]

VEHICLE DETAIL

VIN: 1FMYU04122K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: TRUE BLUE PEARL C/C
 Year: 2002 Calibration: 2M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 11/27/2001
 GCWR: Vehicle Build Date: 10/20/2001
 PEP Code: 420A

Selling Dealers Name: KRUG RIVERTOWN MOTORS
 Selling Dealers P & A Code: 09676 Selling Dealers Sales Code: F48600
 Selling Dealers Main Phone: 231-627-9966 Selling Dealers Service Phone: 231-627-9966

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 4 2 K B 1 2 0 1 9 1 0 3 7 6 4 1 0 4 K 2 0 0 3 P F E M 4 6 9 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 N 6 3 2 8 5 5 4 S 3 A B N 4 8 W 6 0 0 E 4 L 2 N 2 3 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 2 S 0 4 2 0 A 9 1 4 M I
 1 2 3 4 5 6 7 8 9 160



11/26/03

Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 10-SDR | 48-DETROIT | W | C1 | 09676 | F48600 |

Dealer Name: KRUG RIVERTOWN
MOTORS
Dealer Address: 10459 STRAITS HWY
CHEBOYGAN MI 49721

Dealer Main Phone: 231-627-9966 Dealer Service Phone: 231-627-9966

| Position | Employee Name |
|-----------------|---------------|
| DEALER/PARTNER | MICHAEL KRUG |
| PARTS MANAGER | ROGER C PATKE |
| SALES MANAGER | BRIAN WACHTER |
| SERVICE MANAGER | ROGER L WAIT |



1/26/03



Dealer Information

FCSD Region Sales Region Sales Zone Market P&A Code Sales Code
 16-PHILADELPHIA 16-PHILADELPHIA B D1 01305 F16051

Dealer Name: MCCAFFERTYFORD
 SALES, INC.
 Dealer Address: 1939 EAST LINCOLN HIGHWAY
 LANGHORNE PA 19047
 Dealer Main Phone: 215-945-8000 Dealer Service Phone: FAX-945-0258

| Position | Employee Name |
|--------------------------|-----------------------|
| DEALER/PARTNER | JAY T BUCH |
| GENERAL MANAGER | CHRIS SCOTT |
| PARTS MANAGER | RUSS D GRAEBER |
| PARTS & SERVICE DIRECTOR | WILLIAM J LAUER |
| SALES MANAGER | CHRISTOPHER V BOVE |
| SALES MANAGER | RON SCHULTZ |
| SALES MANAGER | MICHAEL J ESPOSITO |
| SALES MANAGER | JAMES W CATUCCI |
| SALES MANAGER | MARC AARON |
| SALES MANAGER | DANIEL SLIPP |
| SALES MANAGER | charles brian LAMBING |
| SERVICE MANAGER | MICHAEL B MILES |

Service Hours 8 AM - 7 PM

Directions

Trained

Additional Information

ask for: Mike Miles
2/24- customer to take vehicle to dealership for estimate right up



2/9/2005

Action Detail

VIN: 1FMYU93143K [REDACTED] Year: 2003 Model: ESCAPE Case: 1705330345
 Name: [REDACTED] Owner Status: Original WSD: 2003-07-12
 Symptom Desc: SERVICE BRAKE INOP/INEFFECT FRONT AND REAR Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: ACKNOWLEDGE Dealer: MCCAFFERTY FORD SALES, INC.
 Origin Desc: US CONCERN CASE BASE P & A Code: 01305
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Odometer: 19000 MI Comm Type: PHONE
 Action Date: 02/03/2005 Action Time: 19:35:33.337 Action Data: Yes
 Analyst Name: ECHEVERRIA ROSA Analyst: RECHEVE3

COMMENTS: CUSTOMER SAID: - THE CUST IS ALLEGING THE VEH WAS IN ACCIDENT THAT WAS CAUSED BY THE ACCELERTAOR CABLE WHICH IS UNDER RECALL= THE ACCIDENT OCCURRED JAN 28/2005 AT APPROX 7:15 AM - THERE WHERE NO INJURIES INCURRED - THERE WAS A POLICE REPORT FILED - THE POLICE REPORT NUMBER IS 05-08-003865- A CLAIM WAS FILED WITH THE INSURANCE - THE VEH HAS NOT BEEN REPAIRED BUT THE ADJUSTER IS COMING OUT TO LOOK AT VEH TOMORROW-STATES THAT WHEN SHE PULLING INTO A PARKING SPOT SHE PUT HER FOOT ON THE BRAKE AND THE BREAK WOULD NOT WORK AND WENT INTO A POLE AND THE VEH WAS JERKING - THERE WAS BODY DAMAGE DONE TO THE VEH-IS LOOKING FOR FMC TO LITIGATEDEALER SAID: MCCAFFERTY FORD SALES INC1939 EAST LINCOLN HIGHWAYLANGHORNE, PA 19047TEL: (215) 945-8000FAX: (215) 945-1281DISTANCE: 9.81 MILESCRC 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.

2/15 - left msg for customer
 2/22 left msg for customer
 - No repairs done
 - No injuries
 - Dealer stop per period recall on 2/16/05
 - front body damage, bumper, fog light,
 has estimate by insurance co.
 Per dealership
 Bill Jones on 2/15- replaced accelerator cable.

2/9/2005

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] PHILADELPHIA PA [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

[REDACTED]

2/9/2005

| Vehicle List | | | | | |
|------------------------|------|--------------|-----------------------------------|----------------|---------------------------|
| VIN | Year | Model | Sales Type | Owner Status | Vehicle Info |
| 1FMYU93143K [REDACTED] | 2003 | ESCAPE | RETAIL SALE TO PRIVATE INDIVIDUAL | Original Owner | Oasis Warranty History |
| | Open | Issues Exist | | | |



2/9/2005

ESP / Recall Information

VIN: 1FMYU93143K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|---------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |



2/9/2005





Consumer Affairs

***Sent via U.S. Mail**

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

March 11, 2005

[REDACTED]

St. Petersburg, FL [REDACTED]

C. Jones

RE: 2004 Ford Escape

Dear [REDACTED]

Thank you for contacting us regarding your vehicle. We are sorry that the incident occurred. Your insurance carrier normally handles a situation such as the one you described. We suggest that you follow the directions of your insurance carrier. If they determine that Ford Motor Company is liable, they have the right to file a subrogation claim.

We appreciate the opportunity to review your concerns.

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs



All Action Details for Issue

[Print](#)

VIN: 1FMYU031X4K [REDACTED] Year: 2004 Model: ESCAPE Case: 587480555
 Name: [REDACTED] Owner Status: Subsequent WSD: 2003-08-07
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 04860 AUTOWAY FORD - ST. PETERSBURG Origin Desc: US CONCERN CASE BASE
 Odometer: 26000 MI Comm Type: PHONE
 Analyst Name: EKPO PATRICIA Analyst: PEKPO1
 Action Date: 02/24/2005 Action Time: 16.19.07.654 Action Data: Yes

Comments CUSTOMER SAID: -RECEIVED A RECALL LETTER ON THE ACCELERATOR CABLE WHICH SHE FEELS MAY BE RELATED TO THE ACCIDENT HUSBAND HAD ON FEB 21ST/05 -VEH WAS PARKED AT AZALIA PUBLIC LIBRARY ON 22ND AVE WHEN ACCIDENT OCCURRED-HUSBAND WAS DRIVING AND STARTED TURNING AROUND TO LEAVE PASRKing LOT -HE PRESSED ON THE BRAKE BUT IT WOULDN'T STOP WHICH CAUSED HIM TO GO THROUGH A CINDER BLOCK FENCE-POLICE REPORT WAS FILED IN ST. PETERSBURG FLORIDA..PINELLAS COUNTY-POLICE REPORT# 05740293-POLICE NEVER INFORMED OF THE FINDINGS-CONTACTED INS CO. AND THEY ARE WILLING TO CUT HER A CHECK FOR VEH-VEH IS TOTALLEDDEALER SAID: AUTOWAY FORD OF ST PETERSBURG2525 34TH STREET NORTHST PETERSBURG, FL 33713CRC 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.

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 04860 AUTOWAY FORD - ST. PETERSBURG Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 26000 MI Comm Type: OTHER
 Analyst Name: CASSANDRA JONES Analyst: CJONES
 Action Date: 02/25/2005 Action Time: 18.29.56.196 Action Data: No

Comments LPA LEFT MESSAGE

Action: UPDATE CONTACT STATUS
 Dealer: 04860 AUTOWAY FORD - ST. PETERSBURG Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 26000 MI Comm Type: OTHER
 Analyst Name: CASSANDRA JONES Analyst: CJONES
 Action Date: 03/09/2005 Action Time: 16.02.18.379 Action Data: No

Comments LPA CALLED CUSTOMER, LEFT ANOTHER MESSAGE.

Action: CLOSING COMMENTS - DENIAL - BASED ON LITIGATION PREVENTION REVIEW
 Dealer: 04860 AUTOWAY FORD - ST. PETERSBURG Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 26000 MI Comm Type: OTHER

Analyst Name: CASSANDRA
JONES

Analyst: CJONES

Action Date: 03/10/2005

Action Time:
16.25.06.248

Action Data: No

Comments LPA SPOKE TO CUSTOMER. THE VEHICLE IS WITH ALLSTATE WHO HAVE AGREED TO SETTLE. LPA ADVISED OF SUBROGATION. LETTER WILL BE SENT STATING THE SAME.

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] SAINT PETERSBURG FL [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMYU031X4H [REDACTED]
Model Year: 2004
Veh Type: T
Inv. Dealer: 09593

Veh Line: T/M1 - ESCAPE (U204) [2001]
Market Derived: T/F - FORD DIVISION DERIVATIVE
Drive Code: T/A - 2 WHL L/H FRONT DRIVE
Body Cab Style: T/WE - 5 DOOR LIGHT TRUCK
Version/Series: T/EF - FORD SERIES

(Related Claims)

Eng Serial No: *
Body Shell: *
Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAG
Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: * - ##### Prod Date: 23-JUL-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 148705 - *
Country: USA - ##### Selling Dir St/Prov: NJ
Buyer St/Prov: FL

Arrival Date: 31-JUL-2003 Red Carpet Lease: *
Sale Date: 07-AUG-2003 Fleet/Retail/Co. Lease: F
Warranty Start Date: 07-AUG-2003 Modified Vehicle: *
Orig Warranty Date: 07-AUG-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
0034KA32147103 7P C 4C12F0049 BE F 496 56 5 3 G2X5 5 8SGBBNB48A705E 2 AYZ 2R3 4 3 1
1FMYX54 2 A310A 14FL A 80X13BU075

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER
Alternator Amp Rating: C
Audio Disk: * - [N/A]
Axle Ratio: * - [N/A]
Axle Type: * - [N/A]
Battery Amp Rating: A

GVW Code:
GVW Class Code: Y
Instrumentation: * - [N/A]
Mirror(Driver Side): B8 - DRV MANUAL FOLD, POWER ADJUST
Mirror(Psngr Side): B8 - PASS MANUAL FOLD, POWER ADJUST
Paint: PNYW3 - OXFORD WHITE SOLID C/C

| | | | |
|----------------------|------------------------------------|--------------------|-------------------------------------|
| Brake Code: | * -[N/A] | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * -[N/A] | Radio: | FA - CDX6 RADIO WITH 6 DISC CHANGER |
| Calibration Code: | 3M11D30A | Sound System: | AA -LESS UPGRADED SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Suspn Tandem Axle: | |
| Color(Trim): | 000BY - MEDIUM PEBBLE | Tire Brand: | AP - CONTINENTAL |
| Delivery Type: | M | Tire Size: | D3JUJ - P235/70R-16 OWL A-5 |
| Driveshaft Code: | D | Traction Control: | * - [N/A] |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Wheel Base: | |
| Fuel Type: | AF -UNLEADED FUEL CAPABILITY | | |

TIRE DOT INFORMATION:

LF: A308_4532003 RF: A308_4532003
LR: A308_4532003 RR: A308_4532003
LI: * RI: *
SPARE: T714_BAH2003

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|----------------------|--------------------------|---------------|
| ESP Code: | * Emission Code: | DGABJ - DGABJ |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | LRR |
| ESP Plan Year: | * Engine Family: | 4FMXT0301FE |
| ESP Signature Date: | | |

Standard Claims List For Model Year 2004

| 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) | | |
|-----------------------|----------|--|------------------|------------|------------|-------------------------------|------------|--------|-------------|-------------|----------------|-----------------|-----|-----|--------|----------------|------|-------------------|-----|-------------|---------------|-------|----------|
| 1FMYU031X4K | ██████ | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 23-JUL-2003 | 07-AUG-2003 | 148705 | USA | 8 | 6J06 | 011106 | YL8Z | 78440A58 | BA | L08 | 33 | 22057 | |
| AWS Claim Key: | | 702868 | Trx Code: | | E84 | Labor Hrs: | | 0.5 | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 46055 - | Name: | | | BUDGET RAC - ORLANDO | Ph: | | .* | St: | FL | Ctry Cd: | | USA | | Reg Cd: | NA | Repr Date: | | 24-MAR-2004 | Doc #: | | 009638A |
| Cust Comments: | | REAR HATCH GLASS DOOR WONT CLOSE | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 22057 TEST DOOR & INSPECTED FOUND STRICKER LOOSE CAUSE BY A BROKEN BOLT AT THE HANDLE. R&R HANDLE ASY. SECURE IN PLACE, TESTED OK. PART#YL8Z 78440A58 BA | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU031X4K | ██████ | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 23-JUL-2003 | 07-AUG-2003 | 148705 | USA | 15 | 6J06 | 011405 | 4L8Z | 7843150 | DB | L19 | 42 | 23898 | |
| AWS Claim Key: | | 2109336 | Trx Code: | | E84 | Labor Hrs: | | 1.1 | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 04860 - | Name: | | | AUTOWAY FORD - ST. PETERSBURG | Ph: | | 727-3233400 | St: | FL | Ctry Cd: | | USA | | Reg Cd: | NA | Repr Date: | | 04-OCT-2004 | Doc #: | | 24099901 |
| Cust Comments: | | L19 CUST STS THE DOOR AJAR LIGHT AND DOME LIGHT WILL NOT SHUT OFF | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | FOUND CODE B1331 WITH NGS FOUND BOTH LATCHES BINDING REPLACED WINDOW LATCH AND HATCH LATCH | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU031X4K | ██████ | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 23-JUL-2003 | 07-AUG-2003 | 148705 | USA | 18 | 6H19 | 011405 | 1L8Z | 7840860 | AA | L19 | 42 | 25965 | |
| AWS Claim Key: | | 3218634 | Trx Code: | | E90 | Labor Hrs: | | 0.3 | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 04860 - | Name: | | | AUTOWAY FORD - ST. PETERSBURG | Ph: | | 727-3233400 | St: | FL | Ctry Cd: | | USA | | Reg Cd: | NA | Repr Date: | | 11-JAN-2005 | Doc #: | | 25338201 |
| Cust Comments: | | CUST STS THAT DOOR AJAR LIGHT AND DOME LIGHT WILL NOY SHUT OFF L19. SEE HISTORY | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | SERVICE PARTS WARRANTY WINDOW LATCH ON REAR TAILGATE. FROM INVOICE 240999.M O 25965. | | | | | | | | | | | | | | | | | | | | | |

ESP / Recall Information

VIN: 1FMYU031X4K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-------------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |
| 04C09 | SAFETY COMPLIANCE | LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT | OPEN - LAUNCHED | | |

Dealer Information

| | | | | | |
|--------------------|---------------------|-------------------|---------------|---------------------|-------------------|
| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
| 24-ORLANDO | 24-ORLANDO | C | D1 | 04860 | F24201 |

| | | |
|---------------------------|--|---|
| Dealer Name: | AUTOWAY FORD - ST. PETERSBURG | |
| Dealer Address: | 2525 34TH STREET NORTH ST PETERSBURG FL 33713 | |
| Dealer Main Phone: | 727-323-3400 | Dealer Service Phone: 727-321-7735 |

| Position | Employee Name |
|--------------------------|-------------------|
| GENERAL MANAGER | ROBERT L MURRAY |
| PARTS MANAGER | DANIEL E GEIGER |
| PARTS & SERVICE DIRECTOR | DONALD A CARUSO |
| SALES MANAGER | AMY A PARKER |
| SALES MANAGER | FREDERICK J TEOLI |
| SALES MANAGER | MICHAEL W CLARK |
| SALES MANAGER | CHARLES MOHR |
| SALES MANAGER | TIM MICHEL |
| SALES MANAGER | TERRY L MILES |
| SALES MANAGER | PATRICK DONOHUE |
| SERVICE MANAGER | GEORGE M SEDLAK |

| | |
|-------------------------------|--|
| Service Hours | MON-7AM-5PM TUE-THU 7AM-11PM FRI-7AM-9PM SAT 8-5 |
| Directions | |
| Trained | Y |
| Additional Information | LSG ENROLLED QUICK LUBE (FAX#813-321-3755) |



All Action Details for Issue

Print

VIN: 1FMCU93163K [REDACTED] Year: 2003 Model: ESCAPE Case: 1576230565
 Name: [REDACTED] Owner Status: Original WSD: 2003-03-17
 Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT
 Dealer: 68011 FORD MOTORCOMPANY-FORD DIV Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Odometer: 1 MI Comm Type: MAIL
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 02/25/2005 Action Time: 16.00.22.849 Action Data: Yes

Comments *****PRODUCT LIABILITY*****DATE STAMPED 2-25-05. CUSTOMER ALLEGES WHILE ON THE FREEWAY VEHICLE BEGAN TO ACCELERATE, CAUSING ACCIDENT.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

| Data Element Name | Data Value |
|-------------------|------------|
| ANALYST ID | ESMITH68 |

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 68011 FORD MOTORCOMPANY-FORD DIV Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comm Type: OTHER
 Analyst Name: SMITH,ERIKA (E.L.) Analyst: ESMITH68
 Action Date: 02/28/2005 Action Time: 14.10.00.790 Action Data: No

Comments LFT MSG

Action: CLOSING COMMENTS - CUSTOMER NO LONGER OWNS VEHICLE
 Dealer: 68011 FORD MOTORCOMPANY-FORD DIV Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comm Type: OTHER
 Analyst Name: SMITH,ERIKA (E.L.) Analyst: ESMITH68
 Action Date: 03/04/2005 Action Time: 10.32.57.427 Action Data: No

Comments PER CUST LETTER, CUST NO LONGER OWNS VEH. CUST LETTER WAS SENT AS AN FYI. LPA SENT RESPONSE.

[REDACTED] 3/4/2005

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMCU93163K [REDACTED]
 Model Year: 2003
 Veh Type: T
 Inv. Dealer: 08933
 Vehicle Status Code: 800

(Related Claims)

Veh Line: T/M1 - ESCAPE (U204) [2001] Body Shell: *
 Market Derived: T/F - FORD DIVISION DERIVATIVE Navis Eng Serial No: *
 Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
 Body Cab Style: - 5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
 Version/Series: T/EF - FORD SERIES

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8
 E1321 041202713774087 1G 754 AB

Trace Trans Serial No:

A4221 05120223390021 3L8P 7000 BB 81

BUILD INFORMATION:

Region: NA - ***** Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ***** Prod Date: 11-DEC-2002

SALE INFORMATION:

Region: NA - ***** Selling Dealer: 111459 - *
 Country: USA - ***** Selling Dir St/Prov: MA
 Buyer St/Prov: MA
 Arrival Date: 23-DEC-2002 Red Carpet Lease: *
 Sale Date: 17-MAR-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 17-MAR-2003 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 17-MAR-2003 Recquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 U933KB7826610337P6 4 2 141A025 BL G 2M469 63 N63 2X5 5 4S3B2N 11F459L 4 YZ N23C4 3 11
 FMC6E6 420B 914WA L 63

INSTALLED OPTION INFORMATION:

| | | | |
|-------------------------------|------------------------------------|-----------------------------|-------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | C |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: | * - [N/A] | Mirror(Pangr Side): | B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: | A | Paint: | PNYW3 - OXFORD WHITE SOLID C/C |
| Brake Code: | * - [N/A] | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * - [N/A] | Radio: | FA - CDX6 RADIO WITH 6 DISC CHANGER |
| Calibration Code: | 3M11D30A | Sound System: | AA - LESS UPGRADED SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Suspn Tandem Axle: | |
| Color(Trim): | 000NC - MEDIUM/DARK FLINT | Tire Manufacturer: | AP - |
| Delivery Type: | 0 | Tire Brand: | 08 453 - |
| Driveshaft Code: | D | Tire Size: | D3JUU - P235/70R-16 OWL A-S |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Traction Control: | * - [N/A] |
| Fuel Type: | AF - UNLEADED FUEL CAPABILITY | Wheel Base: | |

TIRE DOT INFORMATION:

LF: A308 4534602 RF: A308 4534602
 LR: A308 4534602 RR: A308 4534602
 LI: * RI: *

SPARE: HY8A 1R84402 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION:

ESP Code: K
 ESP Coverage(Miles): 100
 ESP Coverage(Time): 072
 ESP Plan Year: 2002
 ESP Signature Date: 17-MAR-2003

EMISSIONS INFORMATION:

Emission Code: T/BJ - T/BJ
 Emission Cert Type: 5
 Emission Decal Suffix: KPL
 Engine Family: 3FMXT0302F8

Any comments? You can contact



webmaster

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-MAR-2005

Note: All Costs are in US Dollars Server Name: AWS Adhoc

| 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 |
|-----|-----------|------------|------------|-------------|---------------|---------------|-------------|-------------|------------|--------------|--------------|-------------------|-------------|-----|-----|-----|------|------|------|-----|-----|-----|----|
|-----|-----------|------------|------------|-------------|---------------|---------------|-------------|-------------|------------|--------------|--------------|-------------------|-------------|-----|-----|-----|------|------|------|-----|-----|-----|----|

Any comments? You can contact



webmaster





Consumer Affairs

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

December 16, 2003

[REDACTED]
West Acton, MA [REDACTED]

RE: 2003 Escape [REDACTED]
VIN: 1FMCU93163K [REDACTED]

Dear [REDACTED]

This letter is in response to your contact with Ford Motor Company Consumer Affairs Department dated February 17, 2005.

Regretfully, we are unable to address any issues with this vehicle, as you are no longer in possession of the vehicle. Based on this information, we propose no further action.

Thank you for the opportunity to review this concern.

Respectfully yours,

Erika Smith
Consumer Affairs



[REDACTED]
[REDACTED]
West Acton, Ma.

[REDACTED]
Home
Work

CONSUMER AFFAIRS
SECTION

5 FEB 25 2005

February 17, 2005

Ford Customer Service Division
P. O. Box 1904
Dearborn, MI 48121-9836

Please review the attached information and keep for your files for future reference.....

On November 19, 2004, my accelerator failed and as a result, my 2003 Ford Escape rolled over at least twice while on my way to work. I'm just a very lucky person, not to have been seriously hurt.....

Unfortunately, your recall letter came just a little too late.....

The enclosed card will give you the car's final destination and at this date I have no idea what happened to it.....nor do I care, really.

Respectfully,

[REDACTED]

Have you previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332. Owners who have previously paid for this repair are still eligible to have the recall described in this letter performed.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

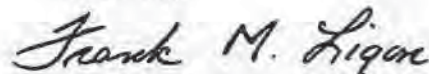
If you wish to contact us through the Internet, our address is:

www.ownerconnection.com

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations



Commonwealth of Massachusetts Motor Vehicle Crash Operator Report

When Should You File a Report

- You should file a report if you're the operator of a vehicle involved in a crash where the damage to any one vehicle or property is over \$1000, or if there is an injury to any person, even if a police officer was on the scene. You should file the report within 5 days of the date of the crash.

When Should You NOT File a Report

- You should not file a report if the crash occurred on a private road, driveway, private parking lot or other private way.

Why this Report is Important

Data from this report is used for many purposes including:

- Identifying locations with a large number of crashes.
- Improving dangerous highways and intersections.
- Developing highway safety public information programs.
- Developing programs to save lives and reduce highway injuries.

How To Complete This Form

Please carefully complete all sections of this form that apply to your crash, **circling the answer** where appropriate. Illegible reports will be returned to you.

Section A: Crash Location

- Complete section A1 or A2.
- Use official names of all locations, streets and landmarks.
- Use street name and route #, if applicable
- Be as precise as possible when describing the location.
- Provide enough information to locate the crash to a specific point, not just a street or roadway.

Section B: Vehicle You Were Driving

- Provide information on your license and the vehicle you were driving.
- Use the codes provided to indicate the cause of the crash.

Section C: You and Your Passengers

- Provide information on you and your passengers at the time of the crash.
- Use the codes provided to indicate occupant information.

Section D: Other Vehicles Involved in the Crash

- Provide information on the other vehicle(s) and operator(s) involved in the crash.
- If more than one vehicle involved, please use additional form completing Section D only.

Section E: Non-Motorist(s) Involved

- Provide information on the non-motorist(s) involved in the crash.
- If more than one non-motorist involved, please use additional form completing Section E only.

Section F: Crash Conditions

- Use the codes provided to indicate the conditions at the time of the crash.

Section G: Crash Diagram

- Draw a diagram of how the crash occurred.
- On the diagram, Vehicle 1 represents your vehicle.

Section H: Witness Information

- List all the people who saw the accident but were not involved.

Section I: Property Damage Information

- Indicate all non-vehicular property that was damaged in the crash.

Section J: Crash Narrative

- Describe the crash including events prior to the crash for your vehicles and all other vehicles.

Section K: Signature

- Please sign and print your name and indicate the date you completed the form.

Where to send completed reports:

- Mail or deliver one copy to your local police department in the city or town where the crash occurred.

- Mail one copy to your Insurance Company

- Mail one copy to the RMV at the following address:

Crash Records
Registry of Motor Vehicles
P.O. Box 199100
Boston, MA 02119-9100

Towed by: Countryside Motors
River Rd.
Hudson, MA 01749

Tpr. A. Hogan 508-839-4424
Mass. State Police
44 Worcester St.
Rutland MA 01519

City/Town Where Crash Occurred **HARVARD, MA** Date of Crash **11/19/04** Time of Crash **7:05 AM** # Vehicles Involved: **1**

Section A: Crash Location

Please complete Section A1 or A2 below to indicate the location of the crash. If you need additional space to describe the crash location, please use the Crash Narrative Section on the last page of this form.

| | |
|---|--|
| <p>SECTION A1: Complete this Section if the crash occurred at an intersection of two or more streets:</p> <p>Step 1: Please indicate the route or roadway where you were traveling when the crash occurred:</p> <p>Route # _____ Name of Roadway/Street _____</p> <p>Step 2: What was the name (or names) of the intersecting streets?</p> <p>Route # _____ Name of Roadway/Street _____</p> <p>Route # _____ Name of Roadway/Street _____</p> | <p>SECTION A2: Complete this Section if the crash did NOT occur at an intersection:</p> <p>Step 1: Please indicate the route, roadway and address where the crash occurred:</p> <p>The crash occurred on Route # <u>I-495</u> at Street or Address Number: _____ on the Street/Roadway known as: _____</p> <p>Step 2: Please provide as much of the following specific location information as possible:</p> <p>The crash occurred (estimate the number of feet) _____ feet (indicate direction as NS/E/W) <u>S</u> of</p> <p>a) Mile Marker number <u>072.3</u></p> <p>OR: b) Exit Number _____</p> <p>OR: c) Intersecting Street/Roadway _____ Route # _____ Street/Roadway Name _____</p> <p>OR: d) Landmark _____</p> |
|---|--|

Section B: Vehicle You Were Driving

Number of occupants in vehicle (including yourself): **1** Was vehicle damage above \$1000? Yes No

| | | | | | | |
|--|--------------------------------------|-------------------------------|-------------------------|-----------------------------|------------------------------------|--|
| Driver's License Number [REDACTED] | License State MA | Date of Birth [REDACTED] | Age 68 | Sex M | License Class F D | Commercial Driver's License Endorsements H _____ N _____ P _____ T _____ X _____ |
| Street Address [REDACTED] | | City/Town ACTON, MA | | State [REDACTED] | | Zip [REDACTED] |
| Insurance Company LIBERTY MUTUAL | Vehicle Registration # [REDACTED] | Reg. Type [REDACTED] | Reg. State MA | Vehicle Year 2003 | Vehicle Make FORD ESCAPE | |

Indicate your type of vehicle

| | | | | |
|---|--|--|---|-------------------------------------|
| <input type="checkbox"/> 1 Passenger car | <input type="checkbox"/> 4 Bus (15 or more passengers) | <input type="checkbox"/> 8 Truck/trailer | <input type="checkbox"/> 12 Tractor/triples | <input type="checkbox"/> 97 Other |
| <input checked="" type="checkbox"/> 2 Light truck (van, mini-van, pick-up, sport utility) | <input type="checkbox"/> 5 Bus (7-15 passengers) | <input type="checkbox"/> 9 Truck tractor (bobtail) | <input type="checkbox"/> 13 Unknown heavy truck | <input type="checkbox"/> 99 Unknown |
| <input type="checkbox"/> 3 Motorcycle | <input type="checkbox"/> 6 Single-unit truck (2 axles) | <input type="checkbox"/> 10 Tractor/semi-trailer | <input type="checkbox"/> 14 Motor home/recreational vehicle | |
| | <input type="checkbox"/> 7 Single-unit truck (3 or more axles) | <input type="checkbox"/> 11 Tractor/doubles | | |

Full Name of Vehicle Owner (Last, First, Middle) [REDACTED] Street Address [REDACTED] City/Town **ACTON, MA** State [REDACTED] Zip [REDACTED]

What Was Your Vehicle Doing Prior to Crash?

| | | | | | |
|--|---|--|---|-------------------------------------|-------------------------------------|
| Vehicle Travel Direction _ N <input checked="" type="radio"/> S _ E _ W | <input checked="" type="checkbox"/> 1 Travelling straight ahead | <input type="checkbox"/> 4 Turning left | <input type="checkbox"/> 7 Leaving traffic lane | <input type="checkbox"/> 10 Backing | <input type="checkbox"/> 97 Other |
| | <input type="checkbox"/> 2 Slowing or stopped | <input type="checkbox"/> 5 Changing lanes | <input type="checkbox"/> 8 Making U-turn | <input type="checkbox"/> 11 Parked | <input type="checkbox"/> 99 Unknown |
| | <input type="checkbox"/> 3 Turning right | <input type="checkbox"/> 6 Entering traffic lane | <input type="checkbox"/> 9 Overtaking/passing | | |

Please Indicate the Sequence of Events as they occurred to YOUR Vehicle by writing the corresponding number (1-52, or 97, 99) in up to 4 boxes below.

| | | | |
|----------------------|--|--|--|
| What happened first? | What happened 2 nd (if applicable)? | What happened 3 rd (if applicable)? | What happened 4 th (if applicable)? |
| 44 | 40 | 27 | 43 |

| | | |
|--|--|---|
| <p>Collision with</p> <p>1 Motor vehicle in traffic</p> <p>2 Parked motor vehicle</p> <p>3 Pedestrian</p> <p>4 Cyclist</p> <p>5 Animal-deer</p> <p>6 Animal-other</p> <p>7 Moped</p> <p>8 Work zone maintenance equipment</p> <p>9 Railway vehicle (train, engine)</p> <p>10 Other movable object</p> <p>11 Unknown movable object</p> <p>20 Curb</p> <p>21 Tree</p> <p>22 Utility pole</p> | <p>23 Light pole or other post/support</p> <p>24 Guardrail</p> <p>25 Median barrier</p> <p>26 Ditch</p> <p>27 Embankment/Sloping shoulder</p> <p>28 Highway traffic signpost</p> <p>29 Overhead sign support</p> <p>30 Fence</p> <p>31 Mailbox</p> <p>32 Crash cushion/Impact attenuator</p> <p>33 Bridge</p> <p>34 Bridge overhead structure</p> <p>35 Other fixed object (wall, building, tunnel)</p> <p>36 Unknown fixed object</p> | <p>Non-Collision</p> <p>40 Ran off road right</p> <p>41 Ran off road left</p> <p>42 Cross median/centerline</p> <p>43 Overtum/rollover</p> <p>44 Equipment failure (blown tire, brakes, etc)</p> <p>45 Fire/explosion</p> <p>46 Immersion</p> <p>47 Jackknife</p> <p>48 Cargo/equipment loss or shift</p> <p>49 Separation of units</p> <p>50 Downhill runaway</p> <p>51 Other non-collision</p> <p>52 Unknown non-collision</p> <p>97 Other</p> <p>99 Unknown</p> |
|--|--|---|

Was your Vehicle Towed From the Scene Due to Damage? Yes No

Vehicle Damaged Area (circle up to three)

| | | |
|-----|---|---|
| 2 | 3 | 4 |
| 1 ← | 9 | 5 |
| 8 | 7 | 6 |

10 Undercarriage

11 Totaled

Section C: You and Your Passengers

Please provide the full name, address, and DOB or Age for all passengers in your vehicle. Then write the corresponding code in each of the boxes for each occupant of the vehicle (yourself and all passengers). A list of the possible codes is provided at the bottom of this section.

| | | Date of Birth/Age | Sex (M/F) | A | B | C | D | E | F | G | H | Name of Medical Facility |
|---|--|-------------------|-----------|-----|---|---------|---|---|---|---|---|--------------------------|
| Driver (See previous page) | | | | | | 1240242 | | | | | | EMERSON HOSPITAL |
| Name of Passenger 1 (Last, First, Middle) | | Address | | | | | | | | | | |
| | | City/Town | State | Zip | | | | | | | | |
| Name of Passenger 2 (Last, First, Middle) | | Address | | | | | | | | | | |
| | | City/Town | State | Zip | | | | | | | | |
| Name of Passenger 3 (Last, First, Middle) | | Address | | | | | | | | | | |
| | | City/Town | State | Zip | | | | | | | | |

| | | | | | | | | | | | | | | | |
|---|--|--|--|-------------------------------|--|--|--|--------------------------|--|--|--|--------------------------------|--|--|--|
| A. Seating Position | | | | B. Safety System Used | | | | C. Air Bag Status | | | | D. Air Bag Switch | | | |
| 1 Front seat - left side (or motorcycle driver) | | | | 9 Third row - right side | | | | 0 None used | | | | 1 Deployed-front | | | |
| 2 Front seat - middle | | | | 10 Sleeper section of cab | | | | 1 Shoulder and lap belt | | | | 2 Switch in OFF position | | | |
| 3 Front seat - right side | | | | 11 Enclosed passenger area | | | | 2 Lap belt only | | | | 3 ON-OFF switch not present | | | |
| 4 Second seat - left side (or motorcycle passenger) | | | | 12 Unenclosed passenger area | | | | 3 Shoulder belt only | | | | 4 Unknown if switch is present | | | |
| 5 Second seat - middle | | | | 13 Trailing unit | | | | 4 Child safety seat | | | | 99 Unknown | | | |
| 6 Second seat - right side | | | | 14 Riding on vehicle exterior | | | | 5 Helmet | | | | | | | |
| 7 Third row - left side (or motorcycle passenger) | | | | 97 Other | | | | 99 Unknown | | | | | | | |
| 8 Third row - middle | | | | 99 Unknown | | | | | | | | | | | |

| | | | | | | | | | | | | | | | |
|---------------------------------|--|--|--|---------------------------------|--|--|--|----------------------|--|--|--|---|--|--|--|
| E. Ejected From Vehicle? | | | | F. Trapped? | | | | G. Injured? | | | | H. Transported for Medical Care? | | | |
| 0 Not ejected | | | | 0 Not trapped | | | | 1 Fatal injury | | | | 1 Not transported | | | |
| 1 Totally ejected | | | | 1 Freed by mechanical means | | | | Non-fatal injury: | | | | 2 EMS (emergency service) | | | |
| 2 Partially ejected | | | | 2 Freed by non-mechanical means | | | | 2 Incapacitating | | | | 3 Police | | | |
| 3 Not applicable | | | | 99 Unknown | | | | 3 Non-incapacitating | | | | 99 Unknown | | | |
| 99 Unknown | | | | | | | | 4 Possible | | | | | | | |
| | | | | | | | | 5 No injury | | | | | | | |
| | | | | | | | | 99 Unknown | | | | | | | |

Section D: Other Vehicle(s) Involved in the Crash

| | | | | | | | |
|---|---------------|---|-----------|---|---|---|--|
| Number of occupants in the Vehicle: _____ | | Was vehicle Damage above \$1000? <input type="checkbox"/> Yes <input type="checkbox"/> No | | Moped? <input type="checkbox"/> Yes <input type="checkbox"/> No | | Hit and Run? <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Driver's License Number | License State | Date of Birth | Age | Sex _ M _ F | License Class _ D _ A _ B _ C _ M _ Unknown | Commercial Driver's License Endorsements H _ Hazardous N _ Tank vehicles P _ Passenger T _ Doubles/triples X _ Tank and Hazardous transport | |
| Full Name of Vehicle Driver (Last, First, Middle) | | Street Address | | City/Town | | State Zip | |
| Insurance Company | | Vehicle Registration # | Reg. Type | Reg. State | Vehicle Year | Vehicle Make | |
| Indicate type of vehicle | | | | | | | |
| 1 Passenger car | | 4 Bus (15 or more passengers) | | 8 Truck/trailer | | 12 Tractor/triples | |
| 2 Light truck (van, mini-van, pick-up, sport utility) | | 5 Bus (7-15 passengers) | | 9 Truck tractor (bobtail) | | 13 Unknown heavy truck | |
| 3 Motorcycle | | 6 Single-unit truck (2 axles) | | 10 Tractor/semi-trailer | | 14 Motor home/recreational vehicle | |
| | | 7 Single-unit truck (3 or more axles) | | 11 Tractor/doubles | | 97 Other | |
| | | | | | | 99 Unknown | |
| Full Name of Vehicle Owner (Last, First, Middle) | | Street Address | | City/Town | | State Zip | |
| Vehicle Travel Direction _ N _ S _ E _ W | | What Was The Vehicle Doing Prior to Crash? | | | | | |
| | | 1 Travelling straight ahead | | 4 Turning left | | 7 Leaving traffic lane | |
| | | 2 Slowing or stopped | | 5 Changing lanes | | 8 Making U-turn | |
| | | 3 Turning right | | 6 Entering traffic lane | | 9 Overtaking/passing | |
| | | | | | | 10 Backing | |
| | | | | | | 11 Parked | |
| | | | | | | 97 Other | |
| | | | | | | 99 Unknown | |

Section E: Non-Motorist(s) Involved in the Crash

| | | | | | | | | | | | |
|--|----------------|---|--|------------------------------------|--|---|--|--|--|------------|--|
| Indicate the type of non-motorist involved | | 1 Pedestrian | | 2 Cyclist | | 3 Skater | | 97 Other | | 99 Unknown | |
| What was the non-motorist doing prior to the crash? | | | | | | Where was the non-motorist prior to the crash? | | | | | |
| 1 Entering or crossing location | | 6 Working on vehicle | | 1 Marked crosswalk at intersection | | 6 Median (but not on shoulder) | | | | | |
| 2 Walking, running or cycling | | 7 Standing | | 2 At intersection but no crosswalk | | 7 Island | | | | | |
| 3 Working | | 97 Other | | 3 Non-intersection crosswalk | | 8 Shoulder | | | | | |
| 4 Pushing vehicle | | 99 Unknown | | 4 In roadway | | 9 Sidewalk | | | | | |
| 5 Approaching or leaving vehicle | | | | 5 Not in roadway | | 10 Shared-use path or trails | | | | | |
| | | | | | | 99 Unknown | | | | | |
| Date of Birth/Age | Sex _ M _ F | Full Name of Non-Motorist (Last, First, Middle) | | Street Address | | City/Town | | State | | Zip | |
| Safety Equipment? | | | | Injured? | | | | Transported for Medical Care? | | | |
| 0 None used | | | | 1 Fatal injury | | | | 1 Not transported | | | |
| 6 Helmet | | | | Non-fatal injury: | | | | 2 EMS (emergency service) | | | |
| 7 Protective pads (elbows, knees, etc.) | | | | 2 Incapacitating | | | | 3 Police | | | |
| 8 Reflective clothing | | | | 3 Non-incapacitating | | | | 99 Unknown | | | |
| | | | | 4 Possible | | | | If transported, please indicate Hospital/Medical Facility: | | | |
| | | | | 9 Lighting | | | | | | | |
| | | | | 10 Other | | | | | | | |
| | | | | 99 Unknown | | | | | | | |

Section F: Crash Conditions

| | | | | | |
|--|---|--|--|--|--|
| Light Conditions 1 Daylight 2 Dawn 3 Dusk 4 Dark - lighted roadway 5 Dark - roadway not lighted 6 Dark - unknown roadway lighting 97 Other 99 Unknown | Weather Conditions (up to two) 1 Clear 2 Cloudy 3 Rain 4 Snow 5 Sleet, hail, freezing rain 6 Fog, smog, smoke 7 Severe crosswinds 8 Blowing sand, snow 97 Other 99 Unknown | Traffic Control Device 1 No controls 2 Stop signs 3 Traffic control signal 4 Flashing traffic control signal 5 Yield signs 6 School zone signs 7 Warning signs 8 Railroad crossing device 99 Unknown | Was the traffic control device functioning at the time of the crash? 1 Yes 2 No (N/A) | Road Surface 1 Dry 2 Wet 3 Snow 4 Ice 5 Sand, mud, dirt, oil, gravel 6 Water (standing, moving) 7 Slush 8 Other 99 Unknown | Roadway Intersection Type 1 Not at intersection 2 Four-way intersection 3 T-intersection 4 Y-intersection 5 On ramp 6 Off ramp 7 Traffic circle 8 Five-point or more 9 Driveway 10 Railway grade crossing 99 Unknown |
| Trafficway Description 1 Two-way, not divided 2 Two-way, divided, unprotected median 3 Two-way divided, protected median 4 One-way, not divided 99 Unknown | School Bus Related? 1 Yes 2 No | Work Zone Related? 1 Yes 2 No | Manner of Collision 1 Single vehicle crash 2 Rear-end 3 Angle 4 Sideswipe, same direction 5 Sideswipe, opposite direction 6 Head on 7 Rear to rear 99 Unknown | | |

Section G: Crash Diagram

← I 495 N

TRES/BRUSH (MEDIAN) SPACED GUARDRAILS

I 495 S →

(Lanes)
FAST
TRAVEL → [1]
SLOW [2]

ACCELERATOR STICKS FISHTAIL ROLLED OFF INTO EMBANKMENT SLOPE

Please draw a diagram of the roadway or streets where the crash occurred, indicating the vehicles involved and direction of travel using the following symbols:

→ = Direction
 [1] = Vehicle 1 (Your Vehicle)
 [2] = Vehicle 2
 O = Pedestrian/Non-Motorist

Select one of the following if the crash did not occur on a public way:

- Off-street parking lot
- Garage
- Mall/shopping center
- Other private way

Section H: Witness Information

| | | |
|------------------------------------|--------------------------|-------|
| Witness Name (Last, First, Middle) | Address | Phone |
| | TPR | |
| CONTACT STATE POLICE | A. KORGAN - 508-839-4424 | |

Section I: Property Damage Information (Other than Vehicles)

| Owner Name (Last, First, Middle) | Address | Phone | Property and Damage Description |
|----------------------------------|---------------------|------------|---------------------------------|
| [REDACTED] | [REDACTED] ACTON MA | [REDACTED] | NONE |

Section J: Crash Narrative

ENTERED I-495 S AT EXIT 28 INTO SLOW TRAVEL LANE. PROCEEDED INTO TRAVEL (MIDDLE) LANE TO PASS A CAR TRAVELING UNDER POSTED SPEED LIMIT ONCE AT A SAFE DISTANCE FROM VEHICLE IN SLOW LANE, PROCEEDED TO ENTER SLOW LANE. ONCE BACK INTO SLOW LANE CAR BEGAN TO SPEED UP WITHOUT MY FOOT ON THE ACCELERATOR, TRIED TO BRAKE TO SLOW CAR DOWN, BRAKES DID NOT RESPOND AND CAR BEGAN TO FISHTAIL THEN WENT OFF THE ROADWAY, ROLLING OVER INTO EMBANKMENT AT LEAST ROLLING OVER TWICE BEFORE STOPPING.

Section K: Signature

[Signature] Print [REDACTED] Date 11/20/04

ACTON

"Specializing in people and the vehicles they drive"

www.actonford.com

04 FEB 2005

[REDACTED]
ACTON MA
[REDACTED]

2/17/05 I respectfully request that you remove my name from your mailing list as I no longer have this car. It was totalled in an accident on Nov. 19, 2004.
Thank you.

Elean M Chervat

Your 03 FORD ESCAPE was last serviced on 08/27/2004, and is due for its routine maintenance on 02/25/2005.

Ford Motor Co. requires the following maintenance services which are considered essential to the proper operation, safety, and performance of your ESCAPE:

35,000 MILE SERVICE
CHANGE ENGINE OIL AND FILTER
MULTI POINT INSPECTION
ROTATE TIRES
CHECK FOR OUTSTANDING RECALLS

Ford Motor Company strongly recommends the use of genuine Ford replacement parts and the technologically advanced service equipment available ONLY at your local Ford or Lincoln Mercury dealer.

Please call (978) 897-7000 for your Blue Oval Certified ACTON FORD SERVICE TEAM today and schedule your next appointment. We look forward to fulfilling all of your automotive needs. For your convenience, you may now schedule your next service appointment on the World Wide Web at www.actonford.com.

The ACTON FORD SERVICE TEAM

1FMCU93163R [REDACTED]
37025

P.O. Box 3027 76 Powder Mill Road Acton, MA 01720 Ph. (978) 897-7000 Fax (978) 897-6474

PE12-019 000293 LP



[Back to FMCDealer](#)

CuDL Help Desk
1-800-790-4357
(option 2, 2, 1)

Best Viewed With:



AWS
Global Concern Reporting (formally EDSR)
Parts Assistance
Pro Technician Society
Technical Service

CuDL Utilities



Messages
Tutorial
CA PrintCase
MORSII
MORS CuDL Actions
Cross Reference
Usage Report

Search Issue List By: VIN P&A Code Case Number Region
Status ALL Type ALL Case Number 1576230565

[Open A New Issue](#)

[Full Page](#)

[Print Issue List](#)

3/4/2005 ELEANOR M CHENEVERT 1FMCU93163K 2003 ESCAPE
CLOSED LEGAL - ACCIDENT 1576230565 Update Close [Print/View](#)


[Action List](#) [Customer Info](#) [Caller Info](#) [Vehicle List](#) [Vehicle Specs](#) [Dealer Detail](#)

Update dealership information in GOLDD; Update dealer personnel information in STARS.
NO DEALER DETAIL FOR THIS DEALER



3/4/2005

Vehicle List

| VIN | Year Model | Sales Type | Owner Status | Vehicle Info |
|--|--------------------------------|-----------------------------------|------------------|---------------------------|
| 1FMCU93163K [REDACTED] | 2003 ESCAPE No Open Issues | RETAIL SALE TO PRIVATE INDIVIDUAL | Original Owner | Oasis Warranty History |
|  3FALP653XTM [REDACTED] | 1996 CONTOUR No Open Issues | RETAIL SALE TO PRIVATE INDIVIDUAL | Subsequent Owner | Oasis Warranty History |

Customer Info

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



3/4/2005

**OASIS RESULT:
1FMCU93163K [REDACTED]**

See bottom of the OASIS result for
contact ID

03/04/2005
10:33:36

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION
2003 ESCAPE
TRANSMISSION
CD4E AUTO TRANSAXLE

BODY STYLE
4 DR XLT MPV 4X4
AXLE CODE
69

ENGINE
3.0L EFI DOHC
ENGINE CALIBRATION
3M11D30A

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE
03/17/2003

BUILD DATE
12/11/2002

SALE MILEAGE
00013

▶ WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

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

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

▶ OUTSTANDING FIELD SERVICE ACTIONS

04S25
3.0L LHD ACCELERATOR CABLE REPLACEMENT

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMCU93163K [REDACTED]

ESP / Recall Information

VIN: 1FMCU93163K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2002 NEW 72/100,000 PREMIUMCARE W/ROADSIDE ASSIST.
 Selling Dealer: ACTON FORD, INC.
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Cancel
 Expiration Date: 2009-03-17
 Expiration Miles: 100,000
 Plan Year: 2002
 Purchase Type: N
 Options:

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

Cancel Date: 2004-11-19
 Refund Percent:
 Dealer Credited: 08933

Process Date: 2005-01-20
 Dealer Received Date: 2004-11-19

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|---------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |

[REDACTED] 3/4/2005



Action Detail

| | | | |
|--|---------------------------|----------------------------------|------------------|
| VIN: 1FMYU031X3K [REDACTED] | Year: 2003 | Model: ESCAPE | Case: 1590190754 |
| Name: [REDACTED] | Owner Status: Subsequent | WSD: 2003-01-29 | |
| Symptom Desc: TRANSFER CASE FUNCTION JERKS/SURGES | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ACCIDENT / FIRE | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: CLOSED | Dealer: FREMONT MOTOR CODY, INC. | |
| Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION | | P & A Code: 03114 | |
| Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED | | | |
| Odometer: 17000 MI | Comm Type: PHONE | | |
| Action Date: 07/06/2004 | Action Time: 13:43:19:847 | Action Data: No | |
| Analyst Name: TANYA ROQUEMORE (TROQUEMO) | Analyst: TROQUEMO | | |

COMMENTS: LPA SPOKE WITH CUSTOMER. SHE HAS A APPOINTMENT WITH WORLDLAND FORD FOR AN INSPECTION. CUSTOMER STATED THAT INSURANCE COMPANY IS INVOLVED, I INFORMED CUSTOMER TO CONTINUE WORKING WITH INSURANCE COMPANY AND EXPLAINED SUBROGATION PROCESS.

[REDACTED] 7/6/2004



COPY

Consumer Affairs

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

Sent Via US Mail

July 6, 2004

[REDACTED]

Greybull, WY [REDACTED]

RE: 2003 Escape

VIN: 1FMYU031X3K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2003 Ford Escape.

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,

Tanya Roquemore
Consumer Affairs



10567

48401

WORLAND FORD-CHRYSLER

INVOICE

500 Big Horn Avenue
WORLAND, WY 82401
(307) 347-4236
1-800-853-2306

DUPLICATE 1
PAGE 1

GREYBULL, WY
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 238 JESSICA HURLEY

| | | | | | | | |
|-----------------|------------|-----------------------------|------------------------|---------|----------------|---------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
| WHITE | 03 | FORD ESCAPE | 1FMYU031X3K [REDACTED] | | 18880/18890 | | |
| IN SERVICE DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| | | | 01JUL04 | | 0.00 | CASH | 06JUL2004 |
| R.O. OPENED | READY | OPTIONS: ENG:3.0 Liter DOHC | | | | | |
| 10:44 | 01JUL04 | 14:12 | 06JUL04 | | | | |

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A PER CUSTOMER, PUT VEHICLE INTO REVERSE, AND VEHICLE ACCELERATED WITHOUT APPLYING GAS FEED. RESULT ENDED IN ACCIDENT, PLEASE ADVISE FOR POSSIBLE CAUSE
 CAUSE: REFLASHED PCM, NO OTHER PROBLEMS FOUND
 DRIVE DRIVEABILITY
 233 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CHECKED CONCERN, WOULD NOT DUPLICATE. RAN SELF TEST WITH WDS, CHECKED OKAY. WHILE USING WDS, FOUND NEW FLASH UPDATE FOR POWERTRAIN CONTROL MODULE. REFLASHED PCM WITH NEWEST UPDATE. TEST DROVE VEHICLE AGAIN, TEST DROVE OKAY.

B** PER CUSTOMER, ODOMETER DOES NOT WORK PROPERLY.
 CAUSE: NO PROBLEM FOUND
 ELEC ELECTRICAL
 233 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

RAN SELF TEST ON CLUSTER, WORKS PROPERLY. DROVE APPROXIMATELY 10 MILES, ODOMETER WORKED CORRECTLY

A non original equipment part warranty is specified by the manufacture of the part. Original equipment parts are covered by a the manufacture for 12 months and/or 12,000 miles, whichever comes first.

| | | | | |
|--------------------------------------|---|--|------------------------|--------|
| TERMS | I hereby authorize the repair work hereinafter 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 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. | DISCLAIMER OF WARRANTIES | DESCRIPTION | TOTALS |
| | | The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty 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 products. | LABOR AMOUNT | 0.00 |
| <input type="checkbox"/> CASH | | | PARTS AMOUNT | 0.00 |
| <input type="checkbox"/> CREDIT CARD | | | GAS, OIL, LUBE | 0.00 |
| <input type="checkbox"/> CHARGE | | | SUBLET AMOUNT | 0.00 |
| | | | MISC. CHARGES | 0.00 |
| | | | TOTAL CHARGES | 0.00 |
| | | | LESS INSURANCE | 0.00 |
| O.K. BY _____ | X _____ CUSTOMER SIGNATURE | CUSTOMER SIGNATURE | SALES TAX | 0.00 |
| | | | PLEASE PAY THIS AMOUNT | 0.00 |

CUSTOMER COPY

10567

48434

WORLAND FORD-CHRYSLER

INVOICE

500 Big Horn Avenue

WORLAND, WY 82401

(307) 347-4236

1-800-653-2308

DUPLICATE 2

PAGE 1

SERVICE ADVISOR: 238 JESSICA HURLEY

GREYBULL, WY
HOME: [REDACTED]

BUS:

| | | | | | | |
|-----------------|---------------|-------------|------------------------|---------|----------------|---------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAB |
| WHITE | 03 | FORD ESCAPE | 1FMYU031X3K [REDACTED] | | 19016/19016 | |
| IN-SERVICE DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT |
| | | | | | 0.00 | CASH |
| R.O. OPENED | READY | OPTIONS | ENG:3.0_Liter_DOHC | | | |
| 12:36 06JUL04 | 14:13 06JUL04 | | | | | |

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A PER TONYA AT FORD CONSUMER AFFAIRS, CHECK IAC OPERATION. CUSTOMER HAD ACQUAINTANCES WITH SIMILIAR PROBLEM THAT REQUIRED IAC REPLACEMENT.

CAUSE: NO PROBLEMS FOUND
DRIVE DRIVEABILITY
233 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CONNECTED WDS, CHECKED CMDTC, HAD NONE. RAN KEY ON ENGINE RUNNING SELF TEST, HAD NO CODES. IAC WORKING PROPERLY AT THIS TIME. NO PROBLEM FOUND AT THIS TIME.

B PER TONYA AT FORD CONSUMER AFFAIRS, CHECKED OPERATION OF BRAKING SYSTEM

CAUSE: NO PROBLEMS FOUND
DRIVE DRIVEABILITY
233 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CHECKED BRAKE PAD CONDITION, FRONT CHECKS OKAY. REARS CHECKED OKAY. CHECKED FLUID LEVELS, OKAY. CHECKED STORED DTC'S, NONE PRESENT. NO PROBLEMS FOUND

C SOMETIMES WHEN PUTTING INTO REVERSE, VEHICLE WILL NOT MOVE.

CAUSE: NO PROBLEM FOUND
PT POWERTRAIN
233 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

| | | | |
|--|---|------------------------|--------|
| TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHARGE O.K. BY _____ * _____ <small>CUSTOMER SIGNATURE</small> | DISCLAIMER OF WARRANTIES The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty 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 products. <small>CUSTOMER SIGNATURE</small> | DESCRIPTION | TOTALS |
| | | LABOR AMOUNT | |
| | | PARTS AMOUNT | |
| | | GAS, OIL, LUBE | |
| | | SUBLET AMOUNT | |
| | | MISC. CHARGES | |
| | | TOTAL CHARGES | |
| | | LESS INSURANCE | |
| | | SALES TAX | |
| | | PLEASE PAY THIS AMOUNT | |

CUSTOMER COPY

10567

48434

WORLAND FORD-CHRYSLER

INVOICE

500 Big Horn Avenue
 WORLAND, WY 82401
 (307) 347-4236
 1-800-853-2306

DUPLICATE 2
 PAGE 2

GREYBULL, WY
 HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 238 JESSICA HURLEY

| | | | | | | |
|-----------------|---------------|-----------------------------|------------------------|---------|------------------|---------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE (IN/OUT) | TAG |
| WHITE | 03 | FORD ESCAPE | 1FMYU031X3K [REDACTED] | | 19016/19016 | |
| IN SERVICE DATE | PROD. DATE | WARR. EXP | PROMISED | PO NO. | RATE | PAYMENT |
| | | | | | 0.00 | CASH |
| R.O. OPENED | READY | OPTIONS: ENG:3.0_Liter_DOHC | | | | |
| 12:36 06JUL04 | 14:13 06JUL04 | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|---|--------|------|------|-------|------|-----|-------|
| CHECKED FLUID LEVEL, FULL; CLEAN, NOT BURNT. TESTED MLP, CHECKED CODES, NONE PRESENT. CONCERN WOULD NOT DUPLICATE, NO PROBLEMS FOUND AT THIS TIME | | | | | | | |

 A non original equipment part warranty is specified by the manufacture of the part. Original equipment parts are covered by a the manufacture for 12 months and/or 12,000 miles, whichever comes first.

| | | | |
|--|--|------------------------|--------|
| TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHARGE O.K. BY _____ X _____ <small>CUSTOMER SIGNATURE</small> | DISCLAIMER OF WARRANTIES The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty 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 products. CUSTOMER SIGNATURE _____ | DESCRIPTION | TOTALS |
| | | LABOR AMOUNT | 0.00 |
| | | PARTS AMOUNT | 0.00 |
| | | GAS, OIL, LUBE | 0.00 |
| | | SUBLET AMOUNT | 0.00 |
| | | MISC CHARGES | 0.00 |
| | | TOTAL CHARGES | 0.00 |
| | | LESS INSURANCE | 0.00 |
| | | SALES TAX | 0.00 |
| | | PLEASE PAY THIS AMOUNT | 0.00 |

CUSTOMER COPY

10567

48435

WORLAND FORD-CHRYSLER

INVOICE

500 Bg Horn Avenue

WORLAND, WY 82401

(307) 347-4236

1-800-653-2308

DUPLICATE 2
PAGE 1

GREYBULL, WY
HOME:

BUS:

SERVICE ADVISOR: 238 JESSICA HURLEY

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-----------------|------------|-------------|-------------|---------|----------------|---------|-----------|
| WHITE | 03 | FORD ESCAPE | 1FMYU031X3K | | 19016/19016 | | |
| IN SERVICE DATE | PROD. DATE | WARR EXP | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| | | | | | 0.00 | CASH | 06JUL2004 |

R.O. OPENED: 12:40 06JUL04
 READY: 14:13 06JUL04
 OPTIONS: ENG:3.0 Liter DOHC

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------------------------|---------------------------------|-----------------|-------|------|-----|-------|
| A | PER CUSTOMER, | SOMETIMES WITH KEY IN IGNITION, | ENGINE RUNNING, | | | | |
| | CAUSE: NO PROBLEMS FOUND | STEERING WHEEL WILL NOT UNLOCK | | | | | |
| | DRIVE DRIVEABILITY | | | | | | |
| | 233 | W | | | | | (N/C) |

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CHECKED STEERING LOCK, WORKING PROPERLY AT THIS TIME, COULD NOT
 DUPLICATE CONCERN TO DIAGNOSE.

A non original equipment part warranty is specified by the manufacture of the part. Original equipment parts are covered by a the manufacture for 12 months and/or 12,000 miles, whichever comes first.

| TERMS | DISCLAIMER OF WARRANTIES | DESCRIPTION | TOTALS |
|--------------------------------------|---|------------------------|--------|
| <input type="checkbox"/> CASH | I hereby authorize the repair work hereinafter 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 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. | LABOR AMOUNT | 0.00 |
| <input type="checkbox"/> CREDIT CARD | | PARTS AMOUNT | 0.00 |
| <input type="checkbox"/> CHARGE | | GAS, OIL, LUBE | 0.00 |
| | | SUBLET AMOUNT | 0.00 |
| | | MISC. CHARGES | 0.00 |
| | | TOTAL CHARGES | 0.00 |
| | | LESS INSURANCE | 0.00 |
| O.K. BY _____ X _____ | CUSTOMER SIGNATURE | SALES TAX | 0.00 |
| | | PLEASE PAY THIS AMOUNT | 0.00 |

CUSTOMER COPY



★ UNBEATABLE ★

Sales, Service & Customer Satisfaction

WORLAND FORD-CHRYSLER

500 BIG HORN AVE. -- PHONE 1-307-347-4238 -- WORLAND, WYOMING 82401
TOLL FREE 1-800-659-2306 -- FAX 1-307-347-4539
www.worlandfordchrysler.com

FACSIMILE TRANSMITTAL SHEET

TO: Tonya FROM: Jessica

COMPANY: Ford Consumer Affairs DATE: June 6, 2004

FAX NUMBER: 313-845-6002 TOTAL # OF PAGES (INCLUDING COVER): 5

PHONE NUMBER: 313-390-3594 SENDERS REFERENCE NUMBER:

RE: [REDACTED] YOUR REFERENCE NUMBER:

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY

NOTES/COMMENTS:

All Action Details for Issue

Print

VIN: 1FMYU031V3K [REDACTED] Year: 2003 Model: ESCAPE Case: 1590190754
 Name [REDACTED] Owner Status: Subsequent WSD: 2003-01-29
 Symptom Desc: TRANSFER CASE FUNCTION JERKS/SURGES Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 03114 FREMONT MOTOR CODY, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 16000 *17,000* Comm Type: PHONE
 Analyst Name: LIZ CUFFY Analyst: LCUFFY
 Action Date: 06/30/2004 Action Time: 16.30.18.476 Action Data: Yes

Comments CUSTOMER SAID: - JUST HAD AN ACCIDENT THIS MORNING WITH VEH - CUST GOT INTO VEH AND WHEN SHE PUT VEH IN REVERSE WITH FEET STILL ON BRAKE PEDAL, VEH FLEW BACKWARDS ABOUT 25-50 FT AND HIT ANOTHER PARKED VEH- REPORTED INCIDENT TO POLICE AND INSURANCE COMPANY - TRANS HAD TO BE REPLACED IN JAN / 2004 & CUST FINDS IT STRANGE THAT SHE IS HAVING ALL THESE CONCERNS WITH VEH- CUST STATES POLICE TOLD HER WITH THE IMPACT HER VEH HIT THE OTHER VEH CUST SHLD LOOK OUT FOR ANY BODY PAINS- CUST FEELS IT'S A DEFECT IN VEH WHICH CAUSED HER TO GET INTO THIS ACCIDENT- VEH IS AT HOME WITH CUST AND SHE WANTS TO FIND OUT IF THERE IS ANY PROBLEMS ABOUT THIS ISSUE DEALER SAID: FREMONT MOTOR CODY, INC., 622 BLACKBURN ST, CODY, WY 82414, TEL: (307) 587-6206 CRC 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 CUST OF ABOVE INFO ===

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |

*TRANSMISSION WORK DONE FREMONT MOTORS. -
 CUST TOOK VEHICLE TO WOOLAND FORD
 Idle control motor Accelerator*

This Company Involved - Yes.

NO INJURIES - NO PERSONAL INJURY

Appt @ Tues - 7/10/04 for checking TRANSMISSION.

*Per - Fremont Dealership - cust did not bring vehicle to them (spoke w/penny)
 per Wooland, cust brought vehicle in on 7/1/04 - Has another appt on 7/5/04
 (Jessica) for another inspection.*



7/1/2004

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] GREYBULL WY [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:



7/1/2004

Update This Information In Stars

| | | Dealer Detail | | | |
|-------------|--------------|---------------|--------|----------|------------|
| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
| 10-SDR | 56-DENVER | B | D1 | 03114 | F56403 |

| | | | | | |
|---------------------------|-----------------------------------|------------------------------|--------------|--|--|
| Dealer Name: | FREMONT MOTOR CODY, INC. | | | | |
| Dealer Address: | 622 BLACKBURN ST CODY WY 82414 | | | | |
| Dealer Main Phone: | 307-587-6206 | Dealer Service Phone: | 307-587-6206 | | |

| Position | Employee Name |
|--------------------|------------------|
| CUST RELATIONS MGR | RITA L OWEN |
| DEALER/PARTNER | JOHN OWEN |
| GENERAL MANAGER | JONATHAN D ALLEN |
| PARTS MANAGER | RANDALL SHEPARD |
| PARTS MANAGER | JOHN A MOORE |
| SALES MANAGER | DEAN MORK |
| SERVICE MANAGER | MICHAEL D HOBBS |
| SERVICE MANAGER | CONNIE J WALKER |

Penny



7/1/2004

Update This Information In Stars

Dealer Detail

| | | | | | |
|-------------|--------------|------------|--------|----------|------------|
| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
| 10-SDR | 56-DENVER | V | D1 | 03157 | F56418 |

Dealer Name: WORLAND FORD LINC
MERC INC
Dealer Address: 500 BIG HORN AVENUE
WORLAND WY 82401
Dealer Main Phone: 307-347-4236 Dealer Service Phone: 000-000-0000

| Position | Employee Name |
|----------------|---------------------|
| DEALER/PARTNER | JAMES J COWDREY |
| PARTS MANAGER | ROBERT E HARRINGTON |

Jessica - Contact person



7/2/2004

VIN
1FMYU031X3KC [REDACTED]

Year Model
2003 ESCAPE
Open Issues Exist

Vehicle List
Sales Type
INDIVIDUAL RTL

Owner Status
Subsequent Owner

Vehicle Info
Oasis
Warranty History



7/1/2004

ESP / Recall Information

VIN: 1FMYU031X3K [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

[REDACTED] 7/1/2004

VEHICLE DETAIL

VIN: 1FMYU031X3K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: OXFORD WHITE SOLID C/C
 Year: 2003 Calibration: 3M11D30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 1/29/2003
 GCWR: Vehicle Build Date: 1/24/2003
 PEP Code: 310B

Selling Dealers Name:
 Selling Dealers P & A Code: Selling Dealers Sales Code: F16077
 Selling Dealers Main Phone: - Selling Dealers Service Phone: --

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 3 3 K C 2 5 2 9 7 1 0 3 3 7 P C C F 0 2 A 4 4 6 6 J M M 2 4 9 6 5 6
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 3 G 2 X 5 5 8 S G B B N F 1 6 S 0 7 7 L 0 A Y Z 2 2 3 4 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y X 5 1 2 A 3 1 0 B 9 1 4 A Z L 8 0 M 1 9 N A 1 7
 1 2 3 4 5 6 7 8 9 160
 6



7/1/2004

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 01-JUL-2004

Note: All Costs are in US Dollars Server Name: AWS Adhoc

| 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 | |
|------------------------|--|---------------|--------------------------|------------------|------------|------------|-------------|-------------------|---------|--------------------|-----------|----------------|-----------------------|-------------------|--------------------|--------------------|-------|-------|------|-----|-----|-----|----|--|
| 1FMYU031X3K [REDACTED] | MI | T/M | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 24-01-03 | 30-01-03 | 116077 | USA | 14 | * | 3A02 | F3RZ | 7D391 | A | S11 | V48 | P68 | 30 | |
| AWS Claim Key: | 5538701 | Doc #: | 128893A | Trx Code: | | | E84 | Labor Hrs: | 12.6 | Labor Cost: | | 858.06 | Material Cost: | 852.2 | Total Cost: | 1710.26 | | | | | | | | |
| Dtr Cd-Sub Cd: | 03114-* | Name: | FREMONT MOTOR CODY, INC. | Pb: | | | 307-5875206 | St: | WY | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 09-MAR-2004 | DIST(Mile): | 16896 | | | | | | | |
| Cust Comments: | REPAIR TRANSMISSION HESITATING BEFORE ENGAGING, SLIPS THEN JERKS INTO GEAR | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | WDS TEST, PPT, ELECT DIAG, SSA OPERATION, REMOVE TRANS SIDE COVER AND REPLACE SHIFT SOLENOID PACK, RETEST, NO FORWARD OR REVERSE ENGAGEMENT, REMOVE TRANS, MOUNT ON BENCH, TEAR DOWN AND INSPECT, DAMAGED PUMP BUSHING, REVERSE CLUTCH, DRUM BUSHING, WEATON DIRECT CLUTCH HUB SHELL, CRACKS IN FORWARD, DI RECT CLUTCH YCL, SCORED FORWARD CLUTCH PLATES, ISOLATE CAUSE TO EXTREME WEAR ON HUB OF REVERSE CLUTC | | | | | | | | | | | | | | | | | | | | | | | |

Prog - Newkey

Vehicle Safety Quality

Any comments? You can contact



webmaster

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMYU031X3K [REDACTED]
 Model Year: 2003
 Veh Type: T
 Inv. Dealer: 01376
 Vehicle Status Code: 800

(Related Claims)

Veh Line: T/M1 - ESCAPE (U204) [2001] Body Shell: *
 Market Derived: T/F - FORD DIVISION DERIVATIVE Navis Eng Serial No: *
 Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
 Body Cab Style: - 5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
 Version/Series: T/EF - FORD SERIES

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8

E1311 170103756845086 1G 7S2 AB

Trace Trans Serial No:

A4231 14010330141034 3L8P 7000 GB 71

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 24-JAN-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 116077 - *
 Country: USA - ##### Selling Dir St/Prov: PA
 Buyer SUProv: AZ

Arrival Date: 30-JAN-2003 Red Carpet Lease: *
 Sale Date: 29-JAN-2003 Fleet/Retail/Co. Lease: F
 Warranty Start Date: 30-JAN-2003 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 29-JAN-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

U033KC252 [REDACTED] C CF02A4466 JM N 2 496 56 5 3 G2X5 5 8SGBBN16SQ77L 0 AYZ 223 1 3 11
 FMYX51 2 A310H 914A5 L 80M19NA116 36

PE12-019 000315 LP



INSTALLED OPTION INFORMATION:

| | | | |
|-------------------------------|------------------------------------|-----------------------------|-------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | Y |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: | * - [N/A] | Mirror(Psngr Side): | B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: | A | Paint: | PNYW3 - OXFORD WHITE SOLID C/C |
| Brake Code: | * - [N/A] | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * - [N/A] | Radio: | FA - CDX6 RADIO WITH 6 DISC CHANGER |
| Calibration Code: | 3M1 ID30A | Sound System: | AA - LESS UPGRADED SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Suspn Tandem Axle: | |
| Color(Trim): | 000NC - | Tire Manufacturer: | AB - |
| Delivery Type: | 4 | Tire Brand: | 08 453 - |
| Driveshaft Code: | D | Tire Size: | D3JUJ - P235/70R-16 OWL A-S |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Traction Control: | * - [N/A] |
| Fuel Type: | AF - UNLEADED FUEL CAPABILITY | Wheel Base: | |

TIRE DOT INFORMATION:

| | | | |
|------------|--------------|------------|--------------|
| LF: | A308 4535002 | RF: | A308 4535002 |
| LR: | A308 4535002 | RR: | A308 4535002 |
| LI: | * | RI: | * |

SPARE: T714 BAH4302 **DOT Plant Manufacturer:** A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON , ILLINOIS , UNITED STATES

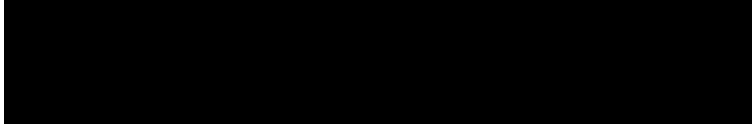
ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|-----------------------------|---------------------------------|-------------|
| ESP Code: | * Emission Code: | T/BJ - T/BJ |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | KMD |
| ESP Plan Year: | * Engine Family: | 3FMXT0301F7 |
| ESP Signature Date: | | |

Any comments? You can contact



webmaster



Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|---------------|------------|--------|----------|------------|
| 10-SDR | 44-PITTSBURGH | U | A6 | 03383 | F44611 |

| | | | |
|---------------------------|---|------------------------------|--------------|
| Dealer Name: | DONLEY FORD OF BELLVILLE, INC. | | |
| Dealer Address: | 5822 STATE ROUTE 13 SOUTH BELLVILLE OH 44813 | | |
| Dealer Main Phone: | 419-886-2222 | Dealer Service Phone: | 419-886-2222 |

| Position | Employee Name |
|-----------------|-------------------|
| PARTS MANAGER | GLENN L HIGGINS |
| SALES MANAGER | BENJAMIN A BAKER |
| SERVICE MANAGER | JENNIFER L MILLER |

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] OH [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:



1/20/2005

Sent Via US Mail

January 21, 2005

[REDACTED]
Mansfield, OH [REDACTED]

RE: 2004 Ford Escape
VIN: 1FMYU92164D [REDACTED]

Dear [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.

Please be sure to take your vehicle to any authorized Ford or Lincoln-Mercury dealership to have the recall work performed.

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

Sincerely,

Ruth Davis
Consumer Affairs

| Vehicle List | | | | | |
|------------------------|------|-------------------|-----------------------------------|----------------|---------------------------|
| VIN | Year | Model | Sales Type | Owner Status | Vehicle Info |
| 1FMYU92164D [REDACTED] | 2004 | ESCAPE | RETAIL SALE TO PRIVATE INDIVIDUAL | Original Owner | Oasis Warranty History |
| | | Open Issues Exist | | | |

[REDACTED]

1/20/2005

ESP / Recall Information

VIN: 1FMYU92164D [REDACTED]

Contract: 1 of 1

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

Purchaser: LORI COPE
 Plan Type: USA 2004 36/36,000 RENTALCARE (WARRANTY REPAIRS ONLY)
 Selling Dealer:
 Deductible:
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2006-12-31
 Expiration Miles: 36,000
 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 |
|--------|-------------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |
| 04C09 | SAFETY COMPLIANCE | LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT | OPEN - LAUNCHED | | |



1/20/2005

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-JAN-2005

Note: All Costs are in US Dollars Server Name: AWS Production

| 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 | |
|-----------------------|--------|---|------------------------|----------|------------------|------------|----------|---------------------|---------|--------------------|---------------------|----------------|------------------------------|-----|-------------------------------|-----|------|------|----------|-----|------------------|-----|-----|----|
| IFMYU92164D | MI | | T/M1 | T/F | T/WE | T/EF | T/F | BH | T/DJ | T/LD | 15-09-03 | 31-12-03 | 144611 | USA | 1 | * | 5V02 | 4L8Z | 2001 | AA | S10 | V21 | H20 | 42 |
| AWS Claim Key: | | 307192 | Doc #: 052382A | | Trx Code: | | 2 | Labor Hrs: 6 | | Labor Cost: | | 37.37 | Material Cost: 110.17 | | Total Cost: | | | | | | 147.54 | | | |
| Dir Cd-Sub Cd: | | 03017-* | Name: MARK FORD | | | | Ph: | 419-8862222 | St: | OH | Ctry Cd: USA | | Reg Cd: NA | | Repr Date: 12-JAN-2004 | | | | | | DIST(Mile):991 | | | |
| Cust Comments: | | CUSTOMER STATES BRAKE FLUID LEAKING ON LEFT SIDE FRT | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | INPECT BRAKES BRAKE DUST REPLACE FRONT DISC PADSPER SSM 17467 | | | | | | | | | | | | | | | | | | | | | | |
| IFMYU92164D | MI | | T/M1 | T/F | T/WE | T/EF | T/F | BH | T/DJ | T/LD | 15-09-03 | 31-12-03 | 144611 | USA | 1 | * | 7D08 | * | 13007 | * | S09 | V77 | L22 | 07 |
| AWS Claim Key: | | 307193 | Doc #: 052382B | | Trx Code: | | 2 | Labor Hrs: 2 | | Labor Cost: | | 12.46 | Material Cost: 0 | | Total Cost: | | | | | | 12.46 | | | |
| Dir Cd-Sub Cd: | | 03017-* | Name: MARK FORD | | | | Ph: | 419-8862222 | St: | OH | Ctry Cd: USA | | Reg Cd: NA | | Repr Date: 12-JAN-2004 | | | | | | DIST(Mile):991 | | | |
| Cust Comments: | | HEADLAMPS NOT POINTING CORRECTLEY | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | AIM HEADLMAPS | | | | | | | | | | | | | | | | | | | | | | |
| IFMYU92164D | MI | | T/M1 | T/F | T/WE | T/EF | T/F | BH | T/DJ | T/LD | 15-09-03 | 31-12-03 | 144611 | USA | 2 | * | 7F02 | YL8Z | 17528 | AB | S06 | V15 | W03 | 42 |
| AWS Claim Key: | | 373063 | Doc #: 052652A | | Trx Code: | | 2 | Labor Hrs: 3 | | Labor Cost: | | 18.69 | Material Cost: 29.47 | | Total Cost: | | | | | | 48.16 | | | |
| Dir Cd-Sub Cd: | | 03017-* | Name: MARK FORD | | | | Ph: | 419-8862222 | St: | OH | Ctry Cd: USA | | Reg Cd: NA | | Repr Date: 30-JAN-2004 | | | | | | DIST(Mile):1210 | | | |
| Cust Comments: | | CUSTOMER STATES WIPERS NOT CLEARING | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | FOUND BLADES DEFECTIVE, REPLACED ALL BLADES TO REPAIR | | | | | | | | | | | | | | | | | | | | | | |
| IFMYU92164D | MI | | T/M1 | T/F | T/WE | T/EF | T/F | BH | T/DJ | T/LD | 15-09-03 | 31-12-03 | 144611 | USA | 3 | * | 6N02 | YL8Z | 78517A26 | AAA | S07 | V75 | B66 | 07 |
| AWS Claim Key: | | 608175 | Doc #: 053460C | | Trx Code: | | 2 | Labor Hrs: 2 | | Labor Cost: | | 12.46 | Material Cost: 94.75 | | Total Cost: | | | | | | 107.21 | | | |
| Dir Cd-Sub Cd: | | 03017-* | Name: MARK FORD | | | | Ph: | 419-8862222 | St: | OH | Ctry Cd: USA | | Reg Cd: NA | | Repr Date: 26-MAR-2004 | | | | | | DIST(Mile):6766 | | | |
| Cust Comments: | | LUGGAGE RACK WONT TIGHTEN UP | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | REPLACE LUGGAGE RACK CLAMPS | | | | | | | | | | | | | | | | | | | | | | |
| IFMYU92164D | MI | | T/M1 | T/F | T/WE | T/EF | T/F | BH | T/DJ | T/LD | 15-09-03 | 31-12-03 | 144611 | USA | 4 | * | 7F02 | YL8Z | 17528 | AB | S06 | V15 | W05 | 42 |
| AWS Claim Key: | | 853741 | Doc #: 053834C | | Trx Code: | | E93 | Labor Hrs: 2 | | Labor Cost: | | 12.46 | Material Cost: 22.65 | | Total Cost: | | | | | | 35.11 | | | |
| Dir Cd-Sub Cd: | | 03017-* | Name: MARK FORD | | | | Ph: | 419-8862222 | St: | OH | Ctry Cd: USA | | Reg Cd: NA | | Repr Date: 24-APR-2004 | | | | | | DIST(Mile):10944 | | | |

PE12-019 000323 LP

Cust Comments: INSTALL SOP WIPER BLADES
Tech Comments: REPLACED FRT WIPER BLADES FOR STREAKING

IFMYU92164D [REDACTED] MI T/MI T/F T/WE T/EF T/F BH T/DJ T/LD 15-09-03 31-12-03 144611 USA 8 * 7D07 F4CZ 13466 A S09 V77 L26 42
AWS Claim Key: 1502935 **Doc #:** 054866B **Trx Code:** E83 **Labor Hrs:** .4 **Labor Cost:** 25.46 **Material Cost:** 1.44 **Total Cost:** 26.9
Dir Cd-Sub Cd: 03017-* **Name:** MARK FORD **Ph:** 419-8862222 **St:** OH **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**04-AUG-2004 **DIST (Mile):**19621
Cust Comments: CUSTOMER STATES LEFT TAILLIGHT INOP
Tech Comments: REPLACE BULB

IFMYU92164D [REDACTED] MI T/MI T/F T/WE T/EF T/F BH T/DJ T/LD 15-09-03 31-12-03 144611 USA 8 * 5Q02 * 3D746 * S10 V87 N58 42
AWS Claim Key: 1502936 **Doc #:** 054866C **Trx Code:** E84 **Labor Hrs:** .4 **Labor Cost:** 25.46 **Material Cost:** 0 **Total Cost:** 25.46
Dir Cd-Sub Cd: 03017-* **Name:** MARK FORD **Ph:** 419-8862222 **St:** OH **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**04-AUG-2004 **DIST (Mile):**19621
Cust Comments: CUSTOMER STATES SQUEEK IN STEERING COLUMN
Tech Comments: LUBE STEERING COLUMN

IFMYU92164D [REDACTED] MI T/MI T/F T/WE T/EF T/F BH T/DJ T/LD 15-09-03 31-12-03 144611 USA 10 * 1C04 * 6A267 * S11 V49 N11 42
AWS Claim Key: 2150858 **Doc #:** 05871101 **Trx Code:** E84 **Labor Hrs:** 1.2 **Labor Cost:** 76.38 **Material Cost:** 0 **Total Cost:** 76.38
Dir Cd-Sub Cd: 03383-* **Name:** DONLEY FORD OF BELLVILLE, INC. **Ph:** 419-8862222 **St:** OH **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**05-OCT-2004 **DIST (Mile):**25295
Cust Comments: CUSTOMER STATES NOISE IN ENGINE ON START UP COLD OR WARM LOUD NOISE
Tech Comments: PERFORMED DIAG. REMOVE TO INSTALL CAMSHAFT CAPS PER TSB# 04 20 08. RETEST DROVE TO VERIFY NOISE IS GONE.

IFMYU92164D [REDACTED] MI T/MI T/F T/WE T/EF T/F BH T/DJ T/LD 15-09-03 31-12-03 144611 USA 12 * 7S22 F2UZ 14526 P S09 V17 A87 42
AWS Claim Key: 2784382 **Doc #:** 16018101 **Trx Code:** S07 **Labor Hrs:** .2 **Labor Cost:** 12.74 **Material Cost:** 1.44 **Total Cost:** 14.18
Dir Cd-Sub Cd: 02176-* **Name:** FORD OF MANSFIELD **Ph:** 419-5291800 **St:** OH **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**03-DEC-2004 **DIST (Mile):**30174
Cust Comments: CIG. LIGHTER INOP
Tech Comments: 1 CK LIGHTER OPP REPLACE BLOWN FUSE

IFMYU92164D [REDACTED] MI T/MI T/F T/WE T/EF T/F BH T/DJ T/LD 15-09-03 31-12-03 144611 USA 12 * 7Q01 * 9A825 * S11 V41 A25 07
AWS Claim Key: 2784381 **Doc #:** 16018102 **Trx Code:** E83 **Labor Hrs:** .6 **Labor Cost:** 38.23 **Material Cost:** 0 **Total Cost:** 38.23
Dir Cd-Sub Cd: 02176-* **Name:** FORD OF MANSFIELD **Ph:** 419-5291800 **St:** OH **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**03-DEC-2004 **DIST (Mile):**30174
Cust Comments: CRUISE INOP
Tech Comments: OUT OF POSITION ROAD TEST VARIY PREFORM CRUISE DIAG. PINPOINT TEST, RETEST AFTER REPAIR REMOVE ENGINE COVER REINSTALL CRUISE CABLE

IFMYU92164D [REDACTED] MI T/MI T/F T/WE T/EF T/F BH T/DJ T/LD 15-09-03 31-12-03 144611 USA 13 * 5V03 * 2B120 * S10 V89 C50 07

PE12-019 000324 LP

AWS Claim Key: 3166487 Doc #: 16232502 Trx Code: E84 Labor Hrs: 1.5 Labor Cost: 95.58 Material Cost: 0 Total Cost: 95.58
Dir Cd-Sub Cd: 02176-* Name: FORD OF MANSFIELD Ph: 419-5291800 St: OH Ctry Cd: USA Reg Cd: NA Repr Date:04-JAN-2005 DIST
Cust Comments: INSPECT SQUEAK IN SUSPENSION REAR (Mile):33400
Tech Comments: DRY REAR BACKING PLATES BRAKE SQUEAK NVH DIAGNOSIS 4 WHEEL BRAKE INSPECTION NEEDS TIRES AND MATNTANCE SERVICE

Any comments? You can contact



webmaster

All Action Details for Issue

Print

VIN: 1FMYU92164D [REDACTED] Year: 2004 Model: ESCAPE Case: 1501061054
 Name: [REDACTED] Owner Status: Original WSD: 2003-12-31
 Symptom Desc: SERVICE BRAKE PEDAL Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 03383 DONLEY FORD OF BELLVILLE, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 34800 MI Comm Type: PHONE
 Analyst Name: MICHELLE VELLA Analyst: MVELLA5
 Action Date: 01/20/2005 Action Time: 12 02.13.599 Action Data: Yes

Comments CUSTOMER SAID: THE VEH WAS INVOLVED IN AN ACCIDENT-THE ROADS WERE SLIPPERY AND TRAVELLING AT 20-25 MPH-THE VEH CONTINUED TO DRIVE WHEN THE BRAKES WERE DEPRESSED-WE RECEIVED A RECALL FOR THE ACCELERATOR CABLE AND I FEEL THAT THIS ACCIDENT WAS IN A RESULT OF THE RECALL-THERE WERE NO INJURIES-THE ACCIDENT WAS JAN 8/05-POLICE REPORT WAS FILED, POLICE REPORT#30-POLICE FINDINGS WERE NO FAULT-WE HAVE FILE A CLAIM WITH THE INSURANCE COMPANY-THE VEH IS REPAIRABLEDEALER SAID: DONLEY FORD OF BELLVILLE, INC.5822 STATE ROUTE 13 SOUTH BELLVILLE, OH 44813TEL: (419) 886-2222FAX: (419) 886-4215CRC 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.

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |



1/20/2005





Consumer Affairs

February 22, 2005

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

*Sent Via Mail

[REDACTED]
Ronkonkoma, NY [REDACTED]

Re: 2002 Ford Escape
VIN#-1FMYU04112K [REDACTED]

Dear [REDACTED]

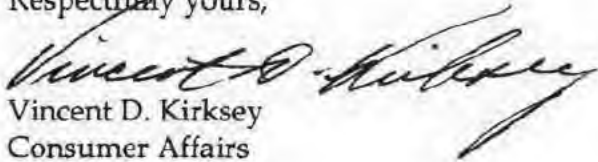
Thank you contacting us regarding your vehicle concerns.

Information provided by you indicated that your concern occurred over a year ago, and involved other vehicles. Due to the time that has elapsed, we will be unable to make a determination on whether or not the alleged recall caused the accident.

Furthermore, because other vehicles were involved in the alleged accident, we ask that you contact the insurance company for possible assistance. If they feel we are liable for the incident they will file a subrogation claim against us regarding the matter. No further assistance will provided at this time.

We regret that our decision could not be more favorable.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs





Consumer Affairs

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

February 08, 2005

*Sent Via Mail

[Redacted]
Ronkonkoma, NY [Redacted]

Re: 2002 Ford Escape
VIN#-1FMYU04112K [Redacted]

Dear [Redacted]

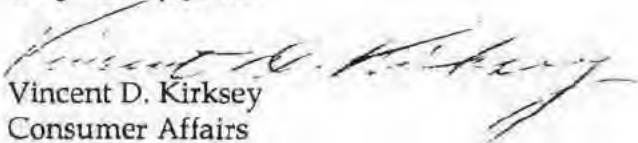
Thank you for contacting us regarding your vehicle concerns.

Information provided by you indicated your vehicle concern occurred sometime last year, and involved other vehicles. Because your vehicle concern occurred over a year ago, we are unable to make a determination on whether or not the alleged recall caused your accident.

Furthermore, due to other vehicles being involved in the accident, we ask that you contact your insurance company for possible assistance. If they determine that there is manufacturer liability, they have the right to file a subrogation claim against Ford Motor Company in order to pursue the matter.

We regret that our decision could not be more favorable.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs

2005 FEB 21 A 7 59

RELATIONSHIP
CENTER



Customer Info

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



1/27/2005

| Vehicle List | | | | | |
|------------------------|------|-------------------|-----------------------------------|----------------|---------------------------|
| VIN | Year | Model | Sales Type | Owner Status | Vehicle Info |
| 1FMYU04112K [REDACTED] | 2002 | ESCAPE | RETAIL SALE TO PRIVATE INDIVIDUAL | Original Owner | Oasis Warranty History |
| | | Open Issues Exist | | | |



1/27/2005

VEHICLE DETAIL

VIN: 1FMYU04112K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: TRUE BLUE PEARL C/C
 Year: 2002 Calibration: 2M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 11/20/2001
 GCWR: Vehicle Build Date: 11/3/2001
 PEP Code: 400A

Selling Dealers Name: STEVEN'S FORD
 Selling Dealers P & A Code: 09084 Selling Dealers Sales Code: F13101
 Selling Dealers Main Phone: 516-475-1133 Selling Dealers Service Phone: 516-654-4321

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 4 2 K B 1 2 8 8 4 1 0 3 3 7 6 4 2 0 4 K P 1 0 2 7 J T 2 4 6 9 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 6 3 2 8 5 5 8 S 3 A B N 1 3 E 1 0 1 E 4 L 2 2 2 3 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 1 Q 0 4 0 0 A 9 1 4 N Y
 1 2 3 4 5 6 7 8 9 160



Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 13-NEW YORK | 13-NEW YORK | E | A3 | 03999 | F13099 |

| | | | | | |
|---------------------------|---|------------------------------|--------------|--|--|
| Dealer Name: | MCCARVILLEFORD INC | | | | |
| Dealer Address: | 2686 MIDDLE COUNTRY ROAD CENTEREACH NY 11720 | | | | |
| Dealer Main Phone: | 516-588-1800 | Dealer Service Phone: | 516-585-5100 | | |

| Position | Employee Name |
|-----------------|---------------------|
| DEALER/PARTNER | MICHAEL MCCARVILLE |
| DEALER/PARTNER | BART MCCARVILLE |
| PARTS MANAGER | RICHARD VATALARO |
| SALES MANAGER | JOSEPH D PENNA |
| SALES MANAGER | JAMES C MALONEY |
| SALES MANAGER | MALCOLM GERMAINE |
| SALES MANAGER | DANIEL J MCCARVILLE |
| SERVICE MANAGER | MAUREEN A ARTALE |

1/27/2005

ESP / Recall Information

VIN: 1FMYU04112K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-----------------------------|---|------------------|-------------|----------------|
| 02M01 | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - LAUNCHED | | |
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | CLOSE - REPAIRED | 2004-07-19 | 03999USAF13099 |
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |

[REDACTED] 1/27/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

| | | | | | |
|--------------|------------------------|-----------------|---------------------------------|----------------|---------------------------------------|
| VIN: | 1FMYU04112K [REDACTED] | Veh Line: | T/M1 - ESCAPE (U204) [2001] | Eng Serial No: | 146057087 |
| Model Year: | 2002 | Market Derived: | T/F - FORD DIVISION DERIVATIVE | Body Shell: | * |
| Veh Type: | T | Drive Code: | T/F - 4 WHL L/H FULL TIME DRIVE | Engine: | T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO |
| Inv. Dealer: | 03626 | Body Cab Style: | T/AWE -5 DOOR LIGHT TRUCK | Transmission: | T/DJ - 4 SPD AUTO TRANS NAAO CD4E |
| | | Version/Series: | T/EF - FORD SERIES | | |

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 03-NOV-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 113101 -*
 Country: USA - ##### Selling Dlr St/Prov: NY
 Buyer St/Prov: NY

Arrival Date: 13-NOV-2001 Red Carpet Lease: *
 Sale Date: 20-NOV-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 20-NOV-2001 Modified Vehicle: *
 Orig Warranty Date: 20-NOV-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U042KB1288410337 6 4 2 04KP102 7J T 2 469 63 56J 285 5 883AEN 13E101E 4 L2 223 4 3 2 1
 1FMY1Q0 400A 914NY 63

INSTALLED OPTION INFORMATION:

| | | | |
|------------------------|-------------------------------|----------------------|-------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | Y |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: | * - [N/A] | Mirror(Psngr Side): | B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: | A | Paint: | PNNLW - |
| Brake Code: | FEAAB -4 WHL ANTI-LOCK BRAKES | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * - [N/A] | Radio: | MJ - AM/FM STRO/CD CHANGER/CLK |

PE12-019 000335 LP

[REDACTED] =1FMYU04112K [REDACTED]

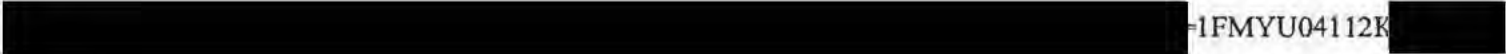
| | | | |
|-------------------|------------------------------------|--------------------|-----------------------------|
| Calibration Code: | 2M11A30A | Sound System: | AE -AUDIOPHILE SOUND SYSTEM |
| Color(Accent): | * -[N/A] | Suspa Tandem Axle: | |
| Color(Trim): | 00GZX- | Tire Brand: | AP - CONTINENTAL |
| Delivery Type: | 0 | Tire Size: | D3JUU - P235/70R-16 OWL A-S |
| Driveshaft Code: | D | Traction Control: | * - [N/A] |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Wheel Base: | |
| Fuel Type: | AF -UNLEADED FUEL CAPABILITY | | |

TIRE DOT INFORMATION:

LF: A3084534101 RF: A3084534101
 LR: A3084534101 RR: A3084534101
 LI: * RI: *
 SPARE: HY8A|R84001

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|----------------------|--------------------------|-------------|
| ESP Code: | * Emission Code: | * - * |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | JPD |
| ESP Plan Year: | * Engine Family: | 2FMXT0301F7 |
| ESP Signature Date: | | |



Standard Claims List For Model Year 2002

| 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) | | | |
|------------------------|----------|--|------------------|------------|------------|-----------------------|--------|--------|-------------|-------------|----------------|------------|-----|-----------------|--------|------|------|----------------|-----|-------------------|--------------|-------------|---------------|----------|
| 1FMYU04112K [REDACTED] | F/MI | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 03-NOV-2001 | 20-NOV-2001 | 113101 | USA | 33 | * | * | * | * | * | * | * | 55976 | | | |
| AWS Claim Key: | | 10992989 | Trx Code: | | 04S13 | Labor Hrs: | | 0.4 | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 03999 - * | Name: | | | MCCARVILLE FORD, INC. | | | Ph: | 631-5881800 | | St: | NY | Ctry Cd: | | USA | | Reg Cd: | NA | Repr Date: | | 19-JUL-2004 | Doc #: | 10418101 |
| Cust Comments: | | C S RECALL 04S13 RECALL AS PER FORD | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | RECALIBRATE PCM AS PER FORD RECALL 04S13 | | | | | | | | | | | | | | | | | | | | | | |

PE12-019 000337 LP



1FMYU04112K [REDACTED]

1/27/2005

All Action Details for Issue

Print

VIN: 1FMYU04112K [REDACTED] Year: 2002 Model: ESCAPE Case: 620961454
 Name: [REDACTED] Owner Status: Original WSD: 2001-11-20
 Symptom Desc: ENG SPEED-UP SUDDEN ACCEL WARM Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 03999 MCCARVILLEFORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 50000 MI Comm Type: PHONE
 Analyst Name: DOUGLAS TANYA Analyst: TDOUGL15
 Action Date: 01/26/2005 Action Time: 16.24.26.054 Action Data: Yes

Caller Information If Different From Vehicle Owner:

| First Name | Middle Initial | Last Name | Day Phone | Relationship |
|------------|----------------|------------|------------|--------------|
| [REDACTED] | | [REDACTED] | [REDACTED] | SPOUSE |

Comments CUSTOMER SAID: -CUST RECEIVED A RECALL LETTER ABOUT THE ACCELERATOR CABLE ABOUT AN ISSUE WITH THE VEH -IN MAY 2004 CUST WIFE WAS DRIVING THE VEH AND WHEN SHE TRIED TO BRAKE AT A STOP LIGHT THE VEH ACCELERATED THROUGH THE STOP LIGHT...CUST HAD TO DRIVE INTO A SIGN TO AVOID HITTING OTHER VEHs ON THE ROAD -CUST CALLED FORD AT THIS TIME AND WAS ADVISED THAT THERE WERE NO CONCERNS ON THE VEH RELATED TO THIS SITUATION-THE SITUATION THAT HAPPENED IS DESCRIBED IN THE RECALL LETTER THAT THE CUST RECEIVED -CUST WOULD LIKE FORD TO REIMBURSE HIM FOR THE COST OF THE REPAIRS...CUST FEELS THAT FORD SHOULD PAY FOR THE BODY WORK THAT STILL NEEDS TO BE DONE AS A RESULT OF THIS SITUATIONDEALER SAID: NONECRC 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.

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 03999 MCCARVILLEFORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 50000 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 01/27/2005 Action Time: 15.25.39.255 Action Data: No

Comments ***LPA COMMENTS***LPA MADE AN OUTBOUND CALL TO THE CUSTOMER REGARDING HIS ALLEGED CONCERN, BUT THE CUSTOMER WAS UNAVAILABLE. THE CUSTOMER IS ALLEGING HIS ACCIDENT THAT OCCURRED LAST YEAR WAS CAUSED BY RECALL-04S25, WHICH IS RELATED TO A DEFECT IN THE ACCELERATOR CABLE. THE CUSTOMER SAYS THEY LOST CONTROL OF THE VEHICLE LAST YEAR RESULTING IN DAMAGES SUSTAINED TO HER VEHICLE. NO INJURIES WERE SUSTAINED DURING THE ACCIDENT, AND THE INSURANCE COMPANY WAS CONTACTED, AND HAS REPAIRED THE VEHICLE.*THE CUSTOMER IS REQUESTING FMC REIMBURSE HIM FOR OUT-OF-POCKET EXPENSES ENDURED DURING THE REPAIRS.

Action: CLOSING COMMENTS - DENIAL - BASED ON LITIGATION PREVENTION REVIEW
 Dealer: 03999 MCCARVILLEFORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 50000 MI Comm Type: MAIL

2/8/2005

Analyst Name: KIRKSEY, VINCE
(V.)


Analyst: VKIRKSE1

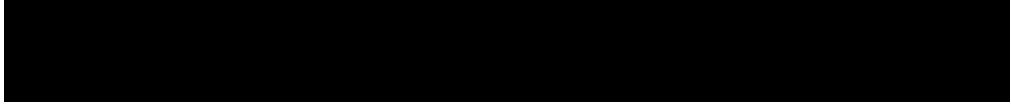
Action Date: 02/08/2005

Action Time:
15.50.51.381

Action Data: No

Comments ***LPA COMMENTS***LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE CUSTOMER INDICATED THAT HER VEHICLE CONCERN OCCURRED OVER A YEAR AGO, AND INVOLVED SEVERAL OTHER VEHICLES. BASED ON THIS INFORMATION, WE WILL BE UNABLE TO DETERMINE IF THE ALLEGED RECALL CAUSED THE CUSTOMER ACCIDENT OVER A YEAR AGO, AND DUE TO OTHER VEHICLES BEING INVOLVED, WE ASK THE CUSTOMER TO CONTACT HER INSURANCE COMPANY FOR POSSIBLE ASSISTANCE. IF THEY FEEL THE MANUFACTURER IS LIABLE THEY WILL FILE A SUBROGATION CLAIM AGAINST US IF THEY FEEL WE ARE LIABLE. NO FURTHER ACTION IS REQUIRED AT THIS TIME.

 2/8/2005



Carousel Ford

Fax

To: _____ From: *Jason Howard*

Fax: *313-845-6000* Pages: _____

Phone: _____ Date: _____

Re: _____ CC: _____

Urgent For Review Please Comment Please Reply Please Recycle

Ro # 50681 Line A

WORKORDER

56681

CUSTOMER #: 3543707

PAGE 1

CAROUSEL



LINCOLN

Mercury

IOWA CITY IOWA

2641 Mormon Trak Blvd.
Iowa City, IA 52240
(319) 338-7811
www.carousealford.com
service@carousealford.com

SERVICE ADVISOR: 7039 HOWARD JASON

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|-------|------|-------------|-------------|---------|------------------|-----|
| BLACK | 04 | FORD ESCAPE | 1FMYU93144K | | 6710 | TSC |

| DEL DATE | PRGD DATE | WARR EXP | PROMISED | PO NO | RATE | PAYMENT | INV DATE |
|----------|-----------|----------|---------------|-------|------|---------|----------|
| | | | 16:00 01JUN04 | | | CASH | |

| R.O. OPENED | READY | OPTIONS: |
|-----------------|-------|---------------------|
| 26MAY2004 12:53 | | STK ADID DLR:41F784 |

A W SUBLET TO HARVE FOR REPAIR

IS THIS A REPEAT REPAIR
YES _____
NO _____

- 9005

Sch.
6/8/2004

Send R.O.
LIVE! A
P53 Code
313 845 6002
Attn: Maurice

RO# 56681

VIN# A19334

I hereby authorize the repair work herein set forth to be done (including parts and materials) and agree to make payment therefor in CASH, unless it is otherwise agreed and set forth in this order. I understand that as a matter of Iowa law you may retain possession of the vehicle until such cash payment is made. You are not responsible for any delays caused by unavailability of parts or delays in parts shipments nor for loss or damage to vehicle or any articles left in vehicle in case of fire, theft or any other causes beyond your control.

Cust. Sig. x _____ Date Signed _____ 20

All replaced parts will be returned to you unless you tell us to discard them.

- Return replaced parts Discard replaced parts
- Return replaced parts except those for which I can receive credit.

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR A PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

ESTIMATE RETURN

ESTIMATE

YOU HAVE THE RIGHT TO A WRITTEN OR ORAL ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICE WILL BE MORE THAN FIFTY DOLLARS. YOUR BILL WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER AMOUNT BEFORE REPAIRS ARE FINISHED. INITIAL YOUR CHOICE.

- _____ Written estimate.
- _____ Oral estimate.
- _____ No estimate.
- _____ Call me if repairs and service will be more than \$_____

Date: 08/11/2004 09:34 AM
Estimate ID: 17941
REPAIR ORDER: 226
Estimate Version: 0
Preliminary
Profile ID: CUSTOMIZED

| I. Labor Subtotals | | Date | Add'l Labor Amount | Sublet Amount | Totals | II. Part Replacement Summary | | Amount | |
|-----------------------|--|-------|--------------------|---------------|----------|--------------------------------|--|--------|----------|
| Body | | 61.87 | 0.00 | 0.00 | 263.67 T | Taxable Parts | | 585.41 | |
| Refinish | | 1.87 | 5.00 | 0.00 | 269.67 T | Total Replacement Parts Amount | | 585.41 | |
| Labor Summary | | | | | 512.34 | | | | |
| III. Additional Costs | | | | | Amount | IV. Adjustments | | | |
| Non-Taxable | | | | | 127.00 | Insurance Deductible | | | 0.00 |
| Total Additional | | | | | 127.00 | Customer Responsibility | | | 0.00 |
| | | | | | | I. Total Labor: | | | 512.34 |
| | | | | | | II. Total Replacement Parts: | | | 585.41 |
| | | | | | | III. Total Additional Costs: | | | 127.00 |
| | | | | | | Gross Total: | | | 1,224.75 |
| | | | | | | IV. Total Adjustments: | | | 0.00 |
| | | | | | | Net Total: | | | 1,224.75 |

This is a preliminary estimate.
Actual changes to the estimate may be required for the actual repair.

Insurance Co: WARRANTY EST.
Address: 11 St
52240
Telephone: 17

Inspection Site: HARV'S AUTO BODY REPAIR

Body Shop: AUTO BODY
Address: 10 AVE
IA 52240

ALL WORK FROM DATE: THIS A WARRANTY FOR ONE YEAR, INCLUDING REFINISHING
ACTION

ESTIMATE RECALL: 2004 09:11:56 17941
Mitchell Data Version: 04_A
UltraMeta Version: 121

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#372

Date: 06/11/2004 09:34 AM
Estimate ID: 17941
REPAIR ORDER: 226
Estimate Version: 0
Preliminary
Profile ID: CUSTOMIZED

HARV'S AUTO BODY

423 HIGHLAND AVE. IOWA CITY, IA 52240
(319) 351-0680
Fax: (319) 351-1780

Damage Assessed By: JN HUNTER

Condition Code: Ext
Date of Loss: 03/01
Deductible: NO
Policy No: RO

Type of Loss: Collision

Claim Number: PO#

Insured: [REDACTED]
Address: [REDACTED] IOWA CITY, IA [REDACTED]
Telephone: [REDACTED]

Mitchell Service: 817625

Description: 2000 coupe XLT
Body Style: 4D L
VIN: 1FM3KA19334
Mileage: 5,781

Drive Train: 3.0L (n) 5 Cyl 4WD

| Line Item | Entry Number | Labor Type | Line Item Description | Part Type/ Part Number | Dollar Amount | Labor Units |
|-----------|--------------|------------|-----------------------------------|------------------------|---------------|-------------|
| 1 | 700004 | BDY | FRONT COVER ASSY | | | 1.4 |
| 2 | 701365 | BDY | REPLACE FRONT BUMPER COVER | YL8Z 17757 MAB | 221.00 * | INC |
| 3 | 700018 | BDY | REPLACE GRILLE | YL8Z 17B958 BA | 80.97 * | INC |
| 4 | 700024 | BDY | R FRONT COMBINATION LAMP ASSEMBLY | YL8Z 13008 FA | 166.54 * | 0.2 |
| 5 | AUTO | BDY | ADJUST HEADLAMPS | | | 0.4 |
| 6 | 700026 | BDY | L FRONT COMBINATION LAMP ASSEMBLY | YL8Z 13008 FB | 136.74 * | 0.2 |
| 7 | 702509 | BDY | INSTALL R HOOD WASHER NOZZLE | | | 0.2 |
| 8 | 702510 | BDY | INSTALL L HOOD WASHER NOZZLE | | | 0.2 |
| 9 | 700046 | BDY | HOOD PANEL | Existing | | 1.8 * |
| 10 | AUTO | REF | HOOD OUTSIDE | | | C 2.8 |
| 11 | AUTO | REF | CLEAR COAT | | | 1.2 |
| 12 | 833018 | REF | MASK FOR OVERSPRAY | | 5.00 * | |
| 13 | AUTO | REF | PAINT/MATERIALS | | 123.00 * | |
| 14 | AUTO | REF | HAZARDOUS WASTE DISPOSAL | | 4.00 * | |

* - Judge
- Labor
C - Incident
Clear Coat Calc

ESTIMATE RECALL NUMBER

2004 09:11:56 17941

Mitchell Data Version:
UltraMate Version:

04_A
21

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Page 1 of 2

Action Detail

| | | | |
|--|---------------------------|-----------------------------|---------------------|
| VIN: 1FMYU93144K [REDACTED] | Year: 2004 | Model: ESCAPE | Print Action Detail |
| Name: [REDACTED] | Owner Status: Original | WSD: 2003-08-02 | Case: 520960924 |
| Symptom Desc: SURGE AT CRUISE HOT ENGINE | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ACCIDENT / FIRE | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: OPEN | Dealer: CAROUSEL FORD, INC. | |
| Origin Desc: US CONCERN CASE BASE | | P & A Code: 04106 | |
| Odometer: 27000 MI | Comm Type: PHONE | | |
| Action Date: 04/01/2004 | Action Time: 14:28:13:567 | Action Data: Yes | |
| Analyst Name: ELIZABETH BOODHAI | Analyst: EBOOD | | |

COMMENTS: CUSTOMER SAYS: - VEH WAS INVOLVED IN AN ACCIDENT ON MARCH 11/04 - CUST STATED THE ACCELERATOR PEDLE STUCK IN THE OPEN AND CUST RAN OVER THE YARD LIGHT AND HIT THE HOME DECK - CUST DID CONTACT INSURANCE CO. - VEH HAS DAMAGE TO THE FRONT END, HEADLIGHTS, GRILL, BUMPER, HOOD, - ESTIMATE BY A BODY SHOP COST OF 1336.55 FOR THE REPAIR - NO INJURIES DUE TO THE ACCIDENT - NO REPORTS BY POLICE WERE FILED - CUST FEELS THAT THIS WAS DUE TO A DEFECT IN THE PRODUCT AND SEEKING FORD TO PAY FOR DAMAGE PER CUSTOMER, DEALER SAYS: - CAROUSEL FORD 217 STEVENS DRIVE IOWA CITY, IA 52240 TEL: (319) 338-7811 - DLR HAS REPAIRED THE PEDLE - CUST SPOKE TO S/M WHO ADVISED TO CALL FORD 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. INFERENCE CASE ID: 5349

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

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

Server Name : AWS Adhoc

Standard Claims List For Model Year 2004

| 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) | | |
|-----------------------|----------|--|------------------|------------|------------|--------------------|------------|--------|-------------|-------------|----------------|-----------------|-----|------|----------------|------|-------|-------------------|-----|-------------|---------------|--|---------|
| 1FMYU9314K | 1 | MI | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 20-JUN-2003 | 02-AUG-2003 | 141784 | USA | 5 | 7F02 | 011601 | YL8Z | 17528 | AB | W05 | 42 | 3935 | | |
| AWS Claim Key: | | 240940 | Trx Code: | | 1 | Labor Hrs: | | 3 | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 04106* | Name: | | | CAROUSEL FORD, INC | Ph: | | 319-3387811 | St: | IA | Ctry Cd: | | USA | Reg Cd: | | NA | Repr Date: | | 26-DEC-2003 | Doc #: | | 051674C |
| Cust Comments: | | CHECK FOR WIPERS STREAK WINDOW, NOT HITTING WINDSHIELD SQUARE CUSTOMER STATES | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 3935 WIPER BLADES STREAKING INSTALL NEW AND ADJUST | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU9314K | 1 | MI | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 20-JUN-2003 | 02-AUG-2003 | 141784 | USA | 8 | 2E03 | 030402 | 2L8Z | 9E926 | AB | D41 | 41 | 5699 | | |
| AWS Claim Key: | | 532994 | Trx Code: | | S07 | Labor Hrs: | | 9 | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 04106* | Name: | | | CAROUSEL FORD, INC | Ph: | | 319-3387811 | St: | IA | Ctry Cd: | | USA | Reg Cd: | | NA | Repr Date: | | 12-MAR-2004 | Doc #: | | 054037A |
| Cust Comments: | | CHECK FOR THROTTLE PEDAL STUCK AND VEHICLE WOULD NOT STOP | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 4000 STICKING THROTTLE BODY TEST DROVE CONCERN NOT PRESANT. ECC TEST PASS P PT ROAD TEST MONITERED PIDS. FUEL, IGN, AND EVA P TESTS PASS. ROMOVED THROTTLE BODY AND CABLE. C ABLE NORMAL OP. THROTTLE BODY STICKING. REPLACED THROTTLE BODY REINSTALLED CABLE. | | | | | | | | | | | | | | | | | | | | | |

Update an Issue

VIN: 1FMYU93144K [REDACTED]

Year: 2004

Model: ESCAPE

WSD: 2003-08-02

Name: [REDACTED]

Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Address: [REDACTED] SUNRISE VILLAGE MO IOWA CITY IA [REDACTED]

Case Number: 520960924

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT / FIRE

Symptom: SURGE AT CRUISE HOT ENGINE

Dealer: F41784 - CAROUSEL FORD,

Comm Type: PHONE

Current Odometer Reading: 27000 MI

Action Category: INVESTIGATION

Odometer Reading: 27000 MI

Action: INFORMATION CALL/FAX WITH DEALER(N)

Caller information if different from vehicle owner

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Relationship: Select One

Phone: [REDACTED]

Comments:

LPA spoke with dealership. Service department made a repair for a stuck throttle. Customer will return the vehicle to the dealership for body shop estimate.

OASIS Warranty History ESP/Recall



ESP / Recall Information

VIN: 1FMYU93144K [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

OASIS RESULT:

04/02/2004

1FMYU93144K [REDACTED]

10:33:57

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VEHICLE INFORMATION

| | | | |
|--|---------------------------------------|--------------------------------|---------------------------------------|
| VEHICLE DESCRIPTION 2004 ESCAPE | BODY STYLE 4 DR XLT MPV 4X4 | ENGINE 3.0L EFI DOHC | ENGINE CALIBRATION 3M11D30A |
| TRANSMISSION CD4E AUTO TRANSAXLE | AXLE CODE 69 | | |

GENERAL WARRANTY INFORMATION

| | | |
|--|---------------------------------|------------------------------|
| WARRANTY START DATE 08/02/2003 | BUILD DATE 06/20/2003 | SALE MILEAGE 00018 |
|--|---------------------------------|------------------------------|

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

03/12/2004 DEALER: Carousel Ford, Inc.

WARRANTY CLAIM NUMBER: 054037 **ODOMETER:** 005699M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|--------------|----------------------|----------|----------|----------------|--------------------|
| YF1Z 9E936AA | GSKT AIR CHARGE CNTL | 001 | 12650D | 41 | STICKS/BINDS/GRABS |
| 2L8Z 9E926AB | BODY ASY-AIR CHARGE | 001 | 12650D45 | | |
| | | 000 | 9926A | | |

4000 STICKING THROTTLE BODY TEST DROVE CONCERN NOT PRESENT. ECC TEST PASS P P T ROAD TEST MONITERED PIDS, FUEL, IGN, AND EVA P TESTS PASS. REMOVED THROT LE BODY AND CABLE. C ABLE NORMAL OP. THROTTLE BODY STICKING. REPLACED THROTTLE BODY. REINSTALLED CABLE.

12/26/2003 DEALER: Carousel Ford, Inc

WARRANTY CLAIM NUMBER: 051674 **ODOMETER:** 003935M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|--------------|----------------------|----------|----------|----------------|----------------------|
| YL8Z 17528AB | BLADE ASY W/SHIELD W | 002 | 17526A | 42 | DOES NOT OPERATE PRO |

3935 WPER BLADES STREAKING INSTALL NEW AND ADJUST

END OF OASIS REPORT FOR **1FMYU93144K** [REDACTED]

Server Name : AWS Production

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2004; Claim Key = 532994

Vehicle Information

Model Year: 2004
 Market Derived: F1 - FORD DIVISION DERIVATIVE
 Body/Cab Type: FWE - 5 DOOR LIGHT TRUCK
 Version/Series: F1E1 - FORD SERIES
 Drive Type: F1 - 4 WHEEL FULL TIME DRIVE
 Vehicle Line: F1M1-ESCAPE (U204) (2001)
 Warranty Start Date: 02-AUG-2003
 Production Date: 20-JUN-2003
 VIN: 1FMYU93144K [REDACTED]

Claim Information

Document Number: 054037A
 Repair Date: 12-MAR-2004
 Distance: 5699
 TIS: 8

Dealer Information:

Dealer Name: CAROUSEL FORD, INC.
 Dealer Code: 04106-9
 Address: 217 STEVENS DRIVE
 City: IOWA CITY
 State: IA Zip Code: 52240
 Country: USA Region Code: NA
 Phone: (319)338-7811

Expense Information

Customer Paid Amount: 0
 Deductible Amount: 0
 Dealer Paid Amount: 0
 Labor Cost: 55.68
 Misc. Expense Amount: 0
 Part Markup Amount: 30.75
 Material Cost: 107.56
 Total Cost Gross: 163.24

Cust. Concern Code: D41 - ENGINE HESITATES/SURGES AT STEADY SPEED

Condition Code: 41 - STICKS/BINDS/GRABS

Technician Comment: 4000 STICKING THROTTLE BODY TEST DROVE CONCERN NOT
 PRESENT. ECC TEST PASS PPT ROAD TEST MONITERED PIDS. FUEL,
 IGN, AND EVA P TESTS PASS. ROMOVED THROTTLE BODY AND
 CABLE. CABLE NORMAL OP. THROTTLE BODY STICKING. REPLACED
 THROTTLE BODY. REINSTALLED CABLE.

Customer Comment: CHECK FOR THROTTLE PEDAL STUCK AND VEHICLE WOULD NOT
 STOP.

| Labor Op Code | Labor Op Description | Labor Op Cost |
|---------------|------------------------------------|---------------|
| 12650D | EEC - (QUICK TEST) DIAGNOSIS | 12.37 |
| 12650D45 | PIN POINT TEST DIAGNOSIS | 18.56 |
| 9926A | THROTTLE BODY - AIR INTAKE REPLACE | 24.75 |

| Causal Flag | Full Part Number | Part Description | Part CPSC | Quantity | Extended Amount |
|-------------|------------------|----------------------|-----------|----------|-----------------|
| N | YF1Z 9E936 AA | GSKT AIR CHARGE CNTL | 030001 | 1 | 2.87 |
| Y | 2L8Z 9E926 AB | BODY ASY-AIR CHARGE | 030402 | 1 | 104.69 |

DTC Sections: MIL. Light ON = N

| Flag | Test Type | Malfunction Cd | Malfunction Cd Description | Monitor Cd | Monitor Cd Description |
|------|-----------|----------------|----------------------------|------------|------------------------|
| N | KOEC | PASS | SYSTEM PASS | 27 | NO-FAULT CODES |
| N | KOEO | PASS | SYSTEM PASS | 27 | NO-FAULT CODES |
| N | KOER | PASS | SYSTEM PASS | 27 | NO-FAULT CODES |

Any comments? You can contact





Ford Motor Company

Consumer Affairs

April 25, 2003

*Sent Via Mail

[REDACTED]
Neptune City, NJ [REDACTED]

RE: 2003 Ford Escape
VIN# 1FMYU02103K [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle concern.

Ford Motor Company has reviewed your request. Information provided by you indicated the insurance company is currently investigating your claim. You also mentioned that another vehicle was involved in the accident. Once an insurance company becomes involved we generally require them to file subrogation against us if they feel we are liable. Based on this information, we will not provide assistance in the matter, and ask you continue working with your insurance carrier.

We regret that our decision could not be more favorable.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



Customer Info

| | | | | | |
|---------------------------|------------|----------------|------------|------------------|------------|
| Customer: | [REDACTED] | Primary Phone: | [REDACTED] | Secondary Phone: | [REDACTED] |
| Address: | [REDACTED] | NEPTUNE CITY | | NJ | [REDACTED] |
| Country: | USA | Language: | EN | | |
| Cell Phone: | [REDACTED] | Pager: | | | |
| Preferred Contact method: | | Fax: | | | |
| Preferred Contact Time: | | Email: | | | |




4/21/03

Action List

| Date | Origin | Description |
|----------|--------|---|
| 04/16/03 | CACI38 | INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF |
| 04/17/03 | CALGL | MAKE OUTBOUND CALL TO CUSTOMER |



| VIN | Year | Model | Sales Type | Owner Status | Vehicle Info |
|--|------|---------|----------------|----------------|---------------------------|
| 1FMYU02103K [REDACTED] | 2003 | ESCAPE | INDIVIDUAL RTL | Original Owner | Oasis Warranty History |
|  1FAFP42X4YF [REDACTED] | 2000 | MUSTANG | INDIVIDUAL RTL | Original Owner | Oasis Warranty History |



91718111000&C4/21/03

VEHICLE DETAIL

VIN: 1FMYU02103K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: TRUE BLUE PEARL C/C
 Year: 2003 Calibration: 3M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 00000 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 10/10/2002
 GCWR: Vehicle Build Date: 9/25/2002
 PEP Code: 120A

Selling Dealers Name: TOMS FORD, INC.

Selling Dealers P & A Code: 20639

Selling Dealers Sales Code: F13469

Selling Dealers Main Phone: 732-264-1600 Selling Dealers Service Phone: 732-264-1640

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 2 3 K A 7 1 9 8 9 1 0 3 3 7 P C 2 2 9 H 4 0 5 1 R H E 2 4 9 6 7 J
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 3 2 6 5 8 3 3 A N 1 3 L 4 6 9 3 L 2 W 2 A 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 0 C 5 1 2 0 A 9 1 4 N J
 1 2 3 4 5 6 7 8 9 160



USA&Vin=1FMYU4/21/03

Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 13-NEW YORK | 13-NEW YORK | L | C1 | 20639 | F13469 |

Dealer Name: TOMSFORD, INC.
 Dealer Address: 200 STATE HY 35
 KEYPORT NJ 07735

Dealer Main Phone: 732-264-1600 Dealer Service Phone: 732-264-1640

| Position | Employee Name |
|-----------------|------------------|
| DEALER/PARTNER | MICHAEL J LYTTLE |
| DEALER/PARTNER | ROBERT A LYTTLE |
| GENERAL MANAGER | LARRY A DOREMUS |
| PARTS MANAGER | JOHN SIEHL |
| SALES MANAGER | THOMAS CEDAR |
| SALES MANAGER | MICHAEL KSEPKA |
| SALES MANAGER | DREW ANZALONE |
| SERVICE MANAGER | RONALD D ROSSI |

4/21/03

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

| | | | | | |
|--------------|------------------------|-----------------|--------------------------------|----------------|---------------------------------------|
| VIN: | 1FMYU02103K [REDACTED] | Veh Line: | T/M1 - ESCAPE (U204) [2001] | Eng Serial No: | * |
| Model Year: | 2003 | Market Derived: | T/F - FORD DIVISION DERIVATIVE | Body Shell: | * |
| Veh Type: | T | Drive Code: | T/A - 2 WHL L/H FRONT DRIVE | Engine: | T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO |
| Inv. Dealer: | 20639 | Body Cab Style: | * - [N/A] | Transmission: | T/DJ - 4 SPD AUTO TRANS NAAO CD4E |
| | | Version/Series: | T/EF - FORD SERIES | | |

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 25-SEP-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 113469 - *
 Country: USA - ##### Selling Dlr St/Prov: NJ
 Buyer St/Prov: NJ
 Arrival Date: 02-OCT-2002 Red Carpet Lease: *
 Sale Date: 10-OCT-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 10-OCT-2002 Modified Vehicle: *
 Orig Warranty Date: 10-OCT-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 J023KA7198910337F C 2 29R4051 RH E 2 496 7J 9 3 26 5 833A N 131469 3 L2 W2A 3 1
 1FMY0C5 120A 914N3 7J

INSTALLED OPTION INFORMATION:

| | | | |
|------------------------|------------------------------|----------------------|-------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | Y |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: | * - [N/A] | Mirror(Psng Side): | B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: | A | Paint: | PNKLU - TRUE BLUE PEARL C/C |

PE12-019 000359 LP

| | | | |
|-----------------------------|------------------------------------|---------------------------|---------------------------------|
| Brake Code: | * - [N/A] | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * - [N/A] | Radio: | MH - AM/FM STR/CSTE/CD/CLK |
| Calibration Code: | 3M11A30A | Sound System: | AA - LESS UPGRADED SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Suspn Tandem Axle: | |
| Color(Trim): | 000NC - | Tire Brand: | AD - GENERAL |
| Delivery Type: | 0 | Tire Size: | D3GTQ - P225/70R 15 BSW A-S |
| Driveshaft Code: | D | Traction Control: | * - [N/A] |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Wheel Base: | |
| Fuel Type: | AF - UNLEADED FUEL CAPABILITY | | |

TIRE DOT INFORMATION:

LF: ACUU460_1802 RF: ACUU460_1802
LR: ACUU460_1802 RR: ACUU460_1802
LI: * RI: *
SPARE: T714BAH_2702

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|-----------------------------|--------------------------|-------------|
| ESP Code: | * Emission Code: | T/BJ - T/BJ |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | KMD |
| ESP Plan Year: | * Engine Family: | 3FMXT0301F7 |
| ESP Signature Date: | | |

All Action Details for Issue

Print

VIN: 1FMYU02103K [REDACTED] Year: 2003 Model: ESCAPE Case: 1507031063
 Name: [REDACTED] Owner Status: Original WSD: 2002-10-10
 Symptom Desc: SURGE AT CRUISE COLD ENGINE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: ACKNOWLEDGE

Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF
 Dealer: 20639 TOMS FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 5000 MI Comm Type: PHONE
 Analyst Name: ANNE SULLIVAN Analyst: ASULLIVA
 Action Date: 04/16/2003 Action Time: 14.04.45.378 Action Data: No

Caller Information If Different From Vehicle Owner:

| First Name | Middle Initial | Last Name | Day Phone | Relationship |
|------------|----------------|------------|-----------|--------------|
| [REDACTED] | | [REDACTED] | | FRIEND |

Comments CUSTOMER SAYS: - CALLING TO REPORT ACCIDENT - CUST'S GIRLFRIEND [REDACTED] WAS DRIVING ALONE IN VEH (CUST AND GIRLFRIEND BOTH SPOKE TO FORD CRC REP WHILE ON LINE) - GIRLFRIEND DONNA LIVE'S AT CUST'S RESIDENCE - [REDACTED] WAS PARKING VEH IN A DIAGONAL PARKING SPOT - VEH HAD COME TO A STOP AND FOOT WAS ON BRAKE - [REDACTED] WAS ABOUT TO PUT VEH IN PARK GEAR - ALL OF A SUDDEN WHILE FOOT STILL ON BRAKE PEDEL THE VEH SURGED FORWARD AND HIT VEH ON LEFT AND VEH JUMPED CURB - DRIVER HAD TO SLAM ON BRAKE IN ORDER TO AVOID VEH HITTING WALL - THERE WERE SKID MARKS ON THE GROUND - DRIVER HIT STEERING WHEEL AND HIT FOREHEAD AND HAS BUMP OVER LEFT EYE - LEFT HAND AND WRIST IS SORE - HAVE HAD EXRAYS - DID GO TO EMERGENCY ROOM - RELEASED TODAY - WAS TOLD TO FOLLOW UP WITH PRIMARY PHYSICIAN TOMORROW - DRIVER WAS ADVISED PAIN WILL INCREASE IN NEXT COUPLE OF DAYS - POLICE REPORT WAS FILED IN MONMOUTH COUNTY - HAPPENED THIS MORNING APRIL 16TH/03 AT AVON BY THE SEA IN NEW JERSEY - CUST DID FILE A CLAIM WITH INSURANCE COMPANY TODAY - VEH IS AT AUTO BODY SHOP - TROPPLI COLLISION - 8 MEMORIAL DRIVE IN NEPTUNE NJ - WAITING FOR AN INSURANCE ADJUSTER TO INSPECT VEH TO GET AN ESTIMATE - [REDACTED] STATED IS SEEKING PERSONAL INJURY CLAIM WITH FORD - CUST IS ALLEGING VEH DEFECT IS CAUSE OF ACCIDENT - DRIVER STATES SHE DOES NOT WANT TO SUFFER ANY HARDSHIP AS A RESULT - HAS INJURIES, AND LOST DAY OF WORK, ALSO DAMAGED ANOTHER VEH -- CUST STATES PREVIOUS SYMPTOM OF VEH EVERY TIME PUT IN GEAR - VEH DOES NOT DID NOT MOVE OR HAVE MOMENTUM UNTIL TOUCH GAS PEDEL AND THEN IT SURGES FORWARD - CUST REQUESTS TO BE CONTACTED AT HOME NUMBERS [REDACTED] OR [REDACTED] OR CELL NUMBER [REDACTED] PER CUSTOMER, DEALER SAYS: TOM'S FORD - SELLING DLR CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 20639 TOMS FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 5000 MI Comm Type: PHONE
 Analyst Name: VINCE KIRKSEY Analyst: VKIRKSE1
 Action Date: 04/17/2003 Action Time: 15.08.14.328 Action Data: Yes

Comments ***LPA COMMENTS*** LPA MADE OUTBOUND CALL TO THE CUSTOMER BUT HE WAS NOT AVAILABLE. LPA WILL RE-CONTACT THE CUSTOMER AT A LATER DATE.

| Data Element Name | Data Value |
|-------------------|----------------------|
| CONTACT PERSON | STANLEY J CZERWINSKI |

4/21/03

All Action Details for Issue

Print

VIN: 1FMYL02103K [REDACTED] Year: 2003 Model: ESCAPE Case: 1507031063
 Name [REDACTED] Owner Status: Original WSD: 2002-10-10
 Symptom Desc: SURGE AT CRUISE COLD ENGINE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED
 Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF
 Dealer: 20639 TOMS FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 5000 MI Comm Type: PHONE
 Analyst Name: ANNE SULLIVAN Analyst: ASULLIVA
 Action Date: 04/16/2003 Action Time: 14.04.45.378 Action Data: No

Caller Information If Different From Vehicle Owner:

| First Name | Middle Initial | Last Name | Day Phone | Relationship |
|------------|----------------|------------|-----------|--------------|
| [REDACTED] | | [REDACTED] | | FRIEND |

Comments CUSTOMER SAYS: - CALLING TO REPORT ACCIDENT - CUST'S GIRLFRIEND [REDACTED] WAS DRIVING ALONE IN VEH (CUST AND GIRLFRIEND BOTH SPOKE TO FORD CRC REP WHILE ON LINE) - GIRLFRIEND [REDACTED] LIVE'S AT CUST'S RESIDENCE - [REDACTED] WAS PARKING VEH IN A DIAGONAL PARKING SPOT - VEH HAD COME TO A STOP AND FOOT WAS ON BRAKE - [REDACTED] WAS ABOUT TO PUT VEH IN PARK GEAR - ALL OF A SUDDEN WHILE FOOT STILL ON BRAKE PEDEL THE VEH SURGED FORWARD AND HIT VEH ON LEFT AND VEH JUMPED CURB - DRIVER HAD TO SLAM ON BRAKE IN ORDER TO AVOID VEH HITTING WALL - THERE WERE SKID MARKS ON THE GROUND - DRIVER HIT STEERING WHEEL AND HIT FOREHEAD AND HAS BUMP OVER LEFT EYE - LEFT HAND AND WRIST IS SORE - HAVE HAD EXRAYS - DID GO TO EMERGENCY ROOM - RELEASED TODAY - WAS TOLD TO FOLLOW UP WITH PRIMARY PHYSICIAN TOMORROW - DRIVER WAS ADVISED PAIN WILL INCREASE IN NEXT COUPLE OF DAYS - POLICE REPORT WAS FILED IN MONMOUTH COUNTY - HAPPENED THIS MORNING APRIL 16TH/03 AT AVON BY THE SEA IN NEW JERSEY - CUST DID FILE A CLAIM WITH INSURANCE COMPANY TODAY - VEH IS AT AUTO BODY SHOP - TROPPI LI COLLISION - 8 MEMORIAL DRIVE IN NEPTUNE NJ - WAITING FOR AN INSURANCE ADJUSTER TO INSPECT VEH TO GET AN ESTIMATE - [REDACTED] STATED IS SEEKING PERSONAL INJURY CLAIM WITH FORD - CUST IS ALLEGING VEH DEFECT IS CAUSE OF ACCIDENT - DRIVER STATES SHE DOES NOT WANT TO SUFFER ANY HARDSHIP AS A RESULT - HAS INJURIES, AND LOST DAY OF WORK, ALSO DAMAGED ANOTHER VEH - - CUST STATES PREVIOUS SYMPTOM OF VEH EVERY TIME PUT IN GEAR - VEH DOES NOT DID NOT MOVE OR HAVE MOMENTUM UNTIL TOUCH GAS PEDEL AND THEN IT SURGES FORWARD - CUST REQUESTS TO BE CONTACTED AT HOME NUMBERS - [REDACTED] OR [REDACTED] OR CELL NUMBER [REDACTED] PER CUSTOMER, DEALER SAYS: TOM'S FORD - SELLING DLR CAC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS. INFERENCE CASE ID: 5341

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 20639 TOMS FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 5000 MI Comm Type: PHONE
 Analyst Name: VINCE Analyst: VKIRKSE1
 KIRKSEY
 Action Date: 04/17/2003 Action Time: 15.08.14.328 Action Data: Yes

Comments ***LPA COMMENTS*** LPA MADE OUTBOUND CALL TO THE CUSTOMER BUT HE WAS NOT AVAILABLE. LPA WILL RE-CONTACT THE CUSTOMER AT A LATER DATE.

| Data Element Name | Data Value |
|-------------------|----------------------|
| CONTACT PERSON | STANLEY J CZERWINSKI |



4/24/03

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
Dealer: 20639 TOMS FORD, INC. **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 5000 MI **Comm Type:** MAIL
Analyst Name: VINCE KIRKSEY **Analyst:** VKIRKSE1
Action Date: 04/25/2003 **Action Time:** 12.44.54.435 **Action Data:** No

Comments ***LPA COMMENTS*** LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE CUSTOMER INDICATED ANOTHER VEHICLE WAS INVOLVED IN THE ACCIDENT, AND THE INSURANCE COMPANY WAS CONTACTED. ONCE THE INSURANCE COMPANY BECOMES INVOLVED WE GENERALLY REQUIRE THEM TO FILE SUBROGATION AGAINST FMC. BASED ON THIS INFORMATION, WE WILL BE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND ASK THE CUSTOMER CONTINUE WORKING WITH HIS INSURANCE CARRIER.



4/24/03



COPY

Sent Via U.S. Mail

December 23, 2005

[REDACTED]
Smithton, PA [REDACTED]

RE: 2004 Escape
VIN: 1FMYU93104K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2004 Escape.

We sincerely regret the circumstances you described and your concern has been documented. A situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier. If they determine that there is manufacturer liability, they have the right to file a subrogation claim against Ford Motor Company in order to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMYU93104K [REDACTED] Year: 2004 Model: ESCAPE Case: 378341785
 Name: [REDACTED] Owner Status: Subsequent WSD: 2003-12-03
 Symptom Desc: ENG SPEED-UP DECELERATION HOT ENGINE Primary Phone:
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 07350 KENNY ROSSFORD Origin Desc: US CONCERN CASE BASE
 Odometer: 56000 MI Comm Type: PHONE
 Analyst Name: AREZOU TINA ISMAILI Analyst: TAREZOU
 Action Date: 12/19/2005 Action Time: 10.28.44.394 Action Data: Yes

Caller Information If Different From Vehicle Owner:

| First Name | Middle Initial | Last Name | Day Phone | Relationship |
|------------|----------------|------------|-----------|--------------|
| [REDACTED] | | [REDACTED] | | FRIEND |

Comments CUSTOMER SAID: TWO WEEKS AGO GIRLFRIEND WAS DRIVING IN TRAFFIC THE ACCELERATOR WAS STUCK THE VEH WOULDN'T STOP WHEN APPLIED THE BRAKE CUST HAD TO GO OFF THE ROAD AND HIT A BRICK TO STOP THERE WERE NO INJURIES VEH HAS BEEN DAMAGED NO POLICE REPORT, HAS NOT FILED CLAIM WITH INSURANCE CUST GOT A RECALL ON THE ACCELERATOR IT DAMAGED THE TIRES, RIMS AND BUMPER SUSPENSION CUST DOESN'T HAVE THE MONEY TO REPAIR IT DEALER SAID: KENNY ROSS FORD ROUTE 30 @ BLACKHILL RD ADAMSBURG, PA 15611 TEL: (724) 864-3601 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.

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 07350 KENNY ROSSFORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 56000 MI Comm Type: MAIL
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 12/23/2005 Action Time: 10.38.39.237 Action Data: No

Comments ACK

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
 Dealer: 07350 KENNY ROSSFORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 56000 MI Comm Type: MAIL
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 12/23/2005 Action Time: 10.39.42.404 Action Data: No

Comments CUSTOMER RECEIVED NOTIFICATIONS FOR 04S25 TO CURRENT ADDRESS. NO ASSISTANCE. THERE ARE NO INJURIES. LPA MAILED CORRESPONDENCE ADVISING CUSTOMER TO CONTACT INSURANCE. NOTHING FURTHER. CASE FILED.

[REDACTED]

12/23/2005

Customer Info

Customer: [REDACTED] Primary Phone: Secondary Phone: [REDACTED]
Address: [REDACTED] SMITHTON PA [REDACTED]
Country: USA Language: EN
Call Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

Ford Confidential



12/21/2005

ESP / Recall Information

VIN: 1FMYU93104K [REDACTED]

Contract: 1 of 1

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

Purchaser: CERTIFIED CUSTOMER
 Plan Type: USA 2004 72/75,000 FORD QUALITY CERTIFIED WARRANTY
 Selling Dealer: JOHN MEEGAN FORD, INC.
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2009-12-03
 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 |
|--------|-------------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |
| 04C09 | SAFETY COMPLIANCE | LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT | OPEN - LAUNCHED | | |

[REDACTED] 12/21/2005

[Print Page Click Here](#)

OASIS RESULT:

1FMYU93104K [REDACTED]

See bottom of the OASIS result for contact ID

12/21/2005
15:24:32

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VEHICLE INFORMATION

VEHICLE DESCRIPTION
2004 ESCAPE
TRANSMISSION
CD4E AUTO TRANSAXLE

BODY STYLE
4 DR XLT MPV 4X4
AXLE CODE
69

ENGINE
3.0L EFI DOHC
ENGINE CALIBRATION
3M11D30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE
12/03/2003

BUILD DATE
11/18/2003

SALE MILEAGE

ARN MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
BEFORE DIAGNOSING SAFETY RESTRAINT SYSTEM CONCERNS, SEE TSB 05-17-11

CUDL MESSAGES

THIS VEHICLE HAS AN OPEN CUDL CONTACT
THIS VEHICLE HAS A CLOSED CUDL CONTACT

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE
VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

OUTSTANDING FIELD SERVICE ACTIONS

04S25
3.0L LHD ACCELERATOR CABLE REPLACEMENT
04C09
LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT

EXTENDED COVERAGES

0878 - USA 2004 72/75,000 FORD QUALITY CERTIFIED WARRANTY
STANDARD DEDUCTIBLE: 100
OWNER NAME: CERTIFIED CUSTOMER
OPTIONS:
EXPIRATION DATE: 12/03/2009
DISTANCE: 75,000
RENTAL: 28 UP TO 5 DAYS
TOWING: 0
CONTRACT SOLD BY: USA 07441
ESP CONTRACT START DATE: 12/03/2003

REPAIR HISTORY



12/21/2005

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU93104 [REDACTED]
Report Applies to Country Code: USA

Dealer Information

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|----------------|---------------|------------|--------|----------|------------|
| GL-GREAT LAKES | 44-PITTSBURGH | H | F2 | 07350 | F44417 |

Dealer Name: KENNY ROSSFORD
Dealer Address: ROUTE 30 @ BLACKHILL ROAD
 ADAMSBURG PA 15611
Dealer Main Phone: 724-864-3601

| Position | Employee Name |
|--------------------------|----------------------|
| GENERAL MANAGER | BEN SIMON |
| PARTS MANAGER | CHRISTOPHER T HAINES |
| PARTS & SERVICE DIRECTOR | BOB ALBERTS |
| SALES MANAGER | DAVID MARANEY |
| SALES MANAGER | STEPHEN K ROTHMAN |
| SALES MANAGER | KEITH ACCETTULLA |

Service Hours MONDAY THRU THURS. 8:00 TILL 8:00, FRIDAY 8 TILL 5

Directions

Trained Y

Additional Information

Ford Confidential

2/21/2005

| VIN FSA Details | |
|------------------------|------------------------|
| VIN: | 1FMYU93104K [REDACTED] |
| FSA Status: | Launched |
| Brand: | FORD |
| Manufacturing Country: | USA |

| FSA Details | |
|-------------|--|
| 00010252 | 3.0L LHD ACCELERATOR CABLE REPLACEMENT |
| 00010453 | LIFTGATE LATCH |

| Vehicle Details | | | |
|---------------------------|-----------------------------|----------------------|-------------------------|
| Model Year: | 2004 | Assembly Plant: | KANSAS CITY PLANT BUILD |
| Vehicle Line: | FORD ESCAPE / MAZDA TRIBUTE | Production Date: | 18-Nov-2003 |
| Body Style Description: | 5 DOOR LIGHT TRUCK | Warranty Start Date: | 03-Dec-2003 |
| Vehicle Type Description: | TRUCK | Sale Date: | 03-Dec-2003 |
| VDM Vehicle Status: | 800 | Engine Tag Code: | 1G752AB |
| Emissions: | 2 | | |

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

Owner Details

| Current Owner | | | |
|--------------------------------|--------------------------------|------------------------|-------------|
| Business Name: | [REDACTED] | | |
| Owner Name: | [REDACTED] | | |
| Address 1: | [REDACTED] | | |
| Address 2: | [REDACTED] | | |
| Address 3: | [REDACTED] | | |
| Address 4: | | | |
| City: | SMITHTON | Phone #: | |
| State/Province: | Pennsylvania | E-Mail: | |
| ZIP/Postal Code: | [REDACTED] | | |
| Country: | UNITED STATES | | |
| Owner Effective Date: | 10-Jun-2005 | Vendor Applied Date: | 20-Jun-2005 |
| Vendor Match Code Description: | 2-NAME MATCHES, ADDRESS DOES N | | |
| N&A Source: | POLK | GCamp Applied Date: | 11-Nov-2005 |
| Mail Status: | Active | Mail Suppression Date: | |
| Fleet Code: | | Fleet Name: | |
| Fleet Status: | | Fleet Mgmt Code: | |
| Company Car: | | | |

| Ordering | P&A Code | GEO Sales | Sales Code | Sub Code | Description |
|----------|----------|-----------|------------|----------|----------------------------------|
| | 09727 | USA | F58807 | | Stillwater Ford, Lincoln-Mercury |



12/23/2005

| | | | | |
|----------|-------|-----|--------|----------------------------------|
| Ship-To | 45440 | USA | F88225 | Budget RAC - East Boston |
| Stocking | 09727 | USA | F58807 | Stillwater Ford, Lincoln-Mercury |
| Selling | 09727 | USA | F58807 | Stillwater Ford, Lincoln-Mercury |

FSA Details

VIN: 1FMYU93104K [REDACTED]

Local FSA: 04S25 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT

Global FSA: 00010252

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):

Supplement Code:

+ 0 - TARGETING SEGMENT
- AA - 02-04 Escape 3.0L LHD

00- Original

Responsible Dealer

| P&A Code | GEO Sales | Sales Code | Sub Code | Description |
|----------|-----------|------------|----------|--------------------------------|
| 03607 | USA | F13453 | | Loman Ford of Parsippany, Inc. |

Eligibility Indicators

| Type | Indicator | Updated |
|---------------------------|-----------|-------------|
| Repair Eligibility | Y | 07-Dec-2004 |
| Display Eligibility | Y | 07-Dec-2004 |
| Original Mail Eligibility | N | 10-Jan-2005 |
| Follow up Mail | Y | 10-Jan-2005 |

VIN/FSA Vehicle Condition

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

Description

Release Date

| | |
|---|-------------|
| RELEASED TO APPROPRIATE SOURCE - FOLLOW-EXTERNAL NAME AND ADDRESS APPLIED | 17-Nov-2005 |
| RELEASED TO APPROPRIATE SOURCE - FOLLOW-EXTERNAL NAME AND ADDRESS APPLIED | 11-Nov-2005 |
| RELEASED TO APPROPRIATE SOURCE - FOLLOW-EXTERNAL NAME AND ADDRESS APPLIED | 11-May-2005 |
| RELEASED TO APPROPRIATE SOURCE - ORIGINAL NAME AND ADDRESS APPLIED | 10-Jan-2005 |
| RELEASED TO APPROPRIATE SOURCE - ORIGINAL NAME AND ADDRESS APPLIED | 05-Jan-2005 |

Repair

| Status | System Date | Repair Date | Country | Dealer Code | Claim # | Option/Labor Code | Cost | Source |
|--------|-------------|-------------|---------|-------------|---------|-------------------|------|--------|
|--------|-------------|-------------|---------|-------------|---------|-------------------|------|--------|

VIN/FSA Vehicle Status

| Description | Reason | Date |
|-----------------|--------|-------------|
| OPEN - LAUNCHED | Open | 07-Dec-2004 |
| Confirmed | | 07-Dec-2004 |

VIN FSA Mail History

Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP... Global FSA:00010252

Release: OOWNER LETTER
 Release Date: 10-Jan-2005
 Mail Date: 14-Jan-2005 to 17-Jan-2005
 Restricted Address: No
 Address: [REDACTED]

SMITHTON PA
 [REDACTED] UNITED STATES

05/12/04



12/23/2005

Resp. Dealer: 09727USAF58807-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 05-Aug-2004
 Note:

Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP... Global FSA:00010252

Release: FPOSTCARD
 Release Date: 11-May-2005
 Mail Date: 17-May-2005 to 19-May-2005
 Restricted Address: No
 Address: [REDACTED]

Correct

SMITHTON, PA
 [REDACTED] UNITED STATES

Resp. Dealer: 09727USAF58807-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 05-Aug-2004
 Note:

Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP... Global FSA:00010252

Release: FOWNER LETTER
 Release Date: 17-Nov-2005
 Mail Date: 28-Nov-2005 to 28-Nov-2005
 Restricted Address: No
 Address: [REDACTED]

SMITHTON, PA
 [REDACTED] UNITED STATES

Resp. Dealer: 03607USAF13453-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 10-Jun-2005
 Note:

VIN: 1FMYU93104K [REDACTED]
 Local FSA: 04C09 - LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT Global FSA: 00010453

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s):

Supplement Code:

+ 0 - TARGETING SEGMENT
 - AA - Job #1 04 up Job 05MY & 1/2

00- Original

| Responsible Dealer | | | | |
|--------------------|-----------|------------|----------|-------------|
| P&A Code | GEO Sales | Sales Code | Sub Code | Description |

12/23/2005

| 03607 | USA | F13453 | Loman Ford of Parsippany, Inc. | | | | | |
|---|-------------------|---|--------------------------------|--------------|---------|---------------------|------|--------|
| Eligibility Indicators | | | | | | | | |
| Type | Indicator | Updated | | | | | | |
| Repair Eligibility | Y | 14-Dec-2004 | | | | | | |
| Display Eligibility | Y | 20-Dec-2004 | | | | | | |
| Original Mail Eligibility | N | 22-Mar-2005 | | | | | | |
| Follow up Mail | Y | 22-Mar-2005 | | | | | | |
| VIN/FSA Vehicle Condition | | | | | | | | |
| Code | Vehicle Condition | Begin Date | End Date | Source | | | | |
| Description | | | | Release Date | | | | |
| RELEASED TO APPROPRIATE SOURCE - FOLLOW- | | | | 17-Nov-2005 | | | | |
| RELEASED TO APPROPRIATE SOURCE - FOLLOW- | | | | 11-May-2005 | | | | |
| UNDELIVERABLE - POSTAL RETURN | | | | 27-Apr-2005 | | | | |
| RELEASED TO APPROPRIATE SOURCE - ORIGINA | | | | 22-Mar-2005 | | | | |
| Repair | | | | | | | | |
| Status | System Date | Repair Date | Country | Dealer Code | Claim # | Option/Labor Code | Cost | Source |
| VIN/FSA Vehicle Status | | | | | | | | |
| Description | | | Reason | Date | | | | |
| OPEN - LAUNCHED | | | Open | 20-Dec-2004 | | | | |
| Confirmed | | | | 14-Dec-2004 | | | | |
| VIN FSA Mail History | | | | | | | | |
| Local FSA:04C09-çLIFTGATE LATCH RELEASE ROD AN... | | | | | | Global FSA:00010453 | | |
| Release: | | OOWNER LETTER | | | | | | |
| Release Date: | | 22-Mar-2005 | | | | | | |
| Mail Date: | | 25-Mar-2005 to 28-Mar-2005 | | | | | | |
| Restricted Address: | | No | | | | | | |
| Address: | | [REDACTED] SMITHTON,PA [REDACTED] UNITED STATES | | | | | | |
| Resp. Dealer: | | 09727USAF58807- | | | | | | |
| Fleet Acct: | | | | | | | | |
| Fleet Mgmt Loc: | | | | | | | | |
| N&A Source: | | POLK | | | | | | |
| Owner Effective Date: | | 05-Aug-2004 | | | | | | |
| Note: | | Undeliverable | | | | | | |
| Local FSA:04C09-çLIFTGATE LATCH RELEASE ROD AN... | | | | | | Global FSA:00010453 | | |
| Release: | | FPOSTCARD | | | | | | |
| Release Date: | | 11-May-2005 | | | | | | |
| Mail Date: | | 17-May-2005 to 19-May-2005 | | | | | | |
| Restricted Address: | | No | | | | | | |
| Address: | | [REDACTED] SMITHTON,PA [REDACTED] UNITED STATES | | | | | | |



12/23/2005

| | |
|--|--|
| Resp. Dealer: | 09727USAF58807- |
| Fleet Acct: | |
| Fleet Mgmt Loc: | |
| N&A Source: | POLK |
| Owner Effective Date: | 05-Aug-2004 |
| Note: | |
| <div style="border: 1px solid black; padding: 5px;"> Local FSA:04C09-çLIFTGATE LATCH RELEASE ROD AN... Global FSA:00010453 </div> | |
| Release: | FOWNER LETTER |
| Release Date: | 17-Nov-2005 |
| Mail Date: | 28-Nov-2005 to 28-Nov-2005 |
| Restricted Address: | No |
| Address: | <div style="background-color: black; width: 150px; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 80px; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> SMITHTON,PA UNITED STATES |
| Resp. Dealer: | 03607USAF13453- |
| Fleet Acct: | |
| Fleet Mgmt Loc: | |
| N&A Source: | POLK |
| Owner Effective Date: | 10-Jun-2005 |
| Note: | |

| FSA Counts | | | |
|-------------------|------------------------|----------------------------|----------|
| FSA Category | Repair Eligible (Open) | Repair Ineligible (Closed) | Total |
| SAFETY COMPLIANCE | 1 | 0 | 1 |
| SAFETY RECALL | 1 | 0 | 1 |
| Total | 2 | 0 | 2 |

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12/23/2005



Action Detail

| | | | |
|---|---------------------------|-------------------------------------|-----------------|
| VIN: 1FMYU03123K [REDACTED] | Year: 2003 | Model: ESCAPE | Case: 670960335 |
| Name: [REDACTED] | Owner Status: Original | WSD: 2002-12-13 | |
| Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ACCIDENT / FIRE | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: CLOSED | Dealer: HOLLINGSWORTH RICHARDS FORD | |
| Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION | | P & A Code: 01196 | |
| Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER | | | |
| Odometer: 30000 MI | Comm Type: MAIL | | |
| Action Date: 02/04/2005 | Action Time: 14:22:05:097 | Action Data: No | |
| Analyst Name: FONSECA, LOURDES NEARON (L.C.) | Analyst: LFONSECA | | |

COMMENTS: LPA CALLED CUSTOMER. CUSTOMER STATES INSURANCE COMPANY IS COVERING THE REPAIR. LPA WILL FOLLOW UP WITH A LETTER.

[REDACTED] 2/4/2005

Sent Via US Mail

February 4, 2005

[REDACTED]
Baton Rouge, LA [REDACTED]

RE: 2003 Escape
VIN: 1FMYU03123K [REDACTED]

Dear [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,

Lourdes Fonseca-Nearon
Consumer Affairs

| VIN FSA Details | |
|------------------------|------------------------|
| VIN: | 1FMYU03123K [REDACTED] |
| FSA Status: | Launched |
| Brand: | FORD |
| Manufacturing Country: | USA |

| FSA Details | | | | |
|---------------------------|--|----------------------|-------------------------|--------|
| 00010104 | 2001-2003 ESCAPE - KCAP(10105 IS TRIBUTE ONLY) | | | |
| 00010252 | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | | | |
| Vehicle Details | | | | |
| Model Year: | 2003 | Assembly Plant: | KANSAS CITY PLANT BUILD | |
| Vehicle Line: | FORD ESCAPE / MAZDA TRIBUTE | Production Date: | 31-Jul-2002 | |
| Body Style Description: | 5 DOOR LIGHT TRUCK | Warranty Start Date: | 13-Dec-2002 | |
| Vehicle Type Description: | TRUCK | Sale Date: | 13-Dec-2002 | |
| VDM Vehicle Status: | 800 | Engine Tag Code: | 1G752AB | |
| Emissions: | | | | |
| Vehicle Conditions | | | | |
| Code | Vehicle Condition | Begin Date | End Date | Source |
| | | | | |

| Owner Details |
|----------------------|
| |

| Current Owner | | | |
|--------------------------------|-------------------------------|------------------------|-------------|
| Business Name: | [REDACTED] | | |
| Owner Name: | [REDACTED] | | |
| Address 1: | [REDACTED] | | |
| Address 2: | [REDACTED] | | |
| Address 3: | [REDACTED] | | |
| Address 4: | [REDACTED] | | |
| City: | BATON ROUGE | Phone #: | |
| State/Province: | Louisiana | E-Mail: | |
| ZIP/Postal Code: | [REDACTED] | | |
| Country: | UNITED STATES | | |
| Owner Effective Date: | 12-Nov-2004 | Vendor Applied Date: | 19-Nov-2004 |
| Vendor Match Code Description: | 1-BOTH NAME AND ADDRESS MATCH | | |
| N&A Source: | POLK | GCamp Applied Date: | 05-Jan-2005 |
| Mail Status: | Active | Mail Suppression Date: | |
| Fleet Code: | | Fleet Name: | |
| Fleet Status: | | Fleet Mgmt Code: | - |
| Company Car: | | | |
| Original Owner | | | |
| Business Name: | [REDACTED] | | |

2/4/2005

Owner Name: [REDACTED]
 Address 1: [REDACTED]
 Address 2: [REDACTED]
 Address 3:
 Address 4:
 City: BATON ROUGE
 State/Province: Louisiana Phone #: [REDACTED]
 ZIP/Postal Code: [REDACTED] E-Mail:
 Country: UNITED STATES

Owner Effective Date: 16-Dec-2002 Vendor Applied Date: 16-Dec-2002

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

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

| | P&A Code | GEO Sales | Sales Code | Sub Code | Description |
|----------|----------|-----------|------------|----------|-------------------------------|
| Ordering | 06590 | USA | F23371 | | Marler Ford Company, Inc. |
| Ship-To | | | | | NOT AVAILABLE |
| Stocking | 06469 | USA | F23145 | | All Star Ford Linc Merc, Inc. |
| Selling | 06469 | USA | F23145 | | All Star Ford Linc Merc, Inc. |

FSA Details

VIN: 1FMYU03123K [REDACTED]

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

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s): Supplement Code:

+ 0 - TARGETING SEGMENT 00- Original
 - BB - 2001-2003Escape V6-KCAP-Recal

| Responsible Dealer | | | | |
|--------------------|-----------|------------|----------|-------------------------------|
| P&A Code | GEO Sales | Sales Code | Sub Code | Description |
| 06469 | USA | F23145 | | All Star Ford Linc Merc, Inc. |

| Eligibility Indicators | | | |
|---------------------------|-----------|-------------|--|
| Type | Indicator | Updated | |
| Repair Eligibility | N | 24-May-2004 | |
| Display Eligibility | N | 24-May-2004 | |
| Original Mail Eligibility | N | 24-May-2004 | |
| Follow up Mail | N | 24-May-2004 | |

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

| Description | Release Date |
|--|--------------|
| RELEASED TO APPROPRIATE SOURCE - ORIGINA | 16-Apr-2004 |
| EXTERNAL NAME AND ADDRESS APPLIED | 01-Apr-2004 |
| EXTERNAL NAME AND ADDRESS APPLIED | 30-Mar-2004 |

2/4/2005

| Repair | | | | | | | |
|------------------|-------------|-------------|---------------|----------------|---------|-------------------|-------------|
| Status | System Date | Repair Date | Country | Dealer Code | Claim # | Option/Labor Code | Cost Source |
| CLOSE - REPAIRED | 25-May-2004 | 21-May-2004 | UNITED STATES | 06521USAF23203 | 265242 | B | 28.99 GACES |

| VIN/FSA Vehicle Status | | | |
|------------------------|--------|-------------|--|
| Description | Reason | Date | |
| CLOSE - REPAIRED | Close | 25-May-2004 | |
| OPEN - LAUNCHED | Open | 14-Apr-2004 | |
| Confirmed | | 14-Apr-2004 | |

| VIN FSA Mail History | |
|--|---|
| Local FSA: 04S13-□POWERTRAIN CONTROL MODULE RE-... | Global FSA: 00010104 |
| Release: | OOWNER LETTER |
| Release Date: | 16-Apr-2004 |
| Mail Date: | 21-Apr-2004 to 23-Apr-2004 |
| Restricted Address: | No |
| Address: |  UNITED STATES |
| Resp. Dealer: | 06469USAF23145- |
| Fleet Acct: | |
| Fleet Mgmt Loc: | |
| N&A Source: | POLK |
| Owner Effective Date: | 27-Dec-2002 |
| Note: | |

| | |
|---|-----------------------------|
| VIN: 1FMYU03123K Local FSA: 04S25 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT | Global FSA: 00010252 |
|---|-----------------------------|

| Hub: FORD NORTH AMERICA | | Country: UNITED STATES | | |
|---|-------------------|-------------------------------|----------|--------|
| Segment / VIN Group(s): | | Supplement Code: | | |
| + 0 - TARGETING SEGMENT - AA - 02-04 Escape 3.0L LHD | | 00- Original | | |
| Responsible Dealer | | | | |
| P&A Code | GEO Sales | Sales Code | Sub Code | |
| 06469 | USA | F23145 | | |
| Description All Star Ford Linc Merc, Inc. | | | | |
| Eligibility Indicators | | | | |
| Type | Indicator | Updated | | |
| Repair Eligibility | Y | 07-Dec-2004 | | |
| Display Eligibility | Y | 07-Dec-2004 | | |
| Original Mail Eligibility | N | 10-Jan-2005 | | |
| Follow up Mail | Y | 10-Jan-2005 | | |
| VIN/FSA Vehicle Condition | | | | |
| Code | Vehicle Condition | Begin Date | End Date | Source |



2/4/2005

| Description | Release Date |
|--|--------------|
| RELEASED TO APPROPRIATE SOURCE - ORIGINA | 10-Jan-2005 |
| EXTERNAL NAME AND ADDRESS APPLIED | 05-Jan-2005 |

| Repair | | | | | | | |
|-----------------|-------------|-------------|------------------------|-------------|---------|-------------------|-------------|
| Status | System Date | Repair Date | Country | Dealer Code | Claim # | Option/Labor Code | Cost Source |
| | | | VIN/FSA Vehicle Status | | | | |
| Description | | | Reason | | | Date | |
| OPEN - LAUNCHED | | | Open | | | 07-Dec-2004 | |
| Confirmed | | | | | | 07-Dec-2004 | |

| VIN FSA Mail History | |
|---|--|
| Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP... | Global FSA:00010252 |
| Release: | OOWNER LETTER |
| Release Date: | 10-Jan-2005 |
| Mail Date: | |
| Restricted Address: | No |
| Address: | [REDACTED] BATON ROUGE,LA [REDACTED] UNITED STATES |
| Resp. Dealer: | 06469USAF23145- |
| Fleet Acct: | |
| Fleet Mgmt Loc: | |
| N&A Source: | POLK |
| Owner Effective Date: | 12-Nov-2004 |
| Note: | |

| FSA Counts | | | |
|---------------|------------------------|----------------------------|----------|
| FSA Category | Repair Eligible (Open) | Repair Inellgible (Closed) | Total |
| SAFETY RECALL | 1 | | 2 |
| Total | 1 | | 2 |

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2/4/2005

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] BATON ROUGE LA [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager: [REDACTED]
Preferred Contact method: [REDACTED] Fax: [REDACTED]
Preferred Contact Time: [REDACTED] Email: [REDACTED]



2/3/2005

Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 23-MEMPHIS | 23-MEMPHIS | H | C2 | 01196 | F23378 |

| | | |
|--------------------|---|------------------------------------|
| Dealer Name: | HOLLINGSWORTH RICHARDS FORD | |
| Dealer Address: | 7787 FLORIDA BLVD BATON ROUGE LA 70806 | |
| Dealer Main Phone: | 225-927-5555 | Dealer Service Phone: 225-923-8777 |

| Position | Employee Name |
|--------------------------|----------------------|
| CUST RELATIONS MGR | KRISTA M ST. ROMAIN |
| DEALER/PARTNER | MIKE HOLLINGSWORTH |
| DEALER/PARTNER | POLLY LEMOINE |
| DEALER/PARTNER | KENT RICHARDS |
| GENERAL MANAGER | MICHAEL TAYLOR |
| PARTS MANAGER | ELSIE SCHUSTER |
| PARTS & SERVICE DIRECTOR | MARK T HOLLINGSWORTH |
| PARTS & SERVICE DIRECTOR | RONALD FRIOUX |
| SALES MANAGER | CHRISTIAN STOGNER |
| SALES MANAGER | BRENT MIRELES |
| SALES MANAGER | VINCENT M RISPONE |
| SALES MANAGER | GEORGE B ACHEE |
| SALES MANAGER | DAVID MONTOYA |

2/3/2005

**OASIS RESULT:
1FMYU03123K [REDACTED]**

See bottom of the OASIS result for contact ID 02/03/2005
14:06:47

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▶ VEHICLE INFORMATION

| | | |
|--|---------------------------------------|---------------------------------------|
| VEHICLE DESCRIPTION 2003 ESCAPE | BODY STYLE 4 DR XLT MPV 4X2 | ENGINE 3.0L EFI DOHC |
| TRANSMISSION CD4E AUTO TRANSAXLE | AXLE CODE 96 | ENGINE CALIBRATION 3M11A30A |

▶ GENERAL WARRANTY INFORMATION

| | | |
|--|---------------------------------|------------------------------|
| WARRANTY START DATE 12/13/2002 | BUILD DATE 07/31/2002 | SALE MILEAGE 00150 |
|--|---------------------------------|------------------------------|

▶ WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

▶ OUTSTANDING FIELD SERVICE ACTIONS

04S25
3.0L LHD ACCELERATOR CABLE REPLACEMENT

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

09/10/2004

DEALER: Audubon Ford

WARRANTY CLAIM NUMBER: 272137

ODOMETER: 026574M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|----------------------|----------|----------|----------------|----------------------|
| 8A080 | COOLANT O/FLO BOTTLE | 000 | MT8A080 | 82 | FREIGHT/POSTAGE/MAIN |

26574 THE THAT WAS ON WAS THE LOW COOLANT LIGHT NOT THE BATTERY LIGHT FOUND BAD CONECTION AT THE SENSOR IN COOLANT - JUG BROKE CONNECTER DOWN AND REB UILT TO MAKE BETTER CONNECTION RETESTED GOOD

05/21/2004

DEALER: Audubon Ford

WARRANTY CLAIM NUMBER: 265242

ODOMETER: 021450M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|------------------|----------|----------|----------------|----------------|
| | | 000 | 04S13B | | |

21450 RECALL - 82 REPROGRAMED PCM

04/02/2004

DEALER: All Star Ford Lincoln Mercury,

WARRANTY CLAIM NUMBER: 273911

ODOMETER: 019808M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|----------------------|----------|----------|----------------|----------------------|
| 3524 | SHAFT & RACK ASY-STE | 000 | MT3524 | 69 | FROZEN/SEIZED/BINDIN |

19808 LUBED STEERING COLUM UPPER AND LOWER

END OF OASIS REPORT FOR 1FMYU03123K [REDACTED]

ESP / Recall Information

VIN: 1FMYU03123K [REDACTED]

No ESP Information for this VIN

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|---------------|--|------------------|-------------|----------------|
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | CLOSE - REPAIRED | 2004-05-21 | 06521USAF23203 |
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |



2/3/2005

Action Detail

VIN: 1FMYU03123K [REDACTED] Year: 2003 Model: ESCAPE Case: 670960335
 Name: [REDACTED] Owner Status: Original WSD: 2002-12-13
 Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: HOLLINGSWORTH RICHARDS FORD
 Origin Desc: US CONCERN CASE BASE P & A Code: 01196
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Odometer: 30000 MI Comm Type: PHONE
 Action Date: 02/02/2005 Action Time: 18:38:16:207 Action Data: Yes
 Analyst Name: BRAVEBOY PITTLIN Analyst: PBRAVEB1

Caller Information If Different From Vehicle Owner:

| First Name | Middle Initial | Last Name | Day Phone | Relationship |
|------------|----------------|------------|-----------|--------------|
| [REDACTED] | | [REDACTED] | | SPOUSE |

COMMENTS: CUSTOMER SAID: -CUST RECEIVED RECALL 04S25 A FEW DAYS AGO-CUST SAYS SHE TRIED PULLING OUT OF THE PARKING LOT AND ALL OF A SUDDEN THE ACCELERATION WENT OFF AND WOULD NOT STOP-CUST SAYS THIS CAUSED HER TO HIT SOMEONE ELSE'S VEH-CUST SAYS NO ONE WAS HURT-CUST SAYS THAT SHE HAD NO CONTROL OVER -CUST TOOK THE TO HOLLINGSWORTH SERVICE CENTER WHICH IS NOT LOCATED AT THE SELLING CENTER-NO OTHER CONCERNSDEALER SAID: HOLLINGSWORTH RICHARDS FORD 7787 FLORIDA BLVD.BATON ROUGE, LA 70806DISTANCE: 4.66 MILES TEL: (225) 927-5555CRC 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.

2/3/2005



Action Detail

| | | | |
|---|---------------------------|----------------------------------|-----------------|
| VIN: 1FMYU02121K [REDACTED] | Year: 2001 | Model: ESCAPE | Case: 468342043 |
| Name: [REDACTED] | Owner Status: Original | WSD: 2001-07-25 | |
| Symptom Desc: INDICATOR CHECK ENGINE | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - OTHER ATTORNEY DEMAND | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: CLOSED | Dealer: CHAPMAN FORD SALES, INC. | |
| Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION | | P & A Code: 01431 | |
| Action Desc: FINAL CASE DISPOSITION | | | |
| Odometer: 20262 MI | Comm Type: OTHER | | |
| Action Date: 10/23/2003 | Action Time: 10:08:26:147 | Action Data: No | |
| Analyst Name: PACE, GENNIFER (G.) | Analyst: GPACE5 | | |

COMMENTS: CASE CLOSED ON 10/23/03. UNABLE TO PROVIDE ASSISTANCE AT THIS TIME. REQUEST FOR REPURCHASE DENIED.

Ford Motor Company

Consumer Affairs

SENT VIA FACSIMILE

October 23, 2003

Robert Silverman
Attorney at Law
30 Butler Pike
Ambler, PA 19002

Re:

████████████████████
2001 Ford Escape
VIN: 1FMYU02121K ██████████

Dear Mr. Silverman:

This letter is in response to your letter dated October 14, 2003 regarding the above-mentioned vehicle. Ford Motor Company has reviewed your client's claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,



Gennifer Pace
Consumer Affairs

| | DATE | TIME | TO/FROM | MODE | MIN/SEC | PGS | CMDH | STATUS |
|----|-------|-------|--------------|-------|---------|-----|------|--------|
| 20 | 10/23 | 13:57 | 215 540 8817 | EC--S | 00'58" | 006 | 111 | OK |

Ford Motor Company
 Executive Offices
 16800 Executive Plaza Drive
 Mail Drop 3NE-B
 Dearborn, MI 48126



Fax Cover Sheet

| | |
|-----------------------------|--|
| To: Robert Silverman | From: Gennifer Pace (313) 845-6287 |
| Fax: 215-540-8817 | Pages: 6 |
| Phone: 215-540-8888 | Date: 10/23/2003 |
| Re: Cases Decision | |

Urgent
 For Review
 Please Comment
 Please Reply
 Please Recycle

- Marc Fox
- Nicole Angeles
- Leonard Jason
- Timothy Breeding
- Michael Desiderio

Confidential

Pace, Gennifer (G.)

From: Pace, Gennifer (G.)
Sent: Thursday, October 23, 2003 10:11 AM
To: Saucier, Jason (J.D.)
Subject: Legal Case

Importance: High

Hi Jason:

I have a legal case for review in your market area. Please advise if you have had any involvement with the below customer. Thank you in advance for your assistance.

| | | | |
|--|------------------------|-----------------|-----------------------------|
| VIN: 1FMYU02121K [REDACTED] | Year: 2001 | Model: ESCAPE | Case: 468342043 |
| Name: [REDACTED] | Owner Status: Original | WSD: 2001-07-25 | |
| Symptom Desc: INDICATOR CHECK ENGINE | | | Primary Phone: [REDACTED] |
| Reason Desc: LEGAL - OTHER ATTORNEY DEMAND | | | Secondary Phone: [REDACTED] |

| | | | |
|------------------------------------|---------------------------|----------------------------------|-------------------|
| Issue Type: 07 LEGAL | Issue Status: CLOSED | Dealer: CHAPMAN FORD SALES, INC. | |
| Origin Desc: CA-LITIGATION PREVENT | ON-FRONT DESK | | P & A Code: 01431 |
| Odometer: 20262 MI | Comm Type: FAX | | |
| Action Date: 10/16/2003 | Action Time: 16:46:03:640 | Action Data: | |
| Analyst Name: LEICH,CHERIE | Analyst: CLEICH | | |

COMMENTS: *****ATTORNEY DEMAND***** FAX RECEIVED 10-14-03. ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR CHRONIC OIL PRESSURE LIGHT DEFECTS, BRAKE CONCERNS, STICKING GAS PEDAL CONDITIONS, THROTTLE DEFECTS, DOOR LOCK FAILURES AND CHECK ENGINE LIGHT CONCERNS. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Gennifer Pace
Legal Analyst (Philadelphia Region)
Ford Motor Company - Consumer Affairs
(313)845-6287 ph.
(313)845-5555 fax.
gpace5@ford.com

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 22-OCT-2003

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 | |
|------------------------|---|---------------|--------------------------|------------------|------------|-------------|------------|-------------------|-----------------|--------------------|----------------|----------------|-----------------------|-------------|--------------------|-------|------|------|----------|-----|-----|--------|-----|----|
| 1FMYU02121K [REDACTED] | M1 | | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 27-06-01 | 25-07-01 | 116019 | USA | 1 | * | 6J01 | YL8Z | 78219A64 | CAA | S06 | V07 | L06 | 42 |
| AWS Claim Key: | 2774620 | Doc #: | 47733701 | Trx Code: | | | 1 | Labor Hrs: | 1.1 | Labor Cost: | | 77.19 | Material Cost: | 137.28 | Total Cost: | | | | | | | 214.47 | | |
| Dir Cd-Sub Cd: | 01431-* | Name: | CHAPMAN FORD SALES, INC. | | Ph: | 215-6987000 | St: | PA | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 30-JUL-2001 | DIST(Mile): | 172 | | | | | | | | |
| Cust Comments: | CUSTOMER STATES PASS. SIDE FRONT DOOR WILL NOT OPEN | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | 78219A64 42 L06 REMOVED DOOR PANEL REPLACED LATCH AND PWR WINDOW DOOR LOCK SWITCH | | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU02121K [REDACTED] | M1 | | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 27-06-01 | 25-07-01 | 116019 | USA | 7 | * | 1H03 | YF1Z | 9J460 | AC | S11 | V44 | E29 | 42 |
| AWS Claim Key: | 0477690 | Doc #: | 48882801 | Trx Code: | | | S07 | Labor Hrs: | 1.3 | Labor Cost: | | 91.23 | Material Cost: | 42.59 | Total Cost: | | | | | | | 133.82 | | |
| Dir Cd-Sub Cd: | 01431-* | Name: | CHAPMAN FORD SALES, INC. | | Ph: | 215-6987000 | St: | PA | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 21-JAN-2002 | DIST(Mile): | 4934 | | | | | | | | |
| Cust Comments: | CHECK ENGINE LIGHT ON | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | 9J460 42 E29 NGS DIAG TEST, REPL DPFE SENSOR | | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU02121K [REDACTED] | M1 | | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 27-06-01 | 25-07-01 | 116019 | USA | 11 | * | 1F06 | 1L8Z | 8A080 | BB | S09 | V83 | G29 | 42 |
| AWS Claim Key: | 9114631 | Doc #: | 49894002 | Trx Code: | | | 1 | Labor Hrs: | .5 | Labor Cost: | | 35.86 | Material Cost: | 53.29 | Total Cost: | | | | | | | 89.15 | | |
| Dir Cd-Sub Cd: | 01431-* | Name: | CHAPMAN FORD SALES, INC. | | Ph: | 215-6987000 | St: | PA | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 11-JUN-2002 | DIST(Mile): | 7824 | | | | | | | | |
| Cust Comments: | COOLANT LITE STAYS ON | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | 8A080 42 G29 REPL COOLANT RECOVERY TANK | | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU02121K [REDACTED] | M1 | | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 27-06-01 | 25-07-01 | 116019 | USA | 19 | * | 2E03 | 2L8Z | 9E926 | AB | S11 | V44 | D50 | 41 |
| AWS Claim Key: | 12607703 | Doc #: | 51384401 | Trx Code: | | | S07 | Labor Hrs: | .4 | Labor Cost: | | 28.68 | Material Cost: | 104.69 | Total Cost: | | | | | | | 133.37 | | |
| Dir Cd-Sub Cd: | 01431-* | Name: | CHAPMAN FORD SALES, INC. | | Ph: | 215-6987000 | St: | PA | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 22-JAN-2003 | DIST(Mile): | 13294 | | | | | | | | |
| Cust Comments: | GAS PEDAL STICK WHEN PRESSING DOWN | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | 9E926 41 D50 PLATE IS STICKING INSIDE BORE REPL THROTTLE BODY | | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU02121K [REDACTED] | M1 | | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 27-06-01 | 25-07-01 | 116019 | USA | 22 | * | 5V01 | 3L8Z | 1125 | CA | S05 | V39 | N59 | 42 |
| AWS Claim Key: | 14358588 | Doc #: | 52149401 | Trx Code: | | | E84 | Labor Hrs: | .7 | Labor Cost: | | 50.2 | Material Cost: | 215.6 | Total Cost: | | | | | | | 265.8 | | |

| | | | | | | | | | | | | | | | | | | | | | | |
|------------------------|---|---------------------------------------|------------------------|----------------------|--------------------------|-----------------------------|-------------------------------|---------------------------|------|----------|----------|--------|-----|------|--------|----------|------|-----|-----|-----|-----|----|
| Dir Cd-Sub Cd: | 01431-* | Name: CHAPMAN FORD SALES, INC. | Ph: 215-6987000 | St: PA | Ctry Cd: USA | Reg Cd: NA | Repr Date: 15-MAY-2003 | DIST (Mile): 15877 | | | | | | | | | | | | | | |
| Cust Comments: | CRUNCHING NOISE WHEN TURNING STRG WHEEL TO LEFT ON U AND FULL TURNS (OUTSIDE) INTERMITT | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | 1125 42 N59 CLICKING TYPE NOISE IN ROTORS SSM 16409 ROTORS BEFORE 24.69 CHECK BRAKES ROTORS REPLACED FRONT ROTORS | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU02121K [REDACTED] | MI | T/M | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 27-06-01 | 25-07-01 | 116019 | USA | 27 * | 7K08 | 115Z | 9278 | AA | S09 | V83 | G29 | 42 |
| AWS Claim Key: | 16146472 | Doc #: 53112801 | Trx Code: E83 | Labor Hrs: .5 | Labor Cost: 37.11 | Material Cost: 8.09 | Total Cost: 45.2 | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | 01431-* | Name: CHAPMAN FORD SALES, INC. | Ph: 215-6987000 | St: PA | Ctry Cd: USA | Reg Cd: NA | Repr Date: 07-OCT-2003 | DIST (Mile): 20262 | | | | | | | | | | | | | | |
| Cust Comments: | CK OIL LITE FLICKERS ON AT TIMES | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | 9278 42 G29 OIL PRESSURE SENSOR MALFUNCTIONING REPL OIL SENDER UNIT | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU02121K [REDACTED] | MI | T/M | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 27-06-01 | 25-07-01 | 116019 | USA | 27 * | 2G04 * | 12A650 * | S11 | V42 | D21 | 82 | | |
| AWS Claim Key: | 16242465 | Doc #: 53116901 | Trx Code: S07 | Labor Hrs: .7 | Labor Cost: 51.95 | Material Cost: 0 | Total Cost: 51.95 | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | 01431-* | Name: CHAPMAN FORD SALES, INC. | Ph: 215-6987000 | St: PA | Ctry Cd: USA | Reg Cd: NA | Repr Date: 07-OCT-2003 | DIST (Mile): 20290 | | | | | | | | | | | | | | |
| Cust Comments: | OIL LIGHT FLICKERS ON AND OFF | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | 12650 82 D21 HOOK TO WDS P1000 DATA LOGGER PID MONITOR IAC VALVE 42.43% NGS MONITOR TEST. RESET BASE IDLE | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU02121K [REDACTED] | MI | T/M | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 27-06-01 | 25-07-01 | 116019 | USA | 27 * | 5V10 | YL8Z | 2162 | AA | S10 | V21 | L63 | 42 |
| AWS Claim Key: | 16242464 | Doc #: 53116902 | Trx Code: E84 | Labor Hrs: .2 | Labor Cost: 14.84 | Material Cost: 11.41 | Total Cost: 26.25 | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | 01431-* | Name: CHAPMAN FORD SALES, INC. | Ph: 215-6987000 | St: PA | Ctry Cd: USA | Reg Cd: NA | Repr Date: 07-OCT-2003 | DIST (Mile): 20290 | | | | | | | | | | | | | | |
| Cust Comments: | BRAKE FLUID CAP LEAKS | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | 2162 42 L63 BRAKE REVESEIOUR CAP NOT SEALING PROPERLY REPL CAP BRAKE RESEVIOUR | | | | | | | | | | | | | | | | | | | | | |

Any comments? You can contact



webmaster

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

| | | | | | |
|----------------------|--|-----------------|---------------------------------|----------------------|---------------------------------------|
| VIN: | 1FMYU02121K0 | Veh Line: | T/M1 - ESCAPE (U204) [2001] | Body Shell: | * |
| Model Year: | 2001 | Market Derived: | T/F - FORD DIVISION DERIVATIVE | Navis Eng Serial No: | 983109087 |
| Veh Type: | T | Drive Code: | T/F - 4 WHL L/H FULL TIME DRIVE | Engine: | T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO |
| Inv. Dealer: | 01431 | Body Cab Style: | - 5 DOOR LIGHT TRUCK | Transmission: | T/DJ - 4 SPD AUTO TRANS NAAO CD4E |
| Vehicle Status Code: | 800 | Version/Series: | T/EF - FORD SERIES | | |
| Trace Eng Serial No: | ----- 1-----2-----3-----4-----5-----6-----7-----8----- | | | | |

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

| | | | |
|----------|-------------|------------|------------------------------|
| Region: | NA - ##### | Plant: | AJ - KANSAS CITY PLANT BUILD |
| Country: | USA - ##### | Prod Date: | 27-JUN-2001 |

SALE INFORMATION:

| | | | |
|----------------------|-------------|-------------------------|--------------------------|
| Region: | NA - ##### | Selling Dealer: | 116019 - * |
| Country: | USA - ##### | Selling Dir St/Prov: | PA |
| | | Buyer St/Prov: | PA |
| Arrival Date: | 25-JUL-2001 | Red Carpet Lease: | * |
| Sale Date: | 25-JUL-2001 | Fleet/Retail/Co. Lease: | R |
| Warranty Start Date: | 25-JUL-2001 | Modified Vehicle: | * Vehicle Count Flag: |
| Orig Warranty Date: | 25-JUL-2001 | Reacquired Vehicle: | * Vehicle Export Flag: N |

PE12-019 000397 LP



VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 0021K03895010317P V 2 24EG018 TC E 2 469 7A 561 20 8 953A N 16B019 0 B0 A YHA 3 11
 FMV2 1 1 1914PA F

INSTALLED OPTION INFORMATION:

| | | | |
|-------------------------------|------------------------------|-----------------------------|---------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | Y |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | AD - DRIVER POWER MIRROR |
| Axle Type: | * - [N/A] | Mirror(Psngr Side): | AD - PASS POWER CONVEX MIRROR |
| Battery Amp Rating: | A | Paint: | PNBIG - L.L. PARCHMENT GOLD/C/C |
| Brake Code: | * - [N/A] | Power Antenna: | * - [N/A] |
| Brake Code(Service): | * - [N/A] | Radio: | AZ - ELETR AM/FM STRO/DISC/CLK |
| Calibration Code: | 0M11A30A | Sound System: | * - [N/A] |
| Color(Accent): | * - [N/A] | Suspn Tandem Axle: | |
| Color(Trim): | * - [N/A] | Tire Manufacturer: | AP - |
| Delivery Type: | 0 | Tire Brand: | 08453 - |
| Driveshaft Code: | D | Tire Size: | D3JUU - P235/70R-16 OWL A-S |
| Front Seat: | * - [N/A] | Traction Control: | * - [N/A] |
| Fuel Type: | * - [N/A] | Wheel Base: | |

TIRE DOT INFORMATION:

LF: A3084532301 RF: A3084532301
 LR: A3084532301 RR: A3084532301
 LI: * RI: *
 SPARE: HY8A1R82201 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|-----------------------------|--------------------------|-------------|
| ESP Code: | * Emission Code: | T/C - T/C |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | HKS |
| ESP Plan Year: | * Engine Family: | 1FMXT0301F6 |
| ESP Signature Date: | | |

PE12-019 000398 LP

Any comments? You can contact



webmaster





KIMMEL & SILVERMAN

PC

ROBERT M. SILVERMAN *
CRAIG THOR KIMMEL **

* ALSO MEMBER OF NEW YORK AND NEW JERSEY BARS
** ALSO MEMBER OF NEW YORK BAR
* ALSO MEMBER OF NEW JERSEY BAR

30 EAST BUTLER PIKE
AMBLER, PA. 19002

1-800-LEMON LAW
P (215) 540-8888
F (215) 540-8817

www.lemonlaw.com

JACQUELINE C. HERRITT *
ROBERT A. RAPKIN
VIVIAN BENZ PERKIN *
AMY D. COX *
LOUIS DOBI, JR. *
SHANNON M. RYAN *
LINDSAY D. HOFFMAN
BRIAN T. GOLDENFARB *
TAMMY J. SCHMITT

October 14, 2003

VIA TELEFAX ONLY
(313) 845-5555

Mr. Vince Kirksey
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: [REDACTED] v. Ford Motor Company
2001 Ford Escape
VIN: 1FMYU0212K [REDACTED]
Zip Code: [REDACTED]
Selling Dealer: Chapman Ford

Dear Mr. Kirksey:

Please take notice that I represent the captioned individual in his claim against Ford. Please take the steps necessary to advise all Ford Personnel and dealership personnel that I am [REDACTED] counsel and there should be no contact with my client, except for contact necessary to implement current repair attempts. I am writing this letter as an effort to work out a pre-litigation settlement and any attempts to contact my client directly will result in the immediate filing of suit and a request for an injunction and sanctions.

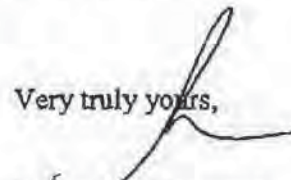
As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Chapman Ford for chronic oil pressure light defects, brake problems, sticking gas pedal conditions, throttle defects, door lock failures and check engine light concerns.

Vince Kirksey
October 14, 2003
Page -2-

Plaintiff hereby demands the statutory repurchase of the vehicle, plus payment of counsel fees and costs in the bottom line amount of \$1,500.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal Ford Customer.

Please be advised that suit will be filed if we have not reached a settlement on or before 11/5/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,



Robert M. Silverman


RMS:vas

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] PHILA PA [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:



10/22/2003

| VIN | | Year | | Model | | Sales Type | | Owner Status | Vehicle Info |
|---|------------------------|------|--------|----------------|--|----------------|-------|------------------|--------------|
|  | 1FAFP52U3WA [REDACTED] | 1998 | TAURUS | INDIVIDUAL RTL | | Original Owner | Oasis | Warranty History | |
| | 1FMYU02121K [REDACTED] | 2001 | ESCAPE | INDIVIDUAL RTL | | Original Owner | Oasis | Warranty History | |

[REDACTED]

0/22/2003

ESP / Recall Information

VIN: 1FMYU02121K [REDACTED]

No ESP Information for this VIN

| -----Recall Information----- | | | | | |
|------------------------------|------|--------------|----------------------|-------------|-------------|
| -----Campaign----- | | | | | |
| Number | Type | Description | Status | Status Date | Dealer Code |
| 02M01 | O | EGR PRES SEN | RELEASED FOR MAILING | 2003-01-11 | F16019 |



1FMYU02121K [REDACTED] 10/22/2003

Dealer Information

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-----------------|-----------------|------------|--------|----------|------------|
| 16-PHILADELPHIA | 16-PHILADELPHIA | B | A1 | 01431 | F16019 |

Dealer Name: CHAPMAN FORD SALES, INC.
Dealer Address: 9371 ROOSEVELT BLV
 PHILADELPHIA PA 19114
Dealer Main Phone: 215-698-7000 **Dealer Service Phone:** 215-676-3636

| Position | Employee Name |
|-----------------|--------------------|
| DEALER/PARTNER | PATRICIA CHAPMAN |
| DEALER/PARTNER | RANDY CHAPMAN |
| PARTS MANAGER | GENE ANGELINO |
| PARTS MANAGER | THOMAS JONES |
| SALES MANAGER | NICHOLAS IERVOLINO |
| SALES MANAGER | THOMAS BORAH |
| SALES MANAGER | BRIAN FERRARO |
| SALES MANAGER | MICHAEL CECCONI |
| SALES MANAGER | FRED SHAPLEY |
| SERVICE MANAGER | JAMES MULBERGER |

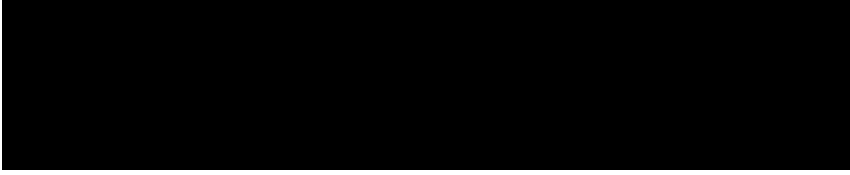
Service Hours 8:00 A.M. - 6:00 P.M. MONDAY - FRIDAY

Directions

Trained Y

Additional Information LEVEL 10 DEALERSHIP

10/22/2003



Standard Claims List For Model Year 2002

| 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) |
|------------------------|----------|--|------------------------------------|------------|------------------------|--------|---------------|--------|-----------------|-------------|----------------|----------|----------------|------|--------|------|-------------------------------|------|------------------------|----|--------------|
| 1FMCU01112K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 20-FEB-2002 | 04-MAY-2002 | 171491 | USA | 5 | 1H03 | 030804 | 2F1Z | 9J460 | AA | E29 | 42 | 3929 |
| AWS Claim Key: | | 2604134 | Trx Code: S07 | | Labor Hrs: 1.4 | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 10240 - * | Name: MAGIC LINCOLN-MERCURY | | Ph: 661-2557703 | | St: CA | | Ctry Cd: | | USA | | Reg Cd: | | NA | | Repr Date: 04-SEP-2002 | | Doc #: 04960251 | | |
| Cust Comments: | | CK ENG LIGHT ON | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | BAD SENSOR EEC (QUICK TEST) DIAGNOSIS | | | | | | | | | | | | | | | | | | | |
| 1FMCU01112K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 20-FEB-2002 | 04-MAY-2002 | 171491 | USA | 14 | 7A01 | 140101 | BXT | 40 | R | G29 | 42 | 14349 |
| AWS Claim Key: | | 7052388 | Trx Code: E83 | | Labor Hrs: 0.5 | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 10240 - * | Name: MAGIC LINCOLN-MERCURY | | Ph: 661-2557703 | | St: CA | | Ctry Cd: | | USA | | Reg Cd: | | NA | | Repr Date: 20-JUN-2003 | | Doc #: 01179901 | | |
| Cust Comments: | | BATTERY WARNING LIGHT KEEPS FLASHING | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | TEST BATTERY BATTERY WILL NOT RECHARGE REPLACE | | | | | | | | | | | | | | | | | | | |
| 1FMCU01112K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 20-FEB-2002 | 04-MAY-2002 | 171491 | USA | 20 | 5V02 | 060302 | * | 2001 | * | H19 | 82 | 18645 |
| AWS Claim Key: | | 8402925 | Trx Code: E84 | | Labor Hrs: 0.2 | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01864 - * | Name: POWER FORD VALENCIA | | Ph: 661-2556600 | | St: CA | | Ctry Cd: | | USA | | Reg Cd: | | NA | | Repr Date: 09-DEC-2003 | | Doc #: 02900903 | | |
| Cust Comments: | | CUSTOMER STATES BRAKE LIGHT ON WILL COME ON AT TIMES DRIVING | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | FLUID LOW CHECK OUT BRAKE LIGHT FLUID LOW, TEST DRIVE OK | | | | | | | | | | | | | | | | | | | |
| 1FMCU01112K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 20-FEB-2002 | 04-MAY-2002 | 171491 | USA | 25 | * | * | * | * | * | * | * | 21572 |
| AWS Claim Key: | | 9904629 | Trx Code: 04S13 | | Labor Hrs: 0.4 | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01864 - * | Name: POWER FORD VALENCIA | | Ph: 661-2556600 | | St: CA | | Ctry Cd: | | USA | | Reg Cd: | | NA | | Repr Date: 26-APR-2004 | | Doc #: 04206901 | | |
| Cust Comments: | | CUSTOMER REQUESTS TO HAVE OPEN CAMPAIGN#04S13 PERFORMED | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | FSA04S13 REPROGRAMMED PCM | | | | | | | | | | | | | | | | | | | |
| 1FMCU01112K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 20-FEB-2002 | 04-MAY-2002 | 171491 | USA | 34 | * | * | * | * | * | * | * | 25836 |

PE12-019 000407 LP

| | | | | | | | | | | | | | | | |
|-----------------------|--|------------------|------------------------|-------------------|-------------|------------|----|-----------------|-----|----------------|----|-------------------|-------------|---------------|---------|
| AWS Claim Key: | 12675205 | Trx Code: | 04S25 | Labor Hrs: | 0.4 | | | | | | | | | | |
| Dir Cd-Sub Cd: | 11065 - * | Name: | GALPIN LINCOLN-MERCURY | Ph: | 661-2557703 | St: | CA | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 20-JAN-2005 | Doc #: | 1064121 |
| Cust Comments: | RECALL 04S25 LHD ACCELERATOR CABLE REPLACEMENT | | | | | | | | | | | | | | |
| Tech Comments: | A632 PERFORMED FSA/04S25 THROTTLE CABLE ASSY. | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |

All Action Details for Issue

Print

VIN: 1FMCU01112K [REDACTED] Year: 2002 Model: ESCAPE Case: 291860315
 Name: [REDACTED] Owner Status: Subsequent WSD: 2002-05-04
 Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT
 Dealer: 01864 POWER FORDVALENCIA Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Odometer: 1 MI Comm Type: MAIL
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 01/31/2005 Action Time: 08.09.33.587 Action Data: No

Comments *****PRODUCT LIABILITY***** DATE STAMPED 1-28-05 CUSTOMER ALLEGES WHILE PULLING INTO A PARKING LOT, VEHICLE SPED UP AND HIT A BLOCK AND IRON FENCE. CUSTOMER CITES FSA 04S25.

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 01864 POWER FORDVALENCIA Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 02/03/2005 Action Time: 16.59.24.739 Action Data: No

Comments LPA CALLED SEC # LEFT A VOICEMAIL MSG ALSO CALLED PRIM NUMBER SPOKE WITH A THIRD PARTY LEFT A MESSAGE

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
 Dealer: 01864 POWER FORDVALENCIA Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 02/04/2005 Action Time: 16.10.16.059 Action Data: No

Comments LPA SPOKE WITH THE CUSTOMER..THE CUSTOMER ADVISED SHE HAD AN ACCIDENT WITH THE VEHICLE IN 10/2003 DUE TO SUDDEN ACCELERATION..SHE TOOK HER UNIT TO A NON-FORD SHOP FOR BODY DAMAGE REPAIRS SHE ALSO PAID THE GROCERY STORE SHE HIT FOR DAMAGES TO THEIR STORE SHE DID NOT REPORT THE ACCIDENT TO HER INSURANCE COMPANY..SHE RECEIVED THE RECALL LETTER IN DECEMBER/2004 RECALL 04S25 WAS PERFORMED IN 1/2005..THE CUSTOMER WANTS FORD TO PAY FOR BODY DAMAGE REPAIRS AND REMIBURSE CUSTOMER FOR WHAT SHE PAID TO FOOD BAG MARKET FOR DAMAGES..IN 10/2004 THERE WERE NO REPAIRS TO THE ACCELERATOR CABLE..LPA ADVISED THE CUSTOMER THAT NORMALLY THIS WOULD BE AN INSURANCE ISSUE THEY COULD SUBROGATE FORD IF THEY CHOOSE.

CONSUMER AFFAIRS
SECTION

January 21, 2005

5 JAN 28 P1:17

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

Dear Sir or Madam:

In October last year I had an accident while driving my 2002 Ford Escape.

I was entering the parking lot of a market in North Hollywood and the car did not slow down when I applied the break, it seemed to pick up some speed as I went in. It only stopped when I hit a block and iron fence.

Fortunately there were no personal injuries but I was very upset by the incident, especially since I could not understand what happened.


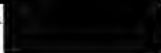
I decided to pay for the damage myself because I did not know how to explain the accident to my insurance company.

When I received your recall letter dated December 2004 all became clear to me.

I am enclosing all pertinent information regarding this accident in the hope that you reimburse me for these expenses.

Thank you for your help.

Very truly yours,


Santa Clarita, CA 



Ford Motor Company
Ford Motor Company
Ford Motor Company
Ford Motor Company

F0307970 1069



2002 Escape
Vehicle ID #: 1FMCU01112K [REDACTED] 04S25

January 2005

[REDACTED]
NEWHALL, CA [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect, which relates to motor vehicle safety, exists in all 2002 through 2004 Escape vehicles.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support.

What is the issue? On your vehicle, it is possible that the accelerator cable may prevent the throttle from returning to the idle position, possibly resulting in elevated engine speeds while driving. An unexpected increase in engine idle speed may increase stopping distance and may result in a vehicle crash without warning.

What will Ford and your dealer do? Ford Motor Company and your dealer will replace the accelerator cable free of charge (parts and labor). We urge you to return to your dealer for this service.

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do? Please call your dealer without delay and request a service date for Recall 04S25. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access <http://www.genuinefordservice.com> for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332. Owners who have previously paid for this repair are still eligible to have the recall described in this letter performed.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

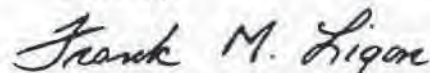
Saturday: 9AM – 5:30PM

If you wish to contact us through the Internet, our address is www.ownerconnection.com

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations

CUSTOMER #: 753054

106412

PAGE 1 OF 1

NEWHAID, CA

SERVICE INVOICE

GALPIN GALPIN
LINCOLN MERCURY
GALPIN LINCOLN • MERCURY

24135 Creekside Road
Santa Clarita, CA 91355
(661) 255-7703 • FAX (661) 255-6558
www.galpin.com

OPEN MON.-FRI. • 7:00 AM TO 7:00 PM
SATURDAY 8:00 AM TO 5:00 PM

EPA # CAD 982357691
BAR # AC 123481 • BAR # RC123481

DAY: EXT:RM
NIGHT: EXT:CELL

SERVICE ADVISOR: 997A555 Michael, Holland

| COLOR | YEAR | MAKE AND MODEL | VIN | LICENSE | TAG NO. | | |
|-----------------|------------|-----------------|----------------|---------------|------------|-------------|-----------|
| Black | 2002 | Ford Escape XLS | 1FMCU01112K | CA | 240 | | |
| IN SERVICE DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 22Jun04 | | | 01/20/05 10:00 | | | | 20Jan05 |
| R.O. OPENED | READY | STOCK NBR | TYPES | ACTIVATION DT | MILEAGE IN | MILEAGE OUT | |
| 20Jan05 09:46 | | D040253A | W | | 25836 | 25836 | |

| ITEM | QTY | DESC | UNIT | PRICE | TOTAL | DESCRIPTION | TOTALS |
|------|----------------------|---|------|--------|--------|-------------|--------|
| 1 | RECALL --- 04S25 --- | LHD ACCELERATOR CABLE REPLACEMENT | | | | Amount Due | \$0.00 |
| | / A632 | PERFORMED PSA/ 04S25 THROTTLE CABLE ASSY. | | | | | |
| | 997A632 | | | | \$0.00 | | |
| | WAR OP - 04S25B | | | | | | |
| 1 | 5L8Z, 9A75B, AA | CA ASY-ACEL PDL | | \$0.00 | \$0.00 | | |
| | | TO C | | | | | |

All parts are new unless otherwise specified. All oil is measured in quarts.
Engine coolant for Mercury products is measured in quarts.

All parts new unless otherwise indicated. All oil sold in quarts. All antifreeze sold in quarts. All Freon sold in ounces.

| ORIG EST | ADDTL AMT | NEW TOTAL | AUTH BY | DATE | TIME | <input type="checkbox"/> |
|----------|-----------|-----------|---------|------|------|--------------------------|
| | | | | | | <input type="checkbox"/> |
| REV EST | ADDTL AMT | NEW TOTAL | AUTH BY | DATE | TIME | <input type="checkbox"/> |
| | | | | | | <input type="checkbox"/> |
| REV EST | ADDTL AMT | NEW TOTAL | AUTH BY | DATE | TIME | <input type="checkbox"/> |
| | | | | | | <input type="checkbox"/> |

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

X I acknowledge notice and oral approval of an increase in the

I acknowledge receipt of the parts and labor listed above.

Customer Copy

G-579 2/04

[Redacted]
N HOLLYWOOD, CA

7564

Date 11/4/04

16-66/1220
58

Pay to the order of JACK BOGROSSI \$ 893⁰⁰/₁₀₀

Eight Hundred & Ninety Three ⁰⁰/₁₀₀ - Dollars

Bank of America

North Hollywood
5025 Lankershim Blvd
N Hollywood CA
818 994 8200



Valued Customer
25

For

[Redacted]

[Redacted]
N HOLLYWOOD, CA

7562

Date 10/30/04

16-66/1220
58

Pay to the order of JACK BOGROSSI \$ 1,000⁰⁰/₁₀₀

One Thousand Dollars

Bank of America

North Hollywood
5025 Lankershim Blvd
N Hollywood CA
818 994 8200



Valued Customer
25

For

[Redacted]

FOREIGN & DOMESTIC

mbs
Jack Auto Body
11122 Magnolia Boulevard
North Hollywood, CA 91601
(818) 509-1767

ESTIMATE OF REPAIRS

SHEET NO. _____ OF _____ SHEETS

R.O. # _____ DATE _____

BUS. PHONE _____ RES. PHONE _____

NAME _____

ADDRESS _____ CITY _____ ZIP CODE _____

INS. CO. _____ OWNER PAYS \$ _____ ADJ. _____ PHONE _____

YR. & MAKE _____ MODEL _____ BODY STYLE _____ LICENSE _____ MILES _____ SERIAL _____

| REPLACE | REPAIR | DESCRIPTION | LABOR | PARTS LIST | SUBLET-NET & PAINT |
|---------|--------|---|-------|------------|--------------------|
| 1 | | Storage will be charged 48 hours after vehicle enters our premises, or after completed repairs. We are not responsible for loss or damage to cars, or articles left in care in case of fire, theft, accident or any other cause beyond our control. | | | |
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| 28 | | | | | |

ADDITIONAL Work OK'd By _____ TO _____ (Svc Advisor) _____

DATE _____ AM Time PM _____ AMOUNT _____

PARTS PRICES based on Standard Catalogue, & Price CHANGES WITHOUT NOTICE. Service Charges may be added for special items not available locally. **REPLACED PARTS JUNKED**, unless Owner asks Return of Parts when order is placed. Above estimate based on this inspection. Additional Parts, or Labor, may be required after the work has opened up damage previously obscured. **ESTIMATE EXPIRES 30 DAYS AFTER DATE.**

My car will be driven by your employees to make required tests at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto I hereby waive the Statute of Limitations and if any action on this account requires employment of an attorney I agree to pay 1 1/4% interest per month, which is annual percentage rate of 18% from date, reasonable attorney's fee and court costs.

I have read the above, received a copy, and above work hereby authorized.

(Owner/Agent) By _____ Date _____ Estimated By _____

All Parts new, unless coded (S) Sublet, (EX) Exchange, (U) Used, (R) Rebuilt, etc. _____ Mrs. @ _____

OPEN ITEMS

LABOR _____ (net) PARTS _____ PAINT MAT'L _____ SUBLET NET _____ BODY MAT'L _____ SALES TAX _____ Adv. Charge _____ TOTAL \$ _____

INSURANCE DEDUCTIBLE MUST BE PAID BEFORE CAR IS RELEASED.

[Redacted]
N HOLLYWOOD, CA

7561

Date 10/30/64

16-661220
58

Pay to the
order of

Food Bay Market

\$ 650.⁰⁰/₁₀₀

Six Hundred & Fifty

00/100 - Dollars

VOID AFTER DEPOSIT

Bank of America

North Hollywood
1225 Bankers Bldg
N Hollywood CA
818 241 2700



Valued Customer

2-25-

For

St. Monica's Church

[Redacted]

FOOD BAG MARKET
11350 VICTORY BOULEVARD
NO. HOLLYWOOD, CALIF. 91608

Mr. Ernesto Rodriguez Kumbi De la Vera-Holte no. 2 Diez
la cantidad de \$ 25 Check # 7561
10K Repair Screen de Block y Regu de Aluminio

Mr. Ernesto Rodriguez

Firma.



ESP / Recall Information

VIN: 1FMCU01112K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2004 NEW 84/48,000 EXTRACARE W/ROADSIDE ASSIST
 Selling Dealer: GALPIN LINCOLN-MERCURY
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2009-05-04
 Expiration Miles: 48,000
 Plan Year: 2004
 Purchase Type: N
 Options: \$100,DED.,1ST,DY,RNT

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-----------------------------|---|------------------|-------------|----------------|
| 02M01 | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - LAUNCHED | | |
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | CLOSE - REPAIRED | 2004-04-26 | 01864USAF71491 |
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | CLOSE - REPAIRED | 2005-01-20 | 11065USAL54730 |

Customer Info

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

| Vehicle List | | | | | | |
|------------------------|------|----------------|-----------------------------------|------------------|--------------|------------------|
| VIN | Year | Model | Sales Type | Owner Status | Vehicle Info | |
| 1FMCU01112K [REDACTED] | 2002 | ESCAPE | RETAIL SALE TO PRIVATE INDIVIDUAL | Subsequent Owner | Oasis | Warranty History |
| | | No Open Issues | | | | |

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

| | | |
|------------------------------------|---|---|
| VIN: 1FMCU01112K [REDACTED] | Veh Line: T/M1 - ESCAPE (U204) [2001] | Eng Serial No: 268174086 |
| Model Year: 2002 | Market Derived: T/F - FORD DIVISION DERIVATIVE | Body Shell: * |
| Veh Type: T | Drive Code: T/A - 2 WHL L/H FRONT DRIVE | Engine: T/LD - MOD 3.0L DOHC EFI NA |
| Inv. Dealer: 01864 | Body Cab Style: T/WE - 5 DOOR LIGHT TRUCK | Transmission: T/DJ - 4 SPD AUTO TRANS NA |
| | Version/Series: T/EF - FORD SERIES | |

BUILD INFORMATION:

Region: NA - ##### **Plant:** AJ - KANSAS CITY PLANT BUILD
Country: USA - ##### **Prod Date:** 20-FEB-2002

SALE INFORMATION:

Region: NA - ##### **Selling Dealer:** 171491 -*
Country: USA - ##### **Selling Dlr St/Prov:** CA
Buyer St/Prov: CA

Arrival Date: 28-FEB-2002 **Red Carpet Lease:** *
Sale Date: 04-MAY-2002 **Fleet/Retail/Co. Lease:** R
Warranty Start Date: 04-MAY-2002 **Modified Vehicle:** *
Orig Warranty Date: 04-MAY-2002 **Reacquired Vehicle:** * **Vehicle Export Flag:** N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----

0612RC469721033 C 2 31A0504 DA E 2 496 PA 1 26 5 BSG AN 71C491L DV DA W2 3 1
 1FMC1C5 120A 914CA 7A

INSTALLED OPTION INFORMATION:

| | |
|---|--|
| Air Conditioning: T/B - MANUAL AIR CONDITIONER | GVW Code: |
| Alternator Amp Rating: C | GVW Class Code: C |
| Audio Disk: * - [N/A] | Instrumentation: * - [N/A] |
| Axle Ratio: * - [N/A] | Mirror(Driver Side): B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: * - [N/A] | Mirror(Psngr Side): B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: A | Paint: PNUAA - EBONY SOLID C/C |
| Brake Code: * - [N/A] | Power Antenna: AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): * - [N/A] | Radio: MH - AM/FM STR/CSTE/CD/CLK |
| Calibration Code: 2M11A30A | Sound System: AA -LESS UPGRADED SOUND SYSTEM |
| Color(Accent): * - [N/A] | Susp Tandem Axle: |
| Color(Trim): 000ZX - MED DK GRAPHITE | Tire Brand: AD - GENERAL |
| Delivery Type: 0 | Tire Size: D3GTQ - P225/70R 15 BSW A-S |
| Driveshaft Code: D | Traction Control: * - [N/A] |
| Front Seat: T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Wheel Base: |
| Fuel Type: AF - UNLEADED FUEL CAPABILITY | |

TIRE DOT INFORMATION:

LF: ACUU_44W0502 **RF:** ACUU_44W0502
LR: ACUU_44W0502 **RR:** ACUU_44W0502
LI: * **RI:** *
SPARE: 11Y891R95002

ESP INFORMATION: EMISSIONS INFORMATION:

| | | | |
|----------------------|-------------|------------------------|-------------|
| ESP Code: | V | Emission Code: | * . * |
| ESP Coverage(Miles): | 075 | Emission Cert Type: | 5 |
| ESP Coverage(Time): | 072 | Emission Decal Suffix: | JJZ |
| ESP Plan Year: | 2001 | Engine Family: | 2FMXT0301P7 |
| ESP Signature Date: | 04-MAY-2002 | | |

VEHICLE DETAIL

VIN: 1FMCU01112K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: EBONY SOLID C/C
 Year: 2002 Calibration: 2M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 5/4/2002
 GCWR: Vehicle Build Date: 2/20/2002
 PEP Code: 120A

Selling Dealers Name: POWER FORDVALENCIA
 Selling Dealers P & A Code: 01864 Selling Dealers Sales Code: F71491
 Selling Dealers Main Phone: 661-255-6600 Selling Dealers Service Phone: 661-255-0066

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 1 2 K C 4 6 9 7 2 1 0 3 3 C 2 3 1 A 0 5 0 4 U A E 2 4 9 6 7 A
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
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 F M C 1 C 5 1 2 0 A 9 1 4 C A
 1 2 3 4 5 6 7 8 9 160

Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|----------------|----------------|------------|--------|----------|------------|
| 71-LOS ANGELES | 71-LOS ANGELES | C | B1 | 01864 | F71491 |

Dealer Name: POWER FORDVALENCIA
 Dealer Address: 23920 CREEKSIDE ROAD
 VALENCIA CA 913551732

Dealer Main Phone: 661-255-6600 Dealer Service Phone: 661-255-0066

| Position | Employee Name |
|--------------------------|----------------------|
| GENERAL MANAGER | GARY PILIKYAN |
| PARTS MANAGER | DANIEL VOLZ |
| PARTS & SERVICE DIRECTOR | GREGORY J BALBIER |
| SALES MANAGER | ANTHONY R QUARTARONE |
| SALES MANAGER | DENNIS HAWKING |
| SALES MANAGER | HAGOP K SINANIAN |
| SALES MANAGER | DUSTIN LAWLER |
| SERVICE MANAGER | frances melodia |





Consumer Affairs

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

August 19, 2004

[REDACTED]

Cranston, RI [REDACTED]

RE: 2002 Escape

VIN: 1FMYU041X2K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2002 Escape. We sincerely regret the circumstances you described. A situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier. If they determine that there is manufacturer liability, they have the right to file a subrogation claim against Ford Motor Company in order to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Erika Smith
Consumer Affairs



Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] R [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

Action Detail

| | | | |
|---|---------------------------|-----------------------------|------------------|
| VIN: 1FMYU041X2K [REDACTED] | Year: 2002 | Model: ESCAPE | Case: 1574792304 |
| Name: [REDACTED] | Owner Status: Subsequent | WSD: 2001-09-12 | |
| Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ACCIDENT / FIRE | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: CLOSED | Dealer: TASCA FORD | |
| Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION | | P & A Code: 00796 | |
| Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER | | | |
| Odometer: 45001 MI | Comm Type: OTHER | | |
| Action Date: 08/19/2004 | Action Time: 13:34:14:830 | Action Data: No | |
| Analyst Name: SMITH,ERIKA (E.L.) | Analyst: ESMITH68 | | |

COMMENTS: PER CUST COMMENTS, INS CO INVOLVED. LPA SENT RESPONSE.

Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 11-BOSTON | 11-BOSTON | D | B3 | 00796 | F11023 |

| | | | |
|---------------------------|--|------------------------------|--------------|
| Dealer Name: | TASCA FORD | | |
| Dealer Address: | 1300 PONTIAC AVENUE CRANSTON RI 02920 | | |
| Dealer Main Phone: | 401-681-1300 | Dealer Service Phone: | 401-681-1310 |

| Position | Employee Name |
|--------------------|------------------|
| CUST RELATIONS MGR | DENIS LEVEILLEE |
| CUST RELATIONS MGR | DARIA T BRAGA |
| CUST RELATIONS MGR | JAIME TASCA |
| GENERAL MANAGER | PAT DIRAIMO |
| PARTS MANAGER | DAVID A LOVE |
| SALES MANAGER | ROBERT ANDREOZZI |
| SALES MANAGER | GARY M CHOQUETTE |
| SERVICE MANAGER | ROBERT E VERDONE |
| SERVICE MANAGER | STEVEN R GUYETTE |

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

| | | | | | |
|----------------------|-------------|-----------------|---------------------------------|----------------------|---------------------------------------|
| VIN: | 1FMYU041X2K | Veh Line: | T/M1 - ESCAPE (U204) [2001] | Body Shell: | * |
| Model Year: | 2002 | Market Derived: | T/F - FORD DIVISION DERIVATIVE | Navis Eng Serial No: | 008060087 |
| Veh Type: | T | Drive Code: | T/F - 4 WHL L/H FULL TIME DRIVE | Engine: | T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO |
| Inv. Dealer: | B2405 | Body Cab Style: | - 5 DOOR LIGHT TRUCK | Transmission: | T/DJ - 4 SPD AUTO TRANS NAAO CD4E |
| Vehicle Status Code: | 800 | Version/Series: | T/EF - FORD SERIES | | |

Trace Eng Serial No:
 -----1-----2-----3-----4-----5-----6-----7-----8

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

| | | | |
|----------|-------------|------------|------------------------------|
| Region: | NA - ##### | Plant: | AJ - KANSAS CITY PLANT BUILD |
| Country: | USA - ##### | Prod Date: | 02-AUG-2001 |

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 4B2405 -*
 Country: CAN - ##### Selling Dir St/Prov: PQ
 Buyer St/Prov: PQ

Arrival Date: 05-SEP-2001 Red Carpet Lease: 2
 Sale Date: 12-SEP-2001 Fleet/Retail/Co. Lease: R

Warranty Start Date: 12-SEP-2001 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 12-SEP-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 U042KA0060310337 4 5 14F3330 CF 5HG 469 63 563 2X5 5 853ABNTB20405E 9 AE4 223 D D 2 11

FMYXQ2 3330 4 914CN 400A0R00210800022 63

INSTALLED OPTION INFORMATION:

| | | | |
|-------------------------------|------------------------------------|-----------------------------|-------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | Y |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: | * - [N/A] | Mirror(Psng Side): | B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: | A | Paint: | PNEGE - VERMILION SOLID C/C #2 |
| Brake Code: | FEAAB - 4 WHL ANTI-LOCK BRAKES | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * - [N/A] | Radio: | FA - CDX6 RADIO WITH 6 DISC CHANGER |
| Calibration Code: | 0M11A30A | Sound System: | AA - LESS UPGRADED SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Suspn Tandem Axle: | |
| Color(Trim): | 000ZX - | Tire Manufacturer: | AP - |
| Delivery Type: | 7 | Tire Brand: | 08453 - |
| Driveshaft Code: | D | Tire Size: | D3JUJ - P235/70R-16 OWL A-S |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Traction Control: | * - [N/A] |
| Fuel Type: | AF - UNLEADED FUEL CAPABILITY | Wheel Base: | |

TIRE DOT INFORMATION:

| | | | |
|------------|-------------|------------|-------------|
| LF: | A3084532801 | RF: | A3084532801 |
| LR: | A3084532801 | RR: | A3084532801 |
| LI: | * | RI: | * |

SPARE: HY8A1R82801 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

| | | | |
|-----------------------------|-----|-------------------------------|-------------|
| ESP Code: | * - | Emission Code: | * - * |
| ESP Coverage(Miles): | * - | Emission Cert Type: | 5 |
| ESP Coverage(Time): | * - | Emission Decal Suffix: | JDM |
| ESP Plan Year: | * - | Engine Family: | 2FMXT0301F6 |
| ESP Signature Date: | | | |

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 19-AUG-2004

Note: All Costs are in US Dollars Server Name: AWS Production

| 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 | |
|------------------------|---|---------------|----------------------------------|------------------|------------|------------|------------|-------------------|------------|--------------------|-----------------|----------------|-----------------------|---------|--------------------|-------------|--------------------|-------|-----|-----|-----|----|--|
| 1FMYU041X2K [REDACTED] | M1 | T/M1 | T/F | T/W | T/E | T/F | AJ | T/DJ | T/LD | 02-08-01 | 12-09-01 | 4B2405 | CAN | 9 | * | 7K02 F68Z | 10884 AA | S09 | V83 | G31 | 28 | | |
| AWS Claim Key: | 1558179 | Doc #: | 234585A | Trx Code: | | | S07 | Labor Hrs: | .5 | Labor Cost: | | 31.51 | Material Cost: | 282.34 | Total Cost: | | 313.85 | | | | | | |
| Dir Cd-Sub Cd: | 04005* | Name: | BAILEY-FLOOD EAST GREENWICH FORD | | | | Ph: | 401-8844000 | St: | RI | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 23-MAY-2002 | DIST(Mile): | 11698 | | | | | |
| Cust Comments: | TEMP GAUGE INOP | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | VERIFIED COMPLAINT REPLACED INSTRUMENT CLUSTER ASSEMBLY | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU041X2K [REDACTED] | M1 | T/M1 | T/F | T/W | T/E | T/F | AJ | T/DJ | T/LD | 02-08-01 | 12-09-01 | 4B2405 | CAN | 9 | * | 7F02 YL8Z | 17528 AB | S09 | V16 | W05 | 07 | | |
| AWS Claim Key: | 1558180 | Doc #: | 234585B | Trx Code: | | | 2 | Labor Hrs: | .1 | Labor Cost: | | 6.3 | Material Cost: | 18.12 | Total Cost: | | 24.42 | | | | | | |
| Dir Cd-Sub Cd: | 04005* | Name: | BAILEY-FLOOD EAST GREENWICH FORD | | | | Ph: | 401-8844000 | St: | RI | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 23-MAY-2002 | DIST(Mile): | 11698 | | | | | |
| Cust Comments: | WIPERS DONT CLEAR | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | VERIFIED COMPLAINT REPLACED WIPER BLADES | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU041X2K [REDACTED] | M1 | T/M1 | T/F | T/W | T/E | T/F | AJ | T/DJ | T/LD | 02-08-01 | 12-09-01 | 4B2405 | CAN | 14 | * | 7F17 YL8Z | 17508 AB | S09 | V16 | W06 | 42 | | |
| AWS Claim Key: | 3359685 | Doc #: | 128299A | Trx Code: | | | E83 | Labor Hrs: | .9 | Labor Cost: | | 63.9 | Material Cost: | 86.94 | Total Cost: | | 150.84 | | | | | | |
| Dir Cd-Sub Cd: | 00796* | Name: | TASCA FORD | | | | Ph: | 401-6811300 | St: | RI | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 28-OCT-2002 | DIST(Mile): | 18851 | | | | | |
| Cust Comments: | CK FOR REAR WIPER INOP | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | 18851 REAR WINDOW WIPER MOTOR. REAR WINDOW WIPER WOULD NOT OPERATE, CHECKED POWER AND GROUND AT WIPER MOTOR CONNECTOR, GOOD REPLACED REAR WINDOW WIPER MOTOR AND CONFIRMED PROPER OPERATION. | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU041X2K [REDACTED] | M1 | T/M1 | T/F | T/W | T/E | T/F | AJ | T/DJ | T/LD | 02-08-01 | 12-09-01 | 4B2405 | CAN | 23 | * | 5V01 3L8Z | 1125 CA | S10 | V21 | N27 | 13 | | |
| AWS Claim Key: | 6609374 | Doc #: | 025076A | Trx Code: | | | E84 | Labor Hrs: | 1 | Labor Cost: | | 73.49 | Material Cost: | 215.6 | Total Cost: | | 289.09 | | | | | | |
| Dir Cd-Sub Cd: | 00796* | Name: | TASCA FORD | | | | Ph: | 401-6811300 | St: | RI | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 21-JUL-2003 | DIST(Mile): | 27712 | | | | | |
| Cust Comments: | C K FOR BRAKE CHATTER | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | ROAD TEST FELT BRAKE CHATTER.INSPECTED ALL BRAKES.FRONT BRAKE ROTORS NEEDED TO BE REPLACED DUE TO WEAR AND EXCESSIVE CORRSION.RUST HAD FORMED FROM INSIDE OF ROTORS AND WORKED ITS WAY TO OUTSIDE OF ROTORS.ROTORS MEASURED LF2125MM RF 2125MM.MINIMUM 2100MM | | | | | | | | | | | | | | | | | | | | | | |

1FMYU041X2K [REDACTED] M1 T/M1 T/F T/WE T/EF T/F AJ T/DJ T/LD 02-08-01 12-09-01 482405 CAN 24 * 1F06 1L8Z 8A080 BB S09 V83 G29 42
AWS Claim Key: 7101006 **Doc #:** 150613A **Trx Code:** E84 **Labor Hrs:** 1.4 **Labor Cost:** 102.89 **Material Cost:** 63.53 **Total Cost:** 166.42
Dir Cd-Sub Cd: 00796* **Name:** TASCA FORD **Ph:** 401-6811300 **St:** RI **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 26-AUG-2003 **DIST(Mile):** 29623
Cust Comments: CHECK FOR LOW COOLANT LIGHT ON
Tech Comments: 29623 CK COOLANT LIGHT ON 8005D 8080A 8287A 1.4 CK FOR COOLANT LIGHT ON FOUND NO COOLANT IN BOTTLE PRESSURE TEST COOLANT SYSTEM FOUND RADIATOR HOSE CLAMP BROKEN REPLACE CLAMP TOP OFF COOLANT ROAD TEST LIGHT CAME BACK ON PINPOINT TEST FOUND BAD COOLANT BOTTLE REPLACE COOLANT BOTTLE ROAD TEST CAR OK

1FMYU041X2K [REDACTED] M1 T/M1 T/F T/WE T/EF T/F AJ T/DJ T/LD 02-08-01 12-09-01 482405 CAN 32 * * * * SXX V00 * *
AWS Claim Key: 9889422 **Doc #:** 287143A **Trx Code:** 04S13 **Labor Hrs:** .4 **Labor Cost:** 29.2 **Material Cost:** 0 **Total Cost:** 29.2
Dir Cd-Sub Cd: 04005* **Name:** BAILEY-FLOOD EAST GREENWICH FORD **Ph:** 401-8844000 **St:** RI **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:** 24-APR-2004 **DIST(Mile):** 40189
Cust Comments: RECALL # 04S13 REPROGRAM PCM
Tech Comments: REPROGRAM PCM PER RECALL 04S13

Any comments? You can contact



webmaster

OASIS RESULT:

1FMYU041X2K [REDACTED]

08/19/2004
See bottom of the OASIS result for contact ID 13:26:34

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VEHICLE INFORMATION

VEHICLE DESCRIPTION
2002 ESCAPE

BODY STYLE
4 DR XLT MPV 4X4

ENGINE
3.0L EFI DOHC

TRANSMISSION
CD4E AUTO TRANSAXLE

AXLE CODE
69

ENGINE CALIBRATION
0M11A30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE
09/12/2001

BUILD DATE
08/02/2001

SALE MILEAGE
00010

WARNING MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
BEFORE REPLACING DEGAS BOTTLE (-8A080-) SEE TSB 03-25-02
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

VERIFY VIN/WARRANTY COVERAGE

VEHICLE SOLD IN CANADA

SERVICE INFO MAY BE UNAVAILABLE

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

OUTSTANDING FIELD SERVICE ACTIONS

02M01

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

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

04/24/2004

DEALER: Bailey-Flood East Greenwich Fo

WARRANTY CLAIM NUMBER: 287143

ODOMETER: 040189M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|------------------|----------|----------|----------------|----------------|
| | | 000 | 04S13B | | |

REPROGRAM PCM PER RECALL 04S13

08/26/2003

DEALER: Tasca Ford

WARRANTY CLAIM NUMBER: 150613

ODOMETER: 029623M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|--------------|----------------------|----------|----------|----------------|----------------------|
| 1L8Z 8A080BB | COOLANT O/FLO BOTTLE | 001 | 8005D | 42 | DOES NOT OPERATE PRO |
| N808860S1 | | 001 | 8080A | | |
| VC 4A | | 004 | 8287A | | |

29623 CK COOLANT LIGHT ON 8005D 8080A 8287A 1.4 CK FOR COOLANT LIGHT ON FOU ND NO COOLANT IN BOTTLE PRESSURE TEST COOLANT SYSTEM FOUND RADIATOR HOSE C LAMP BROKEN REPLACE CLAMP TOP OFF COOLANT ROAD TEST LIGHT CAME BACK ON PINP OINT TEST FOUND BAD COOLANT BOTTLE REPLACE COOLANT BOTTLE ROAD TEST CAR OK

END OF OASIS REPORT FOR 1FMYU041X2K [REDACTED]

ESP / Recall Information

VIN: 1FMYU041X2K [REDACTED]

No ESP Information for this VIN

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-----------------------------|---|------------------|-------------|----------------|
| 02M01 | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - LAUNCHED | | |
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | CLOSE - REPAIRED | 2004-04-24 | 04005USAF11019 |

Action Detail

| | | | |
|---|---------------------------|-----------------------------|------------------|
| VIN: 1FMYU041X2K [REDACTED] | Year: 2002 | Model: ESCAPE | Case: 1574792304 |
| Name: [REDACTED] | Owner Status: Subsequent | WSD: 2001-09-12 | |
| Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ACCIDENT / FIRE | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: ACKNOWLEDGE | Dealer: TASCA FORD | |
| Origin Desc: US CONCERN CASE BASE | | P & A Code: 00796 | |
| Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS | | | |
| Odometer: 45001 MI | Comm Type: PHONE | | |
| Action Date: 08/17/2004 | Action Time: 15:57:58:530 | Action Data: Yes | |
| Analyst Name: SMITH DWIGHT | Analyst: DSMIT377 | | |

COMMENTS: CUSTOMER SAID: - THE ACCIDENT OCCURRED AUG 10 2004 - CUST PARKED THE VEH IN HER DRIVEWAY TO GET THE MAIL, VEH WAS RUNNING BUT WAS IN PARK- CUST CAME BACK FROM GETTING THE MAIL PUT THE VEH IN DRIVE AND AS SOON AS SHE DID THAT THE VEH SURGED INTO THE GARAGE THROUGH THE UTILITY ROOM AND INTO THE BACKYARD - THE AIRBAGS DIDNT DEPLOY AND THE BRAKES FAILED - VEH IS CURRENTLY AT AN INDPNDNT BODY SHOP- WAITING FOR THE INSURANCE COMPANY TO MAKE A DECISION - TIRES LEFT TRACKS ON THE DRIVEWAY- THE ENGINE SURGED - LOCATION OF THE ACCIDENT WAS CUSTS HOME - THERE WAS A POLICE REPORT FILED AND NOT SURE OF THEIR FINDINGS - HAS A COPY OF THE POLICE REPORT - HAS FILED A CLAIM WITH HER INSURANCE COMPANY AND NHTSA - CLAIM IS STILL PENDING - NOT SURE IF VEH IS REPAIRABLEDEALER SAID: TASCA FORD SALES, INC. 1300 PONTIAC AVENUE CRANSTON, RI 02910 TEL: (401) 681-1300CRC 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.





Consumer Affairs

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

Sent Via U.S. Mail

May 9, 2005

[Redacted]
Vaughn, NM [Redacted]

RE: 1999 Explorer
VIN: 1FMYU02104K [Redacted]

Dear [Redacted]

We acknowledge your recent contact to our customer service department. Your concern has been directed to this Office for further handling. In order to evaluate this matter, we request that you provide us with all the following information by completing and returning this form:

1. Please provide a copy of each of the following documents and check the box indicating that each item is attached.
 - A copy of the police/fire report. If a police/fire report was not made, attach a separate sheet of paper providing a complete description of the incident.
 - Medical records for each person alleged injured from all treating physicians/facilities
 - Medical bills for each person alleged injured from all treating physicians/facilities.
 - Original photographs or laser copies of the vehicle's collision/fire damage from several different angles.
 - Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas.
 - Repair estimate or repair order
 - OR
 - Total loss worksheet with copies of draft payments
 - Complete service history for vehicle including tune ups and oil changes.

2. For each person alleged injured provide the following: (If there are additional names continue on back.)

| | |
|----------------------|----------------------|
| Name: _____ | Name: _____ |
| Address: _____ | Address: _____ |
| Spouse's Name: _____ | Spouse's Name: _____ |
| DOB: _____ | DOB: _____ |
| Soc Security#: _____ | Soc Security#: _____ |



Occupation: _____ Occupation: _____

Injury: _____ Injury: _____

3. Please specify what you believe is defective, if anything, with your vehicle.

4. Has the alleged defective vehicle/part been repaired or replaced? Yes No

5. Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).

6. Has an insurance company been advised of this incident? Yes No
If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.

7. What are you seeking from Ford Motor Company in this matter?

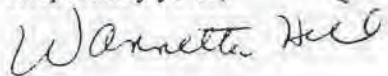
Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until all the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 45 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

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

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

Respectfully yours,



Wannetta Hill
Consumer Affairs

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] VAUGHN NM [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:



5/6/2005

Action Detail

Print Action Detail

VIN: 1FMYU02104K [REDACTED] Year: 2004 Model: ESCAPE Case: 1592291255
 Name: [REDACTED] Owner Status: Original WSD: 2004-02-03
 Symptom Desc: SERVICE BRAKE INOP//INEFFECTIVE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: ENCHANTMENT FORD LINCOLN MERCURY
 Origin Desc: US CONCERN CASE BASE P & A Code: 20392
 Odometer: 5000 MI Comm Type: PHONE
 Action Date: 05/05/2005 Action Time: 16:27:08:857 Action Data: Yes
 Analyst Name: VOGRINCIO-MARTINEZ PAULA Analyst: PVOGRINC

COMMENTS: CUSTOMER SAID: VEH WAS INVOLVED IN ACCIDENT ON APRIL 30/05MY DAUGHTER WAS DRIVING THE VEH - WAS COMING TO STOP SIGN THE BRAKES DID NOT WORKS AND SHE ENDED UP HITTING A PHONE BOOTH THE GAS PEDAL WOULD NOT STOP-POLICE DID NOT COME -DONT HAVE INSURANCE -VEH IS AT NOT FORD BODY SHOP IN SANTA ROSA NEW MEXICO-VEH IS REPAIRABLE-PASSENGER SIDE BODY IS DAMAGED MY DAUGHTER IS BRUISED I WANT FORD TO PAY FOR THE FIX OF MY VEHICLE DEALER SAID: NONE CRC 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.

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

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

- Whip lash
- bumps on head
- scratches on head
- DAUGHTER 44
- 2 payments
Amber
- Have not made
- in last
- provider
- DAUGHTER had
mixed drinks

5/6/2005

OASIS RESULT:

1FMYU02104K [REDACTED]

See bottom of the OASIS result for contact ID 05/06/2005
10:06:20

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▶ VEHICLE INFORMATION

| | | |
|--|---------------------------------------|---------------------------------------|
| VEHICLE DESCRIPTION 2004 ESCAPE | BODY STYLE 4 DR XLS MPV 4X2 | ENGINE 3.0L EFI DOHC |
| TRANSMISSION CD4E AUTO TRANSAXLE | AXLE CODE 96 | ENGINE CALIBRATION 3M11D30A |

▶ GENERAL WARRANTY INFORMATION

| | | |
|--|---------------------------------|---------------------|
| WARRANTY START DATE 02/03/2004 | BUILD DATE 11/24/2003 | SALE MILEAGE |
|--|---------------------------------|---------------------|

▶ cudl_message

THIS VEHICLE HAS AN OPEN CUDL CONTACT
THIS VEHICLE HAS A CLOSED CUDL CONTACT

▶ WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

▶ OUTSTANDING FIELD SERVICE ACTIONS

04S25
3.0L LHD ACCELERATOR CABLE REPLACEMENT
04C09
LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT

▶ EXTENDED COVERAGES

0707 - USA 2004 NEW 60/60,000 EXTRACARE W/ROADSIDE ASSIST
STANDARD DEDUCTIBLE: 50 USD
OWNER NAME: [REDACTED]
OPTIONS:
EXPIRATION DATE: 02/03/2009
DISTANCE: 60,000
RENTAL: 28 UP TO 10 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 01487
ESP CONTRACT START DATE: 02/03/2004

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU02104K [REDACTED]



ESP / Recall Information

VIN: 1FMYU02104K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2004 NEW 60/60,000 EXTRACARE W/ROADSIDE ASSIST
 Selling Dealer: DON CHALMERS FORD
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2009-02-03
 Expiration Miles: 60,000
 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 |
|--------|-------------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |
| 04C09 | SAFETY COMPLIANCE | LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT | OPEN - LAUNCHED | | |

[REDACTED]

5/6/2005

| VIN FSA Details | |
|------------------------|------------------------|
| VIN: | 1fmyu02104k [REDACTED] |
| FSA Status: | Launched |
| Brand: | FORD |
| Manufacturing Country: | USA |

| FSA Details | |
|--------------------|--|
| 00010252 | 3.0L LHD ACCELERATOR CABLE REPLACEMENT |
| 00010453 | LIFTGATE LATCH |

| Vehicle Details | | | |
|---------------------------|-----------------------------|----------------------|-------------------------|
| Model Year: | 2004 | Assembly Plant: | KANSAS CITY PLANT BUILD |
| Vehicle Line: | FORD ESCAPE / MAZDA TRIBUTE | Production Date: | 24-Nov-2003 |
| Body Style Description: | 5 DOOR LIGHT TRUCK | Warranty Start Date: | 03-Feb-2004 |
| Vehicle Type Description: | TRUCK | Sale Date: | 03-Feb-2004 |
| VDM Vehicle Status: | 800 | Engine Tag Code: | 1G752AB |
| Emissions: | | | |

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

| Owner Details |
|----------------------|
|----------------------|

| Current Owner | | | |
|--------------------------------|-------------------------------|------------------------|-------------|
| Business Name: | [REDACTED] | | |
| Owner Name: | [REDACTED] | | |
| Address 1: | [REDACTED] | | |
| Address 2: | [REDACTED] | | |
| Address 3: | [REDACTED] | | |
| Address 4: | [REDACTED] | | |
| City: | VAUGHN | Phone #: | |
| State/Province: | New Mexico | E-Mail: | |
| ZIP/Postal Code: | 88353 0353 | | |
| Country: | UNITED STATES | | |
| Owner Effective Date: | 24-Feb-2004 | Vendor Applied Date: | 20-Mar-2004 |
| Vendor Match Code Description: | 1-BOTH NAME AND ADDRESS MATCH | | |
| N&A Source: | POLK | GCamp Applied Date: | 05-Jan-2005 |
| Mail Status: | Active | Mail Suppression Date: | |
| Fleet Code: | | Fleet Name: | |
| Fleet Status: | | Fleet Mgmt Code: | - |
| Company Car: | | | |
| Original Owner | | | |
| Business Name: | [REDACTED] | | |

Owner Name: [REDACTED]
 Address 1: [REDACTED]
 Address 2: [REDACTED]
 Address 3: [REDACTED]
 Address 4: [REDACTED]
 City: VAUGHN
 State/Province: New Mexico Phone #: [REDACTED]
 ZIP/Postal Code: [REDACTED] E-Mail: [REDACTED]
 Country: UNITED STATES

Owner Effective Date: 04-Feb-2004 Vendor Applied Date: 04-Feb-2004

N&A Source: NAVIS GCamp Applied Date: 28-Jun-2004
 Mail Status: Active Mail Suppression Date:

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

| | P&A Code | GEO Sales | Sales Code | Sub Code | Description |
|----------|----------|-----------|------------|----------|-------------------|
| Ordering | 01487 | USA | F56302 | | Don Chalmers Ford |
| Ship-To | | | | | NOT AVAILABLE |
| Stocking | 01487 | USA | F56302 | | Don Chalmers Ford |
| Selling | 01487 | USA | F56302 | | Don Chalmers Ford |

FSA Details

VIN: 1fmyu02104k [REDACTED]

Local FSA: 04525 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT Global FSA: 00010252

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s): **Supplement Code:**

+ 0 - TARGETING SEGMENT 00- Original
 - AA - 02-04 Escape 3.0L LHD

| P&A Code | GEO Sales | Responsible Dealer | Description |
|----------|-----------|----------------------------------|-------------------|
| 01487 | USA | Sales Code Sub Code F56302 | Don Chalmers Ford |

| Eligibility Indicators | | |
|---------------------------|-----------|-------------|
| Type | Indicator | Updated |
| Repair Eligibility | Y | 07-Dec-2004 |
| Display Eligibility | Y | 07-Dec-2004 |
| Original Mail Eligibility | N | 10-Jan-2005 |
| Follow up Mail | Y | 10-Jan-2005 |

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

| Description | Release Date |
|--|--------------|
| RELEASED TO APPROPRIATE SOURCE - ORIGINA | 10-Jan-2005 |
| EXTERNAL NAME AND ADDRESS APPLIED | 05-Jan-2005 |
| EXTERNAL NAME AND ADDRESS APPLIED | 03-Jan-2005 |



| | | |
|---|----------------------------|---------------------|
| EXTERNAL NAME AND ADDRESS APPLIED | | 28-Jun-2004 |
| Repair | | |
| Status | System Date | Repair Date |
| | | |
| VIN/FSA Vehicle Status | | |
| Description | Reason | Date |
| OPEN - LAUNCHED | Open | 07-Dec-2004 |
| Confirmed | | 07-Dec-2004 |
| VIN FSA Mail History | | |
| Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP... | | Global FSA:00010252 |
| Release: | OWNER LETTER | |
| Release Date: | 10-Jan-2005 | |
| Mail Date: | 14-Jan-2005 to 17-Jan-2005 | |
| Restricted Address: | No | |
| Address: | [REDACTED] | |
| | [REDACTED] UNITED STATES | |
| Resp. Dealer: | 01487USAF56302- | |
| Fleet Acct: | | |
| Fleet Mgmt Loc: | | |
| N&A Source: | POLK | |
| Owner Effective Date: | 24-Feb-2004 | |
| Note: | | |

| | |
|--|----------------------|
| VIN: 1fmyu02104k [REDACTED] | |
| Local FSA: 04C09 - LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT | Global FSA: 00010453 |

| | |
|---|--------------------------|
| Hub: FORD NORTH AMERICA Country: UNITED STATES | |
| Segment / VIN Group(s): | Supplement Code: |
| + 0 - TARGETING SEGMENT - AA - Job #1 04 up Job 05MY & 1/2 | 00- Original |
| Responsible Dealer | |
| P&A Code | GEO Sales |
| 01487 | USA |
| Sales Code | Sub Code |
| F56302 | |
| Description | |
| Don Chalmers Ford | |
| Eligibility Indicators | |
| Type | Indicator |
| Repair Eligibility | Y |
| Display Eligibility | Y |
| Original Mail Eligibility | N |
| Follow up Mail | Y |
| | Updated |
| | 14-Dec-2004 |
| | 20-Dec-2004 |
| | 22-Mar-2005 |
| | 22-Mar-2005 |
| VIN/FSA Vehicle Condition | |
| Code | Vehicle Condition |
| | |
| | Begin Date |
| | End Date |
| | Source |
| | |



5/6/2005

| Description | | Release Date |
|--|--|--------------|
| RELEASED TO APPROPRIATE SOURCE - ORIGINA | | 22-Mar-2005 |

| Repair | | | | | | | |
|------------------------|-------------|-------------|-------------|-------------|---------|-------------------|-------------|
| Status | System Date | Repair Date | Country | Dealer Code | Claim # | Option/Labor Code | Cost Source |
| VIN/FSA Vehicle Status | | | | | | | |
| Description | Reason | | Date | | | | |
| OPEN - LAUNCHED | Open | | 20-Dec-2004 | | | | |
| Confirmed | | | 14-Dec-2004 | | | | |

| VIN FSA Mail History | |
|---|--|
| Local FSA:04C09-çLIFTGATE LATCH RELEASE ROD AN... | Global FSA:00010453 |
| Release: | OOWNER LETTER |
| Release Date: | 22-Mar-2005 |
| Mail Date: | 25-Mar-2005 to 28-Mar-2005 |
| Restricted Address: | No |
| Address: |  UNITED STATES |
| Resp. Dealer: | 01487USAF56302- |
| Fleet Acct: | |
| Fleet Mgmt Loc: | |
| N&A Source: | POLK |
| Owner Effective Date: | 24-Feb-2004 |
| Note: | |

| FSA Counts | | | |
|-------------------|------------------------|----------------------------|----------|
| FSA Category | Repair Eligible (Open) | Repair Ineligible (Closed) | Total |
| SAFETY COMPLIANCE | 1 | 0 | 1 |
| SAFETY RECALL | 1 | 0 | 1 |
| Total | 2 | 0 | 2 |

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5/6/2005

Cohoe, Julie (J.A.)

From: cp_email@michigan.gov
Sent: Friday, May 06, 2005 1:26 PM
To: Ordcaci, F (F.)
Subject: Complaint #: 200504558



Original
Complaint.pdf (201 KB)

We have written to you previously regarding the above named and have failed to receive a response. Your immediate attention to this matter and written response (email) is requested within the next ten days.

**SAFETY RECALL
04S25****All 2002 through 2004 Model Year Left
Hand Drive (LHD) Escape Vehicles
Equipped with 3.0L Engines - Accelerator
Cable Replacement**

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

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

December 2004

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

SUBJECT: Safety Recall 04S25:
All 2002 through 2004 Model Year Left Hand Drive (LHD) Escape Vehicles
Equipped with 3.0L Engines
Accelerator Cable Replacement

AFFECTED VEHICLES

All 2002 through 2004 model year LHD Escape vehicles equipped with 3.0L engines and built at the Kansas City and Ohio Assembly Plants from Job #1 2002 through Job Last 2004. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on December 09, 2004.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, it may be possible for the accelerator cable liner to migrate out of the accelerator cable conduit. If the liner migrates out of the conduit, the liner may prevent the throttle from returning to the idle position and may result in elevated engine speeds while driving. An unexpected increase in engine idle speed may increase stopping distance and may result in a vehicle crash without warning.

SERVICE ACTION

At no charge to the vehicle owner, dealers are to replace the accelerator cable with a newly designed cable, which will be available to the dealers the week of 12/06/2004. This must be performed on all of the affected vehicles in your new vehicle inventory as well as vehicles that have been delivered to customers.

PLEASE NOTE:

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. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

5/6/2005

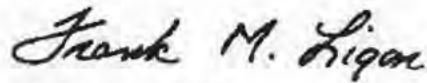
- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information

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



5/6/2005

Action Detail

[Print Action Detail](#)

| | | | |
|---|---------------------------|--|------------------|
| VIN: 1FMYU02104Y [REDACTED] | Year: 2004 | Model: ESCAPE | Case: 1592291255 |
| Name: [REDACTED] | Owner Status: Original | WSD: 2004-02-03 | |
| Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED | | Primary Phone: [REDACTED] | |
| Reason Desc: RECALL/ONP - VEHICLE INVOLVEMENT | | Secondary Phone: 505-584-2515 | |
| Issue Type: 02 INFORMATION | Issue Status: CLOSED | Dealer: ENCHANTMENT FORD LINCOLN MERCURY | |
| Origin Desc: US INQUIRY CASE BASE | | P & A Code: 20392 | |
| Odometer: 5000 MI | Comm Type: PHONE | | |
| Action Date: 05/05/2005 | Action Time: 16:29:23:687 | Action Data: Yes | |
| Analyst Name: VOGRINCIO-MARTINEZ PAULA | Analyst: PVOGRINC | | |

COMMENTS: CUSTOMER SAID: NONEDEALER SAID: NONECRC ADVISED: PLEASE CONTACT YOUR F/LM DEALERSHIP TO SCHEDULE AN APPOINTMENT TO COMPLETE THE FSA/CSP. ADVISE THE CUSTOMER OF THE INFORMATION FOUND IN THE CUSTOMER LETTER (OR THE SEARCH ENGINE Q&A). DOCUMENT ANY ADDITIONAL INFORMATION YOU PROVIDE TO THE CUSTOMER.04S25 3.0L LHD ACCELERATOR CABLE REPLACEMENT 04C09 LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT

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

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

[REDACTED] 5/6/2005

Standard Claims List For Model Year 2004

| 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) | | | | | |
|------------------------|----------|--|------------------|------------|------------|-------------------|--------|--------|-------------|-------------|----------------|----------|--------------|------|-----------------|------|-------|------|----------------|----|--------------|--|-------------------------------|--|------------------------|--|
| 1FMYU02104K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 24-NOV-2003 | 03-FEB-2004 | 156302 | USA | 3 | 3A11 | 070100 | * | 7000 | * | D41 | 42 | 3828 | | | | | |
| AWS Claim Key: | | 727449 | Trx Code: | | 1 | Labor Hrs: | | 0.7 | | | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01487-* | Name: | | | DON CHALMERS FORD | | | Ph: | | 505-8972500 | | St:NM | | Ctry Cd: | | USA | | Reg Cd: | | NA | | Repr Date: 19-APR-2004 | | Doc #: 03289251 | |
| Cust Comments: | | CUSTOMER STATES VEHICLE SEEMS TO HESITATE AT FREEWAY SPEEDS | | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | EEC TEST NO CODES FOUND PID MONITOR ROAD TEST FOUND SHFTFT 0% O2S SWITCHING NORMALLY HUDDLE WITH JIM GORE NORMAL A C CLUTCH ENGAGEMENT FOUND BEFORE 3828 MILES AFTER 3841 MILES | | | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU02104K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 24-NOV-2003 | 03-FEB-2004 | 156302 | USA | 3 | 5V02 | 060302 | * | 2001 | * | N58 | 42 | 3828 | | | | | |
| AWS Claim Key: | | 727450 | Trx Code: | | 1 | Labor Hrs: | | 0.8 | | | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01487-* | Name: | | | DON CHALMERS FORD | | | Ph: | | 505-8972500 | | St:NM | | Ctry Cd: | | USA | | Reg Cd: | | NA | | Repr Date: 19-APR-2004 | | Doc #: 03289252 | |
| Cust Comments: | | CUSTOMER STATES THE BRAKES SQUEEK WHEN BRAKING | | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | PERFORMED ROAD TEST NORMAL BRAKE OPERATION NOTED, INSEPECTED FRONT AND REAR BRAKES FRONT 10MM REAR 5MM, SOME BRAKE NOISE IS CONSIDERED NORMAL FROM DISC BRAKE OPERATION. REGULAR CLEANING OF WHEEL AREAS WILL HELP REDUCE EXCESSIVE BRAKE NOISE. | | | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU02104K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 24-NOV-2003 | 03-FEB-2004 | 156302 | USA | 3 | 7G01 | 120303 | YL8Z | 19805 | DA | C09 | 42 | 3828 | | | | | |
| AWS Claim Key: | | 727451 | Trx Code: | | 1 | Labor Hrs: | | 0.3 | | | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01487-* | Name: | | | DON CHALMERS FORD | | | Ph: | | 505-8972500 | | St:NM | | Ctry Cd: | | USA | | Reg Cd: | | NA | | Repr Date: 19-APR-2004 | | Doc #: 03289253 | |
| Cust Comments: | | CUSTOMER STATES WHEN THE BLOWER FAN IS ON 2 OR HIGHER THERE IS A LOUD NOISE FROM FAN AREA | | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | DIAGNOSED BLOWER NOISE CONCERN REMOVED BLOWER MOTOR TO DIAGNOSE FOUND BLOWER WHEEL DAMAGED CAUSE BY BLOWER MOTOR REPLACED BLOWER MOTOR AND BLOWER WHEEL CODE 42 1.0 LABOR | | | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU02104K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 24-NOV-2003 | 03-FEB-2004 | 156302 | USA | 3 | 7S02 | 180102 | * | 14401 | * | C05 | X2 | 3828 | | | | | |
| AWS Claim Key: | | 727452 | Trx Code: | | 1 | Labor Hrs: | | 0.9 | | | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01487-* | Name: | | | DON CHALMERS FORD | | | Ph: | | 505-8972500 | | St:NM | | Ctry Cd: | | USA | | Reg Cd: | | NA | | Repr Date: 19-APR-2004 | | Doc #: 03289254 | |
| Cust Comments: | | A C IS INOP | | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | PRESS TESTED AC SYSTEM 80 PSI LOW SIDE AND HIGH SIDE COMPRESSOR CLUTCHIS NOT ENGAGING TRACED ELECTRICAL CIRCUIT AND FOUND CONNECTOR C100 AT COMPRESSOR CLUTCH DISCONNECTED REPAIRED POOR CONNECTION GRAY WITH WHITE TRACER CIRCUIT 321 CODE X2 1.0 LABOR | | | | | | | | | | | | | | | | | | | | | | | | |

PE12-019 000454 LP

| |
|--|
| |
|--|



Dealer Information

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 10-SDR | 56-DENVER | W | D4 | 20392 | F56515 |

| | | | | | |
|--------------------|--------------------|-----------------------|--------------|--|--|
| Dealer Name: | ENCHANTMENT FORD | | | | |
| | LINCOLN MERCURY | | | | |
| Dealer Address: | 2200 SEVENTH ST | | | | |
| | LAS VEGAS NM 87701 | | | | |
| Dealer Main Phone: | 505-425-7546 | Dealer Service Phone: | 505-425-7546 | | |

| Position | Employee Name |
|-----------------|----------------|
| DEALER/PARTNER | WAYNE LOVELADY |
| GENERAL MANAGER | JIM MCKILLIP |
| PARTS MANAGER | KENT J MUSE |
| SALES MANAGER | SAMMY D VIGIL |
| SERVICE MANAGER | ERNEST DURAN |

Service Hours 7:30 AM TO 5:30 PM MON - FRI

Directions

Trained Y

Additional Information **SELECT DEALER REGION** 1-800-479-7545

5/6/2005

**SAFETY RECALL
04S25**

Additional Information

[Recall Reimbursement](#)
[Background Summary](#)

Dealer Bulletin


(123 KB)

- [Dealer Letter](#)
- [Att I: Administrative Info](#)
- [Att II: Labor/Parts Info](#)

Technical Info


(100 KB)

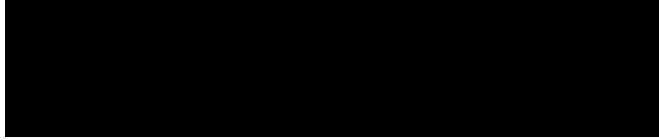
- [Att III: Technical Info](#)

Owner Letter


(106 KB)

Click on  above for a printable view of the item selected.

5/6/2005



Close an Issue

VIN: 1FMYU93174K [REDACTED] Year: 2004 Model: ESCAPE WSD: 2003-07-30
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] ABERDEEN SD [REDACTED]

Case Number: 1466910125 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT / FIRE
Symptom: ENG SPEED-UP SUDDEN ACCEL WARM
Dealer: F58656 - PIERSON FORD LI

Comm Type: MAIL Current Odometer Reading: 22500 MI
Action Category: CLOSING COMMENTS - DENIAL Odometer Reading: 22500 MI
Action: DENY ASSISTANCE - UNABLE TO DUPLICATE(C)

Caller information if different from vehicle owner

First Name:
Middle Initial:
Last Name:
Relationship: Select One
Phone:

Comments: Dealer could not verify product defect. Customer has contacted the insurance company. No further action is needed.

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>



1/14/2005



Consumer Affairs

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

Sent Via U.S. Mail

January 14, 2005

[REDACTED]
Aberdeen, SD [REDACTED]

Re: 2004 Ford Escape

VIN: 1FMYU93174K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your Ford Escape.

We sincerely regret the circumstances described. However, 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.

Sincerely,

Marquis Morris
Consumer Affairs



Action Detail

[Print Action Detail](#)

| | | | |
|--|---------------------------|--------------------------------------|------------------|
| VIN: 1FMYU93174K [REDACTED] | Year: 2004 | Model: ESCAPE | Case: 1466910125 |
| Name: [REDACTED] | Owner Status: Subsequent | WSD: 2003-07-30 | |
| Symptom Desc: ENG SPEED-UP SUDDEN ACCEL WARM | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ACCIDENT / FIRE | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: OPEN | Dealer: PIERSON FORD LINC-MERC, INC. | |
| Origin Desc: US CONCERN CASE BASE | | P & A Code: 09269 | |
| Odometer: 22500 MI | Comm Type: PHONE | | |
| Action Date: 01/13/2005 | Action Time: 12:05:04:690 | Action Data: Yes | |
| Analyst Name: JACKSON TAMEKA | Analyst: TJACKS60 | | |

COMMENTS: CUSTOMER SAID: -CUSTOMER WAS INVOLVED IN A REAR END COLLISION-THE VEHICLE ACCELERATED ON ITS OWN, WHEN SHE WAS LIFTING HER FOOT OFF THE BRAKE-SHE HIT A VEHICLE BECAUSE OF THE CONCERN-THIS ACCIDENT OCCURRED YESTERDAY -ACCIDENT REPORT NUMBER IS 076108-VEHICLE WAS TAKEN TO PEIRSON FORD AND THEY ADDRESSED THE OUTLSTANDING RECALL FOR THE ACCELERATOR PEDAL -CONTACT PERSON WAS DOUG WHO PROVIDED HER WITH THE NUMBER FOR THE CAC-HE WAS UNABLE TO CONFIRM IF THE RECALL IS RELATED TO THE ACCIDENT - VEHICLE IS IN THE CUSTOMERS POSSESSION-CUSTOMER WOULD LIKE TO KNOW WHAT IS THE RECOUSE REGARDING THIS ISSUEDEALER SAID: PIERSON FORD - LINCOLN - MERCURY INC.701 AUTO PLAZA DRIVEABERDEEN, SD 57401 TEL: (605) 225-3720CRC 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.

[Update Issue](#) [Close Issue](#)[QASIS](#) [Warranty History](#) [ESP/Recall](#)

[REDACTED] 1/13/2005

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]

Address: [REDACTED] ABERDEEN SD [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email: [REDACTED]

[REDACTED]

1/14/2005

Update dealership information in GOLDD; Update dealer personnel information in STARS.

[Print Dealer Detail](#) [Print All Dealer Information](#)

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|----------------|----------------|------------|--------|----------|------------|
| 58-TWIN CITIES | 58-TWIN CITIES | D | B3 | 09269 | F58656 |

| | | | |
|---------------------------|---|------------------------------|--------------|
| Dealer Name: | PIERSON FORD LINC-MERC, INC. | | |
| Dealer Address: | 701 AUTO PLAZA DRIVE ABERDEEN SD 57401 | | |
| Dealer Main Phone: | 605-225-3720 | Dealer Service Phone: | 000-000-0000 |

| Position | Employee Name |
|-----------------|-----------------|
| GENERAL MANAGER | TOM BARBER |
| PARTS MANAGER | RALPH W WALLACE |
| SALES MANAGER | KELLY D KRAUSZ |
| SERVICE MANAGER | DOUGLAS E FORD |

1/14/2005

ESP / Recall Information

VIN: 1FMYU93174K [REDACTED]

Contract: 1 of 1

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

Purchaser: CERTIFIED CUSTOMER
 Plan Type: USA 2004 72/75,000 FORD QUALITY CERTIFIED WARRANTY
 Selling Dealer: PIERSON FORD LINC-MERC, INC.
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2009-07-30
 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 |
|--------|-------------------|--|------------------|-------------|----------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | CLOSE - REPAIRED | 2005-01-13 | 09269USAL43005 |
| 04C09 | SAFETY COMPLIANCE | LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT | OPEN - LAUNCHED | | |

[REDACTED]

1/14/2005

Can't find VIN Code =

Standard Claims List For Model Year 2004

| 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) |
|-----|-------------|--------------|-------------|---------------|---------------|-----------|-----------|-----------|--------------|--------------|-------------------|-------------|-----|-----|--------|------|------|------|-----|----|-----------------|
|-----|-------------|--------------|-------------|---------------|---------------|-----------|-----------|-----------|--------------|--------------|-------------------|-------------|-----|-----|--------|------|------|------|-----|----|-----------------|



1/14/2005

ESP / Recall Information

VIN: 1FMYU93174K [REDACTED]

Contract: 1 of 1

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

Purchaser: CERTIFIED CUSTOMER
 Plan Type: USA 2004 72/75,000 FORD QUALITY CERTIFIED WARRANTY
 Selling Dealer: PIERSON FORD LINC-MERC, INC.
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2009-07-30
 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 |
|--------|-------------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |
| 04C09 | SAFETY COMPLIANCE | LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT | OPEN - LAUNCHED | | |

[REDACTED] 1/13/2005



LAW OFFICES
WEINREB, WEINREB & MANDELL

LAWRENCE A. WEINREB
OF COUNSEL
LAURENCE H. MANDELL*
MICHAEL D. WEINREB
ROBERT J. MANDELL*
MARA E.J. BURNETT
*A LAW CORP.

NORTHRIDGE PROFESSIONAL CENTER
19400 BUSINESS CENTER DRIVE
SUITE 102
NORTHRIDGE, CALIFORNIA 91324-3504
TELEPHONE (818) 886-6600
FAX (818) 772-9739

June 10, 2005

Certified Mail - Return Receipt Requested
7004 0750 0000 3515 1275

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, Michigan 48126

Re: Our Client : [REDACTED]
Date of Loss : 6/4/05

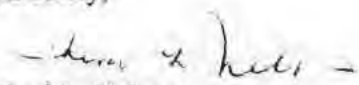
Gentlemen:

Please be advised that we represent [REDACTED] in connection with personal injuries sustained in an automobile accident wherein the accelerator stuck in her 2004 Escape. The vehicle had been taken to Power Ford in Huntington Beach for service on recalls, but the dealership either did not perform the maintenance on that particular recall or did not properly perform the maintenance on said recall.

We request that a representative of your company contact our office so that we may discuss any necessary claims forms required by Ford.

Thank you for your courtesy and cooperation in this matter.

Sincerely,


Sheri L. Nelson
Legal Assistant to
Michael D. Weinreb

/sn

5 JUN 14 11 14

Handwritten notes in the right margin, including a vertical line and some illegible text.



Fax Cover Sheet

TO: Sheri Nelson
COMPANY: Weinreb, Weinreb & Mandell
PHONE:
FAX: (818) 772-9739

FROM: Maureen Pawelek-Murray
COMPANY: Ford Motor Company, Consumer Affairs Office
PHONE: (313) 845-4583
FAX: (313) 845-5668

Date: 7/29/05

NUMBER OF PAGES: 3
(including cover)

Re: [REDACTED]

COMMENTS: Fax only.



Consumer Affairs

July 29, 2005

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

Sheri L. Nelson
Weinreb, Weinreb & Mandell
19400 Business Center Dr.
Suite 102
Northridge, CA 91324-504

RE: [REDACTED]
VIN: 1FMCU02104K [REDACTED]

Dear Ms. Nelson:

We have been advised of your client's pursuit of damages due to an accident in which her vehicle was involved. In order to evaluate this matter, we request that you provide us with all the following information by completing and returning this form:

1. Please provide a copy of each of the following documents and check the box indicating that each item is attached.
 - A copy of the police/fire report. If a police/fire report was not made, attach a separate sheet of paper providing a complete description of the incident.
 - Medical records for each person alleged injured from all treating physicians/facilities
 - Medical bills for each person alleged injured from all treating physicians/facilities.
 - Original photographs or laser copies of the vehicle's collision/fire damage from several different angles.
 - Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas.
 - Repair estimate, repair order or total loss worksheet with copies of draft payments
 - Complete service history for vehicle including tune ups and oil changes.

2. For each person alleged injured provide the following: (If there are additional names continue on back.)

| | |
|----------------------|----------------------|
| Name: _____ | Name: _____ |
| Address: _____ | Address: _____ |
| Spouse's Name: _____ | Spouse's Name: _____ |
| DOB: _____ | DOB: _____ |
| Soc Security#: _____ | Soc Security#: _____ |
| Occupation: _____ | Occupation: _____ |
| Injury: _____ | Injury: _____ |



3. Please specify what you believe is defective, if anything, with your vehicle.

4. Has the alleged defective vehicle/part been repaired or replaced? Yes No

5. Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).

6. Has an insurance company been advised of this incident? Yes No
If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.

7. What are you seeking from Ford Motor Company in this matter?

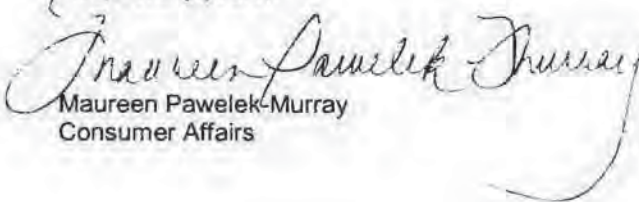
Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until all the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 45 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

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

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

Respectfully yours,


Maureen Pawelek-Murray
Consumer Affairs

HP LaserJet 4100 MFP



07/29/2005 12:36 AM

Fax Call Report

| Job | Date/Time | Type | Identification | Duration | Pages | Result |
|------|----------------|------|----------------|----------|-------|--------|
| 2008 | 07/29 12:35 AM | Send | 918187729739 | 01'00 | 3 | OK |



Fax Cover Sheet

TO: Sheri Nelson
COMPANY: Weinreb, Weinreb & Mandell
PHONE:
FAX: (818) 772-9739

FROM: Maureen Pawelek-Murray
COMPANY: Ford Motor Company, Consumer Affairs Office
PHONE: (313) 845-4583
FAX: (313) 845-5668

Date: 7/29/05

NUMBER OF PAGES: 3
(including cover)

Re: [REDACTED]

COMMENTS: Fax only.

LAW OFFICES

WEINREB, WEINREB & MANDELL

LAWRENCE A. WEINREB
OF COUNSEL
LAURENCE H. MANDELL*
MICHAEL D. WEINREB
ROBERT J. MANDELL*
MARA E.J. BURNETT
*A LAW CORP.

NORTHRIDGE PROFESSIONAL CENTER
19400 BUSINESS CENTER DRIVE
SUITE 102
NORTHRIDGE, CALIFORNIA 91324-3504
TELEPHONE (818) 886-6600
FAX (818) 772-2739

July 29, 2005

Via FAX ONLY (313) 845-5555
(5 pages)

Ford Motor Company
Attn: Maureen Pollack

Re: Our Client : 
Date of Loss : 6/4/05

Dear Maureen:

Pursuant to our telephone conversation, attached please find a copy of the current registration card for the 2004 Ford Escape, as well as a copy of the police report showing that the accelerator was stuck to the floorboard after the collision.

Sincerely,



Sheri L. Nelson
Legal Assistant to
Michael D. Weinreb

/sn
Attachments



A Public Service Agency

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU HAVE A PNO OF THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.



***** DO NOT DETACH - REGISTERED OWNER INFORMATION *****



A Public Service Agency

REGISTRATION CARD VALID FROM: 11/12/2004 TO: 11/12/2005

MAKE: FORD YR MODEL: 2004 YR 1ST SOLD: 2003 VL CLASS: EB TYPE VEH: 120 TYPE LIC: 11 LICENSE NUMBER: [REDACTED]

BODY TYPE MODEL: UT MP: G MO: KX VEHICLE ID NUMBER: 1FMCU02104K [REDACTED]

TYPE VEHICLE USE: AUTOMOBILE DATE ISSUED: 10/29/04 CC/ALCO: 60/19 DT FEE RECVD: 10/21/04 PIC: 8

REGISTERED OWNER: [REDACTED] PR EXP DATE: 11/12/2004 AMOUNT PAID: \$ 160.00

AMOUNT DUE: [REDACTED] AMOUNT RECVD: [REDACTED] CASH: [REDACTED] CHCK: [REDACTED] CRET: [REDACTED]

DES PLAINES IL [REDACTED]

LIENHOLDER [REDACTED]

DES PLAINES IL 60016



H00 179 06 0016000 0035 PE H00 102904 11 [REDACTED]

STATE OF CALIFORNIA
TRAFFIC COLLISION REPORT
GHP 558 Page 1 (Rev.7-03) OPI 001

LOGGED COMPLAINT ARREST CROSSROADS

Page 1 of 3

| | | | | | | | | | | |
|---|---|--|---|--|---|---|----------------------------|---|---------------------------------|--|
| SPECIAL CONDITIONS PRIVATE PROPERTY | | NUMBER BLAMED <input checked="" type="checkbox"/> | MFT & BLN FELONY <input type="checkbox"/> | CITY HUNTINGTON BEACH | JUDICIAL DISTRICT WJC | LOCAL REPORT NUMBER 05-9935 | | | | |
| | | NUMBER KILLED <input checked="" type="checkbox"/> | MFT & BLN MISC/WORK <input type="checkbox"/> | COUNTY ORANGE | REPORTING DISTRICT 139 | BEAT | | | | |
| LOCATION | COLLISION OCCURRED ON 15001 GOLDENWEST ST. | | | MO. DAY YEAR 6-4-05 | TIME (24HR) 0122 | NOV. # 3010 | OFFICER I.D. 145 | | | |
| | MILEPOST INFORMATION | | | DAY OF WEEK S M T W T F S | TOW AWAY <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | PHOTOGRAPHS BY: <input checked="" type="checkbox"/> NONE | | | | |
| | AT INTERSECTION WITH _____ OF _____ FEET/AGLES OF _____ | | | STATE MAY REL. <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | | | | | | |
| PARTY 1 | DRIVER'S LICENSE NUMBER | STATE | CLASS | AIR BAG | SAFETY EQUIP. | VEH. YEAR | MAKE/MODEL/COLOR | LICENSE NUMBER | STATE | |
| DRIVER | [REDACTED] | CA | C | - | G | 01 | FORD, ESCAPE MLK | [REDACTED] | CA | |
| <input checked="" type="checkbox"/> | STREET ADDRESS | | | OWNER'S NAME | | <input checked="" type="checkbox"/> SAME AS DRIVER | | | | |
| <input type="checkbox"/> | CITY/STATE/ZIP | | | OWNER'S ADDRESS | | <input checked="" type="checkbox"/> SAME AS DRIVER | | | | |
| <input type="checkbox"/> | DISPOSITION OF VEHICLE ON ORDER OF: | | | <input type="checkbox"/> OFFICER <input checked="" type="checkbox"/> DRIVER <input type="checkbox"/> OTHER | | | | | | |
| <input type="checkbox"/> | SEX | HAIR | EYES | HEIGHT | WEIGHT | BIRTHDATE | RACE | PRIOR MECHANICAL DEFECTS: | | |
| <input type="checkbox"/> | K | BAN | BAN | 57 | 120 | [REDACTED] | W | <input checked="" type="checkbox"/> NONE APPARENT <input type="checkbox"/> REFER TO NARRATIVE | | |
| <input type="checkbox"/> | INSURANCE CARRIER | | | POLICY NUMBER | | VEHICLE TYPE | | DESCRIBE VEHICLE DAMAGE | | |
| <input type="checkbox"/> | OLD REPUBLIC | | | [REDACTED] | | LINK <input type="checkbox"/> NONE <input type="checkbox"/> MINOR | | MOD. <input checked="" type="checkbox"/> MAJOR <input type="checkbox"/> ROLL-OVER | | |
| <input type="checkbox"/> | DIR OF TRAVEL ON STREET OR HIGHWAY | | | SPEED LIMIT | | CA _____ DOT _____ | | [Diagram] | | |
| <input type="checkbox"/> | DIR OF TRAVEL ON STREET OR HIGHWAY | | | SPEED LIMIT | | CAL-T _____ TOP/PC _____ NOMIX _____ | | [Diagram] | | |
| PARTY 2 | DRIVER'S LICENSE NUMBER | STATE | CLASS | AIR BAG | SAFETY EQUIP. | VEH. YEAR | MAKE/MODEL/COLOR | LICENSE NUMBER | STATE | |
| DRIVER | NAME (FIRST, MIDDLE, LAST) | | | | | | | | | |
| <input type="checkbox"/> | STREET ADDRESS | | | OWNER'S NAME | | <input type="checkbox"/> SAME AS DRIVER | | | | |
| <input type="checkbox"/> | CITY/STATE/ZIP | | | OWNER'S ADDRESS | | <input type="checkbox"/> SAME AS DRIVER | | | | |
| <input type="checkbox"/> | DISPOSITION OF VEHICLE ON ORDER OF: | | | <input type="checkbox"/> OFFICER <input type="checkbox"/> DRIVER <input type="checkbox"/> OTHER | | | | | | |
| <input type="checkbox"/> | SEX | HAIR | EYES | HEIGHT | WEIGHT | BIRTHDATE | RACE | PRIOR MECHANICAL DEFECTS: | | |
| <input type="checkbox"/> | | | | | | | | <input type="checkbox"/> NONE APPARENT <input type="checkbox"/> REFER TO NARRATIVE | | |
| <input type="checkbox"/> | INSURANCE CARRIER | | | POLICY NUMBER | | VEHICLE TYPE | | DESCRIBE VEHICLE DAMAGE | | |
| <input type="checkbox"/> | DIR OF TRAVEL ON STREET OR HIGHWAY | | | SPEED LIMIT | | CA _____ DOT _____ | | [Diagram] | | |
| <input type="checkbox"/> | DIR OF TRAVEL ON STREET OR HIGHWAY | | | SPEED LIMIT | | CAL-T _____ TOP/PC _____ NOMIX _____ | | [Diagram] | | |
| PARTY 3 | DRIVER'S LICENSE NUMBER | STATE | CLASS | AIR BAG | SAFETY EQUIP. | VEH. YEAR | MAKE/MODEL/COLOR | LICENSE NUMBER | STATE | |
| DRIVER | NAME (FIRST, MIDDLE, LAST) | | | | | | | | | |
| <input type="checkbox"/> | STREET ADDRESS | | | OWNER'S NAME | | <input type="checkbox"/> SAME AS DRIVER | | | | |
| <input type="checkbox"/> | CITY/STATE/ZIP | | | OWNER'S ADDRESS | | <input type="checkbox"/> SAME AS DRIVER | | | | |
| <input type="checkbox"/> | DISPOSITION OF VEHICLE ON ORDER OF: | | | <input type="checkbox"/> OFFICER <input type="checkbox"/> DRIVER <input type="checkbox"/> OTHER | | | | | | |
| <input type="checkbox"/> | SEX | HAIR | EYES | HEIGHT | WEIGHT | BIRTHDATE | RACE | PRIOR MECHANICAL DEFECTS: | | |
| <input type="checkbox"/> | | | | | | | | <input type="checkbox"/> NONE APPARENT <input type="checkbox"/> REFER TO NARRATIVE | | |
| <input type="checkbox"/> | INSURANCE CARRIER | | | POLICY NUMBER | | VEHICLE TYPE | | DESCRIBE VEHICLE DAMAGE | | |
| <input type="checkbox"/> | DIR OF TRAVEL ON STREET OR HIGHWAY | | | SPEED LIMIT | | CA _____ DOT _____ | | [Diagram] | | |
| <input type="checkbox"/> | DIR OF TRAVEL ON STREET OR HIGHWAY | | | SPEED LIMIT | | CAL-T _____ TOP/PC _____ NOMIX _____ | | [Diagram] | | |
| PREPARED BY SHIELDS | | | DISPATCH NOTIFIED <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A | | | REVIEWER'S NAME TW | | | DATE REVIEWED 6/10/05 | |

STATE OF CALIFORNIA
TRAFFIC COLLISION CODING
CHP 555 Page 2 (Rev. 7-03) OPI 081

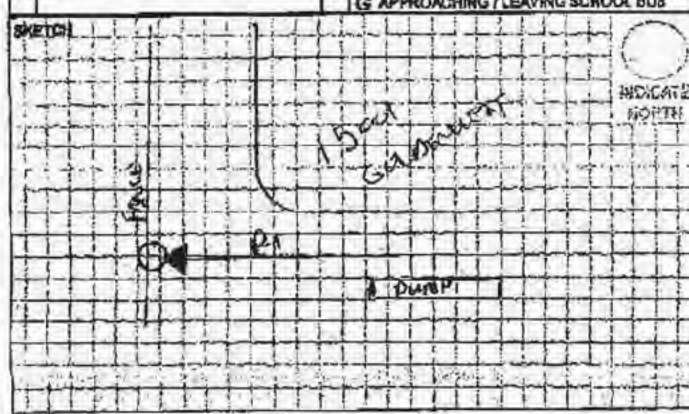
DATE OF COLLISION: 6/19/05 TIME (24HR): 2122 MOVC#: 3010 OFFICER I.D.: 165 NUMBER: 05-9935

PROPERTY DAMAGE: FENCE DAMAGE NOTIFIED: YES

SEATING POSITION: 1-Driver, 2-6 Passengers, 7-Station Wagon Rear, 8-Rear Occ. Trk. or Van, 9-Position Unknown, 0-Other. SAFETY EQUIPMENT: L-Air Bag Deployed, M-Air Bag Not Deployed, N-Other, P-Not Required, Q-Child Restraint, R-In Vehicle Not Used, S-In Vehicle Use Unknown, T-In Vehicle Improper Use, U-None in Vehicle. M/C BICYCLE HELMET DRIVER/PASSENGER: V-No, X-No, W-Yes, Y-Yes. EJECTED FROM VEHICLE: 0-Not Ejected, 1-Fully Ejected, 2-Partially Ejected, 3-Unknown. INATTENTION CODES: A-Cellphone Handheld, B-Cellphone Handfree, C-Electronic Equipment, D-Radio/CD, E-Smoking, F-Eating, G-Children, H-Animals, I-Personal Hygiene, J-Reading, K-Other.

ITEMS MARKED BELOW FOLLOWED BY AN ASTERISK (*) SHOULD BE EXPLAINED IN THE NARRATIVE.

Table with columns for Primary Collision Factor, Traffic Control Devices, Special Information, Movement Preceding Collision, Weather, Lighting, Roadway Surface, Roadway Condition, Pedestrian's Actions, and Miscellaneous. Includes checkboxes for 'YES/NO' and 'CITED'.



MISCELLANEOUS: PA WAS LEAVING A GAS PUMP ON PRIVATE PROPERTY. GAS PEDAL STUCK AND VEHICLE ACCELERATED FORWARD AND INTO FENCE. F CHECKED GAS PEDAL. IT WAS STUCK TO FLOOR BOARD.

STATE OF CALIFORNIA
INJURED / WITNESS / PASSENGERS
CHP 555 Page 3 (Rev. 1-03) OPI 061

DATE OF COLLISION (MO. DAY YEAR) 6-4-05 TIME (2400) 2122 NCIC # 3010 OFFICER I.D. 165 NUMBER 05-9985

| WITNESS ONLY | PASSENGER ONLY | AGE | SEX | EXTENT OF INJURY ("X" ONE) | | | | INJURED WAS ("X" ONE) | | | | | PARTY NUMBER | SEAT POS. | AIR BAG | SAFETY EQUIP. | EJECTED | |
|----------------------------|-------------------------------------|-----|-----|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------|-----------|---------|---------------|---------|--|
| | | | | FATAL INJURY | SEVERE INJURY | OTHER VEHICLE INJURY | COMPLAINT OF PAIN | DRIVER | PASS. | PED. | BICYCLIST | OTHER | | | | | | |
| <input type="checkbox"/> # | <input checked="" type="checkbox"/> | 27 | F | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1 | 3 | | | | |

(INJURED ONLY) TRANSPORTED BY: [REDACTED] TAKEN TO: [REDACTED] DENVER CO [REDACTED]

DESCRIBE INJURIES

 VICTIM OF VIOLENT CRIME NOTIFIED

NAME / D. O. B. / ADDRESS TELEPHONE

(INJURED ONLY) TRANSPORTED BY: TAKEN TO:

DESCRIBE INJURIES

 VICTIM OF VIOLENT CRIME NOTIFIED

NAME / D. O. B. / ADDRESS TELEPHONE

(INJURED ONLY) TRANSPORTED BY: TAKEN TO:

DESCRIBE INJURIES

 VICTIM OF VIOLENT CRIME NOTIFIED

NAME / D. O. B. / ADDRESS TELEPHONE

(INJURED ONLY) TRANSPORTED BY: TAKEN TO:

DESCRIBE INJURIES

 VICTIM OF VIOLENT CRIME NOTIFIED

NAME / D. O. B. / ADDRESS TELEPHONE

(INJURED ONLY) TRANSPORTED BY: TAKEN TO:

DESCRIBE INJURIES

 VICTIM OF VIOLENT CRIME NOTIFIED

NAME / D. O. B. / ADDRESS TELEPHONE

(INJURED ONLY) TRANSPORTED BY: TAKEN TO:

DESCRIBE INJURIES

 VICTIM OF VIOLENT CRIME NOTIFIED

PREPARER'S NAME SHUELMAN I.D. NUMBER 165 MO. DAY YEAR 6/4/05 REVIEWER'S NAME TW MO. DAY YEAR 6/10/05

Action Detail

| | | | |
|--|---------------------------|------------------------------------|-----------------|
| VIN: 1FMCU02104H [REDACTED] | Year: 2004 | Model: ESCAPE | Case: 345501795 |
| Name: | Owner Status: Subsequent | WSD: 2003-10-30 | |
| Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP | | Primary Phone: | |
| Reason Desc: ICCD - RESOLUTION REQUIRED | | Secondary Phone: | |
| Issue Type: 03 CONCERN | Issue Status: OPEN | Dealer: FORD MOTORCOMPANY-FORD DIV | |
| Initial Customer Contact: 06/28/2005 | | | |
| Origin Desc: NORTH AMERICAN FLEET SERVICE | | P & A Code: 68041 | |
| Action Desc: OPEN NAFS CONTACT-PRODUCT LIABILITY | | | |
| Odometer: 28587 MI | Comm Type: EMAIL | | |
| Action Date: 06/28/2005 | Action Time: 09:35:50:293 | Action Data: No | |
| Analyst Name: TAYLOR, ALMA (A.) | Analyst: ATAYLO29 | | |

COMMENTS: **CVO ANALYST RECEIVED A FLEET REQUEST FORM FROM J. EVANS, CAFM. ACCORDING TO THE INFORMATION PROVIDED BY BURL FABIAN, WHEELS, PH: 847 699-3950, THE DRIVER OF THIS VEHICLE ALLEGES THAT THE ACCELERATOR PEDAL STUCK RESULTING IN A CRASH. INCIDENT DATE: MAY 29 OR 30, 2005. NO INJURIES. WHEELS ALSO PROVIDED A COPY OF AN INDEPENDENT INSPECTION REPORT. THE INSPECTION WAS PERFORMED BY GREGORY BARNETT, BARNETT AUTOMOTIVE ENGINEERING ON 6-13-05. **CVO ANALYST REVIEWED MR. BARNETT'S INSPECTION REPORT WITH T. KING. CVO ANALYST ALSO CONTACTED MR. FABIAN AND REQUESTED ADDITIONAL INFORMATION (INCIDENT INFO, DRIVER'S NAME AND PHONE NUMBER)

Ford Confidential



All Action Details for Issue

Print

VIN: 1FMCU04132K0 [REDACTED] Year: 2002 Model: ESCAPE Case: 1395270325
 Name: [REDACTED] Owner Status: Original WSD: 2002-05-01
 Symptom Desc: PANELS/UNIBODY DENT/DING Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 01261 HALDEMAN FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 65000 MI Comm Type: PHONE
 Analyst Name: WILLIAMS ANDRE Analyst: AWILL205
 Action Date: 02/01/2005 Action Time: 13.43.07.308 Action Data: Yes

Comments CUSTOMER SAID: -THE VEH WAS INVOLVED IN AND ACCIDENT WHILE COMING TO A STOP SIGN AND MY DAUGHTER HIT THE BRAKE AND THE VEH KEPT ON GOING-THE ACCIDENT TOOK PLACE 10/29/04 AT 5074 JONE STOWN RD-POLICE REPORT FILED CUST HAS THE PAPER BUT DOESN'T KNOW WHERE TO FIND THE NUMBER-BLOWER PAXTON TOWNSHIP IS THE POLICE DEPARTMENT-THERE WAS AN INSURANCE CLAIM FILED BUT THE INSURANCE WILL NOT PAY FOR OUR CAR-THE VEH HASN'T BEEN REPAIR-THE HOOD AND THE LIGHTS AND THE FRONT IS DAMAGED-NO INJERIES-CUST STILL DRIVING THE VEH-WE GOT A RECALL FRIDAY AND THIS IS WHAT HAPPENED TO MY DAUGHTER-I WOULD LIKE FORD TO PAY FOR THE REPAIRSDEALER SAID: -NONECRC 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.

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |

Acknowledged by [REDACTED]

2/10. lifel msg for customer

- no injuries.*
- Vehicle getting repaired*
- Customer to take vehicle to dealership once body repairs are done.*




2/3/2005

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] CORNWALL PA [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email: [REDACTED]

[REDACTED] 2/9/2005

Vehicle List

| VIN | Year | Model | Sales Type | Owner Status | Vehicle Info |
|---|------|--------|---|----------------|---------------------------|
| 1FMCU04132K[REDACTED] | 2002 | ESCAPE | RETAIL SALE TO PRIVATE INDIVIDUAL | Original Owner | Oasis Warranty History |
|  3FAKP113XWR[REDACTED] | 1998 | ESCORT | SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN | Original Owner | Oasis Warranty History |



7/9/2005

ESP / Recall Information

VIN: 1FMCU04132K [REDACTED]

Contract: 1 of 1

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

Purchaser: ANITA ESLER
 Plan Type: USA 2002 NEW 60/75,000 EXTRACARE W/ROADSIDE ASSISTANCE
 Selling Dealer: HALDEMAN FORD INC
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2007-05-01
 Expiration Miles: 75,000
 Plan Year: 2002
 Purchase Type: N
 Options: \$100,DED.

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-----------------------------|---|------------------|-------------|----------------|
| 02M01 | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - LAUNCHED | | |
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | CLOSE - REPAIRED | 2004-09-23 | 01253USAF16581 |
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |



2/9/2005

Dealer Information

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-----------------|-----------------|------------|--------|----------|------------|
| 16-PHILADELPHIA | 16-PHILADELPHIA | G | A2 | 01261 | F16202 |

Dealer Name: HALDEMAN FORD INC
Dealer Address: 1741 TILGHMAN STREET
 ALLENTOWN PA 18104
Dealer Main Phone: 610-776-7800 **Dealer Service Phone:** 610-776-7800

| Position | Employee Name |
|-----------------|------------------|
| PARTS MANAGER | RICHARD L FURLER |
| SALES MANAGER | WILLIAM MALITSCH |
| SALES MANAGER | LEE HETRICH |
| SALES MANAGER | STEVEN M PARR |
| SERVICE MANAGER | VINCENT J BOBBIN |

Service Hours FAX 610 432 7101 ** ALSO L-M DEALER IN **
Directions
Trained Y
Additional Information LSG ENROLLED TOWING: 215-437-1001 T/T TOWING & ABE TOWING

2/9/2005





Consumer Affairs

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

December 06, 2004

*Sent Via Mail

[REDACTED]

Lodi, NJ [REDACTED]

Re: 2002 Ford Escape
VIN#-1FMYU04182K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle concerns.

We have reviewed your above concern, and have decided to offer the following discretionary gestures to take place at the dealership:

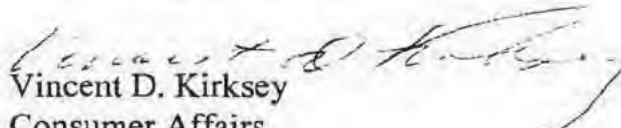
- Ford will repair damages sustained to your vehicle caused by an alleged defect.
- Ford will also reimburse a rental expense in the amount of \$449.16.

To formally accept this offer, please sign and return this verification letter along with this general release form by fax @ (313) 845-5668 or mail within **ten (10) business days** of the receipt of this letter.

x) _____

Thank you for allowing us the opportunity to review your vehicle concern.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs





GENERAL RELEASE OF ALL CLAIMS

Regarding VIN#-1FMYU04182K [REDACTED] I [REDACTED] for the sole and only consideration of a discretionary repair to the vehicle., this will be acknowledged upon receipt of settlement, hereby release and discharge Ford Motor Company "Ford", and Pistilli Ford their affiliates, subsidiaries, employees, agents, representatives, successors, assignees, insurers, suppliers and dealers of any of the above, (hereafter collectively "Releasees"), from any and all claims, demands, accounts, actions, proceedings and sums of which I, had or may have or that my spouse, assigns, heirs, executors or administrators hereafter can or may have against said Releasees by reason of any action, omission, event, cause, matter or thing whatsoever, presently known or unknown, suspected or unsuspected, whether or not in litigation and whether or not well-founded in fact or in law, up to and including the date of this Release.

This Release expressly includes, but shall not be limited to, all such claims, demands or other rights for damages, losses, injuries, or consequences including claims related, to person or property, that may be based upon or arise out of the alleged vehicle **non-conformity** and I hereby acknowledge a goodwill repair, for satisfaction of all claims of whatever kind or character which I have or may have against Releasees by reason of such alleged vehicle concern.

It is understood and agreed that in making the Release, I rely wholly upon my judgment, belief and knowledge, and that no representations or statements made by Releasees, their representatives, or any physician or surgeon employed by them have influenced me to any extent whatsoever in making the Release.

It is understood and agreed that I, assigns, heirs, executors and administrators, shall hold Releasees harmless from and all claims, demands, accounts, actions, sums of money, losses, damages, liens, costs and/or expenses for which Releasees may become liable as a result of the matters released above, and shall indemnify Releasees from any and all associated losses, damages, attorney fees, costs, and interest.

It is further understood and agreed that this settlement is a compromise of doubtful and disputed claims and that payment is not to be construed as an admission of liability upon the part of Releasees, by whom liability is expressly denied.

It is further understood and agreed that all agreements and understandings between the parties hereto are embodied and expressed herein and that the terms of this Release are contractual and not a mere recital.

This Release shall be construed and interpreted under the laws of the State of Michigan.

The parties represent and agree that they will forever keep the terms, amount and existence of this Agreement completely confidential and that they will not hereafter disclose any information concerning this Agreement to anyone.

I HAVE READ THE FOREGOING RELEASE COMPLETELY AND FULLY UNDERSTAND AND VOLUNTARILY ACCEPT IT.

Signed this _____ day of _____, 2004.

Ms. Michele Etz

Address

Witness

Address

Subscribed and sworn to before me this _____ day of _____, 2004.

Affix Notary Seal Below:

(Notary Public)

**WAYNE HILLS HIGH SCHOOL
GUIDANCE**

**FAX TRANSMISSION
COVER SHEET**

FAX #(973) 633-3188

TO: Vince

FAX NO: 313 - 845 - 5668

FROM: GUIDANCE DEPARTMENT - Michele Etz - 02 Ford Escape

DATE: 11/24/04

Vince,

You may fax me back at
the above fax number. Thank you again.
Happy Thanksgiving!



[REDACTED] CC
RR 118431386 VEH 01793/5295639 #02 RN
 CLS B NVL N D4ELAN LIC: CT 648TEH
 CDP: 00000
 RES 0000000000
 PREPARED BY: 2582/NJPART0
 COMPLETED BY: 2582/NJPART0
 RENTED: 11/06/04 18:00 @ PARAMUS, NJ
 RETURN: 11/20/04 15:01 @ PARAMUS, NJ
 PLAN IN: WWUL RATE CLASS: B
 PLAN OUT: WWUL
 MILEAGE IN 10445 TR-X MILES
 MILEAGE OUT 10286 MILES ALLOWED
 MILES DRIVEN 130 MILES CHARGED
 WEEKS 2 @ \$ 183.00 / WEEK \$ 367.00
 SUBTOTAL T\$ 367.00
 LOW DECLINED
 LIS DECLINED
 PAI, PEC DECLINED
 FPO ACCEPTED \$ 27.97
 DOM SEC FEE \$ 28.00
 TAX 8.860% ON TAXABLE TTL OF \$ 367.00 \$ 25.21
 CHARGED ON AMX XXXXXXXXXXXXX3007 \$ 449.18
 RENT FP AMX XXXXXXXXXXXXX3007

Hertz

STATEMENT OF CHARGES - NOT VALID FOR RENTAL


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Valley Ridge Shopping Center
598 Valley Road • Wayne, NJ 07470
Phone: 973.692.9090
Fax: 973.692.9032

us543@alphagraphics.com
www.alphagraphics.com/us543

Fax

To: Vince From: 

Fax: 313-845-5668 Date: 11/23/04

Phone: _____ Pages: 6

Re: EH2-02 Ford Escape CC: _____

Urgent
 For Review
 Please Comment
 Please Reply

[Signature] "John S..."

[Redacted]
Lodi, NJ
[Redacted]

November 23, 2004

Via Facsimile-(313) 845-5668
Attn: Vince
Ford Company

Re: 02/Ford Escape
Vin #-1FMYU04182K [Redacted]

Dear Vince:

Pursuant to our conversation last week, enclosed please find the estimate for the above referenced vehicle as well as the receipt for the car rental. Kindly call me at the above number if Ford is unwilling to pay for the damages. As the damage was a result of a defect in the vehicle I do not feel my insurance should have to cover same. If this is the case, I will be forced to seek legal counsel. Thank you for your continued assistance in this matter.

Very truly yours, [Redacted]

[Redacted Signature]

ME
Enc.

7/19/2004 at 03:45 PM
306

Job Number:

PISTILLI FORD BODY SHOP
License # [REDACTED]
PISTILLI FORD
375 ROUTE 17 SOUTH
PARAMUS, NJ 07652
(201)262-4900 Fax: (201)262-0079

PRELIMINARY ESTIMATE

Written By: WALTER KUMKA
Adjuster:

Insured: [REDACTED] Claim #
Owner: [REDACTED] Policy #
Address: [REDACTED] Deductible:
[REDACTED] Date of Loss:
Cellular: [REDACTED] Type of Loss:
Point of Impact: 12. Front

Inspect PISTILLI FORD BODY SHOP Business: (201)262-4900
Location: 375 ROUTE 17 SOUTH
PARAMUS, NJ 07652

Insurance Company: 5 Days to Repair

002 FORD ESCAPE 4X4 XLT 6-3.0L-FI 4D UTV GRAY Int:L.GRAY
VIN: 1FMYU04182K [REDACTED] Lic: [REDACTED] NJ Prod Date: 06/2002 Odometer: 22202
Air Conditioning Rear Defogger Tilt Wheel
Cruise Control Intermittent Wipers Keyless Entry
Theft Deterrent/Alarm Rear Wiper Dual Mirrors
Privacy Glass Luggage/Roof Rack Fog Lamps
Clear Coat Paint Metallic Paint Power Steering
Power Brakes Power Windows Power Locks
Power Driver Seat Power Mirrors AM Radio
FM Radio Stereo Search/Seek
CD Changer/Stacker Anti-Lock Brakes (4) Driver Air Bag
Passenger Air Bag Cloth Seats Bucket Seats
Recline/Lounge Seats Automatic Transmission 4 Wheel Drive
Overdrive Aluminum/Alloy Wheels

| NO. | OP. | DESCRIPTION | QTY | EXT. PRICE | LABOR | PAINT |
|-----|------|---|-----|------------|-------|-------|
| 1 | | FRONT BUMPER | | | | |
| 2 | Repl | Bumper cover XLT, w/mldg, w/fog medium titanium | 1 | 275.67 | 1.4 | |
| 3 | | Add for fog lamps | | | 0.4 | |
| 4 | | Add for moldings | | | 0.3 | |
| 5 | | HOOD | | | | |
| 6* | Rpr | Hood | | | 3.0 | 2.8 |
| 7 | | Add for Clear Coat | | | | 1.1 |
| 8 | R&I | Insulator | | | 0.3 | |
| 9 | | WINDSHIELD | | | | |

1/19/2004 at 03:45 PM
3306

Job Number:

PRELIMINARY ESTIMATE

2002 FORD ESCAPE 4X4 XLT 6-3.0L-FI 4D UTV GRAY Int:L.GRAY

| NO. | OP. | DESCRIPTION | QTY | EXT. | PRICE | LABOR | PAINT |
|-----|------|---|-----|--------|-------|-------|-------|
| 10 | R&I | RT Washer nozzle | | | | 0.2 | |
| 11 | R&I | LT Washer nozzle | | | | 0.2 | |
| 12 | | FENDER | | | | | |
| 13 | Repl | LT Fender w/wheel opening molding | 1 | 229.68 | | 2.2 | 1.8 |
| 14 | | Overlap Major Adj. Panel | | | | | -0.4 |
| 15 | | Add for Clear Coat | | | | | 0.3 |
| 16 | | Add for Edging | | | | | 0.5 |
| 17 | | Add for Clear Coat | | | | | 0.1 |
| 18 | | Deduct for Overlap | | | | -0.3 | |
| 19 | Repl | LT Nameplate "V6" | 1 | 13.80 | | 0.2 | |
| 20 | Repl | RT Nameplate "V6" | 1 | 13.80 | | 0.2 | |
| 21* | Rpr | RT Fender w/wheel opening molding | | | | 2.0 | 1.8 |
| 22 | | Overlap Major Adj. Panel | | | | | -0.4 |
| 23 | | Add for Clear Coat | | | | | 0.3 |
| 24 | R&I | RT Lower molding w/wheel openi ng molding medium titanium | | | | 0.4 | |
| 25 | | FRONT DOOR | | | | | |
| 26* | Rpr | LT Outer panel | | | | 5.0 | 2.0 |
| 27 | | Overlap Major Adj. Panel | | | | | -0.4 |
| 28 | | Add for Clear Coat | | | | | 0.3 |
| 29 | Repl | LT Nameplate "ESCAPE" | 1 | 21.95 | | 0.3 | |
| 30 | R&I | LT Body side mldg medium titanium | | | | 0.4 | |
| 31 | R&I | LT Mirror power | | | | 0.4 | |
| 32 | R&I | LT Handle, outside black, textured | | | | 0.4 | |
| 33 | R&I | LT R&I trim panel | | | | 0.5 | |
| 34 | | REAR DOOR | | | | | |
| 35* | Rpr | LT Door shell w/wheel opng mldg | | | | 1.0 | 2.0 |
| 36 | | Overlap Major Adj. Panel | | | | | -0.4 |
| 37 | | Add for Clear Coat | | | | | 0.3 |
| 38 | R&I | LT Body side mldg w/wheel open ing molding medium titanium | | | | 0.5 | |
| 39 | R&I | LT Handle, outside black | | | | 0.4 | |
| 40 | R&I | LT R&I trim panel w/power units | | | | 0.5 | |
| 41 | R&I | LT Belt w'strip | | | | 0.3 | |
| 42 | | PILLARS, ROCKER & FLOOR | | | | | |
| 43* | Rpr | LT Hinge pillar | | | | 2.0 | 1.2 |
| 44 | | Add for Clear Coat | | | | | 0.2 |
| 45# | | CLEAN & DETAIL | 1 | 15.00 | T | | |
| 46# | | CAR COVER | 1 | 5.00 | T | 0.2 | |
| 47# | Repl | HAZARDOUS WASTE REMOVAL | 1 | 3.00 | X | | |
| 48# | Repl | HAZARDOUS WASTE REMOVAL | 1 | 5.00 | X | | |
| 49# | Rpr | COLOR SAND & BUFF | | | | | 1.5 |

2

PRELIMINARY ESTIMATE

2002 FORD ESCAPE 4X4 XLT 4-DR 2.3L I4 ED INTV GRAY Int:L GRAY

| NO. | OP. | DESCRIPTION | QTY | EXL. PRICE | LABOR | PAINT |
|----------------------|-----|----------------|------------|-------------|-------|-----------------------------|
| Subtotal | | | | 562.90 | 22.4 | 14.6 |
| Parts | | | | | | |
| | | Body Labor | 22.4 hrs @ | \$ 45.00/hr | | 554.90 |
| | | Paint Labor | 14.6 hrs @ | \$ 45.00/hr | | 657.00 |
| | | Paint Supplies | 14.6 hrs @ | \$ 21.00/hr | | 306.60 |
| | | Body Supplies | 17.3 hrs @ | \$ 1.00/hr | | 17.30 |
| | | Sublet/Misc. | | | | 28.00 |
| SUBTOTAL | | | | | | \$ 2571.80 |
| Sales Tax | | | | | | \$ 2563.80 @ 6.0000% 153.83 |
| GRAND TOTAL | | | | | | \$ 2725.63 |
| ADJUSTMENTS : | | | | | | |
| Deductible | | | | | | 0.00 |
| CUSTOMER PAY | | | | | | \$ 0.00 |
| INSURANCE PAY | | | | | | \$ 2725.63 |

HIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND/OR LABOR WHICH MAY BE REQUIRED TO RESTORE YOUR VEHICLE TO ITS PRE-ACCIDENT CONDITION. PART(S) PRICES SUBJECT TO INVOICE

ANY PERSON WHO KNOWINGLY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE OR MISLEADING INFORMATION IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2MK01 Database Date 11/2004, CCC Data Date 11/2004, and the parts selected are parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OEM/Vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts. AM stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign items indicate manual entries. Some parts that are described as Recon. may be OE Surplus parts other OE parts offered at a special pricing discount. For further clarification please review the Suppliers List attached to this estimate, or consult the appraiser or estimator.

CCC Pathways - A product of CCC Information Services Inc.

Customer would like to get their vehicle back
has been here for a week, please call me at 201-617-5577



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

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

DEALER INFORMATION:

Requesting Dealer Manufactured Krd P&A Q3714 Region & State NY

Contact Person Jim Rose Phone # (201) 617-5577

CUSTOMER/VEHICLE INFORMATION:

New or Used New WSD 3/25/03 Year/Model 2002 Escape

VIN 1FMYU404182K Mileage 22147

Customer Name [REDACTED]

Address [REDACTED]

City Loch County Bergen State NJ Zip code 07644

Home Phone [REDACTED] Work Phone [REDACTED]

DETAILS of INCIDENT:

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

Medical Attention Sought: N Therapist

Date of Incident 11/1/04

Is customer alleging a component defect caused the incident? N If yes, what type & details Accelerator Pedal Stuck + Brakes became Hard to Apply
Vehicle Hit Chain Link Fence

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

Has the Insurance Company been contacted? N What did the insurance company advise? _____

Owner's Insurance Company Allstate Agent's Name Gary Zinzino

Insurance Company Phone Number (973) 661-2886

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

City _____ State _____ Zip _____

RESOLUTION that CUSTOMER is SEEKING:

cust wants vehicle repaired - bodywork

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER
ATTACHMENTS? Y/N, PAGES: _____
Fax to: (313) 845-5668, or (313) 845-5555
PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED



MEADOWLAND FORD TRUCK SALES INC.

330 County Avenue
Secaucus, New Jersey 07096

SALES: (201) 617-0700 FAX: (201) 617-9843
Mon. thru Fri. 8 to 6; Sat. 9 to 1
SERVICE: (201) 617-5577
Mon thru Fri. 7:30 - 7:00 Sat. 8:00 - 3:00
PARTS: (201) 617-5200 FAX: (201) 617-9793
Mon. thru Fri. 7:30 - 7:00 Sat. 8:00 - 12:00

LEFT MESSAGE 11/2
11/24

| | | | | | |
|-----------------------------|---|------------|------------------------------|----------------------------------|---------------------------------|
| CUSTOMER NO 19402 | ADVISOR JAMES ROSE | 14014 | TAG NO 8653 | INVOICE DATE 11/02/04 | INVOICE NO FTCS172162 |
| | LABOR RATE 90.00 | LICENSE NO | MILEAGE 22,147 | COLOR 7 | STOCK NO 1031 |
| | YEAR / MAKE / MODEL 02 / FORD TRUCK / ESCAPE / ESCAPE | | | DELIVERY DATE 03/25/03 | DELIVERY MILES 86 |
| LODI, NJ | VEHICLE I.D. NO 1 F M Y U 0 4 1 8 2 K | | | SELL NO DEALER NO | PRODUCTION DATE |
| | F T E NO | F O NO | R.O. DATE 11/01/04 | | |
| | COMMENTS | | | | MO: 22149 |

| | | | | | |
|----------------|--|---------------|-------------------|----------------------------|-------------------|
| JOB# 1 CHARGES | | | | | |
| LABOR | DRIVEABILITY CONCERN HOURS: TECH(S):21859 | | | | WARRANTY |
| # 1 10FTZ01 | CUST STATES ENGINE RPM RAISED UP AND KNOCKS REPLACE THROTTLE CABLE ? | | | | |
| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
| | 1 | YL8Z-9A758-AD | CABLE AS 0 467155 | | 0.00 |
| JOB# 1 TOTALS | | | | TOTAL - PARTS | 0.00 |
| JOB# 2 CHARGES | | | | JOB# 1 JOURNAL PREFIX FTCS | JOB# 1 TOTAL 0.00 |
| LABOR | BRAKE CONCERN HOURS: TECH(S):21859 | | | | 0.00 |
| # 2 40FTZ01 | CUST STATES BRAKE PEDAL IS HARD CHECK BRAKE OPERATION. COULD NOT VERIFY CONCERN. INSPECT BRAKES. REAR BRAKES NEED ADJUSTMENT CLEAN AND ADJUST REAR BRAKES AND ROAD TEST | | | | |
| JOB# 2 TOTALS | | | | JOB# 2 JOURNAL PREFIX FTCS | JOB# 2 TOTAL 0.00 |
| JOB# 3 CHARGES | | | | JOB# 3 JOURNAL PREFIX FTCS | JOB# 3 TOTAL 0.00 |
| LABOR | RECALL CAMPAIGN HOURS: TECH(S):21859 | | | | 0.00 |
| # 3 30FTZ08 | Added Operation (JEFFH @ 11/01/2004 13:36) PERFORM 04S13 CALIBRATION RECALIBRATE POWERTRAIN CONTROL MODULE AS PER GUIDELINES | | | | |
| JOB# 3 TOTALS | | | | JOB# 3 JOURNAL PREFIX FTCS | JOB# 3 TOTAL 0.00 |

Copyright 1996 The Meadowlands and Beyond Company FTCS172162(48)

NOV 5 2004

MEADOWLANDS SALES

11:00PM



MEADOWLAND FORD TRUCK SALES INC.

330 County Avenue
Secaucus, New Jersey 07096

SALES: (201) 617-0700 FAX: (201) 617-9843
Mon. thru Fri. 8 to 6; Sat. 9 to 1
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Mon thru Fri 7:30 - 7:00 Sat. 8:00 - 3:00
PARTS: (201) 617-5200 FAX: (201) 617-9793
Mon. thru Fri. 7:30 - 7:00 Sat 8:00 - 12:00

| | | | | | |
|---|------------------------------|----------------------------------|--------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO 19402 | ADVISOR JAMES ROSE | 14014 | TAG NO 8653 | INVOICE DATE 11/02/04 | INVOICE NO. FTCS172162 |
| LABOR RATE 90.00 | | LICENSE NO | MILEAGE 22,147 | COLOR 7 | STOCK NO 1031 |
| YEAR / MAKE / MODEL 02/FORD TRUCK/ESCAPE/ESCAPE | | DELIVERY DATE 03/25/03 | | DELIVERY MILES 86 | |
| VEHICLE TO NO. 1 F M Y U 0 4 1 8 2 K | | SELLING DEALER NO | | PRODUCTION DATE | |
| P T E NO. | | P | | B O DATE 11/01/04 | |
| COMMENTS | | | | | MO: 22149 |

| | | | |
|-------------------------------|---|-------------------------|-------------|
| TOTALS | | TOTAL LABOR.... | 0.00 |
| ***** | | TOTAL PARTS.... | 0.00 |
| <input type="checkbox"/> CASH | <input type="checkbox"/> CHECK CK NO. [] | TOTAL SUBLET... | 0.00 |
| <input type="checkbox"/> VISA | <input type="checkbox"/> MASTERCARD | TOTAL G.O.G.... | 0.00 |
| <input type="checkbox"/> AMEX | <input type="checkbox"/> CHARGE | TOTAL MISC CHG. | 0.00 |
| ***** | | TOTAL MISC DISC. | 0.00 |
| | | TOTAL TAX..... | 0.00 |
| | | TOTAL INVOICE \$ | 0.00 |

THANK YOU FOR YOUR BUSINESS!!

PLEASE PRINT NAME

CUSTOMER SIGNATURE

Copyright © 1998 The Meadows and Reynolds Company BNA/DUN/VE GC21/11/01 (N/S)

NO 419 P 3

MEADOWLANDS SALES

NOV 9 2004 1:00PM



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

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

DEALER INFORMATION:

Requesting Dealer Manhasset Ford P&A 03214 Region & State NY

Contact Person Jim Rose Phone # (201) 617-5577

CUSTOMER/VEHICLE INFORMATION:

New or Used New WSD 3/26/03 Year/Model 2002 Escape

VIN 1FMYU04182K Mileage 22147

Customer Name [Redacted]

Address [Redacted]

City Cooper County DeWitt State NY Zip code [Redacted]

Home Phone [Redacted] Work Phone [Redacted]

DETAILS of INCIDENT:

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

Medical Attention Sought: N Therapist

Date of Incident 11/1/04

Is customer alleging a component defect caused the incident? N If yes, what type & details Accelerator Pedal Stuck + Brakes became Hard to Apply
Vehicle Hit Chainlink Fence.

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

Has the Insurance Company been contacted? N What did the insurance company advise? _____

Owner's Insurance Company Allstate Agent's Name Gary Zuzinotto
Insurance Company Phone Number (973) 661-2886

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

City _____ State _____ Zip _____

RESOLUTION that CUSTOMER is SEEKING:

Cost wants Vehicle Repaired - Bodywork.

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

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

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED



Consumer Affairs

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

*Sent Via Mail

November 04, 2004

[REDACTED]

Lodi, NJ [REDACTED]

Re: 2002 Ford Escape
VIN#-1FMYU04182K [REDACTED]

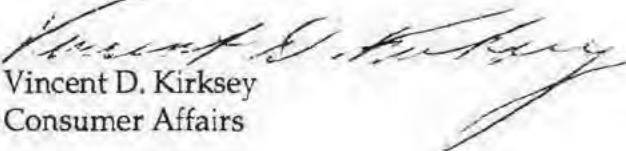
Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your concern.

Information provided by the dealership indicated they have already resolve your vehicle concern. Based on this information, we will not provide assistance in the matter, and ask that you continue working with the servicing dealership to resolve your current concern and any future concerns.

We appreciate the time taken to bring this concern to our attention.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs





DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

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

DEALER INFORMATION:

Requesting Dealer Manhasset Ford P&A 03714 Region & State NY
Contact Person Jim Rose Phone # (201) 617-5577

CUSTOMER/VEHICLE INFORMATION:

New or Used New WSD 3/25/03 Year/Model 2003 Escape
VIN 1EMYU04182K Mileage 22147
Customer Name [REDACTED]
Address [REDACTED]
City Great Neck County Queens State NY Zip code [REDACTED]
Home Phone [REDACTED] Work Phone [REDACTED]

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident N Fire Y/N Injury Y/N
Medical Attention Sought: Y/N
Date of Incident 11/1/04
Is customer alleging a component defect caused the incident? N If yes, what type & details Accelerator Pedal Stuck + Brakes Became Hard to Apply
Vehicle Hit Chain Link Fence.
Was a police report filed? Y/N If yes, where _____
Has the Insurance Company been contacted? Y/N What did the insurance company advise? _____

Owner's Insurance Company _____ Agent's Name _____
Insurance Company Phone Number (____) _____

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

RESOLUTION that CUSTOMER is SEEKING:

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER
ATTACHMENTS? Y/N, PAGES: _____
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Mon. thru Fri. 7:30 - 7:00 Sat. 8:00 - 12:00

LEFT MESSAGE 11/2

| | | | | | |
|--------------------|---|-------------|----------------|------------------------|------------------------|
| CUSTOMER NO. 19402 | ADV. SGR JAMES ROSE | 14014 | TAG NO. 8653 | INVOICE DATE 11/02/04 | INVOICE NO. FTCS172162 |
| [REDACTED] | LABOR RATE 90.00 | LICENSE NO. | MILEAGE 22,147 | COLOR | STOCK NO. 1031 |
| LODI, NJ | YEAR / MAKE / MODEL 02/FORD TRUCK/ESCAPE/ESCAPE | | | DELIVERY DATE 03/25/03 | DELIVERY MILES 86 |
| | VEHICLE ID NO. 1FMYU04182K | | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | | R.O. DATE 11/01/04 | |
| | COMMENT | | | | MO: 22149 |

| | | | | | |
|--|---------------|----------------------|----------|----------------|----------|
| JOB# 1 CHARGES | | | | | |
| LABOR | | | | | |
| 1 | 10FTZ01 | DRIVEABILITY CONCERN | HOURS: 2 | TECH(S): 21859 | WARRANTY |
| CUST STATES ENGINE RPM RAISED UP AND KNOCKS REPLACE THROTTLE CABLE | | | | | |
| PARTS | | | | | |
| 1 | YL8Z-9A758-AD | CABLE AS | 0 467155 | | WARRANTY |
| TOTAL - PARTS | | | | | 0.00 |
| JOB# 1 TOTALS | | | | | |
| JOB# 1 JOURNAL PREFIX FTCS | | | | | 0.00 |
| JOB# 2 CHARGES | | | | | |
| LABOR | | | | | |
| 2 | 40FTZ01 | BRAKE CONCERN | HOURS: 1 | TECH(S): 21859 | 0.00 |
| CUST STATES BRAKE PEDAL IS HARD CHECK BRAKE OPERATION. COULD NOT VERIFY CONCERN. INSPECT BRAKES. REAR BRAKES NEED ADJUSTMENT CLEAN AND ADJUST REAR BRAKES AND ROAD TEST | | | | | |
| JOB# 2 TOTALS | | | | | |
| JOB# 2 JOURNAL PREFIX FTCS | | | | | 0.00 |
| JOB# 3 CHARGES | | | | | |
| LABOR | | | | | |
| 3 | 40FTZ01 | BEAM CALIBRATION | HOURS: 1 | TECH(S): 21859 | 0.00 |
| Added Operation (JEFFH @ 11/01/2004 13:36) PERFORM 04S13 CALIBRATION RECALIBRATE POWERTRAIN CONTROL MODULE AS PER GUIDELINES | | | | | |
| JOB# 3 TOTALS | | | | | |
| JOB# 3 JOURNAL PREFIX FTCS | | | | | 0.00 |

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NOV 03 2004 9:57AM

MEADOWLANDS SALES

NOV 03 2004 9:57AM



MEADOWLAND FORD TRUCK SALES INC.

330 County Avenue
Secaucus, New Jersey 07096

SALES: (201) 617-0700 FAX: (201) 617-9843
Mon. thru Fri. 8 to 6; Sat. 9 to 1
SERVICE: (201) 617-5577
Mon thru Fri. 7:30 - 7:00 Sat. 8:00 - 3:00
PARTS: (201) 617-5200 FAX: (201) 617-9793
Mon. thru Fri. 7:30 - 7:00 Sat. 8:00 - 12:00

| | | | | | |
|---|------------------------------|----------------------------------|--------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO 19402 | ADVISOR JAMES ROSE | 14014 | TAG NO 8653 | INVOICE DATE 11/02/04 | INVOICE NO. FTCS172162 |
| LABOR RATE 90.00 | | LICENSE NO | MILEAGE 22,147 | COLOR 7 | STOCK NO. 1031 |
| YEAR / MAKE / MODEL 02 / FORD TRUCK / ESCAPE / ESCAPE | | DELIVERY DATE 03/25/03 | | DELIVERY MILEG 86 | |
| VEHICLE ID NO. 1 F M Y U 0 4 1 8 2 K | | SELLING DEALER NO. | | PRODUCTION DATE | |
| F. T. E. NO. | | P. O. NO. | | B. O. DATE 11/01/04 | |
| COMMENTS | | | | | MO: 22149 |

DETAILS.....

| | | | |
|-------------------------------|---|-------------------------|-------------|
| ***** | | TOTAL LABOR..... | 0.00 |
| ***** | | TOTAL PARTS..... | 0.00 |
| <input type="checkbox"/> CASH | <input type="checkbox"/> CHECK CK NO. [] | TOTAL SUBLET..... | 0.00 |
| <input type="checkbox"/> VISA | <input type="checkbox"/> MASTERCARD | TOTAL G.O.G..... | 0.00 |
| <input type="checkbox"/> AMEX | <input type="checkbox"/> CHARGE | TOTAL MISC CHG..... | 0.00 |
| ***** | | TOTAL MISC DISC..... | 0.00 |
| ***** | | TOTAL TAX..... | 0.00 |
| ***** | | TOTAL INVOICE \$ | 0.00 |

THANK YOU FOR YOUR BUSINESS!!

PLEASE PRINT NAME

CUSTOMER SIGNATURE

Copyright © 1998 The Meadows Ford Truck Sales Company. ESTABLISHED 1964. CD-11710 (4/98)

NO. 3891 P. 2

MEADOWLANDS SALES 9:57AM NOV. 3. 2004

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone:
Address: [REDACTED] LODI N. [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:



11/4/2004

| Vehicle List | | | | | | |
|------------------------|------|-------------------|-----------------------------------|----------------|--------------|------------------|
| VIN | Year | Model | Sales Type | Owner Status | Vehicle Info | |
| 1FMYU04182H [REDACTED] | 2002 | ESCAPE | RETAIL SALE TO PRIVATE INDIVIDUAL | Original Owner | Oasis | Warranty History |
| | | Open Issues Exist | | | | |

[REDACTED]

11/4/2004

VEHICLE DETAIL

VIN: 1FMYU04182K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: DARK SHADOW GREY CC
 Year: 2002 Calibration: 2M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 3/25/2003
 GCWR: Vehicle Build Date: 6/17/2002
 PEP Code: 410A

Selling Dealers Name: MEADOWLANDFORD TRUCK SALES, INC.
 Selling Dealers P & A Code: 03714 Selling Dealers Sales Code: F13955
 Selling Dealers Main Phone: 201-617-0700 Selling Dealers Service Phone: 201-617-0700

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 4 2 K D 8 3 8 4 5 1 0 3 3 5 6 4 2 2 5 D 8 3 5 5 O D E 4 6 9 S 6 4
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 6 3 2 8 5 6 8 R 3 A B N 1 6 C 4 4 5 L 1 C X 2 2 3 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 8 R 7 4 1 0 A 9 1 4 N J
 1 2 3 4 5 6 7 8 9 160



11/4/2004

Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 13-NEW YORK | 13-NEW YORK | K | D2 | 03714 | F13955 |

Dealer Name: MEADOWLANDFORD TRUCK SALES, INC.
Dealer Address: 330 COUNTY AVENUE SECAUCUS NJ 07094
Dealer Main Phone: 201-617-0700 **Dealer Service Phone:** 201-617-0700

| Position | Employee Name |
|-----------------|------------------|
| DEALER/PARTNER | ROGER SCHLOBOHM |
| PARTS MANAGER | NICHOLAS VELARDO |
| SALES MANAGER | MATTHEW LEVINTER |
| SALES MANAGER | ED LATOURETTE |
| SALES MANAGER | SAMIR KHALIL |
| SERVICE MANAGER | JIM ROSE |



11/4/2004

ESP / Recall Information

VIN: 1FMYU04182K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-----------------------------|---|-----------------|-------------|-------------|
| 02M01 | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - LAUNCHED | | |
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | OPEN - LAUNCHED | | |

[REDACTED] 11/4/2004

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

| | | |
|------------------------------------|---|--|
| VIN: 1FMYU04182K [REDACTED] | Veh Line: T/M1 - ESCAPE (U204) [2001] | Eng Serial No: 465817087 |
| Model Year: 2002 | Market Derived: T/F - FORD DIVISION DERIVATIVE | Body Shell: * |
| Veh Type: T | Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE | Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO |
| Inv. Dealer: 06293 | Body Cab Style: T/WE - 5 DOOR LIGHT TRUCK | Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E |
| | Version/Series: T/EF - FORD SERIES | |

BUILD INFORMATION:

Region: NA - ##### **Plant:** AJ - KANSAS CITY PLANT BUILD
Country: * - ##### **Prod Date:** 17-JUN-2002

SALE INFORMATION:

Region: NA - ##### **Selling Dealer:** 113955 - *
Country: USA - ##### **Selling Dr St/Prov:** NJ
Buyer St/Prov: NJ

Arrival Date: 26-JUN-2002 **Red Carpet Lease:** *
Sale Date: 25-MAR-2003 **Fleet/Retail/Co. Lease:** R
Warranty Start Date: 25-MAR-2003 **Modified Vehicle:** *
Orig Warranty Date: 25-MAR-2003 **Reacquired Vehicle:** * **Vehicle Export Flag:** N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
1D042KD8384510335 6 4 2 25D8355 OD E 469864 563 285 6 8R3ABN 16C445L 1 CX 223 4 3 ? 1
1FMY9R7 41DA 914NJ 64

INSTALLED OPTION INFORMATION:

| | |
|---|--|
| Air Conditioning: T/B - MANUAL AIR CONDITIONER | GVW Code: |
| Alternator Amp Rating: C | GVW Class Code: Y |
| Audio Disk: * - [N/A] | Instrumentation: * - [N/A] |
| Axle Ratio: * - [N/A] | Mirror(Driver Side): B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: * - [N/A] | Mirror(Psng Side): B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: A | Paint: PNSPW - DARK SHADOW GREY CC |

| | | | |
|----------------------|------------------------------------|--------------------|---------------------------------|
| Brake Code: | FEAAB - 4 WHL. ANTI-LOCK BRAKES | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * - [N/A] | Radio: | MJ - AM/FM STRO/CD CHANGER/CLK |
| Calibration Code: | 2M11A30A | Sound System: | AE - AUDIOPHILE SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Suspn Tandem Axle: | |
| Color(Trim): | 000ZX - | Tire Brand: | AJ - MICHELIN |
| Delivery Type: | 0 | Tire Size: | D3JUL - P235/70R-16 OWL A-T |
| Driveshaft Code: | D | Traction Control: | * - [N/A] |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Wheel Base: | |
| Fuel Type: | AF - UNLEADED FUEL CAPABILITY | | |

TIRE DOT INFORMATION:

LF: 4B084B081002 RF: 4B084B081002
 LR: 4B084B081002 RR: 4B084B081002
 LI: * RI: *
 SPARE: HY891R92302

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|----------------------|--------------------------|-------------|
| ESP Code: | * Emission Code: | * - * |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | JPD |
| ESP Plan Year: | * Engine Family: | 2FMXT0301F7 |
| ESP Signature Date: | | |

All Action Details for Issue

[Print](#)

VIN: 1FMYU04182K [REDACTED] Year: 2002 Model: ESCAPE Case: 616923084
 Name: [REDACTED] Owner Status: Original WSD: 2003-03-25
 Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Dealer: 03714 MEADOWLANDFORD TRUCK SALES, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Odometer: 22147 MI Comm Type: FAX
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 11/03/2004 Action Time: 17.08.12.419 Action Data: No

Comments *****PRODUCT LIABILITY*****FAX RECEIVED 11-3-04.DEALER CONTACT: JIM ROSE. CUSTOMER ALLEGES ACCELERATOR PEDAL STUCK AND BRAKES BECAME HARD TO APPLY. VEHICLE HIT A CHAIN LINK FENCE.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 03714 MEADOWLANDFORD TRUCK SALES, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 22147 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1
 Action Date: 11/04/2004 Action Time: 15.23.51.524 Action Data: Yes

Comments ***LPA COMMENTS***LPA SPOKE WITH THE SERVICE MANAGER REGARDING THE CUSTOMER'S CONCERN. THE SERVICE MANAGER-S/M INDICATED THEY VERIFIED THE CUSTOMER THROTTLE BODY/ACCELERATION CONCERN, AND REPAIRED IT UNDER THE REGULAR WARRANTY. THE CUSTOMER NEVER MENTIONED ANYTHING REGARDING THE DAMAGES SUSTAINED FROM THE INCIDENT. THE DEALERSHIP SENT A DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW FORM AS A PRECAUTIONARY MEASURE.*LPA INFORMED THE DEALERSHIP THAT FMC WILL NOT PROVIDE ASSISTANCE FOR THE REPAIRS UNLESS THE CUSTOMER REQUEST IT. LPA WILL AWAIT A RESPONSE FROM THE CUSTOMER.

| Data Element Name | Data Value |
|-------------------|------------|
| CONTACT PERSON | JIM ROSE |

Action: REDIRECT TO OTHER
 Dealer: 03714 MEADOWLANDFORD TRUCK SALES, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 22147 MI Comm Type: MAIL
 Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1
 Action Date: 11/04/2004 Action Time: 15.27.14.142 Action Data: No

Comments ***LPA COMMENTS***LPA REVIEWED THE ABOVE CASE, AND WAS INFORMED BY THE DEALERSHIP THAT THE CUSTOMER'S VEHICLE HAS BEEN REPAIRED, BASED ON THIS INFROMATION, NO FURTHER ASSISTANCE WILL BE PROVIDED AT THIS TIME.

[REDACTED] 11/4/2004



11/4/2004



Sent Via U.S. Mail

December 16, 2004

[REDACTED]
Buffalo, NY [REDACTED]

Re: 2004 Ford Escape
VIN: 1FMYU92124K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2004 Escape.

We sincerely regret the circumstances described. Please take your vehicle to any Ford or Lincoln - Mercury dealership so that they may perform the recall. The dealership will also be able to evaluate and assist with a decision as to how to handle the damage to your vehicle.

Situation such as this is normally handled by your insurance carrier. If your dealer is unable to assist with the repairs, 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.

Sincerely,

Ruth Davis
Consumer Affairs

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] BUFFALO NY [REDACTED]
Country: USA Language: EN
Call Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:



12/16/2004

All Action Details for Issue

Print

VIN: 1FMYU92124K [REDACTED] Year: 2004 Model: ESCAPE Case: 1566333494
 Name: [REDACTED] Owner Status: Original WSD: 2004-03-11
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 00579 JACK ADKINS FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 16500 MI Comm Type: PHONE
 Analyst Name: MCINTOSH KRISTEN Analyst: KMCINTO4
 Action Date: 12/15/2004 Action Time: 17.24.48.781 Action Data: Yes

Comments CUSTOMER SAID: -CUST IS CALLING BECAUSE HE BELIEVES RECALL FOR A DEFECT ON THE VEH FOR THE ACCELERATOR STICKING CAUSED THE VEH TO SURGE FORWARD AND PUT A SMALL BUMP IN REAR FENDER-CUST WOULD LIKE THE DENT TO BE TAKEN CARE OF AS WELL BY FORD.DEALER SAID: VEH HAS NOT BEEN TO DLR YET-JOHN ADKINS FORDCRC 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.-AS PER TL WILLIAM KU

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |



12/16/2004

Vehicle List

| VIN | Year | Model | Sales Type | Owner Status | Vehicle Info |
|------------------------|------|-------------------|---|----------------|---------------------------|
| 1FMYU92124K [REDACTED] | 2004 | ESCAPE | SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN | Original Owner | Oasis Warranty History |
| | | Open Issues Exist | | | |



12/16/2004


Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|---------------|---------------|------------|--------|----------|------------|
| 44-PITTSBURGH | 44-PITTSBURGH | F | C2 | 00579 | F44016 |

| | | | | | |
|--------------------|---|-----------------------|--------------|--|--|
| Dealer Name: | JACK ADKINS FORD, INC. | | | | |
| Dealer Address: | 1212 ABBOTT ROAD LACKAWANNA NY 14218 | | | | |
| Dealer Main Phone: | 716-824-6800 | Dealer Service Phone: | 716-824-4968 | | |

| Position | Employee Name |
|--------------------------|------------------|
| DEALER/PARTNER | MARK D ADKINS |
| GENERAL MANAGER | CHARLES PFEIL |
| PARTS & SERVICE DIRECTOR | JOSEPH J DORASKI |
| SALES MANAGER | PATRICK P RITER |
| SALES MANAGER | GREGORY J WETZEL |
| SALES MANAGER | RALPH L LOWMAN |


 12/16/2004

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 16-DEC-2004

Note: All Costs are in US Dollars Server Name: AWS Production

| 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 |
|-----|-----------|------------|------------|-------------|---------------|---------------|-------------|-------------|------------|--------------|--------------|-------------------|-------------|-----|-----|-----|------|------|------|-----|-----|-----|----|
|-----|-----------|------------|------------|-------------|---------------|---------------|-------------|-------------|------------|--------------|--------------|-------------------|-------------|-----|-----|-----|------|------|------|-----|-----|-----|----|

Any comments? You can contact



webmaster

PE12-019 000519 LP



=1FMYU92124K

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMYU921248 [REDACTED]
 Model Year: 2004
 Veh Type: T
 Inv. Dealer: 00800
 Vehicle Status Code: 800

(Related Claims)

Veh Line: T/M1 - ESCAPE (U204) [2001] Body Shell: *
 Market Derived: T/F - FORD DIVISION DERIVATIVE Navis Eng Serial No: *
 Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
 Body Cab Style: - 5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
 Version/Series: T/EF - FORD SERIES

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8-----
 E1321 110603950197086 1G 752 AB

Trace Trans Serial No:

A4231 16060331671045 3L8P 7000 HC 81

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 25-JUN-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 144016 - *
 Country: USA - ##### Selling Dlr St/Prov: NY
 Buyer St/Prov: NY
 Arrival Date: 01-JUL-2003 Red Carpet Lease: *
 Sale Date: 11-MAR-2004 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 11-MAR-2004 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 11-MAR-2004 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0-----
 US24KA2528010337P 4 2 29E0527 RE E 2 469 7J 5 3 22 5 85GB N 44F011E 2 CX WZA 3 11
 FMY232 220A 14NY A

INSTALLED OPTION INFORMATION:

| | | | |
|-------------------------------|------------------------------------|-----------------------------|-------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | Y |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: | * - [N/A] | Mirror(Psngr Side): | B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: | A | Paint: | PNSPW - DARK SHADOW GREY CC |
| Brake Code: | * - [N/A] | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * - [N/A] | Radio: | AZ - ELETR AM/FM STRO/DISC/CLK |
| Calibration Code: | 3M11D30A | Sound System: | AA - LESS UPGRADED SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Susp Tandem Axle: | |
| Color(Trim): | 000NC - | Tire Manufacturer: | AD - General |
| Delivery Type: | B | Tire Brand: | UU_460 - AmeriTrac SUV 100S |
| Driveshaft Code: | D | Tire Size: | D3GTQ - P225/70R 15 BSW A-S |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Traction Control: | * - [N/A] |
| Fuel Type: | AF - UNLEADED FUEL CAPABILITY | Wheel Base: | |

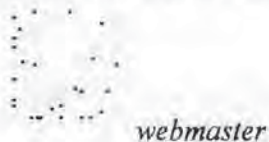
TIRE DOT INFORMATION:

LF: ACUU_4602303 RF: ACUU_4602303
 LR: ACUU_4602303 RR: ACUU_4602303
 LI: * RI: *
 SPARE: T714_BAH1903 DOT Plant Manufacturer: AC - GENERAL TIRE CO. ; CHARLOTTE ; NORTH CAROLINA ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|-----------------------------|---------------------------------|---------------|
| ESP Code: | * Emission Code: | DGABJ - DGABJ |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | LOD |
| ESP Plan Year: | * Engine Family: | 4FMXT0302FE |
| ESP Signature Date: | | |

Any comments? You can contact



ESP / Recall Information

VIN: 1FMYU92124K [REDACTED]

No ESP Information for this VIN

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|--------------------------|--|-----------------|-------------|-------------|
| 03L17 | LABEL/LITERATURE PROGRAM | SMOG EMISSIONS INFORMATION - APPLIES ONLY TO IN-STOCK VEHICLES - DO NOT PERFORM ON SOLD VE | OPEN - LAUNCHED | | |
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |

[REDACTED] 12/16/2004



Close an Issue

VIN: 1FMYU02111K [REDACTED] Year: 2001 Model: ESCAPE WSD: 2000-10-07
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: 4 [REDACTED] COUNTRY CLUB HILLS IL [REDACTED]

Case Number: 1762973180 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT / FIRE
Symptom: SURGE ACCELERATION HOT ENGINE
Dealer: F41043 - SUTTON FORD, IN

Comm Type: MAIL Current Odometer Reading: 29000 MI
Action Category: DENY ASSISTANCE Odometer Reading: 29000 MI
Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER(C)

Caller information if different from vehicle owner

First Name: _____
Middle Initial: _____
Last Name: _____
Relationship: Select One
Phone: _____

Comments: There are no open recalls regarding this concern. The customer has already contacted their insurance carrier. No further action is needed at this time.

Warranty History ESP/Recall Oasis

<<BACK CANCEL FINISH>>

[REDACTED] 05/12/03

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]

Address: [REDACTED] COUNTRY CLUB HILLS IL [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email: [REDACTED]



Ford Motor Company

Consumer Affairs

Sent Via US Mail

May 12, 2003

[REDACTED]
Country Club Hills, IL [REDACTED]

RE: 2001 Ford Escape
VIN: 1FMYU02111K [REDACTED]

Dear [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,

Marquis Morris
Consumer Affairs



Action Detail

Print Action Detail

| | | | |
|---|---------------------------|-----------------------------|------------------|
| VIN: 1FMYU02111K [REDACTED] | Year: 2001 | Model: ESCAPE | Case: 1762973180 |
| Name: [REDACTED] | Owner Status: Original | WSD: 2000-10-07 | |
| Symptom Desc: SURGE ACCELERATION HOT ENGINE | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ACCIDENT / FIRE | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: OPEN | Dealer: SUTTON FORD, INC. | |
| Origin Desc: US CONCERN CASE BASE | | P & A Code: 01527 | |
| Odometer: 29000 MI | Comm Type: PHONE | | |
| Action Date: 05/12/2003 | Action Time: 09:29:19:193 | Action Data: Yes | |
| Analyst Name: CHUMSIE PARRIS | Analyst: CPARRIS | | |

COMMENTS: CUSTOMER SAYS: DATE: 05/09/2003 -TIME: 9PM -LOCATION: 480 50 W 183RD ST, COUNTRY CLUB HILLS POLICE REPORT: COUNTRY CLUB HILLS POLICE . -REPORT # : 8637 -INSURANCE : WAS FILED AND IS IN THE PROCESS OF INSPECTING THE CLAIM. -INJURIES : NO INJURIES ,HOWEVER SHE IS TRAUMATIZED. -NO HOSPITAL OR DOCTOR VISITS SO FAR. -IS ALLEGING FORD RESPONSIBLE FOR THE CAUSE OF THE ACCIDENT. -CURRENTLY THE VEH IS WITH A TOWING CO. - FEELS THE VEH IS REPAIRABLE. -CLAIMS THE ACCELERATOR CAUSED THE VEH TO SURGE IN POWER ,CAUSING THE VEH TO GO THROUGH A WINDOW WHICH RESULTED IN AN ACCIDENT. -WOULD LIKE TO KNOW IF THERE IS ANY REPORTED PROBLEM OR THERE IS A RECALL. PER CUSTOMER, DEALER SAYS: NONE 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 CUST THERE IS NO OPEN RECALL/ CSP FOR WHAT SHE HAS EXPERIENCED, ADVISED CUST OF CSP 02M01 WHICH DOES NOT INDICATE THAT IT CAN CAUSE THE VEH TO SURGE ,ADVISED CUST SHE CAN VERIFY WITH THE DLRSHIP IF IT CAN. INFERENCE CASE ID: 5349

Update Issue Close Issue

Warranty History ESP/Recall Oasis

Update dealership information in GOLDD; Update dealer personnel information in STARS.

Print Dealer Detail Print All Dealer Information

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 41-CHICAGO | 41-CHICAGO | D | A2 | 01527 | F41043 |

Dealer Name: SUTTON FORD, INC.
 Dealer Address: 21315 CENTRAL AVENUE
 MATTESON IL 60443

Dealer Main Phone: 708-747-7100 Dealer Service Phone: 708-747-5900

| Position | Employee Name |
|--------------------|--------------------|
| CUST RELATIONS MGR | EMMA WILLIAMS |
| DEALER/PARTNER | MALLORY SUTTON |
| DEALER/PARTNER | NATHANIEL K SUTTON |
| GENERAL MANAGER | RAYMOND J LEFEVOUR |
| PARTS MANAGER | JOHN A WOJTCZAK |
| SALES MANAGER | JOHN T LEFEVOUR |
| SERVICE MANAGER | ROBERT R MOHRBACH |

Standard Claims List For Model Year 2001

| 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 | SU | | |
|-----------------------|-------------|---|-------------|--------------------------------|---------------|-----------|-----------|----------------------------|--------------|---------------------|-------------------|-----------------|-----|-----|--------|----------------|------|----|--|------------------------------|
| | T/M1 | T/F | T/AWE | T/EF | T/F | AJ | T/DJ | T/LD | 06- 2000 | 07- OCT- 2000 | 141043 | USA | 8 | * | * | * | * | * | | |
| AWS Claim Key: | | 1781642 | | Trx Code: | | 00S49 | | Labor Hrs: | | 4 | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01527-* | | Name: SUTTON FORD, INC. | | | | Ph: 708. 7208000 | | St: IL | | Ctry Cd: | | USA | | Reg Cd: | | NA | | Repr Date JUN:2001 |
| Cust Comments: | | PERFORM RECALL 00S49 | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 00S49 RECALL INSTALLED UPDATED WIPER MODULE | | | | | | | | | | | | | | | | | | |



-1FMYU02111 [REDACTED] 5/12/03

ESP / Recall Information

VIN: 1FMYU02111[REDACTED]

No ESP Information for this VIN

| -----Recall Information----- | | | | | | |
|------------------------------|------|--------------|----------------------|-------------|-------------|--|
| -----Campaign----- | | | | | | |
| Number | Type | Description | Status | Status Date | Dealer Code | |
| 00L12 | L | TIRE | FORCED COMPLETION | 2001-11-21 | AUTOC | |
| 00S49 | S | WNSHLD WIPE | COMPLETE | 2001-06-01 | 01527 | |
| 02M01 | O | EGR PRES SEN | RELEASED FOR MAILING | 2003-01-11 | F41043 | |

[REDACTED] 1FMYU02111 [REDACTED] 5/12/03



COPY

Sent Via U.S. Mail

April 18, 2005

[REDACTED]
Dix Hills, NY [REDACTED]

Re: 2002 Escape
VIN: 1FMCU04152K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2002 Escape.

We sincerely regret the circumstances described. However, 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.

Sincerely,

Valma Sanders
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMCU04152K [REDACTED] Year: 2002 Model: ESCAPE Case: 1370410955
 Name: [REDACTED] Owner Status: Original WSD: 2002-06-08
 Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT
 Dealer: 03668 NORTHPORT FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Odometer: 45610 MI Comm Type: EMAIL
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 04/13/2005 Action Time: 10.05.55.333 Action Data: Yes

Comments *****PRODUCT LIABILITY*****EMAIL RECEIVED 4-12-05. DEALER CONTACT: [REDACTED] CUSTOMER ALLEGES VEHICLE ACCELERATED ON IT'S OWN. HE WAS UNABLE TO CONTROL VEHICLE OR TURN OFF THE ENGINE. TO STOP THE VEHICLE, THE TRANSMISSION SELECTER WAS FORCED INTO PARK. AS A RESULT, THE ENGINE DOES NOT START.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

| Data Element Name | Data Value |
|-------------------|------------|
| ANALYST ID | LFONSECA |

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 03668 NORTHPORT FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 45610 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 04/14/2005 Action Time: 17.09.49.647 Action Data: No

Comments LPA CALLED SM, MICHAEL P. LEFT AMSG WITH A THIRD PARTY

Action: INFORMATIONAL CALL/FAX
 Dealer: 03668 NORTHPORT FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 45610 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 04/18/2005 Action Time: 11.30.28.452 Action Data: No

Comments LPA REVIEWED CASE WITH SM, MICHAEL P. LPA ADVISED NO OPEN RECALLS UNIT IS BEYOND WARRANTY THIS IS AN INSURANCE ISSUE..LPA WILL CALL THE CUSTOMER

Action: REFER TO INSURANCE CARRIER- BEYOND WARRANTY
 Dealer: 03668 NORTHPORT FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 45610 MI Comm Type: PHONE

Analyst Name: VALMA SANDERS
(VSANDERS)

Analyst: VSANDERS

Action Date: 04/18/2005

Action Time:
11.33.03.688

Action Data: No

Comments LPA CALLED THE CUSTOMER LEFT A VOICEMAIL MSG.,SENT CUSTOMER A REFER TO INSURANCE LETTER

Customer Info

| | | | | | |
|---------------------------|------------|----------------|------------|------------------|------------|
| Customer: | [REDACTED] | Primary Phone: | [REDACTED] | Secondary Phone: | [REDACTED] |
| Address: | [REDACTED] | DIX HILLS | NY | [REDACTED] | [REDACTED] |
| Country: | USA | Language: | EN | | |
| Cell Phone: | | Pager: | | | |
| Preferred Contact method: | | Fax: | | | |
| Preferred Contact Time: | | Email: | | | |

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Tuesday, April 12, 2005 3:29 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: Northport Ford
Requesting Dealer: Northport Ford
Contact Person: Michael Panas
Telephone: 6314996400 X 141
PA Code: 03668
Region: New York
City: cOMMACK
Dealer State: NY
Fax Number: 631-499-3310
WSD: 06/08/2002
Vehicle Year: 2002
Vehicle Model: ESCAPE
Vehicle VIN: 1RMCU04152K [REDACTED]
Mileage: 45610
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: East Northport
State: New York
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 13 - New York
Incident Involves: Accident
Date of Incident: 04/02/2005
County in which incident occurred: Suffolk
Is Alleging Defect: Yes
Alleging defect detail: subsequent to having recall # 04S25 PERFORMED(ACCELLERATOR CABLE) THE CUSTOMER STATES; "VEHICLE ACCELLERATED ON ITS OWN, AND "HE" WAS UNABLE TO CONTROL VEHICLE OR TURN OFF ENGINE, TO STOP VEHICLE THE TRANSMISSION SELECTOR WAS FORCED INTO PARK. AS A RESULT THE ENGINE DOES NOT START.
Police Report Filed: No
Insurance Company Contacted: N
Coach Builder State: AK - Alaska
Resolution Sought Detail: CUSTOMER IS SEEKING TO DETERMINE WHY ALLEGED INCIDENT OCCURED, TO HAVE REPAIRED AT NO CHARGE, AND A GUARENTEE THAT THE VEHICLE IS SAFE. CUSTOMER ORIGINALLY STATED THEY REQUEST THIS VEHICLE BE REPLACED AS THEY NO LONGER FELL SAFE. IN ADDITION, CUSTOMER REQUESTS INSPECTION BYU FORD MOTOR CO. PERSONELL
Comments: NO ACTION AND/OR DIAGNOSIS PERFORMEDTO DATE . DEALER AWAITING

no pending

4/12/2005

RESPONSE FROM CONSUMER AFFAIRS FOR DIRECTION

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

4/12/2005

| Vehicle List | | | | | |
|------------------------|------|----------------|-----------------------------------|----------------|---------------------------|
| VIN | Year | Model | Sales Type | Owner Status | Vehicle Info |
| 1FMCU04152K [REDACTED] | 2002 | ESCAPE | RETAIL SALE TO PRIVATE INDIVIDUAL | Original Owner | Oasis Warranty History |
| | | No Open Issues | | | |

ESP / Recall Information

VIN: 1FMCU04152K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-----------------------------|---|------------------|-------------|----------------|
| 02M01 | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - LAUNCHED | | |
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | CLOSE - REPAIRED | 2004-08-30 | 03668USAF13104 |
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | CLOSE - REPAIRED | 2005-01-29 | 03668USAF13104 |

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

| | | | | | |
|--------------|------------------------|-----------------|---------------------------------|----------------|-----------------------------|
| VIN: | 1FMCU04152K [REDACTED] | Veh Line: | T/M1 - ESCAPE (U204) [2001] | Eng Serial No: | 381304087 |
| Model Year: | 2002 | Market Derived: | T/F - FORD DIVISION DERIVATIVE | Body Shell: | * |
| Veh Type: | T | Drive Code: | T/F - 4 WHL L/H FULL TIME DRIVE | Engine: | T/LD - MOD 3.0L DOHC EFI NA |
| Inv. Dealer: | 03668 | Body Cab Style: | T/WE - 5 DOOR LIGHT TRUCK | Transmission: | T/DJ - 4 SPD AUTO TRANS NA |
| | | Version/Series: | T/EF - FORD SERIES | | |

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 18-APR-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 113104 - *
 Country: USA - ##### Selling Dlr St/Prov: NY
 Buyer St/Prov: NY

Arrival Date: 27-APR-2002 Red Carpet Lease: *
 Sale Date: 08-JUN-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 08-JUN-2002 Modified Vehicle: *
 Orig Warranty Date: 08-JUN-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----

0042KDI297010335 6 4 2 14CP042 RG EN2 469864 N63 2X5 6 4R3A2N 13E104L 1 UA NH3 4 3 2 1
 1FMC5R1 410A 914NY 64

INSTALLED OPTION INFORMATION:

| | | | |
|------------------------|------------------------------------|----------------------|-------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | C |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: | * - [N/A] | Mirror(Psng Side): | B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: | A | Paint: | PNUAA - EBONY SOLID C/C |
| Brake Code: | * - [N/A] | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * - [N/A] | Radio: | FA - CDX6 RADIO WITH 6 DISC CHANGER |
| Calibration Code: | 2M11A30A | Sound System: | AA -LESS UPGRADED SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Suspn Tandem Axle: | |
| Color(Trim): | 000HH - MED DK PARCHMENT | Tire Brand: | AG - GOODYEAR |
| Delivery Type: | 0 | Tire Size: | D3JUJ - P235/70R-16 OWL A-S |
| Driveshaft Code: | D | Traction Control: | * - [N/A] |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Wheel Base: | |
| Fuel Type: | AF -UNLEADED FUEL CAPABILITY | | |

TIRE DOT INFORMATION:

LF: 4B08DYER1002 RF: 4B08DYER1002
 LR: 4B08DYER1002 RR: 4B08DYER1002
 LI: * RI: *
 SPARE: HY8A1R81402

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|----------------------|--------------------------|-------------|
| ESP Code: | * Emission Code: | * . * |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | JPD |
| ESP Plan Year: | * Engine Family: | 2FMXT0301F7 |
| ESP Signature Date: | | |

Standard Claims List For Model Year 2002

| 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 | SU | |
|------------------------|----------|---|------------------|------------|----------------------|-------------------|------------|-------------|---------------------|-----------|-----------------|----------|----------------|--------|-------------------|---------|------|----|--|
| 1FMCU04152K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 18-08- 2002 2002 | APR- JUN- | 113104 | USA 10 | 6C06 | 010503 | YL8Z | 7804132 | AA | | |
| AWS Claim Key: | | 4855671 | Trx Code: | | 1 | Labor Hrs: | | 0.2 | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 03668 - * | Name: | | NORTHPORT FORD, INC. | | Ph: | 631-4995300 | St: | NY | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 2003 | | | |
| Cust Comments: | | SOP SUN VISOR CLIP | | | | | | | | | | | | | | | | | |
| Tech Comments: | | REPLACE VISOR CLIP BROKEN | | | | | | | | | | | | | | | | | |
| 1FMCU04152K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 18-08- 2002 2002 | APR- JUN- | 113104 | USA 19 | 5001 | 110201 | YL8Z | 3504 | KE | | |
| AWS Claim Key: | | 8507115 | Trx Code: | | E84 | Labor Hrs: | | 3 | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 03668 - * | Name: | | NORTHPORT FORD, INC. | | Ph: | 631-4995300 | St: | NY | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 2003 | | | |
| Cust Comments: | | CUSTOMER STATES STEERING BINDS WHEN TURNING | | | | | | | | | | | | | | | | | |
| Tech Comments: | | VERIFY CONCERN REMOVE AND REPLACE POWER STEERING RACK SET TOE | | | | | | | | | | | | | | | | | |
| 1FMCU04152K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 18-08- 2002 2002 | APR- JUN- | 113104 | USA 28 | 1H03 | 030804 | 4U7Z | 9J460 | AA | | |
| AWS Claim Key: | | 11403188 | Trx Code: | | S07 | Labor Hrs: | | 0.4 | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 03668 - * | Name: | | NORTHPORT FORD, INC. | | Ph: | 631-4995300 | St: | NY | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 2004 | | | |
| Cust Comments: | | CUSTOMER STATES CHECK ENGINE LIGHT ON | | | | | | | | | | | | | | | | | |
| Tech Comments: | | NEC TO REPLACE DPFE SENSOR | | | | | | | | | | | | | | | | | |
| 1FMCU04152K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 18-08- 2002 2002 | APR- JUN- | 113104 | USA 28 | 7F01 | 011601 | 2L8Z | 17526 | AA | | |
| AWS Claim Key: | | 11403189 | Trx Code: | | E83 | Labor Hrs: | | 0.3 | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 03668 - * | Name: | | NORTHPORT FORD, INC. | | Ph: | 631-4995300 | St: | NY | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 2004 | | | |
| Cust Comments: | | CUSTOMER STATES REAR WIPER INOP | | | | | | | | | | | | | | | | | |
| Tech Comments: | | REPLACE REAR WIPER ARM | | | | | | | | | | | | | | | | | |
| 1FMCU04152K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 18-08- 2002 2002 | APR- JUN- | 113104 | USA 28 | * | * | * | * | * | | |
| AWS Claim Key: | | 11403190 | Trx Code: | | 04S13 | Labor Hrs: | | 0.4 | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 03668 - * | Name: | | NORTHPORT FORD, INC. | | Ph: | 631-4995300 | St: | NY | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 2004 | | | |
| Cust Comments: | | CHECK FOR RECALLS | | | | | | | | | | | | | | | | | |
| Tech Comments: | | PERFORM RECALL | | | | | | | | | | | | | | | | | |
| 1FMCU04152K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 18-08- 2002 2002 | APR- JUN- | 113104 | USA 33 | * | * | * | * | * | | |
| AWS Claim Key: | | 12649913 | Trx Code: | | 04S25 | Labor Hrs: | | 0.4 | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 03668 - * | Name: | | NORTHPORT FORD, INC. | | Ph: | 631-4995300 | St: | NY | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 2005 | | | |

| | |
|-----------------------|--------------------------|
| Cust Comments: | CUST STATES CABLE RECALL |
| Tech Comments: | PERFOERMED RECALL |
| | |
| | |

VEHICLE DETAIL

| | |
|------------------|--|
| VIN: 1FMCU04152K | Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO |
| Make: FORD | Transmission: 4 SPD AUTO TRANS NAAO CD4E A |
| Model: ESCAPE | Paint Code/Color: EBONY SOLID C/C |
| Year: 2002 | Calibration: 2M11A30A |
| Pay Load: | Max Towing Weight: |
| GVWR: 04520 | Axle Ratio: |
| WheelBase: 103 | Warranty Start Date: 6/8/2002 |
| GCWR: | Vehicle Build Date: 4/18/2002 |
| PEP Code: 410A | |

Selling Dealers Name: NORTHPORT FORD INC
 Selling Dealers P & A Code: 03668 Selling Dealers Sales Code: F13104
 Selling Dealers Main Phone: 516-499-5300 Selling Dealers Service Phone: 516-499-6400

Vehicle Order Image

```

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
U 0 4 2 K D 1 2 9 7 0 1 0 3 3 5 6 4 2 1 4 C P 0 4 2 R G E N 2 4 6 9 S 6 4
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
N 6 3 2 X 5 6 4 R 3 A 2 N 1 3 E 1 0 4 L 1 U A N H 3 4 3 2 1 1
1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
F M C 5 R 1 4 1 0 A 9 1 4 N Y
1 2 3 4 5 6 7 8 9 160
    
```

Update This Information In Stars

| Dealer Detail | | | | | |
|---------------------------|--------------|--|------------------------------|----------|--------------|
| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
| 13-NEW YORK | 13-NEW YORK | E | A2 | 03668 | F13104 |
| Dealer Name: | | NORTHPORT FORD INC | | | |
| Dealer Address: | | 6233 JERICO TURNPIKE COMMACK NY 11725 | | | |
| Dealer Main Phone: | | 516-499-5300 | Dealer Service Phone: | | 516-499-6400 |

| Position | Employee Name |
|--------------------|--------------------|
| CUST RELATIONS MGR | ROBERT GABER |
| DEALER/PARTNER | ROBERT J CIACCIO |
| DEALER/PARTNER | NEIL SIMS |
| DEALER/PARTNER | JOSEPH L CIACCIO |
| GENERAL MANAGER | JOSEPH CASANO |
| PARTS MANAGER | GEORGE F VENTH JR. |
| SALES MANAGER | CHRISTINE STAAB |
| SALES MANAGER | WILLIAM HALLINAN |
| SERVICE MANAGER | MARGE FAMULARO |





Consumer Affairs

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

Sent Via US Mail

January 7, 2005

[REDACTED]
Plymouth, MN [REDACTED]

RE: 2003 Ford Escape
VIN: 1FMYU93123K [REDACTED]

Dear [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,

Marquis Morris
Consumer Affairs



Standard Claims List For Model Year 2003

| 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) |
|------------------------|----------|---|---------------------------------------|------------|------------|------------------------|--------|---------------|-------------|-----------------|----------------|----------|-----|----------------|--------|------|--------|-------------------------------|-----|------------------------|--------------|
| 1FMYU93123K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 28-JAN-2003 | 08-SEP-2003 | 158018 | USA | 9 | 2G05 | 031405 | * | RECAL | * | D03 | 79 | 7881 |
| AWS Claim Key: | | 6088014 | Trx Code: | | 2 | Labor Hrs: | | 0.2 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 03891 - * | Name: MORRIE'S MINNETONKA FORD | | | Ph: 952-5465441 | | St: MN | | Ctry Cd: | | USA | | Reg Cd: | | NA | | Repr Date: 20-MAY-2004 | | Doc #: 32268801 | |
| Tech Comments: | | COMPLETED PATS SYSTEM QUICK TESTS, NO CODES. COMPLETED PINPOINT TESTS. COMPLETED PID MONITOR AND RECORD. REPROGRAMED THE KEYS. RETESTED OK. | | | | | | | | | | | | | | | | | | | |
| 1FMYU93123K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 28-JAN-2003 | 08-SEP-2003 | 158018 | USA | 11 | 7W04 | 190201 | * | 15K601 | * | L20 | 63 | 9494 |
| AWS Claim Key: | | 6843359 | Trx Code: | | 2 | Labor Hrs: | | 0.1 | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 03891 - * | Name: MORRIE'S MINNETONKA FORD | | | Ph: 952-5465441 | | St: MN | | Ctry Cd: | | USA | | Reg Cd: | | NA | | Repr Date: 13-JUL-2004 | | Doc #: 32619701 | |
| Cust Comments: | | CUSTOMER IS HAVING CONCERN WITH KEY FOBS FOR REMOTE START WHEN USING THEM THEY PUT THE VEHICLE IN THEFT MODE SEE | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | CK REMOTES AND FOUND WEAK BATT REPLACED BOTH BATTEIRIES AND RE TEST OK | | | | | | | | | | | | | | | | | | | |

PE12-019 000548 LP

[REDACTED] 1FMYU93123K [REDACTED]

Action Detail[Print Action Detail](#)

| | | | |
|---|---------------------------|----------------------------------|------------------|
| VIN: 1FMYU93123K [REDACTED] | Year: 2003 | Model: ESCAPE | Case: 1636470045 |
| Name: [REDACTED] | Owner Status: Original | WSD: 2003-09-08 | |
| Symptom Desc: ENG SPEED-UP DECELERATION ALL ENGINE TEMP | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ACCIDENT / FIRE | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: OPEN | Dealer: MORRIE'S MINNETONKA FORD | |
| Origin Desc: US CONCERN CASE BASE | | P & A Code: 03891 | |
| Odometer: 14891 MI | Comm Type: PHONE | | |
| Action Date: 01/04/2005 | Action Time: 17:40:47:423 | Action Data: <u>Yes</u> | |
| Analyst Name: THOMAS CHINNAPPAN | Analyst: TCHINNA1 | | |

COMMENTS: CUSTOMER SAYS: = KNOW THERE IS A RECALL ON THE VEH FOR THE ACCELERATOR PEDAL. = STATES THAT THE GAS PEDAL GOT STUCK AND CAUSED HER TO GET INTO ACCIDENT, = SHE HIT A WALL IN A PARKING LOT. = THE ACCIDENT OCCURED ON JAN 04,05 = NO POLICE REPORT WAS FILED. = HAS NOT YET CONTACTED THE INSURANCE COMPANY YET = VEH IS AT AN IND = SHE SOME BRUISES DUE TO THE AIR BAG DEPLOYING. PER CUSTOMER, DEALER SAYS: MORRIE'S MINNETONKA FORD = THEY WILL ADDRESS THE RECALL FOR HER, BUT TO PAY DAMAGES, TOW BILL SHE WOULD NEED TO CALL FORD. 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. === WOULD LIKE TO BE CONTACTED BETWEEN 4-5 PM INFERENCE CASE ID: 5349

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

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

[REDACTED] 1/5/2005

Close an Issue

VIN: 1FMYU93123K [REDACTED] Year: 2003 Model: ESCAPE WSD: 2003-09-08
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] N PLYMOUTH MN [REDACTED]

Case Number: 1636470045 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT / FIRE
Symptom: ENG SPEED-UP DECELERATION ALL ENGINE TEMP
Dealer: F58018 - MORRIE'S MINNET

Comm Type: MAIL Current Odometer Reading: 14891 MI
Action Category: DENY ASSISTANCE Odometer Reading: 14891 MI
Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER(C)

Caller information if different from vehicle owner

First Name:
Middle Initial:
Last Name:
Relationship: Select One
Phone:

Vehicle is being repaired by insurance company.
Customer may submit personal injury claim.

Comments:

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>

[REDACTED] 1/7/2005

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]

Address: [REDACTED] N PLYMOUTH MN [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email:



1/7/2005

ESP / Recall Information

VIN: 1FMYU93123K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|---------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |

[REDACTED] 1/7/2005


Update dealership information in GOLDD; Update dealer personnel information in STARS.

[Print Dealer Detail](#) [Print All Dealer Information](#)

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|----------------|----------------|------------|--------|----------|------------|
| 58-TWIN CITIES | 58-TWIN CITIES | B | C1 | 03891 | F58018 |

| | | | |
|---------------------------|--|------------------------------|--------------|
| Dealer Name: | MORRIE'S MINNETONKA FORD | | |
| Dealer Address: | 13400 WAYZATA BOULEVARD MINNETONKA MN 55305 | | |
| Dealer Main Phone: | 612-546-5441 | Dealer Service Phone: | 612-546-5441 |

| Position | Employee Name |
|-----------------|-----------------------|
| GENERAL MANAGER | JOHN ARETZ |
| PARTS MANAGER | GREG LIEDER |
| PARTS MANAGER | LOY GARCIA |
| SALES MANAGER | AARON J VELICK |
| SALES MANAGER | KEVIN L SCHILTZ |
| SALES MANAGER | MICHAEL SHANNON |
| SALES MANAGER | ROBERT SPLITTSTOESSER |
| SERVICE MANAGER | DAI M VU |
| SERVICE MANAGER | MANDY HILLMAN |


 1/7/2005





Terry Leikam
Claims Representative
P. O. Box 173798
Denver, CO 80217-3712
1-877-801-9674 (fax)
303-740-1683 direct line
1-800-227-1538 ext 1583
tleikam@travelers.com

February 11, 2005

Ford Motor Company
Attn. Tanya Roquemore

Our insured: [REDACTED]
Our File: LAE6683
Your file: ???
Date of Loss: April 8th 2004
VIN: 1FMCU04131K [REDACTED]

Dear Ms. Roquemore:

This letter is to inform you and invite you or your associate(s) to take part in an inspection of the above stated automobile. The inspection will take place on February 15, 2005 at:

Copart Salvage Yard
7705 Broadway SE
Albuquerque, NM 87105
Lot number 4533404

The inspection will attempt to determine the cause for an auto accident. We believe that defects in the manufacturing of the vehicle may be the proximate cause for the accident. If you or your associate(s) choose to attend, please contact me immediately so that I am able to coordinate your access to the vehicle.

Sincerely,

Terry Leikam
Claims Representative

Action Detail

| | | | |
|---|---------------------------|--|-----------------|
| VIN: 1FMCU04131K [REDACTED] | Year: 2001 | Model: ESCAPE | Case: 450941354 |
| Name: [REDACTED] | Owner Status: Original | WSD: 2001-09-29 | |
| Symptom Desc: SURGE AT CRUISE HOT ENGINE | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - OTHER ATTORNEY DEMAND | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: CLOSED | Dealer: NEW COUNTRY FORD LINC-MERC INC | |
| Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION | | P & A Code: 03225 | |
| Action Desc: CREATE CLOSED INFO CONTACT | | | |
| Odometer: 36000 MI | Comm Type: OTHER | | |
| Action Date: 07/16/2004 | Action Time: 11:00:26:483 | Action Data: No | |
| Analyst Name: TANYA ROQUEMORE (TROQUEMO) | Analyst: TROQUEMO | | |

COMMENTS: LPA CLOSING CASE. PERSONAL INJURY LETTER FAXED TO ATTORNEY.

[REDACTED] 7/16/2004



*Sent Via Fax

July 12, 2004

Crane & Tejada, P.C.
Mr. Henry Lopez
575 East College Drive
Durango, CO 81301

RE: [REDACTED]
2001 Ford Escape
VIN: 1FMCU04131K [REDACTED]

Dear Mr. Lopez

We acknowledge your recent contact to Ford Motor Company regarding your client. Your concern has been directed to this office for further handling. In order to evaluate this matter, we request that you provide us with all the following information by completing and returning this form:

1. Please provide a copy of each of the following documents and check the box indicating that each item is attached.
 - A copy of the police/fire report. If a police/fire report was not made, attach a separate sheet of paper providing a complete description of the incident.
 - Medical records for each person alleged injured from all treating physicians/facilities
 - Medical bills for each person alleged injured from all treating physicians/facilities.
 - Original photographs or laser copies of the vehicle's collision/fire damage from several different angles.
 - Original photographs or laser copies of the inside of vehicle showing the areas of concern.
 - Repair estimate or repair order
 - OR
 - Total loss worksheet with copies of draft payments
 - Complete service history for vehicle including tune ups and oil changes.

2. For each person alleged injured provide the following: (If there are additional names continue on back.)

| | |
|----------------------|----------------------|
| Name: _____ | Name: _____ |
| Address: _____ | Address: _____ |
| Spouse's Name: _____ | Spouse's Name: _____ |
| DOB: _____ | DOB: _____ |
| Soc Security#: _____ | Soc Security#: _____ |
| Occupation: _____ | Occupation: _____ |
| Injury: _____ | Injury: _____ |

3. Please specify what you believe is defective, if anything, with your vehicle.

4. Has the alleged defective vehicle/part been repaired or replaced? Yes No

5. Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).

6. Has an insurance company been advised of this incident? Yes No
if yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.

7. What are you seeking from Ford Motor Company in this matter?


Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until all the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 45 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

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

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

Respectfully yours,


Tanya Roquemore
Consumer Affairs

| | DATE | TIME | TO/FROM | MODE | MIN/SEC | PGS | CMD# | STATUS |
|----|-------|-------|-------------|------|---------|-----|------|--------|
| 32 | 07/12 | 14:42 | +9702471538 | EC-S | 01'01" | 003 | 192 | OK |



Facsimile transmittal

| | | | |
|-------|----------------------|--------|--------------------------|
| To: | Crane & Tejada, P.C. | Fax: | 970/247-1538 |
| From: | Tanya Roquemore | Date: | 7/12/2004 |
| Re: | [REDACTED] | Pages: | 2 (includes cover sheet) |



Thank You

Tanya Roquemore

313/390-3594

For Review
 Please Comment
 Please Reply
 Please Recycle

Action Detail

| | | | |
|--|---------------------------|--|-----------------|
| VIN: 1FMCU04131K [REDACTED] | Year: 2001 | Model: ESCAPE | Case: 450941354 |
| Name: [REDACTED] | Owner Status: Original | WSD: 2001-09-29 | |
| Symptom Desc: SURGE AT CRUISE HOT ENGINE | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - OTHER ATTORNEY DEMAND | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: ACKNOWLEDGE | Dealer: NEW COUNTRY FORD LINC-MERC INC | |
| Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD | | P & A Code: 03225 | |
| Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND | | | |
| Odometer: 36000 MI | Comm Type: MAIL | | |
| Action Date: 07/12/2004 | Action Time: 09:32:33:263 | Action Data: Yes | |
| Analyst Name: KOKOSZKA, DELPHINE (D.M.) | Analyst: DKOKOSZK | | |

COMMENTS: *****ATTORNEY DEMAND***** ATTORNEY LETTER RECEIVED 7/9/04. ATTORNEY ALLEGES HIS CLIENT'S VEHICLE SUDDENLY ACCELERATED AS SHE WAS STOPPING TO ALLOW ONCOMING TRAFFIC TO PASS BY. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

[REDACTED] 7/12/2004

CRANE and TEJADA, P.C.

Bethiah Beale Crane
Alex C. Tejada

Attorneys at Law

CRANE & TEJADA
P.C.

June 1, 2004

4 III -9 111 33

Ms. Tonya Rothmore
FORD MOTOR COMPANY
Attn: Costumer Service
American Road
Dearborn, Michigan 48121

Re: My Client/Your Consumer: [REDACTED]
Date of Accident: 04/08/04
Your motor vehicle: Ford Escape
2001 VIN: 1FMCU04131K

Dear Ms. Rothmore,

This letter follows-up our telephone conversation of May 24, 2004, and your interest in obtaining information from [REDACTED] regarding the motor vehicle accident above-referenced.

[REDACTED] has asked that I assist her in claims arising from her use of the above-referenced motor vehicle and the accident resulting from the defect which is the subject of the recall notice dated April 2004 received by her on April 27, 2004.

[REDACTED] was injured as a result of a crash between her and an oncoming vehicle when her car suddenly accelerated as she was stopping to allow oncoming traffic to pass-by before turning. I am collecting the law enforcement reports and the medical records and will later provide you copies of them, as well as the medical bills.

Would you please tell me how and from whom I may obtain the information and documentation upon which the April 2004 recall notice was issued. Enclosed is a copy of the recall notice.

I look forward to working with you and thank you for your prompt assistance.

Sincerely yours,
CRANE & TEJADA, P.C.


Bethiah Beale Crane

BBC/hsl
encl. [REDACTED]
cc: [REDACTED]

575 East College Drive • Durango, Colorado 81301
Telephone: (970) 247-1400 • Fax: (970) 247-1538

Have you previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 1904, Dearborn, Michigan 48121. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-800-392-3673.

For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

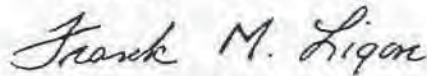
Saturday: 9AM – 5:30PM

If you wish to contact us through the Internet, our address is: www.ownerconnection.com

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations

Action Detail

| | | | |
|---|---------------------------|--|-----------------|
| VIN: 1FMCU04131H [REDACTED] | Year: 2001 | Model: ESCAPE | Case: 450941354 |
| Name: [REDACTED] | Owner Status: Original | WSD: 2001-09-29 | |
| Symptom Desc: SURGE AT CRUISE HOT ENGINE | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: CLOSED | Dealer: NEW COUNTRY FORD LINC-MERC INC | |
| Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION | | P & A Code: 03225 | |
| Action Desc: CREATE CLOSED INFO CONTACT | | | |
| Odometer: 36000 MI | Comm Type: OTHER | | |
| Action Date: 05/25/2004 | Action Time: 09:10:02:870 | Action Data: No | |
| Analyst Name: TANYA ROQUEMORE (TROQUEMO) | Analyst: TROQUEMO | | |

COMMENTS: LPA CLOSING CASE. LPA REQUESTED ATTORNEY LETTER.

[REDACTED]

6/18/2004

Action Detail

| | | | |
|---|---------------------------|--|-----------------|
| VIN: 1FMCU04131K [REDACTED] | Year: 2001 | Model: ESCAPE | Case: 450941354 |
| Name: [REDACTED] | Owner Status: Original | WSD: 2001-09-29 | |
| Symptom Desc: SURGE AT CRUISE HOT ENGINE | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: CLOSED | Dealer: NEW COUNTRY FORD LINC-MERC INC | |
| Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION | | P & A Code: 03225 | |
| Action Desc: MAKE OUTBOUND CALL TO 3RD PARTY | | | |
| Odometer: 36000 MI | Comm Type: PHONE | | |
| Action Date: 05/25/2004 | Action Time: 09:08:48.570 | Action Data: Yes | |
| Analyst Name: TANYA ROQUEMORE (TROQUEMO) | Analyst: TROQUEMO | | |

COMMENTS: LPA CONTACTED CUSTOMER'S ATTORNEY. CASE SHOULD BE CLOSED AND REOPENED AS ATTORNEY DEMAND. LPA REQUESTED ATTORNEY LETTER FROM ATTORNEY'S OFFICE.

[REDACTED] 6/18/2004

All Action Details for Issue

Print

VIN: 1FMCU04131K [REDACTED] Year: 2001 Model: ESCAPE Case: 450941354
 Name: [REDACTED] Owner Status: Original WSD: 2001-09-29
 Symptom Desc: SURGE AT CRUISE HOT ENGINE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
 Dealer: 03225 NEW COUNTRY FORD LINC-MERC INC Origin Desc: US CONCERN CASE BASE
 Odometer: 36000 MI Comm Type: PHONE
 Analyst Name: LEEYAW KESTON Analyst: KLEEYAW
 Action Date: 05/14/2004 Action Time: 13.03.20.175 Action Data: No

Comments CUSTOMER SAID: ==AS SHE WAS COMING TO A STOP BEFORE MAKING A LEFT TURN TOWARDS INCOMING TRAFFIC, THE VHE SURGED INTO THE INCOMING TRAFFIC ==CUST DOES NOT REMEMBER WHAT HAPPENED ==ALLEGING ACCIDENT CAUSED BY RECALL 04S13 ==LOCATION OF ACCIDENT: 21000 BLOCK OF HIGH WAY 160 W (DURANGO COLORADO) ==POLICE REPORT WAS FILED ==POLICE REPORT FINDING: CUST VEH DROVE INTO APPROACHING TRAFFIC, IN COURT CASE DISMISSED ON BASIS OF RECALL ==POLICE REPORT #: CALL: 017419 INCIDENT:32370 CITY: DURANGO COUNTY: LAPOTA ==CLAIM FILED WITH INSURANC COMPANY ==STATUS OF CLAIM: CUST WILL BE ISSUED A CHEQUE, AND THE BALANCE ON VEH WILL BE PAID OFF ==VHE IS TOTALED ==ATTORNEY: HAS BEEN CONTACTED, BUT NOT SURE IF THAT ATTORNEY WILL BE USED, MAY SEEK ANOTHER DEALER SAID: NEW COUNTRY FORD LINC-MERC INC 1200 CARBON JUNCTION DURANGO, CO 81301 TEL: (970) 385-4822CRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 03225 NEW COUNTRY FORD LINC-MERC INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 36000 MI Comm Type: PHONE
 Analyst Name: TANYA ROQUEMORE (TROQUEMO) Analyst: TROQUEMO
 Action Date: 05/17/2004 Action Time: 10.35.56.882 Action Data: Yes

Comments LPA LEFT MESSAGE FOR CUSTOMER.

| Data Element Name | Data Value |
|-------------------|------------|
| CONTACT PERSON | NANCY FUNK |

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER
 Dealer: 03225 NEW COUNTRY FORD LINC-MERC INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 36000 MI Comm Type: PHONE
 Analyst Name: TANYA ROQUEMORE (TROQUEMO) Analyst: TROQUEMO
 Action Date: 05/17/2004 Action Time: 10.37.30.167 Action Data: No

Comments LPA LEFT MESSAGE FOR SM AT DEALERSHIP.

Action: RECEIVE INBOUND CALL FROM DEALER
 Origin Desc: CONSUMER AFFAIRS - LITIGATION



5/26/2004

Dealer: 03225 NEW COUNTRY FORD LINC-MERC INC **PREVENTION**
Odometer: 36000 MI **Comm Type:** PHONE
Analyst Name: TANYA ROQUEMORE **Analyst:** TROQUEMO
 (TROQUEMO)
Action Date: 05/17/2004 **Action Time:** 13.32.19.330 **Action Data:** Yes

Comments SM STATED CUSTOMER HAS HAD NO CONTACT.

| <u>Data Element Name</u> | <u>Data Value</u> |
|--------------------------|-------------------|
| CONTACT PERSON | JEFF SIMMONS |

Action: RECEIVE INBOUND CALL FROM ATTORNEY
Dealer: 03225 NEW COUNTRY FORD LINC-MERC INC **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 36000 MI **Comm Type:** PHONE
Analyst Name: TANYA ROQUEMORE **Analyst:** TROQUEMO
 (TROQUEMO)
Action Date: 05/19/2004 **Action Time:** 15.16.59.634 **Action Data:** Yes

Comments LPA REC'D MESSAGE FROM CUSTOMERS ATTORNEY. ATTORNEY REQUEST CONTACT FROM LPA.

| <u>Data Element Name</u> | <u>Data Value</u> |
|--------------------------|-------------------|
| CONTACT PERSON | MS. CRANE |

Action: MAKE OUTBOUND CALL TO 3RD PARTY
Dealer: 03225 NEW COUNTRY FORD LINC-MERC INC **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 36000 MI **Comm Type:** PHONE
Analyst Name: TANYA ROQUEMORE **Analyst:** TROQUEMO
 (TROQUEMO)
Action Date: 05/25/2004 **Action Time:** 09.08.48.570 **Action Data:** Yes

Comments LPA CONTACTED CUSTOMER'S ATTORNEY. CASE SHOULD BE CLOSED AND REOPENED AS ATTORNEY DEMAND. LPA REQUESTED ATTORNEY LETTER FROM ATTORNEY'S OFFICE.

| <u>Data Element Name</u> | <u>Data Value</u> |
|--------------------------|-------------------|
| CONTACT PERSON | MS. CRANE |

Action: CREATE CLOSED INFO CONTACT
Dealer: 03225 NEW COUNTRY FORD LINC-MERC INC **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 36000 MI **Comm Type:** OTHER
Analyst Name: TANYA ROQUEMORE **Analyst:** TROQUEMO
 (TROQUEMO)
Action Date: 05/25/2004 **Action Time:** 09.10.02.870 **Action Data:** No

Comments LPA CLOSING CASE. LPA REQUESTED ATTORNEY LETTER.



... 5/26/2004

Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 56-DENVER | 56-DENVER | D | D2 | 03225 | F56480 |

Dealer Name: NEW COUNTRY FORD
 LINC-MERC INC
Dealer Address: 1200 CARBON JUNCTION
 DURANGO CO 81301
Dealer Main Phone: 970-385-4822 **Dealer Service Phone:** 970-385-4822

| Position | Employee Name |
|--------------------|-------------------|
| CUST RELATIONS MGR | JAN E GANN |
| DEALER/PARTNER | ROBERT J ARIANO |
| DEALER/PARTNER | NANCY M SELLERS |
| GENERAL MANAGER | KEVIN R SZURA |
| PARTS MANAGER | BRANDON COSTER |
| SALES MANAGER | HAROLD E TRUJILLO |
| SALES MANAGER | STEPHEN Z WALLACE |
| SERVICE MANAGER | JEFF W SIMMONS |

#1
Ext. 233



5/17/2004

ESP / Recall Information

VIN: 1FMCU04131K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-----------------------------|--|-----------------|-------------|-------------|
| 02M01 | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YEARS OR 24,000 MILES, WHI | OPEN - LAUNCHED | | |
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | OPEN - LAUNCHED | | |

[REDACTED] 5/17/2004

Customer Info

Customer: [REDACTED] Primary Phone [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] CO [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

[REDACTED] 5/17/2004

| VIN | Year | Model | Vehicle List Sales Type | Owner Status | Vehicle Info |
|------------------------|------|-------------------|----------------------------|----------------|---------------------------|
| 1FMCU04131K [REDACTED] | 2001 | ESCAPE | INDIVIDUAL RTL | Original Owner | Oasis Warranty History |
| | | Open Issues Exist | | | |

[REDACTED] 5/17/2004

VEHICLE DETAIL

VIN: 1FMCU04131K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: MEDIUM WEDGEWOOD C/C
 Year: 2001 Calibration: 0M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 00000 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 9/29/2001
 GCWR: Vehicle Build Date: 6/29/2001
 PEP Code:

Selling Dealers Name: NEW COUNTRY FORD LINC-MERC INC
 Selling Dealers P & A Code: 03225 Selling Dealers Sales Code: F56480
 Selling Dealers Main Phone: 970-385-4822 Selling Dealers Service Phone: 970-385-4822

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 4 1 K C 4 1 3 0 1 1 0 3 3 7 P V 2 2 4 E 1 2 8 0 N E E 4 6 9 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 6 3 2 6 5 5 8 S 3 A 2 N 5 6 D 4 7 6 2 L D A 1 2 A 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M C 3 1 9 1 4 C D F
 1 2 3 4 5 6 7 8 9 160

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

| | | | | | |
|----------------------|------------------------|-----------------|---------------------------------|----------------------|---------------------------------------|
| VIN: | 1FMCU04131K [REDACTED] | Veh Line: | T/M1 - ESCAPE (U204) [2001] | Body Shell: | * |
| Model Year: | 2001 | Market Derived: | T/F - FORD DIVISION DERIVATIVE | Navis Eng Serial No: | 983634087 |
| Veh Type: | T | Drive Code: | T/F - 4 WHL L/H FULL TIME DRIVE | Engine: | T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO |
| Inv. Dealer: | 03161 | Body Cab Style: | - 5 DOOR LIGHT TRUCK | Transmission: | T/DJ - 4 SPD AUTO TRANS NAAO CD4E |
| Vehicle Status Code: | 800 | Version/Series: | T/EF - FORD SERIES | | |

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8
NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

| | | | |
|----------|-------------|------------|------------------------------|
| Region: | NA - ##### | Plant: | AJ - KANSAS CITY PLANT BUILD |
| Country: | USA - ##### | Prod Date: | 29-JUN-2001 |

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 156480 - *
Country: USA - ##### Selling Dir St/Prov: CO
Buyer St/Prov: CO

Arrival Date: 16-JUL-2001 Red Carpet Lease: *
Sale Date: 29-SEP-2001 Fleet/Retail/Co. Lease: R
Warranty Start Date: 29-SEP-2001 Modified Vehicle: * Vehicle Count Flag:
Orig Warranty Date: 29-SEP-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
0041KC41301103378 V 2 24E1280 NE E 469 63 563 265 5 8F3A2N 56047E 2 LB A 12A 4 3 2 11
EMC3 1 914CD F

PE12-019 000573 LP



INSTALLED OPTION INFORMATION:

| | | | |
|-------------------------------|------------------------------|-----------------------------|------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | C |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | AD - DRIVER POWER MIRROR |
| Axle Type: | * - [N/A] | Mirror(Psng Side): | AD - PASS POWER CONVEX MIRROR |
| Battery Amp Rating: | A | Paint: | PNLDB - MEDIUM WEDGEWOOD C/C |
| Brake Code: | * - [N/A] | Power Antenna: | * - [N/A] |
| Brake Code(Service): | * - [N/A] | Radio: | AQ - ELETR PREMIUM AM/FM STRO/CSTE |
| Calibration Code: | 0M11A30A | Sound System: | * - [N/A] |
| Color(Accent): | * - [N/A] | Suspn Tandem Axle: | |
| Color(Trim): | 000ZV - | Tire Manufacturer: | AP - |
| Delivery Type: | 0 | Tire Brand: | 08453 - |
| Driveshaft Code: | D | Tire Size: | D31JJ - P235/70R-16 OWL A-S |
| Front Seat: | * - [N/A] | Traction Control: | * - [N/A] |
| Fuel Type: | * - [N/A] | Wheel Base: | |

TIRE DOT INFORMATION:

LF: A3084532301 RF: A3084532301
 LR: A3084532301 RR: A3084532301
 LI: * RI: *

SPARE: HY8A1R82301 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO , MOUNT VERNON , ILLINOIS , UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|-----------------------------|--------------------------|-------------|
| ESP Code: | * Emission Code: | T/B - T/B |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | HKS |
| ESP Plan Year: | * Engine Family: | 1FMXT0301F6 |
| ESP Signature Date: | | |

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 17-MAY-2004

Note: All Costs are in US Dollars Server Name: AWS Adhoc

| 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 |
|------------------------|--|---------------|--------------------------------|------------------|------------|------------|------------|-------------------|------------|--------------------|-----------------|-----------------------|----------------|--------------------|-------------------|-------------|---------------------------|-------|------|-----|-----|-----|----|
| 1FMCU04131K [REDACTED] | MI | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 29-06-01 | 29-09-01 | 156480 | USA | 22 | * | 1H03 | 2F1Z | 9J460 | AA | S11 | V44 | E29 | 42 |
| AWS Claim Key: | 15021538 | Doc #: | 21536101 | Trx Code: | | | S07 | Labor Hrs: | 3 | Labor Cost: | 20.25 | Material Cost: | 42.59 | Total Cost: | 62.84 | | | | | | | | |
| Dir Cd-Sub Cd: | 03225-* | Name: | NEW COUNTRY FORD LINC-MERC INC | | | | Ph: | 970-3854822 | St: | CO | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 07-JUL-2003 | DIST (Mile): 22306 | | | | | | |
| 1FMCU04131K [REDACTED] | MI | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 29-06-01 | 29-09-01 | 156480 | USA | 28 | * | 1G04 | 1F1Z | 6B209 | AA | S10 | V89 | C50 | 42 |
| AWS Claim Key: | 16946329 | Doc #: | 22361701 | Trx Code: | | | E84 | Labor Hrs: | 4 | Labor Cost: | 27 | Material Cost: | 37.2 | Total Cost: | 64.2 | | | | | | | | |
| Dir Cd-Sub Cd: | 03225-* | Name: | NEW COUNTRY FORD LINC-MERC INC | | | | Ph: | 970-3854822 | St: | CO | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 22-DEC-2003 | DIST (Mile): 27537 | | | | | | |
| Cust Comments: | NO POWER STEERING ASSIST | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | BELT TENSIONER BROKEN CHECK P S, SERP BELT LOOSE, TENSIONER BROKEN, R&R SERP BELT, AND REPLACE TENSIONER, OK NOW | | | | | | | | | | | | | | | | | | | | | | |

Any comments? You can contact



webmaster





STANDARD CLAIMS LIST

AWS Online Report

Run Date: 28-OCT-2004

Note: All Costs are in US Dollars Server Name: AWS Production

| 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 |
|-----------------------|--|---------------|--------------------|----------|------------------|------------|------------|-------------------|------------|--------------------|-----------------|----------------|-----------------------|---------|--------------------|-------------|------|--------------------|------|-----|-----|----|
| 1FMYU03163K | MI | T/M1 | T/F | * | T/EF | T/A | AJ | T/DJ | T/LD | 14-08-02 | 18-09-02 | 147019 | USA | 20 | * | * | * | * | SXX | V00 | * | * |
| AWS Claim Key: | 5745667 | Doc #: | 018184A | | Trx Code: | | 04S13 | Labor Hrs: | 4 | Labor Cost: | | 28 | Material Cost: | 0 | Total Cost: | | 28 | | | | | |
| Dir Cd-Sub Cd: | 04716-* | Name: | DON HINDS FORD INC | | | | Ph: | 317-8499000 | St: | IN | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 28-APR-2004 | | DIST(Mile): | 3651 | | | |
| Cust Comments: | *N99 RECALL 04S13 POWERTRAIN REPROGRAM | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | 3651 RECALL 04S13 REPROGRAMED PCM PER RECALL 04S13 | | | | | | | | | | | | | | | | | | | | | |

| | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------|---|---------------|--------------------|---|------------------|-----|------------|-------------------|------------|--------------------|-----------------|--------|-----------------------|--------|--------------------|-------------|--------|--------------------|------|-----|-----|-----|----|
| 1FMYU03163K | MI | T/M1 | T/F | * | T/EF | T/A | AJ | T/DJ | T/LD | 14-08-02 | 18-09-02 | 147019 | USA | 21 | * | 2E03 | 1L8Z | 9F715 | AA | S11 | V42 | D21 | 42 |
| AWS Claim Key: | 5971351 | Doc #: | 019260A | | Trx Code: | | S07 | Labor Hrs: | 1.2 | Labor Cost: | | 84 | Material Cost: | 169.44 | Total Cost: | | 253.44 | | | | | | |
| Dir Cd-Sub Cd: | 04716-* | Name: | DON HINDS FORD INC | | | | Ph: | 317-8499000 | St: | IN | Ctry Cd: | USA | Reg Cd: | NA | Repr Date: | 12-MAY-2004 | | DIST(Mile): | 3684 | | | | |
| Cust Comments: | *D50 WHEN SLOWING DOWN AND ALMOST STOPPED DIED AND HAD RECALL DONE | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | 3684 STALLS WHILE SLOWING DOWN, CHECKED OPERATION, CONTACTED MIKE AT HOTLINE, 309 460 384, CHECKED PCM FOR LATEST CALIBRATION UPDATED TO 3L8A BC, MOST CURRENT UPDATE, USED TSB 02 23 1 AS A REFERENCE TO PREFORM OWN PIN POINT TEST, FOUND IAC AT 53% WHEN AT IDLE, OPERATING TEMP. ALL FOUR FUEL TRIMS FROM 5 TO 0, EVAP AT 0% AND RPM AT 698, IAC OUT OF RANGE FOR CONDITIONS, REMOVED AND | | | | | | | | | | | | | | | | | | | | | | |

Any comments? You can contact



webmaster

All Action Details for Issue

Print

VIN: 1FMYU03163K [REDACTED] Year: 2003 Model: ESCAPE Case: 479422524
 Name: [REDACTED] Owner Status: Original WSD: 2002-09-18
 Symptom Desc: ENG SPEED-UP SUDDEN ACCEL WARM Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 04716 DON HINDS FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 5080 MI Comm Type: PHONE
 Analyst Name: MARLENE RODRIGUES Analyst: MRODR159
 Action Date: 10/26/2004 Action Time: 16.49.07.949 Action Data: Yes

Comments CUSTOMER SAID: -CUST'S WIFE WAS PULLING INTO PARKING SPACE TODAY, VEH ACCELERATED, JUMPED THE CURB -CUST'S WIFE WAS DRIVING VEH-SHE GOT INTO AN ACCIDENT AND IT CAUSED SOME DAMAGE TO LANSCAPED PROPERTY-NO INJURIES SUSTAINED-CUST WANTS SOMETHING TO BE DONE ABOUT THIS-HE HAS A DSB HEARING SCHEDULED FOR 11/04/2004 IN REGARDS TO THE SAME DEFECT.DEALER SAID: -CUST PURCHASED VEH ATDON HINDS FORD 12610 FORD DRIVEFISHERS, IN 46038TEL: (317) 849-9000CRC 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.

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |

- flight recorder put on veh.
- Cust. advised button has to be pushed while incident occurs

All Action Details for Issue

Print

VIN: 1FMYU03163K [REDACTED] Year: 2003 Model: ESCAPE Case: 479422524
 Name [REDACTED] Owner Status: Original WSD: 2002-09-18
 Symptom Desc: ENG SPEED-UP SUDDEN ACCEL WARM Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 04716 DON HINDS FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 5080 MI Comm Type: PHONE
 Analyst Name: MARLENE RODRIGUES Analyst: MRODR159
 Action Date: 10/26/2004 Action Time: 16.49.07.949 Action Data: Yes

Comments CUSTOMER SAID: -CUST'S WIFE WAS PULLING INTO PARKING SPACE TODAY, VEH ACCELERATED, JUMPED THE CURB -CUST'S WIFE WAS DRIVING VEH-SHE GOT INTO AN ACCIDENT AND IT CAUSED SOME DAMAGE TO LANSCAPED PROPERTY-NO INJURIES SUSTAINED-CUST WANTS SOMETHING TO BE DONE ABOUT THIS-HE HAS A DSB HEARING SCHEDULED FOR 11/04/2004 IN REGARDS TO THE SAME DEFECT.DEALER SAID: -CUST PURCHASED VEH ATDON HINDS FORD 12610 FORD DRIVEFISHERS, IN 46038TEL: (317) 849-9000CRC 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.

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 04716 DON HINDS FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 5080 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 10/28/2004 Action Time: 15.10.26.353 Action Data: Yes

Comments LEFT MSG FOR CUSTOMER REQUESTING RETURN PHONE CALL REGARDING ACCIDENT.

| Data Element Name | Data Value |
|-------------------|-------------------|
| CONTACT PERSON | ANSWERING MACHINE |

Action: REFER TO INSURANCE CARRIER - UNABLE TO DUPLICATE
 Dealer: 04716 DON HINDS FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 5080 MI Comm Type: MAIL
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 11/01/2004 Action Time: 08.00.27.492 Action Data: No

Comments CONTACTED CUSTOMER 10-29-04, REGARDING ACCIDENT. ADVISED CUSTOMER NO RELATED RECALLS OR REPAIR HISTORY AND CONCERN HAS NOT BEEN DUPLICATED AT DLR. REFERRED CUSTOMER TO INSURANCE CARRIER. SENT CUSTOMER "REFER TO INSURANCE CARRIER" LETTER 11-01-04.

All Action Details for Issue

Print

VIN: 1FMYU03163K [REDACTED] Year: 2003 Model: ESCAPE Case: 479422524
 Name: [REDACTED] Owner Status: Original WSD: 2002-09-18
 Symptom Desc: SERVICE BRAKE NOISY Primary Phone: [REDACTED]
 Reason Desc: DSB-REPLACE/REFUND RQST-V DOESNT MEET EXPECT Secondary Phone: [REDACTED]
 Issue Type: 06 DSB Issue Status: CLOSED

Action: OPEN-DEALER PROVIDED APPLICATION-YES ORAL PRESENTATION
 Dealer: 04716 DON HINDS FORD INC Origin Desc: DEMARS
 Odometer: 4857 MI Comm Type: MAIL
 Analyst Name: LAZU, FELICITA Analyst: F-LAZU1
 Action Date: 09/27/2004 Action Time: 11.15.44.992 Action Data: No

Comments ELIGIBLE: ENGINE, ACCELERATION, BRAKES

Action: DEMARS MAILS REQUESTS FOR DEALER REPORTS
 Dealer: 04716 DON HINDS FORD INC Origin Desc: DEMARS
 Odometer: 4857 MI Comm Type: MAIL
 Analyst Name: BURGOS, JESSICA Analyst: J-BURGO1
 Action Date: 09/28/2004 Action Time: 08.22.19.611 Action Data: Yes

Comments JB

| Data Element Name | Data Value |
|-------------------|----------------|
| DEALER NAME | DON HINDS FORD |
| DEALER NAME | |
| DEALER NAME | |
| DEALER NAME | |
| DEALER NAME | |
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| DEALER NAME | |

Action: CSM - MAIL SENT - DSB
 Dealer: 04716 DON HINDS FORD INC Origin Desc: CONSUMER AFFAIRS - DSB
 Odometer: 4857 MI Comm Type: EMAIL
 Analyst Name: TAYLOR, TERRA (D.) Analyst: TTAYLO31
 Action Date: 10/01/2004 Action Time: 08.32.53.200 Action Data: No

Comments 11/4/04 LOUISVILLE BOARD-REGION 47 DSB COMPANY REPORT DUE DATE IS 10/26/04.

Action: DEMARS RECEIVES DEALER REPORT
 Dealer: 04716 DON HINDS FORD INC Origin Desc: DEMARS
 Odometer: 4857 MI Comm Type: FAX
 Analyst Name: DYKES, CARLISSA Analyst: C-DYKES2
 Action Date: 10/07/2004 Action Time: 12.03.22.645 Action Data: No



11/19/2004

Comments DON HINDS FORD

Action: INITIAL CALL MADE TO CUSTOMER
 Dealer: 04716 DON HINDS FORD INC Origin Desc: CONSUMER AFFAIRS - DSB
 Odometer: 4857 MI Comm Type: EMAIL
 Analyst Name: TAYLOR, TERRA (D.) Analyst: TTAYLO31
 Action Date: 10/20/2004 Action Time: 14.11.57.299 Action Data: No

Comments | CALLED THE CUSTOMER AND SPOKE WITH [REDACTED] THE CUSTOMER'S WIFE, TODAY ABOUT HER HUSBAND'S CASE. SHE IS AWARE OF THE BOARD PROCESS AND STATED THAT SHE IS THE ONE THAT DRIVES THE VEHICLE AND ALL CONCERNS ARE STILL PRESENT.

Action: COMPANY REPORT SUBMITTED
 Dealer: 04716 DON HINDS FORD INC Origin Desc: CONSUMER AFFAIRS - DSB
 Odometer: 4857 MI Comm Type: EMAIL
 Analyst Name: TAYLOR, TERRA (D.) Analyst: TTAYLO31
 Action Date: 10/21/2004 Action Time: 11.06.44.979 Action Data: Yes

Comments | SENT THE COMPANY REPORT TODAY TO DEMARS. THERE WERE NO FSE OR ZM REPORTS ATTACHED.

| Data Element Name | Data Value |
|--------------------------------------|------------|
| CUSTOMER CONTACTED BY FORD | YES |
| REGION RESPONDED TO DSB E-MAIL (Y/N) | YES |

Action: RECORD DETAILS BOARD DECISION - NO FURTHER ACTION
 Dealer: 04716 DON HINDS FORD INC Origin Desc: DEMARS
 Odometer: 4857 MI Comm Type: EMAIL
 Analyst Name: BEYER, BECCA Analyst: B-BEYER1
 Action Date: 11/10/2004 Action Time: 11.53.02.503 Action Data: Yes

Comments CONCERNS: ENGINE/ACCELERATOR/BRAKES REQUESTS: DECISION: NFA à BASED ON ORAL PRESENTATION, CUSTOMER DID NOT CONVINCED THE BOARD THAT THERE WAS A SUBSTANTIAL PROBLEM WITH THE ACCELERATION (ENGINE). ALSO BASED ON PAGE 7, #5, THE FSE SAID THERE WERE NO REPORTED PROBLEMS AFTER REPAIR. PER THE CUSTOMER'S ORAL PRESENTATION, THE BRAKE CONCERN HAS BEEN RESOLVED.

| Data Element Name | Data Value |
|----------------------|------------|
| NAME OF BOARD | LSVL |
| MEETING DATE | 11-04-2004 |
| DECISION LETTER DATE | 11-08-2004 |
| 40 DAY DELAY CODE | 0 |
| ORAL HEARING | YES |

[REDACTED] 11/19/2004

All Action Details for Issue

Print

VIN: 1FMYU03163K [REDACTED] Year: 2003 Model: ESCAPE Case: 479422524
 Name: [REDACTED] Owner Status: Original WSD: 2002-09-18
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: AWA - CAC SUPPORTS FIELD'S DECISION Secondary Phone: [REDACTED]
 Issue Type: 02 INFORMATION Issue Status: CLOSED

Action: CB-SUPPORT DEALERSHIP'S/REGION'S POSITION Origin Desc: US CONCERN CASE BASE
 Dealer: 04716 DON HINDS FORD INC
 Odometer: 5000 MI Comm Type: PHONE
 Analyst Name: WORRELL CARSON Analyst: CWORREL1
 Action Date: 09/29/2004 Action Time: 14.43.38.688 Action Data: No

Caller Information If Different From Vehicle Owner:

| First Name | Middle Initial | Last Name | Day Phone | Relationship |
|------------|----------------|------------|-----------|--------------|
| [REDACTED] | | [REDACTED] | | SPOUSE |

Comments CUSTOMER SAID: SAYS THAT SHE TURNED THE DON HINDS DLR INTO THE BETTER BUSINESS BUREAU BECAUSE SHE FEELS THAT THEY ARE NOT DOING EVERYTHING THAT THEY CAN TO HELP THEM SAYS THAT THEY HAVE AN INTERMITTENT CONCERN THAT AHS NOT BEEN DIAGNOSED YETSHE SAYS THAT THEY HAVE A BLACK BOX IN THE VEH NOW TO TRY TO FIND THE CONCERNCRC ADVISED: THANK YOU FOR CONTACTING FORD MOTOR COMPANY IN REGARDS TO THIS ISSUE. OUR RECORDS INDICATE THAT A DECISION HAS BEEN MADE AND THE CRC CAN NOT OVERTURN THIS DECISION. HOWEVER, TO ENSURE OUR RECORDS ARE COMPLETE WE HAVE DOCUMENTED YOUR FEEDBACK. (NOTE TO CSR: SUPPORT DLR/REGION DECISION.)ADVISED CUST OF SAME AS PREVIOUS EXPLAINED THAT UNTIL THE DLR CAN PROPERLY DIAGNOSE THE VEH THEY CANNOT SUBMIT A WARRANTY CLAIM THAT WOULD ALLOW THEM TO ATTEMPT ANY REPAIRS

Action: CUSTOMER FOCUS - NO CONTACT REQUIRED/DECISION ALREADY RENDERED
 Dealer: 04716 DON HINDS FORD INC Origin Desc: MANUAL - CORRESPONDENCE CSR
 Odometer: 1 MI Comm Type: MAIL
 Analyst Name: JANET LEE Analyst: JLEE
 Action Date: 10/06/2004 Action Time: 12.22.26.277 Action Data: No

Comments CUSTOMER SAYS: LETTER DATED SEPT 13 -04 = .CUST SAYS THAT VEH GOES TO HIGH RPM---.CUST SAYS THAT THE DLR HAS INSTALLED A BLACK BOX TO FINF THE CONCERN BUT ARE NOT ABLE TO DUPLICATE CONCERN .CUST WAS TOLD TO GO TO DSB BY THE DLRSHIP AND HAS CONTACTED THEM AND DID NOT WANT A CRC TO START DSB PROCESSCUST WOULD LIKE A REGIONAL REP TO CALL HIM ON THIS CUST FEELS THAT VEH IS UNSAFE TO DRIVE - VEH WAS RECALLED FOR EXHIBITING AN INTERMITTENT ENGINE QUIT AND RESTART CONDITION DUE TO CALIBRATION ERROR WITH THE EVAP MONITOR AND SYSTEM INTERACTION BETWEEN THE CALIBRATION SYSTEM - THIS CONDITION IS MOST LIKELY TO OCCUR WHILE DECELERATING BELOW 40 MPH AND COULD RESULT IN THE VEH BEING IN A CRASH WITHOUT WARNING - THERE HAVE BEEN NO PROBLEMS WITH THE VEH PRIOR TO THIS -WILL DRIVE VEH WITH THE RECORDING DEVICE BUT I DO NOT FEEL SAFE LETTING MY WIFE DIRVE THE VEH PER CUSTOMER, DEALER SAYS: CAC ADVISED: CUSTOMER FOCUS - NO CONTACT REQUIRED/DECISION ALREADY RENDERED- SAME ISSUE - HAS BEEN ADVISED BY SUPERVISOR LOUISA

copy

Sent Via U.S. Mail

November 1, 2004

[REDACTED]
Noblesville, IN [REDACTED]

RE: 2003 Ford Escape
VIN: 1FMYU03163K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2003 Ford Escape.

We sincerely regret the circumstances you described. As we discussed October 29, 2004, 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.

Sincerely,

Rochelle Graham
Consumer Affairs

Sent Certified U.S. Mail

November 2, 2004

Rochelle Graham
Ford Motor Company
Consumer Affairs

RE: 2003 Ford Escape
VIN: 1FMYU03163K [REDACTED]

Attached is a copy of:

1. Your letter.
2. A letter from Rick Provence, the Technical Service Manager, of Don Hinds Ford Service Department stating he was in the vehicle when the unexpected acceleration occurred.
3. Copies of the paper work from the same Service Center stating an "engine racing uncommanded concern."
4. A letter from John W. Colglazier, President of Don Hinds Ford, to the Better Business Bureau stating that the problem must occur three times before they will be able to proceed with their diagnosis of the problem.

Please contact me after you receive this information to let me know if you consider this proof that my concerns about this vehicle are warranted.

Thank You,

[REDACTED]

cc:
Mike Moorcroft, Allstate Insurance Co.
Dispute Settlement Board Administrator



Consumer Affairs

Sent Via U.S. Mail

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

November 1, 2004

[REDACTED]

Noblesville, IN [REDACTED]

RE: 2003 Ford Escape
VIN: 1FMYU03163K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2003 Ford Escape.

We sincerely regret the circumstances you described. As we discussed October 29, 2004, 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.

Sincerely,

Rochelle Graham
Consumer Affairs



Don Hinds



November 1, 2004

[REDACTED]
Noblesville, IN [REDACTED]

Dear [REDACTED]

When [REDACTED] advised Don Hinds Ford service department of the unexpected acceleration concern with her 2003 Escape, I test drove the vehicle. I rode with [REDACTED] when the vehicle engine revved up as she was almost stopped. I was not driving the vehicle at the time and had no diagnostic equipment hooked up to the vehicle. Aside from that one incident we have not been able to duplicate the concern during numerous attempts.

Yours truly,

Rick Provence
Technical Service Manager

A handwritten signature in cursive script that reads "Rick Provence".

FU7618

21051

Don Hinds

INVOICE

PAGE 1

12610 Ford Drive * Fishers, IN 46038
Phone (317) 849-9000 * Fax (317) 849-0020
1-800-64HINDS (1-800-644-4837)
www.danhinds.com

NOBLESVILLE, IN
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 3333 TAD FINDLAY FASTLUB

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-------------|-----------|-------------|--|------------|----------------|-----------|-------------|
| GREY | 03 | FORD ESCAPE | 1FMYU03163K [REDACTED] | [REDACTED] | 3753/3753 | T851 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO. | DATE | PAYMENT | INV DATE |
| 01 JAN 2003 | | | 17:00 18 JUN 04 | | | 0.00 CHGO | 18 JUN 2004 |
| R.O. OPENED | | READY | OPTIONS: DLR:47J034 ENG:3.0 Liter DOHC | | | | |

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

A *D50 CUSTOMER STATES WHEN SLOWING DOWN ENGINE STARED RACING CK.
CAUSE: 3753 VEHICLES ENGINE RACES UNCOMMANDED, CHECKED OPERATION, COULD NOT VERIFY CONCERN, CONTACTED HOTLINE, 510-070-115, WAS ADVISED TO INSTAL

NC NO CHARGE FOR THIS SERVICE
3949 THURNALL, CHUCK LIC#: 0

| | | | | | | |
|--|--|--|--|--|------|-------|
| CP | | | | | 0.00 | 0.00 |
| SUBL ENTERPRISE LOANER INV D065182 PO 107590 | | | | | | (N/C) |

FC:

3753 VEHICLES ENGINE RACES UNCOMMANDED, CHECKED OPERATION, COULD NOT VERIFY CONCERN, CONTACTED HOTLINE, 510-070-115, WAS ADVISED TO INSTAL VDR AND RELEASE TO CUSTOMER, CUSTOMER COULD NOT DUPLICATE WITH VDR INSTALLED. REMOVED VDR AND RELEASED VEHICLE TO CUSTOMER. NPF.

B** ADJUST BACK BRAKES AND CK. PEDAL
BR11 INSPECT FRT/REAR BRAKES
3949 THURNALL, CHUCK LIC#: 0

| | | | | | | |
|-----|--|--|--|--|-------|-------|
| CPB | | | | | 25.00 | 25.00 |
|-----|--|--|--|--|-------|-------|

3753 ADJUSTED UP REAR BRAKES PER RICK P. X0.5X

OUR NIGHT OWL DROP BOX, LOCATED AT THE SERVICE ENTRANCE, IS AVAILABLE DURING NON-BUSINESS HOURS.
SERVICE HOURS: MON - FRI 7:30 AM - 5:30 PM
SAT 7:30 AM - 3:30 PM

Thank You!

| DISCLAIMER OF WARRANTIES | DESCRIPTION | TOTALS |
|--|------------------------|--------|
| <small>ANY WARRANTY ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER, THE SELLER, DON HINDS FORD, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND DON HINDS FORD, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS</small> | LABOR AMOUNT | 25.00 |
| | PARTS AMOUNT | 0.00 |
| | GAS, OIL, LUBE | 0.00 |
| | SUBLET AMOUNT | 0.00 |
| | MISC CHARGES | 0.00 |
| | TOTAL CHARGES | 25.00 |
| | LESS DEDUCTIONS | 0.00 |
| | SALES TAX | 0.00 |
| CUSTOMER SIGNATURE | PLEASE PAY THIS AMOUNT | 25.00 |

CUSTOMER COPY

CUSTOMER #:FU7618

28248

WORKORDER

PAGE 1

Don Hinds Ford, Inc.

12810 Ford Drive Fishers, IN 46038
 Phone (317) 840-9000 * Fax (317) 849-0020
 1-800-64HINDS (1-800-644-4627)

www.donhinds.com

NOBLESVILLE, IN
 HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3843 SILVEY, GREG

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|-----------------|------------|--|------------------------|------------|-----------------|---------|----------|
| GREY | 03 | FORD ESCAPE | 1FMYU03163K [REDACTED] | [REDACTED] | 4546/ | T177 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV DATE |
| 01JAN2003 | | | 17:00 10SEP04 | | 0.00 | CASH | |
| R.O. OPENED | READY | OPTIONS: DLR:47J034 ENG:3.0 Liter DOHC | | | | | |
| 10SEP2004 08:19 | | | | | | | |

| LINE # | CODE | TECH. | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|--------|------|-------|------|--|
| 1 | A | | WP94 | * D11 CK VEHICLE HAS ERRATIC HIGH IDLE , ACCELERATES UNEXPEDEDLY |

HAS Flight Recorder on IT!

week of 9/13

cust called [REDACTED] said vehicle would not go (wouldn't Accelerate)
 After starting to go down road, then After about a mile was ok. cust called [REDACTED] said vehicle would not come out of Park. [REDACTED] also noted that vehicle was hard to start.

21-014 02R
 12-16-02

WORK ORDER

DISCLAIMER OF WARRANTIES

ANY WARRANTY ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, DON HINDS FORD, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND DON HINDS FORD, INC., NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

**TERMS STRICTLY CASH
 UNLESS ARRANGEMENTS MADE**

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 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.

SERVICE ADVISOR COPY

PRELIMINARY ESTIMATE # _____

| AUTHORIZED BY | DATE | TIME | BY |
|----------------------|------|------|----|
| REVISOR ESTIMATE (1) | | | |
| REVISOR ESTIMATE (2) | | | |
| REVISOR ESTIMATE (3) | | | |

Don Hinds



October 14, 2004



Ms. Theresa Davis
Dispute Resolution Specialist
Better Business Bureau
22 E. Washington Street, S-200
Indianapolis, Indiana 46204

Dear Ms. Davis:

As we stated in our letter of September 23, 2004, we understand the [REDACTED] concerns with their Ford Escape. The [REDACTED] still have the recording device attached to the vehicle. We hooked up the recording device on September 10. We are waiting on the [REDACTED] to make three recordings when the problem occurs to enable us to proceed in our diagnosis.

As stated in our letter of September 23, 2004, we have not been able to duplicate the problem when we have had their vehicle. We cannot rectify the problem if we cannot identify it. Perhaps the Furgasons need a second opinion from another Ford dealer at this time.

Sincerely,

A handwritten signature in black ink, appearing to read "John W. Colglazier", is written over a horizontal line.

John W. Colglazier
President

JWC/jab

ESP / Recall Information

VIN: 1FMYU03163K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2002 NEW 72/48,000 PREMIUMCARE W/ROADSIDE ASSIST.
 Selling Dealer: TOM WOOD FORD
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2008-09-18
 Expiration Miles: 48,000
 Plan Year: 2002
 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 |
|--------|---------------|--|------------------|-------------|----------------|
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | CLOSE - REPAIRED | 2004-04-28 | 04716USAF47034 |

CONSUMER AFFAIRS

| | DATE | TIME | TO/FROM | MODE | MIN/SEC | PGS | CMDH | STATUS |
|----|-------|-------|-------------|-------|---------|-----|------|--------|
| 03 | 11/01 | 16:48 | MAINTENANCE | UF--S | 00'08" | 001 | 193 | OK |



Consumer Affairs

Sent Via U.S. Mail

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

November 1, 2004

[Redacted]

Noblesville, IN [Redacted]

RE: 2003 Ford Escape
VIN: 1FMYU03163K [Redacted]

Dear [Redacted]

Thank you for contacting us regarding your 2003 Ford Escape.

We sincerely regret the circumstances you described. As we discussed October 29, 2004, 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.

Sincerely,

Rochelle Graham
Consumer Affairs



Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] NOBLESVILLE IN [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email: [REDACTED]

Fax: (317) 913-4255

Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|---------------|---------------|------------|--------|----------|------------|
| 47-CINCINNATI | 47-CINCINNATI | J | C1 | 04716 | F47034 |

| | | | | | |
|---------------------------|--------------------------------------|------------------------------|--------------|--|--|
| Dealer Name: | DON HINDS FORD INC | | | | |
| Dealer Address: | 12610 FORD DRIVE FISHERS IN 46038 | | | | |
| Dealer Main Phone: | 317-849-9000 | Dealer Service Phone: | 317-849-9000 | | |

| Position | Employee Name |
|--------------------------|--------------------|
| DEALER/PARTNER | JOHN COLGLAZIER |
| GENERAL MANAGER | LINDA D BUTLER |
| PARTS MANAGER | EDDIE R KLEYLA |
| PARTS & SERVICE DIRECTOR | ROBERT M HINDS |
| SALES MANAGER | RICHARD E MAROWSKI |
| SALES MANAGER | BENJAMIN J WEIR |
| SERVICE MANAGER | JOHN M BOGGS |

Vehicle List

| VIN | Year | Model | Sales Type | Owner Status | Vehicle Info |
|------------------------|-------------|--------------|-----------------------------------|---------------------|---------------------------|
| 1FMYU03163K [REDACTED] | 2003 | ESCAPE | RETAIL SALE TO PRIVATE INDIVIDUAL | Original Owner | Oasis Warranty History |

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

| | | | | | |
|--------------|------------------------|-----------------|--------------------------------|----------------|---------------------------------------|
| VIN: | 1FMYU03163K [REDACTED] | Veh Line: | T/M1 - ESCAPE (U204) [2001] | Eng Serial No: | 537465086 |
| Model Year: | 2003 | Market Derived: | T/F - FORD DIVISION DERIVATIVE | Body Shell: | * |
| Veh Type: | T | Drive Code: | T/A - 2 WHL L/H FRONT DRIVE | Engine: | T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO |
| Inv. Dealer: | 04695 | Body Cab Style: | * - [N/A] | Transmission: | T/DJ - 4 SPD AUTO TRANS NAAO CD4E |
| | | Version/Series: | T/EF - FORD SERIES | | |

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 14-AUG-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147019 - *
 Country: USA - ##### Selling Dir St/Prov: IN
 Buyer St/Prov: IN

Arrival Date: 26-AUG-2002 Red Carpet Lease: *
 Sale Date: 18-SEP-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 18-SEP-2002 Modified Vehicle: *
 Orig Warranty Date: 18-SEP-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U033KA25789103 7P C 2 25G2024 AE 0 496 7A 5 3 2X5 S- R53ABN 47J019 3 CX 223 4 3 1
 1FMY6R0 300A 9141N 7A

INSTALLED OPTION INFORMATION:

| | | | |
|------------------------|------------------------------------|----------------------|-------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | Y |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: | * - [N/A] | Mirror(Psngr Side): | B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: | A | Paint: | PNSPW - DARK SHADOW GREY CC |
| Brake Code: | FEAAB - 4 WHL ANTI-LOCK BRAKES | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * - [N/A] | Radio: | FA - CDX6 RADIO WITH 6 DISC CHANGER |
| Calibration Code: | 3M11A30A | Sound System: | AA - LESS UPGRADED SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Susp Tandem Axle: | |
| Color(Trim): | 000NC - | Tire Brand: | AN - UNIROYAL |
| Delivery Type: | 0 | Tire Size: | D3GTQ - P225/70R 15 BSW A-S |
| Driveshaft Code: | D | Traction Control: | * - [N/A] |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Wheel Base: | |
| Fuel Type: | AF - UNLEADED FUEL CAPABILITY | | |

TIRE DOT INFORMATION:

LF: ACUU4603002 RF: ACUU4603002
 LR: ACUU4603002 RR: ACUU4603002
 LI: * RI: *
 SPARE: HY8A1R83002

ESP INFORMATION: EMISSIONS INFORMATION:

| | | | |
|----------------------|-------------|------------------------|-------------|
| ESP Code: | K | Emission Code: | T/BJ - T/BJ |
| ESP Coverage(Miles): | 048 | Emission Cert Type: | 5 |
| ESP Coverage(Time): | 072 | Emission Decal Suffix: | KMD |
| ESP Plan Year: | 2002 | Engine Family: | 3FMXT0301F7 |
| ESP Signature Date: | 18-SEP-2002 | | |

**OASIS RESULT:
1FMYU03163K [REDACTED]**

See bottom of the OASIS result for
contact ID

10/28/2004
09:47:03

© Copyright 2002-3 Ford Motor Company. All rights reserved.

VEHICLE INFORMATION

| | | |
|--|---------------------------------------|---------------------------------------|
| VEHICLE DESCRIPTION 2003 ESCAPE | BODY STYLE 4 DR XLT MPV 4X2 | ENGINE 3.0L EFI DOHC |
| TRANSMISSION CD4E AUTO TRANSAXLE | AXLE CODE 96 | ENGINE CALIBRATION 3M11A30A |

GENERAL WARRANTY INFORMATION

| | | |
|--|---------------------------------|------------------------------|
| WARRANTY START DATE 09/18/2002 | BUILD DATE 08/14/2002 | SALE MILEAGE 00018 |
|--|---------------------------------|------------------------------|

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

*THIS VEHICLE HAS AN OPEN CUDL DISPUTE SETTLEMENT BOARD CONTACT

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

0759 - USA 2002 NEW 72/48,000 PREMIUMCARE W/ROADSIDE ASSIST.

STANDARD DEDUCTIBLE: 50 USD

OWNER NAME: CLINTON FURGASON

OPTIONS:

EXPIRATION DATE: 09/18/2008

DISTANCE: 48,000

RENTAL: 28 UP TO 10 DAYS

TOWING: 0 USD

CONTRACT SOLD BY: USA 04695

ESP CONTRACT START DATE: 09/18/2002 THE ROAD HAZARD TIRE COVERAGE BENEFIT EXTENDED TO ELIGIBLE FORD MOTOR COMPANY VEHICLES IS ONLY IN EFFECT DURING THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

REPAIR HISTORY

05/12/2004

DEALER: Don Hinds Ford, Inc.

WARRANTY CLAIM NUMBER: 019260

ODOMETER: 003684M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|--------------|------------------|----------|----------|----------------|----------------------|
| 1L8Z 9F715AA | VALVE-AIR BYPASS | 001 | 12650D | 42 | DOES NOT OPERATE PRO |

| | | | | | |
|--------------|---------------------|-----|----------|--|--|
| 2L8Z 9E926AB | BODY ASY-AIR CHARGE | 001 | 12650D84 | | |
| | | 000 | 12650D45 | | |
| | | 000 | 12650D3 | | |
| | | 000 | 9926A | | |

3684 STALLS WHILE SLOWING DOWN. CHECKED OPERATION, CONTACTED MIKE AT HOTLINE , 309 460 384. CHECKED PCM FOR LATEST CALIBRATION UPDATED TO 3L8A-BC, MOST CURRENT UPDATE, USED TSB 0223-1 AS A REFERENCE TO PERFORM OWN PIN POINT TEST, FOUND IAC AT 53% WHEN AT IDLE. OPERATING TEMP, ALL FOUR FUEL TRIMS FROM 5 TO 0, EVAP AT 0% AND RPM AT 698. IAC OUT OF RANGE FOR CONDITIONS. REMOVE

04/28/2004

DEALER: Don Hinds Ford, Inc.

WARRANTY CLAIM NUMBER: 018184

ODOMETER: 003651M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|------------------|----------|----------|----------------|----------------|
| | | 000 | 04S13B | | |

3651 RECALL 04S13 REPROGRAMED PCM PER RECALL 04S13

END OF OASIS REPORT FOR 1FMYU03163K [REDACTED]



Sent Via U.S. Mail

August 3, 2006

[REDACTED]
Allen Park, MI [REDACTED]

RE: 2004 Escape
VIN: 1FMYU02174K [REDACTED]

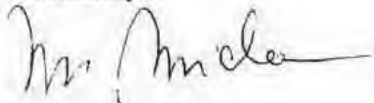
Dear [REDACTED]

Thank you for contacting Southgate Ford regarding your vehicle.

We sincerely regret the circumstances described. However, 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. Unfortunately, we are unable to offer assistance beyond the warranty period.

We appreciate the opportunity to review your request.

Sincerely,



Marcel Miclea
Consumer Affairs

1889972136
MM

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Tuesday, August 01, 2006 1:19 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Markets

Dealership Name: SOUTHGATE FORD
Requesting Dealer: SOUTHGATE FORD
Contact Person: BOB LOVETT
Telephone: 7342823636
Email Address: blovett@southgateford.com
PA Code: 02761
Region: Detroit
City: SOUTHGATE
Dealer State: MI
Fax Number: 734-282-7208
WSD: 09/03/03
Vehicle Year: 2004
Vehicle Model: ESCAPE
Vehicle VIN: 1FMYU02174K [REDACTED]
Mileage: 39452
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: ALLEN PARK
State: Michigan
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 99 - All Regions
Incident Involves: Accident, Medical%20Attention%20Sought
Date of Incident: 07/29/2006
County in which incident occurred: WYANE
Is Alleging Defect: Yes
Alleging defect detail: ACCELERATOR CABLE/PEDAL
Police Report Filed: No
Insurance Company Contacted: N
Coach Builder State: AK - Alaska
Resolution Sought Detail: CUSTOMER STATES THAT AS THEY WERE IN THE PROCESS OF MERGING ON TO EAST BOUND 194 FROM SOUTH BOUND I275 THE ACCELERATOR PEDAL STAYED ON THE FLOOR CUSTOMER COULD NOT CONTROL SPEED. VEHICLE SPEED EXCEEDED 100 MPH. CUSTOMER PUT GEAR SHIFT INTO "N" AND THE ENGINE REVVED TO THE REDLINE. CUSTOMER ATTEMPTED TO USE THE BRAKES BUT THE WOULD NOT STOP THE VEHICLE. CUSTOMER WAS ABLE TO SLOW DOWN TO APPROX 70 MPH AND THEN PUT GEAR SHIFT IN TO REVERSE AND SHUT KEY OFF. CUSTOMER'S WIFE EXPERIENCED A GREAT DEAL OF STRESS DURNING THIS TIME AND REQUIRED A DOCTOR VISIT TO GET MUSCLE RELAXERS FOR A STIFF NECK/BACK. CUSTOMER HAS

bjvdc

8/1/2006

SPOKEN WITH AN ATTORNEY, ABOUT THIS AND WANT'S VEHICLE FIXED

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

8/1/2006

Action Detail

| | | | |
|--|---------------------------|-----------------------------|------------------|
| VIN: 1FMYU02174K [REDACTED] | Year: 2004 | Model: ESCAPE | Case: 1389972136 |
| Name: [REDACTED] | Owner Status: Original | WSD: 2003-09-02 | |
| Symptom Desc: ACCELERATOR PEDAL STICK/BIND ACCELERATION | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR | | Secondary Phone: [REDACTED] | |
| Issue Type: 07 LEGAL | Issue Status: OPEN | Dealer: SOUTHGATE FORD | |
| Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD | | P & A Code: 02761 | |
| Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY | | | |
| Odometer: 39452 MI | Comm Type: MAIL | | |
| Action Date: 08/03/2006 | Action Time: 12:11:18:197 | Action Data: Yes | |
| Analyst Name: JACKSON (CJACKS84),CELESTE | Analyst: CJACKS84 | | |

COMMENTS: *****PRODUCT LIABILITY*****EMAIL DATED 08-01-06. CUSTOMER ALLEGES ACCELERATED STUCK TO FLOOR CAUSING VEHICLE TO EXCEED 100 MPH. ALLEGES INJURIES.DEALER CONTACT: BOB LOVETT.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Ford Confidential

[REDACTED]
8/3/2006

ESP / Recall Information

VIN: 1FMYU02174K [REDACTED]

No ESP Information for this VIN

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-------------------|--|------------------|-------------|----------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | CLOSE - REPAIRED | 2005-01-25 | 02761USAF48026 |
| 04C09 | SAFETY COMPLIANCE | LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT | CLOSE - REPAIRED | 2005-05-13 | 02761USAF48026 |

[REDACTED] 8/3/2006





Consumer Affairs

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

January 06, 2005

*Sent Via Mail

[REDACTED]
Greenwich, CT [REDACTED]

Re: 2001 Ford Escape
VIN#-1FMCU04191K [REDACTED]


Dear [REDACTED]

Thank you for contacting us regarding your vehicle concerns.

Information provided by you indicated that your insurance company is currently investigating the matter. Once the insurance company becomes involved we generally require them to file a subrogation claim against us, if they feel we are liable. Based on this information, we will not provide assistance in the matter, and ask that you continue working with your insurance carrier to resolve your matter.

We regret that our decision could not be more favorable, but appreciate the time taken to bring this to our attention.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] CT [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:



1/5/2005

| Vehicle List | | | | | |
|------------------------|------|-------------------|-----------------------------------|----------------|---------------------------|
| VIN | Year | Model | Sales Type | Owner Status | Vehicle Info |
| 1FMCU04191H [REDACTED] | 2001 | ESCAPE | RETAIL SALE TO PRIVATE INDIVIDUAL | Original Owner | Oasis Warranty History |
| | | Open Issues Exist | | | |



1/5/2005

VEHICLE DETAIL

VIN: 1FMCU04191K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: MED. TOREADOR C/C
 Year: 2001 Calibration: 0M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 00000 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 5/16/2001
 GCWR: Vehicle Build Date: 4/17/2001
 PEP Code:

Selling Dealers Name: LUCAS MOTOR COMPANY INC
 Selling Dealers P & A Code: 01221 Selling Dealers Sales Code: F16043
 Selling Dealers Main Phone: 609-386-3100 Selling Dealers Service Phone: FAX-386-5886

Vehicle Order Image
 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 4 1 K B 2 8 6 1 5 1 0 3 3 7 P 6 V 2 2 2 C A 0 2 6 J C G 2 M 4 6 9 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 N 6 3 2 6 5 5 4 S 3 A 2 N 1 3 M 4 5 4 1 F L A M H 3 4 3 2 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M C 9 2 9 1 4 N J F Y
 1 2 3 4 5 6 7 8 9 160



1/5/2005

Update This Information In Stars

Dealer Detail

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 13-NEW YORK | 13-NEW YORK | D | C2 | 03718 | F13444 |

| | | | | | |
|--------------------|---------------------------------------|-----------------------|--------------|--|--|
| Dealer Name: | GRIFFIN FORD INC | | | | |
| Dealer Address: | 315 MILBANK AVE GREENWICH CT 06830 | | | | |
| Dealer Main Phone: | 203-869-5000 | Dealer Service Phone: | 203-869-5000 | | |

| Position | Employee Name |
|-----------------|-----------------------|
| DEALER/PARTNER | SAMUEL R SCATTERDAY |
| DEALER/PARTNER | WILLIAM J GRIFFIN III |
| DEALER/PARTNER | PETER B GRIFFIN |
| GENERAL MANAGER | JERRY R COOPER |
| PARTS MANAGER | SCOTT A MATAVA |
| SALES MANAGER | PAUL POLLARO |
| SALES MANAGER | THOMAS F DONOGHUE |
| SALES MANAGER | STEVE GARNETT |
| SERVICE MANAGER | ROCCO ZAPPIA JR |

1/5/2005

ESP / Recall Information

VIN: 1FMCU04191K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
Plan Type: USA 2001 NEW 72/100,000 PREMIUMCARE W/ROADSIDE ASSIST.
Selling Dealer: LUCAS MOTOR COMPANY INC
Deductible: 50
Rental: 28
Towing Allowance:

Status: Active
Expiration Date: 2007-05-16
Expiration Miles: 100,000
Plan Year: 2001
Purchase Type: N
Options:

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

Cancel Date:
Refund Percent:
Dealer Credited:

Process Date:
Dealer Received Date:

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-----------------------------|---|------------------|-------------|----------------|
| 02M01 | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - LAUNCHED | | |
| 03S10 | SAFETY RECALL | SEATBELT BUCKLE COVER | CLOSE - REPAIRED | 2004-02-24 | 08295USAF16032 |
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE-CALIBRATION | CLOSE - REPAIRED | 2004-04-30 | 08295USAF16032 |



1/5/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

| | | | | | |
|--------------|------------------------|-----------------|---------------------------------|----------------|---------------------------------------|
| VIN: | IFMCU04191K [REDACTED] | Veh Line: | T/M1 - ESCAPE (U204) [2001] | Eng Serial No: | 867332087 |
| Model Year: | 2001 | Market Derived: | T/F - FORD DIVISION DERIVATIVE | Body Shell: | * |
| Veh Type: | T | Drive Code: | T/F - 4 WHL L/H FULL TIME DRIVE | Engine: | T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO |
| Inv. Dealer: | 01765 | Body Cab Style: | T/WE -5 DOOR LIGHT TRUCK | Transmission: | T/DJ - 4 SPD AUTO TRANS NAAO CD4E |
| | | Version/Series: | T/EF - FORD SERIES | | |

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: USA - ##### Prod Date: 17-APR-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 116043 -
Country: USA - ##### Selling Dir St/Prov: NJ
Buyer St/Prov: PA

Arrival Date: 25-APR-2001 Red Carpet Lease: *
Sale Date: 16-MAY-2001 Fleet/Retail/Co. Lease: R
Warranty Start Date: 16-MAY-2001 Modified Vehicle: *
Orig Warranty Date: 16-MAY-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
0041KB2861510337P6 V 2 22CA026 JC G 2M469 63 N63 265 5 4S3A2N 13M454 I FL A MH3 4 3 2 1
1FMC9 2 914NJ F Y

INSTALLED OPTION INFORMATION:

| | | | |
|------------------------|------------------------------|----------------------|------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | C |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | AD - DRIVER POWER MIRROR |
| Axle Type: | * - [N/A] | Mirror(Psng Side): | AD - PASS POWER CONVEX MIRROR |
| Battery Amp Rating: | A | Paint: | PNFJA - MED. TOREADOR C/C |
| Brake Code: | * - [N/A] | Power Antenna: | * - [N/A] |
| Brake Code(Service): | * - [N/A] | Radio: | AQ - ELETR PREMIUM AM/FM STRO/CSTE |

PE12-019 000612 LP

[REDACTED] -1FMCU04191K [REDACTED]

| | | | |
|-------------------|----------|-------------------|-----------------------------|
| Calibration Code: | 0M11A30A | Sound System: | * -[N/A] |
| Color(Accent): | * -[N/A] | Susp Tandem Axle: | |
| Color(Trim): | * -[N/A] | Tire Brand: | * -[N/A] |
| Delivery Type: | 0 | Tire Size: | D3JUJ - P235/70R-16 OWL A-S |
| Driveshaft Code: | D | Traction Control: | * -[N/A] |
| Front Seat: | * -[N/A] | Wheel Base: | |
| Fuel Type: | * -[N/A] | | |

TIRE DOT INFORMATION:

LF: W2 8AWM1201 RF: W2 8AWM1201
 LR: W2 8AWM1201 RR: W2 8AWM1201
 LI: * RI: *
 SPARE: HY8A1R81101

ESP INFORMATION: EMISSIONS INFORMATION:

| | | | |
|----------------------|-------------|------------------------|-------------|
| ESP Code: | K | Emission Code: | T/C - T/C |
| ESP Coverage(Miles): | 100 | Emission Cert Type: | 5 |
| ESP Coverage(Time): | 072 | Emission Decal Suffix: | HKS |
| ESP Plan Year: | 2001 | Engine Family: | 1FMXT0301F5 |
| ESP Signature Date: | 16-MAY-2001 | | |



Standard Claims List For Model Year 2001

| 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) | | | | | |
|------------------------|----------|---|------------------|------------|------------|---------------------------|--------|--------|-------------|-------------|----------------|------------|-----|------|-----------------|------|-------|----------------|-----|----|-------------------|-------------|--|---------------|----------|--|
| 1FMCU04191K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 17-APR-2001 | 16-MAY-2001 | 116043 | USA | 18 | 3Z08 | 070800 | YL&Z | 7251 | CC | L86 | 30 | 19310 | | | | | |
| AWS Claim Key: | | 11364392 | Trx Code: | | E84 | Labor Hrs: | | 5.9 | | | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 01221 - * | Name: | | | LUCAS MOTOR COMPANY, INC. | | | Ph: | 609-3863100 | | St: | NJ | | Ctry Cd: | USA | | Reg Cd: | NA | | Repr Date: | 17-OCT-2002 | | Doc #: | 13375802 | |
| Cust Comments: | | CUSTOMER STATES THERE IS A WIRING NOISE FROM TRUCK | | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | VERIFIED CONCERN TRACED TO AND REPLACED PTO AND BEARINGS RETESTED ALL OK | | | | | | | | | | | | | | | | | | | | | | | | |
| 1FMCU04191K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 17-APR-2001 | 16-MAY-2001 | 116043 | USA | 20 | 1H03 | 030804 | 2F1Z | 9J460 | AA | E29 | 42 | 20718 | | | | | |
| AWS Claim Key: | | 12056928 | Trx Code: | | S07 | Labor Hrs: | | 0.9 | | | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 08295 - * | Name: | | | MATTHEWS PAOLI FORD | | | Ph: | 610-6444700 | | St: | PA | | Ctry Cd: | USA | | Reg Cd: | NA | | Repr Date: | 11-DEC-2002 | | Doc #: | 19434501 | |
| Cust Comments: | | DIAGNOSE MALFUNCTION INDICATOR LAMP COMING ON (CHECK ENGINE LIGHT). | | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | ROAD TESTED, PERFORMED EEC TEST, CODE P0402, PINPOINT TESTED AND REPLACED DPFE SENSOR. REPROGRAMMED PCM TO LATEST | | | | | | | | | | | | | | | | | | | | | | | | |
| 1FMCU04191K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 17-APR-2001 | 16-MAY-2001 | 116043 | USA | 34 | * | * | * | * | * | * | * | 37404 | | | | | |
| AWS Claim Key: | | 17407225 | Trx Code: | | 03S10 | Labor Hrs: | | 0.4 | | | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 08295 - * | Name: | | | MATTHEWS PAOLI FORD | | | Ph: | 610-6444700 | | St: | PA | | Ctry Cd: | USA | | Reg Cd: | NA | | Repr Date: | 24-FEB-2004 | | Doc #: | 21048001 | |
| Cust Comments: | | SAFETY RECALL 03S10: CERTAIN 2001 ESCAPE VEHICLES FOR FRONT SAFETY BELT BUCKLE COVER REPLACEMENT. | | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | REPLACE SAFETY BELT BUCKLE COVERS ON BOTH FRONT SAFETY BELT ASSEMBLIES. | | | | | | | | | | | | | | | | | | | | | | | | |
| 1FMCU04191K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/F | AJ | T/DJ | T/LD | 17-APR-2001 | 16-MAY-2001 | 116043 | USA | 37 | * | * | * | * | * | * | * | 39675 | | | | | |
| AWS Claim Key: | | 17989547 | Trx Code: | | 04S13 | Labor Hrs: | | 0.4 | | | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 08295 - * | Name: | | | MATTHEWS PAOLI FORD | | | Ph: | 610-6444700 | | St: | PA | | Ctry Cd: | USA | | Reg Cd: | NA | | Repr Date: | 30-APR-2004 | | Doc #: | 21322001 | |
| Cust Comments: | | SAFETY RECALL 04S13: CERTAIN 2001 03 ESCAPE EQUIPPED WITH 3.0L V6 ENGINE POWER CONTROL MODULE RECALIBRATION TO | | | | | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | REPROGRAM THE POWERTRAIN CONTROL MODULE TO THE LATEST CALIBRATION LEVEL (TO B30.7 CALIBRATION OR LATER). | | | | | | | | | | | | | | | | | | | | | | | | |

PE12-019 000614 LP

[REDACTED] - 1FMCU04191K [REDACTED]

Fonseca, Lourdes Nearon (L.C.)

From: Fonseca, Lourdes Nearon (L.C.)
Sent: Wednesday, January 05, 2005 2:03 PM
To: Messerly, Tom (T.L.); Emmett, Patrick (P.W.)
Subject: Mitchell / 532243014

Any involvement?

VIN: 1FTWW33P54E0 [REDACTED] Year: 2004 Model: F-SERIES SUPER DUTY Case: 532243014

Name: [REDACTED] Owner Status: Original WSD: 2004-04-20

Symptom Desc: HES/STUMBLE
ACCELERATION ALL ENGINE
TEMP

Primary Phone: [REDACTED]

Reason Desc: LEGAL - OTHER
ATTORNEY DEMAND

Secondary Phone: [REDACTED]

Issue Type: 07 LEGAL Issue Status: OPEN

Dealer: METRO FORDAUTO
SALES, INC.

Origin Desc: CONSUMER
AFFAIRS - LITIGATION
PREVENTION-FD

P & A Code: 05977

Odometer: 56454 MI Comm Type: MAIL

Action Date: 01/05/2005 Action Time: 09:02:42:983 Action Data: Yes

Analyst Name: LEICH,CHERIE Analyst: CLEICH

COMMENTS: *****ATTORNEY DEMAND*****DATE STAMPED 1-4-05. ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR ENGINE MISS, NO POWER, STALLED WHILE DRIVING, OVERHEATING, COOLANT LEAK AND WHITE SMOKE FROM TAIL PIPE, AND RIGHT FRONT TIRE LOSING AIR.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

All Action Details for Issue

[Print](#)

VIN: 1FMCU04191K [REDACTED] Year: 2001 Model: ESCAPE Case: 1423511651
 Name: [REDACTED] Owner Status: Original WSD: 2001-05-15
 Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 03718 GRIFFIN FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 50000 MI Comm Type: PHONE
 Analyst Name: MANJOO DEREK Analyst: DMANJOO1
 Action Date: 01/04/2005 Action Time: 18.39.02.702 Action Data: Yes

Comments CUSTOMER SAID: -CUST IS CALLING IN REGARDS TO THE ACCIDENT DOCUMENTED APX 1 HOUR AGO - CUST STATED THAT THE VEH IS UNSAFE. - WHEN THEY PUT THE VEH IN REVERSE AND PUT THEIR FOOT ON THE ACCELERATOR THE VEH JERKS AND THEN THE KEEPS ACCELERATING.- CUST STATED THAT THE VEH CONCERNS COULD NOT BE DUPLICATED.- CUST STATED THAT THEY GOT INTO AN ACCIDENT BECAUSE OF THIS PROBLEM.DATE OF ACCIDENT : 01/04/2005LOCATION OF ACCIDENT : DOWNTOWN GREENWICH.- CUST FILED A POLICE REPORT. -POLICE REPORT #05900010 -INSURANCE STATE FARM/ CLAIM NUMBER ?- CUST STATED THAT THEY HIT SOMEONE WHEN THEY WERE REVERSING.- IT WAS A WHILE AGO SINCE THE VEH WAS INSPECTED FOR THIS PROBLEM AND DLR DID NOT DUPLICATE ISSUE.- CUST STATED THAT THEY ARE SEEKING FORD TO INVESTIGATE IF THIS IS THE FAULT OF THE VEH. -CUST IS LEAVING THE COUNTRY TOMMORROW AND COMING BACK TO AMERICA ON MAY 1ST 2005 -THE VEH WILL BE LEFT AT CUST SON'S HOUSE PHONE NUMBER 203-622-0938DEALER SAID: GRIFFIN FORD315 MILBANK AVE.GREENWICH, CT 06830 TEL: (203) 869-5000CRC 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.

| Data Element Name | Data Value |
|-------------------|------------|
| FIRE/ACCIDENT | A |

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 03718 GRIFFIN FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 50000 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 01/05/2005 Action Time: 14.20.17.298 Action Data: Yes

Comments ***LPA COMMENTS***LPA LEFT A MESSAGE WITH THE DEALERSHIP REGARDING THE CUSTOMER'S CONCERN.

| Data Element Name | Data Value |
|-------------------|------------------|
| CONTACT PERSON | ROCCO ZAPPIA JR. |

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 03718 GRIFFIN FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 50000 MI Comm Type: MAIL
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 01/06/2005 Action Time: Action Data: No



1/6/2005

10.16.03.901

Comments *LPA COMMENTS*****LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE CUSTOMER INDICATED THE DEALERSHIP WAS UNABLE TO DUPLICATE THEIR VEHICLE CONCERN. FURTHERMORE, THE CUSTOMER STATED HER INSURANCE CARRIER IS CURRENTLY INVESTIGATING THE MATTER. ONCE THE INSURANCE COMPANY BECOMES INVOLVED WE GENERALLY REQUIRE THEM TO FILE A SUBROGATION CLAIM AGAINST FMC IF THEY FEEL WE ARE LIABLE. BASED ON THIS INFORMATION, WE WILL BE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND PROPOSE NO FURTHER ACTION.

1/6/2005



Close an Issue

VIN: 1FMYU03112K [REDACTED] Year: 2002 Model: ESCAPE WSD: 2002-04-28
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] 126 LAKE WORTH FL [REDACTED]

Case Number: 377000525 Issue Type: 07-LEGAL
Reason: LEGAL - ALLEGED - NON-SERIOUS INJURY
Symptom: SURGE AT CRUISE ALL ENGINE TEMP
Dealer: F24216 - WAYNE AKERS FOR

Comm Type: OTHER Current Odometer Reading: 33000 MI
Action Category: CLOSING COMMENTS - DENIAL Odometer Reading: 33000 MI
Action: CLOSING COMMENTS - DENIAL - BASED ON LITIGATION PREVENTION REVIEW(C)

Caller information if different from vehicle owner

First Name:
Middle Initial:
Last Name:
Relationship: Select One
Phone:

BASED ON THE INSPECTION PROVIDED BY THE DLR, NPF., LETTER SENT TO CUSTOMER.

Comments:

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

<<BACK CANCEL FINISH>>

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] LAKE WORTH FL [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMYU03112K [REDACTED] Vch Line: T/M1 - ESCAPE (U204) [2001] Eng Serial No: 326997086
Model Year: 2002 Market Derived: T/F - FORD DIVISION DERIVATIVE Body Shell: *
Veh Type: T Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer: 04879 Body Cab Style: T/WE -5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
Version/Series: T/EF - FORD SERIES

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: USA - ##### Prod Date: 15-MAR-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124216 -*
Country: USA - ##### Selling Dlr St/Prov: FL
Buyer St/Prov: FL
Arrival Date: 26-MAR-2002 Red Carpet Lease: *
Sale Date: 16-JUL-2002 Fleet/Retail/Co. Lease: R
Warranty Start Date: 28-APR-2002 Modified Vehicle: *
Orig Warranty Date: 28-APR-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
U032KC9144510337 6 C 2 28B6906 4B E 496 63 5 3 2X5 5 8S3ARN 24B216L 0 E4 223 4 3 2 1
1FMY1L9 310A 914FL 63

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER GVW Code:
Alternator Amp Rating: C GVW Class Code: Y
Audio Disk: * - [N/A] Instrumentation: * - [N/A]
Axle Ratio: * - [N/A] Mirror(Driver Side): B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type: * - [N/A] Mirror(Psng Side): B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating: A Paint: PNEGE - VERMILION SOLID C/C #2

Brake Code: FEAA8 -4 WHL ANTI-LOCK BRAKES
Brake Code(Service): * -[N/A]
Calibration Code: 2M11A30A
Color(Accent): * - [N/A]
Color(Trim): 000ZX - MED DK GRAPHITE
Delivery Type: 0
Driveshaft Code: D
Front Seat: T/B - SEAT-INDIVIDUAL-L/B DRV/PASS
Fuel Type: AF -UNLEADED FUEL CAPABILITY
Power Antenna: AB - FIXED RADIO ANTENNA-BRIGHT
Radio: FA - CDX6 RADIO WITH 6 DISC CHANGER
Sound System: AA -LESS UPGRADED SOUND SYSTEM
Susp Tandem Axle:
Tire Brand: AP - CONTINENTAL
Tire Size: D3JUU - P235/70R-16 OWL A-S
Traction Control: * - [N/A]
Wheel Base:

TIRE DOT INFORMATION:

LF: A308_4530702 RF: A308_4530702
LR: A308_4530702 RR: A308_4530702
LI: * RI: *
SPARE: HY8A1R80902

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code: * Emission Code: * - *
ESP Coverage(Miles): * Emission Cert Type: 5
ESP Coverage(Time): * Emission Decal Suffix: JJZ
ESP Plan Year: * Engine Family: ZFMXT0301F7
ESP Signature Date:

Standard Claims List For Model Year 2002

| VIN | VEH LINE | MKT DERIV | BODY CAB | VER SERIES | DRIVE TYPE | PLT CD | TR5 CD | ENG CD | PROD DATE | WARR DATE | SELLING DEALER | SELL CNT | TIS | WCC | CPSC_6 | PREF | BASE | SUFF | CCC | CD | DIST (Miles) |
|------------------------|----------|--|------------------------------|------------|-----------------|--------|--------|--------|-------------|-------------|----------------|----------|------------|------|-----------------------|-------|---------------|------|-----|-------|--------------|
| 1FMYU03112K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 15-MAR-2002 | 28-APR-2002 | 124216 | USA | 7 | 2G05 | 031405 * | RECAL | * | D11 | 42 | 9560 | |
| AWS Claim Key: | | 3282066 | Trx Code: 1 | | Labor Hrs: 2.4 | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 04879 - * | Name: WAYNE AKERS FORD, INC. | | Ph: 561-5824444 | | St:FL | | Ctry Cd: | | USA | | Reg Cd: NA | | Repr Date:01-NOV-2002 | | Doc #:246233A | | | | |
| Cust Comments: | | CUSTOMER STATES THAT ON OCCASION, WHILE IN DRIVE ,ENGINE WILL RACE UP TRUCK WILL TAKE OFF. ENGINE REVVED UP FOR ABOUT 2 SECONDS. | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 9580 42 12A650 W 2228 RECORDER MONITOR TEST, COMPRESSION TEST, ALL CYLINDERS AT 100%, PINPOINT TEST, REPROGRAM PCM TO LATEST CALIBRATION, ROAD TEST. 12650D45,D47,D81,D84. | | | | | | | | | | | | | | | | | | | |
| 1FMYU03112K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 15-MAR-2002 | 28-APR-2002 | 124216 | USA | 7 | 7D01 | 170101 | YL8Z | 13008 | FB | L26 | D1 | 9560 |
| AWS Claim Key: | | 3282067 | Trx Code: 1 | | Labor Hrs: 1 | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 04879 - * | Name: WAYNE AKERS FORD, INC. | | Ph: 561-5824444 | | St:FL | | Ctry Cd: | | USA | | Reg Cd: NA | | Repr Date:01-NOV-2002 | | Doc #:246233B | | | | |
| Cust Comments: | | LEFT HEADLIGHT HAS CONDENSATION INSIDE LENS. | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 9560 D1 WARR 7655 L HEADLIGHT FULL OF WATER LENS LEAKING R&I BUMPER TO ACCESS HEADLIGHT REPLACE HEADLIGHT AIM & TEST | | | | | | | | | | | | | | | | | | | |
| 1FMYU03112K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 15-MAR-2002 | 28-APR-2002 | 124216 | USA | 12 | 5V02 | 060302 * | 2001 | * | H20 | 13 | 15591 | |
| AWS Claim Key: | | 5211488 | Trx Code: E84 | | Labor Hrs: 0.8 | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 04879 - * | Name: WAYNE AKERS FORD, INC. | | Ph: 561-5824444 | | St:FL | | Ctry Cd: | | USA | | Reg Cd: NA | | Repr Date:05-APR-2003 | | Doc #:258766C | | | | |
| Cust Comments: | | H20 CUSTOMER STATES BRAKES SQUEAK WHEN APPLIED.WORSE AT SLOW SPEED STOPS | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 15591 WARR 3392 DEGLAZE ALL FOUR BRAKES, & CLEAN. DRUMS AND ROTORS. | | | | | | | | | | | | | | | | | | | |
| 1FMYU03112K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 15-MAR-2002 | 28-APR-2002 | 124216 | USA | 27 | 1H03 | 030804 | 4U7Z | 9J460 | AA | E29 | 42 | 26722 |
| AWS Claim Key: | | 10817462 | Trx Code: S07 | | Labor Hrs: 0.4 | | | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 04879 - * | Name: WAYNE AKERS FORD, INC. | | Ph: 561-5824444 | | St:FL | | Ctry Cd: | | USA | | Reg Cd: NA | | Repr Date:06-JUL-2004 | | Doc #:295303A | | | | |
| Cust Comments: | | E29 CUST STATES SERV ENG LIGHT STAYING ON CHECK & ADVISE | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | 26722 WARR. 8045 EEC TESTED RAN KOEO KOER FOUND CODE P0401 REPLACED DPFE SENSOR AND CLEARED CODE | | | | | | | | | | | | | | | | | | | |

ESP / Recall Information

VIN: 1FMYU03112K [REDACTED]

No ESP Information for this VIN

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-----------------------------|---|-----------------|-------------|-------------|
| 02M01 | CUST SAT PGM - MULTI REPAIR | TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR | OPEN - LAUNCHED | | |
| 04S13 | SAFETY RECALL | POWERTRAIN CONTROL MODULE RE- CALIBRATION | OPEN - ONLINE | | |
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |



Consumer Affairs

Sent Via U.S. Mail

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

March 4, 2005

[REDACTED]
Lake Worth, FL [REDACTED]

RE: 2002 Ford Escape

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle concern.

Your concern has been thoroughly reviewed by the Service Manager for Wayne Akers Ford. We have been informed that after carefully inspecting your vehicle, they were not able to verify any manufacturer's defects. Based on this finding, we propose no further action.

Thank you for the opportunity to review this concern.

Respectfully yours,

Cassandra Jones-McBryde
Consumer Affairs





Consumer Affairs

Sent Via U.S. Mail

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

March 9, 2005

[REDACTED]

Lake Worth, FL [REDACTED]

RE: 2002 Ford Escape

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle concern.

Your concern has been thoroughly reviewed by the Service Manager for Wayne Akers Ford. We have been informed that after carefully inspecting your vehicle, they were not able to verify any manufacturer's defects. Based on this finding, we propose no further action.

Thank you for the opportunity to review this concern.

Respectfully yours,

Cassandra Jones-McBryde
Consumer Affairs





Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

| | | | | | |
|--------------|------------------------|-----------------|--------------------------------|----------------|-----------------------------|
| VIN: | 1FMYU03124K [REDACTED] | Veh Line: | T/MI - ESCAPE (U204) [2001] | Eng Serial No: | * |
| Model Year: | 2004 | Market Derived: | T/F - FORD DIVISION DERIVATIVE | Body Shell: | * |
| Veh Type: | T | Drive Code: | T/A - 2 WHL L/H FRONT DRIVE | Engine: | T/LD - MOD 3.0L DOHC EFI NA |
| Inv. Dealer: | 05684 | Body Cab Style: | T/WE - 5 DOOR LIGHT TRUCK | Transmission: | T/DJ - 4 SPD AUTO TRANS NA |
| | | Version/Series: | T/EF - FORD SERIES | | |

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 25-JUL-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 121778 - *
 Country: USA - ##### Selling Dlr St/Prov: TN
 Buyer St/Prov: TN

Arrival Date: 31-JUL-2003 Red Carpet Lease: *
 Sale Date: 18-OCT-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 10-AUG-2003 Modified Vehicle: *
 Orig Warranty Date: 10-AUG-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----

0034KAJ5981103 7P C 2 26FA002 NF 5 496 63 5 3 2X5 5 8SGBBN 21G778E 2 G2 223 4 3 1
 1FMY256 310A 914TN A

INSTALLED OPTION INFORMATION:


| | | | |
|------------------------|------------------------------------|----------------------|-------------------------------------|
| Air Conditioning: | T/B - MANUAL AIR CONDITIONER | GVW Code: | |
| Alternator Amp Rating: | C | GVW Class Code: | Y |
| Audio Disk: | * - [N/A] | Instrumentation: | * - [N/A] |
| Axle Ratio: | * - [N/A] | Mirror(Driver Side): | B8 - DRV MANUAL FOLD, POWER ADJUST |
| Axle Type: | * - [N/A] | Mirror(Pasngr Side): | B8 - PASS MANUAL FOLD, POWER ADJUST |
| Battery Amp Rating: | A | Paint: | PN3AB - REDFIRE |
| Brake Code: | * - [N/A] | Power Antenna: | AB - FIXED RADIO ANTENNA-BRIGHT |
| Brake Code(Service): | * - [N/A] | Radio: | FA - CDX6 RADIO WITH 6 DISC CHANGER |
| Calibration Code: | 3M11D30A | Sound System: | AA -LESS UPGRADED SOUND SYSTEM |
| Color(Accent): | * - [N/A] | Suspn Tandem Axle: | |
| Color(Trim): | 000NC - | Tire Brand: | AP - CONTINENTAL |
| Delivery Type: | 0 | Tire Size: | D3JUJ - P235/70R-16 OWL A-S |
| Driveshaft Code: | D | Traction Control: | * - [N/A] |
| Front Seat: | T/B - SEAT-INDIVIDUAL-L/B DRV/PASS | Wheel Base: | |
| Fuel Type: | AF -UNLEADED FUEL CAPABILITY | | |

TIRE DOT INFORMATION:

LF: A308_4532603 RF: A308_4532603
 LR: A308_4532603 RR: A308_4532603
 LI: * RI: *
 SPARE: T71SUBAH4802

ESP INFORMATION: EMISSIONS INFORMATION:

| | | |
|----------------------|--------------------------|---------------|
| ESP Code: | * Emission Code: | DGABJ - DGABJ |
| ESP Coverage(Miles): | * Emission Cert Type: | 5 |
| ESP Coverage(Time): | * Emission Decal Suffix: | LRR |
| ESP Plan Year: | * Engine Family: | 4FMXT0301FE |
| ESP Signature Date: | | |

 2/4/2005

Standard Claims List For Model Year 2004

| 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) | |
|------------------------|----------|--|-----------|------------|------------|------------|--------|-------------|-------------|-------------|----------------|----------|-----|------|--------|---------|--------|------|-----------------------|----|----------------|--|
| 1FMYU03124K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 25-JUL-2003 | 10-AUG-2003 | 121778 | USA | 6 | 2E03 | 030402 | 1L8Z | 9F715 | AA | D41 | 42 | 6938 | |
| AWS Claim Key: | | 271651 | Trx Code: | | S07 | Labor Hrs: | | 0.5 | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 02114 - * Name: TESTERMAN MOTOR CO | | | | Ph: | | 615-2728831 | | St: | TN | Ctry Cd: | | USA | | Reg Cd: | NA | | Repr Date:07-JAN-2004 | | Doc #:01012201 | |
| Tech Comments: | | CHECK ENGINE LIGHT ON. | | | | | | | | | | | | | | | | | | | | |
| 1FMYU03124K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 25-JUL-2003 | 10-AUG-2003 | 121778 | USA | 7 | 1F01 | 030301 | YL8Z | 8005 | LB | L87 | 42 | 8938 | |
| AWS Claim Key: | | 463031 | Trx Code: | | 2 | Labor Hrs: | | 1.2 | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 02114 - * Name: TESTERMAN MOTOR CO | | | | Ph: | | 615-2728831 | | St: | TN | Ctry Cd: | | USA | | Reg Cd: | NA | | Repr Date:27-FEB-2004 | | Doc #:01017001 | |
| Tech Comments: | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU03124K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 25-JUL-2003 | 10-AUG-2003 | 121778 | USA | 7 | 7F02 | 011601 | YL8Z | 17528 | AB | W05 | 42 | 8938 | |
| AWS Claim Key: | | 463032 | Trx Code: | | 2 | Labor Hrs: | | 0.2 | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 02114 - * Name: TESTERMAN MOTOR CO | | | | Ph: | | 615-2728831 | | St: | TN | Ctry Cd: | | USA | | Reg Cd: | NA | | Repr Date:27-FEB-2004 | | Doc #:01017002 | |
| Tech Comments: | | | | | | | | | | | | | | | | | | | | | | |
| 1FMYU03124K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 25-JUL-2003 | 10-AUG-2003 | 121778 | USA | 15 | 7M01 | 150101 | * | 18806 | * | A16 | 42 | 14800 | |
| AWS Claim Key: | | 2304021 | Trx Code: | | E83 | Labor Hrs: | | 0.6 | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 10265 - * Name: RUSTY WALLACE LM MAZDA | | | | Ph: | | 423-5816333 | | St: | TN | Ctry Cd: | | USA | | Reg Cd: | NA | | Repr Date:11-OCT-2004 | | Doc #:05698601 | |
| Cust Comments: | | CUST STATES CD PLAYER WILL EJECT CDS CHECK AND ADVISE | | | | | | | | | | | | | | | | | | | | |
| Tech Comments: | | CONFIRMED CUST COMPLAINT FOUND INTERNAL FIALURE OF CD PLAYER REMOVED AND EXCHANGED RADIO | | | | | | | | | | | | | | | | | | | | |
| 1FMYU03124K [REDACTED] | T/M1 | T/F | T/WE | T/EF | T/A | AJ | T/DJ | T/LD | 25-JUL-2003 | 10-AUG-2003 | 121778 | USA | 15 | 7M01 | 150101 | 3C3T | 18C815 | AC | A07 | 42 | 14800 | |
| AWS Claim Key: | | 2666821 | Trx Code: | | E83 | Labor Hrs: | | 0 | | | | | | | | | | | | | | |
| Dir Cd-Sub Cd: | | 48915 - * Name: VISTEON AFTERMARKET - U.S. | | | | Ph: | | *.* | | St: | MI | Ctry Cd: | | USA | | Reg Cd: | NA | | Repr Date:11-OCT-2004 | | Doc #:02210800 | |
| Tech Comments: | | REQUESTING DEALER'S P/A CODE 05671 | | | | | | | | | | | | | | | | | | | | |

PE12-019 000631 LP

[REDACTED] 1FMYU03124K [REDACTED]

2/4/2005

All Action Details for Issue

[Print](#)

| | | | |
|---|--------------------------|---------------------------|-----------------|
| VIN: 1FMYU03124K [REDACTED] | Year: 2004 | Model: ESCAPE | Case: 534820345 |
| Name: [REDACTED] | Owner Status: Subsequent | WSD: 2003-08-10 | |
| Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP | | Primary Phone: [REDACTED] | |
| Reason Desc: LEGAL - ACCIDENT | | Secondary Phone: | |
| Issue Type: 07 LEGAL | Issue Status: CLOSED | | |

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT
 Dealer: 10265 RUSTY WALLACE LM MAZDA Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Odometer: 14800 MI Comm Type: MAIL
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 02/03/2005 Action Time: 14.54.31.703 Action Data: No

Comments *****PRODUCT LIABILITY*****DATE STAMPED 2-1-05. CUSTOMER ALLEGES SHE WAS INVOLVED IN AN ACCIDENT DUE TO VEHICLE SURGING.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 10265 RUSTY WALLACE LM MAZDA Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 14800 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 02/04/2005 Action Time: 14.53.25.176 Action Data: No

Comments LPA CONTACTED CUSTOMER. CUSTOMER WAS UNAVAILABLE. LPA LEFT A MESSAGE ON CUSTOMER'S ANSWERING MACHINE. LPA WILL AWAIT A RETURN CALL.

Action: INFORMATIONAL CALL/FAX
 Dealer: 10265 RUSTY WALLACE LM MAZDA Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 14800 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 02/07/2005 Action Time: 09.17.20.296 Action Data: No

Comments LPA RECEIVED A RETURN CALL FROM CUSTOMER. CUSTOMER STATED THAT HER VEHICLE IS CURRENTLY AT AN INDEPENDENT FACILITY. THE INSURANCE COMPANY TOWED THE VEHICLE THERE AND WILL BEGIN MAKING REPAIRS IN THE COMING DAYS. CUSTOMER STATED SHE WAS IN AN ACCIDENT ON 1/17/05 AND RECEIVED A RECALL NOTICE FOR 04S25 AFTER THE ACCIDENT. LPA ADVISED CUSTOMER TO CONTINUE TO WORK WITH INSURANCE AND ADVISED OF SUBROGATION. CUSTOMER WANTS TO PURSUE A PERSONAL INJURY CLAIM. LPA MAILED PERSONAL INJURY LETTER. LPA WILL AWAIT REQUESTED DOCUMENTS TO PROCEED.

Action: CLOSING COMMENTS - DENIAL - BASED ON LITIGATION PREVENTION REVIEW
 Dealer: 10265 RUSTY WALLACE LM MAZDA Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 14800 MI Comm Type: PHONE



3/2/2005

Analyst Name: DUNLAP, KENISHA
Analyst: KDUNLAP
Action Date: 02/15/2005
Action Time: 09.49.14.869
Action Data: No

Comments LPA HAS NOT RECEIVED REQUESTED DOCUMENTS. CASE FILED.

Action: UPDATE CONTACT STATUS
Dealer: 10265 RUSTY WALLACE LM MAZDA
Odometer: 14800 MI
Analyst Name: DUNLAP, KENISHA
Action Date: 03/02/2005
Comm Type: PHONE
Analyst: KDUNLAP
Action Time: 14.41.25.833
Action Data: No
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Comments LPA RECIEVED PERSONAL INJURY LETTER FROM CUSTOMER. CUSTOMER STATED THAT HER VEHICLE IS BEING REPAIRED BY HER INSURANCE COMPANY. HOWEVER, CUSTOMER IS SEEKING A NEW VEHICLE FROM FORD. LPA MAILED CUSTOMER CLOSING CORRESPONDENCE ADVISING HER TO CONTINUE TO WORK WITH HER INSURANCE COMPANY AND OF SUBROGATION. NOTHING FURTHER. CASE FILED.



3/2/2005

COPY

Sent Via U.S. Mail

March 2, 2005

[REDACTED]
Dandridge, TN [REDACTED]

Re: 2004 Escape
VIN: 1FMYU03124K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2004 Escape.

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 your vehicle 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.

Subrogation claims are handled by Ford's Office of the General Counsel. Correspondence should be sent directly to:

Ford Motor Company
Office of the General Counsel
Parklane Towers West
3 Parklane Blvd., Suite 400
Dearborn, MI 48126
Fax: (313) 322-1450

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

Sincerely,

Ke'Nisha Dunlap
Consumer Affairs



CONSUMER AFFAIRS
SECTION

Consumer Affairs

5 FEB 24 P12:56

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

*Sent U.S. Mail

February 7, 2005

[Redacted]
Dandridge, TN [Redacted]

RE: 2004 Escape
VIN: 1FMYU03124K [Redacted]

Dear [Redacted]

We acknowledge your recent contact to Ford Motor Company regarding an accident in which you were involved. In order to evaluate this matter, we request that you provide us with all the following information by completing and returning this form:

1. Please provide a copy of each of the following documents and check the box indicating that each item is attached.

- A copy of the police/fire report. If a police/fire report was not made, attach a separate sheet of paper providing a complete description of the incident
- Medical records for each person alleged injured from all treating physicians/facilities
- Medical bills for each person alleged injured from all treating physicians/facilities
- Original photographs or laser copies of the vehicle's collision/fire damage from several different angles
- Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas
- Repair estimate or repair order
- OR
- Total loss worksheet with copies of draft payments
- Complete service history for vehicle including tune-ups and oil changes

2. For each person alleged injured provide the following: (If there are additional names continue on back.)

| | |
|----------------------|----------------------|
| Name: _____ | Name: _____ |
| Address: _____ | Address: _____ |
| Spouse's Name: _____ | Spouse's Name: _____ |
| DOB: _____ | DOB: _____ |
| Soc Security#: _____ | Soc Security#: _____ |
| Occupation: _____ | Occupation: _____ |

(over)



A letter was sent to you, concerning what happened. Pictures were sent to you.

The main issue is the car was involved in a accident. The very next day the recall notice was received in the mail. I'm always a day late and a dollar short no matter what.

In the letter it explained how an accident almost happened in November, 2004. Luckily I swerved into right hand lane and no traffic was there!

I just found out that before I purchased this car it had previously been in an accident. This actually happened and doesn't this explain the Recall Letter Car speeds up and has caused two accidents and almost another one!

I still owe for this car, I have only made three payments. It is torn up. Cost to repair is \$10,000. Who knows how well it will be after this much damage!

Injury: _____ Injury: _____

3. Please specify what you believe is defective, if anything, with your vehicle.

4. Has the alleged defective vehicle/part been repaired or replaced? Yes No
5. Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).

6. Has an insurance company been advised of this incident? Yes No
If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.

7. What are you seeking from Ford Motor Company in this matter?

Hoping Ford will do the right thing.

Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until ALL the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 30 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted. If you need to contact me, I may be reached by phone at (313) 845-5681 or by fax at (313) 845-5668.

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

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

Respectfully yours,

K. Dunlap
Ke'Nisha Dunlap
Consumer Affairs

(over)

Buick gave a new car to a man in this same situation and paid medical bills. That sounded right to me!

My injuries are not healed yet and I am still under a doctor's care. All kinds of X-rays have been taken and 2-CT's. I have a concussion.

I have no transportation to get all the information you have requested.

I have a handicapped 30 year old daughter and I am a widow, I need a car in the worst way. What am I going to do? My daughter requires medical attention and now I am in need of much medical attention.

When I purchased the Ford Escape, I thought I had good and a dependable car, so I could get my daughter to and from all the medical attentions, she so much needs.

Now will my car be fixed and be dependable if I ever get it back. It still is being repaired.

I need a car now!
Will Ford Company do the right thing. What would you do if you were in this situation?

Walking is crowded right now! But I'm still paying each month for riding and a a torn up car. If it wasn't for bad luck I'd have no luck.

COPY

*Sent U.S. Mail

February 7, 2005

[Redacted]

Dandridge, TN [Redacted]

RE: 2004 Escape
VIN: 1FMYU03124K [Redacted]

Dear [Redacted]

We acknowledge your recent contact to Ford Motor Company regarding an accident in which you were involved. In order to evaluate this matter, we request that you provide us with all the following information by completing and returning this form:

1. Please provide a copy of each of the following documents and check the box indicating that each item is attached.

- A copy of the police/fire report. If a police/fire report was not made, attach a separate sheet of paper providing a complete description of the incident
 - Medical records for each person alleged injured from all treating physicians/facilities
 - Medical bills for each person alleged injured from all treating physicians/facilities
 - Original photographs or laser copies of the vehicle's collision/fire damage from several different angles
 - Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas
 - Repair estimate or repair order
- OR
- Total loss worksheet with copies of draft payments
 - Complete service history for vehicle including tune-ups and oil changes

2. For each person alleged injured provide the following: (If there are additional names continue on back.)

| | |
|----------------------|----------------------|
| Name: _____ | Name: _____ |
| Address: _____ | Address: _____ |
| Spouse's Name: _____ | Spouse's Name: _____ |
| DOB: _____ | DOB: _____ |
| Soc Security#: _____ | Soc Security#: _____ |
| Occupation: _____ | Occupation: _____ |

Injury: _____ Injury: _____

3. Please specify what you believe is defective, if anything, with your vehicle.

4. Has the alleged defective vehicle/part been repaired or replaced? Yes No

5. Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).

6. Has an insurance company been advised of this incident? Yes No

If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.

7. What are you seeking from Ford Motor Company in this matter?

Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until ALL the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 30 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted. If you need to contact me, I may be reached by phone at (313) 845-5681 or by fax at (313) 845-5668.

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

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

Respectfully yours,

Ke'Nisha Dunlap
Consumer Affairs

ESP / Recall Information

VIN: 1FMYU03124K [REDACTED]

Contract: 1 of 1

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

Purchaser: EDITH BLY
 Plan Type: USA 2004 NEW 48/75,000 EXTRACARE W/ROADSIDE ASSIST
 Selling Dealer: MORRISTOWNFORD, INC.
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Cancel
 Expiration Date: 2007-08-10
 Expiration Miles: 75,000
 Plan Year: 2004
 Purchase Type: N
 Options:

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

Cancel Date: 2004-05-04
 Refund Percent:
 Dealer Credited: 05684

Process Date: 2004-05-04
 Dealer Received Date: 2004-05-04

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

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

| Number | Type | Description | Status | Status Date | Dealer Code |
|--------|-------------------|--|-----------------|-------------|-------------|
| 04S25 | SAFETY RECALL | 3.0L LHD ACCELERATOR CABLE REPLACEMENT | OPEN - LAUNCHED | | |
| 04C09 | SAFETY COMPLIANCE | LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT | OPEN - LAUNCHED | | |



2/4/2005

| VIN FSA Details | |
|------------------------|------------------------|
| VIN: | 1FMYU03124K [REDACTED] |
| FSA Status: | Launched |
| Brand: | FORD |
| Manufacturing Country: | USA |

| FSA Details | |
|--------------------|--|
| 00010252 | 3.0L LHD ACCELERATOR CABLE REPLACEMENT |
| 00010453 | LIFTGATE LATCH |

| Vehicle Details | | | |
|---------------------------|-----------------------------|----------------------|-------------------------|
| Model Year: | 2004 | Assembly Plant: | KANSAS CITY PLANT BUILD |
| Vehicle Line: | FORD ESCAPE / MAZDA TRIBUTE | Production Date: | 25-Jul-2003 |
| Body Style Description: | 5 DOOR LIGHT TRUCK | Warranty Start Date: | 10-Aug-2003 |
| Vehicle Type Description: | TRUCK | Sale Date: | 18-Oct-2003 |
| VDM Vehicle Status: | 801 | Engine Tag Code: | 1G752AB |
| Emissions: | | | |

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

| Owner Details |
|----------------------|
|----------------------|

| Current Owner | | | |
|--------------------------------|--------------------------------|------------------------|-------------|
| Business Name: | [REDACTED] | | |
| Owner Name: | [REDACTED] | | |
| Address 1: | [REDACTED] | | |
| Address 2: | [REDACTED] | | |
| Address 3: | [REDACTED] | | |
| Address 4: | [REDACTED] | | |
| City: | DANDRIDGE | Phone #: | |
| State/Province: | Tennessee | E-Mail: | |
| ZIP/Postal Code: | [REDACTED] | | |
| Country: | UNITED STATES | | |
| Owner Effective Date: | 20-Oct-2004 | Vendor Applied Date: | 17-Nov-2004 |
| Vendor Match Code Description: | 4-NEITHER NAME OR ADDRESS MATC | | |
| N&A Source: | POLK | GCamp Applied Date: | 05-Jan-2005 |
| Mail Status: | Active | Mail Suppression Date: | |
| Fleet Code: | | Fleet Name: | |
| Fleet Status: | | Fleet Mgmt Code: | |
| Company Car: | | | |
| Original Owner | | | |
| Business Name: | [REDACTED] | | |



2/7/2005

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

Owner Effective Date: 22-Oct-2003 Vendor Applied Date: 22-Oct-2003

N&A Source: NAVIS GCamp Applied Date: 28-Jun-2004
 Mail Status: Active Mail Suppression Date:

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

| | P&A Code | GEO Sales | Sales Code | Sub Code | Description |
|----------|----------|-----------|------------|----------|-----------------------|
| Ordering | 05684 | USA | F21778 | | Morristown Ford, Inc. |
| Ship-To | | | | | NOT AVAILABLE |
| Stocking | 05684 | USA | F21778 | | Morristown Ford, Inc. |
| Selling | 05684 | USA | F21778 | | Morristown Ford, Inc. |

FSA Details

VIN: 1FMYU03124K [REDACTED]

Local FSA: 04S25 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT **Global FSA: 00010252**

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s): **Supplement Code:**

+ 0 - TARGETING SEGMENT 00- Original
 - AA - 02-04 Escape 3.0L LHD

| P&A Code | GEO Sales | Sales Code | Sub Code | Description |
|----------|-----------|------------|----------|-----------------------|
| 05684 | USA | F21778 | | Morristown Ford, Inc. |

| Eligibility Indicators | | | |
|---------------------------|-----------|-------------|--|
| Type | Indicator | Updated | |
| Repair Eligibility | Y | 07-Dec-2004 | |
| Display Eligibility | Y | 07-Dec-2004 | |
| Original Mail Eligibility | N | 10-Jan-2005 | |
| Follow up Mail | Y | 10-Jan-2005 | |

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

| Description | Release Date |
|--|--------------|
| RELEASED TO APPROPRIATE SOURCE - ORIGINA | 10-Jan-2005 |
| EXTERNAL NAME AND ADDRESS APPLIED | 05-Jan-2005 |
| EXTERNAL NAME AND ADDRESS APPLIED | 03-Jan-2005 |



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| | | |
|--|---|----------------------|
| EXTERNAL NAME AND ADDRESS APPLIED | | 28-Jun-2004 |
| Repair | | |
| Status | System Date | Repair Date |
| Country | Dealer Code | Claim # |
| Option/Labor Code | Cost | Source |
| VIN/FSA Vehicle Status | | |
| Description | Reason | Date |
| OPEN - LAUNCHED | Open | 07-Dec-2004 |
| Confirmed | | 07-Dec-2004 |
| VIN FSA Mail History | | |
| Local FSA: 04S25-3.0L LHD ACCELERATOR CABLE REP... | | Global FSA: 00010252 |
| Release: | OWNER LETTER | |
| Release Date: | 10-Jan-2005 | |
| Mail Date: | | |
| Restricted Address: | No | |
| Address: | <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 2px;"></div> DANDRIDGE TN <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 2px;"></div> UNITED STATES | |
| Resp. Dealer: | 05684USAF21778- | |
| Fleet Acct: | | |
| Fleet Mgmt Loc: | | |
| N&A Source: | POLK | |
| Owner Effective Date: | 20-Oct-2004 | |
| Note: | | |

| | |
|--|----------------------|
| VIN: 1FMYU03124K | |
| Local FSA: 04C09 - LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN | Global FSA: 00010453 |
| SPRING REPLACEMENT | |

| | |
|---|-------------------------|
| Hub: FORD NORTH AMERICA Country: UNITED STATES | |
| Segment / VIN Group(s): | Supplement Code: |
| + 0 - TARGETING SEGMENT | 00- Original |
| - AA - Job #1 04 up Job 05MY & 1/2 | |

| | | | | |
|---------------------------|------------------|-------------------|-----------------|-----------------------|
| Responsible Dealer | | | | |
| P&A Code | GEO Sales | Sales Code | Sub Code | Description |
| 05684 | USA | F21778 | | Morristown Ford, Inc. |

| | | | |
|-------------------------------|------------------|----------------|--|
| Eligibility Indicators | | | |
| Type | Indicator | Updated | |
| Repair Eligibility | Y | 14-Dec-2004 | |
| Display Eligibility | Y | 20-Dec-2004 | |
| Original Mail Eligibility | Y | 20-Dec-2004 | |
| Follow up Mail | | | |

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



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| Description | | Release Date | | | | | | |
|-------------------------------|-------------|--------------|---------|-------------|---------|-------------------|------|--------|
| Repair | | | | | | | | |
| Status | System Date | Repair Date | Country | Dealer Code | Claim # | Option/Labor Code | Cost | Source |
| VIN/FSA Vehicle Status | | | | | | | | |
| Description | | | Reason | | | Date | | |
| OPEN - LAUNCHED | | | Open | | | 20-Dec-2004 | | |
| Confirmed | | | | | | 14-Dec-2004 | | |
| VIN FSA Mail History | | | | | | | | ↓ |

| FSA Counts | | | |
|-------------------|------------------------|----------------------------|----------|
| FSA Category | Repair Eligible (Open) | Repair Ineligible (Closed) | Total |
| SAFETY COMPLIANCE | 1 | 0 | 1 |
| SAFETY RECALL | 1 | 0 | 1 |
| Total | 2 | 0 | 2 |

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2/7/2005

**SAFETY RECALL
04S25****All 2002 through 2004 Model Year Left
Hand Drive (LHD) Escape Vehicles
Equipped with 3.0L Engines - Accelerator
Cable Replacement**

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

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

December 2004

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

SUBJECT: Safety Recall 04S25:
All 2002 through 2004 Model Year Left Hand Drive (LHD) Escape Vehicles
Equipped with 3.0L Engines
Accelerator Cable Replacement

AFFECTED VEHICLES

All 2002 through 2004 model year LHD Escape vehicles equipped with 3.0L engines and built at the Kansas City and Ohio Assembly Plants from Job #1 2002 through Job Last 2004. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on December 09, 2004.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, it may be possible for the accelerator cable liner to migrate out of the accelerator cable conduit. If the liner migrates out of the conduit, the liner may prevent the throttle from returning to the idle position and may result in elevated engine speeds while driving. An unexpected increase in engine idle speed may increase stopping distance and may result in a vehicle crash without warning.

SERVICE ACTION

At no charge to the vehicle owner, dealers are to replace the accelerator cable with a newly designed cable, which will be available to the dealers the week of 12/06/2004. This must be performed on all of the affected vehicles in your new vehicle inventory as well as vehicles that have been delivered to customers.

PLEASE NOTE:

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. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

2/7/2005

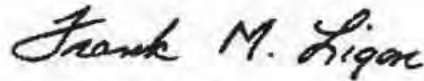
- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information

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



2/7/2005

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone:
Address: [REDACTED] TN [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:



2/4/2005

VEHICLE DETAIL

VIN: 1FMYU03124K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: REDFIRE
 Year: 2004 Calibration: 3M11D30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 8/10/2003
 GCWR: Vehicle Build Date: 7/25/2003
 PEP Code: 310A

Selling Dealers Name: MORRISTOWNFORD, INC.

Selling Dealers P & A Code: 05684

Selling Dealers Sales Code: F21778

Selling Dealers Main Phone: 423-586-5520 Selling Dealers Service Phone: 423-586-5520

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 3 4 K A 3 5 9 8 1 1 0 3 7 P C 2 2 6 F A 0 0 2 N F G 4 9 6 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 3 2 X 5 5 8 S G B B N 2 1 G 7 7 8 E 2 G 2 2 2 3 4 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 2 5 6 3 1 0 A 9 1 4 T N A
 1 2 3 4 5 6 7 8 9 160

[REDACTED] 2/4/2005

Dealer Information

| FCSD Region | Sales Region | Sales Zone | Market | P&A Code | Sales Code |
|-------------|--------------|------------|--------|----------|------------|
| 10-SDR | 26-ATLANTA | F | B2 | 10265 | L26296 |

Dealer Name: RUSTY WALLACE LM
 MAZDA
Dealer Address: 6900 W ANDREW JOHNSON HWY
 TALBOTT TN 37877
Dealer Main Phone: 423-581-6333 **Dealer Service Phone:** 423-581-6333

| Position | Employee Name |
|-----------------|----------------|
| DEALER/PARTNER | GREG VONCANNON |
| PARTS MANAGER | GREG BYRD |
| SALES MANAGER | BRIAN A KITTS |
| SALES MANAGER | TRAVIS ADKINS |
| SERVICE MANAGER | RAY ESTES |

Service Hours 8:00 A.M. - 5:00 M-F FAX#: 423 581-6101

Directions

Trained Y

Additional Information



2/4/2005

CONSUMER AFFAIRS
SECTION

FEB 24 1981
5 FEB -1 P3:42

Mr. Frank
1234 Main St
City, State, Zip
43210

Dear Mr. Frank,

Mr. K. Ellis was involved in an accident involving my 1977 Ford Taurus. The accident involving my vehicle happened on Jan 11, 1981. On the following day I received the letter - at the state level.

In separate case I have the state report was confidential. The case involved my accident. On today, Nov 15, 1981. I was traveling on Interstate 4 West, when I noticed an excessive speed almost colliding with me. In order to avoid the accident I had to swerve into the next lane on the right. Luckily there was no one in that lane. So I was able to avoid an accident on that day.

On Jan. 11, 2005, I was involved
in an accident on Talbott Pass, SR
12 Hwy 341. I was unable to stop
my vehicle at the intersection.
The other vehicle skidded into the
left driver side of my vehicle.
Resulting in me having to be transported
to St Mary's Johnson Memorial Hosp. for
treatment. I was treated for concussion,
and later released to be observed by paramedics
in a hospital. I also had bruises on my
face, left shoulder with two black eyes.
I am still very sore on my left side.
Photos were included. The back of
skid on the right of trunk of car,
is in shop in Neely, TN

[REDACTED]

[REDACTED]

Madison, TN

[REDACTED]

[REDACTED]

Head Injuries: What to Watch for Afterward

What are the main causes of head injuries?

A serious head injury is most likely to happen to someone who is in a car wreck and isn't wearing a seat belt. Other major causes of head injuries include bicycle or motorcycle wrecks, falls from windows (especially among children who live in the city) and falls around the house (especially among toddlers and the elderly).

Are head injuries serious?

They can be. Bleeding, tearing of tissues and brain swelling can occur when the brain moves inside the skull at the time of an impact. But most people recover from head injuries and have no lasting effects. See the box below for a list of types of head injuries.

Types of head injuries

- A concussion is a jarring injury to the brain. A person who has a concussion passes out for a short while. The person may feel dazed and may lose vision or balance for a while after the injury.
- A brain contusion is a bruise of the brain. This means there is some bleeding in the brain, causing swelling.
- A skull fracture is when the skull cracks. Sometimes the edges of broken skull bones cut into the brain and cause bleeding or other injury.
- A hematoma is bleeding in the brain that collects and clots. A hematoma may not be apparent for a day or even as long as several weeks. So it's important to tell your doctor if someone with a head injury feels or acts oddly.

How can the doctor tell how bad the damage is?

Your doctor will ask about how the injury occurred, about past medical problems, and about vomiting, seizures (fits) or problems breathing after the injury.

The person who has been injured may need to stay in the hospital to be watched. Sometimes, special pictures of the brain may be needed to find out more about the damage.

What happens after the injury?

It's normal to have a headache and nausea, and feel dizzy right after a head injury. Other symptoms include ringing in the ears, neck pain, and feeling anxious, upset, irritable, depressed or tired.

The person who has had a head injury may also have problems concentrating, remembering things, putting thoughts together or doing more than one thing at a time.

These symptoms usually go away in a few weeks, but may go on for over a year if the injury was severe.

Will the head injury cause permanent brain damage?

This depends on how bad the injury was and how much damage it did. Most head injuries don't cause permanent damage.

What about memory loss?