

It's common for someone who's had a head injury to forget the events right before, during and right after the accident. Memory of these events may never come back. Following recovery, the ability to learn and remember new things almost always returns.

Is it true that the person must be kept awake after the injury?

No. If your doctor thinks the person needs to be watched this closely, your doctor will probably put the person in the hospital.

Sometimes, doctors will send someone who has had a head injury home if the person with them is reliable enough to watch the injured person closely. In this case, your doctor may ask you to wake the person frequently and ask questions such as "what's your name?" and "where are you?" to make sure everything is okay.

Get help if you notice

- Any symptom that is getting worse, such as headaches, nausea or sleepiness
- Nausea that doesn't go away
- Changes in behavior, such as irritability or confusion
- Dilated pupils (pupils that are bigger than normal) or pupils of different sizes
- Trouble walking or speaking
- Drainage of bloody or clear fluids from ears or nose
- Vomiting
- Seizures
- Weakness or numbness in the arms or legs

Other Organizations

Brain Injury Association of America
1101 W. North Ave., Suite 1000
Chicago, IL 60642
800-444-6443

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2006-2012

This information is for general informational purposes only and may not apply to everyone. To find out if this handout applies to you, please consult your family doctor.

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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

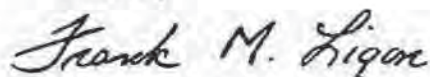
If you wish to contact us through the Internet, our address is:

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,

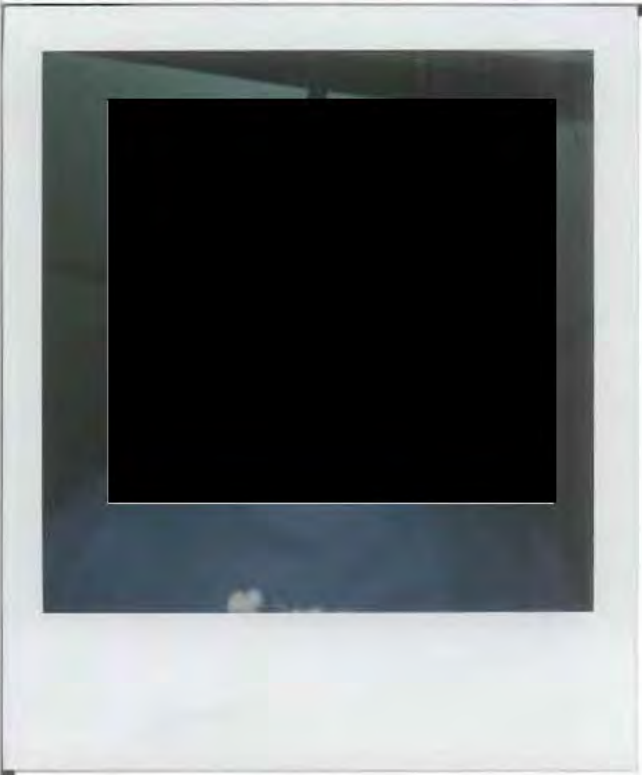


Frank M. Ligon

Director

Service Engineering Operations













1-19-2005



June 17, 2005

*Sent Via Facsimile

[REDACTED]

Canfield, OH [REDACTED]

Re: 2002 Ford Escape

VIN#-1FMYU03112K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle concerns.

Ford Motor Company has reviewed your claim. Unfortunately, we are unable to offer any assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs

[REDACTED]
Canfield, Ohio
[REDACTED]
[REDACTED]

CONSUMER AFFAIRS
SECTION

5 MAR 11 P1 '06

March 8, 2005

Ford Motor Co.
Attn: Ruth Davis
Consumer Affairs
PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

RE: 2002 Ford Escape
VIN# 1FMYU03112K [REDACTED]

Dear Ms Davis,

This is in reference to the above vehicle that was involved in an accident in December of 2004. We believe that the accident was a direct result of a defective accelerator cable that was recalled in January of 2005.

As you can see by the police report, the vehicle struck a utility pole and the impact spun the vehicle. The driver, Jason Shuto, hit his head on the windshield, cracked the windshield, and caused him to have a concussion.

We have been Ford Consumers for many years. We have owned an Eddie Bauer Explorer, a Mountaineer, an Escape and F150 Truck over the last 5 years. Our vehicles have always been maintained and serviced appropriately.

We are seeking replacement, at no cost to us, a new Escape XLT V6 with the same options as our 2002 model.

We have enclosed all requested information for your review. Please contact me with any questions.

[REDACTED]



Consumer Affairs

January 21, 2005

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

[Redacted]
Canfield, OH [Redacted]

RE: 2002 Ford Escape
VIN: IFMYU03112K [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 evaluate this matter, we request that you provide us with all the following information by completing and returning this form:

- 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. *Fairway Ford has supplied info to you.*
- For each person alleged injured provide the following: (If there are additional names continue on back.)

Name: [Redacted]	Name: <u>N/A</u>
Address: [Redacted]	Address: _____
Spouse's Name: <u>N/A</u>	Spouse's Name: _____
DOB: [Redacted]	DOB: _____
Soc Security#: [Redacted]	Soc Security#: _____
Occupation: <u>Shipping Operations</u>	Occupation: _____
Injury: <u>Head & Neck.</u>	Injury: _____



3. Please specify what you believe is defective, if anything, with your vehicle.

Accelerator cable defective it would stick, a recall item, this caused the accident.

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).

SafeCo total Loss Yard.

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. Adjuster Paul Davis - 1900-332-3226
x-532-822

SafeCo - Spokane callcenter 22425 E. Appleway
Liberty Lake wa. 99019

7. What are you seeking from Ford Motor Company in this matter?

Replace the Escape with one that is comp. with same options - V6 XLT - same color.

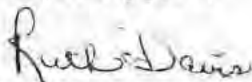
Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until all the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

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,



Ruth Davis
Consumer Affairs



SAFECO PROPERTY & CASUALTY INSURANCE COMPANIES

SAFECO Insurance Company of America
National Auto Center
22425 East Appleway Ave
Liberty Lake, WA 99019

Phone: (800) 332-3226
(509) 944-2923
Fax: (888) 268-8840
www.safeco.com

Mailing address:
PO Box 3838
Spokane, WA 99220

December 16, 2004

[REDACTED]
Canfield, OH [REDACTED]

Insured Name: [REDACTED]
Policy Number: [REDACTED]
Loss Date: December 5, 2004
Claim Number: [REDACTED]

Dear [REDACTED]

Please take a moment to read this entire letter as it will fully explain how your total loss and the sale of the salvage will be handled. It is important that you understand this process so that we are able to pay your claim as quickly as possible.

Thank you for taking the time to discuss your loss with us. The value of your 2002 Ford Escape 4X2 XLT 4 door Sports Utility was determined based on similar vehicles for sale in your local market, considering pre-accident condition, accessories, options and mileage. Per our conversation, we discussed the following:

Actual Cash Value:	\$ 16425.00
Applicable Taxes/Fees:	\$ 1149.75
Less Deductible:	\$ - 500.00
Total Payout for Total Loss:	\$ 17074.75
Lien Holder Payment:	\$ 16744.28
Second Payment:	\$ 330.47

Your lien holder will be receiving your first payment of \$16744.28 separately. Cashing this check does not release any portion of your claim.

Upon receipt of your properly signed Letter of Guarantee from your lien holder and verification that your vehicle has arrived at our salvage yard, we will send your second payment of \$330.47.

Please contact your agent to discuss the removal of this vehicle from your policy. Your agent is your best resource for policy issues. They can answer your questions about how this claim may affect your policy.

If you have any further concerns or comments please feel free to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Jan Nelson".

Jan Nelson
National Auto Center
SAFECO Insurance Company of America
(800) 332-3226 ext 52-2923
(509) 944-2923 Fax: (888) 268-8840
jannel@safeco.com

OHIO TRAFFIC CRASH REPORT

CRASH SEVERITY
 1 FATAL 3 PDO
 2 INJURY 4 UNKNOWN

PRIVATE PROPERTY

HIT/SWIP
 1 NOT HIT/SWIP
 2 SOLVED
 3 UNSOLVED

PHOTOS TAKEN

OH-2	OH-3	OH-3P	OTHER

120101A - 12362

REPORTING AGENCY

50080 PD STRUTTERS 01

98 = ANIMAL
 99 = UNKNOWN

12052004

DAY OF WEEK

2159 SUN X

NAME (OF CITY, VILLAGE OR TOWNSHIP) *

STRUTTERS

LATITUDE

50

LONGITUDE

CRASH OCCURRED ON		TYPE LOC		TYPE LOCATION POINT USED		LOCAL INFORMATION	
PREFIX	CRASH LOCATION	1		1 NAMED STREET	3 NUMBERED ROUTE		
	SEXTON STREET			2 NUMBERED STREET			
AT / REFERENCE				REFERENCE POINT USED		LOCAL INFORMATION	
DIST REFERENCE	DR	PREFIX	REFERENCE	REF POINT	01 STATE LINE	04 HOUSE NUMBER	08 PLACE NAME W/O REFERENCE
			19 SEXTON STREET	04	02 INTERSECTION 2 STREETS	05 TOWNSHIP BOUNDARY	09 DRIVEWAY
					03 COUNTY LINE	06 MILE POST	10 STREET OR ROUTE W/O REFERENCE

NAME (LAST, FIRST, MIDDLE)		ADDRESS (STREET, CITY, STATE, ZIP CODE)	
01 01	[REDACTED]	CAMPBELL, OHIO	
DL STATE	DL #	LP STATE	LP #
OH	[REDACTED]	OH	[REDACTED]
OWNER NAME (IF SAME, WRITE "SAME")		ADDRESS (STREET, CITY, STATE, ZIP CODE)	
GOSPEL, PATRICK R.		10445 STEEPLCHASE CAMPBELL OH 44406	
YEAR	MAKE	MODEL	COLOR
2002	FORD	2500EXLT	BLK
OFFENSE CHANGED		OFFENSE DESCRIPTION	
331.14		FAILURE TO CONTROL	

NAME (LAST, FIRST, MIDDLE)		ADDRESS (STREET, CITY, STATE, ZIP CODE)	
[REDACTED]		[REDACTED]	
DL STATE	DL #	LP STATE	LP #
OH	[REDACTED]	OH	[REDACTED]
OWNER NAME (IF SAME, WRITE "SAME")		ADDRESS (STREET, CITY, STATE, ZIP CODE)	
[REDACTED]		[REDACTED]	
YEAR	MAKE	MODEL	COLOR
OFFENSE CHANGED		OFFENSE DESCRIPTION	

NAME (LAST, FIRST, MIDDLE)		ADDRESS (STREET, CITY, STATE, ZIP CODE)	
[REDACTED]		[REDACTED]	
DL STATE	DL #	LP STATE	LP #
OH	[REDACTED]	OH	[REDACTED]
OWNER NAME (IF SAME, WRITE "SAME")		ADDRESS (STREET, CITY, STATE, ZIP CODE)	
[REDACTED]		[REDACTED]	
YEAR	MAKE	MODEL	COLOR
OFFENSE CHANGED		OFFENSE DESCRIPTION	

NAME (LAST, FIRST, MIDDLE)		ADDRESS (STREET, CITY, STATE, ZIP CODE)	
[REDACTED]		[REDACTED]	
DL STATE	DL #	LP STATE	LP #
OH	[REDACTED]	OH	[REDACTED]
OWNER NAME (IF SAME, WRITE "SAME")		ADDRESS (STREET, CITY, STATE, ZIP CODE)	
[REDACTED]		[REDACTED]	
YEAR	MAKE	MODEL	COLOR
OFFENSE CHANGED		OFFENSE DESCRIPTION	

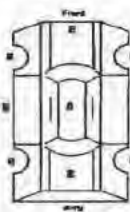
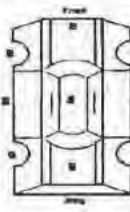
NAME (LAST, FIRST, MIDDLE)		ADDRESS (STREET, CITY, STATE, ZIP CODE)	
[REDACTED]		[REDACTED]	
DL STATE	DL #	LP STATE	LP #
OH	[REDACTED]	OH	[REDACTED]
OWNER NAME (IF SAME, WRITE "SAME")		ADDRESS (STREET, CITY, STATE, ZIP CODE)	
[REDACTED]		[REDACTED]	
YEAR	MAKE	MODEL	COLOR
OFFENSE CHANGED		OFFENSE DESCRIPTION	

NAME (LAST, FIRST, MIDDLE)		ADDRESS (STREET, CITY, STATE, ZIP CODE)	
[REDACTED]		[REDACTED]	
DL STATE	DL #	LP STATE	LP #
OH	[REDACTED]	OH	[REDACTED]
OWNER NAME (IF SAME, WRITE "SAME")		ADDRESS (STREET, CITY, STATE, ZIP CODE)	
[REDACTED]		[REDACTED]	
YEAR	MAKE	MODEL	COLOR
OFFENSE CHANGED		OFFENSE DESCRIPTION	

SEATING POSITION		SAFETY EQUIPMENT		AIR BAG		EJECTION		TRAPPED		INJURIES	
01	01 FRONT - LEFT (MC DRIVER)	01	01 NONE USED	4	1 NOT DEPLOYED	1	1 NOT EJECTED	1	1 NOT TRAPPED	2	1 NO INJURY
	02 FRONT - MIDDLE		02 SHOULDER BELT ONLY		2 DEPLOYED-FRONT		2 TOTALLY EJECTED		2 EXTRICATED BY MECHANICAL MEANS		2 POSSIBLE
	03 FRONT - RIGHT		03 LAP BELT ONLY		3 DEPLOYED-SIDE		3 PARTIALLY EJECTED		3 FREED BY NON-MECHANICAL MEANS		3 NON-INCAPACITATING
	04 SECOND - LEFT (MC PASS)		04 SHOULDER/LAP BELT		4 DEPLOYED BOTH FRONT/SIDE		4 NOT APPLICABLE		4 UNKNOWN		4 INCAPACITATING
	05 SECOND - MIDDLE		05 CHILD SAFETY SEAT		5 NOT APPLICABLE		5 UNKNOWN				5 FATAL INJURY
	06 SECOND - RIGHT		06 MC HELMET USED		6 UNKNOWN						6 UNKNOWN
	07 THIRD - LEFT (MC PASSENGER/SIDE CAR)		07 Use Unknown								
	08 THIRD - MIDDLE		NON-MOTORIST								
	09 THIRD - RIGHT		08 NONE USED								
	10 SLEEPER SECTION OR CAB		09 HELMET USED								
	11 ENCLOSED CARGO AREA		10 PROTECTIVE PADS								
	12 UNENCLOSED CARGO AREA		11 REFLECTIVE CLOTHING								
	13 TRAILING UNIT		12 LIGHTING								
	14 EXTERIOR		13 OTHER								
	15 OTHER		14 UNKNOWN								
	16 NON-MOTORIST										
	17 UNKNOWN										

Motorist/Non-Motorist

Occupant

<p>UNIT NUMBERS</p> <p>01</p> <p>NON-MOTORIST LOCATION</p> <p>01 MARKED CROSSWALK AT INTERSECTION 02 INTERSECTION/ NO CROSSWALK 03 NON-INTERSECTION CROSSWALK 04 DROVEWAY ACCESS CROSSWALK 05 IN ROADWAY 06 NOT IN ROADWAY 07 MEDIAN (BUT NOT SHOULDER) 08 ISLAND 09 SHOULDER 10 SIDEWALK 11 WITHIN 10 FEET OF ROADWAY (NOT SHOULDER, MEDIAN, SIDEWALK, ISLAND) 12 BEYOND 10 FEET OF ROADWAY (WITHIN TRAFFICWAY) 13 OUTSIDE TRAFFICWAY 14 SHARED USE PATHS OR TRAILS 15 UNKNOWN</p>	<p>DAMAGE AREA</p>  <p>DAMAGE AREA</p>  <p>MOST DAMAGED AREA</p> <p>03</p>	<p>PRE-CRASH ACTIONS</p> <p>01</p> <p>MOTORIST</p> <p>01 MOVEMENTS ESSENTIALLY STRAIGHT AHEAD 02 BACKING 03 CHANGING LANES 04 OVERTAKING/PASSING 05 TURNING RIGHT 06 TURNING LEFT 07 MAKING U-TURN 08 ENTERING TRAFFIC LANE 09 LEAVING TRAFFIC LANE 10 PARKED 11 SLOWING/STOPPED IN TRAFFIC 12 DECELERATING 13 OTHER 14 UNKNOWN</p> <p>NON-MOTORIST</p> <p>15 ENTERING/CROSSING IN SPECIFIED LOCATION 16 WALKING, RUNNING, JOGGING, PLAYING, CYCLING 17 WORKING 18 PUSHING VEHICLE 19 APPROACHING/LEAVING VEHICLE 20 PLAYING/WORKING ON VEHICLE 21 STANDING 22 OTHER 23 UNKNOWN</p>	<p>SEQUENCE OF EVENTS</p> <p>30</p> <p>NON-COLLISION</p> <p>01 OVERTURN/ROLLOVER 02 FIRE/EXPLOSION 03 IMMERSION 04 JACKKNIFE 05 CARGO/EQUIPMENT LOSS/SHIFT 06 EQUIPMENT FAILURE 07 SEPARATION OF UNITS 08 RAN OFF ROAD RIGHT 09 RAN OFF ROAD LEFT 10 CROSS MEDIAN/COUNTERLINE 11 DOWNHILL RIDEAWAY 12 OTHER NON-COLLISION 13 UNKNOWN NON-COLLISION 14 COLLISION W/PERSON, VEHICLE, OR OBJECT NOT FIXED 15 PEDESTRIAN 16 PEDALCYCLE 17 RAILWAY VEHICLE 18 ANIMAL - FARM 19 ANIMAL - DEER 20 ANIMAL - OTHER 21 MOTOR VEHICLE IN TRANSPORT 22 PARKED MOTOR VEHICLE 23 WORK ZONE MAINTENANCE EQUIPMENT 24 UNKNOWN MOVABLE OBJECT 25 COLLISION WITH FIXED OBJECT 26 IMPACT ATTENUATOR/CRASH CUSHION 27 BRIDGE OVERHEAD STRUCTURE 28 BRIDGE PIER (OR ABUTMENT) 29 BRIDGE PARAPET 30 BRIDGE RAIL 31 GUARDRAIL FACE 32 GUARDRAIL END 33 MEDIAN BARRIER 34 HIGHWAY TRAFFIC SIGN POST 35 LIGHT/LUMINAIRE SUPPORT 36 UTILITY POLE 37 OTHER POST, POLE OR SUPPORT 38 CULVERT 39 CURB 40 DITCH 41 ENLIGHTENMENT 42 FENCE 43 RAILROAD 44 TREE 45 OTHER FIXED OBJECT 46 WORK ZONE MAINTENANCE EQUIPMENT 47 UNKNOWN FIXED OBJECT 48 OTHER 49 UNKNOWN</p>	<p>POSTED SPEED</p> <p>25</p> <p>TRAFFIC CONTROL</p> <p>01</p> <p>01 NO CONTROLS 02 STOP SIGN 03 YIELD SIGN 04 TRAFFIC SIGNAL 05 TRAFFIC FLASHERS 06 SCHOOL ZONE 07 RAILROAD CROSSINGS 08 RAILROAD FLASHERS 09 RAILROAD GATES 10 CONSTRUCTION BARRICADE 11 POLICE OFFICER 12 PAVEMENT MARKINGS 13 CROSSWALK LINES 14 WALL/DON'T WALK SIGNAL 15 TRAFFIC CONTROL DEVICE - INTERMITTENT, MISSING, DISCLOSED 16 OTHER</p> <p>DIRECTION</p> <p>34</p> <p>1 NORTH 2 SOUTH 3 EAST 4 WEST 5 NORTHEAST 6 NORTHWEST 7 SOUTHWEST 8 SOUTHWEST 9 UNKNOWN</p>	<p>DRUG TEST STATUS</p> <p>1</p> <p>1 NONE 2 TEST REFUSED 3 TEST GIVEN, CONTAMINATED SAMPLE/UNUSABLE 4 TEST GIVEN, RESULTS KNOWN 5 TEST GIVEN, RESULTS UNKNOWN 6 UNKNOWN</p> <p>DRUG TEST TYPE</p> <p>1</p> <p>1 NONE 2 BLOOD 3 URINE 4 OTHER</p> <p>DRUG TEST 1&2 RESULT</p> <p>1</p> <p>1 NONE 2 MARIJUANA 3 COCAINE 4 OPIATES 5 AMPHETAMINES 6 PCP 7 OTHER 8 UNKNOWN AT TIME OF REPORTING</p>
<p>TYPE OF UNIT</p> <p>06</p> <p>MOTORIST</p> <p>01 SUB-COMPACT 02 COMPACT 03 MID SIZE 04 FULL SIZE 05 MINIVAN 06 SPORT UTILITY VEHICLE 07 PICKUP 08 PANEL/VAN 09 SINGLE UNIT TRUCK; 2 AXLES, 6 TIRES 10 SINGLE UNIT TRUCK; 3+ AXLES 11 TRUCK/TRAILER 12 TRUCK TRACTOR (BONNET) 13 TRACTOR/SEMI-TRAILER 14 TRACTOR/DOUBLE SHORT 15 TRACTOR/DOUBLE LONG 16 FIFTH WHEEL OR CONVENTION ONLY 17 TRACTOR/TRIPLES 18 MOTORCYCLE 19 MOTORIZED BICYCLE 20 SCHOOL BUS 21 CHURCH BUS 22 PUBLIC BUS 23 OTHER BUS 24 POLICE VEHICLE 25 FIRE TRUCK 26 AMBULANCE/RESCUE 27 TAXI 28 MOTOR HOME 29 TAXI 30 FARM VEHICLE 31 FARM EQUIPMENT 32 SNOWMOBILE 33 CONSTRUCTION EQUIPMENT 34 ALL OTHERS</p> <p>NON-MOTORIST</p> <p>35 ANIMAL W/ RIDER 36 ANIMAL W/ BUGGY 37 BICYCLE 38 PEDESTRIAN 39 PEDALCYCLIST 40 SKATER 41 OTHER-NON MOTORIST 42 UNKNOWN</p> <p>EMERGENCY RESPONSE</p> <p>1</p> <p>1 NO 2 YES 3 UNKNOWN</p>	<p>POINT OF IMPACT</p> <p>03</p> <p>01 NONE 02 CENTER FRONT 03 RIGHT FRONT 04 RIGHT SIDE 05 RIGHT REAR 06 REAR CENTER 07 LEFT REAR 08 LEFT SIDE 09 LEFT FRONT 10 TOP AND WINDOWS 11 UNDERCARRIAGE 12 LOAD/TRAILER 13 TOTAL (ALL AREAS) 14 OTHER 15 UNKNOWN</p> <p>ACTION</p> <p>3</p> <p>1 NON-CONTACT 2 NON-COLLISION 3 STRUCK 4 STRUCK 5 BOTH STRUCK AND STRUCK 6 UNKNOWN</p>	<p>CONTRIBUTING CIRCUMSTANCES</p> <p>15</p> <p>MOTORIST</p> <p>01 NONE 02 FAILURE TO YIELD 03 RAN RED LIGHT, OR STOP SIGN 04 EXCEEDED SPEED LIMIT 05 UNSAFE SPEED 06 IMPROPER TURN 07 LEFT OF CENTER 08 FOLLOWED TOO CLOSELY/ACDA 09 IMPROPER LANE CHANGE/ DROVE OFF ROAD/ IMPROPER PASSING 10 IMPROPER BACKING 11 IMPROPER START FROM PARKED POSITION 12 STOPPED OR PARKED ILLEGALLY 13 OPERATING VEHICLE IN ERRATIC, RECKLESS, CARELESS, NEGLIGENT OR AGGRESSIVE MANNER 14 SWERVING TO AVOID (DUE TO WIND, SUPPLY SURFACE, VEHICLE, OBJECT, NON-MOTORIST IN ROADWAY, ETC) 15 FAILURE TO CONTROL 16 VISION OBSTRUCTION 17 DRIVER INATTENTION 18 FATIGUE/ASLEEP 19 OPERATING DEFECTIVE EQUIPMENT 20 LOAD SHIFTING/FALLING/SPILLING 21 OTHER IMPROPER ACTION 22 UNKNOWN</p> <p>NON-MOTORIST</p> <p>23 NONE 24 IMPROPER CROSSING 25 DARTING 26 LYING AND/OR ILLEGALLY IN ROADWAY 27 FAILURE TO YIELD RIGHT OF WAY 28 NOT VISIBLE (DARK CLOTHING) 29 INATTENTIVE 30 FAILURE TO OBEY TRAFFIC SIGNALS, SIGNALS, OR OFFICER 31 WRONG SIDE OF THE ROAD 32 OTHER 33 UNKNOWN</p>	<p>FIRST HARMFUL EVENT</p> <p>1</p> <p>OF THE SEQUENCE OF EVENTS - WHICH ONE IS THE FIRST HARMFUL EVENT (1-4)</p> <p>MOST HARMFUL EVENT</p> <p>1</p> <p>OF THE SEQUENCE OF EVENTS - WHICH ONE IS THE MOST HARMFUL EVENT (1-4)</p> <p>SPEED DETECTED</p> <p>2</p> <p>1 STATED 2 ESTIMATED SPEED 3 SPEED</p>	<p>CONDITION</p> <p>1</p> <p>1 APPARENTLY NORMAL 2 PHYSICAL IMPAIRMENT 3 EMOTIONAL 4 ILLNESS 5 FELT ASLEEP, FAINTED, FATIGUED, ETC 6 UNDER THE INFLUENCE OF MEDICATIONS/DRUGS/ALCOHOL 7 OTHER 8 UNKNOWN</p> <p>ALCOHOL/DRUGS SUSPECTED</p> <p>1</p> <p>1 NONE 2 YES - ALCOHOL SUSPECTED 3 YES - HBD NOT IMPAIRED 4 YES - DRUGS SUSPECTED 5 YES - ALCOHOL / DRUGS SUSPECTED 6 UNKNOWN</p> <p>ALCOHOL TEST STATUS</p> <p>1</p> <p>1 NONE 2 TEST REFUSED 3 TEST GIVEN, CONTAMINATED SAMPLE/UNUSABLE 4 TEST GIVEN, RESULTS KNOWN 5 TEST GIVEN, RESULTS UNKNOWN 6 UNKNOWN</p> <p>ALCOHOL TEST TYPE</p> <p>1</p> <p>1 NONE 2 BLOOD 3 URINE 4 BREATH 5 OTHER</p> <p>ALCOHOL TEST RESULT</p> <p>1</p>	<p>TYPE OF INTERSECTION</p> <p>01</p> <p>01 NOT AN INTERSECTION 02 FOUR-WAY INTERSECTION 03 T-INTERSECTION 04 Y-INTERSECTION 05 TRAFFIC CIRCLE/ROUNDBOY 06 FIVE-WAY, OR MORE 07 ON RAMP 08 OFF RAMP 09 CROSSOVER 10 DRIVEWAY/ACCESS 11 RAILWAY GRADE CROSSING 12 SHARED-USE PATHS OR TRAILS 13 UNKNOWN</p> <p>OCCURRENCE</p> <p>2</p> <p>1 ON ROADWAY 2 ON SHOULDER 3 IN MEDIAN 4 ON ROADSIDE 5 ON GORE 6 OUTSIDE TRAFFICWAY 7 UNKNOWN</p> <p>ROAD CONTOUR</p> <p>1</p> <p>1 STRAIGHT LEVEL 2 STRAIGHT GRADE 3 CURVE LEVEL 4 CURVE GRADE</p> <p>ROAD CONDITIONS</p> <p>01</p> <p>01 DRY 02 WET 03 SNOW 04 ICE 05 SAND, MUD, DIRT, OIL, GRAVEL 06 WATER (STANDING, MOVING) 07 SLUSH 08 DEBRIS** 09 RUTS, HOLES, BUMPS, UNEVEN PAVEMENT** 10 OTHER 11 UNKNOWN</p> <p>** SECONDARY ROAD CONDITIONS ONLY</p>
<p>DAMAGE SCALE</p> <p>4</p> <p>1 NONE 2 NON-FUNCTIONAL DAMAGE 3 FUNCTIONAL DAMAGE 4 DISABLING DAMAGE 5 SEVERE 6 UNKNOWN</p>	<p>STRUCK VEHICLE: OVERLAP/ UNDERLAP</p> <p>1</p> <p>1 NO OVERLAP OR UNDERLAP 2 UNDERLAP, COMPARTMENT INTRUSION 3 OVERLAP, NO COMPARTMENT INTRUSION 4 UNDERLAP, COMPARTMENT INTRUSION UNKNOWN 5 OVERLAP, MOTOR VEHICLE IN TRANSPORT 6 OVERLAP, OTHER VEHICLE 7 UNKNOWN</p>	<p>VEHICLE DEFECT CODE ONLY IF '19' SELECTED ABOVE</p> <p>01 TURN SIGNALS 02 HEAD LAMPS 03 TAIL LAMPS 04 BRAKES 05 STEERING 06 TIRE BLOWOUT 07 WORK ON SLEEK TIRES 08 TRAILER EQUIPMENT DEFECTIVE 09 MOTOR FAILURE 10 DISABLED FROM PREVIOUS CRASH 11 OTHER DEFECTS</p>			

Narrative

UNIT NO. 1 WAS WESTBOUND ON SEXTON STREET FROM POLAND AVENUE. THE UNIT LEFT THE ROADWAY IN FRONT OF 19 POLAND SEXTON STREET, RAN OVER A SUPPORT FOR DST POLE #47521, AND STRUCK THE SAME UTILITY POLE. THE IMPACT SPUN THE UNIT TO THE LEFT, LEAVING IT PERPENDICULAR TO THE ROADWAY.

MANNER OF COLLISION OR IMPACT

6

- 1 NOT COLLISION BETWEEN TWO VEHICLES IN TRANSPORT
- 2 REAR-END
- 3 HEAD-ON
- 4 REAR-TO-REAR
- 5 BACKING
- 6 ANGLE
- 7 SIDESWIPES, SAME DIRECTION
- 8 SIDESWIPES, OPPOSITE DIRECTION
- 9 UNKNOWN

WEATHER

01

- 01 CLEAR
- 02 CLOUDY
- 03 FOG, SMOG, SHROE
- 04 RAIN
- 05 SLEET, HAIL (FREEZING RAIN DRIZZLE)
- 06 SNOW
- 07 SEVERE CROSSWINDS
- 08 BLOWING SAND, SOIL, DIRT, SNOW
- 09 OTHER
- 10 UNKNOWN

LIGHT CONDITIONS

4

- 1 DAYLIGHT
- 2 DAWN
- 3 DUSK
- 4 DARK - LIGHTED ROADWAY
- 5 DARK - NOT LIGHTED
- 6 DARK - UNKNOWN LIGHTING
- 7 GLARE
- 8 OTHER
- 9 UNKNOWN

SCHOOL BUS RELATED

1

- 1 NO
- 2 YES, DIRECTLY INVOLVED
- 3 YES, INDIRECTLY INVOLVED
- 4 UNKNOWN

WORK ZONE RELATED

1

- 1 NO
- 2 YES
- 3 UNKNOWN

TYPE OF WORK ZONE

1

- 1 LANE CLOSURE
- 2 LANE SHIFT/CROSSOVER
- 3 WORK ON SHOULDER OR MEDIUM
- 4 INTERMITTENT/MOVING WORK
- 5 OTHER

LOCATION OF CRASH IN WORK ZONE

1

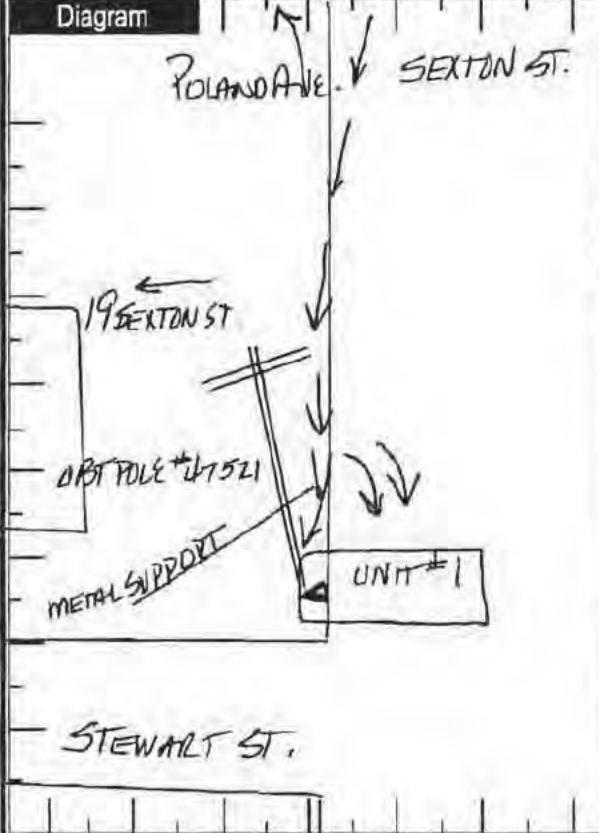
- 1 BEFORE FIRST WORK ZONE WARNING SIGN
- 2 ADVANCE WARNING AREA
- 3 TRANSITION AREA
- 4 ACTIVITY AREA

WORKERS PRESENT

1

- 1 NO
- 2 YES
- 3 UNKNOWN

Diagram



Write an "N" on the compass diagram to indicate the direction of north.

UNIT #1 LEAVES ROADWAY, HITS POLE & SUPPORT, SPINS TO THE RIGHT IN ROADWAY.

Truck/Bus

1111

THE CRASH INVOLVED ONE OR MORE OF THE FOLLOWING:
 A TRUCK (MOTOR VEHICLE) WITH A GVWR MORE THAN 10,000 POUNDS; OR
 A TRUCK (MOTOR VEHICLE) WITH A HAZARDOUS MATERIALS PLACARD; OR
 A BUS DESIGNED FOR AT LEAST 8 PERSONS, INCLUDING DRIVER.

A
N
D

THE CRASH RESULTED IN ONE OR MORE OF THE FOLLOWING:
 A FATALITY; OR
 AN INJURY REQUIRING TRANSPORTATION FOR IMMEDIATE MEDICAL TREATMENT; OR
 AT LEAST ONE VEHICLE WAS TOWED DUE TO DISABLING DAMAGE OR REQUIRED INTERVENING ASSISTANCE BEFORE PROCEEDING UNDER ITS OWN POWER.

COMPANY (FROM SHIPPING PAPERS)

COMPANY PHONE

ADDRESS (STREET, CITY, ST, ZIP CODE)

US DOT

ICC MC

PUCD

TRAILER LP 5%

TRAILER LP YEAR

TRAILER LP #

CARGO BODY TYPE

- 01 NOT APPLICABLE
- 02 BUS (9-15 INCLUDING DRIVER)
- 03 VAN/ENCLOSED BOX
- 04 GRAB/CRPS/GRABEL
- 05 PILE
- 06 CARGO TANK
- 07 FLATBED
- 08 DUMP
- 09 CONCRETE MIXER
- 10 AUTO TRANSPORTER
- 11 GARBAGE/REFUSE
- 12 OTHER
- 13 UNKNOWN

Weight (GVWR)

- 1 1,255/EQUAL 10,000
- 2 10,001 - 25,000
- 3 MORE THAN 25,000

CDL Class

- 1 CLASS A
- 2 CLASS B
- 3 CLASS C
- 4 CLASS M
- 5 CLASS D

Hazardous Materials Placard

- 1 NO
- 2 YES
- 3 UNKNOWN

Hazardous Material Released

- 1 NO
- 2 YES
- 3 NOT APPLICABLE
- 4 UNKNOWN

Police Action

DATE CRASH REPORTED

DISPATCH

ARRIVED

CLEARED

OTHER

12 05 2009 21 59 21 59 22 02 22 30 30 05

OFFICER'S NAME *

CADET TASHKOVIRA

CHECKED BY

83

DATE REPORT FILED *

12 06 2009

REPORT TAKEN BY

- 1 POLICE AGENCY
- 2 MOTORIST

REPORT TAKEN AT

- 1 SCENE
- 2 STATION
- 3 OTHER

Top Copy - DOPS Bottom Copy - Agency

January 21, 2005

[REDACTED]
Canfield, OH [REDACTED]

RE: 2002 Ford Escape
VIN: 1FMYU03112K [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 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,

Ruth Davis
Consumer Affairs



Customer Info

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

[REDACTED]

1/21/2005

Vehicle List

VIN	YearModel	Sales Type	Owner Status	Vehicle Info
1FMYU03112K [REDACTED]	2002ESCAPE	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	Oasis Warranty History
	Open Issues Exist			
1FTRW08L43K [REDACTED]	2003F-SERIES	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	Oasis Warranty History
	No Open Issues			
 4M2DU86W92U [REDACTED]	2002MOUNTAINEER	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	Oasis Warranty History
	No Open Issues			
 1FMZU35P2WZ [REDACTED]	1998EXPLORER	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
	No Open Issues			



1/21/2005

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	CLOSE - REPAIRED	2004-06-17	03934USAL18164
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 1/21/2005

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
44-PITTSBURGH	44-PITTSBURGH	B	A3	03934	F44484

Dealer Name:	PAUL HRNCHAR'S FAIRWAY FORD-MERCURY				
Dealer Address:	366 WEST MAIN STREET CANFIELD OH 44406				
Dealer Main Phone:	330-533-3673	Dealer Service Phone:	330-533-3673		

Position	Employee Name
DEALER/PARTNER	PAUL S HRNCHAR
DEALER/PARTNER	ROBERT L DAVIS
DEALER/PARTNER	PAUL J HRNCHAR
PARTS MANAGER	CHAD STRONG
SALES MANAGER	AARON N MEYERS
SERVICE MANAGER	ROBERT C NELSON

1/21/2005

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 21-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
1FMYU03112K [REDACTED]	M1		T/M	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	19-07-02	25-09-02 144484	USA	8	*	5V02	+	2001	+	S10	V21	N17	82
AWS Claim Key:		559231	Doc #:		030359B	Trx Code:		2	Labor Hrs:		.8	Labor Cost:		50.64	Material Cost:		0	Total Cost:		50.64			
Dir Cd-Sub Cd:		03934-*	Name:		PAUL HRNCHAR'S FAIRWAY FORD-MERCURY	Ph:		330-5333673	St:		OH	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		24-APR-2003	DIST (Mile):		7934
Cust Comments:		BRAKES SQUEEK																					
Tech Comments:		7934 BRAKES ARE 90 PERCENT																					
1FMYU03112K [REDACTED]	M1		T/M	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	19-07-02	25-09-02 144484	USA	17	*	1F06	1L8Z	8A080	BB	S09	V83	G29	28
AWS Claim Key:		8875609	Doc #:		035612B	Trx Code:		E84	Labor Hrs:		.7	Labor Cost:		45.86	Material Cost:		51.55	Total Cost:		97.41			
Dir Cd-Sub Cd:		03934-*	Name:		PAUL HRNCHAR'S FAIRWAY FORD-MERCURY	Ph:		330-5333673	St:		OH	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		26-JAN-2004	DIST (Mile):		20689
Cust Comments:		LOW COOLANT LAMP COMES ON																					
Tech Comments:		20689 CK COOLANT LIGHT ON COOLANT BOTTLE FULL SENSOR BAD REPLACED COOLANT BOTTLE ASSY SENSOR INCLUDED WITH BOTTLE																					
1FMYU03112K [REDACTED]	M1		T/M	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	19-07-02	25-09-02 144484	USA	22	*				*	SXX	V00	*	*
AWS Claim Key:		10581911	Doc #:		038751A	Trx Code:		04S13	Labor Hrs:		.4	Labor Cost:		26.78	Material Cost:		0	Total Cost:		26.78			
Dir Cd-Sub Cd:		03934-*	Name:		PAUL HRNCHAR'S FAIRWAY FORD-MERCURY	Ph:		330-5333673	St:		OH	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		17-JUN-2004	DIST (Mile):		26716
Cust Comments:		RECALL 04S13 REPROGRAM PCM																					
Tech Comments:		PERF RECALL UPDATE PCM																					
1FMYU03112K [REDACTED]	M1		T/M	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	19-07-02	25-09-02 144484	USA	26	*	6R01	1L8Z	78610E22	AAA	S08	V05	S39	28
AWS Claim Key:		12159081	Doc #:		041703B	Trx Code:		E84	Labor Hrs:		2.1	Labor Cost:		140.61	Material Cost:		195.41	Total Cost:		336.02			
Dir Cd-Sub Cd:		03934-*	Name:		PAUL HRNCHAR'S FAIRWAY FORD-MERCURY	Ph:		330-5333673	St:		OH	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		26-OCT-2004	DIST (Mile):		33165
Cust Comments:		AIR BAG LAMP HAS BEEN COMING ON																					
Tech Comments:		33165 CK FOR AIR BAG COES WITH NGS HAS CODE B1877 PRETENSIONER OPEN FOUND TSB 04 19 1 PRETENSIONER REPAIR KIT INSTALLED LEFT & RIGHT PRETENSIONER KITS																					

PE12-019 000679 LP



cd=1FMYU03112K [REDACTED]



1/21/2005

Any comments? You can contact



webmaster



All Action Details for Issue

[Print](#)

VIN: 1FMYU03112K [REDACTED]	Year: 2002	Model: ESCAPE	Case: 1351550215
Name: [REDACTED]	Owner Status: Original	WSD: 2002-09-25	
Symptom Desc: ENG SPEED-UP DECELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN		

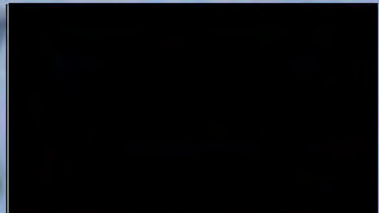
Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
Dealer: 03934 PAUL HRNCHAR'S FAIRWAY FORD-MERCURY Origin Desc: US CONCERN CASE BASE
Odometer: 33000 MI Comm Type: PHONE
Analyst Name: DE PAULA, CARLOS Analyst: CDEPAULA
Action Date: 01/21/2005 Action Time: 10.05.18.593 Action Data: No

Comments CUSTOMER SAID: - CALLING TO FILE AN ACCIDENT CLAIM AND ALLEGIND DEFFECT ON THIS VEH; THROTTLE CABLE GOT STUCK AND CAUSED AN ACCIDENT; WAS NOT DRIVING THE VEH (SON WAS); DON'T KNOW ANY INFORMATION ON THE ACCIDENT JOB AID EXCEPT DATE AND CITY OF THE ACCIDENT (12/05/2004 IN THE CITY OF STRUTHERS, OH); VEH TOTALLED/NOT REPAIRABLE AND AT JUNKYARD RIGHT NOW; CUST FILLED OUT INSURANCE CO. CLAIM AND POLICE REPORT, BUT IS UNABLE TO PROVIDE THE INFORMATION ON THEM (AS PER ACCIDENT JOB AID); CUST DID NOT CONTACT ATTORNEY; SON HAD HEAD AND NECK TRAUMA AND CONCUSSION DEALER SAID: - NONE CRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.- OBC TO CUST TO FIND OUT IF THE INFORMATION ON THE POLICE AND INSURANCE COMPANY REPORTS WAS NOW AVAILABLE; CUST STATED THAT HE IS STILL TRYING TO TRACK THEM DOWN, AND WILL HAVE THEM HANDY AT THE TIME OF FOLLOW UP BY CAG

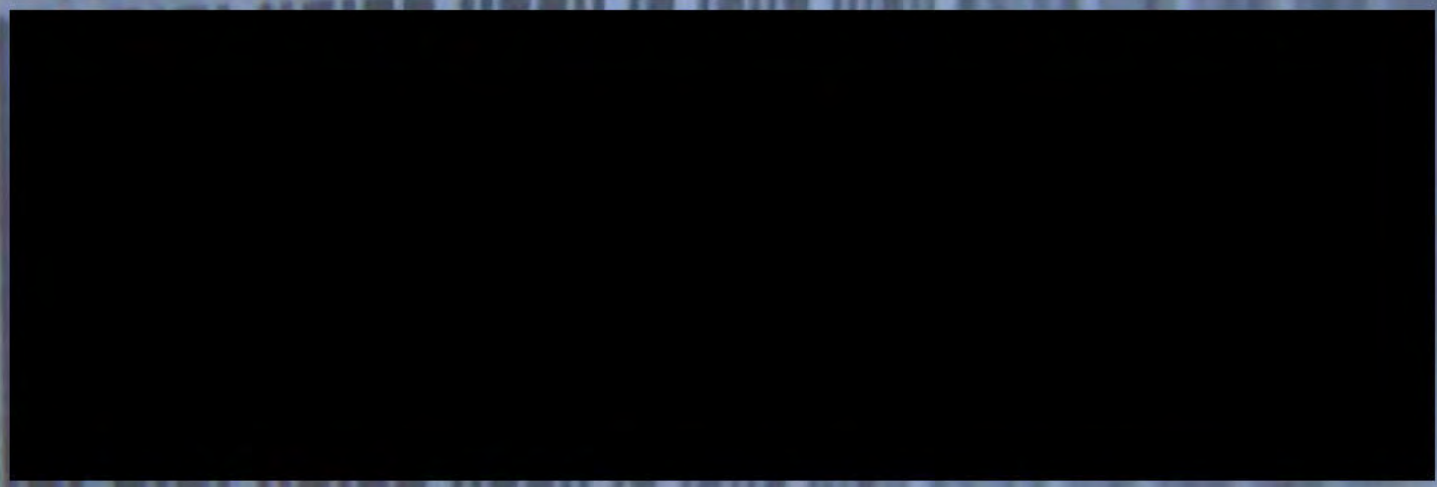
[REDACTED] 1/21/2005

CONFORMS TO ALL APPLICABLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE

1FMYU03112K



MPV





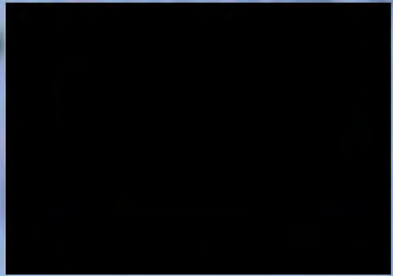




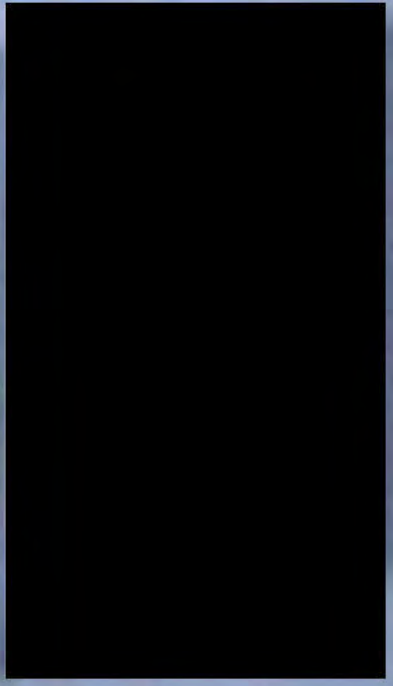


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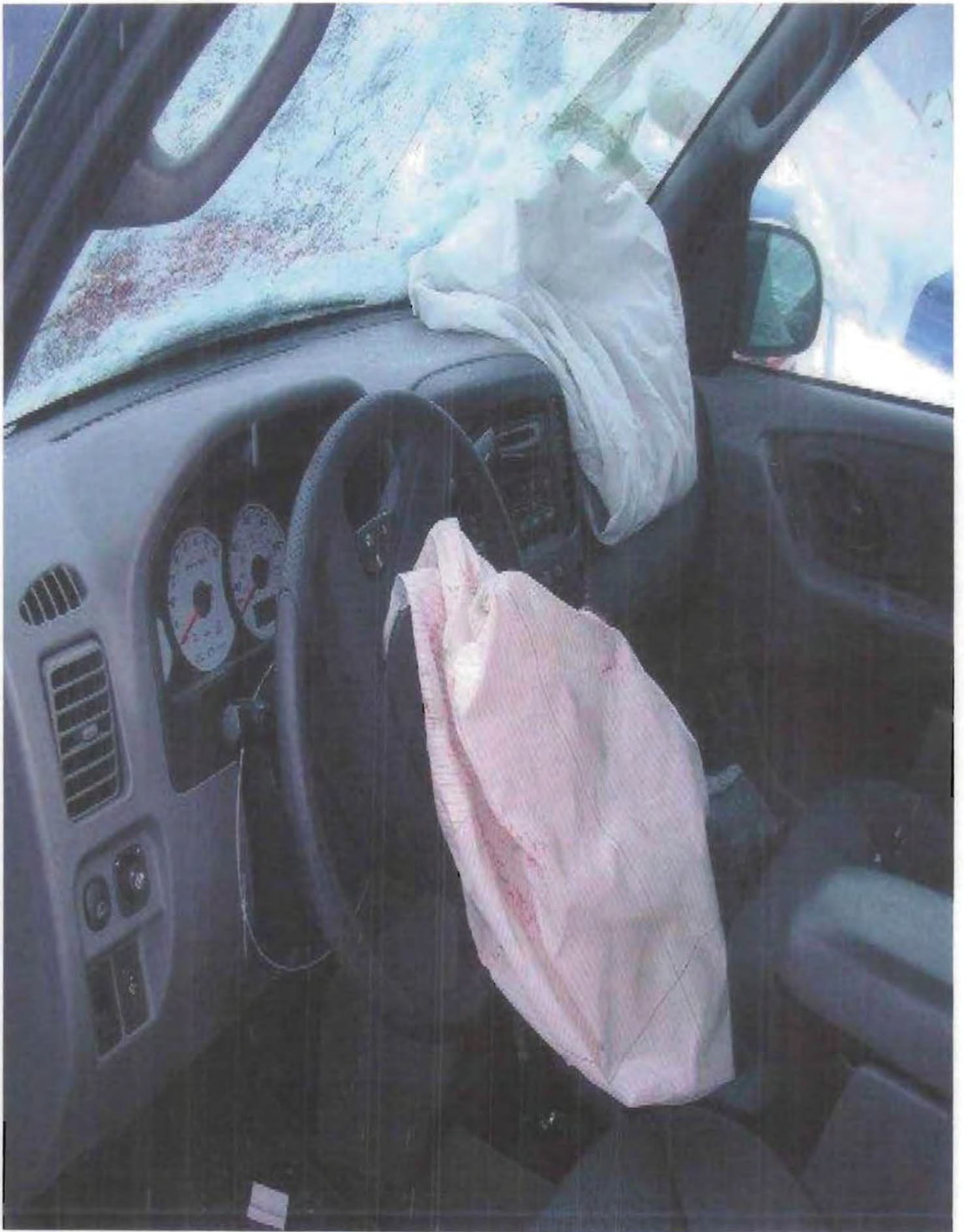
1FMYU03112K



MPV







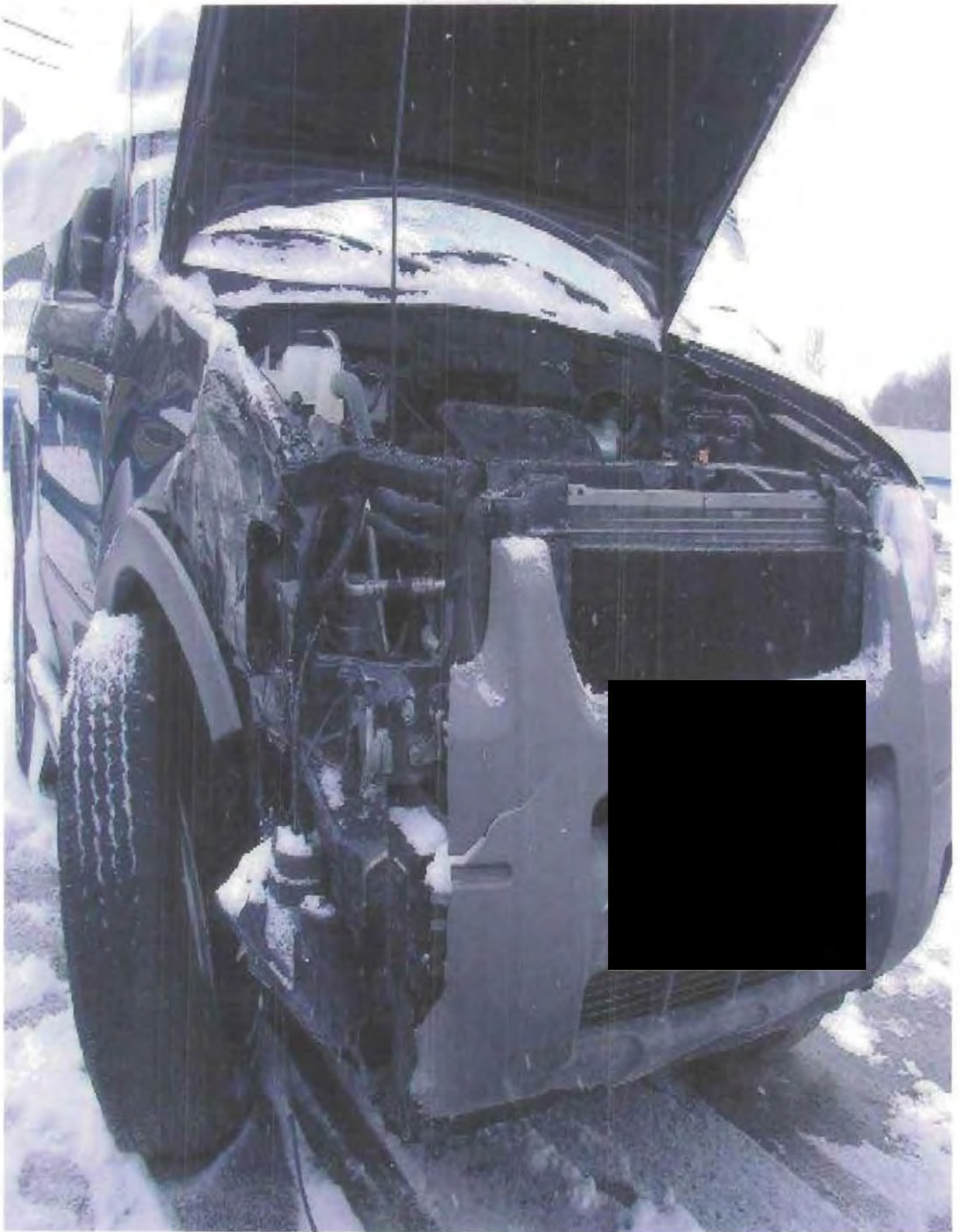






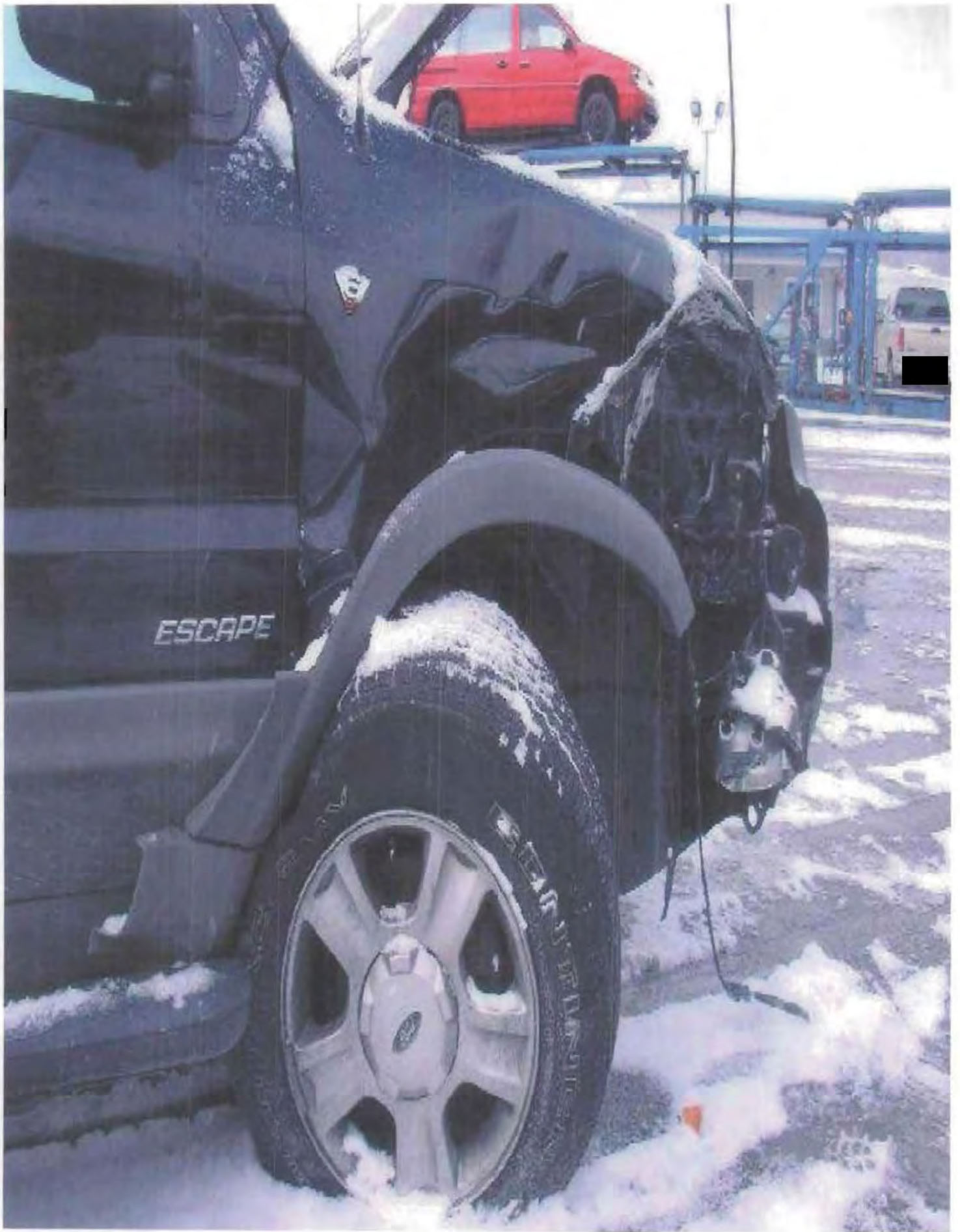












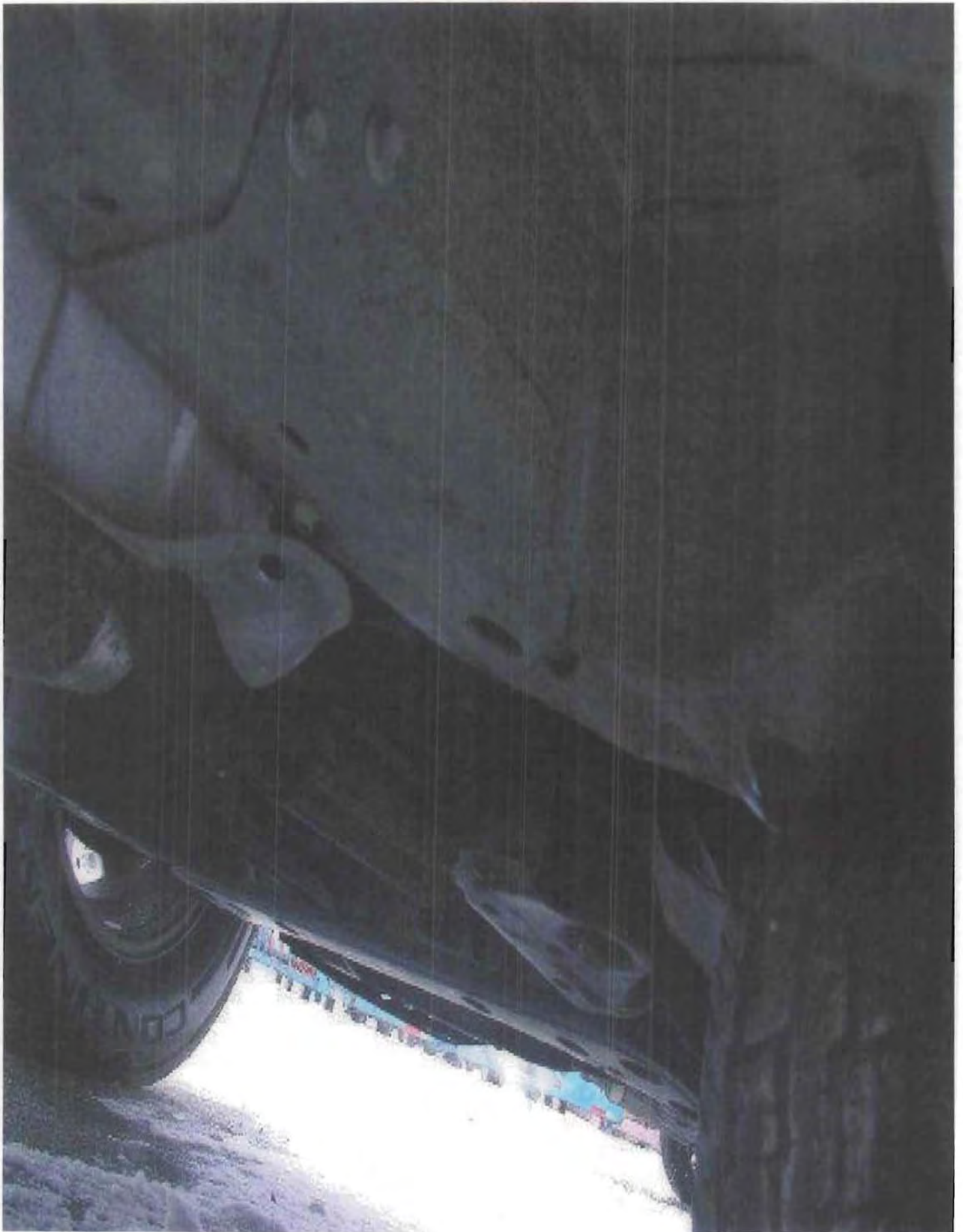


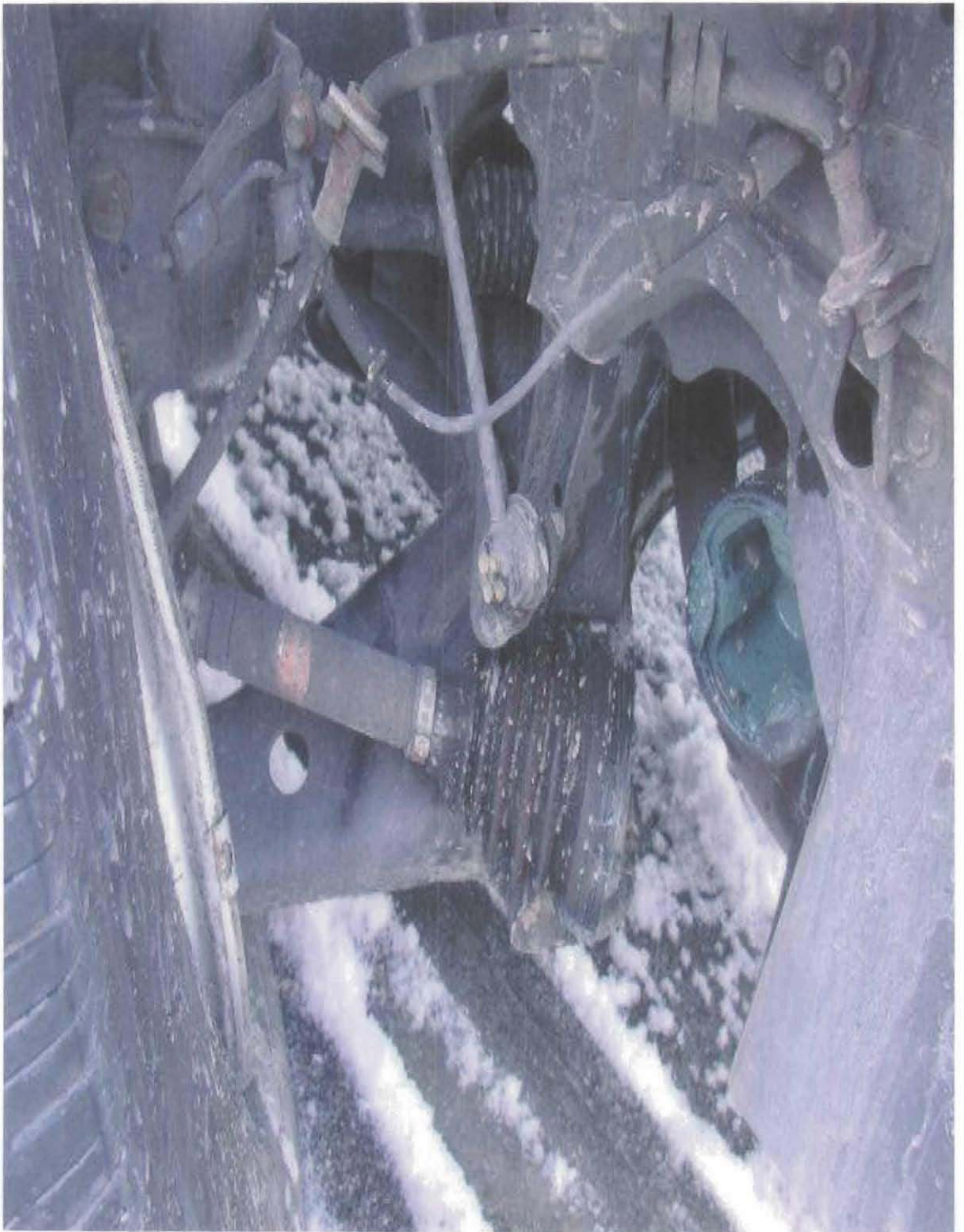














Action Detail

VIN: 1FMCLU03113K [REDACTED] Year: 2003 Model: ESCAPE Case: 1423210265
Name [REDACTED] Owner Status: Subsequent WSD: 2002-08-31
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: PHIL LONG FORD, LLC
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 03140
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
Odometer: 36000 MI Comm Type: MAIL
Action Date: 01/27/2005 Action Time: 10:40:28:480 Action Data: No
Analyst Name: TANYA ROQUEMORE (TROQUEMO) Analyst: TROQUEMO

COMMENTS: LPA REFERED CUSTOMER TO CONTINUE WORKING WITH INSURANCE COMPANY. SENDING PREVIOUS INSURANCE INVOLVED LETTER.

[REDACTED] 1/27/2005



Consumer Affairs

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

Sent Via U S Mail

January 27, 2005

[REDACTED]
Colorado Springs, CO [REDACTED]

RE: 2003 Escape
VIN: 1FMCU03113K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2003 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 their 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,

COPY

Tanya Roquemore
Consumer Affairs



ESP / Recall Information

VIN: 1FMCU03113K [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	OPEN - LAUNCHED		
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 1/27/2005

All Action Details for Issue

Print

VIN: 1FMCH03113K [REDACTED] Year: 2003 Model: ESCAPE Case: 1423210265
 Name: [REDACTED] Owner Status: Subsequent WSD: 2002-08-31
 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: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 03140 PHIL LONG FORD, LLC Origin Desc: US CONCERN CASE BASE
 Odometer: 36000 MI Comm Type: PHONE
 Analyst Name: HILL CHRISTOPHER SCOTT Analyst: CHILL79
 Action Date: 01/26/2005 Action Time: 11.45.20.143 Action Data: Yes

Comments CUSTOMER SAID: -WAS IN AN ACCIDENT LAST WEEK, JAN 20, 2005, RECEIVED THE RECALL LETTER SHORTLY AFTER ON THE ACCELERATOR CABLE-BELIEVES THE ACCELERATOR CABLE RECALL MAY HAVE BEEN RELATED TO THE ACCIDENT AS THERE WAS A SURGE WHILE SHE WAS APPLYING THE BRAKES-ACCIDENT OCCURED IN COLORADO SPRINGS, COLORADO-THERE WAS A POLICE REPORT FILED, DOESN'T HAVE THE REPORT NUMBER-FILED A CLAIM WITH THE INSURANCE CO., NOTHING HAS BEEN PAID OUT-VEH IS REPAIRABLE, SOME BODY DAMAGE-WHAT ARE NEXT STEPS IN HANDLING THE SITUATIONDEALER SAID: - NONEPHIL LONG FORD - MOTOR CITY1212 MOTOR CITY DRIVECOLORADO SPRINGS, CO 80906TEL: (719) 575-7000CRC 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

Vehicle to Home

1/27/2005

Customer Info

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

[REDACTED] 1/27/2005

All Action Details for Issue

Print

VIN: 1FMCU03113K [REDACTED] Year: 2003 Model: ESCAPE Case: 1423210265
 Name: [REDACTED] Owner Status: Subsequent WSD: 2002-08-31
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: RECALL/ONP - VEHICLE INVOLVEMENT Secondary Phone: [REDACTED]
 Issue Type: 03 CONCERN Issue Status: OPEN
 Initial Customer Contact:

Action: ADVISE CUST OF FSA/CSP; DOCUMENT CAMPAIGN NUMBER
 Dealer: 03140 PHIL LONG FORD, LLC Origin Desc: US INQUIRY CASE BASE
 Odometer: 36000 MI Comm Type: PHONE
 Analyst Name: HILL CHRISTOPHER SCOTT Analyst: CHILL79
 Action Date: 01/26/2005 Action Time: 11:48:13.400 Action Data: Yes

Comments CUSTOMER SAID: -CUST WAS IN AN ACCIDENT THAT SHE BELIEVES MAY BE RELATED TO THE RECALL-RECALL INFO CALL-WHAT ARE MY NEXT STEPS
 DEALER SAID: -NONE PHIL LONG FORD - MOTOR CITY 1212 MOTOR CITY DRIVE COLORADO SPRINGS, CO 80906 TEL: (719) 575-7000
 CRC ADVISED: PLEASE ADVISE THE CUSTOMER OF THE INFORMATION FOUND IN THE CUSTOMER LETTER OR THE SEARCH ENGINE Q&A. PLEASE DOCUMENT ANY INFORMATION YOU PROVIDE TO THE CUSTOMER.
 04S13 POWERTRAIN CONTROL MODULE RE-CALIBRATION 04S25 3.0L LHD ACCELERATOR CABLE REPLACEMENT -CONTACT DLR SHP FOR INSPECTION AND REPAIR

Data Element Name	Data Value
FSA/CSP CAMPAIGN NUMBER	04S13
FSA/CSP CAMPAIGN NUMBER	04S25

1/27/2005

Vehicle List						
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info	
1FMCU03113K [REDACTED]	2003	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis	Warranty History
		Open Issues Exist				

[REDACTED]

1/27/2005

VEHICLE DETAIL

VIN: 1FMCU03113K [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: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 8/31/2002
 GCWR: Vehicle Build Date: 8/14/2002
 PEP Code: 300A

Selling Dealers Name: PHIL LONG FORD OF DENVER, LLC
 Selling Dealers P & A Code: 03130 Selling Dealers Sales Code: F56002
 Selling Dealers Main Phone: 303-932-FORD Selling Dealers Service Phone: 303-932-2277

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 3 KA 2 4 2 0 5 1 0 3 3 7 P C 1 2 5 G 0 0 1 6 A G E M 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
 5 3 2 X 5 5 8 5 3 A 2 N 5 6 A 0 0 2 3 L 2 2 2 3 C 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 C 1 K 0 3 0 0 A 9 1 4 C 0
 1 2 3 4 5 6 7 8 9 160

[REDACTED] 1/27/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
56-DENVER	56-DENVER	D	C1	03140	F56200

Dealer Name: PHIL LONG FORD, LLC
 Dealer Address: 1212 MOTOR CITY DRIVE
 COLORADO SPRINGS CO 80906
 Dealer Main Phone: 719-575-7100 Dealer Service Phone: 719-575-7440

Position	Employee Name
CUST RELATIONS MGR	REBECCA NELSON
DEALER/PARTNER	GERALD D CIMINO
GENERAL MANAGER	ROBERT J FENTON
GENERAL MANAGER	MICHAEL G CIMINO
PARTS MANAGER	SCOTT R FREDERICK
PARTS MANAGER	WILLIAM G WALKER
PARTS & SERVICE DIRECTOR	TONY LOMBARDO
SALES MANAGER	CHRISTIAN SCHROEDER
SALES MANAGER	JOHN SMITH
SALES MANAGER	JAMES PASSARELLI
SALES MANAGER	MICHAEL R KUJAWA
SALES MANAGER	THOMAS WHITE
SALES MANAGER	MICHAEL C GONZALES
SALES MANAGER	DEAN VARNEY
SALES MANAGER	MARK CRABUENA
SALES MANAGER	GARY JOHNSON
SALES MANAGER	JOHN F SONNICHSEN II
SALES MANAGER	KENNETH HATCH
SALES MANAGER	GILL GROSSO
SALES MANAGER	JASON S UTTER
SERVICE MANAGER	ROBERT RAJALA
SERVICE MANAGER	MARGIE KARCHUT
SERVICE MANAGER	ERNIE J LANNING

Service Hours 7:00 AM - 6:00 PM

Directions

Trained Y

Additional Information ENROLLED TOWING: 719-596-6067 RANDY'S TOWING HVY TRK S

1/27/2005

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: IFMCU03113K [REDACTED]
 Model Year: 2003
 Veh Type: T
 Inv. Dealer: 03130
 Vehicle Status Code: 800

(Related Claims)

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: - [N/A]
 Version/Series: T/EF - FORD SERIES

Body Shell: *
 Navis Eng Serial No: 539584086
 Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
 Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8-----
 539584086

Trace Trans Serial No:

3L8PGA7122244191

BUILD INFORMATION:

Region: NA - #####
 Country: * - #####

Plant: AJ - KANSAS CITY PLANT BUILD
 Prod Date: 14-AUG-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 156002 - *
 Country: USA - ##### Selling Dtr St/Prov: CO
 Buyer St/Prov: CO

Arrival Date: 23-AUG-2002 Red Carpet Lease: *
 Sale Date: 31-AUG-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 31-AUG-2002 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 31-AUG-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----10-----
 0033KA2420510337P C 1 25G0015 AS B M426 TA 5 8 2X5 5 953A2N 56A002 3 L2 72304 1 11
 FMC180 300A 91400 7A

PE12-019 000716 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):	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:	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 Manufacturer:	AN -
Delivery Type:	0	Tire Brand:	UU460 -
Driveshaft Code:	D	Tire Size:	D3GTQ - P225/70R 15 BSW A-5
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: ACUU4603002 RF: ACUU4603002
 LR: ACUU4603002 RR: ACUU4603002
 LI: * RI: *

SPARE: HY891R93102 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:	KMD
ESP Plan Year:	* Engine Family:	3FMXT0301F7
ESP Signature Date:		

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

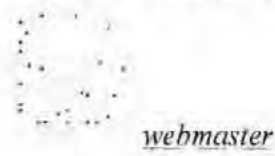
AWS Online Report

Run Date: 27-JAN-2005

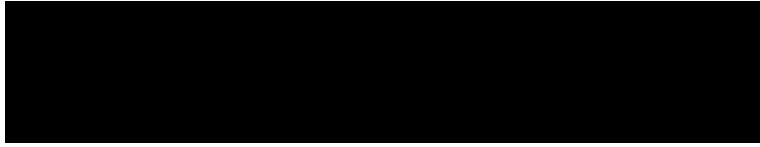
Note: All Costs are in US Dollars Server Name: AWS Production

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
1FMCU03113K [REDACTED]	MI	T/M1	T/F	*	T/EF	T/A	AI	T/DJ	T/LD	14-08-02	31-08-02	156002	USA	28	*	6U03	5L8Z	78502C22	AA	S06	V09	J04	41
AWS Claim Key:	8848402	Doc #:	69996501		Trx Code:	E84	Labor Hrs:	3.6	Labor Cost:	281.74	Material Cost:	1013.08	Total Cost:	1294.82									
Dir Cd-Sub Cd:	03140	Name:	PHIL LONG FORD, LLC			Ph:	719-6336661	St:	CO	City Cd:	USA	Reg Cd:	NA	Repr Date:	09-DEC-2004	DIST(Mile):	35635						
Cust Comments:	CUSTOMER STATES THE POWER SUNROOF IS INOP, SOP IN STOCK																						
Tech Comments:	PINPOINT TESTED SUNROOF CIRCUITS REMOVED COMPLETE HEADLINER MT TIME TO REPLACE AND CALIBRATION SUNROOF MOTOR BINDING REPLACED COMPLETE SUNROOF ASSEMBLY RETEST OK																						

Any comments? You can contact



PE12-019 000718 LP



Checked In by _____

Date: _____

FORD RAV HEADQUARTERS **REPLACEMENT TEAM**

FAX TRANSMISSION

FROM: Northeast Ford
PHONE: 1-800-367-3050 OPTION 3

DATE: 10/19/04
FAX: (248) 488-3703

PLEASE DELIVER A TOTAL OF 3 PAGES (INCLUDING COVER PAGE)

To: Ken Tebo
Fax: 313-845-6002

Customer [REDACTED] VIN: 3K [REDACTED]

CA Analyst: Ruth Davis

Original Worksheet Revised Worksheet*

*Revision Instructions: Aftermarket finalized.

Customer letter needed

Comments:
REFAX 10/20/04

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

Old VIN# 1FMYU9313 3K [redacted] New VIN# 1FMYU9318 5K [redacted]

Dealership Vehicle Replacement Expense :

New Vehicle Cost : \$24,057.16 ✓
Memo Invoice: Y ✓ Invoice Total (Dir trade only) N

Aftermarket items to be transferred from old unit to new unit
*****Receipts for item and work order for labor to transfer required *****
IMPORTANT : Do not transfer any items which will damage the old unit
Total cost to transfer items: \$0.00 ✓

Equivalent aftermarket items to be added to new unit
*****Receipts for item on both the old and new unit required *****
IMPORTANT : Items must be on old unit when it is picked up

BUGSHEILD, MUDFLAPS,	\$0.00
& PROTECTION PKG ✓	\$863.90 ✓

Total cost to add items to new vehicle : \$863.90 ✓

Other Expenses
Total other expenses : \$0.00 ✓

New Vehicle Cost : \$1: \$24,921.06 ✓

State of Pennsylvania

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

Customer Participation :				
Upgrade (circle one):	NEW	<input checked="" type="checkbox"/> OLD	NEGOTIATED DOWNGRAD	NEGOTIATED UPGRADE
		New	Old	Total
A-plan new (-) Purchase old price (used vehicle only)		\$23,982.16 ✓	\$23,475.00 = ✓	<u>\$507.16</u> ✓
Upgrade		\$507.16 Less waived	\$0.00 =	<u>\$507.16</u>
Mileage charge:		\$0.00 Less waived	\$0.00 =	<u>\$0.00</u> ✓
Unrecoverable aftermarket items to be credited to Customer that cannot be transferred or returned to Customer				
**** Receipts are required****				
HITCH & BALL			\$296.20 ✓	
Total of items Credited :				<u>\$296.20</u> ✓
Customer participation towards Replacement transaction :			S2:	<u>\$210.96</u> ✓
IMPORTANT: Customer is also responsible for payoff(net to close) of old Lien (lease),if any.				
Amount due Dealership from FORD Motor Company			S1 Less S2:	<u>\$24,710.10</u>
(Replacement Vehicle cost less Customer Participation)				
RAV Hq. Approval:	TENISHA MILLER	<i>SRA 10/18/04</i>	Date	10/15/2004
Dealer Concurrence:			Date	
Special Comment:				

Davis, Ruth (R.I.)

To: tmliller@minacsusa.com; Tebo, Kenneth (K.)
Cc: kmason@minacsusa.com; HMiller@minacsusa.com; JBauer@minacsusa.com; Tebo, Kenneth (K.)
Subject: RE: 3K [REDACTED] - [REDACTED]

Hi,

I have received a call from the attorney on this case. The customer still doesn't have his vehicle, and he says he won't be credited for his aftermarkets. Is that because they are all being added to the new vehicle? The dealership is supposedly telling him that there will be a separate check from Ford.

Any assistance you can provide would be appreciated.

Thanks

Ruth Davis
Litigation Prevention Analyst
Pittsburgh Region
Phone 313-845-5539
Fax 313-845-5668

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

From: tmliller@minacsusa.com [mailto:tmliller@minacsusa.com]
Sent: Wednesday, October 13, 2004 1:34 PM
To: Tebo, Kenneth (K.); Davis, Ruth (R.I.)
Cc: kmason@minacsusa.com; HMiller@minacsusa.com; tmliller@minacsusa.com; JBauer@minacsusa.com
Subject: 3K [REDACTED] - [REDACTED]

An approved worksheet for this customer has been faxed to your attention. Thank You

Tenisha M. Miller
Ford RAV Replacement Coordinator
Minacs
34115 West Twelve Mile Road
Farmington Hills, MI 48331
T. 800-323-6353 Ext. 2039
F. 248-488-3703
email: tmliller@minacsusa.com
website: www.minacs.com

Checked in by: _____

Date: _____

FORD RAV HEADQUARTERS **REPLACEMENT TEAM**

FAX TRANSMISSION

FROM: Northeast Pod

DATE: 10/13/04

PHONE: 1-800-367-3050 OPTION 3

FAX: (248) 488-3703

PLEASE DELIVER A TOTAL OF 3 PAGES (INCLUDING COVER PAGE)

To: Ken Tebo

Fax: 313-845-6002

Customer:



VIN:

3K



CA Analyst: Ruth Davis

Original Worksheet

Revised Worksheet*

*Revision Instructions: _____

Customer letter needed

Comments:

State of Pennsylvania

RAVINR15

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

Customer Participation :					
Upgrade (circle one):	<input checked="" type="checkbox"/> NEW	OLD	NEGOTIATED DOWNGRAD	NEGOTIATED UPGRADE	
		New		Old	Total
MSRP new (-) MSRP old		\$26,795.00 ✓		\$25,475.00 =	<u>\$1,320.00</u> ✓
Upgrade		\$1,320.00	Less waived	\$0.00 =	<u>\$1,320.00</u> ✓
Mileage charge:		\$0.00	Less waived	\$0.00 =	<u>\$0.00</u> ✓
Unrecoverable aftermarket items to be credited to Customer that cannot be transferred or returned to Customer					
**** Receipts are required****					
HITCH & BALL				\$296.20 ✓	
Total of Items Credited :					<u>\$296.20</u> ✓
Customer participation towards Replacement transaction :				S2:	<u>\$1,023.80</u> ✓
IMPORTANT: Customer is also responsible for payoff(net to close) of old Lien (lease),if any.					
Amount due Dealership from FORD Motor Company (Replacement Vehicle cost less Customer Participation)				S1 Less S2:	<u>\$23,033.36</u>
RAV Hq. Approval:	TENISHA MILLER			Date	10/11/2004
Dealer Concurrence:	<i>nm</i>			Date	
Special Comment:	<i>10/13/04</i>				

State of Pennsylvania

RAVINR15

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

Old VIN# 1FMYU9313 3K [redacted] New VIN# 1FMYU9318 5K [redacted]

Dealership Vehicle Replacement Expense :

New Vehicle Cost : \$24,057.16
Memo Invoice Y Invoice Total (Dir trade only) N

Aftermarket items to be transferred from old unit to new unit
*****Receipts for item and work order for labor to transfer required *****
IMPORTANT : Do not transfer any items which will damage the old unit

Total cost to transfer items: \$0.00

Equivalent aftermarket items to be added to new unit
*****Receipts for item on both the old and new unit required *****
IMPORTANT : Items must be on old unit when it is picked up

BUGSHEILD*	<input checked="" type="checkbox"/>	\$0.00
MUDFLAPS*	<input checked="" type="checkbox"/>	\$0.00
PROTECTION PKG*	<input checked="" type="checkbox"/>	\$0.00
*PEND NEW RCPT	<input checked="" type="checkbox"/>	\$0.00

Total cost to add items to new vehicle : \$0.00

Other Expenses

Total other expenses : \$0.00

New Vehicle Cost : \$1: \$24,057.16

Checked In by: _____

Date: _____

FORD RAV HEADQUARTERS

REPLACEMENT TEAM

FAX TRANSMISSION

FROM: Northeast Pod
PHONE: 1-800-367-3050 OPTION 3

DATE: 10/14/04
FAX: (248) 488-3703

PLEASE DELIVER A TOTAL OF 3 PAGES (INCLUDING COVER PAGE)

To: Ken Tebo
Fax: 313-845-6002

Customer: [REDACTED] VIN: 3K [REDACTED]

CA Analyst: Ruth Davis

Original Worksheet

Revised Worksheet*

*Revision Instructions: Correct formula for Demo
vehicle used

Customer letter needed

Comments:

State of Pennsylvania

RAVINR15

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

Customer Participation :		NEW		OLD	NEGOTIATED DOWNGRAD	NEGOTIATED UPGRADE
Upgrade	(circle one):					
		New	Old		Total	
A-plan new (-) Purchase old price (used vehicle only)		\$23,982.16	\$23,475.00	=	\$507.16	
Upgrade		\$507.16	Less waived	\$0.00	=	\$507.16
Mileage charge:		\$0.00	Less waived	\$0.00	=	\$0.00
Unrecoverable aftermarket items to be credited to Customer that cannot be transferred or returned to Customer **** Receipts are required****						
HITCH & BALL				\$296.20		
Total of Items Credited :						\$296.20
Customer participation towards Replacement transaction :					S2:	\$210.96
IMPORTANT: Customer is also responsible for payoff(net to close) of old Lien (lease),if any.						
Amount due Dealership from FORD Motor Company (Replacement Vehicle cost less Customer Participation)					S1 Less S2:	\$23,846.20
RAV Hq. Approval:	TENISHA MILLER	SRX 10/14/04			Date:	10/13/2004
Dealer Concurrence:					Date:	
Special Comment:						

State of Pennsylvania

RAVINR15

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

Old VIN# 1FMYU9313 3K [redacted] New VIN# 1FMYU9318 5K [redacted]

Dealership Vehicle Replacement Expense :

New Vehicle Cost : \$24,057.16 ✓
Memo Invoice Invoice Total (Dir trade only) N

Aftermarket items to be transferred from old unit to new unit
*****Receipts for item and work order for labor to transfer required *****
IMPORTANT : Do not transfer any items which will damage the old unit

Total cost to transfer items: \$0.00 ✓

Equivalent aftermarket items to be added to new unit
*****Receipts for item on both the old and new unit required *****
IMPORTANT : Items must be on old unit when it is picked up

BUGSHEILD* ✓	\$0.00
MUDFLAPS* ✓	\$0.00
PROTECTION PKG* ✓	\$0.00
*PEND NEW RCPT ✓	\$0.00

Total cost to add items to new vehicle : \$0.00

Other Expenses

Total other expenses : \$0.00 ✓

New Vehicle Cost : S1: \$24,057.16

KENNY ROSS

KENNY ROSS FORD
 Route 30 & Blackhill Road
 P.O. Box 269, Adamsville, PA 15611
 (724) 884-3001 • (412) 271-8895



KENNYROSS.COM

PURCHASER'S NAME		CO-PURCHASER'S NAME		DATE	
[REDACTED]		[REDACTED]		09/27/03	
STREET ADDRESS		PLEASE ENTER MY ORDER FOR THE FOLLOWING			
[REDACTED]		<input type="checkbox"/> NEW <input checked="" type="checkbox"/> DEMO-USED <input type="checkbox"/> USED — <input type="checkbox"/> CAR OR <input type="checkbox"/> TRUCK			
CITY	STATE	ZIP	VIN	TO BE DELIVERED ON OR ABOUT	
PITTSBURGH	PA	[REDACTED]	1FMYJ93133K [REDACTED]	TIME	DATE
RES. PHONE	BUS. PHONE	YEAR	MAKE	MODEL	MILEAGE
[REDACTED]	N/A	2003	FORD	ESCAPE	7371
CELL PHONE	E-MAIL ADDRESS	COLOR	TRIM	SALESPERSON	STOCK NO
		WHITE		STEEN, JAMES F	53F08810
PRICE AS AGREED					23475.00
TRADE INEQUITY ADJUSTMENT					
2000.00 REBATE IS INCLUDED IN DEAL * WARRANTY REFUND IS USED AS CASH					
DOWN & IS ASSIGNED TO KENNY ROSS FORD					
[Signature]					
STICKER 35475.00					
NEW CAR Rebate 2000.00					
* 23,475.00					
INSURANCE INFORMATION			SALES PRICE AS AGREED		
COMPANY	ERIE INSURANCE		APPROPRIATE 70175000		23475.00
POLICY NO	[REDACTED]		EXTENDED SERVICE COVERAGE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
ADDRESS	1 WEST PIKE STREET, CANONSBURG PA, 15317		PURCHASER'S SIGNATURE [Signature]		1680.00
PHONE NO	724-745-5106		RUST PROOFING <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
AGENT	COLAIZZO THOMPSON INS		FABRIC PROTECTOR <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
COLLISION \$	COMP. \$		PAINT SEALANT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
COVERAGE FROM:	06/03/03	TO:	12/03/03	PURCHASER'S SIGNATURE [Signature]	
DESCRIPTION OF TRADE-IN #1			SUBTOTAL		
YEAR	2000	MAKE	FORD	TOTAL TRADE-IN ALLOWANCE AS APPRAISED	
MODEL	WINDSTAR	COLOR	GREEN	9000.00	
VIN	2FNZRS142YD [REDACTED]	MILEAGE AT TRADE IN	51878	BAD INS 270.00 TAXABLE AMOUNT	
BALANCED OWED TO	FMC	PHONE NUMBER	800-727-7000	7.00 % SALES TAX	
AMOUNT			8568.44	DOCUMENTARY FEE	
ADDRESS	PO BOX 17948 GREENSVILLE SC 29606				50.00
PERSON GIVING PAY-OFF	GOOD UNTIL	ACCOUNT NO.	FEES		
TERRY	10-07-03		TRANSFER	TITLE	REGISTRATION
DESCRIPTION OF TRADE-IN #2			6.00	22.50	N/A
YEAR	N/A	MAKE	N/A	PLATE	LIER
MODEL	N/A	COLOR	N/A	N/A	5.00
VIN	N/A		MILEAGE AT TRADE IN		N/A
BALANCED OWED TO	N/A		PHONE NUMBER		TIRE TAX
AMOUNT	N/A		N/A		5.00
ADDRESS			OTHER CHARGES		* Payoff amount subject to Dept verification
PERSON GIVING PAY-OFF	GOOD UNTIL	ACCOUNT NO.	TOTAL TRADE-IN PAYOFF OWING		8568.44
			SUBTOTAL		26066.92
Purchaser agrees that this Order includes all of the terms and conditions appearing on the face and reverse sides hereof, that this Order cancels and supersedes any prior oral or written agreement or representation and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matter covered hereby.			DEPOSIT ON ORDER (LESS)		7500.00
A FULL COPY OF ANY APPLICABLE LIMITED WARRANTY FROM THE MANUFACTURER IS AVAILABLE AT THE SALES MANAGER'S OFFICE.			DUE ON DELIVERY		1201.83
SEP 22 2004 11:18			TOTAL AMOUNT DUE OR FINANCED		10005.09
14125661005			ANNUAL PERCENTAGE RATE		8.750 %

SEP 22 2004 11:18

14125661005

PAGE 06

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 08-SEP-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
1FMYU93133K [REDACTED]	MI	T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	12-02-03	06-03-03	144417	USA	7	*	2E03	1L8Z	9F715	AA	S11	V44	E29	42
AWS Claim Key:	2698095	Doc #:	617603A	Trx Code:	S07	Labor Hrs:	1.4	Labor Cost:	94.13	Material Cost:	74.35	Total Cost:	168.48										
Dir Cd-Sub Cd:	07350.*	Name:	KENNY ROSS FORD	Ph:	724-2718899	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	27-SEP-2003	DIST(Mile):	7372								
Cust Comments:	CUSTOMER STATES CHECK ENGINE LIGHT ON																						
Tech Comments:	7372 CONFIRM, NGS HOOKUP AND RECVD CODE P0511, IAC CKT MALF. PERF PINPOINT TEST AND MONITOR PIDS FIND IAC OUT OF SPECS. READING TO LOW. R&R IAC AND CLEAR CODE. RETEST AND ROADTEST AND RESET KAM. ALL IN SPECS NOW. O.K.																						
1FMYU93133K [REDACTED]	MI	T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	12-02-03	06-03-03	144417	USA	9	*	6R09	*	14B056	+	S08	V05	S40	33
AWS Claim Key:	3428479	Doc #:	02261251	Trx Code:	2	Labor Hrs:	8	Labor Cost:	53.49	Material Cost:	0	Total Cost:	53.49										
Dir Cd-Sub Cd:	07467.*	Name:	WOLTZ & WIND FORD INC	Ph:	412-2794551	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	18-NOV-2003	DIST(Mile):	9062								
Cust Comments:	CUST STATES PASS AIR BAG IS LOOSE AND LOOKS DISTORTED																						
Tech Comments:	TECH 239 VERIFY CONCERN REPAIR LOOSE AIR BAG																						
1FMYU93133K [REDACTED]	MI	T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	12-02-03	06-03-03	144417	USA	9	*	2E03	2L8Z	9E926	AB	S11	V44	D50	41
AWS Claim Key:	3512480	Doc #:	620972E	Trx Code:	S07	Labor Hrs:	4	Labor Cost:	26.9	Material Cost:	104.69	Total Cost:	131.59										
Dir Cd-Sub Cd:	07350.*	Name:	KENNY ROSS FORD	Ph:	724-2718899	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	26-NOV-2003	DIST(Mile):	9245								
Cust Comments:	CUSTOMER STATES GAS PEDAL STICKS																						
Tech Comments:	9246 THROTTLE PLATE STICKING ROAD TEST CHECKED PEDAL OPERATION CALLED OASIS NONE FOUND LUBED CABLE CHECKED THROTTLE PLATE FOR SMOOTH OPERATION REPLACED THROTTLE BODY ROAD TEST OK																						
1FMYU93133K [REDACTED]	MI	T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	12-02-03	06-03-03	144417	USA	11	*	6P04	*	7840110	+	S05	V39	B09	07
AWS Claim Key:	3933251	Doc #:	622414B	Trx Code:	2	Labor Hrs:	2	Labor Cost:	13.45	Material Cost:	0	Total Cost:	13.45										
Dir Cd-Sub Cd:	07350.*	Name:	KENNY ROSS FORD	Ph:	724-2718899	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	31-DEC-2003	DIST(Mile):	10543								
Cust Comments:	CUSTOMER STATES RATTLE FROM LIFTGATE AREA WHILE DRIVING																						
Tech Comments:	10543 ADJUST & LUBE LIFTGATE & GLASS STRIKER LATCHES LUBRICATE WEATHER SEALS.																						

DL

12,000

12-02-03 06-03-03 144417 USA 12 * 7G09 3L8Z 19893 BAC S08 V71 B95 D4
 12-02-03 06-03-03 144417 USA 12 * 7G09 3L8Z 19893 BAC S08 V71 B95 D4
AWS Claim Key: 4676787 **Doc #:** 624664A **Trx Code:** E83 **Labor Hrs:** 2.7 **Labor Cost:** 181.55 **Material Cost:** 222.82 **Total Cost:** 404.37
Dir Cd-Sub Cd: 07350-* **Name:** KENNY ROSS FORD **Ph:** 724-2718899 **St:** PA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**21-FEB-2004 **DIST(Mile):**12155
Cust Comments: CUSTOMER STATES CENTER DASH VENTS ARE DISCOLORED SOP
Tech Comments: 12155 R&R CENTER DASH PANEL R&R RADIO & SWITCHES REPLACE CENTER VENTS & RIGHT & LEFT VENTS.

12-02-03 06-03-03 144417 USA 12 * 6P04 YL8Z 78406A10 AA S05 V39 N51 42
 12-02-03 06-03-03 144417 USA 12 * 6P04 YL8Z 78406A10 AA S05 V39 N51 42
AWS Claim Key: 4657513 **Doc #:** 624664B **Trx Code:** E84 **Labor Hrs:** .5 **Labor Cost:** 33.62 **Material Cost:** 38 **Total Cost:** 71.62
Dir Cd-Sub Cd: 07350-* **Name:** KENNY ROSS FORD **Ph:** 724-2718899 **St:** PA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**21-FEB-2004 **DIST(Mile):**12155
Cust Comments: CUSTOMER STATES RATTLE FROM LIFTGATE AREA WHIL DRIVING SOP
Tech Comments: 12155 LIFTGATE STRUTS LOOSE. REPLACE LIFTGATE STRUTS.

12-02-03 06-03-03 144417 USA 12 * 2B01 1F1Z 6B288 AB S11 V44 E29 42
 12-02-03 06-03-03 144417 USA 12 * 2B01 1F1Z 6B288 AB S11 V44 E29 42
AWS Claim Key: 4657514 **Doc #:** 624664C **Trx Code:** S07 **Labor Hrs:** 3 **Labor Cost:** 20.17 **Material Cost:** 10.99 **Total Cost:** 31.16
Dir Cd-Sub Cd: 07350-* **Name:** KENNY ROSS FORD **Ph:** 724-2718899 **St:** PA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**21-FEB-2004 **DIST(Mile):**12155
Cust Comments: CUSTOMER STATES CHECK ENGINE LIGHT STAYS ON WHILE DRIVING
Tech Comments: 12157 EEC TEST. P1336. PINPOINT TEST HD40. REPLACE CAMP SENSOR ORDERED BY TECH 4213, RETEST. *Cam Off Balance*

12-02-03 06-03-03 144417 USA 17 * 2B01 1F1Z 6B288 AB S11 V44 E29 42
 12-02-03 06-03-03 144417 USA 17 * 2B01 1F1Z 6B288 AB S11 V44 E29 42
AWS Claim Key: 6705149 **Doc #:** 631807C **Trx Code:** S07 **Labor Hrs:** 4.6 **Labor Cost:** 316.1 **Material Cost:** 12.22 **Total Cost:** 328.32
Dir Cd-Sub Cd: 07350-* **Name:** KENNY ROSS FORD **Ph:** 724-2718899 **St:** PA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**06-JUL-2004 **DIST(Mile):**16293
Cust Comments: CUSTOMER STATES CHECK ENGINE LIGHT STAYS ON WHILE DRIVING. LIGHT WHENT OUT WHILE DRIVING TO SHOP
Tech Comments: 16296 CAM SENSOR INTERFERENCE ROAD TEST OK RETRIEVED CONT CODE P1336 CRANK CAM SENSOR RANG PERF PERFORMED KOEO PASS PERFORMED KOER PASS MONITORED PIDS CALLED OASIS FOUND SSM 16992 FOR INT MISFIE REMOVED PCM HARNESS AND CHECKED PIN 26 GR WH REPLACED CAM SENSOR CKT 1024 OK CALLED HOTLINE PER HOTLINE CHECKED ALL COIL OVER PLUGS FOR RF1 PERFORMED POWER BALANCE TEST PERFORMED

Performance Issues
Offroad tracks - No Warning Probation

12-02-03 06-03-03 144417 USA 18 * 2G01 3U7Z 12A650 EMA S11 V44 E29 42
 12-02-03 06-03-03 144417 USA 18 * 2G01 3U7Z 12A650 EMA S11 V44 E29 42
AWS Claim Key: 7325127 **Doc #:** 633502C **Trx Code:** S07 **Labor Hrs:** 2.7 **Labor Cost:** 185.53 **Material Cost:** 423.82 **Total Cost:** 889.35
Dir Cd-Sub Cd: 07350-* **Name:** KENNY ROSS FORD **Ph:** 724-2718899 **St:** PA **Ctry Cd:** USA **Reg Cd:** NA **Repr Date:**05-AUG-2004 **DIST(Mile):**18366
Cust Comments: CUSTOMER STATES CHECK ENGINE LIGHT STAYS ON WHILE DRIVING
Tech Comments: 18366 INSTALL NEW PCM AFTER CONTACTING HOTLINE TWICE ABOUT PROGRAMMABLE MODULE INSTALL AND VID BLOCK CODE RESET TIRE SIZE LITE STILL ON ADVISED TO DRIVE WILL CHECK AGAIN TOMORROW 8 16 MUL TI TIME ON HOTLINE TRYING TO GET NEEDED FILE FOR RESETING PARAMETERS CASE#4GFC6006 TALK TO DAVE,GARY,JAKE AND FINALLY JAMES WITH SOFTWARE SUPPORT FILE NEEDED COULD NOT BE RETRIEVED DUE

Performance Issues
Brakes may light
NGS - track test

Any comments? You can contact



webmaster

DEALER 44E 418 | VIN 1FMYU93133K [REDACTED]

SUGGESTED RETAIL PRICE AMOUNT

U934 ESCAPE XLT POPULAR2 4X4 24025.00 22238.00
 2003 MODEL YEAR
 YZ OXFORD WHITE CLEARCOAT
 22 MED DRK FLINT PREM CLOTH BUCK

KEY STANDARD EQUIPMENT
 .ORDER CODE 400B
 .4-WHEEL ANTILOCK BRAKE SYSTEM
 .POWER SIDE WINDOWS
 .CONVENIENCE GROUP
 .REMOTE KEYLESS ENTRY
 .FOG LAMPS

OPTIONAL EQUIPMENT
 991 .3.0L DURATEC V6 ENGINE NC NC
 444 .4-SPEED AUTOMATIC O/D TRANS NC NC
 T63 .P235/70/RX16 A/S OWL TIRES NC NC
 JOB #2 ORDER

186 STEP BARS - BLACK 275.00 247.00
 43M POWER MOONROOF WITH SHADE 585.00 527.00
 MINI-OH CONSOLE W/BIN & MAP LT
 TOTAL VEHICLE & OPTIONS 24885.00 23012.00
 DESTINATION & DELIVERY 590.00 590.00
 SCHEDULE A (MEMO) .00

TOTAL FOR VEHICLE 25475.00

09 U.S. GAL GAS FACTORY 15.84
 BATCH-ID 3B04105699 N RB 2X
 PRICE LEVEL 355300U93
 VIN: 1FMYU93133K [REDACTED]
 SHIPPING WEIGHT 3351 LBS.

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

FDAF/LMDA ASSESSMENT	INVOICE TOTAL	LESS HOLDBACK FOR DEALER ACCOUNT	LESS APPROX FINANCING COST FOR DEALER ACCOUNT	MEMO: INVOICE LESS HOLDBACK & FIN. COST	A & D PLAN
235.00	23852.84	747.00	140.00	22965.84	22757.84
					X PLAN 23818.15

747.00 26.00 774.00 .00 721.00 22098.00

SOLD TO

Colonial Ford 44E418
 1595 Mission Road
 Latrobe PA 15650
 TO: 76 STATE 2 6 PA CK98

SHIP TO (IF OTHER THAN ABOVE)

DATE INV. PREPARED 02 04 03 ITEM NUMBER 44-K001 TRIM 22 07

SHIP THROUGH

INVOICE & UNIT IDENTIFICATION NUMBER: 1FMYU93133K [REDACTED] 3KC53057 1F U93 20030204 030204 3B041 N 355 44E418
 FINAL ASSEMBLY POINT: KANSAS CITY
 FINAL COMPANY AND/OR BANK: NATIONAL CITY BANK 600383
 2 2852.84 KUI

TRUCK-N-STUFF
 5877 STEUBENVILLE PIKE
 MERCERSBURG, PA. 17136

SALESMAN 17434

Retail Sale

**** REPRINT ****

NUMBER	14125661005
DATE	10/04/04
TIME	09:16
F.U. TERMS	

SOLO TO: 0001657

[REDACTED] SU1

Page 1 of 1

QTY	PART NUMBER	DESCRIPTION	CORE PRICE	LAST PRICE	PRICE	PRICE	TAX	TOTAL AMOUNT
	CAR NUMBER: 10779	2003.0 FORD ESCAPE						
	Bug Shield	ADD		35.00	54.95	54.95	x	54.95
	H21 5651	MUSKY LINER		35.00	29.95	29.95	x	29.95
	H21 5651	MUSKY LINER		35.00	29.95	29.95	x	29.95
	Invoiced from Special Order #501112							40.00
						187.09		187.09
		** Types of Non-Cash Payment **						187.09
SUB TOTAL								187.09
7.00 % TAX ON							13.49	8.04
TOTAL								200.53

All claims and returned goods must be accompanied by this invoice. The store reserves the right to refuse any return or charge a handling fee. No returns on installed or altered items, special orders, or any item after 30 days.

RECEIVED BY: _____

Non-Cash Totalled 187.09

"WE APPRECIATE YOUR BUSINESS" 187.09

Miley Truck Rental
23 Chestnut St.
Carnegie, PA 15106
412-279-6200

You're Miles Ahead With Miley
Visit us at www.miley.com
Thank you for choosing Miley's

Ticket#206239 Cus#14980 Jul 13 04
Usr EZ Rg# 2 Dr# 2 Time 09:49

Item Number	Qty	Price	Ext
2923 BALL MOUNT KIT, 1", Ø 5/8", 3/4", 2"	1	25.99	25.99
2101 HITCH BALL ZINC 2" X 1" X 2" 6000 LBS	1	10.99	10.99

Subtotal 36.98
 Tax 2.59

 Total sale 39.57

Visa 39.57
 Card-# 
 Exp-date  Auth: 



Miley Truck Rental
23 Chestnut St.
Carnegie, PA 15106

Invoice No. 206237
Date: 07/13/04
Page No. 1



st 14980 Ship date 07/13/04
lesman

Quantity	Unit	Item Number	Description	Price	Unit	Extension

		YR/MAKE/MODEL	2003 FORD ESCAPE			
CURRENT MILEAGE 16544						
1	EACH	75118	CLASS III 01-03 FORD ESCAPE 01-03 MAZDA TRIBU	144.99	EACH	144.99
1	HOUR	*S	INSTALL HITCH	35.00	HOUR	35.00
1	EACH	*P	COLEMAN 6 PIN	12.95	EACH	12.95
1	HOUR	*S	INSTALL 6 PIN	44.95	HOUR	44.95
1	EACH	1B130	FLAT 4 WIRE WITH TAIL LAMP CONVERTER	1.95	EACH	1.95

~~XXXXXXXXXX~~

tr: 1 Reg: 2 Drw: 2 Ush:EZ 15:54
hk 256.63

Sale Amt	239.84
Sales Tax	16.79
Total	256.63
Pmt Rec'd	256.63
Bal Due	.00

OCT 04 2004 11:30



Consumer Affairs

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

September 30, 2004

Sent via Fax

Ms. Susan Kimberland
Kimmel & Silverman
30 East Butler Pike
Ambler, PA 19002

RE [REDACTED]
2003 Ford Escape
VIN: 1FMYU9313K [REDACTED]

Dear Ms. Kimberland:

This letter is to amend the replacement offer made to you, our valued Ford customer.

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. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle, to take place at Kenny Ross Ford, the selling dealership.

Vehicle Replacement Offer

You will be responsible for:

- ◆ **The difference between the sale price of the used vehicle and the A-plan price of the new vehicle. The new vehicle must be of equal or greater value.**
- ◆ Any applicable tax, title, documentation and license fees associated with this transaction.
- ◆ Ford Motor Company will waive any usage fee.
- ◆ Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- ◆ The vehicle must be returned in good condition.
- ◆ Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- ◆ Signing the odometer disclosure, release form and power of attorney statements.



Page 2

Please Note: You are not eligible for any factory rebate that is in effect at the time of replacement.

Ford Motor Company and your dealer are not responsible for changes in your monthly payments as a result of this transaction.

Your acceptance of this offer does not guarantee your lender will provide credit. Your dealership personnel will try to assist you in this matter.

Ford will provide to you:

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

In the interest of prompt settlement, Ford will pay attorney fees in the amount of \$1500.00.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5668 within **ten (10) business days** of the receipt of this letter. If you have questions regarding this issue, please contact me at (313) 845-5539.

Respectfully yours,



Ruth Davis
Consumer Affairs

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
44-PITTSBURGH	44-PITTSBURGH	A	B3	07350	F44417

Dealer Name: KENNY ROSS FORD
Dealer Address: ROUTE 30 @ BLACKHILL ROAD
 ADAMSBURG PA 15611
Dealer Main Phone: ~~724~~ 412-864-3601 **Dealer Service Phone:** 724-864-3601

Position	Employee Name
GENERAL MANAGER	BEN SIMON
PARTS MANAGER	CHRISTOPHER T HAINES
PARTS & SERVICE DIRECTOR	BOB ALBERTS
SALES MANAGER	STEPHEN K ROTHMAN
SALES MANAGER	DAVE BROWN
SALES MANAGER	KEITH ACCETTULLA
SALES MANAGER	SCOTT WARD

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
10	09/30	14:49	14125661005	EC-S	00'44"	003	215	OK



rid

Fax Cover Sheet

TO: Susan Kimberling
 COMPANY: Kimmel & Silverman
 PHONE: 412-566-1001
 FAX: 412-566-1005

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

Date: 09/30/2004

Number of Pages: 3
(including cover)

COMMENTS: In the process of checking over the paperwork for this case I discovered this vehicle was purchased Used/Demo, therefore the trade is calculated differently. I need this new offer letter initialed, please. Also still waiting for new after-market receipts. Call with any questions.

Mail Address:

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



KIMMEL & SILVERMAN
P.C.



- • • • •
- Kimmel & Silverman, P.C.
- 210 Grant Street, Suite 202
- Pittsburgh, PA 15219
-
-
- 1-800-LEMON LAW
- <http://www.lemonlaw.com>

To: Ruth Davis
 Fax Number: 313-845-5668

From: Susanne Kimberland, Esquire
 Fax Number: (412)566-1005
 Business Phone: (412)566-1001

Date & Time: September 22, 2004 11:04 AM
 Pages (including cover): 8
 Re: [REDACTED] v. Ford Motor Company

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ROBERT M SILVERMAN
CRAIG THOR KIMMEL

Member PA Bar
Member NJ Bar
Member DE Bar
Member NY Bar



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Pittsburgh, PA 15219
P (412) 566-1001
F (412) 566-1005

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Executive Quarters
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Cherry Hill, NJ 08003
P (856) 429-8334
F (856) 216-7344

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LINDSAY D. HOFFMAN
BRIAN T. GOLDENFARB
SUSANNE KIMBERLAND
TRACY L. HASLETT
HILARY K. WHEATLEY
RENEE D. VENEY

September 22, 2004

Ruth Davis
Ford Consumer Affairs
VIA Facsimile: 313-845-5668

Re: [REDACTED] v. Ford Motor Company

Dear Ms. Davis:

In reference to your correspondence of September 16, 2004 regarding the above matter, please be advised that the replacement vehicle and attorney fee offer outlined is accepted.

I am attaching the relevant registration, finance and contractual paperwork, as well as receipts for the aftermarket options that were added to the vehicle.

Please notify me at your earliest convenience of the appropriate dealership contact so that Mr. Gordon may make the arrangements for the replacement vehicle.

Should you have any questions, please feel free to contact me at (412) 566-1001.

Very truly yours,

Susanne Kimberland, Esquire
KIMMEL & SILVERMAN, P.C.

/SK

TRUCK-N-STUFF

5897 STEUBENVILLE PIKE
MCKEES ROCKS, PA. 15136

SALESMAN

**** REPRINT ****

SOLD TO: [REDACTED]

[REDACTED]

QTY	PART NUMBER	DESCRIPTION	CORE PRICE	LIST PRICE	F
	CAR NUMBER: 10979,	2003.0 FORD ESCAPE			
1	10979	LINO <i>Sydney</i>		85.69	
1	H21 57351	HUSKY LINER	Muffler	60.54	
1	H21 56951	HUSKY LINER	Muffler	60.54	
		LABOR			
		Invoiced from Special Order #5001112			
		SEP 12/22/03			

*** Types of ...

September 21, 2004 4:15 PM

From: GMG

Fax Number: 412-875-3133

Page 2 of 4

Miley Truck Rental
23 Chestnut St.
Carnegie, PA 15107
412-279-6200

You're Miles Ahead With Miley
Visit us at www.miley.com
Thank you for choosing Miley's

412-279-6200 09/21/04
Ver EZ Rpt# 2 Dr# 2 Time 04:49

Item Number	Qty	Unit Price	Total
2000	1	25.99	25.99
BALL MOUNT KIT, 1", R 5/8", 3/4", 2"			
2101	1	10.99	10.99
HITCH BALL ZINC 2" X 1" X 2" 6000 LBS			

Subtotal 36.98
Tax 2.59

Total Sale 39.57

Qtrs 39.57
Card# [REDACTED]
exp-date 06/07 Auth#009608

[REDACTED]

Quantity	Unit	Item Number	Description
----------	------	-------------	-------------

		YR/MAKE/MODEL	2003 FORD ESCAPE
--	--	---------------	------------------

CURRENT MILEAGE 16544

1	EACH	18130	CLASS III 01-03 FORD ESCAPE 01-03 MAZDA TRIBU
1	HOUR	*S	INSTALL HITCH
1	EACH	*P	COLEMAN 6 PIN
1	HOUR	*S	INSTALL 6 PIN
1	EACH	18130	FLAT 4 WIRE WITH TAIL LAMP CONVERTER

str: 1 Reg: 2 Drw: 2 Usm: EZ 10:54
chk 256.63



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ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

Member, PA Bar
Member, NJ Bar
Member, DS Bar
Member, NY Bar

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F (302) 791-9476

October 4, 2004

Ruth Davis, Ford Consumer Affairs
Via Facsimile: 313-845-5668
Ben Simmons, Kenny Ross Ford
Via Facsimile: 724-864-4213

Re: [REDACTED] Ford Motor Company

Dear Ms. Davis/Mr. Simmons:

Attached please find copies of the receipts for the mud flaps, bug shield, and hitch and ball cover for the subject vehicle related to the above matter.

As per my conversation with Ms. Davis, the replacement vehicle already has a hitch and ball assembly that was installed on the trade vehicle as an aftermarket product. [REDACTED] will be given credit toward the purchase of the replacement vehicle in the amount of \$296.20 for the hitch and ball assembly.

In reference to the rustproof, bug shield, mud flaps and protectant, [REDACTED] has been advised by Mr. Simmons that these implements may be installed on the replacement vehicle at no charge to [REDACTED]

If any of the above information is not accurate, please contact me immediately at 412-566-1001.

Very truly yours,

Susanne Kimberland, Esquire
KIMMEL & SILVERMAN, P.C.

/SK
Attachments



KIMMEL & SILVERMAN
P.C.



- • • • • Kimmel & Silverman, P.C.
- 210 Grant Street, Suite 202
- Pittsburgh, PA 15219
-
-
- 1-800-LEMON LAW
- <http://www.lemonlaw.com>

To: Ruth Davis

Fax Number: 313-845-5668

From: Susanne Kimberland, Esquire

Fax Number: (412)566-1005

Business Phone: (412)566-1001

Date & Time: October 04, 2004 11:00 AM

Pages (including cover): 5

Re: [REDACTED] v. Ford

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PENNSYLVANIA SIMPLE INTEREST VEHICLE RETAIL INSTALMENT CONTRACT

DATE

Address (including County and Zip Code) [REDACTED] PITTSBURGH PA [REDACTED]	CREDITOR (Seller Name and Address) KENNY ROSS FORD ROUTE 30 & BLACKHILL ROAD ADAMSBURG, PA 15611
---	---

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. The "Cash Price" shown below is the cash price of the vehicle. The "Total Sale Price" shown below is the credit price. By signing this contract, you choose to buy on credit under the agreements on the front and back of this contract.

New/Used	Year and Make	Model	GVW if Truck (lbs)	Vehicle Identification Number	Use For Which Purchased
DEMO	2003 FORD	ESCAPE	N/A	1FMYU93133K [REDACTED]	<input type="checkbox"/> Personal <input type="checkbox"/> Agricultural <input type="checkbox"/> Commercial

2003 FORD WINDSTAR 9000.00 8568.44
Trade-In _____ \$ _____
Year and Make _____ Gross Allowance _____ Amount Owning _____

ITEMIZATION OF AMOUNT FINANCED

1. Cash Price	\$ 24869.00	(1)
2. Down Payment	N/A	
Third Party Rebate Assigned to Creditor	\$ 8761.83	
Cash Down Payment	\$ 9000.00	
Trade-In	\$ 8568.44	
Year and Make _____ Gross Allowance _____ Amount Owning _____		
Total Down Payment	\$ 9213.29	(2)
3. Unpaid Balance of Cash Price (1 minus 2)	\$ 14855.61	(3)
4. Amounts paid on your behalf (Seller may be retaining a portion of these amounts)		
To Insurance Companies for		
Credit Life Insurance (for term of contract)	\$ N/A	
Credit Disability Insurance (for term of contract)	\$ N/A	
Road Side Assistance (Term _____ Months (Estimate))	\$ N/A	
To Public Officials (i) for license (\$ _____), title (\$ _____), & registration (\$ _____) fees \$ _____		
(ii) for filing fees \$ _____		
(iii) for taxes (not in Cash Price) \$ 1190.98	\$ 1224.48	
To _____ for Messenger Service	\$ N/A	
To GAP CO. for Gap Insurance	\$ 270.00	
To KENNY ROSS FORD for DOC FEE	\$ 55.00	
To FORD EXTENDED SERVICE CONTRACT	\$ 1688.00	
Total	\$ 3229.48	(4)
5. Amount Financed (3 plus 4)	\$ 18085.09	(5)

INSURANCE

YOU MAY OBTAIN VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE.

YOU ARE NOT REQUIRED TO OBTAIN CREDIT LIFE, CREDIT DISABILITY AND OTHER OPTIONAL INSURANCE. THIS CONTRACT WILL NOT INCLUDE THEM UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

THIS CONTRACT DOES NOT INCLUDE LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

Credit Life _____ Insurer _____
 \$ _____ N/A Premium _____ Insured(s) _____
 Signature _____

Disability _____ Insurer _____
 \$ _____ N/A Premium _____ Insured _____
 Signature _____

Gap Insurance 72 Term
 Other Optional Insurance \$ 270.00 Premium
 Insurer _____
 Signature _____

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

You must insure the vehicle. If a charge is shown below, the Creditor will try to buy the coverages checked for the term shown. Coverages will be based on the cash value of the vehicle at time of loss, but not more than the limits of the policy.

Comprehensive \$ _____ N/A Deductible Collision
 Fire-Theft-Combined Additional Coverage
 Towing and Labor

FEDERAL TRADE COMMISSION DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you	The amount of credit provided to you or on your behalf	The amount you will have paid when you have made all scheduled payments	The total cost of your purchase on credit, including your downpayment
8.75%	\$ 5302.35	\$ 18085.09	\$ 22788.45	\$ 22601.87

Payment Schedule	Number of Payments	Amount of Each Payment	When Payments are due
Your payment schedule will be:	71	\$ 324.84	(monthly starting)
	1 final	\$ 324.84	11 NOV 2003

Prepayment: If you pay off your debt early, you will not have to pay a penalty.
Late Payment: You must pay a late charge on the portion of each payment received more than 10 days late. The charge is 2 percent of the late amount or \$50.00 whichever is less.
Security Interest: You are giving a security interest in the vehicle being purchased.

SEP 22 2004 11:19

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: OCT 31, 2005 VALID: 08/03/04

PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: 1FMYU93133K [REDACTED]
YR/MAKE: 2005 FORD
TYPE: SW
WID: 04216 2600 003997-001


SIGNATURE

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: ALLEGHENY

[REDACTED]

PITTSBURGH PA

[REDACTED]



[REDACTED]

Change your address online at: www.state.pa.us Pa Keyword "DMV"

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMDR	STATUS
15	09/16	14:59	912155408817	EC--S	00'33"	002	172	OK



Consumer Affairs

PO Box 8246, MD 3NE-B
Dearborn, MI 48126 USA

September 16, 2004

Sent via Fax

Mr. Robert Rapkin
Kimmel & Silverman
30 East Butler Pike
Ambler, PA 19002

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

Dear Mr. Rapkin:

This is to confirm a replacement offer being made to your client, our valued Ford customer.

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. In the interest of customer satisfaction, we are willing to assist with a goodwill replacement of the vehicle to take place at Kenny Ross Ford, the selling dealership.

Vehicle Replacement Offer

Your client will be responsible for:

- ◆ The difference between the Manufacturer's Suggested Retail Price (MSRP) of the current vehicle and the MSRP of the new vehicle. The new vehicle must be of equal or greater value.
- ◆ Ford Motor Company will waive any usage fee.
- ◆ Any evident missing equipment, abnormal wear or collision damage (including broken glass).
- ◆ Returning the vehicle in good condition.
- ◆ Cooperation with the dealer for delivery of the lien-free title to Ford with no tax or license obligations.
- ◆ Signing the odometer disclosure, release form and power of attorney statements.
- ◆ Any applicable tax, title, documentation and license fees associated with this transaction.





Consumer Affairs

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

September 16, 2004

Sent via Fax

Mr. Robert Rapkin
Kimmel & Silverman
30 East Butler Pike
Ambler, PA 19002

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

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- ◆ Signing the odometer disclosure, release form and power of attorney statements.
- ◆ Any applicable tax, title, documentation and license fees associated with this transaction.



Page 2

Please Note: Your client is not eligible for any factory rebates that are in effect at the time of replacement.

Ford Motor Company and the dealer are not responsible for changes in monthly payments as a result of this transaction.

Acceptance of this offer does not guarantee the lender will provide credit. Dealership personnel will try to assist in this matter.


Ford will provide:

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

In the interest of prompt settlement, Ford will pay attorney fees in the amount of \$1500.00.

To formally accept this offer, please provide written verification by way of fax at (313) 845-5668 within **ten (10) business days** of receipt of this letter. In order to accelerate this process, please fax a copy of the buyer's order (sales contract), the finance contract and a recent state registration. If you have questions regarding this issue, please contact me at (313) 845-5539.

Respectfully yours,



Ruth Davis
Consumer Affairs

==>

Rpt#: 4GFC6006 NHL Rpt: 07/06/2004 Odom: 16,293 M

Rvwd: File: Folder: Atchmnts: 0 Print Smy/Disp Detail (P/D):

Vehicle: 2003 ESCAPE 4X4, XLT, MPV 1FMYU93133K Bld: 02/12/2003

Engine: 3.0L DUR Calb: 3M11D30A Trans: CD4E E Axle: 3800F2,73L A/C: YES

Dlr Id: USA 07350 Kenny Ross Ford Ph#: (724) 864-3601

State: Pennsylvania City: Adamsburg Orig/Caller: TIM FLEET

Symptom: 6 98 2 98 DRVABL, INDICATOR, CHECK ENGINE, NOT LISTED

Addl Sym: P1339 St: CCRG/EPRC: Rvwd: Dt:

Fix: Caus. Comp: -- Condition Code:

Hotliner: JMILDER Phone: 313 317-7057 Regn Cd: 44 Pittsburgh - 44

Engineering: Phone: TAR:

Dlr Contact: Phone: Title Cde: T

REPAIR TECH STATES THAT HE IS GETTING P1336. TECH HAS REPLACED CAM AND CRANK SENSORS.

RECOMM ADVISED TECH TO CHECK FOR COP SPARKING TO HEAD THOUGH BAD BOOTS OR CRACKS IN COILS. ADVISED TECH TO OVE LAY CIRCIT 138 AND 139 FOR CRANK SENSOR. ADVISED TECH TO OVER LAY AND SHEILD CIRCIT 282 AND 1202 FOR THE CAM SENSOR.

REPAIR 08/11/2004 03:49PM DAVID KAPLA MSS - FCSD - TECH SVC HOTLINE

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts

F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return

I0058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPREL36

==>

1 of 1

Rpt#: 4GFC6006 NHL Rpt: 07/06/2004 Odom: 16,293 M

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Fix: Caus. Comp: -- Condition Code:

Hotliner: JMILDER Phone: 313 317-7057 Regn Cd: 44 Pittsburgh - 44

Engineering: Phone: TAR:

Dlr Contact: Phone: Title Cde: T

REPAIR 08/11/2004 03:49PM DAVID KAPLA MSS - FCSD - TECH SVC HOTLINE

TECH ATTEMPTING TO INSTALL A PCM ORDERED BY PREVIOUS TECH.

WAS NOT ABLE TO FIND TEH CALIBRATION FILE ON THE NETWORK.

RECOMM ADVISED TECH TO INSTALL THE NEW PCM WITH THE BATTERY DISCONNECTED.

RECONNECT THE BATTERY THEN CYCLE 2 KEYS, THE PCM SHOULD ACCEPT THE

FIRST 2 KEYS IT SEES. IT MAY BE NESS TO RESET PARAMETERS FOR TIRE

SIZE AND AXLE RATIOS.

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts

F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return

I0058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPREL36

Rpt#: 4GFC6006 NHL Rpt: 07/06/2004 Odom: 16,293 M
 Rvwd: File: Folder: Attchmnts: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 2003 ESCAPE 4X4,XLT ,MPV 1FMYU93133K Bld: 02/12/2003
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 Dlr Id: USA 07350 Kenny R. Ford Ph#: (724) 864-3601
 State: Pennsylvania City: Adamsburg Orig/Caller: TIM FLEET
 Symptom: 6 98 2 98 DRVABL,INDICATOR,CHECK ENGINE,NOT LISTED
 Addl Sym: P1339 St: CCRG/EPRC: Rvwd: Dt:
 Fix: Caus. Comp: -- Condition Code:
 Hotliner: JMILDER Phone: 313 317-7057 Regn Cd: 44 Pittsburgh - 44
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: T

SIZE AND AXLE RATIOS.

REPAIR 08/11/2004 04:39PM WIN DOW MSS - FCSD - TECH SVC HOTLINE
 PCM REPLACED FOR P1336 DTC. TECH HAS INITIALIZED KEYS AND ENG. STARTS
 TECH HAS P1639 CODE PRESENT NOW. SAYS HE IS USING 3.77 GEAR AND
 235/70/16 TIRE

RECOMM ISM 00-09-031 SEE INSTRUCTIONS BELOW
 ADVISE TECH WILL NEED TO RECHECK VALUES ENTERED

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0058-MORE DATA AVAILABLE. PLEASE PRESS F8 TO SCROLL DOWN. LPREL36

==>

1 of 1


Rpt#: 4GFC6006 NHL Rpt: 07/06/2004 Odom: 16,293 M
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 Engine: 3.0L DUR Calb: 3M11D30A Trans: CD4E E Axle: 3800F2.73L A/C: YES
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 Fix: Caus. Comp: -- Condition Code:
 Hotliner: JMILDER Phone: 313 317-7057 Regn Cd: 44 Pittsburgh - 44
 Engineering: Phone: TAR:
 Dlr Contact: Phone: Title Cde: T

ADVISE TECH WILL NEED TO RECHECK VALUES ENTERED +
 377 AXLE 270 REV.MILE

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0018-BOTTOM OF DATA LPREL36

Customer Info

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

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
 2FMZA5142YB [REDACTED]	2000	WINDSTAR No Open Issues	INDIVIDUAL RTL	Subsequent Owner	Oasis Warranty History
1FMYU93133K [REDACTED]	2003	ESCAPE Open Issues Exist	INDIVIDUAL RTL	Original Owner	Oasis Warranty History

Davis, Ruth (R.I.)

To: Schiller, Jeffrey (J.S.)
Cc: Nigra, Joe (J.)
Subject: Gordon

Hi,

I have received an attorney demand for lemon law on this vehicle. If you have any information regarding this vehicle that would assist me with a decision, please let me know.

Thank you,

VIN: 1FMYU93133K [REDACTED]	Year: 2003	Model: ESCAPE	Case: [REDACTED]
Name: [REDACTED]	Owner Status: Original	WSD: 2003-03-06	
Symptom Desc: INDICATOR CHECK ENGINE		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE		

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND		
Dealer: 07350 KENNY ROSS FORD		Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION-FD		
Odometer: 16293 MI	Comm Type: FAX	
Analyst Name: LEICH,CHERIE	Analyst: GLEICH	
Action Date: 08/13/2004	Action Time: 08.04.43.939	Action Data: Yes

Comments *****ATTORNEY DEMAND***** FAX RECEIVED 8-12-04. ATTORNEY ALLEGES CLIENT'S VEHICLE HAS BEEN SERVICED FOR CHECK ENGINE LIGHT, GAS PEDAL STICKING CONDITIONS, FRONT BRAKE DEFECTS AND GRINDING NOISE CONDITIONS. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Ruth Davis
Litigation Prevention Analyst
Pittsburgh Region
Phone 313-845-5539
Fax 313-845-5668



KIMMEL & SILVERMAN
P.C.



- • • • • Kimmel & Silverman, P.C.
- 210 Grant Street, Suite 202
- Pittsburgh, PA 15219
-
-
- 1-800-LEMON LAW
- <http://www.lemonlaw.com>

To: Ruth Davis

Fax Number: 313-845-5668

From: Susanne Kimberland, Esquire

Fax Number: (412)566-1005

Business Phone: (412)566-1001

Date & Time: October 05, 2004 3:22 PM

Pages (including cover): 2

Re: [REDACTED] v. Ford Motor Company

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ROBERT A. RAPKIN
VIVIAN BENZ PEIKIN
AMY D. COX
LOUIS DOBI, JR.
SHANNON M. RYAN
LINDSAY D. HOFFMAN
BRIAN T. GOLDENFARB
SUSANNE KIMBERLAND
TRACY L. HASLETT
BILARY K. WHEATLEY
RENEE D. VENEY

October 5, 2004

Ruth Davis
Ford Consumer Affairs
VIA Facsimile: 313-845-5668

Re: [REDACTED] v. Ford Motor Company

Dear Ms. Davis:

In reference to your correspondence of September 30, 2004, [REDACTED] accepts the offer of replacement vehicle to settle the above matter.

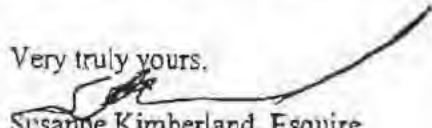
Pursuant to the terms of the settlement, [REDACTED] has chosen a vehicle at the A Plan price that is equal or greater than the sale price of the subject vehicle. In addition to the replacement vehicle at the aforementioned terms, [REDACTED] is to receive \$296.20 credit toward the price of the replacement vehicle for the hitch and ball assembly. The Extended Service Plan of 72 months/75,000 miles will be transferred in its entirety to the replacement vehicle, and the paint sealant, fabric protectant, rust proofing, bug shield and mud flaps will be administered to the replacement vehicle as well.

In addition to the replacement vehicle terms, Ford Motor Company has agreed to pay \$1,500.00 in costs and attorney fees.

[REDACTED] is awaiting delivery of the replacement vehicle. Any assistance you can offer in regard to this matter would be greatly appreciated.

Should you have any questions or corrections, please feel free to contact me at (412) 566-1001.

Very truly yours,


Susanne Kimberland, Esquire
KIMMEL & SILVERMAN, P.C.

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
24	08/13	11:06	912155406817	EC-S	00'19"	001	082	OK



rid

Fax Cover Sheet

TO: Mr. Robert Silverman
 COMPANY: Kimmel & Silverman
 PHONE: 215-540-8888
 FAX: 215-540-8817

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

Date: 08/13/2004

Number of Pages: 1
(including cover)

COMMENTS: I have received the following case **Mary Molinaro**
Guy Gordon
Robert Moosalty
Joseph Novak
Patricia Ronallo

Mail Address:

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

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

Member, PA Bar
Member, NJ Bar
Member, DE Bar
Member, NY Bar


KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemolaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE
210 Grant Street, Suite 202
Pittsburgh, PA 15219
P (412) 566-1001
F (412) 566-1005

NEW JERSEY OFFICE
Executive Quarters
1930 E. Marlton Pike, Suite T11
Cherry Hill, NJ 08003
P (856) 429-8334
F (856) 216-7364

DELAWARE OFFICE
501 Silverside Road, Suite 118
Wilmington, DE 19809
P (302) 791-9371
F (302) 791-9476

JACQUELINE C. HERRITT
ROBERT A. RAPKIN
VIVIAN BENZ PEIKIN
AMY D. COX
LOUIS DOBI, JR.
SHANNON M. RYAN
LINDSAY D. HOFFMAN
BRIAN T. GOLDENFARB
SUSANNE KIMBERLAND
TRACY L. HASLETT
HILARY K. WHEATLEY
RENEE D. VENEY
MELISSA A. WEDK

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE.
August 12, 2004

VIA TELEFAX ONLY
(313) 845-5555

Ms. Cherie Leich
Ford Consumer Affairs
16800 Executive Plaza Drive 3NE-301
Dearborn, Michigan 48126

RE: [REDACTED] v. Ford Motor Company
2003 Ford Escape
VIN: 1FMYU93133K [REDACTED]
Zip Code: 15205
Selling Dealer: Kenny Ross Ford

Dear Ms. Leich:

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 Kenny Ross Ford for chronic check engine light, gas pedal sticking conditions, front brake defects and grinding noise conditions.

Cherie Leich
August 12, 2004 ■
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 8/20/04. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,


Robert A. Rapkin

RAR/vas





Consumer Affairs

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

June 24, 2005

Sent Via U.S. Mail

[REDACTED]
Gypsum, CO [REDACTED]

RE: 2002 Escape
VIN: 1FMYU02162K [REDACTED]

Dear [REDACTED]

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

We sincerely regret any inconvenience that you have experienced in this matter. Per the information you provided to the Customer Service Representative, your insurance company has been contacted. We suggest that you continue working with your insurance carrier. The insurance company has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

Respectfully yours,

Wannetta Hill
Consumer Affairs



Customer Info

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

[REDACTED] 6/24/2005

Action Detail

Print Action Detail

VIN: 1FMYU02162K [REDACTED]	Year: 2002	Model: ESCAPE	Case: 1638391725
Name: [REDACTED]	Owner Status: Original	WSD: 2001-09-12	
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: ACKNOWLEDGE	Dealer: GLENWOOD SPRINGS FORD-LIN-MER, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 03172	
Odometer: 146000 MI	Comm Type: PHONE	Action Data: Yes	
Action Date: 06/21/2005	Action Time: 17:43:57:017		
Analyst Name: MCLEOD KIESHIA	Analyst: KMCLEOD4		

COMMENTS: CUSTOMER SAID: VEH IS WITH CUST_CUST STATES THAT SHE TOOK VEH TO A M & M TIRE FACILITY ,FOR A WARP ROTORS_ WHEN THEY WERE TAKING THE VEH OFF THE RACK, IT LOST ITS THROTTLE CAUSE THE VEH TO TAKE OFF ,WENT INTO THE WALL AND GOT DAMAGE.SAY THAT SHE HAS NOT CONTACTED HER INSURANCE ,THE TIRE FACILITY HOWEVER CALLED THEIR INSURANCE_ SAY THAT SHE HEARD THAT THERE IS A RECALL ON THE THROTTLE,WHICH SHE DID NOT RECEIVED A LETTER_ HAVE NOT GONE TO A FORD DLRSHIP WITH THE VEH_ CUST IS CALLING ALLEGING A DEFECT AND FEELS THAT FORD OWES HER A VEH OR A DISCOUNTDEALER SAID: GLENWOOD SPRINGS FORD 55 STORM KING ROADGLENWOOD SPRINGS, CO 81601DISTANCE: 19.98 MILES TEL: (800) 284-0085FAX: (970) 945-0469CRC 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 04S25 3.0L LHD ACCELERATOR CABLE REPLACEMENT

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

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

[REDACTED] 6/24/2005

OASIS RESULT:
1FMYU02162K [REDACTED]

See bottom of the OASIS result for contact ID 06/24/2005 09:55:17

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2002 ESCAPE	BODY STYLE 4 DR XLS 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 08/23/2001	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

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

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU02162K [REDACTED]

ESP / Recall Information

VIN: 1FMYU02162K [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	2004-04-22	03172USAF56483
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 6/24/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
56-DENVER	56-DENVER	D	A2	03172	F56483

Dealer Name: GLENWOOD SPRINGS
 FORD-LIN-MER, INC.
Dealer Address: 55 STORM KING ROAD
 GLENWOOD SPRINGS CO 81601
Dealer Main Phone: 970-945-2317 **Dealer Service Phone:** 970-945-2317

Position	Employee Name
DEALER/PARTNER	JEFFREY B CARLSON
DEALER/PARTNER	STEVEN M NILSSON
PARTS MANAGER	KEVIN L DEWALL
PARTS MANAGER	ERIC L CARLSON
SALES MANAGER	WAYNE M GENTILINI
SALES MANAGER	TIMOTHY M BERGMAN
SALES MANAGER	G. BRUCE KLEIN
SERVICE MANAGER	JERROD C HAMANN

Service Hours 8 AM - 5 PM M-F 9 AM - 4 PM S
Directions CASTLE PEAK FORD CAN PERFORM ONLY MINOR REPAIRS
Trained Y
Additional Information LSG ENROLLED

6/24/2005

PE12-019 000773 LP

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU02162K [REDACTED]	Veh Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-06]	Eng Serial No: 040150086
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: 01108	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: 23-AUG-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 156007 -*
 Country: USA - ##### Selling Dir St/Prov: CO
 Buyer St/Prov: CO

Arrival Date: 29-AUG-2001 Red Carpet Lease: *
 Sale Date: 12-SEP-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 12-SEP-2001 Modified Vehicle: *
 Orig Warranty Date: 12-SEP-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U022KA2596810337 4 2 28F1005 RP B 463 7A 5 3 26 5 853A N 56A007E 2 TL W2A 3 1
 1FMY6H6 220A 14CD 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 - DRY 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: * - [N/A]	Power Antenna: AB - FIXED RADIO ANTENNA-BRIGHT

PE12-019 000774 LP

[REDACTED] 1FMYU02162K [REDACTED]

6/24/2005

Brake Code(Service):	*-[N/A]	Radio:	MH - AM/FM STR/CSTE/CD/CLK
Calibration Code:	0M11A30A	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: ACUU44W???? RF: ACUU44W????
 LR: ACUU44W???? RR: ACUU44W????
 LI: * RI: *
 SPARE: HY891R92801

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:	2FMXT0301F5
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)		
1FMYL02162K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	23-AUG-2001	12-SEP-2001	156007	USA	4	5G05	040001	*	FRONT	*	C50	W6	10066		
AWS Claim Key:		504094	Trx Code:		2	Labor Hrs:		1															
Dir Cd-Sub Cd:		03172 - *	Name:		GLENWOOD SPRINGS FORD-LIN-MER, INC.			Ph:	970-9452317		St:CO	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	13-DEC-2001		Doc #:	09803301	
Cust Comments:		CUSTOMER REQUESTS A 4 WHEEL ALIGNMENT, TO SET TOE IN AND TO INSPECT AND ADVISE ON ANY WORN COMPONENT																					
Tech Comments:		VEHICLE TOED IN IN FRONT VEHICLE NEEDS TWO TIRES SET AND ADJUSTED FRONT TOE CENTERED STEERING WHEEL																					
1FMYU02162K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	23-AUG-2001	12-SEP-2001	156007	USA	10	7F01	011601	YL8Z	17526	AA	W06	42	29004		
AWS Claim Key:		1898650	Trx Code:		E83	Labor Hrs:		0.3															
Dir Cd-Sub Cd:		03172 - *	Name:		GLENWOOD SPRINGS FORD-LIN-MER, INC.			Ph:	970-9452317		St:CO	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	05-JUL-2002		Doc #:	10881103	
Cust Comments:		CUSTOMER COMPLAINS REAR WIPER BLADE DONT TOUCH REAR WINDOW																					
Tech Comments:		TRACED TO REAR WIPER ARM AND BLADE NOT OPERATING PROPERLY REMOVED OLD ARM AND BLADE INSTALL NEW ARM AND BLADE AND OK																					
1FMYL02162K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	23-AUG-2001	12-SEP-2001	156007	USA	12	6F34	010701	YL8Z	7825324	AA	B66	33	35083		
AWS Claim Key:		2493268	Trx Code:		E84	Labor Hrs:		0.2															
Dir Cd-Sub Cd:		03172 - *	Name:		GLENWOOD SPRINGS FORD-LIN-MER, INC.			Ph:	970-9452317		St:CO	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	30-AUG-2002		Doc #:	11207401	
Cust Comments:		CUSTOMER COMPLAINS OF LEFT REAR PASS SIDE DOOR MOULDING BAD, S.O.P ALSO DRIVER DOOR																					
Tech Comments:		VERIFIED CONCERN LEFT REAR DOOR MOULDING DISTROTED INSTALLED MOUNDING																					
1FMYU02162K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	23-AUG-2001	12-SEP-2001	156007	USA	12	6H02	011103	*	7821546	*	G09	42	35083		
AWS Claim Key:		2493267	Trx Code:		E84	Labor Hrs:		0.5															
Dir Cd-Sub Cd:		03172 - *	Name:		GLENWOOD SPRINGS FORD-LIN-MER, INC.			Ph:	970-9452317		St:CO	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	30-AUG-2002		Doc #:	11207402	
Cust Comments:		CUSTOMER COMPLAINS OF DRIVER SIDE WINDOW MAKES NOISE WHEN ROLLING DOWN.																					
Tech Comments:		TRACED TO DIRTY TRACK CLEANED TRACK AND LUBED																					
1FMYU02162K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	23-AUG-2001	12-SEP-2001	156007	USA	21	7D07	170202	F58Z	13466	A	A85	46	63812		

PE12-019 000776 LP

[REDACTED] 1FMYU02162K [REDACTED]

6/24/2005

AWS Claim Key:	5978994	Trs Code:	P05	Labor Hrs:	0.4																
Dir Cd-Sub Cd:	03172 - *	Name:	GLENWOOD SPRINGS FORD-LIN-MER, INC.	Ph:	970-9452317	St:	CO	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	28-MAY-2003	Doc #:	12540802						
Cust Comments:	CUST STATES THAT LIGHT IS OUT BEHIND SHIFTING LETTERS VERIFIED CONCERN TRACED TO BULB BURNT																				
Tech Comments:	REPLACED BULB																				
IFMYU02162K		T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	23-AUG-2001	12-SEP-2001	156007	USA	32	*	*	*	*	*	*	101956
AWS Claim Key:	9926135	Trs Code:	04S13	Labor Hrs:	0.4																
Dir Cd-Sub Cd:	03172 - *	Name:	GLENWOOD SPRINGS FORD-LIN-MER, INC.	Ph:	970-9452317	St:	CO	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	22-APR-2004	Doc #:	14206806						
Cust Comments:	RECALL 04S13 04S13B																				
Tech Comments:	INSPECTED VEHICLE NO CAMP STICKER VISABLE NEEDS REFLASH REFLASHED PCM AS PER CAMPAIGN																				

PE12-019 000777 LP

IFMYU02162K

6/24/2005



All Action Details for Issue

Print

VIN: 1FMCU03122K [REDACTED] Year: 2002 Model: ESCAPE Case: 1410650245
 Name: [REDACTED] Owner Status: Original WSD: 2001-09-18
 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: 05513 CITRUS FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 60000 MI Comm Type: PHONE
 Analyst Name: KHAN ZUBAIR Analyst: ZKHAN7
 Action Date: 01/24/2005 Action Time: 11.24.23.420 Action Data: Yes

Comments CUSTOMER SAID: -CUST VEH WAS INVOLVED IN AN ACCIDENT LAST WEEK ON 01/20/05 -THE BRAKE WORKED BUT THE VEH IT TOOK A LONG DISTANCE AND HIT 2 OTHER VEH'S.-NO PERSONAL INJURY OR PROPERTY DAMAGE.-THE VEH IS AT A FORD DLR BODY SHOP. HAS NOT BEEN DIAGNOSED YET-CUST CONTACTED THE INSURANCE COMPANY AND THEY SAID TO CONTACT FORD.-CUST RECIEVED A RECALL LETTER 04S25 AND BELIVES THAT THIS RECALL COULD BE RELATED TO THIS ACCIDENT-CUST WOULD LIKE TO REPORT THE ACCIDENT TO FORD AND WOULD LIKE TO WHY THE VEH TOOK A LONG DISTANCE TO STOP.DEALER SAID: CITRUS FORD1375 WOODRUFF WAYONTARIO, CA 91761TEL: (909) 390-0930FAX: (909) 390-0968DISTANCE: 5.89 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: 05513 CITRUS FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 60000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 01/26/2005 Action Time: 15.23.45.837 Action Data: No

Comments LPA CALLED CUSTOMER AT PRIM # LEFT A MESSAGE ALSO CALLED SEC# X480 AND LEFT A VOIOEMAIL MSG

Action: INFORMATIONAL CALL/FAX
 Dealer: 05513 CITRUS FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 60000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 01/26/2005 Action Time: 16.07.44.734 Action Data: No

Comments LPA SPOKE WITH THE CUSTOMER..CUSTOMER SAYS SHE WAS DRIVING AND TRIED TO STOP BUT THE BRAKE DISTANCE WAS LONG AND SHE HAD AN ACCIDENT THERE IS BODY DAMAGE..REC'D THE RECALL LETTER AFTER THE ACCIDENT THE UNIT IS AT A FORD BODY SHOP AND HER INSURANCE COMPANY HAS INSPECTED THE UNIT...LPA ADVISED WILL CALL THE DEALERSHIP FOR INFO AND CALL THE CUSTOMER BACK

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 05513 CITRUS FORD

Odometer: 60000 MI

Analyst Name: VALMA SANDERS
(VSANDERS)

Action Date: 01/26/2005

Comm Type: PHONE

Analyst: VSANDERS

Action Time:
16.08.50.115

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Action Data: No

Comments LPA CALLED CITRUS FORD BODY SHOP SPOKE WITH ANTOINETTE..ANTOINETTE ADVISED THE CUSTOMER'S INSURANCE COMPANY HAS INSPECTED THE UNIT AND HAVE AUTHORIZED REPAIRS...THE DLR IS AWAITING THE CUSTOMERS' AUTORIZATION

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 05513 CITRUS FORD

Odometer: 60000 MI

Analyst Name: VALMA SANDERS
(VSANDERS)

Action Date: 01/26/2005

Comm Type: PHONE

Analyst: VSANDERS

Action Time:
16.09.59.083

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Action Data: No

Comments LPA CALLED THE UCSTOMER..LPA ADVISED MS GRAY THAT THE INSURANCE COMPANY HAS ALREADY INSPECTED THE UNIT AND AUTHORIZED REPAIRS..THIS IS AN INSURANCE ISSUE THEY CAN SUBROGATE FORD IF THEY CHOOSE

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] RANCHO CUCAMONGA 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
1FMCU03122K [REDACTED]	2002	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History

OASIS RESULT:

1FMCU03122K [REDACTED]

See bottom of the OASIS result for contact ID

03/21/2005
10:30:08

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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

09/18/2001

BUILD DATE

09/05/2001

SALE MILEAGE

00034

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 HAS A CLOSED CUDL CONTACT

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

04/20/2004

DEALER: Citrus Ford

WARRANTY CLAIM NUMBER: 473404

ODOMETER: 048113M

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

RECALIBRATE PCM PER 04S13

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMCU03122KA39374

ESP / Recall Information

VIN: 1FTNW21F52E [REDACTED]

No ESP Information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
02L11	LABEL/LITERATURE PROGRAM	1999-2002 F-SERIES SUPERDUTY, F53 CHASSIS & 2000-2003 EXCURSION WHEEL LUG NUT TORQUE	CLOSE - FORCE COMPLE		



3/21/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMCU03122K [REDACTED]	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	045625086
Model Year:	2002	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	T	Drive Code:	T/A - 2 WHIL L/H FRONT DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA
Inv. Dealer:	07933	Body Cab Style:	T/WE - 5 DOOR LIGHT TRUCK	Transmission:	T/DJ - 4 SPD AUTO TRANS NA
		Version/Series:	T/GF - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 05-SEP-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: [7105] - *
 Country: USA - ##### Selling Dir St/Prov: CA
 Bayer St/Prov: CA

Arrival Date: 13-SEP-2001 Red Carpet Lease: *
 Sale Date: 18-SEP-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 18-SEP-2001 Modified Vehicle: *
 Orig Warranty Date: 18-SEP-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 0032KA3937410327 6 C 2 09H2222 EP E 2M496 63 5 3 2X5 5 6S3A2H 11B051E 3V L2 223 4 3 2 1
 1FMC2L2 310A 314CA 63

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	CVW 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(Pasngr Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNNLW -
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:	0M11A30A	Sound System:	AA -LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000ZX - MED DK GRAPHITE	Tire Brand:	AP - CONTINENTAL
Delivery Type:	0	Tire Size:	D3J0J - 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: A3084533201 RF: A3084533201
 LR: A3084533201 RR: A3084533201
 LI: * RI: *
 SPARE: HY8A1R83201

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:			

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	
1FMCU03122K [REDACTED]	7M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	05-SEP-2001	18-SEP-2001	171051	USA	1	6J02	011405	YL8Z	78264A00	B	
AWS Claim Key:		246957	Trx Code:		2	Labor Hrs:		14											
Dir Cd-Sub Cd:		05403 *	Name: MILLS FORD			Ph: 714-7761330		St: CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 2/2001						
Cust Comments:		CUSTOMER STATES PASS REAR DOOR DOES NOT OPEN FROM OUTSIDE OR INSIDE																	
Tech Comments:		TEST POWER DOOR LOCK R AND I TRIM PANEL WITH DOOR STUCK SHUT REPLACE LATCH																	
1FMCU03122K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	05-SEP-2001	18-SEP-2001	171051	USA	4	6H01	011103	*	7821596	*	
AWS Claim Key:		441259	Trx Code:		2	Labor Hrs:		0.5											
Dir Cd-Sub Cd:		05408 *	Name: CHINO HILLS FORD SALES, INC.			Ph: 909-3939331		St: CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 2/2001						
Cust Comments:		N40 CUSTOMER STATES THAT LEFT FRONT DOOR HAS A RATTLE WHEN TURNING LEFT AND GOING OVER BUMPS																	
Tech Comments:		REMOVE LEFT FRONT PANEL ADJUST LOOSE RUNS REINS TALL PANEL RETEST OK																	
1FMCU03122K [REDACTED]	7M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	05-SEP-2001	18-SEP-2001	171051	USA	4	6J08	011404	*	5421850	*	
AWS Claim Key:		517487	Trx Code:		2	Labor Hrs:		0.5											
Dir Cd-Sub Cd:		05513 *	Name: CITRUS FORD			Ph: 909-3900930		St: CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 1/2002						
Cust Comments:		CUSTOMER STATES THE REAR PASSENGER SIDE DOOR WILL NOT UNLOCK WHEN USING REMOTE OR DOOR SWITCH.C																	
Tech Comments:		1 DIAGNOSE DOOR LOCK CIRCUIT REMOVED PASSENGER REAR DOOR PANEL INSPECT LATCH ASSEMBLY,TEST CHILL LUBBED AND																	
1FMCU03122K [REDACTED]	7M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	05-SEP-2001	18-SEP-2001	171051	USA	15	6J01	011404	*	5421813	*	
AWS Claim Key:		3842005	Trx Code:		E84	Labor Hrs:		0.5											
Dir Cd-Sub Cd:		05513 *	Name: CITRUS FORD			Ph: 909-3900930		St: CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 05/2002						
Cust Comments:		CUSTOMER STATES HEARS RATTLE IN DRIVER S SIDE DOOR ALL THE TIME CHECK & ADVISE....																	
Tech Comments:		1 ROAD TEST, VERIFIED CONCERN, HOOK UP CHASSIS EARS, LOCATE SOUNDS COMING FROM DRIVERS SIDE FRONT AREA,																	
1FMCU03122K [REDACTED]	7M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	05-SEP-2001	18-SEP-2001	171051	USA	23	6H01	011108	*	5423208	*	
AWS Claim Key:		6502487	Trx Code:		E84	Labor Hrs:		0.5											
Dir Cd-Sub Cd:		05513 *	Name: CITRUS FORD			Ph: 909-3900930		St: CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 1/2003						
Cust Comments:		CUST STATES DRIVER FRONT DOOR MAKES A THUMPING NOISE WHEN TURNING LEFT, WHEN COMING TO QUICK STO																	
Tech Comments:		965 VERIFIED CONCERN, CK OASIS NOTHING FOUND. R&I LF DOOR TRIM PANEL FOR ACCESS. VISUALLY INSPECTED A																	
1FMCU03122K [REDACTED]	7M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	05-SEP-2001	18-SEP-2001	171051	USA	23	2E03	030402	11.8Z	9F715	A	
AWS Claim Key:		6502486	Trx Code:		S07	Labor Hrs:		1.5											

Dir Cd-Sub Cd:	05513 - *	Name:	CITRUS FORD	Ph:	909- 3900930	St:CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	10/2003																				
Cust Comments:	CUST STATES WHEN COASTING DOWN A HILL, THE VEHICLE STALLED AND BRAKES WENT OUT. CHECK AND ADVISE																															
Tech Comments:	965 TEST DROVE UNABLE TO VERIFY CONCERN. CK OASIS FOUND TSB 02 23 1. RAN EEC QUICK TEST USING SCAN TOC																															
<table border="0" style="width:100%"> <tr> <td>IFMCU03122K</td> <td>██████████</td> <td>(7M)</td> <td>T/F</td> <td>T/WE</td> <td>T/EP</td> <td>T/A</td> <td>AJ</td> <td>T/DJ</td> <td>T/LD</td> <td>05- 2001</td> <td>18- 2001</td> <td>171051</td> <td>USA</td> <td>32</td> <td>*</td> <td>*</td> <td>*</td> <td>*</td> <td>*</td> </tr> </table>													IFMCU03122K	██████████	(7M)	T/F	T/WE	T/EP	T/A	AJ	T/DJ	T/LD	05- 2001	18- 2001	171051	USA	32	*	*	*	*	*
IFMCU03122K	██████████	(7M)	T/F	T/WE	T/EP	T/A	AJ	T/DJ	T/LD	05- 2001	18- 2001	171051	USA	32	*	*	*	*	*													
AWS Claim Key:	9840707	Trx Code:	04S13	Labor Hrs:	0.4																											
Dir Cd-Sub Cd:	05513 - *	Name:	CITRUS FORD	Ph:	909- 3900930	St:CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	10/2004																				
Cust Comments:	CUST REQUEST RECALL 04S13 POWERTRAIN CONTROL MODULE RE CALIBRATION PERFORMED.....																															
Tech Comments:	RECALIBRATE PCM PER 04S13.																															

VEHICLE DETAIL

VIN: 1FMCU03122K [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: 0M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 9/18/2001
 GCWR: Vehicle Build Date: 9/5/2001
 PEP Code: 310A

Selling Dealers Name: WORTHINGTON FORD
 Selling Dealers P & A Code: 07933 Selling Dealers Sales Code: F71051
 Selling Dealers Main Phone: 562-420-3333 Selling Dealers Service Phone: 562-420-3333

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 3 9 3 7 4 1 0 3 3 7 6 C 2 0 9 H 2 2 2 2 E F E 2 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
 5 3 2 X 5 5 8 S 3 A 2 N 7 1 B 0 5 1 E 3 V 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 C 2 L 2 3 1 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	E	D3	05513	F71105

Dealer Name:	CITRUS FORD				
Dealer Address:	1375 WOODRUFF WAY				
	ONTARIO CA 91761				
Dealer Main Phone:	909-390-0930	Dealer Service Phone:	909-390-0954		

Position	Employee Name
CUST RELATIONS MGR	CAROL A TWYFORD
DEALER/PARTNER	DENNIS A SHANNON
GENERAL MANAGER	LARRY G BOYES
PARTS MANAGER	CHRISTOPHER J FLOYD
PARTS & SERVICE DIRECTOR	JASON M VERKLER
SALES MANAGER	PATRICK A KIEFER
SALES MANAGER	MATTHEW L MEDICUS
SALES MANAGER	JAMES P ZECCHINI
SALES MANAGER	JOHN C FLAA
SERVICE MANAGER	MATT S PARKER



Action Detail

VIN: 1FMYU021X4K [REDACTED] Year: 2004 Model: ESCAPE Case: 1586930405
Name: [REDACTED] Owner Status: Original WSD: 2003-10-31
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: BLOOMFIELD FORD, INC.
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 20035
Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
Odometer: 19000 MI Comm Type: MAIL
Action Date: 02/24/2005 Action Time: 09:23:37:630 Action Data: No
Analyst Name: TANYA ROQUEMORE (TROQUEMO) Analyst: TROQUEMO

COMMENTS: BASED ON REVIEW OF INFORMATION FROM INSPECTION, DENIED. SENDING REFER TO INSURANCE COMPANY LETTER.



24/2005



Consumer Affairs

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

Sent Via U.S. Mail

February 24, 2005

[REDACTED]
Pontiac, MI [REDACTED]

Re: 2004 Escape

VIN: 1FMYU021X4K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle.

We sincerely regret the circumstances described. However, a situation such as this is normally handled by your client's 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,

COPY

Tanya Roquemore
Consumer Affairs



Roquemore, Tanya (T.)

From: Lentini, Craig (C.A.)
Sent: Wednesday, March 02, 2005 10:44 AM
To: Roquemore, Tanya (T.)
Cc: McDonald, Joseph (J.); Patel, Bharat (B.J.)
Subject: FW: Report Summary for the CQIS Report#5BVKT005

See attached as info. Bharat Patel asked that we perform the recall and send the original accel cable to engineering for review.

Reference your LPA request (you'll have to cut & paste this link into Explorer) .
<http://www.techhotline.ford.com/fqe/requestdetails.asp?startDate=2%2F1%2F2005&enddate=3%2F2%2F2005&offset=50&id=616>

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

From: Lentini, Craig (C.A.)
Sent: Wednesday, March 02, 2005 9:57 AM
To: Domka, John (J.J.)
Cc: Liposky, Lawrence (L.J.); McDonald, Joseph (J.)
Subject: FW: Report Summary for the CQIS Report#5BVKT005

John, we spoke about this vehicle in today's ECI/CCM teleconference. Since the accel pedal cable recall was not performed on this vehicle (according to assignment form) please have the dealer perform the recall and send the original accel cable to Larry Lawrence (engineering) for review.

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

From: McDonald, Joseph (J.)
Sent: Wednesday, March 02, 2005 9:24 AM
To: Lentini, Craig (C.A.)
Subject: Report Summary for the CQIS Report#5BVKT005

I think this is the one.

Attachments : 5

Report# :	5BVKT005 FQEIR	Received:	02/22/2005
CCRG/EPRC:	S	Reviewed Status:	Date: 02/22/2005
Vehicle:	2004,ESCAPE 4X2,XLS ,MPV ,1FMYU021X4K [REDACTED]	Build Date:	07/18/2003
Odometer :	22,781 M	Engine:	3.0L DUR
Transmission:	CD4E E	Axle:	3800F2.73C
Dealer:	USA 04486 Bloomfield Ford	Calibration:	3M11D30A
City:	Bloomfield Hills	A/C:	YES
		Phone#:	(248) 333-3000
		State:	Michigan
		Country :	USA

3/2/2005

Originator: JOHN DOMKA
Symptom: 6 12 5 93 DRVABL,SURGE,ACCELERATION,ALL ENGINE TEMP
Status:
VFG: V41 SMOOTH RESPONSE
Additional Symptom:
Fix: Causal Component :
Condition Code:

Region Code: 48

Region Name: Detroit - 48

Comments :

CONCER 02/22/2005 03:47PM JOHN DOMKA MSS - FCSD - CQD - FQE
 PER DEALER, CUSTOMER ALLEGES THE THROTTLE WAS STUCK,
 RESULTING IN HER
 NOT BEING ABLE TO BRAKE/STOP THE VEHICLE, CAUSING HER TO HIT
 ANOTHER
 VEHICLE.

TECH/C 02/22/2005 03:47PM JOHN DOMKA MSS - FCSD - CQD - FQE
 BODY SHOP MANAGER BRIAN PERKINS PRESENT DURING ENTIRE
 INVESTIGATION BY
 FQE JOHN DOMKA. -NO DTC'S/CODES OF ANY KIND (I.E. KOEO, KOEC,
 KOER,
 CB, PCM CODES, RESTRAINT CODES & ETC). -BOTH FRONT TIRES HAD
 EXCESSIVE WEAR ON OUTER EDGE OF TREAD. -VEHICLE HAD FORD
 FLOOR MATS,
 BUT FRONT MATS WERE TURNED UPSIDE DOWN ON FRONT FLOOR PANS. -
 GAS
 PEDAL, ACCELERATOR CABLES ROUTED AND PERFORMING TO DESIGN
 INTENT. -THROTTLE BODY PERFORMING TO DESIGN INTENT. -NO
 UNUSUAL/ABNORMAL MARKING ON FUEL SYSTEM RELATED CABLES OR
 PLASTIC
 SHROUD THAT COVERS THROTTLE BODY AND RELATED CABLES. -
 UNABLE TO DRIVE
 VEHICLE TO DETERMINE PROPER FUNCTION OF CRUISE CONTROL
 (UNSAFE TO
 DRIVE DUE TO ACCIDENT DAMAGE. -ENGINE STARTED AND IDLED AND
 ACCELERATED TO DESIGN INTENT. -BODY SHOP MANAGER BRIAN
 PERKINS STATED
 VEHICLE WAS DELIVERED TO DEALERSHIP, CUSTOMER NEVER STATED
 ANYTHING
 ABOUT GAS PEDAL STICKING/UNABLE TO BRAKE CONDITION. -WHEN MR.
 PERKINS CALLED CUSTOMER A FEW DAYS LATER, TO GET VERBAL TO

3/2/2005

START
REPAIRS, CUSTOMER ALLEGED AT THAT TIME, THAT THE GAS PEDAL
STUCK,
WHICH CAUSED HER TO EXPERIENCE/UNABLE TO BRAKE. PICTURES
ATTACHED.

Please click on the link below to view the attachments associated with this report

http://www.gcqis.ford.com/gcqis/asp/DIViewAttachment_Mainx.asp?ReportNumber=5BVK1005

3/2/2005

Assignment# 05-057
Requestor: troquemo
Request Type: Inspection
Date requested: 3/1/2005 11:26:21 AM
Safety? yes
Approval Status: Approved

NAME: Tanya Roquemore
DEPT.: Litigation Prevention
PHONE: 313-390-3594
EMAIL: troquemo@ford.com
DEALERSHIP : Bloomfield Ford
ADDRESS: 1845 Telegraph Rd
CITY: Bloomfield
STATE: MI
ZIP: 483025
CONTACT PERSON: David Rekuc/SM or Kevin Black/FSE

NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: Pontiac
STATE: MI
ZIP: [REDACTED]
DAY PHONE: [REDACTED]
EVENING PHONE: [REDACTED]

EXTERIOR OBSERVATIONS:

-Both front tires show excessive wear on outer edge of tread. -Damage from impact. -Single car accident. -Customer alleges they ran into a post.

INTERIOR OBSERVATIONS:

-Vehicle had Ford approved/equipped floor mats, but drivers floor mat was upside and curled at the outer edges, with little or no clearance with gas pedal.

UNDER HOOD OBSERVATIONS (INCLUDE DTC CODES):

-Gas pedal, accelerator cable, throttle body all performing to design intent. - Throttle cable routed properly and not binding. -Removed schroud over throttle body. No unusual markings or wear patterns on cover or throttle cable assy. - Unable to drive vehicle due to accident damage. -Engine did start, idle and accelerate to design intent.

UNDER BODY OBSERVATIONS:

No issues noted.

CUSTOMER COMMENTS:

Per dealer. Customer did not mention of alleged gas pedal sticking when vehicle was originally brought in. Mentioned only a few days after the fact, when dealer contact customer as to get approval to begin repairs to vehicle.

MISCELLANEOUS:

-No AWS/warranty data documented. -No

[REDACTED]

3/9/2005

VIN NUMBER: 1FMYU021X4K [REDACTED]

BUILD DATE:

Warranty Start Date: 2003/10/31

MODEL YEAR: 2004

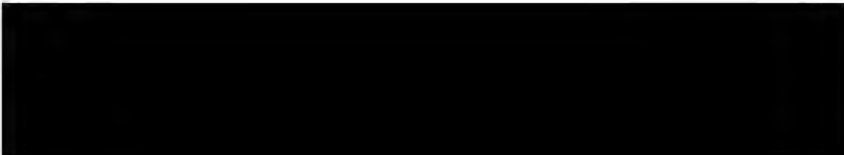
MAKE: FORD

MODEL: ESCAPE

OPEN RECALLS: 04S25 AND 04C09

Alleged Issue: ACCELERATOR PEDAL JAMMED OR GOT STUCK. CUSTOMER INVOLVED IN ACCIDENT. OPEN RECALLS ON VEHICLE. INSPECT ACCELERATOR CABLE

aftermarket equipment noted. -Body Shop Manager Brian Perkins present during entire investigation. -CQIS report submitted 5BVKT005 -Pictures attached to CQIS report. -FSA 04S25 never performed on vehicle. -Dealer to provide recalled cable from vehicle to FQE John Domka week of 3/7/05, so it can be forwarded to engineering for analysis.



3/9/2005

Roquemore, Tanya (T.)

From: Domka, John (J.J.)
Sent: Tuesday, March 01, 2005 7:33 AM
To: Roquemore, Tanya (T.)
Cc: McDonald, Joseph (J.); Domka, John (J.J.)
Subject: FW: Product Liability Case 1586930405
Follow Up Flag: Follow up
Flag Status: Flagged

Tanya

I was asked by Kevin Black to perform a vehicle investigation on the vehicle mentioned below. Which I did perform. Can you please go to the Field Quality Engineer (FQE) site (<http://www.techhotline.ford.com/fqe/index2.asp?>) and fill out a request for the inspection, so it can be documented and my management can acknowledge that this was an official request from your office?

Once at the FQE Website:

- go to the bottom of the page and
- click on Start FQE request process (green)
- Then click on vehicle inspection, as well as safety and put in your full phone #
- click on continue and fill out the form with the requested information and submit.

Thanks!!!!!!!

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

From: Black, Kevin (K.W.)
Sent: Tuesday, February 22, 2005 8:28 PM
To: Domka, John (J.J.)
Subject: FW: Product Liability Case 1586930405

John,

Here is the E-mail concerning the vehicle at Bloomfield Ford, which I spoke to you about today. Thank you for helping me out with the inspection of this vehicle.

Kevin Black

Field Service Engineer
Ford Motor Company
313-390-3611
"kblack4@ford.com"

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

3/1/2005

From: Roquemore, Tanya (T.)
Sent: Monday, February 14, 2005 10:31 AM
To: Bedi, Gita (G.B.)
Cc: Black, Kevin (K.W.)
Subject: Product Liability Case 1586930405

Gita and Kevin

Would you please have a look at the customer vehicle below. Open recalls. Dealership is (Bloomfield Ford/MI) stated that they would like to have FSE check vehicle. Please advise.

VIN: 1FMYU021X4K [REDACTED] Year: 2004 Model: ESCAPE Case: 1586930405
 Name: [REDACTED] Owner Status: Original WSD: 2003-10-31
 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: INVESTIGATION

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 20035 BLOOMFIELD FORD, INC Origin Desc: US CONCERN CASE BASE
 Odometer: 19000 MI Comm Type: PHONE
 Analyst Name: PEPPI DIMITROPOULOS Analyst: PDIMITRO
 Action Date: 02/09/2005 Action Time: 16 18,12,704 Action Data: Yes

Comments CUSTOMER SAID: =NEPHEW WAS DRIVING YESTERDAY AND THE ACCELERATOR PEDAL JAMMED OR GOT STUCK AND CUST COULD NOT STOP AND THE ENGINE STARTED TO SPEED-UP =AS A RESULT OF THIS VEH WAS INVOLVED IN AN ACCIDENT =NEPHEW WENT TO THE HOSPITAL TO GET CHECKED BUT HE DOES NOT FEEL ANY INJURIES AS OF YET =POLICE REPORT NOT FILED BECAUSE IT WAS A SINGLE CAR ACCIDENT =VEH RAN INTO A POST =VEH IS CURRENTLY AT BLOOMFIELD FORD =INSURANCE COMPANY WAS NOT NOTIFIED AS OF YET =DLRSH CONTACTED CUST AND ADV THAT THERE WAS \$3000 - \$4000 WORTH IN DAMAGES TO THE VEH =CUST HAS NOT AUTHORIZED THE DLRSH TO START ANY OF THE WORK AS OF YET =CUST WOULD LIKE TO REPORT THE INCIDENT TO FORD AND SEEKING NEXT STEPS =CUST HAS NOT RECEIVED ANY RECALL LETTERS DEALER SAID: BLOOMFIELD FORD 1845 TELEGRAPH ROAD BLOOMFIELD HILLS, MI 48302 TEL (248) 333-3000 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. ===AS PER OASIS ===OUTSTANDING FIELD SERVICE ACTIONS 04S25 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT 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 04C09 - LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT REASON FOR THIS COMPLIANCE RECALL

*Tanya Roquemore
 Litigation Prevention
 Denver/Kansas City Region
 Telephone: 313/390-3594
 Fax: 313/845-6002*

3/1/2005

Roquemore, Tanya (T.)

From: Black, Kevin (K.W.)
Sent: Tuesday, February 22, 2005 8:39 PM
To: Roquemore, Tanya (T.)
Cc: Bedi, Gita (G.B.)
Subject: RE: Product Liability Case 1586930405

Tanya,

I had our Field Quality Engineer, John Dornka inspect this vehicle. Here is a copy of his report.

Kevin Black

Field Service Engineer
Ford Motor Company
313-390-3611
"kblack4@ford.com"

Accident Investigation

Attachments : 5

Report# :	5BVKT005 FQEIR	Received:	02/21
CCRG/EPRC:	S	Reviewed Status:	Date: 02/21
Vehicle:	2004,ESCAPE 4X2,XLS ,MPV ,1FMYU021X4K [REDACTED]	Build Date:	07/11
Odometer :	22,781 M	Engine:	3.0L DUR
Transmission:	CD4E E	Axle:	3800F2.73C
Dealer:	USA 04486 Bloomfield Ford	A/C:	YES
City:	Bloomfield Hills	State:	Michigan
Originator:	JOHN DOMKA	Country :	USA
Symptom:	6 12 5 93 DRVABL,SURGE,ACCELERATION,ALL ENGINE TEMP		
Status:	V41 SMOOTH RESPONSE		
VFG:	V41 SMOOTH RESPONSE		
Additional Symptom:			
Fix:	Causal Component :		
Condition Code:			

Region Code: 48

Region Name: Detroit - 48

2/23/2005

Comments :

CONCER 02/22/2005 03:47PM JOHN DOMKA MSS - FCSD - CQD - FQE
PER DEALER, CUSTOMER ALLEGES THE THROTTLE WAS
STUCK, RESULTING IN HER
NOT BEING ABLE TO BRAKE/STOP THE VEHICLE, CAUSING HER
TO HIT ANOTHER
VEHICLE.

TECH/C 02/22/2005 03:47PM JOHN DOMKA MSS - FCSD - CQD - FQE
BODY SHOP MANAGER BRIAN PERKINS PRESENT DURING
ENTIRE INVESTIGATION BY
FQE JOHN DOMKA. -NO DTC'S/CODES OF ANY KIND (I.E. KOEO,
KOEC, KOER,
CB, PCM CODES, RESTRAINT CODES & ETC). -BOTH FRONT
TIRES HAD
EXCESSIVE WEAR ON OUTER EDGE OF TREAD. -VEHICLE HAD
FORD FLOOR MATS,
BUT FRONT MATS WERE TURNED UPSIDE DOWN ON FRONT
FLOOR PANS. -GAS
PEDAL, ACCELERATOR CABLES ROUTED AND PERFORMING TO
DESIGN
INTENT. -THROTTLE BODY PERFORMING TO DESIGN INTENT. -
NO
UNUSUAL/ABNORMAL MARKING ON FUEL SYSTEM RELATED
CABLES OR PLASTIC
SHROUD THAT COVERS THROTTLE BODY AND RELATED
CABLES. -UNABLE TO DRIVE
VEHICLE TO DETERMINE PROPER FUNCTION OF CRUISE
CONTROL (UNSAFE TO
DRIVE DUE TO ACCIDENT DAMAGE. -ENGINE STARTED AND
IDLED AND
ACCELERATED TO DESIGN INTENT. -BODY SHOP MANAGER
BRIAN PERKINS STATED
VEHICLE WAS DELIVERED TO DEALERSHIP, CUSTOMER NEVER
STATED ANYTHING
ABOUT GAS PEDAL STICKING/UNABLE TO BRAKE CONDITION. -
WHEN MR.
PERKINS CALLED CUSTOMER A FEW DAYS LATER, TO GET
VERBAL TO START
REPAIRS, CUSTOMER ALLEGED AT THAT TIME, THAT THE GAS
PEDAL STUCK,
WHICH CAUSED HER TO EXPERIENCE/UNABLE TO BRAKE.
PICTURES
ATTACHED.

2/23/2005

Please click on the link below to view the attachments associated with this report
http://www.gcqis.ford.com/gcqis/asp/DIViewAttachment_Mainx.asp?ReportNumber=5BVKT005

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

From: Roquemore, Tanya (T.)
Sent: Monday, February 14, 2005 10:31 AM
To: Bedi, Gita (G.B.)
Cc: Black, Kevin (K.W.)
Subject: Product Liability Case 1586930405

Gita and Kevin

Would you please have a look at the customer vehicle below. Open recalls. Dealership is (Bloomfield Ford/MI) stated that they would like to have FSE check vehicle. Please advise.

VIN: 1FMYU021X4K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 1586930405
Name: [REDACTED]	Owner Status: Original	WSD: 2003-10-31	
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: INVESTIGATION		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Dealer: 20035 BLOOMFIELD FORD, INC. **Origin Desc:** US CONCERN CASE BASE
Odometer: 19000 MI **Comm Type:** PHONE
Analyst Name: PEPI DIMITROPOULOS **Analyst:** PDIMITRO
Action Date: 02/09/2005 **Action Time:** 16:18:12 **Action Data:** Yes

Comments: CUSTOMER SAID =NEPHEW WAS DRIVING YESTERDAY AND THE ACCELERATOR PEDAL JAMMED OR GOT STUCK AND CUST COULD NOT STOP AND THE ENGINE STARTED TO SPEED-UP =AS A RESULT OF THIS VEH WAS INVOLVED IN AN ACCIDENT =NEPHEW WENT TO THE HOSPITAL TO GET CHECKED BUT HE DOES NOT FEEL ANY INJURIES AS OF YET =POLICE REPORT NOT FILED BECAUSE IT WAS A SINGLE CAR ACCIDENT =VEH RAN INTO A POST =VEH IS CURRENTLY AT BLOOMFIELD FORD =INSURANCE COMPANY WAS NOT NOTIFIED AS OF YET =DLRSH CONTACTED CUST AND ADV THAT THERE WAS \$3000 - \$4000 WORTH IN DAMAGES TO THE VEH =CUST HAS NOT AUTHORIZED THE DLRSH TO START ANY OF THE WORK AS OF YET =CUST WOULD LIKE TO REPORT THE INCIDENT TO FORD AND SEEKING NEXT STEPS =CUST HAS NOT RECEIVED ANY RECALL LETTERS DEALER SAID BLOOMFIELD FORD 1845 TELEGRAPH ROAD BLOOMFIELD HILLS, MI 48302 TEL: (248) 333-3000 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 ===AS PER OASIS =====OUTSTANDING FIELD SERVICE ACTIONS 04S25 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT 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 04C09 - LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT REASON FOR THIS COMPLIANCE RECALL

2/23/2005

Tanya Roquemore
Litigation Prevention
Denver/Kansas City Region
Telephone: 313/390-3594
Fax: 313/845-6002

2/23/2005

Report Number:5BVKT005

Print

Close



Requester: TROQUEMO
[View Report Attachment](#)

Ford Proprietary, Private

23-Feb-2005
Retention: None

2/23/2005

Report Number:5BVKT005

Print

Close



Requester: TROQUEMO
[View Report Attachment](#)

Ford Proprietary, Private

23-Feb-2005
Retention: None



2/23/2005

Report Number:5BVKT005

Print

Close



Requester: TROQUEMO
[View Report Attachment](#)

Ford Proprietary, Private

23-Feb-2005
Retention: None

2/23/2005

Report Number:5BVKT005

Print **Close**



Requester: TROQUEMO
View Report Attachment

Ford Proprietary, Private

23-Feb-2005
Retention: None



2/23/2005

Report Number: 5BVKT005

Print

Close



Requester: TROQUEMO
View Report Attachment

Ford Proprietary, Private

23-Feb-2005
Retention: None

2/23/2005

Roquemore, Tanya (T.)

From: Bedi, Gita (G.B.)
Sent: Tuesday, February 15, 2005 9:11 PM
To: Roquemore, Tanya (T.)
Subject: RE: Product Liability Case 1586930405

I will look into the issue and give you further details. Thank you!

Gita Bedi
Zone Manager - A1
FCSD - Detroit Region
Ph: (313) 390-3929
Cell: (313) 587-0092
Fax: (313) 323-9150

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

From: Roquemore, Tanya (T.)
Sent: Monday, February 14, 2005 10:31 AM
To: Bedi, Gita (G.B.)
Cc: Black, Kevin (K.W.)
Subject: Product Liability Case 1586930405

Gita and Kevin

Would you please have a look at the customer vehicle below. Open recalls. Dealership is (Bloomfield Ford/MI) stated that they would like to have FSE check vehicle. Please advise.

VIN: 1FMYU021X44	Year: 2004	Model: ESCAPE Case: 1586930405
Name: [REDACTED]	Owner Status: Original	WSD: 2003-10-31
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: INVESTIGATION	

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Dealer: 20035 BLOOMFIELD FORD, INC. **Origin Desc:** US CONCERN CASE BASE
Odometer: 19000 MI **Comm Type:** PHONE
Analyst Name: PEPPY DIMITROPOULOS **Analyst:** PDIMITRO
Action Date: 02/09/2005 **Action Time:** 16.18.12.704 **Action Data:** Yes

Comments CUSTOMER SAID: =NEPHEW WAS DRIVING YESTERDAY AND THE ACCELERATOR PEDAL JAMMED OR GOT STUCK AND CUST COULD NOT STOP AND THE ENGINE STARTED TO SPEED UP =AS A RESULT OF THIS VEH WAS INVOLVED IN AN ACCIDENT =NEPHEW WENT TO THE HOSPITAL TO GET CHECKED BUT HE DOES NOT FEEL ANY INJURIES AS OF YET =POLICE REPORT NOT FILED BECAUSE IT WAS A SINGLE CAR ACCIDENT =VEH RAN INTO A POST =VEH IS CURRENTLY AT BLOOMFIELD FORD =INSURANCE COMPANY WAS NOT NOTIFIED AS OF YET =DLRSH CONTACTED CUST AND ADV THAT THERE WAS \$3000 - \$4000 WORTH IN DAMAGES TO THE VEH =CUST HAS NOT AUTHORIZED THE DLRSH TO START ANY OF THE WORK AS OF YET =CUST WOULD LIKE TO REPORT THE INCIDENT TO FORD AND SEEKING NEXT STEPS =CUST HAS NOT RECEIVED ANY RECALL LETTERS DEALER SAID; BLOOMFIELD FORD 1845 TELEGRAPH ROAD BLOOMFIELD HILLS, MI 48302 TEL: (248) 333-3000 CRC ADVISED. - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY

2/16/2005

FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT ===AS PER OASIS ===OUTSTANDING FIELD SERVICE ACTIONS 04S25 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT 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 04C09 - LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT REASON FOR THIS COMPLIANCE RECALL

*Tanya Roquemore
Litigation Prevention
Denver/Kansas City Region
Telephone: 313/390-3594
Fax: 313/845-6002*

2/16/2005

All Action Details for Issue

Print

VIN: 1FMYU021X4K [REDACTED] Year: 2004 Model: ESCAPE Case: 1586930405
 Name: [REDACTED] Owner Status: Original WSD: 2003-10-31
 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

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 20035 BLOOMFIELD FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 19000 MI Comm Type: PHONE
 Analyst Name: PEPPI DIMITROPOULOS Analyst: PDIMITRO
 Action Date: 02/09/2005 Action Time: 16:18:12.704 Action Data: Yes

Comments CUSTOMER SAID: =NEPHEW WAS DRIVING YESTERDAY AND THE ACCELERATOR PEDAL JAMMED OR GOT STUCK AND CUST COULD NOT STOP AND THE ENGINE STARTED TO SPEED UP =AS A RESULT OF THIS VEH WAS INVOLVED IN AN ACCIDENT =NEPHEW WENT TO THE HOSPITAL TO GET CHECKED BUT HE DOES NOT FEEL ANY INJURIES AS OF YET =POLICE REPORT NOT FILED BECAUSE IT WAS A SINGLE CAR ACCIDENT =VEH RAN INTO A POST =VEH IS CURRENTLY AT BLOOMFIELD FORD =INSURANCE COMPANY WAS NOT NOTIFIED AS OF YET =DLRSH CONTACTED CUST AND ADV THAT THERE WAS \$3000 - \$4000 WORTH IN DAMAGES TO THE VEH =CUST HAS NOT AUTHORIZED THE DLRSH TO START ANY OF THE WORK AS OF YET =CUST WOULD LIKE TO REPORT THE INCIDENT TO FORD AND SEEKING NEXT STEPS =CUST HAS NOT RECEIVED ANY RECALL LETTERS DEALER SAID: BLOOMFIELD FORD 1845 TELEGRAPH ROAD BLOOMFIELD HILLS, MI 48302 TEL: (248) 333-3000 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 ===AS PER OASIS ===OUTSTANDING FIELD SERVICE ACTIONS 04S25 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT 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 04C09 - LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT REASON FOR THIS COMPLIANCE RECALL

Data Element Name	Data Value
FIRE/ACCIDENT	A

pdA Code - 04496

Blainford - ME 248.333.3000 - Bloomfield MARK OR BRIAN Collision CTR.

Brian. (No Throttle cable problem - Drivability Tech.)

2/10/2005

All Action Details for Issue

Print

VIN: 1FMYU021X4K [REDACTED] Year: 2004 Model: ESCAPE Case: 1586930405
 Name: [REDACTED] Owner Status: Original WSD: 2003-10-31
 Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: RECALL/ONP - VEHICLE INVOLVEMENT Secondary Phone: [REDACTED]
 Issue Type: 03 CONCERN Issue Status: OPEN
 Initial Customer Contact:

Action: ADVISE CUST OF FSA/CSP; DOCUMENT CAMPAIGN NUMBER
 Dealer: 20035 BLOOMFIELD FORD, INC. Origin Desc: US INQUIRY CASE BASE
 Odometer: 19000 MI Comm Type: PHONE
 Analyst Name: PEPPY DIMITROPOULOS Analyst: PDIMITRO
 Action Date: 02/09/2005 Action Time: 16.20.54.031 Action Data: Yes

Comments CUSTOMER SAID: =NEPHEW WAS DRIVING YESTERDAY AND THE ACCELERATOR PEDAL JAMMED OR GOT STUCK AND CUST COULD NOT STOP AND THE ENGINE STARTED TO SPEED -UP =AS A RESULT OF THIS VEH WAS INVOLVED IN AN ACCIDENT =NEPHEW WENT TO THE HOSPITAL TO GET CHECKED BUT HE DOES NOT FEEL ANY INJURIES AS OF YET =POLICE REPORT NOT FILED BECAUSE IT WAS A SINGLE CAR ACCIDENT =VEH RAN INTO A POST =VEH IS CURRENTLY AT BLOOMFIELD FORD =INSURANCE COMPANY WAS NOT NOTIFIED AS OF YET =DLRSH CONTACTED CUST AND ADV THAT THERE WAS \$3000 - \$4000 WORTH IN DAMAGES TO THE VEH =CUST HAS NOT AUTHORIZED THE DLRSH TO START ANY OF THE WORK AS OF YET =CUST WOULD LIKE TO REPORT THE INCIDENT TO FORD AND SEEKING NEXT STEPS =CUST HAS NOT RECEIVED ANY RECALL LETTERS DEALER SAID: BLOOMFIELD FORD 1845 TELEGRAPH ROAD BLOOMFIELD HILLS, MI 48302 TEL: (248) 333-3000 CRC ADVISED: PLEASE ADVISE THE CUSTOMER OF THE INFORMATION FOUND IN THE CUSTOMER LETTER OR THE SEARCH ENGINE Q&A. PLEASE DOCUMENT ANY INFORMATION YOU PROVIDE TO THE CUSTOMER. =OASIS= OUTSTANDING FIELD SERVICE ACTIONS 04S25 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT 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 04C09 - LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT REASON FOR THIS COMPLIANCE RECALL ON AFFECTED VEHICLES, THE LIFTGATE LATCHING SYSTEM DOES NOT FULFILL THE FMVSS 206 INERTIA LOAD REQUIREMENT. IF THE LIFTGATE IS LEFT UNLOCKED, THERE IS THE POTENTIAL THAT IT MAY OPEN DURING A SEVERE COLLISION.

Data Element Name	Data Value
FSA/CSP CAMPAIGN NUMBER	04S25
FSA/CSP CAMPAIGN NUMBER	04C09



2/10/2005

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] MI [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
1FMYU021X4K [REDACTED]	2004	ESCAPE	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	Oasis Warranty History
		Open Issues Exist			

[REDACTED]

2/10/2005

VEHICLE DETAIL

VIN: 1FMYU021X4K [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: 10/31/2003
 GCWR: Vehicle Build Date: 7/18/2003
 PEP Code: 120A

Selling Dealers Name: STARK HICKEY WEST, INC.
 Selling Dealers P & A Code: 02653 Selling Dealers Sales Code: F48036
 Selling Dealers Main Phone: 313-538-6600 Selling Dealers Service Phone: 313-538-6600

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 4 K A 2 8 8 9 2 1 0 3 7 P C 2 0 5 F M 7 0 2 3 F E 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 Z 5 8 3 G B N 4 8 D 0 4 6 E 2 G 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 X 2 3 1 2 0 A 9 1 4 M I A
 1 2 3 4 5 6 7 8 9 160

[REDACTED] 2/10/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
48-DETROIT	48-DETROIT	C	A1	04486	F48049

Dealer Name:	BLOOMFIELD FORD				
Dealer Address:	1845 TELEGRAPH ROAD BLOOMFIELD HILLS MI 48302				
Dealer Main Phone:	248-333-3000	Dealer Service Phone:	248-333-3000		

Position	Employee Name
PARTS MANAGER	ROBERT GRUTTA
PARTS & SERVICE DIRECTOR	DAVID MIXA
SALES MANAGER	KEVIN K KOBAK
SALES MANAGER	JON WHITFIELD
SALES MANAGER	DAVID E REKUC

Service Hours: MON & THUR 7:30AM-8PM. TUES, WED & FRI 7:30AM-6PM

Directions:

Trained: Y

Additional Information:

2/14/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	53-KANSAS CITY	W	B7	20035	F53393

Dealer Name:	BLOOMFIELD FORD, INC.	
Dealer Address:	502 E FRANKLIN BLOOMFIELD IA 52537	
Dealer Main Phone:	515-664-2180	Dealer Service Phone: --

Position	Employee Name
DEALER/PARTNER	JOHN D SCHROEDER
PARTS MANAGER	MARK C OSTERHAUS
SALES MANAGER	MARIDYTH A MAAS
SERVICE MANAGER	JEFFRIE R ANDERSON

Service Hours	M-F 7:30 - 5:00 SAT 7:30 - 12:00
Directions	
Trained	Y
Additional Information	SELECT DEALER REGION FAX: 515 664 1858

ESP / Recall Information

VIN: 1FMYU021X4K [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		

Michael Moore

[REDACTED] 2/10/2005

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMYU021X4K [REDACTED]
 Model Year: 2004
 Vch Type: T
 Inv. Dealer: 02745
 Vehicle Status Code: 800

(Related Claims)

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: - 5 DOOR LIGHT TRUCK
 Version/Series: T/EF - FORD SERIES
 Body Shell: *
 Navis Eng Serial No: *
 Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
 Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8-----#
 E1331 270603971641086 1G 752 AB

Trace Trans Serial No:

A4221 19060331700674 3L8P 7000 GC 71

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 18-JUL-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 148036 -+
 Country: USA - ##### Selling Dir St/Prov: MI
 Buyer St/Prov: MI
 Arrival Date: 23-JUL-2003 Red Carpet Lease: 1
 Sale Date: 31-OCT-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 31-OCT-2003 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 31-OCT-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----10-----#
 U024KA2H892103 7P C 2 05FN70Z 3F E 496 73 5 3 22 5 #3CB N 48D046D 2 C2 W2A 3 E1
 FMYX23 120A 914MI A

PE12-019 000820 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:	PN3AB - REDFIRE
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]	Suspn Tandem Axle:	
Color(Trim):	000NC -	Tire Manufacturer:	AD - General
Delivery Type:	P	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_4602403 RF: ACUU_4601703
 LR: ACUU_4602303 RR: ACUU_4602303
 LI: * RI: *
 SPARE: T714_BAH2003 DOT Plant Manufacturer: AC - GENERAL TIRE CO., CHARLOTTE, NORTH CAROLINA, UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

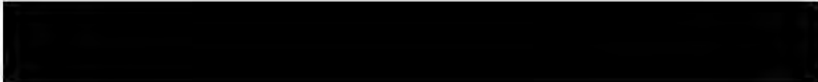
ESP Code:	* Emission Code:	DGABJ - DGABJ
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	LRR
ESP Plan Year:	* Engine Family:	4FMXT0301FE
ESP Signature Date:		

Any comments? You can contact



webmaster

PE12-019 000821 LP



Can't find claims for VIN Code

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
-----	--------	---------	---------	----------	------------	------------	----------	----------	---------	-----------	-----------	----------------	----------	-----	-----	-----	------	------	------	-----	-----	-----	----

Any comments? You can contact



webmaster

Roquemore, Tanya (T.)

From: Roquemore, Tanya (T.)
Sent: Monday, February 14, 2005 10:31 AM
To: Bedi, Gita (G.B.)
Cc: Black, Kevin (K.W.)
Subject: Product Liability Case 1586930405

Gita and Kevin

Would you please have a look at the customer vehicle below. Open recalls. Dealership is (Bloomfield Ford/MI) stated that they would like to have FSE check vehicle. Please advise.

VIN: 1FMYU021Y4	Year: 2004	Model: ESCAPE	Case: 1586930405
Name: [REDACTED]	Owner Status: Original	WSD: 2003-10-31	
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: INVESTIGATION		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Dealer: 20035 BLOOMFIELD FORD, INC. **Origin Desc:** US CONCERN CASE BASE
Odometer: 19000 MI **Comm Type:** PHONE
Analyst Name: PEPPI DIMITROPOULOS **Analyst:** PDIMITRO
Action Date: 02/09/2005 **Action Time:** 16 18 12.704 **Action Data:** Yes

Comments CUSTOMER SAID: =NEPHEW WAS DRIVING YESTERDAY AND THE ACCELERATOR PEDAL JAMMED OR GOT STUCK AND CUST COULD NOT STOP AND TEH ENGIEN STARTED TO SPEED -UP =AS A RESULT OF THIS VEH WAS INVOLVED IN AN ACCIDENT =NEPHEW WENT TO THE HOSPITAL TO GET CHECKED BUT HE DOES NOT FEEL ANY INJURIES AS OF YET =POLICE REPORT NOT FILED BECAUSE IT WAS A SINGLE CAR ACCIDENT =VEH RAN INTO A POST =VEH IS CURRENTLY AT BLOOMFIELD FORD =INSURANCE COMPANY WAS NOT NOTIFIED AS OF YET =DLRSH CONTACTED CUST AND ADV THAT THERE WAS \$3000 - \$4000 WORTH IN DAMAGES TO THE VEH =CUST HAS NOT AUTHORIZED THE DLRSH TO START ANY OF THE WORK AS OF YET =CUST WOULD LIKE TO REPORT THE INCIDENT TO FORD AND SEEKING NEXT STEPS =CUST HAS NOT RECEIVED ANY RECALL LETTERS DEALER SAID: BLOOMFIELD FORD 1845 TELEGRAPH ROAD BLOOMFIELD HILLS, MI 48302 TEL: (248) 333-3000 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. ===AS PER OASIS ===-OUTSTANDING FIELD SERVICE ACTIONS 04S25 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT 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 04C09 - LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT REASON FOR THIS COMPLIANCE RECALL

*Tanya Roquemore
 Litigation Prevention
 Denver/Kansas City Region
 Telephone: 313/390-3594*

2/14/2005

From: 313/845-6002

2/14/2005

Roquemoire, Tanya (T.)

From: Domka, John (J.J.)
Sent: Tuesday, March 01, 2005 6:48 PM
To: Roquemoire, Tanya (T.)
Subject: RE: Product Liability Case 1586930405

Thanks you Tanya!!!!!!!!!!!!!!

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

From: Roquemoire, Tanya (T.)
Sent: Tuesday, March 01, 2005 11:38 AM
To: Domka, John (J.J.)
Subject: RE: Product Liability Case 1586930405

The request for inspection has been filled out.

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

From: Domka, John (J.J.)
Sent: Tuesday, March 01, 2005 7:33 AM
To: Roquemoire, Tanya (T.)
Cc: McDonald, Joseph (J.); Domka, John (J.J.)
Subject: FW: Product Liability Case 1586930405

Tanya

I was asked by Kevin Black to perform a vehicle investigation on the vehicle mentioned below. Which I did perform. Can you please go to the Field Quality Engineer (FQE) site (<http://www.techhotline.ford.com/fqe/index2.asp?>) and fill out a request for the inspection, so it can be documented and my management can acknowledge that this was an official request from your office?

Once at the FQE Website:

- go to the bottom of the page and
- click on Start FQE request process (green)
- Then click on vehicle inspection, as well as safety and put in your full phone #.
- click on continue and fill out the form with the requested information and submit.

Thanks!!!!!!!

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

From: Black, Kevin (K.W.)
Sent: Tuesday, February 22, 2005 8:28 PM
To: Domka, John (J.J.)
Subject: FW: Product Liability Case 1586930405

John,

3/2/2005

Here is the E-mail concerning the vehicle at Bloomfield Ford, which I spoke to you about today. Thank you for helping me out with the inspection of this vehicle.

Kevin Black

Field Service Engineer
 Ford Motor Company
 313-390-3611
 "kblack4@ford.com"

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

From: Roquemore, Tanya (T.)
Sent: Monday, February 14, 2005 10:31 AM
To: Bedi, Gita (G.B.)
Cc: Black, Kevin (K.W.)
Subject: Product Liability Case 1586930405

Gita and Kevin

Would you please have a look at the customer vehicle below. Open recalls. Dealership is (Bloomfield Ford/MI) stated that they would like to have FSE check vehicle. Please advise.

VIN: 1FMYU021X4K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 1586930405
Name: [REDACTED]	Owner Status: Original	WSD: 2003-10-31	
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: INVESTIGATION		

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 20035 BLOOMFIELD FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 19000 MI Comm Type: PHONE
 Analyst Name: PEPE DIMITROPOULOS Analyst: PDIMITRO
 Action Date: 02/09/2005 Action Time: 16.18.12.704 Action Data: Yes

Comments CUSTOMER SAID: =NEPHEW WAS DRIVING YESTERDAY AND THE ACCELERATOR PEDAL JAMMED OR GOT STUCK AND CUST COULD NOT STOP AND THE ENGINE STARTED TO SPEED-UP =AS A RESULT OF THIS VEH WAS INVOLVED IN AN ACCIDENT =NEPHEW WENT TO THE HOSPITAL TO GET CHECKED BUT HE DOES NOT FEEL ANY INJURIES AS OF YET =POLICE REPORT NOT FILED BECAUSE IT WAS A SINGLE CAR ACCIDENT =VEH RAN INTO A POST =VEH IS CURRENTLY AT BLOOMFIELD FORD =INSURANCE COMPANY WAS NOT NOTIFIED AS OF YET =DLRSH CONTACTED CUST AND ADV THAT THERE WAS \$3000 - \$4000 WORTH IN DAMAGES TO THE VEH =CUST HAS NOT AUTHORIZED THE DLRSH TO START ANY OF THE WORK AS OF YET =CUST WOULD LIKE TO REPORT THE INCIDENT TO FORD AND SEEKING NEXT STEPS =CUST HAS NOT RECEIVED ANY RECALL LETTERS DEALER SAID: BLOOMFIELD FORD 1845 TELEGRAPH ROAD BLOOMFIELD HILLS, MI 48302 TEL: (248) 333-3000 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 ===AS PER OASIS ===OUTSTANDING FIELD SERVICE ACTIONS 04525 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT 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

3/2/2005

OWNER, DEALERS ARE TO REPLACE THE ACCELERATOR CABLE WITH A NEWLY DESIGNED CABLE
04C09 - LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT
REASON FOR THIS COMPLIANCE RECALL

*Janya Roquemore
Litigation Prevention
Denver/Kansas City Region
Telephone: 313/390-3594
Fax: 313/845-6002*

3/2/2005



Action Detail

VIN: 1FMYU92123K [REDACTED] Year: 2003 Model: ESCAPE Case: 637860265
Name: [REDACTED] Owner Status: Original WSD: 2003-07-14
Symptom Desc: VIBRATION DECELERATION Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED Dealer: CAPITOL MOTOR COMPANY
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 20403
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
Odometer: 47000 MI Comm Type: MAIL
Action Date: 01/28/2005 Action Time: 12:08:59:943 Action Data: No
Analyst Name: TANYA ROQUEMORE (TROQUEMO) Analyst: TROQUEMO

COMMENTS: NO RESPONSE FROM CUSTOMER, LPA SENDING PREVIOUS INSURANCE COMPANY INVOLVED LETTER.

[REDACTED] 1/28/2005



Consumer Affairs

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

Sent Via U S Mail

January 28, 2005

[REDACTED]
Los Alamos, NM [REDACTED]

RE: 2003 Escape

VIN: 1FMYU92123K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2003 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 their 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,

COPY

Tanya Roquemore
Consumer Affairs



All Action Details for Issue

Print

VIN: 1FMYU92123K [REDACTED] Year: 2003 Model: ESCAPE Case: 637860265
 Name: [REDACTED] Owner Status: Original WSD: 2003-07-14
 Symptom Desc: VIBRATION DECELERATION 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: 20403 CAPITOL MOTOR COMPANY Origin Desc: US CONCERN CASE BASE
 Odometer: 47000 MI Comm Type: PHONE
 Analyst Name: ADAMSON KEISHA Analyst: KADAMSO2
 Action Date: 01/26/2005 Action Time: 17.43.06.312 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
PRISCILLA		HALL		SPOUSE

Comments CUSTOMER SAID: CUST STATE THAT THERE IS A RECALL ON THE VEH CUST STATE THAT THE ACCIDENT WAS JAN 7 /05 ABOUT 5:20 PM CUST SAID THAT SHE WAS IN A CRASH . CUST WAS AT A DEAD STOP. CUST TOOK HER FEET OFF THE BRAKE AND THEN SHE HIT THE OTHER VEH,, CUST STATE THAT THE POLICE WAS NOT CALLED....CUST STATE THAT SHE CONTACT THE INSURANCE COMPANY CUST VEH IS AT A REPAIR SHOP. CUST STATE THAT SHE FEEL THAT THIS IS REPLATED TO THE RECALL THAT SHE HAVE,, CALLING TO INFORM FORD FELL THAT THE RECALL IS RELATED TO THE ACCIDENT, DEALER SAID: CAPITOL MOTOR COMPANY 4490 CERRILLOS ROAD SANTA FE, NM 87505 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

*Cust. Involved.
 C + F Collision - Shop.*

- A plus



1/27/2005

Customer Info

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

[REDACTED]
1/27/2005

ESP / Recall Information

VIN: 1FMYU92123H [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]

1/27/2005

Hyundai 96404

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
56-DENVER	56-DENVER	E	C1	20403	F56506

Dealer Name: CAPITOL MOTOR COMPANY
 Dealer Address: 4490 CERRILLOS ROAD SANTA FE NM 87505
 Dealer Main Phone: 505-473-3673 Dealer Service Phone: 505-473-3673

Position	Employee Name
GENERAL MANAGER	MARC BRANDT
PARTS MANAGER	LEONARD C LEROUGE
PARTS & SERVICE DIRECTOR	MICHAEL BRANDT
SALES MANAGER	SCOTT L PETERSON
SALES MANAGER	CESAR M LARRIVA
SALES MANAGER	DAVID G WRIGHT
SALES MANAGER	MICHAEL R LARA
SALES MANAGER	TONY GARCIA
SALES MANAGER	MARK SCHWANER
SERVICE MANAGER	JAMES V NICKOLATOS

Service Hours: 7:30 - 5:30 FAX: 505 471-7770
 Directions:
 Trained: Y
 Additional Information: LSG ENROLLED

Paul @ Body Shop -
 Ins. Comp. / CLAIM -
 Est. Damage - 3,284.00



1/27/2005

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU92123K [REDACTED]	2003	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History

Open Issues Exist



1/27/2005

VEHICLE DETAIL

VIN: 1FMYU92123K [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: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 7/14/2003
 GCWR: Vehicle Build Date: 4/3/2003
 PEP Code: 220B

Selling Dealers Name: CAPITOL MOTOR COMPANY
 Selling Dealers P & A Code: 20403 Selling Dealers Sales Code: F56506
 Selling Dealers Main Phone: 505-473-3673 Selling Dealers Service Phone: 505-473-3673

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 D 4 0 0 1 4 1 0 3 3 P 4 2 1 3 C 1 7 6 8 C C E 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 V 8 3 G N 5 6 E 5 0 6 L 1 Y Z W H 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 3 1 2 2 0 B 9 1 4 N M L
 1 2 3 4 5 6 7 8 9 160

1/27/2005

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMYU92123K [REDACTED]
 Model Year: 2003
 Veh Type: T
 Inv. Dealer: 20403
 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-----
 01321 26030300016086 16 752 AB

Trace Trans Serial No:

A4221 25030330640679 3L8P 7000 HB 01

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 03-APR-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 156506 - *
 Country: USA - ##### Selling Dlr St/Prov: NM
 Buyer St/Prov: NM
 Arrival Date: 16-APR-2003 Red Carpet Lease: *
 Sale Date: 14-JUL-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 14-JUL-2003 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 14-JUL-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----10-----11-----12-----
 U923KD400141033 P 4 2 13C1768 CC 2 469 7J 3 22 V 83G H 56506L I Y2 WH 3 11
 FMY231 2208 01498 L

PE12-019 000837 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:	AZ - ELCTR AM/FM STRO/DISC/CLK
Calibration Code:	3M1 ID30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000BY -	Tire Manufacturer:	AD - General
Delivery Type:	0	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_4600703 RF: ACUU_4600703
 LR: ACUU_4600703 RR: ACUU_4600703
 LI: * RI: *
 SPARE: T714_BA114902 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



Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 27-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
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Any comments? You can contact



webmaster

PE12-019 000839 LP



=1FMYU92123K



1/27/2005



Sent Via U.S. Mail

November 12, 2007

[REDACTED]
Mont Alto, PA [REDACTED]

RE: 2001 Escape
VIN: 1FMYU04111K [REDACTED]
Case # 417363137

Dear [REDACTED]

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.

Additionally, we would like to remind you that your vehicle is included in field service action (recall) 07S51 which involves the ABS module connector. In a small percentage of the affected vehicles, the Anti-Lock Brake System (ABS) module connector may have missing or dislodged wire seals. This condition could allow contamination to enter the module connector, creating a potential for an electrical short. An electrical short might cause an ABS malfunction that would illuminate the ABS warning light, and in some cases, the module may overheat resulting in burning odor, smoke, and/or fire. This condition could occur either when the vehicle ignition switch is in the off position or while the vehicle is being operated.

Please contact your Ford dealership as soon as possible and schedule an inspection to have this recall performed free of charge.

Thank you for contacting us

Respectfully yours,



Marcel Miclea
Consumer Affairs

Action Detail

VIN: 1FMYU04111K [REDACTED] Year: 2001 Model: ESCAPE Case: 417363137
 Name: [REDACTED] Owner Status: Original WSD: 2001-05-14
 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: KEYSTONE FORD
 Origin Desc: US CONCERN CASE BASE P & A Code: 00072
 Action Desc: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
 Odometer: 200000 MI Comm Type: PHONE
 Action Date: 11/09/2007 Action Time: 11:35:36:907 Action Data: No
 Analyst Name: CHRISTIAN KENNETH Analyst: KCHRIS42

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
DIANE	F	HARRIS	7173770947	SPOUSE

COMMENTS: CUSTOMER SAID: [REDACTED] PHONE [REDACTED] ACCIDENT HAPPENED ON 11-8-07- CUST LET OFF THE BREAK AND VEH LURCHED FOR FORWARD (SAYS INDEPENDENT GARAGE SAYS CRUISE CONTROL MAY HAVE BEEN INADVERTENTLY ACTIVATED DUE TO IT RUBBING ON THE ENGINE)- MAN IN OTHER VEH SAID THAT HE WAS GOING TO GO HAVE BACK CHECKED OUT - WAS IN WILKESBARRE COMING OFF THE 168 EXIT, NEAR HIGHLAND PARK DRIVE - POLICE REPORT WAS FILED - CUST JUST GOT A NOTICE OF ACCIDENT REPORT NO INFO ON THE ACCIDENT - POLICE REPORT #075998 FILED IN WILKESBARRE- CUST HAS FILED CLAIM WITH INSURANCE COMPANY - STATUS UNKNOWN- VEH IS REPAIRABLE ONLY DAMAGE IS TO THE LEFT SIDE OF THE BUMPER (VEH IS AT FORD DLR GETTING SPEED SYSTEM LOOKED AT) - WAS CALLING TO SEE IF ANY RECALLS IN REGARD TO THIS SITUATIONDEALER SAID: KEYSTONE FORD301 SOUTH ANTRIM WAY GREENCASTLE, PA 17225TEL:(717) 597-2103CRC ADVISED: THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. YOU WILL RECEIVE WRITTEN CONTACT WITHIN 10 BUSINESS DAYS.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUE. - ALL INFORMATION VEH VERIFIED

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[REDACTED] 11/12/2007

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] MONT ALTO PA [REDACTED]
Country: USA Language: EN
Cell Phone: 717-377-6154 Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email [REDACTED]

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[REDACTED] 11/12/2007

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
N4-WASHINGTON	27-WASHINGTON	C	A04	00072	F27523

Dealer Name: KEYSTONE FORD
Dealer Address: 301 WALKER ROAD
 CHAMBERSBURG PA 17201
Dealer Main Phone: 717-597-2103

Position	Employee Name
DEALER/PARTNER	ALDINE MARTIN
GENERAL MANAGER	CLAYTON BLACK
GENERAL MANAGER	DON L HILL
PARTS MANAGER	FREDERICK R KAISER
PARTS MANAGER	DAVID W LOWRY
PARTS & SERVICE DIRECTOR	DOUGLAS BARD
SALES MANAGER	CHAD M SITES
SALES MANAGER	Dennis L Cook, Jr
SALES MANAGER	William K SITES
SALES MANAGER	CAROL BOND
SALES MANAGER	FRANKLIN D BLOOD
SALES MANAGER	Timothy R Foor
SERVICE MANAGER	BYRON J KELLER
SERVICE MANAGER	STACEY L BARTLES

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11/12/2007

ESP / Recall Information

VIN: 1FMYU04111K [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		
03S10	SAFETY RECALL	SEATBELT BUCKLE COVER	CLOSE - REPAIRED	2004-09-01	00072USAF27523
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-09-01	00072USAF27523
07S51	SAFETY RECALL	PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE CONNECTOR INSPECTION	OPEN - LAUNCHED		

[REDACTED] 11/12/2007

OASIS RESULT:

1FMYU04111K [REDACTED]

11/12/2007
08:35:39
FCXWS447

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VEHICLE INFORMATION

VEHICLE DESCRIPTION

2001 ESCAPE

BODY STYLE

4 DR XLT MPV 4X4

ENGINE

3.0L DURATEC-VE(VE6)

TRANSMISSION

CD4E AUTO TRANSAXLE

AXLE CODE

69

ENGINE CALIBRATION

0M11A30A

WARNING MESSAGES

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

ARN MESSAGES

GENERAL WARRANTY INFORMATION

WARRANTY START DATE

05/14/2001

BUILD DATE

04/27/2001

SALE MILEAGE

OUTSTANDING FIELD SERVICE ACTIONS

02M01

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

07S51

PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE CONNECTOR INSPECTION

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

WARRANTY REPAIR HISTORY

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU04111K [REDACTED]

Report Applies to Country Code: USA

VIN FSA Details	
* Confidential *	
VIN:	1FMYU04111K [REDACTED]
FSA Status:	Launched
Brand:	FORD
Manufacturing Country:	USA

FSA Details

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

Vehicle Details

Model Year:	2001	Assembly Plant:	KANSAS CITY PLANT BUILD
Vehicle Line:	FORD ESCAPE / MAZDA TRIBUTE	Production Date:	27-Apr-2001
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	14-May-2001
Vehicle Type Description:	TRUCK	Sale Date:	14-May-2001
VDM Vehicle Status:	800	Engine Tag Code:	1G754AB
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:	MONT ALTO	Phone #:	
State/Province:	Pennsylvania	E-Mail:	
ZIP/Postal Code:	17237 9636		
Country:	UNITED STATES		
Owner Effective Date:	13-Apr-2006	Vendor Applied Date:	19-Apr-2006
Vendor Match Code Description:	1-BOTH NAME AND ADDRESS MATCH		
N&A Source:	POLK	GCamp Applied Date:	17-Apr-2007
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	

11/12/2007

Fleet Status: Fleet Mgmt Code:
Company Car:

Historical Owner

Business Name:
Owner Name:
Address 1:
Address 2:
Address 3:
Address 4:
City: MONT ALTO
State/Province: Pennsylvania Phone #:
ZIP/Postal Code: 17237 9636 E-Mail:
Country: UNITED STATES

Owner Effective Date: 07-Jun-2001 Vendor Applied Date: 21-Jun-2002
Vendor Match Code Description: 1-BOTH NAME AND ADDRESS MATCH
N&A Source: POLK GCamp Applied Date: 01-Apr-2004
Mail Status: Active Mail Suppression Date:

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

Historical Owner

Business Name:
Owner Name:
Address 1:
Address 2:
Address 3:
Address 4:
City: MONT ALTO
State/Province: Pennsylvania Phone #:
ZIP/Postal Code: 17237 9636 E-Mail:
Country: UNITED STATES

Owner Effective Date: 07-Jun-2001 Vendor Applied Date:
Vendor Match Code Description: 1-BOTH NAME AND ADDRESS MATCH
N&A Source: POLK GCamp Applied Date: 06-Jan-2003
Mail Status: Active Mail Suppression Date:

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

Original Owner

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



Address 3:
 Address 4:
 City: MONT ALTO
 State/Province: Pennsylvania Phone #: 7177493446
 ZIP/Postal Code: 17237 E-Mail:
 Country: UNITED STATES

Owner Effective Date: 29-May-2001 Vendor Applied Date: 29-May-2001

N&A Source: NAVIS GCamp Applied Date: 11-Jul-2007
 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	01329	USA	F27584		Millsboro Ford
Ship-To	00072	USA	F27523		Keystone Ford
Stocking	00072	USA	F27523		Keystone Ford
Selling	00072	USA	F27523		Keystone Ford

FSA Details

VIN: 1FMYU04111K [REDACTED]

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

Global FSA: 00000511

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s): + 0 - TARGET SEGMENT
 - AA -

Supplement Code: 00- Original

P&A Code	GEO Sales	Responsible Dealer Sales Code	Sub Code	Description
09909	USA	F27522		Crest Ford

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	04-Dec-2002	
Display Eligibility	Y	04-Dec-2002	
Original Mail Eligibility	N	11-Jan-2003	
Follow up Mail	Y	11-Jan-2003	

VIN/FSA Vehicle Condition				
Code	Vehicle Condition	Begin Date	End Date	Source

Description	Release Date
MAILED - ORIGINAL NOTIFICATION	11-Jan-2003

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source



11/12/2007

Description		VIN/FSA Vehicle Status	Reason	Date
OPEN - LAUNCHED		Open		11-Jan-2003
Confirmed				04-Dec-2002

VIN FSA Mail History	
<input checked="" type="checkbox"/> Local FSA:02M01-#TUBE-MOUNTED EGR PRESSURE SEN...	Global FSA:00000511
Release:	OOWNER LETTER
Release Date:	11-Jan-2003
Mail Date:	15-Jan-2003 to 25-Jan-2003
Restricted Address:	No
Address:	[REDACTED] MONT ALTO, [REDACTED] UNITED STATES
Resp. Dealer:	09909USAF27522-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	07-Jun-2001
Note:	

VIN: 1FMYU0411K [REDACTED]	
Local FSA: 03S10 - SEATBELT BUCKLE COVER	Global FSA: 00000569

Hub: FORD NORTH AMERICA		Country: UNITED STATES
Segment / VIN Group(s):		Supplement Code:
+ 0 - TARGET SEGMENT - AA - VIN FILE UPLOAD0002 + 1 - SEGMENT TO FILL TABLE FOR CCMTA REQUEST - AA - VIN GROUP LABEL DESC. OF AA + 2 - FOLLOW-UP MAILING - AA - FOLLOW-UP VIN GROUP		B -

P&A Code	GEO Sales	Responsible Dealer Sales Code	Sub Code	Description
09909	USA	F27522		Crest Ford

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	02-Sep-2004	
Display Eligibility	N	02-Sep-2004	
Original Mail Eligibility	N	02-Sep-2004	
Follow up Mail	N	02-Sep-2004	

VIN/FSA Vehicle Condition				
Code	Vehicle Condition	Begin Date	End Date	Source

Description	Release Date
RELEASED TO APPROPRIATE SOURCE - FOLLOW-	28-May-2004
RELEASED TO APPROPRIATE SOURCE - ORIGINA	22-Jan-2004



11/12/2007

Status	System Date	Repair Date	Country	Repair		Option/Labor Code	Cost Source
				Dealer Code	Claim #		
CLOSE - REPAIRED	03-Sep-2004	01-Sep-2004	UNITED STATES	00072USAF27523	129003	B	35.19 GACES

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

VIN FSA Mail History

Local FSA:03S10-ISEATBELT BUCKLE COVER Global FSA:00000569

Release: OOWNER LETTER
 Release Date: 22-Jan-2004
 Mail Date: 02-Feb-2004 to 02-Feb-2004
 Restricted Address: No
 Address: [REDACTED]
 MONT ALTO [REDACTED]
 [REDACTED] UNITED STATES
 Resp. Dealer: 09909USAF27522-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 07-Jun-2001
 Note:

Local FSA:03S10-ISEATBELT BUCKLE COVER Global FSA:00000569

Release: FOWNER LETTER
 Release Date: 28-May-2004
 Mail Date: 16-Jul-2004 to 16-Jul-2004
 Restricted Address: No
 Address: [REDACTED]
 MONT ALTO PA [REDACTED]
 [REDACTED] UNITED STATES
 Resp. Dealer: 09909USAF27522-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 07-Jun-2001
 Note:

VIN: 1FMYU0411K [REDACTED]
 Local FSA: 04S13 - POWERTRAIN CONTROL MODULE RE-CALIBRATION Global FSA: 00010104

Hub: FORD NORTH AMERICA Country: UNITED STATES



11/12/2007

Segment / VIN Group(s):			Supplement Code:				
+ 0 - TARGETING SEGMENT - BB - 2001-2003Escape V6-KCAP-Recal			00- Original				
P&A Code	GEO Sales	Responsible Dealer		Description			
00072	USA	Sales Code F27523	Sub Code	Keystone Ford			
Eligibility Indicators							
Type	Indicator		Updated				
Repair Eligibility	N		02-Sep-2004				
Display Eligibility	N		02-Sep-2004				
Original Mail Eligibility	N		02-Sep-2004				
Follow up Mail	N		02-Sep-2004				
VIN/FSA Vehicle Condition							
Code	Vehicle Condition	Begin Date	End Date	Source			
Description				Release Date			
RELEASED TO APPROPRIATE SOURCE - FOLLOW-				29-Jul-2004			
RELEASED TO APPROPRIATE SOURCE - ORIGINA				16-Apr-2004			
EXTERNAL NAME AND ADDRESS APPLIED				01-Apr-2004			
Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	03-Sep-2004	01-Sep-2004	UNITED STATES	00072USAF27523	129003	B	25.99 GACES
VIN/FSA Vehicle Status							
Description		Reason		Date			
CLOSE - REPAIRED		Close		03-Sep-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:			DOWNER LETTER				
Release Date:			16-Apr-2004				
Mail Date:			21-Apr-2004 to 23-Apr-2004				
Restricted Address:			No				
Address:			<div style="background-color: black; width: 100%; height: 1.2em; margin-bottom: 2px;"></div> MONT ALTO PA <div style="background-color: black; width: 100%; height: 1.2em; margin-bottom: 2px;"></div> UNITED STATES				
Resp. Dealer:			00072USAF27523-				
Fleet Acct:							
Fleet Mgmt Loc:							
N&A Source:			POLK				
Owner Effective Date:			07-Jun-2001				
Note:							



Local FSA:04S13-□POWERTRAIN CONTROL MODULE RE-...		Global FSA:00010104
Release:	FPOSTCARD	
Release Date:	29-Jul-2004	
Mail Date:	23-Aug-2004 to 23-Aug-2004	
Restricted Address:	No	
Address:	ROBERT,HARRIS 413 GREENWOOD ST # 475 MONT ALTO,PA 17237 9636,UNITED STATES	
Resp. Dealer:	00072USAF27523-	
Fleet Acct:		
Fleet Mgmt Loc:		
N&A Source:	POLK	
Owner Effective Date:	07-Jun-2001	
Note:		

VIN: 1FMYU0411K [REDACTED]		
Local FSA: 07S51 - PERFORM PRIOR TO VEHICLE DELIVERY: ABS MODULE CONNECTOR INSPECTION		Global FSA: 00011799

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

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
00072	USA	F27523		Keystone Ford

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	02-Apr-2007	
Display Eligibility	Y	07-Apr-2007	
Original Mail Eligibility	N	18-Apr-2007	
Follow up Mail	Y	18-Apr-2007	

VIN/FSA Vehicle Condition				
Code	Vehicle Condition	Begin Date	End Date	Source

Description	Release Date
RELEASED TO APPROPRIATE SOURCE - FOLLOW-	11-Jul-2007
RELEASED TO APPROPRIATE SOURCE - ORIGINA	18-Apr-2007
EXTERNAL NAME AND ADDRESS APPLIED	17-Apr-2007

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source



11/12/2007

Description		VIN/FSA Vehicle Status	Reason	Date
OPEN - LAUNCHED		Open		07-Apr-2007
Confirmed				02-Apr-2007

VIN FSA Mail History		
<input type="checkbox"/>	Local FSA:07S51-ãPERFORM PRIOR TO VEHICLE DELI...	Global FSA:00011799
Release:	OWNER LETTER	
Release Date:	18-Apr-2007	
Mail Date:	23-Apr-2007 to 25-Apr-2007	
Restricted Address:	No	
Address:	<div style="background-color: black; width: 150px; height: 20px; margin-bottom: 5px;"></div> MONT ALTO, PA <div style="background-color: black; width: 100px; height: 15px; display: inline-block;"></div> UNITED STATES	
Resp. Dealer:	00072USAF27523-	
Fleet Acct:		
Fleet Mgmt Loc:		
N&A Source:	POLK	
Owner Effective Date:	13-Apr-2006	
Note:		
<input type="checkbox"/>	Local FSA:07S51-ãPERFORM PRIOR TO VEHICLE DELI...	Global FSA:00011799
Release:	FPOSTCARD	
Release Date:	11-Jul-2007	
Mail Date:	18-Jul-2007 to 18-Jul-2007	
Restricted Address:	No	
Address:	<div style="background-color: black; width: 150px; height: 20px; margin-bottom: 5px;"></div> MONT ALTO, PA <div style="background-color: black; width: 100px; height: 15px; display: inline-block;"></div> UNITED STATES	
Resp. Dealer:	00072USAF27523-	
Fleet Acct:		
Fleet Mgmt Loc:		
N&A Source:	POLK	
Owner Effective Date:	13-Apr-2006	
Note:		

FSA Counts			
FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
CUST SAT PGM - MULTI REPAIR	1	0	1
SAFETY RECALL	1	2	3
Total	2	2	4

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11/12/2007





Consumer Affairs

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

February 14, 2005

[REDACTED]
Riverside, IL [REDACTED]

RE: 2004 Ford Escape
VIN: 1FMYU03134K [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle.

Your concern has been thoroughly reviewed by a Ford field quality engineer. Because the FQE 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



Close an Issue

VIN: 1FMYU03134K [redacted] Year: 2004 Model: ESCAPE WSD: 2003-09-15
Name: [redacted] Primary Phone: 708-484-0863 Secondary Phone [redacted]
Address: [redacted]

Case Number: 1514550974 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT
Symptom: SURGE ACCELERATION ALL ENGINE TEMP
Dealer: F41022 - ANDERSON BROS.

Comm Type: MAIL Current Odometer Reading: 16637 MI
Action Category: CLOSING COMMENTS - REFER TO INS. CARRIER Odometer Reading: 16637 MI
Action: REFER TO INSURANCE CARRIER-NO FORD PRODUCT DEFECT FOUND(C)

Caller information if different from vehicle owner

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

No defect was found. This is an insurance issue. No further action needed.

Comments:

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>



2/14/2005

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
41-CHICAGO	41-CHICAGO	A	D1	01524	F41022

Dealer Name: ANDERSON BROS. FORD, INC.
Dealer Address: 6539 OGDEN AVE
 BERWYN IL 60402
Dealer Main Phone: 708-795-7900 **Dealer Service Phone:** 708-795-7900

Position	Employee Name
DEALER/PARTNER	ROBERT L ANDERSON, JR.
PARTS MANAGER	JERRY VESELSKY
PARTS & SERVICE DIRECTOR	ERVIN DVORAK JR
SALES MANAGER	GREGG BLAZEK
SALES MANAGER	JEFF BLANKENSHIP
SERVICE MANAGER	JOHN SMULSKI

2/14/2005

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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

Address: [REDACTED] RIVERSIDE IL [REDACTED]

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

Preferred Contact Time:

Email:



2/14/2005

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_5	PREF	BASE	SUFF	CCC	CD	DIST (Miles)				
1FMYU03134K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	18-JUN-2003	15-SEP-2003	141022	USA	7	6Y05	000001	*	MAINT	*	A9*	82	6772				
AWS Claim Key:		660851	Trx Code:		0714S	Labor Hrs:		0.7																	
Dir Cd-Sub Cd:		01524 - *	Name:			ANDERSON BROS. FORD, INC.		Ph:	708-7957900		St:	IL	Ctry Cd:		USA		Reg Cd:	NA		Repr Date:	06-APR-2004		Doc #:	58269101	
Cust Comments:		5000 MILE MAINTENANCE																							
Tech Comments:		CHNG OIL & FLTR CHK ALL FLUIDS & TIRE PRESSURE ROTATE TIRES																							
1FMYU03134E [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	18-JUN-2003	15-SEP-2003	141022	USA	10	6Y05	000001	*	MAINT	*	A9*	82	9579				
AWS Claim Key:		1132498	Trx Code:		0714S	Labor Hrs:		0.7																	
Dir Cd-Sub Cd:		01524 - *	Name:			ANDERSON BROS. FORD, INC.		Ph:	708-7957900		St:	IL	Ctry Cd:		USA		Reg Cd:	NA		Repr Date:	17-JUN-2004		Doc #:	100871A	
Cust Comments:		10000 MILE MAINTENANCE																							
Tech Comments:		CHNGD OIL & FILTER TOPPED OFF ALL FLUIDS & INSPCTD FILTERS CHK TIRE COND TN & RESET TIRE PRSSR MULTIPNT INSPCTN																							
1FMYU03134K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	18-JUN-2003	15-SEP-2003	141022	USA	13	6Y05	000001	*	MAINT	*	A9*	82	12681				
AWS Claim Key:		1866722	Trx Code:		0714S	Labor Hrs:		0.7																	
Dir Cd-Sub Cd:		01524 - *	Name:			ANDERSON BROS. FORD, INC.		Ph:	708-7957900		St:	IL	Ctry Cd:		USA		Reg Cd:	NA		Repr Date:	14-SEP-2004		Doc #:	103975A	
Cust Comments:		MAINTENANCE																							
Tech Comments:		CHANGE OIL & FILTER, MULTIPOINT INSPECTION																							

PE12-019 000860 LP



1FMYU03134K [REDACTED]

2/14/2005

ESP / Recall Information

VIN: 1FMYU03134K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2002 NEW 36/45,000 WTY EXT. & QCMPP (NORMAL) 5K
 Selling Dealer: ANDERSON BROS. FORD, INC.
 Deductible:
 Rental: 28
 Towing Allowance: 50

Status: Active
 Expiration Date: 2006-09-15
 Expiration Miles: 46,000
 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		
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 2/14/2005



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 Anderson P&A 01524 Region & State CHICAGO IL

BRID FORD

Contact Person John Smulski Phone # (708) 795-7900

CUSTOMER/VEHICLE INFORMATION:

New or Used NEW WSD 091512003 Year/Model 2004 ESCAPE

VIN 1FMYU03134X Mileage 16637

Customer Name _____

Address _____

City RIVERSIDE County COOK State IL Zip code _____

Home Phone _____ Work Phone (____) _____

DETAILS of INCIDENT:

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

Medical Attention Sought: Y/

Date of Incident 08/10/05

Is customer alleging a component defect caused the incident? N If yes, what type & details 0425 ACCELERATOR CABLE PSA IS OPEN

Was a police report filed? Y/ If yes, where _____

Has the Insurance Company been contacted? Y/ 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? LD

City _____ State _____ Zip _____

RESOLUTION that CUSTOMER is SEEKING:

SEE ATTACHED

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER ATTACHMENTS? Y/ N, PAGES: 2

Fax to: (813) 845-5668, or (813) 845-5550

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED




To Whom It May Concern:

02-11-2005

The customer contacted me on 02-10-2005 stating that she has been in an accident with her 2004 Ford Escape. Vin: **1FMYU03134K** [REDACTED] Miles: 16637. She stated when she was backing up in a downtown garage she hit the gas and the accelerator stuck causing the vehicle to hit a pole. She stated that she was holding down the brake because the vehicle was still accelerator then the vehicle spun around and hit the pole again. The damage to the vehicle is to the right side quarter and the right side front door, fender and right side rear door. Dan Myers FQE From Ford Motor Company came out to look at the vehicle upon my request on 02-11-05. Please contact Dan Myers at (563) 505-9002 For inspection results.

John Smulski



Service Manager

Action Detail

Print Action Detail

VIN: 1FMYU03134K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 1514550974
Name: [REDACTED]	Owner Status: Original	WSD: 2003-09-15	
Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: ANDERSON BROS. FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD		P & A Code: 01524	
Odometer: 16637 MI	Comm Type: FAX		
Action Date: 02/14/2005	Action Time: 11:24:04:617	Action Data: Yes	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY*****FAX RECEIVED 2-11-05. DEALER CONTACT: JOHN SMULSKI. CUSTOMER ALLEGES WHILE BACKING UP, SHE HIT THE GAS AND THE ACCELERATOR STUCK, CAUSING THE VEHICLE TO HIT A POLE CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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

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

[REDACTED] 2/14/2005

Update an Issue

VIN: 1FMYU03134K [REDACTED] Year: 2004 Model: ESCAPE WSD: 2003-09-15

Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]

Address: [REDACTED]

Case Number: 1514550974

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT

Symptom: SURGE ACCELERATION ALL ENGINE TEMP

Dealer: F41022 - ANDERSON BROS.

Comm Type: OTHER

Current Odometer Reading: 16637 MI

Action Category: MISCELLANEOUS

Odometer Reading: 16637 MI

Action: INFORMATIONAL CALL/FAX(N)

Caller information if different from vehicle owner

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

Vehicle was inspected by and FQE (dealer called FQE for inspection)

Comments:

OASIS

Warranty History

ESP/Recall

<<BACK

CANCEL

FINISH>>

[REDACTED] 2/14/2005



HP LaserJet 4100 MFP



Ford
3138455668
02/07/2006 10:25 AM

Facsimile Report

Job	Date/Time	Type	Identification	Duration	Pages	Result
465	02/07 10:24 AM	Send	917166342089	00'51	2	OK



Facsimile Cover Sheet

DATE: 2/3/06
TO: Brad Eisenhardt
COMPANY: Al Maroone Ford
PHONE: 716-634-2000
FAX: 716-634-2089
RE: Charles Henry

FROM: Wannetta Hill
COMPANY: Ford Motor Company, Consumer Affairs
16800 Executive Plaza Drive
Dearborn, MI 48126-4207
Mail Drop 3NE-339

PHONE: (313) 845-5670
FAX: (313) 845-5668

NUMBER OF PAGES: 2 including cover sheet

COMMENTS: Attached is a copy of the reply letter that will be sent to the customer.



Consumer Affairs

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

February 3, 2006

Sent Via U.S. Mail

[REDACTED]
Clarence Center, NY [REDACTED]

RE: 2003 Escape
VIN: 1FMYU93173K [REDACTED]

Dear [REDACTED]

Al Maroone Ford contacted our office regarding your concern.

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

We appreciate the opportunity to review your request.

Respectfully yours,

Wannetta Hill

Wannetta Hill
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMYU93173K [REDACTED] Year: 2003 Model: ESCAPE Case: 1570490306
 Name: [REDACTED] Owner Status: Original WSD: 2003-04-16
 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

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT
 Dealer: 00744 AL MAROONEFORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Odometer: 24981 MI Comm Type: EMAIL
 Analyst Name: LEICH, CHERIE Analyst: CLEICH
 Action Date: 02/02/2006 Action Time: 15.32.28.752 Action Data: Yes

Comments *****PRODUCT LIABILITY*****EMAIL RECEIVED 2-1-06. DEALER CONTACT: BRAD EISENHARDT. CUSTOMER ALLEGES ACCELERATOR CABLE STUCK, CAUSING AN ACCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	WHILL2

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 00744 AL MAROONEFORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 24981 MI Comm Type: OTHER
 Analyst Name: HILL, WANNETTA Analyst: WHILL2
 Action Date: 02/03/2006 Action Time: 10.42.02.797 Action Data: No

Comments LPA SPOKE WITH THE DLR AND WAS ADVISED BY BRAD EISENHARDT THAT THE DEALERSHIP INSPECTED THE VEHICLE AND NO DEFECTS WERE DETECTED. IN ADDITION THE INSURANCE COMPANY HAS ALSO INSPECTED THE VEHICLE. LPA ADVISED THE DLR THAT NO ADDITIONAL ACTION WILL TAKE PLACE. THE INSURANCE COMPANY HAS A RIGHT TO FILE A SUBROGATION CLAIM IF THEY SEEK TO PURSUE THE MATTER. **LPA WILL FAX DLR A COPY OF DECISION LETTER, ORIGINAL WILL BE MAILED TO THE CUSTOMER**

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 00744 AL MAROONEFORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 24981 MI Comm Type: MAIL
 Analyst Name: HILL, WANNETTA Analyst: WHILL2
 Action Date: 02/03/2006 Action Time: 10.42.36.705 Action Data: No

Comments LPA SPOKE WITH THE DLR AND WAS ADVISED BY BRAD EISENHARDT THAT THE DEALERSHIP INSPECTED THE VEHICLE AND NO DEFECTS WERE DETECTED. IN ADDITION THE INSURANCE COMPANY HAS ALSO INSPECTED THE VEHICLE. LPA ADVISED THE DLR THAT NO ADDITIONAL ACTION WILL TAKE PLACE. THE INSURANCE COMPANY HAS A RIGHT TO FILE A SUBROGATION CLAIM IF THEY SEEK TO PURSUE THE MATTER. **LPA WILL FAX DLR A COPY OF DECISION LETTER, ORIGINAL WILL BE MAILED TO THE CUSTOMER**



2/7/2006

Ford Confidential



2/7/2006

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Wednesday, February 01, 2006 11:12 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Markets

Dealership Name: AL MAROONE FORD
Requesting Dealer: AL MAROONE FORD
Contact Person: BRAD EISENHARDT
Telephone: 716-634-2000
Email Address: EisenhardtB@autonation.com
PA Code: 00744
Region: great lakes
City: BUFFALO
Dealer State: NY
Fax Number: 716-634-2089
WSD: 04.16.2003
Vehicle Year: 2003
Vehicle Model: ESCAPE
Vehicle VIN: 1FMYU93173K [REDACTED]
Mileage: 24981
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: CLARENCE CENTER
State: New York
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 44 - Pittsburgh
Incident Involves: Accident
Date of Incident: 01/27/2006
County in which incident occurred: ERIE
Is Alleging Defect: Yes
Alleging defect detail: ACCL CABLE STUCK, RECALL PREV COMPLETED ON VEHICLE JAN 2005
Police Report Filed: Yes
Police Report detail: UNKNOWN
Insurance Company Contacted: Y
Insurance Company Advice: PEERLESS INS PEERLESS HAS SENT ADJUSTER AND INSPECTOR PEERLESS INS
Insurance Company Contact Information: UNKNOWN
Coach Builder State: AK - Alaska
Resolution Sought Detail: WANTS FOMOCO IS INSPECT AND CONFIRM VEHICLE IS SAFE TO DRIVE. CERTIFIED STATEMENT.
Comments: WE INSPECTED ACCL CABLE SHOWS UPDATES PART INSTALLED AND EXHIBITS NO SIGNS OF BINDING OR STICKING AT THIS TIME.

2/1/2006

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
GL-GREAT LAKES	44-PITTSBURGH	M	E1	00744	F44012

Dealer Name: AL MAROONEFORD
 Dealer Address: 4045 TRANSIT ROAD
 WILLIAMSVILLE NY 14221
 Dealer Main Phone: 716-634-2000

Position	Employee Name
DEALER/PARTNER	MICHAEL MAROONE
GENERAL MANAGER	VINCENT J CARDONE
PARTS MANAGER	JEFFREY PUMM
SALES MANAGER	DANIEL PIETRAS
SALES MANAGER	KENNETH M KOMENDAT
SERVICE MANAGER	BRADLEY EISENHARDT

Service Hours 7:30 AM - 7:00 PM MONDAY THROUGH FRIDAY
 Directions
 Trained Y
 Additional Information LSG ENROLLED TOWING; 716-633-7276 DADSWELL'S

Ford Confidential

2/3/2006

Customer Info

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

Ford Confidential



2/3/2006

Action Detail

VIN: 1FMYU93173K0	Year: 2003	Model: ESCAPE	Print Action Detail
Name: [REDACTED]	Owner Status: Original	WSD: 2003-04-16	Case: 1570490306
Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP	Issue Status: OPEN	Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT	Issue Type: 07 LEGAL	Secondary Phone: [REDACTED]	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD	Comm Type: EMAIL	Dealer: AL MAROONE FORD	
Odometer: 24981 MI	Action Time: 15:32:28:753	P & A Code: 00744	
Action Date: 02/02/2006	Analyst: CLEICH	Action Data: Yes	
Analyst Name: LEICH,CHERIE			

COMMENTS: *****PRODUCT LIABILITY*****EMAIL RECEIVED 2-1-06. DEALER CONTACT: BRAD EISENHARDT. CUSTOMER ALLEGES ACCELERATOR CABLE STUCK, CAUSING AN ACCIDENT.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE

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

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



2/3/2006

ESP / Recall Information

VIN: 1FMYU93173K [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	2005-01-03	00744USAF44012

[REDACTED] 2/3/2006

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU93173K [REDACTED] Veh Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-06] Eng Serial No: *
 Model Year: 2003 Market Derived: F - FORD 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: * Body Cab Style: T/WE - 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 131202731077087 1G 754 AB

Trace Trans Serial No:

A4231 20120223541222 3L8P 7000 HB 81

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 09-JAN-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 144012-+
 Country: USA - ##### Selling Dir St/Prov: NY
 Buyer St/Prov: *
 Arrival Date: 16-JAN-2003 Red Carpet Lease: *
 Sale Date: 16-APR-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 16-APR-2003 Modified Vehicle: *
 Orig Warranty Date: 16-APR-2003 Reacquired Vehicle: + Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U933K0532110337P6 4 2 05M9307 DL B 2 465 63 503 265 5 88388N 44P011L 4 TL 223 4 3 2
 1FMY789 400B 914NY 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:	PNUPJ - SATIN SILVER C/C
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	MH - AM/FM STR/CST/CD/CLK
Calibration Code:	3M11D30A	Sound System:	AA -LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000NC - MEDIUM/DARK FLINT	Tire Brand:	* - [N/A]
Delivery Type:	X	Tire Size:	D31UJ - 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 4534902 RF: A308 4534902
 LR: A308 4534902 RR: A308 4534902
 LI: * RI: *
 SPARE: T714 BAH3902

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/C - T/C
ESP Coverage(Miles):	* Emission Cert Type:	2
ESP Coverage(Time):	* Emission Decal Suffix:	KPL
ESP Plan Year:	* Engine Family:	3FMXT0302F8
ESP Signature Date:		

Standard Claims List For Model Year 2003

Detailed Vehicle Specification

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)		
1FMYU93173K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	09-JAN-2003	16-APR-2003	144012	USA	21	*	*	*	*	*	*	*	15492		
AWS Claim Key:		9055135	Trx Code:		04S25	Labor Hrs:		0.4															
Dlr Cd-Sub Cd:		00744 - *	Name:		AL MAROONE FORD			Ph:	716-6342000		St:	NY	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	03-JAN-2005		Doc #:	043224A
Cust Comments:		ACCL CABLE RECALL																					
Tech Comments:		PERFORMED RECALL																					
1FMYU93173K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	09-JAN-2003	16-APR-2003	144012	USA	21	6D01	011001	*	7862900	*	S50	33	15492		
AWS Claim Key:		9055136	Trx Code:		2		Labor Hrs:															0.7	
Dlr Cd-Sub Cd:		00744 - *	Name:		AL MAROONE FORD			Ph:	716-6342000		St:	NY	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	03-JAN-2005		Doc #:	043224B
Cust Comments:		LT RTEAR SEAT BOTTOM PULLED LOOSE																					
Tech Comments:		INSPECTED REAR SEAT. REMOVED LOWER PIVOT ANCHOR HINGE AND REFIT COVER																					
1FMYU93173K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	09-JAN-2003	16-APR-2003	144012	USA	21	6C01	010501	*	7813000	*	B74	02	15492		
AWS Claim Key:		9055137	Trx Code:		2		Labor Hrs:															0.3	
Dlr Cd-Sub Cd:		00744 - *	Name:		AL MAROONE FORD			Ph:	716-6342000		St:	NY	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	03-JAN-2005		Doc #:	043224C
Cust Comments:		CARPETING ON REAR CARGE AREA BALLED UP																					
Tech Comments:		REFIT REAR CARPET																					
1FMYU93173K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	09-JAN-2003	16-APR-2003	144012	USA	33	4A03	050204	3L8Z	7505	AA	K02	42	24377		
AWS Claim Key:		12851305	Trx Code:		E84		Labor Hrs:															2	
Dlr Cd-Sub Cd:		00744 - *	Name:		AL MAROONE FORD			Ph:	716-6342000		St:	NY	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	27-DEC-2005		Doc #:	060711A
Cust Comments:		CUSTOMER STATES WHEN PUTTING VEHICLE INTO 4X4 THERE IS A LOUD CLUNK IN THE REAR END AND SOMETIMES UPON ACCELERATION																					
Tech Comments:		TEST DROVE HEARD SLIGHT NOISE. CHKED OASIS NO MESSAGES FOUND. NOISE SEEMS TO BE COMING FROM RO TERY BLADE COUPLEING MOUNTED TO REAR DIFFERENTI AL.....ORDERED PART SOP REPLACED CUPPLER TOP OFF FLUID REAR AXLE RETEST OK																					

PE12-019 000878 LP



1FMYU93173K [REDACTED]

2/3/2006



Action Detail

VIN: 1FMYU93103K [REDACTED] Year: 2003 Model: ESCAPE Case: 714900275
Name: [REDACTED] Owner Status: Subsequent WSD: 2003-02-12
Symptom Desc: HRN/SPD CNTRL SPEED CONTROL Primary Phone: [REDACTED]
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED Dealer: JOHN ELWAYFORD DOWNTOWN
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 01175
Action Desc: CLOSING COMMENTS - CUSTOMER UNRESPONSIVE/UNABLE TO BE CONTACTED
Odometer: 42000 MI Comm Type: MAIL
Action Date: 03/17/2005 Action Time: 11:33:09:347 Action Data: No
Analyst Name: TANYA ROQUEMORE (TROQUEMO) Analyst: TROQUEMO

COMMENTS: CUSTOMER HAS NOT RETURNED ANY CALLS. LPA SENDING NEED MORE INFORMATION LETTER.

[REDACTED]

3/17/2005



Consumer Affairs

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

Sent Via U S Mail

March 17, 2005

[REDACTED]
[REDACTED]
Aurora, CO [REDACTED]

RE: 2003 Escape
VIN: 1FMYU93103K [REDACTED]

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) 390-3594 as soon as possible between the hours of 8:30 a.m. and 4:30 p.m. Eastern Standard Time.

Respectfully yours,

COPY
Tanya Roquemore
Consumer Affairs



All Action Details for Issue

Print

VIN: 1FMYU93103K [REDACTED]	Year: 2003	Model: ESCAPE	Case: 714900275
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2003-02-12	
Symptom Desc: HRN/SPD CNTRL SPEED CONTROL		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN		

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
 Dealer: 01175 JOHN ELWAYFORD DOWNTOWN Origin Desc: US CONCERN CASE BASE
 Odometer: 42000 MI Comm Type: PHONE
 Analyst Name: BROOKS FAITHLYN Analyst: FBROOKS5
 Action Date: 03/14/2005 Action Time: 09.35.31.493 Action Data: No

Comments CUSTOMER SAID:- HAD A ACCIDENT YESTERDAY;- FEEL IT'S A DEFECT THAT CAUSED ACCIDENT WITH THE CRUISE CONTROL;- HAVE NOT DRIVEN VEH ON CRUISE CONTROL, SINCE RECALL WAS DONE;- WONDERING IF AFTER RECALL, DLR TEST VEH ON HWY WITH CRUISE CONTROL;- LOCATION OF ACCIDENT WAS ON I-70 NEAR SHERIDAN BLVD;- NO POLICE REPORT WAS FILED;- WILL NOT NE NOTIFYING INSURANCE COMPANY;- FEEL VEH IS REPAIRABLE, DROVE VEH FROM SCENE OF ACCIDENT AND TO WORK TO WORK THIS MORNING;- VEH HAVE NOT BEEN TAKEN TO DLR AS YET;- STATES SHE IS REALLY HURT AND SHE IS IN BACK PAIN;- FEEL FORD/DLR SHOULD BE RESPONSIBLE, DEALER SAID: JOHN ELWAY FORD 3625 EAST COLFAX AVENUE DENVER, CO 80206 TEL: (303) 321-3673 FAX: (303) 329-5809 DISTANCE: 14.41 MILES CRC ADVISED: - THIS INFORMATION WILL BE FOWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

No recalls open - pertaining to concern

[REDACTED]

3/15/2005

All Action Details for Issue

Print

VIN: 1FMYU93103K [REDACTED] Year: 2003 Model: ESCAPE Case: 714900275
 Name: [REDACTED] Owner Status: Subsequent WSD: 2003-02-12
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: RECALL/ONP - VEHICLE INVOLVEMENT Secondary Phone: [REDACTED]
 Issue Type: 03 CONCERN Issue Status: CLOSED
 Initial Customer Contact: 02/09/2005

Action: ADVISE CUST OF FSA/CSP; DOCUMENT CAMPAIGN NUMBER
 Dealer: 03148 BARBEE'S FREEWAY FORD, INC. Origin Desc: US INQUIRY CASE BASE
 Odometer: 41000 MI Comm Type: PHONE
 Analyst Name: MCLELLAN JILL Analyst: JMCLELL5
 Action Date: 01/27/2005 Action Time: 19.51.29.557 Action Data: Yes

Comments CUSTOMER SAID: -CUST CALLING ABOUT 04S25 RECALL AND WANTING TO KNOW WHAT TO
 DODEALER SAID: NONECRC ADVISED: PLEASE ADVISE THE CUSTOMER OF THE INFORMATION FOUND IN THE
 CUSTOMER LETTER OR THE SEARCH ENGINE Q&A. PLEASE DOCUMENT ANY INFORMATION YOU PROVIDE TO
 THE CUSTOMER.-ADVISED CUST TO CONTACT LOCAL DEALERSHIP

Data Element Name	Data Value
FSA/CSP CAMPAIGN NUMBER	04S25

Action: UNABLE TO CONTACT CUSTOMER 3 TIMES
 Dealer: 03148 BARBEE'S FREEWAY FORD, INC. Origin Desc: DEALER
 Odometer: 41000 MI Comm Type: PHONE
 Analyst Name: BRIAN BEARDEN Analyst: B-BEARD6
 Action Date: 02/10/2005 Action Time: 16.07.04.405 Action Data: No

Comments LEFT MESSAGE WITH CUSTOMER TO CONTACT DEALERSHIP FOR APPOINTMENT.



3/15/2005

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] AURORA CO 80016-2280
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:



3/15/2005

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU931031 [REDACTED]	2003	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
		Open Issues Exist			



3/15/2005

VEHICLE DETAIL

VIN: 1FMYU93103K [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: 3M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 2/12/2003
 GCWR: Vehicle Build Date: 11/6/2002
 PEP Code: 420A

Selling Dealers Name: PHIL LONG FORD OF DENVER, LLC
 Selling Dealers P & A Code: 03130 Selling Dealers Sales Code: F56002
 Selling Dealers Main Phone: 303-932-FORD Selling Dealers Service Phone: 303-932-2277

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 B 3 3 4 6 0 1 0 3 3 7 P 1 4 2 1 0 K 0 1 0 6 7 K E M 4 6 9 4 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 E 3 A B N 5 6 A 0 0 2 4 Y Z N H 3 C 4 3 5 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 S 1 M 4 2 0 A 9 1 4 C O
 1 2 3 4 5 6 7 8 9 160

3/15/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
56-DENVER	56-DENVER	A	AI	01175	F56004

Dealer Name: JOHN ELWAYFORD
 DOWNTOWN
Dealer Address: 3625 EAST COLFAX
 DENVER CO 80206
Dealer Main Phone: 303-321-FORD **Dealer Service Phone:** 303-321-4401

Position	Employee Name
GENERAL MANAGER	JAMES C AYERS
SALES MANAGER	RONALD S TAYLOR
SALES MANAGER	christopher j west
SERVICE MANAGER	JOHN W BEAR

Service Hours 7-5:30 M-F SAT, 8:00 TO 5:00
Directions
Trained Y
Additional Information FAX # 303-329-5809

3/15/2005

ESP / Recall Information

VIN: 1FMYU93103K [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	2005-02-05	01175USAF56004

[REDACTED] 3/15/2005

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FMYU93103K [REDACTED]	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Body Shell:	*
Model Year:	2003	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	*
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:	03130	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

650296086

Trace Trans Serial No:

1LSFRA91230204BF

BUILD INFORMATION:

Region:	NA - #####	Plant:	AJ - KANSAS CITY PLANT BUILD
Country:	* - #####	Prod Date:	06-NOV-2002

SALE INFORMATION:

Region:	NA - #####	Selling Dealer:	156002 - *
Country:	USA - #####	Selling Dlr St/Prov:	CO
		Buyer St/Prov:	CO
Arrival Date:	12-NOV-2002	Red Carpet Lease:	*
Sale Date:	12-FEB-2003	Fleet/Retail/Co. Lease:	R
Warranty Start Date:	12-FEB-2003	Modified Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	12-FEB-2003	Reacquired Vehicle:	* Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----10

0933KB334601033791 4 2 10R010E TK E M869463 N 3 2XS 5 4E3A8N 50A002 4 Y2 NH304 3 5 13
 8MY0S1 M 420A 91400 E3

PE12-019 000889 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:	3M11A30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000BY - MEDIUM PEBBLE	Tire Manufacturer:	AJ -
Delivery Type:	0	Tire Brand:	08453 -
Driveshaft Code:	D	Tire Size:	D3/JJJ - 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: A308453_4202 RF: A308453_4202
 LR: A308453_4202 RR: A308453_4202
 LI: * RI: *
 SPARE: HY8A/R8_4102 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:	S
ESP Coverage(Time):	* Emission Decal Suffix:	KPL
ESP Plan Year:	* Engine Family:	3FMXT0302F8
ESP Signature Date:		

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 15-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
1FMYU93103K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	06-11-02	12-02-03	156002	USA	25	*	*	*	*		SXX	V00	*	*
AWS Claim Key:		9540267	Doc #:	109016A	Trx Code:		04825	Labor Hrs:	4	Labor Cost:		31.6	Material Cost:	15.55	Total Cost:	47.15							
Dir Cd-Sub Cd:		01175-*	Name:	JOHN ELWAY FORD DOWNTOWN	Ph:	303-3213673	St:	CO	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	05-FEB-2005	DIST (Mile):		41727						
Cust Comments:		CHK RECALL 04S25																					
Tech Comments:		41727 DONE																					

Any comments? You can contact



webmaster





Action Detail

VIN: 1FMYU92153K [REDACTED] Year: 2003 Model: ESCAPE Case: 1310171384
Name: [REDACTED] Owner Status: Original WSD: 2003-06-29
Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP Primary Phone: [REDACTED]
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED Dealer: MICHAEL STEAD'S HILLTOP FORD
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 00669
Action Desc: FINAL CASE DISPOSITION
Odometer: 2900 MI Comm Type: OTHER
Action Date: 01/11/2005 Action Time: 11:47:29:780 Action Data: No
Analyst Name: PACE,GENNIFER (G.) Analyst: GPACE5

COMMENTS: CASE CLOSED ON 1/11/05. CUSTOMER'S VEHICLE HAS BEEN TOTALLED BY INSURANCE COMPANY AND HAS SINCE BEEN SCRAPED. LPA ADVISED CUSTOMER UNABLE TO ASSIST AT THIS TIME.

[REDACTED] 1/11/2005

COPY

Sent Via U.S. Mail

January 18, 2005

[REDACTED]
Richmond, CA [REDACTED]

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

Dear [REDACTED]

This letter is in response to your contact with our Customer Relationship Center.

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,

Gennifer Pace
Consumer Affairs

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] RICHMOND CA [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email: NA@NA.COM



1/11/2005

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VIN FSA Details

VIN: 1FMYU92153K [REDACTED]	FSA Status: Launched
Brand: FORD	Manufacturing Country: USA

Printer Friendly

Jump to:

Vehicle Details **Owner Details** **Dealer Details**

FSA Counts

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:	14-Apr-2003
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	29-Jun-2003
Vehicle Type Description:	TRUCK	Sale Date:	29-Jun-2003
VDM Vehicle Status:	800	Engine Tag Code:	1G754AB
Emissions:	2		

Add Title Branding for Vehicle Condition

Code	Vehicle Condition	Begin Date	End Date	Source
WC	WARRANTY CANCELLED	17-Aug-2004		Vehicle Data Mart

Owner Details

Dealer Details

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	07900	USA	F72433		Ford of Dublin
Ship-To					NOT AVAILABLE
Stocking	07900	USA	F72433		Ford of Dublin
Selling	07900	USA	F72433		Ford of Dublin

FSA Details

VIN: 1FMYU92153K [REDACTED]

Local FSA: 04S25 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT **Global FSA: 00010252**

[Go to Mail History](#)

1/11/2005

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				
Reassign Responsible Dealer				
Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
07900	USA	F72433		Ford of Dublin
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		
Modify VIN/FSA Vehicle Condition				
VIN/FSA Vehicle Condition				
Code	Vehicle Condition	Begin Date	End Date	Source
Workflow / Mail				
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	
Add Manual Claim				
Status	System Date	Repair Date	Country	Repair Dealer Code
				Claim #
				Option/Labor Code
				Cost Source
Close/Re-Open VIN for FSA				
VIN/FSA Vehicle Status				
Description		Reason	Date	
OPEN - WARRANTY CANCELLED		Open	07-Dec-2004	
Confirmed			07-Dec-2004	
VIN FSA Mail History				
Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP...			Global FSA:00010252	

FSA Counts



1/11/2005

**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

1/11/2005

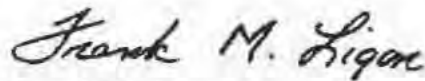
Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information

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



1/11/2005

Action Detail

VIN: 1FMYU92153K [REDACTED] Year: 2003 Model: ESCAPE Case: 1310171384
 Name: [REDACTED] Owner Status: Original WSD: 2003-06-29
 Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: MICHAEL STEAD'S HILLTOP FORD
 Origin Desc: US CONCERN CASE BASE P & A Code: 00669
 Action Desc: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
 Odometer: 2900 MI Comm Type: PHONE
 Action Date: 01/10/2005 Action Time: 13:01:40:380 Action Data: No
 Analyst Name: WORRELL CARSON Analyst: CWORREL1

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
CROSSAN		HOOVER		FRIEND

COMMENTS: CUSTOMER SAID: SAYS THAT HE IS CALLING ABOUT A VEH SAYS THAT THE THROTTLE STUCK AND AND THE VEH HIT A DITCH AND ROLLED OVER SAYS THAT THIS HAPPENED MAY OR JUNE OF LAST YEAR SAYS THAT THE VEH IS TOTALED SAYS THAT THE PASSENGER SUSTAINED A BACK INJURY THAT SHE RECOVERED FROM SINCE AND HE WAS NOT INJURED SAYS THAT HE IS LOOKING FOR HELP PCRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

Accident occurred on 5/27/04
Injuries: Cust - back injuries, bruise
Crossan - bump on head
3rd Passenger - No injuries
Ins. Co. involved? Yes - Vet. to be used
Crossan -



1/11/2005

ESP / Recall Information

VIN: 1FMYU92153K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2002 NEW 84/100,000 BASECARE W/ROADSIDE ASSISTANCE
 Selling Dealer: FORD OF DUBLIN
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Cancel
 Expiration Date: 2010-06-29
 Expiration Miles: 100,000
 Plan Year: 2002
 Purchase Type: N
 Options:

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

Cancel Date: 2004-06-02
 Refund Percent:
 Dealer Credited: 07900

Process Date: 2004-06-08
 Dealer Received Date: 2004-06-02

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

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

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



1/11/2005

Vehicle List					
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU92Z15K [REDACTED]	2005	ESCAPE No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
1FTYR10C0XU [REDACTED]	1999	RANGER No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
1FMYU92153K [REDACTED]	2003	ESCAPE Open Issues Exist	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History



1/11/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
72-SAN FRANCISCO	72-SAN FRANCISCO	K	B1	00669	F72016

Dealer Name:	MICHAEL STEAD'S HILLTOP FORD		
Dealer Address:	3280 AUTO PLAZA RICHMOND CA 94806		
Dealer Main Phone:	510-222-4444	Dealer Service Phone:	510-222-4444


Position	Employee Name
CUST RELATIONS MGR	LORI L JIMENEZ
GENERAL MANAGER	JUDY A DOBBERT
GENERAL MANAGER	LEON THOMAS
PARTS MANAGER	DENNIS J HAYES
SALES MANAGER	DANIEL C AUSTIN
SALES MANAGER	VERCY L JONES
SALES MANAGER	STEVEN R LOUIE
SERVICE MANAGER	ALFREDO REVELES

Service Hours	M-F 7:30 AM - 6:00 PM
---------------	-----------------------

Directions	
------------	--

Trained	Y
---------	---

Additional Information	
------------------------	--


 1/11/2005

ANALYTICAL WARRANTY SYSTEM

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Standard Claims List For Model Year 2003

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

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)		
IFMYU92153K		T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	14-APR-2003	29-JUN-2003	172433	USA	11	5J03	040302	3L&Z	18125	BB	C50	42 4942		
AWS Claim Key:		6024816	Trx Code:		2	Labor Hrs:		7	Labor Cost:		71.37	Material Cost:		73.84	Total Cost:		145.21						
Dir Cd-Sub Cd:		00669-*	Name:		MICHAEL STEAD'S HILL TOP FORD			Ph:	510-2224444	St:	CA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		17-MAY-2004	Doc #:		04796701
Cust Comments:		CUST STATES RIGHT REAR SHOCK IS LEAKING																					
Tech Comments:		CHECK AND VERIFY 2 REAR SHOCKS ARE LEAKING. REPLACED 2 REAR SHOCKS PER WARRANTY SHOCKS WAS LEAKING OR AT THIS TIME																					

Any comments?

Server Name : AWS Adhoc

ANALYTICAL WARRANTY SYSTEM

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Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FMYU92153K [REDACTED]	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Body Shell:	*
Model Year:	2003	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	*
Veh Type:	T	Drive Code:	T/F - 4 WHL L/H FULL TIME DRIVE	Engine:	T/LD - MOD 3 0L DOHC EFI N
Inv. Dealer:	07900	Body Cab Style:	- 5 DOOR LIGHT TRUCK	Transmission:	T/DJ - 4 SPD AUTO TRANS NA
Vehicle Status Code:	800	Version/Series:	T/EF - FORD SERIES		

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8-----
 61321 190303R4571108V 1G 754 AB

Trace Trans Serial No:

A4231 04040330941457 3L8P 7000 HB R1

BUILD INFORMATION:

Region:	NA - #####	Plant:	AJ - KANSAS CITY PLANT BUILD
Country:	* - #####	Prod Date:	14-APR-2003

SALE INFORMATION:

Region:	NA - #####	Selling Dealer:	172433 - *
Country:	USA - #####	Selling Dir St/Prov:	CA
		Buyer St/Prov:	CA
Arrival Date:	22-APR-2003	Red Carpet Lease:	*
Sale Date:	29-JUN-2003	Fleet/Retail/Co. Lease:	R
Warranty Start Date:	29-JUN-2003	Modified Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	29-JUN-2003	Reacquired Vehicle:	TI Vehicle Export Flag: N

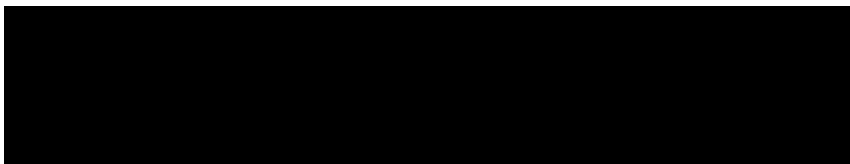
VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 0923KD768411033 P 4 2 27C0057 LA 2 469 7J 63 2Z V 833 N 72K433L 1V P5 WE 3 11
 PNY533 720R 914CA 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(Psng Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNSHT - ASPEN GREEN METALLIC
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 -	Tire Manufacturer:	AD - General
Delivery Type:	0	Tire Brand:	UU_460 - AmeriTrac SUV 100S

1/11/2005



Sent Via U.S. Mail

February 18, 2005

[REDACTED]
[REDACTED]
Pocono Lake, PA [REDACTED]

RE: 2004 Escape
VIN: 1FMYU92104K [REDACTED]

Dear [REDACTED]

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

Your concern has been thoroughly reviewed by the service department at Geo Yocum Ford. We have been informed that after carefully inspecting your vehicle, they were unable to verify any manufacturer's defect with your vehicle.

Our experience has shown that these types of situations are typically handled by insurance companies. We suggest that the customer contact them for possible assistance. The 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,

Catherina Papalia-Reid
Consumer Affairs

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
16-PHILADELPHIA	16-PHILADELPHIA	B	D1	01300	F16419

Dealer Name: GEO M YOCUM INC
 Dealer Address: 323 EAST MAIN STREET
 LANSDALE PA 19446

Dealer Main Phone: 215-855-1153 Dealer Service Phone: 215-855-1153

Position	Employee Name
DEALER/PARTNER	G MACK YOCUM, III
GENERAL MANAGER	H BRENT MUSSELMAN
PARTS MANAGER	ROBERT W MCQUAID
SALES MANAGER	STANLEY LEVINSKI
SERVICE MANAGER	DAVID LESSOR

Service Hours 8:00 AM - 5:00 PM MON-FRI

Directions

Trained Y

Additional Information TOWING: 215-855-1153 FAX 215-855-4148

2/10 Per Dave @ Dealership
 - per dealership, they inspected
 vehicles → were unable to
 determine that recall was
 the cause for the accident
 AALP*

2/9/2005

All Action Details for Issue

Print

VIN: 1FMYU92104K [REDACTED] Year: 2004 Model: ESCAPE Case: 1522950335
 Name: [REDACTED] Owner Status: Original WSD: 2003-11-20
 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: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 01300 GEO M YOCUM INC Origin Desc: US CONCERN CASE BASE
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: DOUGLAS TANYA Analyst: TDOUGL15
 Action Date: 02/02/2005 Action Time: 14.31.35.319 Action Data: Yes

Comments CUSTOMER SAID: -CUST RECEIVED A RECALL LETTER ABOUT THE ACCELERATOR CABLE-VEH WAS INVOLVED IN A CRASH ON 02-02-05 @ 8:00 AM -CUST WAS DRIVING ON A MAJOR HIGHWAY...THERE WAS DEBRIS ON THE ROAD SO THE CUST SLOWED AND GOT AROUND THE DEBRIS...THE VEH CONTINUED TO ACCELERATE WITHOUT THE CUST FOOT BEING ON THE ACCELERATOR PEDAL...CUST PUT THE VEH IN NEUTRAL AND HE HAD TO DRIVE HIS VEH INTO A SNOW BANK -CUST COULD HAVE DIED BECAUSE OF THIS CONCERN WITH THE ACCELERATOR -VEH IS CURRENTLY AT YUCOM FORD AND THE VEH HAS BEEN THERE SINCE THIS MORNING - CUST IS IN A LOT OF PAIN BECAUSE OF THE ACCIDENT -CUST HAS CONTACTED HIS INSURANCE COMPANY - CUST FILED A POLICE REPORT BUT HE DOES NOT KNOW THE POLICE REPORT NUMBER-CUST IS CALLING BECAUSE HE FEELS THAT FORD IS RESPONSIBLE FOR THIS VEH CRASHDEALER SAID: YUCOM FORD323 EAST MAIN STREETLANSDALE, PA 19446TEL: (215) 855-1153CRC 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

PERSONALIZED OR CRYSTAL

[REDACTED] 2/3/2005

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] POCONO LAKE PA [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email: BD92698HOLOHAN@EPIX.NET



2/9/2005

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU92104K [REDACTED]	2004	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History

[REDACTED]
2/9/2005

ESP / Recall Information

VIN: 1FMYU92104KA63641

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	2005-02-02	01300USAF16419
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	OPEN - LAUNCHED		

2/9/2005



Action Detail

VIN: 1FMYU03143K [REDACTED]	Year: 2003	Model: ESCAPE	Case: 545640255
Name: [REDACTED]	Owner Status: Original	WSD: 2003-01-11	
Symptom Desc: SERVICE BRAKE PEDAL		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: LEIF JOHNSON FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 04465	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 27000 MI	Comm Type: PHONE		
Action Date: 01/26/2005	Action Time: 12:20:53:537	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA SPOKE WITH CUSTOMER, INSURANCE COMPANY IS IN THE PROCESS OF REPAIRING THE VEHICLE AT AN INDEPENDENT SHOP. LPA EXPLAINED SUBROGATION PROCESS. NO FURTHER ACTION REQUIRED.

[REDACTED] 1/26/2005

Sent Via US Mail

January 26, 2005

[REDACTED]
Lakeway, TX [REDACTED]

RE: 2003 Escape
VIN: 1FMYU03143K [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

Customer Info

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

[REDACTED] /26/2005

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
52-SOUTHWEST	52-DALLAS	H	D3	04465	F52300

Dealer Name:	LEIF JOHNSON FORD				
Dealer Address:	501 E KOENIG LANE AUSTIN TX 78751				
Dealer Main Phone:	512-454-3711	Dealer Service Phone:	512-454-3767		

Position	Employee Name
DEALER/PARTNER	CURT JOHNSON
GENERAL MANAGER	FRED S TRUDEAU
PARTS MANAGER	SCOTT WEBB
PARTS MANAGER	DALE W ALBRECHT
PARTS & SERVICE DIRECTOR	GLENN C SEIBERT
SALES MANAGER	CHRISTOPHER L ST CLAIR
SALES MANAGER	JAMES FIGURELL
SALES MANAGER	BARTON W TRACY
SALES MANAGER	THOMAS M BOBB
SALES MANAGER	FELICIAN GOBERT
SALES MANAGER	JAMES PAUL
SALES MANAGER	DAVID CARSON
SALES MANAGER	JEFFRAY R PRAY
SALES MANAGER	BOBBY W COOK
SALES MANAGER	RYAN K JOHNSTON
SALES MANAGER	DANIEL R NIETO
SALES MANAGER	ANTONIO MALDONADO
SALES MANAGER	NICK W HENDRICK
SERVICE MANAGER	TONY L HAND

1/26/2005

OASIS RESULT:
1FMYU03143K [REDACTED]

See bottom of the OASIS result for
contact ID

01/26/2005
12:08:42

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VEHICLE INFORMATION

VEHICLE DESCRIPTION
2003 ESCAPE
TRANSMISSION
CD4E AUTO TRANSAXLE

BODY STYLE
4 DR XLT MPV 4X2
AXLE CODE
96

ENGINE
3.0L EFI DOHC
ENGINE CALIBRATION
3M11A30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE
01/11/2003

BUILD DATE
10/22/2002

SALE MILEAGE
00030

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

08/19/2004

DEALER: Covert Ford, Inc.

WARRANTY CLAIM NUMBER: 109456

ODOMETER: 020867M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3L8Z 1125CA	DISC - FRONT WHEEL B	002		42	DOES NOT OPERATE PRO

ROTORS RPL FRT ROTORS

END OF OASIS REPORT FOR 1FMYU03143K [REDACTED]



1/26/2005

ESP / Recall Information

VIN: 1FMYU03143K [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		



1/26/2005

Action Detail

VIN: 1FMYU0314316	Year: 2003	Model: ESCAPE	Case: 545640255
Name: [REDACTED]	Owner Status: Original	WSD: 2003-01-11	
Symptom Desc: SERVICE BRAKE PEDAL		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: LEIF JOHNSON FORD	
Origin Desc: US CONCERN CASE BASE		P & A Code: 04465	[REDACTED]
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 27000 MI	Comm Type: PHONE		
Action Date: 01/25/2005	Action Time: 15:09:23:563	Action Data: Yes	
Analyst Name: MARSHA MARSHALL	Analyst: MMARSH27		

COMMENTS: CUSTOMER SAID: - ACCIDENT DATE JAN/16/2005 - POLICE REPORT # 050001433- INSURANCE CARRIER - USAA - COUNTY MUTAL INSURANCE COMPANY - VEH IS NOW AT THE INDEP REPAIR FACILITY - WHEN DRIVING TO AN INTERSECTION OF A T IN THE ROAD AT 60 MPH - THE TRUCK IN FRONT OF HER WAS COMING TOWARDS HER - CUST STARTED TO PRESS ON THE PEDAL TO GO - CUST WAS UNABLE TO STOP THE VEH TO NOT HIT THE OTHER VEH- CUST HIT THE BACK END OF THE VEH AND HIT THE BACK END OF BUMPER - VEH IS NOW NOT DRIVING DRIVABLE - NO INJURIES - CUST WAS NOW SENT A CHECK FROM INSURANCE COMPANY TO REPAIR VEH BUT VEH IS NOT REPAIRED YET, IT IS ONLY THE AT THE GARAGE NOW FOR REPAIRS - CUST GOT THE RECALL LETTER TODAY IN THE MAIL FOR 04S25 - ACCELERATOR CABLE - CUST FEELS THAT RECALL IS RELATED TO CONCERN AND CAUSED THE ACCIDENT - CUST CALLED INSURANCE COMPANY AND COMPANT TOLD CUST TO CALL FORD - CUST WAS ALSO GIVEN A CITATION FROM POLICE OFFICERDEALER SAID: LEIF JOHNSON FORD INC501 EAST KOENIG LANE AUSTIN, TX 78751 TEL: (512) 454-3711 FAX: (512) 407-3547 DISTANCE: 14.52 MILE SCRC 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.

1/20 explained subrogation to cust



COPY

Sent Via U.S. Mail

May 10, 2005

[REDACTED]
Kennett Square, PA [REDACTED]

Re: 2001 Escape
VIN: 1FMCU04121K [REDACTED]

Dear [REDACTED]

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

Customer info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] KENNETT SQUARE PA [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
1FMCU04121K1	2001 ESCAPE No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
1FMDU34X7TU	1996 EXPLORER No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History

OASIS RESULT:
1FMCU04121K

See bottom of the OASIS result for
 contact ID

05/10/2005
 15:01:55

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2001 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 06/07/2001	BUILD DATE 05/25/2001	SALE MILEAGE 00008
--	---------------------------------	------------------------------

cudl_message

THIS VEHICLE HAS A CLOSED CUDL CONTACT

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

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

0711 - USA 2001 NEW 60/60,000 PREMIUMCARE W/ROADSIDE ASSIST.
 STANDARD DEDUCTIBLE: 50 USD
 OWNER NAME: JAMES JEWITT
 OPTIONS:
 EXPIRATION DATE: 06/07/2006
 DISTANCE: 60,000
 RENTAL: 28 UP TO 5 DAYS
 TOWING: 0 USD
 CONTRACT SOLD BY: USA 03952
 ESP CONTRACT START DATE: 06/07/2001

REPAIR HISTORY

11/05/2004

DEALER: Garnet Ford of Kennett Square

WARRANTY CLAIM NUMBER: 010305

ODOMETER: 052124M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YL8Z 9A758AD	CABLE-ACC PEDAL TO C	001	9758A	69	FROZEN/SEIZED/BINDING

STICKS BINDS ACCELERATOR CABLE - REPLACE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMCU04121K [REDACTED]

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	SUFI	
IFMCU04121K	7M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	25-07-2001	07-2001	116405	USA 10	1A03	030101	*	6007	*		
AWS Claim Key:		7368446	Trx Code:		1	Labor Hrs:		02											
Dir Cd-Sub Cd:		03952 - *	Name:		JOHN KENNEDY FORD, INC.		Ph:	610-9335811	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	MAR-2002			
Cust Comments:		CUSTOMER STATES THAT THE VEHICLE GETS POOR GAS MILEAGE CUSTOMER WILL BRING HIS CALCULATION SHEET GETS 14 TO 16 MILES PER GALLON																	
Tech Comments:		PERFORMED SYSTEMS TEST AND MONITORED SENSORS O.K. NO PROBLEM FOUND AT THIS TIME																	
IFMCU04121K	7M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	25-07-2001	07-2001	116405	USA 14	1H03	030804	2F1Z	9J460	AA		
AWS Claim Key:		10546588	Trx Code:		S07	Labor Hrs:		07											
Dir Cd-Sub Cd:		01414 - *	Name:		FAULKNER FORD, INC.		Ph:	610-4446500	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	JUL-2002			
Cust Comments:		CUST STATES CK ENG LIGHT ON																	
Tech Comments:		VERIFY CUST CONCERN, SCAN FOR CODES USING WDS, EGR FLOW, PINPOINT TEST DEFECTIVE DPFE SENSOR REPLACE																	
IFMCU04121K	7M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	25-07-2001	07-2001	116405	USA 36	*	*	*	*	*		
AWS Claim Key:		18007488	Trx Code:		03S10	Labor Hrs:		0.4											
Dir Cd-Sub Cd:		09485 - *	Name:		GARNET FORD OF KENNETT SQUARE		Ph:	610-4446500	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	APR-2004			
Cust Comments:		03S10 SEATBELT BUCKLE COVER																	
Tech Comments:		03S10 RECALL RECALL 03S10 REPLACED BOTH FRONT SEAT BELT BUCKLE COVERS AS PER																	
IFMCU04121K	7M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	25-07-2001	07-2001	116405	USA 36	*	*	*	*	*		
AWS Claim Key:		18007489	Trx Code:		04S13	Labor Hrs:		0.4											
Dir Cd-Sub Cd:		09485 - *	Name:		GARNET FORD OF KENNETT SQUARE		Ph:	610-4446500	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	APR-2004			
Cust Comments:		04S13 POWERTRAIN CONTROL MODULE RE CALIBRATION																	
Tech Comments:		04S13 RECALL RECALL 04S13 REPROGRAMMED PCM TO LATEST CALIBRATION AS PER RECAL																	
IFMCU04121K	7M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	25-07-2001	07-2001	116405	USA 42	5T01	031801	YL8Z	9A758	AD		
AWS Claim Key:		19189587	Trx Code:		0711D	Labor Hrs:		0.4											
Dir Cd-Sub Cd:		09485 - *	Name:		GARNET FORD OF KENNETT SQUARE		Ph:	610-4446500	St:	PA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	NOV-2004			
Cust Comments:		CUST STATES ACCELERATOR IS DIFFICULT TO DEPRESS, STICKS.																	
Tech Comments:		STICKS BINDS ACCELERATOR CABLE REPLACE																	

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMCU04121K	Veh Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-06]	Eng Serial No: 924160087
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 N.
Inv. Dealer: 03952	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: 25-MAY-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 116405 -*
 Country: USA - ##### Selling Dir St/Prov: PA
 Buyer St/Prov: PA

Arrival Date: 05-JUN-2001 Red Carpet Lease: *
 Sale Date: 07-JUN-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 07-JUN-2001 Modified Vehicle: *
 Orig Warranty Date: 07-JUN-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U041KB9327610J37P6 V 2 26D1382 VR E M469 63 563 285 5 8S3A2N 16B105 1 FL A 12A64 3 2 1
 1FMC2 7 914PA F

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(Psngr 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: AT - ELETR PREM AM/FM STRO/CSTE/CLK
Calibration Code: 0M11A30A	Sound System: AE - AUDIOPHILE SOUND SYSTEM
Color(Accent): * - [N/A]	Susp Tandem Axle:
Color(Trim): 000ZY - MED GRAPHITE	Tire Brand: AP - CONTINENTAL
Delivery Type: 0	Tire Size: D3JUJ - P235/70R-16 OWL A-5
Driveshaft Code: D	Traction Control: * - [N/A]
Front Seat: * - [N/A]	Wheel Base:
Fuel Type: * - [N/A]	

TIRE DOT INFORMATION:

LF: A3084532001 RF: A3084532001
 LR: A3084532001 RR: A3084532001
 LI: * RI: *
 SPARE: HY8A1R81601

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	T/B - T/B
ESP Coverage(Miles):	060	Emission Cert Type:	5
ESP Coverage(Time):	060	Emission Decal Suffix:	HKS
ESP Plan Year:	2001	Engine Family:	1FMXT0301F6
ESP Signature Date:	07-JUN-2001		

ESP / Recall Information

VIN: 1FMCU04121K [REDACTED]

Contract: 1 of 1

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

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

Status: Active
 Expiration Date: 2006-06-07
 Expiration Miles: 60,000
 Plan Year: 2001
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
03S10	SAFETY RECALL	SEATBELT BUCKLE COVER	CLOSE - REPAIRED	2004-04-30	09485USAF16403
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-04-30	09485USAF16403

VEHICLE DETAIL

VIN: 1FMCU04121K [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: 6/7/2001
 GCWR: Vehicle Build Date: 5/25/2001
 PEP Code:

Selling Dealers Name: JOHN KENNEDY FORD, INC.
 Selling Dealers P & A Code: 03952 Selling Dealers Sales Code: F16405
 Selling Dealers Main Phone: 610-917-8200 Selling Dealers Service Phone: 610-933-6953

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 8 3 2 7 6 1 0 3 3 7 P 6 V 2 2 6 D 1 3 8 2 V H 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
 5 6 3 2 8 5 5 8 S 3 A 2 N 1 6 B 4 0 5 1 F L A 1 2 A 6 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 2 7 9 1 4 P A F
 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
16-PHILADELPHIA	16-PHILADELPHIA	A	C1	09485	F16403

Dealer Name:	GARNET FORD OF KENNETT SQUARE	
Dealer Address:	718 EAST BALTIMORE PIKE KENNETT SQUARE PA 19348	
Dealer Main Phone:	610-444-6500	Dealer Service Phone: 610-444-6500

Position	Employee Name
DEALER/PARTNER	BRUCE HENDRIXSON III
PARTS MANAGER	GARY T NEILSON
SALES MANAGER	PHILIP R HENDRIXSON
SERVICE MANAGER	MARK E BURKHART





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

April 9, 2008

[REDACTED]
Anderson, SC [REDACTED]

RE: 2004 Escape [REDACTED]
VIN: 1FMYU02194K [REDACTED]
Case # 621360658

Dear [REDACTED]

Thank you for the documents and photos you submitted to our office with respect to your claim. Your concern has been reviewed by our department and Electric City Ford and we were unable to verify a manufacturer defect; therefore, Ford Motor Company is unable to offer you assistance at this time.

If you are considering pursuing litigation from this informal claim, please take all steps necessary to ensure that the subject vehicle and all of its components are maintained and preserved in the exact condition they were in immediately after the incident in question, as required by law. Ford Motor Company has the right to inspect the vehicle and conduct nondestructive testing of any component that you may claim to be defective, and to be presented with the vehicle and the subject components at the time of trial.

Respectfully,

A handwritten signature in black ink, appearing to read "Marcel Miclea".

Marcel Miclea

RECEIVED



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

[Redacted]
Anderson, SC [Redacted]

Re: 2004 Escape
VIN: 1FMYU02194K [Redacted]
Case #: 621360658 [Redacted]

Dear [Redacted]

We acknowledge your recent contact with Ford Motor Company. 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.
- n/a* Medical records for each person alleged injured from all treating physicians/facilities
- n/a* Medical bills and photographs 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.
- outside only* Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas.
- Repair estimate or repair order
- Need copy of it* A copy of the vehicle title and registration

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: _____
Occupation: _____	Occupation: _____
Injury: _____	Injury: _____

3. Please specify what you believe is defective, if anything, with your vehicle.

Throttle Cable was replaced due to recall ON - - -

Service Tech said THROTTLE Body needed to be Clean/cleaning Throttle
Crash resistance to stick.

4. Has the alleged defective vehicle/part been repaired or replaced? Yes No

5. Please provide the current location of the vehicle and mileage (you may need to contact your insurance company to provide this information).

Location - Home mileage 27,000

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.

Nation Wide

7. What are you seeking from Ford Motor Company in this matter?

Compensation for damage of car as well as repairs to
Throttle Body cleaning due to sticking issues.

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,



Marcel Miclea

Date 02/27/2008 Time 1155 County 04 Collision Location (Rt. # / Name) E 409 E. GREENVILLE ST. 0-Main 6-Connection 1-Miles: 2-Dir: NE Anderson
 2-US Primary 5-County 3-SC Primary 5-Spur 7-Business 8-Connection 9-Other

Lane # / Dir 01 N E 02 S W Distance Offset 0 Feet Direction N E 2-US Primary 5-County 3-SC Primary 6-Other Base Intersection (Rt. # / Name) PRIVATE
 R.R. Id N/A From Ramp Only To 1-Interstate 4-Secondary 2-US Primary 5-County 3-SC Primary 6-Other Second Intersection (Rt. # / Name) PROPERTY
 ASRU code Lat-tude 34° 30' 8 Longitude 82° 38' 8

X-808678 [Redacted] X-808679 Driver/Pedestrian's Full Name

Unit # Sex Race Street Birth Date City, State, & Zip Anderson, SC N/A

State SC Driver's License # Insurance Company: NATIONWIDE

Year Body Vehicle Make VIN # 2004 SC FORD 1FMYU02194K

State Year License Plate # Owner's D.L. # SC 2008 SAME

Owner's Full Name SAME Home Telephone

Bus Telephone Street AS Bus Telephone Street

Contributed To Collision City, State, & Zip ABOVE

Estimated Speed 15 Speed Limit C.D.L. Req: Yes No T/B S Req: Yes No Alc/Drg info (see back): Yes No Summons # Code Towed By Action Auto

X-808680 Driver/Pedestrian's Full Name State Year License Plate # Owner's D.L. #

Unit # Sex Race Street Birth Date City, State, & Zip Home Telephone Owner's Full Name

State Driver's License # Insurance Company: Contributed To Collision City, State, & Zip

Year Body Vehicle Make VIN # Estimated Speed Speed Limit C.D.L. Req: Yes No T/B S Req: Yes No Alc/Drg info (see back): Yes No Summons # Code Towed By

Dir. of Travel: Unit 1: N S E W Unit 2: N S E W Unit 3: N S E W

Unit 1 Dam. \$2,070.00 Unit 2 Dam. \$ - Unit 3 Dam. \$ - Prop Dam 1 \$5,000.00 Prop Dam 2 \$ -

Property Owner: WENDY'S INC. Address: 409 E GREENVILLE ST. State: SC Zip: 29621 Phone: 864-225-1858

Photo: Describe What Happened (Refer to Units by Number) UNIT #1 STRUCK THE BUILDING AT THE INCIDENT LOCATE (WENDY'S RESTAURANT) WHICH SHE STATED HER ACCELERATOR HUNG UP

PRIVATE PROPERTY

NOTE - THE TR-310 IS FOR STATISTICAL REPORTING PURPOSES ONLY AND IS A REFLECTION OF THE OFFICER'S BEST KNOWLEDGE, OPINION, AND BELIEF COVERING THE COLLISION BUT NO WARRANTY IS MADE AS TO THE FACTUAL ACCURACY THEREOF.

Reporting Officer's Name: ATON, AJ Rank: CPL Badge #: 304 Code: SC Date: 02/27/2008 Reviewer's Name: Michael D. Bach Rank: Sgt Internal Agency Code: 08-08881


RIVALIE PROPERTY

Date of Birth	Sex	Race	INJ	Seat	R/S/D	ABD	Eject	LAI	Tran	Name	Street Address	Zip Code
09/18/1941	F	W	0	01	13	4	7	1	1	2		

Race A - Asian/Pacific Islander 3 - Alaskan Native or American Indian	W - Caucasian H - Hispanic U - Unk	a) Injury Status 0 - Not Injured 1 - Possible	2 - Non-incapacitating 3 - Incapacitating 4 - Fatal	Seating Loc. 01 02 03 04 05 06 07 08 09	20 - Pedestrian 30 - Trailing Unit 40 - Bus or Van (4th row or Higher) 50 - Other Enclosed Area (nontrailing) 60 - Sleeper of Cab 70 - Riding on Unit Exterior 80 - Lap 99 - Unk-NA 51 - Other Unenclosed Area (nontrailing)	Restraint/Safety Device 00 - None Used 11 - Shoulder Belt Only 12 - Lap Belt Only 13 - Shoulder & Lap Belt 14 - Pedestrian Motor Vehicle Only 15 - Helmet 16 - Reflective Clothing 17 - Protective Pads 18 - Lighting 19 - Other
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Head Injury 1 - Yes 2 - No	Location After Impact 1 - Not Trapped 2 - Extricated (Mechanical Means) 3 - Freed (non-mech) 4 - Not Applicable	a) Transported to Medical Facility 1 - Yes 2 - No 3 - Unknown	b) By 1 - EMS 2 - Police 3 - Other 4 - Unk
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Sequence of Events 01 - Cargo/Equip Loss or Shift 02 - Cross Median/Center Line 03 - Downhill Runaway 04 - Equipment Failure 05 - Fire/Explosion 06 - Overturn/Rollover 07 - Jackknife 08 - Immersion 09 - Ran off Road Left 10 - Ran off Road Right 11 - Separation of Units 12 - Spill (Two Wheeled Veh) 13 - Other Non-collision 14 - Unk Non-collision 15 - Fire/Explosion 16 - Overturn/Rollover 17 - Jackknife 18 - Immersion 19 - Ran off Road Left 20 - Animal (Deer Only) 21 - Animal (All Other) 22 - Motor Veh (In Transport) 23 - Motor Veh (Stopped) 24 - Motor Veh (Other Roadway) 25 - Motor Veh (Parkd) 26 - Pedalcycle 27 - Pedestrian 28 - Railway Van 29 - Work Zone Maint Equip 30 - Other Movable Object 31 - Unk Movable Object 32 - Bridge Overhead Structure 33 - Bridge Parapet End 34 - Bridge Pier or Abutment 35 - Bridge Rail 36 - Culvert 37 - Ditch 38 - Embankment 39 - Equipment 40 - Fence 41 - Guardrail End 42 - Guardrail Face 43 - Highway Traffic Sign Post 44 - Impact Attenuator/Crash Cushion 45 - Light/Luminare Support 46 - Mail Box 47 - Median Barrier 48 - Overhead Sign Support 49 - Other (Post Pole Support, Etc) 50 - Other (Wall Building, Furnat, Etc) 51 - Tree 52 - Utility Pole 53 - Work Zone Maint Equipment

Manner of Collision (Struck Veh) 00 - Not Coll W/ Motor Veh 10 - Rear End 20 - Head On 30 - Rear-to-Rear 41 - Angle 42 - Angle 43 - Angle 50 - Sideswipe Same Dir 60 - Sideswipe Opposite Dir 70 - Backed Into 99 - Unknown	1st / Most Deformed Area 	1st Deformed 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	Most Deformed 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
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Vehicle Type 01 - Automobile 12 - Pickup Truck 13 - Truck Tractor 14 - Other Truck 15 - Full Size Van 16 - Mini Van 17 - Sport Utility 25 - Motorcycle 26 - Other Motorbike 27 - Pedalcycle 38 - Animal Drawn Veh 39 - Animal (Ridden) 41 - Pedestrian 51 - Train 61 - School Bus 62 - Passenger Bus 98 - Other 99 - Unk (Hit and Run Only)	Vehicle Use Code 01 - Personal 02 - Driver Training 03 - Construction Maint 04 - Ambulance 05 - Military 06 - Transport Passengers 07 - Transport Property 08 - Farm Use 09 - Wrecker or Tow 10 - Police 11 - Government 12 - Fire Fighting 13 - Logging 18 - Other 41 - Pedestrian	Vehicle Attachments 1 - None 2 - Mobile Home 3 - Semi-Trailer 4 - Utility Trailer 5 - Farm Trailer 6 - Trailer w/Boat 7 - Campor Trailer 8 - Towed Motor Vehicle 9 - Recreational Trailer A - Lowboy Trailer B - Autocarrier Trailer C - Other Tanker D - Flat Bed E - Twin Trailers F - Other
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Action Prior to Impact (Vehicle) 01 - Backing 02 - Changing Lanes 03 - Entering Traffic Lane 04 - Leaving Traffic Lane 05 - Making Turn 06 - Moving/In essentially Straight Ahead 07 - Parked 08 - Other 09 - Slowing or Stopping in Traffic 10 - Turning Left 11 - Turning Right 12 - Entering/Crossing Location 13 - Playing/Working on Vehicle 14 - Pushing Vehicle 15 - Standing 16 - Walking/Playing/Cycling 17 - Working	Weather Condition 3 - Cloudy 4 - Sleet/Hail 5 - Snow 6 - Fog/Smog/Smoke 7 - Blowing Sand 8 - Growth of Ice/Snow 9 - Unk 0 - Clear	Light Condition 1 - Daylight 2 - Dawn 3 - Dark (Street Lamp Lit) 4 - Dark (Street Lamp Off) 5 - Dark (Other Lamp Not Lit)
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Junction Type 01 - Five More Points 02 - Crisscross 03 - Driveway 04 - Four way Intersection 05 - Railway Grade Crossing 06 - T-intersection 07 - Shared Use Paths or Trail 08 - T-Intersection 09 - Traffic Circle 10 - Y-Intersection 11 - Nonjunction 99 - Unk	Alc Test Results A1 - A2 - A3 - 1 - Two-way Not Divided 2 - Two-way Divided Unprotected Median 3 - One-way 4 - One-way 5 - One-way 6 - One-way 7 - One-way 8 - One-way 9 - One-way 10 - One-way 11 - One-way 12 - One-way 13 - One-way 14 - One-way 15 - One-way 16 - One-way 17 - One-way 18 - One-way 19 - One-way 20 - One-way 21 - One-way 22 - One-way 23 - One-way 24 - One-way 25 - One-way 26 - One-way 27 - One-way 28 - One-way 29 - One-way 30 - One-way 31 - One-way 32 - One-way 33 - One-way 34 - One-way 35 - One-way 36 - One-way 37 - One-way 38 - One-way 39 - One-way 40 - One-way 41 - One-way 42 - One-way 43 - One-way 44 - One-way 45 - One-way 46 - One-way 47 - One-way 48 - One-way 49 - One-way 50 - One-way 51 - One-way 52 - One-way 53 - One-way 54 - One-way 55 - One-way 56 - One-way 57 - One-way 58 - One-way 59 - One-way 60 - One-way 61 - One-way 62 - One-way 63 - One-way 64 - One-way 65 - One-way 66 - One-way 67 - One-way 68 - One-way 69 - One-way 70 - One-way 71 - One-way 72 - One-way 73 - One-way 74 - One-way 75 - One-way 76 - One-way 77 - One-way 78 - One-way 79 - One-way 80 - One-way 81 - One-way 82 - One-way 83 - One-way 84 - One-way 85 - One-way 86 - One-way 87 - One-way 88 - One-way 89 - One-way 90 - One-way 91 - One-way 92 - One-way 93 - One-way 94 - One-way 95 - One-way 96 - One-way 97 - One-way 98 - One-way 99 - One-way	Trafficway 1 - Straight Level 2 - Straight On Grade 3 - Straight - Hillcrest 4 - Straight - Hillcrest 5 - Curve Level 6 - Curve Level 7 - Curve Level 8 - Curve Level 9 - Curve Level 10 - Curve Level 11 - Curve Level 12 - Curve Level 13 - Curve Level 14 - Curve Level 15 - Curve Level 16 - Curve Level 17 - Curve Level 18 - Curve Level 19 - Curve Level 20 - Curve Level 21 - Curve Level 22 - Curve Level 23 - Curve Level 24 - Curve Level 25 - Curve Level 26 - Curve Level 27 - Curve Level 28 - Curve Level 29 - Curve Level 30 - Curve Level 31 - Curve Level 32 - Curve Level 33 - Curve Level 34 - Curve Level 35 - Curve Level 36 - Curve Level 37 - Curve Level 38 - Curve Level 39 - Curve Level 40 - Curve Level 41 - Curve Level 42 - Curve Level 43 - Curve Level 44 - Curve Level 45 - Curve Level 46 - Curve Level 47 - Curve Level 48 - Curve Level 49 - Curve Level 50 - Curve Level 51 - Curve Level 52 - Curve Level 53 - Curve Level 54 - Curve Level 55 - Curve Level 56 - Curve Level 57 - Curve Level 58 - Curve Level 59 - Curve Level 60 - Curve Level 61 - Curve Level 62 - Curve Level 63 - Curve Level 64 - Curve Level 65 - Curve Level 66 - Curve Level 67 - Curve Level 68 - Curve Level 69 - Curve Level 70 - Curve Level 71 - Curve Level 72 - Curve Level 73 - Curve Level 74 - Curve Level 75 - Curve Level 76 - Curve Level 77 - Curve Level 78 - Curve Level 79 - Curve Level 80 - Curve Level 81 - Curve Level 82 - Curve Level 83 - Curve Level 84 - Curve Level 85 - Curve Level 86 - Curve Level 87 - Curve Level 88 - Curve Level 89 - Curve Level 90 - Curve Level 91 - Curve Level 92 - Curve Level 93 - Curve Level 94 - Curve Level 95 - Curve Level 96 - Curve Level 97 - Curve Level 98 - Curve Level 99 - Curve Level
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Primary Contributing Factors 01 - Distraction 02 - Distracted/Inattention 03 - Driving Too Fast for Conditions 04 - Exceeded Authorized Speed Limit 05 - Failed to Yield Right of Way 06 - Ran off Road 07 - Ran into Asleep 08 - Followed Too Closely 09 - Made an Improper Turn 10 - Medical Related 11 - Aggressive Operation of Vehicle 12 - Over correcting/Over-steering 13 - Swerving to Avoiding Object 14 - Wrong Side of Wrong Way 15 - Under the Influence 16 - Vision Obscured (Within Unit) 17 - Improper Lane Usage/Change 18 - Other Improper Action 19 - Unk	Roadway 30 - Debris 31 - Non-highway Work 32 - Obstruction in Roadway 33 - Road Surface Condition (ie - Wet) 34 - Rut, Holes, Bumps 35 - Shoulders (None, Low, Soft High) 36 - Traffic Control Device (ie - Missing) 37 - Work Zone (Const/Main/Utility) 38 - Work Travel/Polished Surface 48 - Other 49 - Unk	Non-Motorist 50 - Inattentive 51 - Yield Not Observed 52 - Failure to Yield R of W 53 - Not Visible (Dark Clothing) 54 - Disregard Signs/Signals/etc 55 - Improper Crossing 56 - Daring 57 - Wrong Side of Road 58 - Under the Influence 59 - Other 60 - Unk	Environmental 61 - Animal in Road 62 - Weather 63 - Other 64 - Other 65 - Other 66 - Other 67 - Other 68 - Other 69 - Other 70 - Other 71 - Other 72 - Other 73 - Other 74 - Other 75 - Other 76 - Other 77 - Other 78 - Other 79 - Other 80 - Other 81 - Other 82 - Other 83 - Other 84 - Other 85 - Other 86 - Other 87 - Other 88 - Other 89 - Other 90 - Other 91 - Other 92 - Other 93 - Other 94 - Other 95 - Other 96 - Other 97 - Other 98 - Other 99 - Other
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Others Contributing Factors 01 - Distraction 02 - Distracted/Inattention 03 - Driving Too Fast for Conditions 04 - Exceeded Authorized Speed Limit 05 - Failed to Yield Right of Way 06 - Ran off Road 07 - Ran into Asleep 08 - Followed Too Closely 09 - Made an Improper Turn 10 - Medical Related 11 - Aggressive Operation of Vehicle 12 - Over correcting/Over-steering 13 - Swerving to Avoiding Object 14 - Wrong Side of Wrong Way 15 - Under the Influence 16 - Vision Obscured (Within Unit) 17 - Improper Lane Usage/Change 18 - Other Improper Action 19 - Unk	Vehicle Contact 70 - Bikers 71 - Steering 72 - Power Plant 73 - Tires/Wheel 74 - Lamps 75 - Exhaust 76 - Other 77 - Other 78 - Other 79 - Other 80 - Other 81 - Other 82 - Other 83 - Other 84 - Other 85 - Other 86 - Other 87 - Other 88 - Other 89 - Other 90 - Other 91 - Other 92 - Other 93 - Other 94 - Other 95 - Other 96 - Other 97 - Other 98 - Other 99 - Other
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FR-10 to: SC Department of Motor Vehicles
of Financial Responsibility (803) 896-5000
Box 1498, Blythewood, SC 29016

South Carolina Department of Motor Vehicles (DMV)
FR-10 (REV. 10/05)
NOTICE OF REQUIREMENT

Submit Electronically: Agents or Company
Representatives can submit your insurance
information at WWW.SC-ALIR.COM

Time 12008	County 1155 04	1- Interstate 2- US Primary 3- SC Primary	4- Secondary 5- County	Collision Location (Rt. # / Name) 8409 E. GREENVILLE ST.	1-Mainline 2-Alternate 3-Spur	6-Connection 7-Business	Miles: -	Dir. N E S W	City / Near City or Town of: ANDERSON
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Failure to return this form to the Department of Motor Vehicles within 15 days from the date of the collision could result in the suspension of your driver license and registration privileges pursuant to South Carolina Code of Laws 56-9-351 and 56-10-530.

D Audit No. 808678		FR10 Audit No. X- 808679		Driver/Pedestrian's Full Name	
Sex F	Race W	Street	Unit # 1/A	Sex	Race
City, State, & Zip ANDERSON, SC		Street	Birth Date	City, State, & Zip	
Insurance Company: NATIONWIDE		State	Driver's License #	Insurance Company:	
Year 2008	Body SU	Vehicle Make FORD	VIN # 1FMYU02194K	VIN #	
Year 2008	License Plate #	Owner's D.L. # SAME	State	Year	License Plate #
Owner's Full Name SAME		Home Telephone ()	Owner's Full Name		
Telephone ()	Street AS	Bus. Telephone ()	Street		
Contributed To Collision No	City, State, & Zip ABOVE	Contributed To Collision Yes	City, State, & Zip		

D Audit No. 808680		Driver/Pedestrian's Full Name		State	Year	License Plate #	Owner's D.L. #
Sex	Race	Street	Home Telephone ()	Owner's Full Name			
Birth Date		City, State, & Zip	Bus. Telephone ()	Street			
Driver's License #		Insurance Company:	Contributed To Collision Yes	City, State, & Zip			
Body	Vehicle Make	VIN #	Automobile liability insurance information for Unit #				
All Units Insurance Information (to be completed by Investigating Officer)		Company Name NATIONWIDE		Area Code/Phone Number (864) 338-1600			
Agency Name RENEA S. ROWLAND		Street					
Automobile liability insurance information for Unit #		Automobile liability insurance information for Unit #					
Company Name		Area Code/Phone Number		Company Name			
Policy Number		Agency Name		Policy Number			

Automobile Liability Insurance Information

Method of Requirement Accepted: _____ Signature: _____ Y N Refused to Affix Signature?
Y N Vehicle Subject to Registration in SC?

Completed Below or Entered at WWW.SC-ALIR.COM By Insurance Company Representative. This should not be mailed to DMV if insurance information has been submitted electronically.

I, _____, I hereby affirm that to the best of my knowledge the vehicle described above insured by the below stated insurance company on the date of the collision.

Insurance Company: _____ Policy #: _____ Signature: _____ Title: _____

Beginning Date: _____ Ending Date: _____ Policy Holder: _____ NAIC# (Assigned by S.C. Dept. of Ins.): _____ Bus. Telephone: _____

Notice: If liability insurance was not in effect for your vehicle involved in the collision, The Department of Motor Vehicles could suspend your driver license and registration privileges pursuant to South Carolina Code of Laws 56-9-351 and 56-10-530.

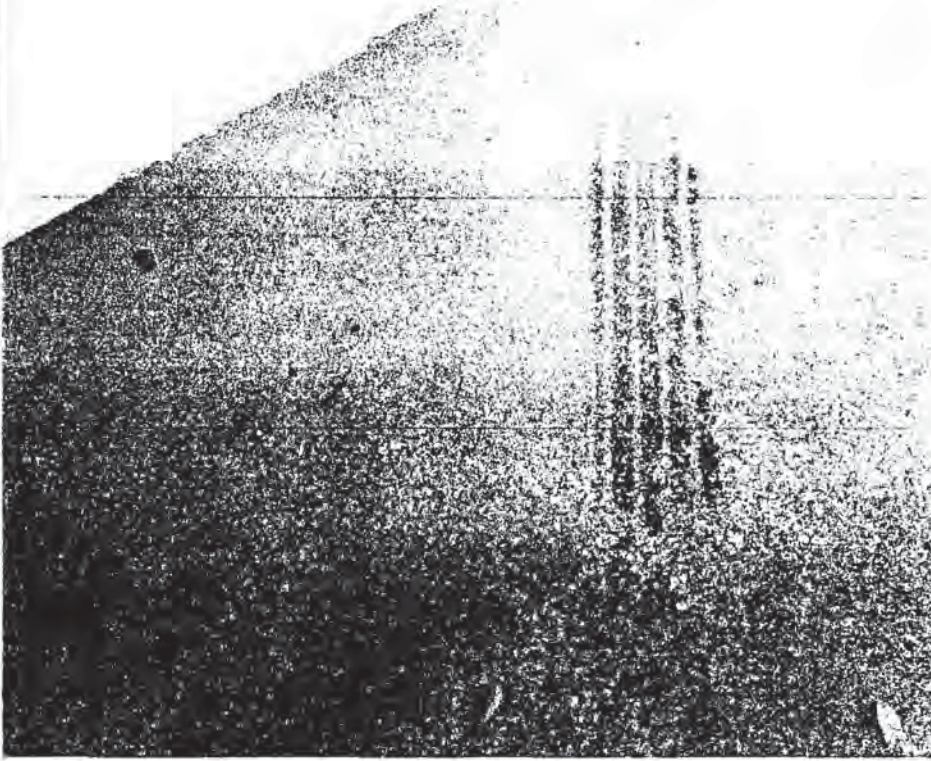
If any of the below are applicable, disregard the above portion.				Form FR-10 Not Issued: Section 56-10-520			
Check here if a Form SR-23, Fleet Policy of 25 or more vehicles is on file with the Department of Motor Vehicles covering the vehicle.				No FR-10 Issued to Operator/ Owner of Unit #: _____			
Check here if a certificate of self-insurance has been issued by the Department of Motor Vehicles covering the vehicle and indicate the certificate number: SI - _____				Summons Issued to:			
Check here if liability insurance was not in effect to comply with South Carolina statutory requirements.				For operating or allowing the operation of an uninsured vehicle		Summons Number:	
Signature		Date		Signature		Date	
Investigating Officer's Name STON, AS	Rank CPL	Badge # 304	Code SC 0001000	Date 02/27/2008	Reviewer's Name	Rank	Internal Agency Code 08-05581



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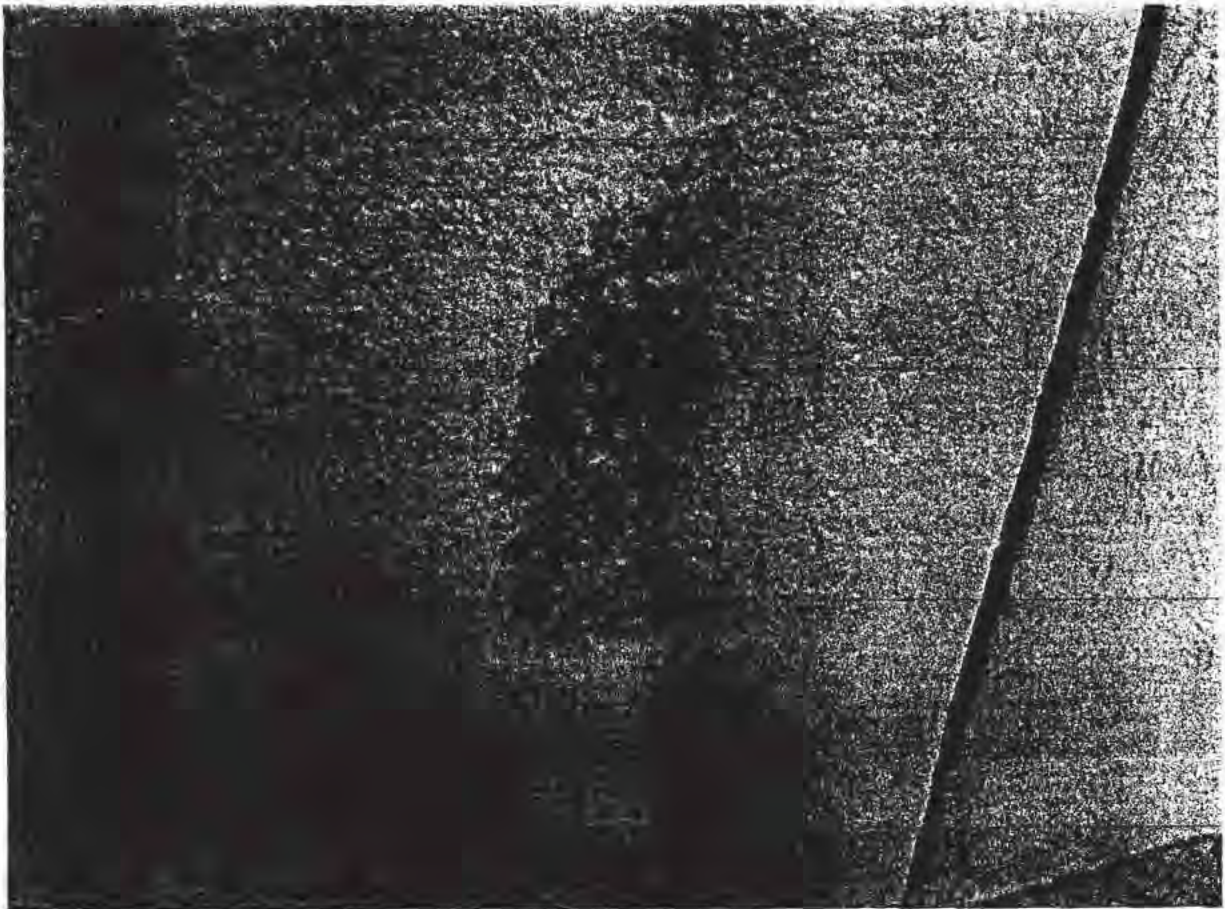
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3/24/2008



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11 of 2

SUPER SHOP
4112 HIGHWAY 24
ANDERSON, SC 29626
PHONE (864) 226-7833 FAX (864) 226-9080

CD LOG NO 907-1 DATE 03/03/08

SHOP: SUPER SHOP BODY SHOP INSP DATE: 03/03/08
ADDRESS: 4112 HWY. 24 CONTACT: JERRY BLANEY
CITY STATE: ANDERSON, SC PHONE 1: (864)226-7833
ZIP: 29626- FAX: (864)226-7822

OWNER: [REDACTED] HOME PHONE: [REDACTED]
CELL PHONE: [REDACTED]

POINT OF IMPACT: 4

LIC#: STATE: VIN: 1FMYU02194K [REDACTED]
BODY COLOR: RED MILEAGE:
CONDITION: ACCTNG CTL#:

*=USER-ENTERED VALUE	E=REPLACE OEM	NG=REPLACE NAGS
EC=REPLACE ECONOMY	UE=REPLACE OE SURPLUS	UC=RECONDITIONED PRT
UM=REMAN/REBUILT PRT	EU=REPLACE SALVAGE	EP=REPLACE PXN
OE=REPLACE PXN OE SRPLS	PC=PXN RECONDITIONED	PM=PXN REMAN/REBUILT
TE=PARTL REPL PRICE	ET=PARTL REPL LABOR	IT=PARTIAL REPAIR
I=REPAIR	L=REFINISH	BR=BLEND REFINISH
TT=TWO-TONE	CG=CHIPGUARD	SB=SUBLET
N=ADDITIONAL LABOR	RI=R&I ASSEMBLY	P=CHECK
AA=APPEAR ALLOWANCE	RP=RELATED PRIOR	UP=UNRELATED PRIOR

2004 FORD ESCAPE XLS 4DOOR WAGON 6CYL GASOLINE 3.0
CODE: P7103B/D OPTNS C/24ZO

OPTIONS:
TWO-STAGE - EXTERIOR SURFACES TWO-STAGE - INTERIOR SURFACES
AIR CONDITIONING AUTOMATIC TRANS

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B%	HOURS	R
EC	0101		COVER,FRONT BUMPER	ECONOMY PART	148.13*			0.4	1
L	0101		COVER,FRONT BUMPER	REFINISH				2.6	4
E	0229		MLDG,FRT BUMPER COV	LT 3L8Z16039BAPTM	134.02			INC	1
L	0229		MLDG,FRT BUMPER COV	LT REFINISH				0.4	4
E	0278	01	MLDG,FRT BUMPER COV	LT YL8Z16039AAB	27.65			INC	1
E	1256		CLIP,FRONT BUMPER	MULTI-PART	9.00				1
EC	0041	01	HEADLAMP ASSY,HALOG	LT ECONOMY PART	108.44*			1.1	1
N	0973		HEADLAMPS AIM	ADDNL LABOR OPERA				0.4	1
EC	0083		PANEL,HOOD	ECONOMY PART	236.93*			1.7	1
L	0083	13	PANEL,HOOD	REFINISH				5.5	4
I	0019	07	PANEL,UPPER RAD MTG	REPAIR				6.0	*1
L	0019		PANEL,UPPER RAD MTG	REFINISH				1.4	4

2004 FORD ESCAPE XLS 4DOOR WAGON
CD LOG NO 907-1

EC 0103	FENDER, FRONT	LT ECONOMY PART	134.44*	1.9	1
L 0103	FENDER, FRONT	LT REFINISH		2.8	4
BR 0104	FENDER, FRONT	RT BLEND REFINISH		1.1	4
BR 0207	DOOR SHELL, FRONT	LT BLEND REFINISH		1.2	4

16 ITEMS

MC MESSAGE(S)
01 CALL DEALER FOR EXACT PART NUMBER / PRICE
07 STRUCTURAL PART AS IDENTIFIED BY I-CAR
13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS					170.67
OTHER PARTS					627.94
PAINT MATERIAL					360.00
PARTS & MATERIAL TOTAL					1,158.61
TAX ON PARTS & MATERIAL @			5.000%		57.93
LABOR	RATE	REPLACE HRS	REPAIR HRS		
1-SHEET METAL	40.00	5.1	6.4		460.00
2-MECH/ELEC	40.00				
3-FRAME	40.00				
4-REFINISH	40.00	15.0			600.00
5-PAINT MATERIAL	24.00				
LABOR TOTAL					1,060.00
SUBLET REPAIRS					
TOWING					
STORAGE					
GROSS TOTAL					2,276.54
NET TOTAL					2,276.54

SHOPLINK UE327 ES CD LOG 907-1 DATE 03/03/08 02:36:40PM R6.37 CD 02/08
HOST LOG
(C) 1998 - 2007 AUDATEX NORTH AMERICA, INC.

3.0 HRS WERE ADDED TO THIS EST. BASED ON AUDATEX TWO-STAGE REFINISH FORMULA.

WARRANTY IS NULL & VOID IF VEHICLE IS NOT RETURNED TO ORIGINAL FACILITY

STATE OF SOUTH CAROLINA
CERTIFICATE OF TITLE
OF A VEHICLE

VEHICLE ID NUMBER 1FMYU02194K [REDACTED] YEAR MAKE 2004 FORD MODEL ESCAPE NEW/USED NEW

BODY STYLE SU DATE ISSUED 05-04-2004 ODOMETER 76 WEIGHT 3346 TITLE NUMBER [REDACTED]

VEHICLE BRAND(S)
ACTUAL MILEAGE

FULL NAME OF OWNER(S)
[REDACTED]
ANDERSON SC [REDACTED]

CUSTOMER NUMBER: [REDACTED]

FIRST LIENHOLDER
FORD MOTOR CREDIT CO
PO BOX 105704
ATLANTA GA 303485704
DATE OF LIEN: 04/15/2004

DEC 04 2007
1ST LIEN RELEASED (DATE)
BY *Berrie Mau*
(AUTHORIZED AGENT)

THE SOUTH CAROLINA DEPARTMENT OF MOTOR VEHICLES HEREBY CERTIFIES THAT THE PERSON HEREIN IS REGISTERED BY THIS DEPARTMENT AS THE LAWFUL OWNER OF THE VEHICLE DESCRIBED SUBJECT TO THE LIENS, IF ANY, HEREIN SET FORTH.

MARCIA S. ADAMS
EXECUTIVE DIRECTOR

MARK SANFORD
GOVERNOR

KEEP IN A SAFE PLACE. ANY ALTERATION OR FRAUDULENCE VOIDS THIS TITLE.

Standard Claims List For Model Year 2004

Detailed Vehicle Specification

VIN	VEH LINE	MKT DERIV	BODY CAB	VER. SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC	G	PREI	BASE	SUFI	CCC	CD	DIST (Miles)			
1F4V71C21D4	1	M1	F	TAVE	TJEF	T/A	AJ	T/DJ	T/LD	NOV-2003	APR-2004	121783	USA	10	*	*	*	*	*	*	*	5750			
AWS Claim Key:		5710351		Trx Code:		04525		Labor Hrs:		0.4															
Dir Cd-Sub Cd:		02347		Name:		FAIRWAY FORD OF ANDERSON		Ph:		864-2254151		St:SC		Ctry Cd:		USA		Reg Cd:		NA		Repr Date: 01-FEB-2005		Doc #: 19575M	
Cust Comments:		RECALL #04525 ACCELERATOR CABLE																							
Tech Comments:		REPLACED SPEED CONTROL CABLE																							
1F4V71C21D4	1	M1	F	TAVE	TJEF	T/A	AJ	T/DJ	T/LD	NOV-2003	APR-2004	121783	USA	22	*	*	*	*	*	*	*	11365			
AWS Claim Key:		8262344		Trx Code:		04C09		Labor Hrs:		0.5															
Dir Cd-Sub Cd:		02347		Name:		FAIRWAY FORD OF ANDERSON		Ph:		864-2254151		St:SC		Ctry Cd:		USA		Reg Cd:		NA		Repr Date: 00-JAN-2006		Doc #: 21363D	
Cust Comments:		RECALL LIFTGATE																							
Tech Comments:		REPLACED LIFTGATE LATCH ASSEMBLY																							

[Print Page Click Here](#)

OASIS RESULT:

1FMYU02194K [REDACTED]

03/20/2008
15:47:48
FCXWS447

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VEHICLE INFORMATION

VEHICLE DESCRIPTION
2004 ESCAPE
TRANSMISSION
CD4E AUTO TRANSAXLE

BODY STYLE
4 DR XLS MPV 4X2
AXLE CODE
96

ENGINE
3.0L DURATEC-VE(VE6)
ENGINE CALIBRATION
3M11D30A

WARNING MESSAGES

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

ARN MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
BEFORE REPLACING FS-10 A/C COMPRESSOR (19703), PLEASE SEE TSB 05-04-09

GENERAL WARRANTY INFORMATION

WARRANTY START DATE
04/15/2004

BUILD DATE
11/18/2003

SALE MILEAGE

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

0862 - EXPIRED
STANDARD DEDUCTIBLE: 0 USD
OWNER NAME: HERBERT JOHNSON
OPTIONS:
EXPIRATION DATE: 04/15/2005
DISTANCE: 16,076
RENTAL: 0 UP TO 0 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 02347
ESP CONTRACT START DATE: 04/15/2004

WARRANTY REPAIR HISTORY

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

On-line 1878
END OF OASIS REPORT FOR 1FMYU02194K [REDACTED]



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

[Redacted]

Anderson, SC [Redacted]

Re: 2004 Escape
VIN: 1FMYU02194K [Redacted]
Case #: 621360658

Dear [Redacted]

We acknowledge your recent contact with Ford Motor Company. 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 and photographs 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
 - A copy of the vehicle title and registration

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: _____
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 and mileage (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?

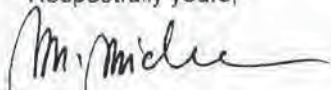
Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until all the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

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,



Marcel Miclea

MM

Action Detail

VIN: 1FMYU02194K [REDACTED] Year: 2004 Model: ESCAPE Case: 621360658
 Name: [REDACTED] Owner Status: Original WSD: 2004-04-15
 Symptom Desc: FAST IDLE ACCELERATOR BINDS HOT ENGINE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: ELECTRIC CITY FORD
 Origin Desc: US CONCERN CASE BASE P & A Code: 02962
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Odometer: 20000 MI Comm Type: PHONE
 Action Date: 03/05/2008 Action Time: 17:15:35:503 Action Data: Yes
 Analyst Name: KELSEY FRYE (KFRYE2) Analyst: KFRYE2

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
[REDACTED]		[REDACTED]	[REDACTED]	FAMILY

COMMENTS: CUSTOMER SAID: -CUST STATED THE VEH ALREADY HAD A RECALL FOR THE ACCELERATOR PEDAL STICKING- CUST IS CALLING IN FOR HIS MOTHER, CUST MOTHER WAS THE ONE IN THE ACCIDENT-DATE OF ACCIDENT-SOMEDAY LAST WEEK, POSSIBLY FRIDAY, 2/29/08-CUST ALLEGES THAT: THE ACCELERTOR CABLE STUCK AGAIN-WERE ANY INJURIES SUSTAINED: CUST MOTHER IS SORE, BUT DOES NOT BELIEVE SHE HAS ANY INJURIED-LOCATION OF ACCIDENT: OFF OF GREENVILLE AND FANT-WAS A POLICE REPORT FILED: YES, CUST IS UNSURE OF FINDINGS, BUT WAS TOLD THAT HIS MOTHER WAS GOING UNDER 25 MPH-CUST WENT BACK TO THE SCENE OF THE ACCIDENT AND TOOK PICTURES OF THE SKID MARKS ON THE ROAD-CUST STATED THAT YOU CAN SEE WHEN HIS MOTHER WAS TRYING TO PARK THE VEH, SHE WAS HITTING THE BRAKE BUT THE VEH WOULD NOT STOP-CUST IS UNSURE OF THE POLICE REPORT NUMBER, THE CITY WAS ANDERSON AND THE COUNTY WAS ANDERSON-YES CUST HAS CONTACTED HER INSURANCE, BUT THEY ARE UNABLE TO ASSIST BECAUSE SHE ONLY HAS BASIC INSURANCE-YES THE VEH IS REPAIRABLE, CUST HAS ALREADY TAKEN THE VEH TO GET AN ESTIMATE FOR COST OF REPAIRS-VEH IS AT CUST HOUSE-CUST WOULD LIKE THE VEH TO BE REPAIRED WITH THE ACCELERATOR CONCERNDEALER SAID: ELECTRIC CITY FORD3900 CLEMSON BLVD ANDERSON, SC 29621TEL:(864) 225-4151CRC 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.NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION BEFORE SENDING ISSUECCR VERFIED HOME ADDRESS WITH CUST.

Ford Confidential



Customer Info

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

Ford Confidential

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
S2-CHARLOTTE	21-ATLANTA	I	A04	02962	F21783

Dealer Name:	ELECTRIC CITY FORD
Dealer Address:	3900 CLEMSON BLVD ANDERSON SC 29621
Dealer Main Phone:	864-225-4151

Position	Employee Name
CUST RELATIONS MGR	CAYSIE M HANEY
DEALER/PARTNER	MARK HENRY
PARTS MANAGER	JAMES H SANDERS
SALES MANAGER	PHILLIP M HANVEY
SALES MANAGER	TODD SMITH
SALES MANAGER	joshua k quick
SERVICE MANAGER	STEPHEN R BROCK

Ford Confidential

ESP / Recall Information

VIN: 1FMYU02194K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2004 USED 12/15,000 BASIC MAINT PLAN - OPTIONAL 3K
 Selling Dealer: FAIRWAY FORD LM OF ANDERSON
 Deductible:
 Rental:
 Towing Allowance:

Status: Expire
 Expiration Date: 2005-04-15
 Expiration Miles: 16,076
 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	2005-02-01	02347USAF21783
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	CLOSE - REPAIRED	2006-01-06	02347USAF21783

OASIS RESULT:

1FMYU02194K [REDACTED]

03/06/2008
12:57:32
FCXWS447

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION 2004 ESCAPE	BODY STYLE 4 DR XLS MPV 4X2	ENGINE 3.0L DURATEC-VE(VE6)
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 96	ENGINE CALIBRATION 3M11D30A

▶ WARNING MESSAGES

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

▶ ARN MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
BEFORE REPLACING FS-10 A/C COMPRESSOR (19703), PLEASE SEE TSB [06-04-09](#)

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE 04/15/2004	BUILD DATE 11/18/2003	SALE MILEAGE
--	---------------------------------	---------------------

▶ OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES

0862 - EXPIRED
STANDARD DEDUCTIBLE: 0 USD
OWNER NAME: [REDACTED]
OPTIONS:
EXPIRATION DATE: 04/15/2005
DISTANCE: 16,076
RENTAL: 0 UP TO 0 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 02347
ESP CONTRACT START DATE: 04/15/2004

▶ WARRANTY REPAIR HISTORY

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU02194 [REDACTED]

Report Applies to Country Code: USA

CUSTOMER #: 233524

255420



INVOICE



3900 Clemson Blvd.
Anderson, SC 29621
(864) 225-4151

PAGE 1

SERVICE ADVISOR: 4866 DARRYL S BORECK

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

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a Ford Escape and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists service items like fuel induction and multi-point inspection with associated costs.

27157 CHECKED THROTTLE CABLE FOR ANY BINDING OR STICKING NONE NOTED, ROAD TESTED NO SYMPTOMS CLEANED THROTTLE BODY

B PERFORM MULTI-POINT INSPECTION, ONE COPY STAYS WITH TECH COPY, ONE COPY WITH CUSTOMER INVOICE

Table listing parts and labor for multi-point inspection, including battery checks and brake surface inspection.

27157 BATTERY FAILED LOAD TEST, CUST. DECLINED REPLACEMENT OF BATTERY

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

RETAIN THIS COPY AS YOUR RECEIPT. PLEASE KEEP THIS COPY FOR YOUR WARRANTY COVERAGE. SERVICE HOURS: MON. - FRI. 7:30 AM TO 6:00 PM SAT. 8:00 AM TO 2:00 PM ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED BY TERMS AND CONDITIONS OF YOUR WARRANTY

Table with columns: DESCRIPTION, TOTALS. Lists items like LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, etc.

CUSTOMER #: 233524

255420



INVOICE



3900 Clemson Blvd.
Anderson, SC 29621
(864) 225-4151

PAGE 2

ANDERSON, SC

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4866 DARRYL S BORECK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
REDFIRE	04	FORD ESCAPE	1FMYU02194K [REDACTED]		27157/27157	T736	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11AUG04 DE			WAIT 20MAR08		0.00	CASH	20MAR08
R.O. OPENED		READY	OPTIONS: STK:48391 DLR:210783 ENG:3.0 TRN:AUTO				
15:27	20MAR08	17:29	20MAR08				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THANK YOU FOR YOUR BUSINESS!
WE WANT YOU TO BE ****COMPLETELY SATISFIED!***
PLEASE CALL STEPHEN BROCK SERVICE DIRECTOR
CALL (864) 225-4151 WITH ANY QUESTIONS OR
COMMENTS

*****REMEMBER TO MAIL BACK YOUR SURVEY*****

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. ELECTRIC CITY FORD MAZDA is not responsible for items left in vehicle. All payments are due upon completion of repairs. Repair work done on this order will be based in part upon a flat rate manual computation. TERMS: STRICTLY CASH

X _____

RETAIN THIS COPY AS YOUR RECEIPT. PLEASE KEEP THIS COPY FOR YOUR WARRANTY COVERAGE.

SERVICE HOURS
MON. - FRI. 7:30 AM TO 6:00 PM
SAT. 8:00 AM TO 2:00 PM

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED BY TERMS AND CONDITIONS OF YOUR WARRANTY

DESCRIPTION	TOTALS
LABOR AMOUNT	155.43
PARTS AMOUNT	59.47
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	28.29
TOTAL CHARGES	243.19
LESS INSURANCE	0.00
SALES TAX	3.57
PLEASE PAY THIS AMOUNT	246.76

VISA



GENUINE PARTS & SERVICE

Multi-Point Inspection Report Card as Recommended by Ford Motor Company

Customer Name: [Redacted]

Year/Model: 07 Escape

Date: 3/22

RO/Tag: T-156 Mileage: 27157

CHECKED AND OK AT THIS TIME

MAY REQUIRE FUTURE ATTENTION

SCHEDULED MAINTENANCE ITEMS DUE FOR SERVICING ON THIS VISIT*

- Cabin Air Filter
- Engine Air Filter
- Engine Coolant
- Fuel Filter
- Oil Change
- Oil Filter
- Spark Plugs
- Tire Rotation
- Transmission Filter
- Transmission Fluid

This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

Comments:

CHECK FLUID LEVELS AND FILL

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> OK FILL Engine Oil | <input checked="" type="checkbox"/> OK FILL Power Steering | <input checked="" type="checkbox"/> OK FILL Transmission (if equipped with dipstick) |
| <input checked="" type="checkbox"/> Brake Reservoir | <input checked="" type="checkbox"/> Window Washer | <input type="checkbox"/> Coolant Recovery Reservoir |

CHECK FOLLOWING SYSTEMS/COMPONENTS

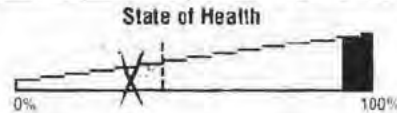
Declined

- Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps
- Radiator, heater, and air-conditioning hoses for leaks and damage
- Windshield for cracks, chips and pitting
- Windshield washer spray, wiper operation and wiper blades
- Accessory drive belt(s)
- Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise
- Clutch operation (if equipped)
- Constant velocity (CV) drive axle boots (if equipped)
- Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)
- Engine Cooling system hoses and clamps
- Exhaust system (leaks, damage, loose parts)
- Oil and/or fluid leaks
- Shocks/struts and other suspension components for leaks and/or damage
- Steering and steering linkages

STATE INSPECTION DUE (IF APPLICABLE)

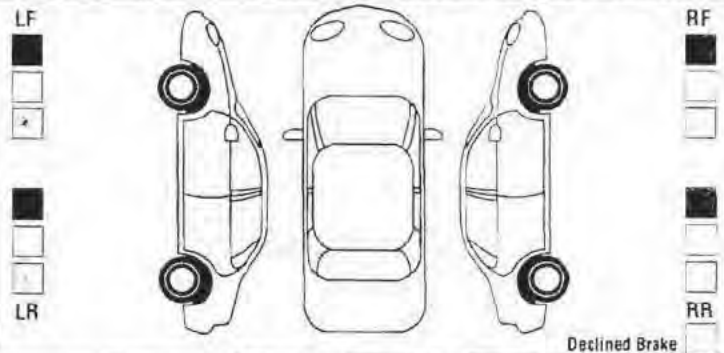
Comments:

CHECK BATTERY



- Condition of Terminals
- Good Bad
- (Clean if necessary)
- Declined Battery

CHECK BRAKES - MEASURE FRONT/REAR BRAKE LININGS



Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)

3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"

BRAKE MEASUREMENTS NOT TAKEN THIS SERVICE VISIT

Comments:

CHECK TIRES

TREAD DEPTH

- | | |
|--|--|
| <input checked="" type="checkbox"/> 7/32" or Greater | <input checked="" type="checkbox"/> 7/32" or Greater |
| <input type="checkbox"/> 4/32" to 6/32" | <input type="checkbox"/> 4/32" to 6/32" |
| <input type="checkbox"/> 3/32" or less | <input type="checkbox"/> 3/32" or less |
| <input checked="" type="checkbox"/> 7/32" or Greater | <input checked="" type="checkbox"/> 7/32" or Greater |
| <input type="checkbox"/> 4/32" to 6/32" | <input type="checkbox"/> 4/32" to 6/32" |
| <input type="checkbox"/> 3/32" or less | <input type="checkbox"/> 3/32" or less |
- LR RR



WEAR PATTERN / DAMAGE

TIRE WEAR INDICATES:

- Alignment Check Needed Wheel Balance Needed

Comments:

TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI

- Front Rear

Service Advisor:

Technician: 63092

Customer Signature: [Redacted]

PE12-019 000959 LP

233524

252893



3900 Clemson Blvd.
Anderson, SC 29621
(864) 225-4151

INVOICE

PAGE 1

ANDERSON SC

HOME: [REDACTED] BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 13912 DON STRICKLAND

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for REDFIRE 04 FORD ESCAPE and 11AUG04 IS.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes item A LUBE, OIL AND FILTER CHANGE - FIDELITY.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes item B MOUNT & BALANCE 4 TIRES.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes item C ALIGNMENT.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes item D PERFORM MULTI-POINT INSPECTION.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

RETAIN THIS COPY AS YOUR RECEIPT, PLEASE KEEP THIS COPY FOR YOUR WARRANTY COVERAGE. SERVICE HOURS MON. - FRI. 7:30 AM TO 6:00 PM SAT. 8:00 AM TO 2:00 PM ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED BY TERMS AND CONDITIONS OF YOUR WARRANTY

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

233524

2 5 2 8 9 3



3900 Clemson Blvd.
Anderson, SC 29621
(864) 225-4151

INVOICE

PAGE 2

SERVICE ADVISOR: 13912 DON STRICKLAND

ANDERSON, SC
HOME
CELL

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
REDFIRE	04	FORD ESCAPE	1FMYU02194K		36756/36756	T735	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11AUG04 IS			12:00 30JAN08		0.00	CFID	31JAN08
R.O. OPENED	READY	OPTIONS: STK:48391 DLR:210783 ENG:3.0 TRN:AUTO					
09:51 30JAN08	18:52 31JAN08						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THANK YOU FOR YOUR BUSINESS!
WE WANT YOU TO BE ****COMPLETELY SATISFIED! **
PLEASE CALL STEPHEN BROCK SERVICE DIRECTOR
CALL (864) 225-4151 WITH ANY QUESTIONS OR
COMMENTS

*****REMEMBER TO MAIL BACK YOUR SURVEY*****

CHK #4517

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. ELECTRIC CITY FORD MAZDA is not responsible for items left in vehicle. All payments are due upon completion of repairs. Repair work done on this order will be based in part upon a flat rate manual computation. TERMS: STRICTLY CASH

X

RETAIN THIS COPY AS YOUR RECEIPT, PLEASE KEEP THIS COPY FOR YOUR WARRANTY COVERAGE.

SERVICE HOURS
MON. - FRI. 7:30 AM TO 6:00 PM
SAT. 8:00 AM TO 2:00 PM

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED BY TERMS AND CONDITIONS OF YOUR WARRANTY

DESCRIPTION	TOTALS
LABOR AMOUNT	61.05
PARTS AMOUNT	473.73
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.12
TOTAL CHARGES	544.90
LESS INSURANCE	21.22
SALES TAX	28.43
PLEASE PAY THIS AMOUNT	552.11



**GENUINE
PARTS & SERVICE**

Multi-Point Inspection Report Card as Recommended by Ford Motor Company

Customer Name: _____ Year/Model: _____ Date: _____

RO/Tag: _____ Mileage: _____

CHECKED AND OK AT THIS TIME

MAY REQUIRE FUTURE ATTENTION

**SCHEDULED MAINTENANCE ITEMS
DUE FOR SERVICING ON THIS VISIT***

- | | |
|--|--|
| <input type="checkbox"/> Cabin Air Filter | <input type="checkbox"/> Oil Filter |
| <input type="checkbox"/> Engine Air Filter | <input type="checkbox"/> Spark Plugs |
| <input type="checkbox"/> Engine Coolant | <input type="checkbox"/> Tire Rotation |
| <input type="checkbox"/> Fuel Filter | <input type="checkbox"/> Transmission Filter |
| <input type="checkbox"/> Oil Change | <input type="checkbox"/> Transmission Fluid |

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

Comments: _____

CHECK FLUID LEVELS AND FILL

- | | | |
|---|--|---|
| <input type="checkbox"/> <input type="checkbox"/> Engine Oil | <input type="checkbox"/> <input type="checkbox"/> Power Steering | <input type="checkbox"/> <input type="checkbox"/> Transmission
(if equipped with dipstick) |
| <input type="checkbox"/> <input type="checkbox"/> Brake Reservoir | <input type="checkbox"/> <input type="checkbox"/> Window Washer | <input type="checkbox"/> <input type="checkbox"/> Coolant Recovery Reservoir |

CHECK FOLLOWING SYSTEMS/COMPONENTS

Declined

- | | | | |
|-------------------------------------|--------------------------|---|--------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Radiator, heater, and air-conditioning hoses for leaks and damage | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Windshield for cracks, chips and pitting | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Windshield washer spray, wiper operation and wiper blades | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Accessory drive belt(s) | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Clutch operation (if equipped) | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Constant velocity (CV) drive axle boots (if equipped) | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed) | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine Cooling System hoses and clamps | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Exhaust system (leaks, damage, loose parts) | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Oil and/or fluid leaks | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Shocks/struts and other suspension components for leaks and/or damage | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Steering and steering linkages | <input type="checkbox"/> |

STATE INSPECTION DUE (IF APPLICABLE) MONTH / DAY / YEAR

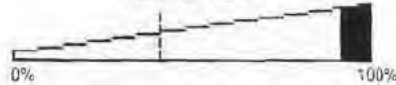
Comments: _____

Service Advisor: _____

Technician: _____

CHECK BATTERY

State of Health



Condition of Terminals

- Good Bad
(Clean if necessary)
 Declined Battery

CHECK BRAKES - MEASURE FRONT/REAR BRAKE LININGS

LF RF

 LR RR
 Declined Brake

Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)

3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"

BRAKE MEASUREMENTS NOT TAKEN THIS SERVICE VISIT

Comments: _____

CHECK TIRES

TREAD DEPTH

<input checked="" type="checkbox"/>	7/32" or Greater	<input checked="" type="checkbox"/>	7/32" or Greater
<input type="checkbox"/>	4/32" to 6/32"	<input type="checkbox"/>	4/32" to 6/32"
<input type="checkbox"/>	3/32 or less	<input type="checkbox"/>	3/32 or less
<input checked="" type="checkbox"/>	7/32" or Greater	<input checked="" type="checkbox"/>	7/32" or Greater
<input type="checkbox"/>	4/32" to 6/32"	<input type="checkbox"/>	4/32" to 6/32"
<input type="checkbox"/>	3/32 or less	<input type="checkbox"/>	3/32 or less

Declined Tire

LF RF
 LR RR

WEAR PATTERN / DAMAGE

TIRE WEAR INDICATES:

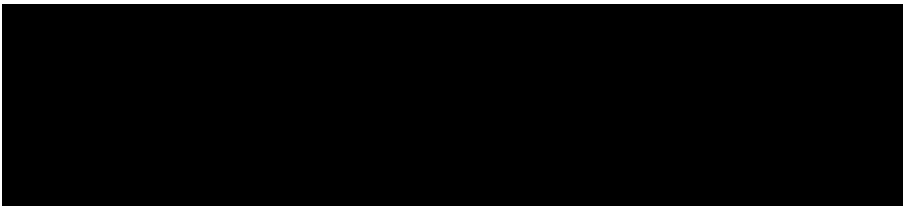
- Alignment Check Needed Wheel Balance Needed

Comments: _____

TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI

- Front Rear

Customer Signature: _____



Customer Info

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



2/7/2005

All Action Details for Issue

Print

VIN: 1FMCU94114K [REDACTED] Year: 2004 Model: ESCAPE Case: 1684270065
 Name: [REDACTED] Owner Status: Original WSD: 2004-01-10
 Symptom Desc: PARKING BRAKE INOP/INEFFECTIVE 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: 01363 JOHN KENNEDY FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 10000 MI Comm Type: PHONE
 Analyst Name: YOUNG AMANDA ROSE Analyst: AYOUING75
 Action Date: 01/06/2005 Action Time: 19.00.26.113 Action Data: No

Comments CUSTOMER SAID: - CUST WAS IN AN ACCIDENT IN AUGUST - WHILE INCREASING SPEED A LITTLE WITH ACCELERATOR PEDAL, THE VEH SPED FORWARD - THIS CAUSED CUST TO LOOSE CONTROL OF VEH AND HIT A TELEPHONE POLE - INSURANCE COMPANY REPAIRED ISSUE, CUST PAID DEDUCTIBLE - THIS ACCIDENT CAUSED CUST TO GO UNCONSCIOUS- AS WELL, CUST GOT CHEMICAL BURNS ON BODY FROM AIR BAGS - CUST WAS OFF OF WORK FOR A FEW WEEKS - RECENTLY, CUST WENT TO HAVE INSPECTION COMPLETED ON VEH - AT THE SAME TIME, CUST WAS ADVISED THAT THERE WAS A RECALL ON THE VEH FOR THE ACCELERATOR PEDAL- AFTER READING DETAILS OF RECALL, CUST REALIZED THIS WAS THE SAME SYMPTOM THAT HAPPENED TO HER CAUSING THE ACCIDENT - THE RECALL HAS NOW BEEN COMPLETED ON VEH - ON NEW YEARS EVE, CUST PARKED VEH IN A UPHILL- WHEN GETTING OUT OF VEH AND TAKING FOOT OF BRAKE, THE VEH ROLLED BACKWARDS- THIS CAUSED THE DRIVER'S SIDE DOOR TO SWING BACK ONTO CUST- THIS CAUSED CUST TO GET A LARGE BRUISE ON LEG- CUST NO LONGER FEELS SAFE IN THIS VEH - CUST SEEKING TO HAVE THESE ISSUE ADDRESSED BY FORDDEALER SAID: -NONECRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.--CSR ADVISED CUST AS ABOVE

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 01363 JOHN KENNEDY FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 10000 MI Comm Type: PHONE
 Analyst Name: CATHERINA PAPALIA Analyst: CPAPALIA
 (CPAPALIA)
 Action Date: 01/10/2005 Action Time: 14.47.46.316 Action Data: Yes

Comments LEFT MESSAGE FOR CUSTOMER

Data Element Name	Data Value
CONTACT PERSON	LEFT MESSGAE


Action: CLOSING COMMENTS - DENIAL - NO PRODUCT DEFECT FOUND
 Dealer: 01363 JOHN KENNEDY FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 10000 MI Comm Type: MAIL
 Analyst Name: CATHERINA PAPALIA Analyst: CPAPALIA
 (CPAPALIA)
 Action Date: 02/01/2005 Action Time: 16.10.05.258 Action Data: No

Comments LPA HAD THE DEALERSHIP LOOK AT THE VEHICLE AND THEY WERE UNABLE TO DETERMINE A DEFECT WITH VEHICLE....THERE ARE NO OPEN FSA ON THE VEHICLE....LPA HAS DENIED CUSTOMER'S



2/7/2005

REQUEST TO HAVE VEHICLE REPLACED. LPA SENT CUSTOMER A DENIAL LETTER. ***NFA***

 2/7/2005

JOHN KENNEDY

We Accept All Major Credit Cards

QualityCare

at your service



1403 Ridge Pike
CONSHOHOCKEN, PA 19428
Phone: 610-279-1700
Fax: 610-279-4521
visit us at kennedyauto.com

Motorcraft

Katarina

CUSTOMER NO. 69030	ADVISOR PETER P MONTELEONE 5627	TAC NO. 3903	INVOICE DATE 01/26/05	INVOICE NO. FOCS263233
	LABOR RATE	LICENSE NO.	MILEAGE 10037	COLOR BLACK/EBONY
	YEAR / MAKE / MODEL 04/FORD TRUCK/ESCAPE/SW 4WD LTD	DELIVERY DATE 01/10/04	STOCK NO. 09056	DELIVERY MILES 30
HAVERTOWN, PA	VEHICLE ID NO. 1FMCU94114K	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.C. NO.	R.O. DATE 01/19/05	MO: 10037
	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES-----

LABOR-----

J# 1 07F02 TRANSMISSION CONCERN HOURS: TECH(S): 1674 0.00
 CUSTOMER STATES SHE PUT VEHICLE INTO PARK AND VEHICLE
 COASTED INTO ANOTHER VEHICLE.

INSPECTED SHIFTER, CABLE, AND TRANSMISSION LINKAGE
 ALL OPERATING CORRECTLY AT THIS TIME, NO PROBLEM FOUND

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

COMMENTS-----
ALLSTATE #6643140228-01

TOTALS-----

***** PLEASE TAKE NOTE *****
 YOUR COMPLETE SATISFACTION IS OUR GOAL. YOU MAY RECEIVE A
 SURVEY AS A RESULT OF THE WORK PERFORMED ON YOUR VEHICLE.
 IF YOU ARE UNABLE TO RESPOND "COMPLETELY SATISFIED" FOR
 ANY REASON, PLEASE CONTACT TIM GREGOIRE AT
 610-279-1700 EXT 250
 THANK YOU !!!!!!!!!!!!!

TOTAL LABOR.....	0.00
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.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE



SERVICE DEPARTMENT HOURS:

Mon. - Thurs. 7:00 a.m. - 7:00 p.m.
 Friday 7:00 a.m. - 6:00 p.m.
 Saturday 7:30 a.m. - 3:00 p.m.

YOUR NEXT **QualityCare** APPOINTMENT IS

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 10,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO NOR ENFORCEABLE BY ANY OTHER PERSON.

THIS PART(S) IS SOLD AS IS; THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER 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 ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S). AND/OR SERVICE BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY, NEGLIGENCE OR OTHERWISE."

*Thank You,
 We appreciate
 your business!*
JOHN KENNEDY



1403 Ridge Pike
 CONSHOHOCKEN, PA 19428
 Phone: 610-279-1700
 Fax: 610-279-4521
 visit us at kennedyauto.com

50, 1106 American Format Group 315-443-0500

Action Detail

VIN: 1FMCU94114K [REDACTED] Year: 2004 Model: ESCAPE Case: 1684270065
 Name: [REDACTED] Owner Status: Original WSD: 2004-01-10
 Symptom Desc: PARKING BRAKE INOP/INEFFECTIVE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: JOHN KENNEDY FORD
 Origin Desc: US CONCERN CASE BASE P & A Code: 01363
 Action Desc: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
 Odometer: 10000 MI Comm Type: PHONE
 Action Date: 01/06/2005 Action Time: 19:00:26:113 Action Data: No
 Analyst Name: YOUNG AMANDA ROSE Analyst: AYOUNG75

Handwritten notes:
 4472
 5690

COMMENTS: CUSTOMER SAID: - CUST WAS IN AN ACCIDENT IN AUGUST - WHILE INCREASING SPEED A LITTLE WITH ACCELERATOR PEDAL, THE VEH SPED FORWARD - THIS CAUSED CUST TO LOOSE CONTROL OF VEH AND HIT A TELEPHONE POLE - INSURANCE COMPANY REPAIRED ISSUE, CUST PAID DEDUCTIBLE - THIS ACCIDENT CAUSED CUST TO GO UNCONSCIOUS- AS WELL, CUST GOT CHEMICAL BURNS ON BODY FROM AIR BAGS - CUST WAS OFF OF WORK FOR A FEW WEEKS - RECENTLY, CUST WENT TO HAVE INSPECTION COMPLETED ON VEH - AT THE SAME TIME, CUST WAS ADVISED THAT THERE WAS A RECALL ON THE VEH FOR THE ACCELERATOR PEDAL- AFTER READING DETAILS OF RECALL, CUST REALIZED THIS WAS THE SAME SYMPTOM THAT HAPPENED TO HER CAUSING THE ACCIDENT - THE RECALL HAS NOW BEEN COMPLETED ON VEH - ON NEW YEARS EVE, CUST PARKED VEH IN A UPHILL- WHEN GETTING OUT OF VEH AND TAKING FOOT OF BRAKE, THE VEH ROLLED BACKWARDS- THIS CAUSED THE DRIVER'S SIDE DOOR TO SWING BACK ONTO CUST- THIS CAUSED CUST TO GET A LARGE BRUISE ON LEG- CUST NO LONGER FEELS SAFE IN THIS VEH - CUST SEEKING TO HAVE THESE ISSUE ADDRESSED BY FORDDEALER SAID: -NONECRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP, SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.--CSR ADVISED CUST AS ABOVE

Handwritten notes:
 1/10 left msg for customer
 1/12 lpa advised customer to send us docs + police report
 Same @ John Kennedy Ford
 1/25 - left msg for customer

1/10/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
16-PHILADELPHIA	16-PHILADELPHIA	B	D1	01363	F16036

Dealer Name: JOHN KENNEDY FORD
 Dealer Address: 1403 RIDGE PIKE
 CONSHOHOCKEN PA 19428
 Dealer Main Phone: 610-279-1700 Dealer Service Phone: 610-279-1700

Position	Employee Name
DEALER/PARTNER	ROSS CHOATE
PARTS MANAGER	JAMES A MEADE
SALES MANAGER	JEROME A BERNSTEIN
SALES MANAGER	VINCE GIANCATERINO
SALES MANAGER	JOHN P KENNEDY
SALES MANAGER	PHIL CALVERT
SALES MANAGER	MARK PESCATORE
SALES MANAGER	JOHN CRANE
SALES MANAGER	TRACY L DEPMAN
SERVICE MANAGER	TIM GREGOIRE

Service Hours FAX 610 279 4521
 Directions
 Trained Y
 Additional Information DEALERSHIP OPENED UNTIL 9 PM MON-THURS SATURDAY 8AM-12PM T

1/12- Spoke w/ Dave in collusion will
 call me once vehicle is at
 dealership.

Per Tim, Sm - upon inspection
 NPF with the
 vehicle.

1/13/2005

ESP / Recall Information

VIN: 1FMCU94114K [REDACTED]

Contract: 1 of 1

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

Purchaser: K [REDACTED]
 Plan Type: USA 2004 NEW 60/48,000 PREMIUMCARE W/ROADSIDE ASSIST
 Selling Dealer: JOHN KENNEDY FORD
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2009-01-10
 Expiration Miles: 48,000
 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	2004-12-30	01363USAF16036
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	OPEN - LAUNCHED		



1/10/2005





Consumer Affairs

March 21, 2005

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

*Sent Via Mail

[REDACTED]
Arlington Heights, IL [REDACTED]

Re: 2004 Ford Escape
VIN#-1FMCU93134K [REDACTED]

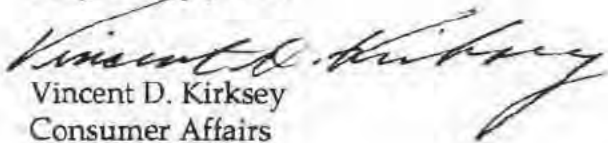
Dear [REDACTED]

Thank you for contacting us regarding your vehicle concerns.

Information provided by you indicated that your insurance company is currently investigating your 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 incident. Based on this information, we will not honor your request for assistance, and ask that you contact the insurance company for possible assistance.

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



Update an Issue

VIN: 1FMCU93134K [REDACTED] Year: 2004 Model: ESCAPE WSD: 2004-01-08
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] ARLINGTON HEIGHTS IL [REDACTED]

Case Number: 452440545 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT / FIRE
Symptom: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP
Dealer: F41077 - BREDEMANN FORD

Comm Type: PHONE Current Odometer Reading: 10600 MI
Action Category: MISCELLANEOUS Odometer Reading: 10600 MI
Action: INFORMATIONAL CALL/FAX(N)

Caller Information If different from vehicle owner

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

Comments: LPA recontacted customer after CRC reopened case. Customer is having body work done to Escape. After body work is completed, vehicle will be inspected at Ford dealership. Customer will contact LPA once body work is done. Dealership is aware of the situation.

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>

[REDACTED] 2/25/2005

Action Detail

Print Action Detail

VIN: 1FMCU93134K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 452440545
Name: [REDACTED]	Owner Status: Original	WSD: 2004-01-08	
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: BREDEMANN FORD IN GLENVIEW	
Origin Desc: US CONCERN CASE BASE		P & A Code: 01554	
Odometer: 10600 MI	Comm Type: PHONE		
Action Date: 02/24/2005	Action Time: 19:19:12:437	Action Data: Yes	
Analyst Name: PEPPI DIMITROPOULOS	Analyst: PDIMITRO		

COMMENTS: CUSTOMER SAID: =CUST CALLING BACK TO PROVIDE ADDITIONAL INFORMATION ++++++VEH HAS NOT BEEN REPAIRED+++++=====CUST RECEIVED A MESSAGE FROM LEGAL DEPARTMENT TODAY WHICH CUST PLAYED BACK TO ME BY SOMEONE BY THE NAME OF : MMORRI20 --- THE MESSAGE WAS VERY BRIEF AND JUST STATED WE WILL CALL YOU BACK --NO NAME LEFT OR TIME WHEN THEY WILL CALL THE CUST BACK OR ANY DETAILS ==AS PER INFO IN FORD'S FILES THERE IS DOCUMENTATION MADE BY CALGL STATING NO FURTHER ACTION - VEH HAS BEEN REPAIRED ---VEH HAS NOT BEEN REPAIRED AND CLAIM HAS NOT BEEN PAID =====ATTENTION CONSUMER AFFAIRS PLEASE CONTACT CUST ON HER CELL# [REDACTED] =====AS PER PREVIOUS DOCUMENTATIONS=====ON STAURDAY I WAS DIRING IN A GROCERY STORE PARKING LOT-I WAS GOING VERY SLOW -I PULLED INTO A PARKING SPOT AND TH EVEH JUST TOOK OFF -I DID NOT HIT THE GAS PEDAL AND I KNOW THAT FOR A FACT -MY FOOT WAS ON THE BRAKE -I HIT 2 VEH'S AND MY VEH WAS DAMAGED AS WELL -I WENT ON THE INTERNET AND I FOUND THAT OTHER PEOPLE ARE HAVING THE SAME PROBLEM -THE FSA 04S25 FOR THE ACCELERATOR CABLE HAS BEEN COMPLETED AT BREDEMANN FORD -THERE HAS TO BE SOMETHING ELSE WRONG WITH THIS VEH -THE VEH WAS TOWED ON A FLAT BED TO A BODY SHOP -I AM AFRIAD THAT THEY WILL NOT FIND THE PROBLEM BECAUSE THAT IS WHAT OTHER PEOPLE WERE COLPLAINING ABOUT ON THE INTERNET -MY INSURANCE COMPANY ALL STATE WANTS SOMEONE FROM FORD TO COME DOWN AND LOOK AT THE VEHDEALER SAID: BREDEMANN FORD IN GLENVIEW2038 WAUKEGAN ROADGLENVIEW, IL 60025TEL: (847) 998-4000CRC 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.+++++VEH HAS NOT BEEN REPAIRED+++++=====CUST RECEIVED A MESSAGE FROM LEGAL DEPARTMENT TODAY WHICH CUST PLAYED BACK TO ME BY SOMEONE BY THE NAME OF : MMORRI20 --- THE MESSAGE WAS VERY BRIEF AND JUST STATED WE WILL CALL YOU BACK --NO NAME LEFT OR TIME WHEN THEY WILL CALL THE CUST BACK OR ANY DETAILS ==AS PER INFO IN FORD'S FILES THERE IS DOCUMENTATION MADE BY CALGL STATING NO FURTHER ACTION - VEH HAS BEEN REPAIRED ---VEH HAS NOT BEEN REPAIRED AND CLAIM HAS NOT BEEN PAID =====ATTENTION CONSUMER AFFAIRS PLEASE CONTACT CUST ON HER CELL# [REDACTED] =====CUST WOULD LIEK TO BE CONTACTED ON 02/25/05=====

Update Issue Close Issue

OASIS Warranty History ESP/Recall

[REDACTED] .. 2/25/2005

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	B	B2	01554	F41077

Dealer Name:	BREDEMANN FORD IN GLENVIEW		
Dealer Address:	2038 WAUKEGAN ROAD GLENVIEW IL 60025		
Dealer Main Phone:	847-998-4000	Dealer Service Phone:	847-510-5560

Position	Employee Name
DEALER/PARTNER	JOSEPH BREDEMANN
GENERAL MANAGER	STEPHEN J TRAVNIK
PARTS MANAGER	RICK CLARK
PARTS MANAGER	RUSSELL J HOWARD
PARTS & SERVICE DIRECTOR	KENNETH R LEWIS
SALES MANAGER	DONALD YOUNG
SERVICE MANAGER	THOMAS VOTH



2/24/2005

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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

Address: [REDACTED] ARLINGTON HEIGHTS IL [REDACTED]

Country: USA Language: EN

Cell Phone: [REDACTED] Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email: MEJ55@COMCAST.NET

[REDACTED] 2/24/2005



Consumer Affairs

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

Sent Via US Mail

February 24, 2005

[REDACTED]
Arlington Heights, IL [REDACTED]

RE: 2004 Ford Escape
VIN: 1FMCU93134K [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



Close an Issue

VIN: 1FMCU93134K [REDACTED] Year: 2004 Model: ESCAPE WSD: 2004-01-08
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] ARLINGTON HEIGHTS IL [REDACTED]

Case Number: 452440545 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT / FIRE
Symptom: SURGE AT CRUISE HOT ENGINE
Dealer: F41077 - BREDEMANN FORD

Comm Type: MAIL Current Odometer Reading: 10600 MI
Action Category: CLOSING COMMENTS - REFER TO INS. CARRIER Odometer Reading: 10600 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 is involved and vehicle has been repaired. No further action is needed.

Comments:

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>

[REDACTED] 2/24/2005

ESP / Recall Information

VIN: 1FMCU93134K [REDACTED]

Contract: 1 of 2

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

Purchaser: [REDACTED]
 Plan Type: USA 2004 NEW 72/75,000 PREMIUMCARE W/ROADSIDE ASSIST
 Selling Dealer: BREDEMANN FORD IN GLENVIEW
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2010-01-08
 Expiration Miles: 75,000
 Plan Year: 2004
 Purchase Type: N
 Options: DIS,DED

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

Cancel Date:
 Refund Percent:
 Dealer Credited:
 Process Date:
 Dealer Received Date:

Contract: 2 of 2

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

Purchaser: [REDACTED]
 Plan Type: USA 2004 NEW 36/36,000 QUALITY CARE MAINT-NORMAL 5K
 Selling Dealer: BREDEMANN FORD IN GLENVIEW
 Deductible:
 Rental:
 Towing Allowance:

Status: Active
 Expiration Date: 2007-01-08
 Expiration Miles: 37,000
 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	2005-01-15	01554USAF41077
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	OPEN - LAUNCHED		

[REDACTED]

2/24/2005

Action Detail

[Print Action Detail](#)

VIN: 1FMGU93134K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 452440545
Name: [REDACTED]	Owner Status: Original	WSD: 2004-01-08	
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: BREDEMANN FORD IN GLENVIEW	
Origin Desc: US CONCERN CASE BASE		P & A Code: 01554	
Odometer: 10600 MI	Comm Type: PHONE		
Action Date: 02/23/2005	Action Time: 12:34:04:197	Action Data: Yes	
Analyst Name: CASTELLANO ELIZABETH	Analyst: ECASTEL3		

COMMENTS: CUSTOMER SAID: -ON STAUARDAY I WAS DIRING IN A GROCERY STORE PARKING LOT-I WAS GOING VERY SLOW -I PULLED INTO A PARKING SPOT AND TH EVEH JUST TOOK OFF -I DID NOT HIT THE GAS PEDAL AND I KNOW THAT FOR A FACT -MY FOOT WAS ON THE BRAKE -I HIT 2 VEH'S AND MY VEH WAS DAMAGED AS WELL -I WENT ON THE INTERNET AND I FOUND THAT OTHER PEOPLE ARE HAVING THE SAME PROBLEM -THE FSA 04S25 FOR THE ACCELERATOR CABLE HAS BEEN COMPLETED AT BREDEMANN FORD -THERE HAS TO BE SOMETHING ELSE WRONG WITH THIS VEH -THE VEH WAS TOWED ON A FLAT BED TO A BODY SHOP -I AM AFRIAD THAT THEY WILL NOT FIND THE PROBLEM BECAUSE THAT IS WHAT OTHER PEOPLE WERE COLPLAINING ABOUT ON THE INTERNET -MY INSUARANCE COMPANY ALL STATE WANTS SOMEONE FROM FORD TO COME DOWN AND LOOK AT THE VEH -THE DATE OF THE ACCIDENT WAS 02/19/05-I KNOW THAT A DEFECT CAUSED THE ACCIDENT -THE VEH WAS IN THE PARKING LOT OF A GROCERY STORE JEWEL FOOD STORE -THERE WAS A POLICE REPORT FILED, WE HAVE THE LA MOTORIST REPORT -THE REPORT # IS 6614450 THE CITY THAT THE REPAORT WAS FILED WAS ARLIGHTON HEIGHTS -I HAVE FILED A CLAIM WITH THE INSUARANCE COMPANY -THE INSURANCE COMPANY IS IN THE PROCESS OF INVESTIGATING -I THINK THAT VEH IS REPAIRABLE -EVEN IF IT IS REPAIRABLE I WILL NEVER DRIVE THE VEH AGAIN -CUST SEEKS INFODEALER 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.-CUST STATED THAT SHE CAN BE CONTACTED ANY TIME ON THE CELL PHONE [REDACTED]

[Update Issue](#) [Close Issue](#)[OASIS](#) [Warranty History](#) [ESP/Recall](#)

[REDACTED] 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)			
1FMCU93134K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	05-DEC-2003	08-JAN-2004	141077	USA	6	6Y05	000001	*	MAINT	*	A9*	82	4722			
AWS Claim Key:		1103491	Trx Code:		0713S	Labor Hrs:		0.9																
Dir Cd-Sub Cd:		01554 - *	Name:		BREDEMANN FORD IN GLENVIEW			Ph:	847-9984000		St:	IL	Ctry Cd:		USA		Reg Cd:	NA		Repr Date:	14-JUN-2004		Doc #:	49157201
Cust Comments:		PERFORM 5000 MILE SERVICE PACKAGE. CHANGE OIL AND FILTER, ROTATE TIRES, INSPECT ALL BELTS AND HOSES, CHECK AND FILL																						
Tech Comments:		ALL FLUIDS, CHECK AND SET TIRE PREASURES, INSPECT SUSPENSION AND UNDERCARRAGE, PERFORM COMPLETE BODY AND CHASSIC LUBE																						
1FMCU93134K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	05-DEC-2003	08-JAN-2004	141077	USA	12	6Y05	000001	*	MAINT	*	A9*	82	9044			
AWS Claim Key:		2875530	Trx Code:		0713S	Labor Hrs:		0.9																
Dir Cd-Sub Cd:		01554 - *	Name:		BREDEMANN FORD IN GLENVIEW			Ph:	847-9984000		St:	IL	Ctry Cd:		USA		Reg Cd:	NA		Repr Date:	07-DEC-2004		Doc #:	53799301
Cust Comments:		PERFORM 10000 MILE SERVICE PACKAGE. CHANGE OIL AND FILTER, INSPECT ALL BELTS AND HOSES, CHECK AND FILL FLUIDS, CHECK																						
Tech Comments:		AND SET TIRE PREASURES, INSPECT UNDERCARRAGE AND SUSPENSION, PERFORM COMPLETE BODY AND CHASSIC LUBRICATION. ROTATED TIRES AND PERFORMED BRAKE INSPECTION.																						
1FMCU93134K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	05-DEC-2003	08-JAN-2004	141077	USA	12	7F02	011601	*	17528	*	W05	42	9044			
AWS Claim Key:		300393	Trx Code:		2	Labor Hrs:		0.3																
Dir Cd-Sub Cd:		01554 - *	Name:		BREDEMANN FORD IN GLENVIEW			Ph:	847-9984000		St:	IL	Ctry Cd:		USA		Reg Cd:	NA		Repr Date:	07-DEC-2004		Doc #:	53799302
Cust Comments:		PLEASE REPLACE THE FRONT AND REAR WIPER BLADES																						
Tech Comments:		REPLACED THE WORN WIPER BLADES																						
1FMCU93134K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	05-DEC-2003	08-JAN-2004	141077	USA	13	*	*	*	*	*	*	*	9890			
AWS Claim Key:		3231181	Trx Code:		04S25	Labor Hrs:		0.4																
Dir Cd-Sub Cd:		01554 - *	Name:		BREDEMANN FORD IN GLENVIEW			Ph:	847-9984000		St:	IL	Ctry Cd:		USA		Reg Cd:	NA		Repr Date:	15-JAN-2005		Doc #:	54764102
Cust Comments:		PERFROM RECALL 04S25 ACCELERATOR CABLE REPLACEMENT																						
Tech Comments:		COMPLETED RECALL																						
1FMCU93134KB52211	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	05-DEC-	08-JAN-	141077	USA	13	6R01	012001	3L8Z	7861	B09	AAA	S25	42	10068		

PE12-019 000981 LP



FMCU93134K [REDACTED]

2/24/2005

		2003	2004																			
AWS Claim Key:	3405518	Trx Code:	E84	Labor Hrs:	1.4																	
Dir Cd-Sub Cd:	01554 - *	Name:	BREDEMANN FORD IN GLENVIEW	Ph:	847-9984000	St:	IL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	22-JAN-2005	Doc #:	54944101							
Cust Comments:	CUSTOMER STATES THAT AT TIMES THE LEFT FRONT SAFETY BELT DOES NOT RETRACT AND TAB IS MISSING INSTALL SOP																					
Tech Comments:	REPLACED THE LEFT FRONT SEAT BELT RETRACTOR																					
IFMCU93134R		T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	05-DEC-2003	08-JAN-2004	141077	USA	14	7F01	011601	2L8Z	17526	AA	W06	42	10442
AWS Claim Key:	3732884	Trx Code:	E83	Labor Hrs:	0.2																	
Dir Cd-Sub Cd:	01554 - *	Name:	BREDEMANN FORD IN GLENVIEW	Ph:	847-9984000	St:	IL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	10-FEB-2005	Doc #:	55440501							
Cust Comments:	CUSTOMER STATES REAR WIPER DOES NOT CLEAR THE WINDOW																					
Tech Comments:	CHECK REAR WIPER DOES NOT CLEAR THE WINDOW FOUND REAR WIPER ARM WAS STICKING NECESSARY TO REPLACE REAR WIPER ARM AND RECHECK																					

All Action Details for Issue

Print

VIN: 1FMCU93134K [REDACTED] Year: 2004 Model: ESCAPE Case: 452440545
 Name: [REDACTED] Owner Status: Original WSD: 2004-01-08
 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

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 01554 BREDEMANN FORD IN GLENVIEW Origin Desc: US CONCERN CASE BASE
 Odometer: 10600 MI Comm Type: PHONE
 Analyst Name: PEPPI DIMITROPOULOS Analyst: PDIMITRO
 Action Date: 02/24/2005 Action Time: 19.19.12.436 Action Data: Yes

Comments CUSTOMER SAID: =CUST CALLING BACK TO PROVIDE ADDITIONAL INFORMATION ++++++VEH HAS NOT BEEN REPAIRED+++++CUST RECEIVED A MESSAGE FROM LEGAL DEPARTMENT TODAY WHICH CUST PLAYED BACK TO ME BY SOMEONE BY THE NAME OF : MMORRI20 --- THE MESSAGE WAS VERY BRIEF AND JUST STATED WE WILL CALL YOU BACK ---NO NAME LEFT OR TIME WHEN THEY WILL CALL THE CUST BACK OR ANY DETAILS ==AS PER INFO IN FORD'S FILES THERE IS DOCUMENTATION MADE BY CALGL STATING NO FURTHER ACTION - VEH HAS BEEN REPAIRED ---VEH HAS NOT BEEN REPAIRED AND CLAIM HAS NOT BEEN PAID =====ATTENTION CONSUMER AFFAIRS PLEASE CONTACT CUST ON HER CELL# [REDACTED]
 [REDACTED]=====AS PER PREVIOUS DOCUMENTATIONS=====ON STAURDAY I WAS DIRING IN A GROCERY STORE PARKING LOT-I WAS GOING VERY SLOW -I PULLED INTO A PARKING SPOT AND TH EHEV JUST TOOK OFF -I DID NOT HIT THE GAS PEDAL AND I KNOW THAT FOR A FACT -MY FOOT WAS ON THE BRAKE -I HIT 2 VEH'S AND MY VEH WAS DAMAGED AS WELL -I WENT ON THE INTERNET AND I FOUND THAT OTHER PEOPLE ARE HAVING THE SAME PROBLEM -THE FSA 04S25 FOR THE ACCELERATOR CABLE HAS BEEN COMPLETED AT BREDEMANN FORD -THERE HAS TO BE SOMETHING ELSE WRONG WITH THIS VEH -THE VEH WAS TOWED ON A FLAT BED TO A BODY SHOP -I AM AFRIAD THAT THEY WILL NOT FIND THE PROBLEM BECAUSE THAT IS WHAT OTHER PEOPLE WERE COLPLAINING ABOUT ON THE INTERNET -MY INSURANCE COMPANY ALL STATE WANTS SOMEONE FROM FORD TO COME DOWN AND LOOK AT THE VEHDEALER SAID: BREDEMANN FORD IN GLENVIEW2038 WAUKEGAN ROADGLENVIEW, IL 60025TEL: (847) 998-4000CRC 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.+++++VEH HAS NOT BEEN REPAIRED+++++CUST RECEIVED A MESSAGE FROM LEGAL DEPARTMENT TODAY WHICH CUST PLAYED BACK TO ME BY SOMEONE BY THE NAME OF : MMORRI20 --- THE MESSAGE WAS VERY BRIEF AND JUST STATED WE WILL CALL YOU BACK ---NO NAME LEFT OR TIME WHEN THEY WILL CALL THE CUST BACK OR ANY DETAILS ==AS PER INFO IN FORD'S FILES THERE IS DOCUMENTATION MADE BY CALGL STATING NO FURTHER ACTION - VEH HAS BEEN REPAIRED ---VEH HAS NOT BEEN REPAIRED AND CLAIM HAS NOT BEEN PAID =====ATTENTION CONSUMER AFFAIRS PLEASE CONTACT CUST ON HER CELL# [REDACTED]
 [REDACTED]=====CUST WOULD LIEK TO BE CONTACTED ON 02/25/05=====

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 01554 BREDEMANN FORD IN GLENVIEW Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 10600 MI Comm Type: PHONE
 Analyst Name: MORRIS, MARQUIS Analyst: MMORRI20
 Action Date: 02/25/2005 Action Time: 09.39.44.164 Action Data: No

Comments LPA RECONTACTED CUSTOMER AFTER CRC REOPENED CASE. CUSTOMER IS HAVING BODY WORK DONE TO ESCAPE. AFTER BODY WORK IS COMPLETED, VEHICLE WILL BE INSPECTED AT FORD DEALERSHIP.



3/21/2005

Action: INFORMATIONAL CALL/FAX

Dealer: 01554 BREDEMANN FORD IN GLENVIEW

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 10600 MI

Comm Type: PHONE

Analyst Name: MORRIS,
MARQUIS

Analyst: MMORR120

Action Date: 02/25/2005

Action Time:
09.41.19.492

Action Data: No

Comments LPA RECONTACTED CUSTOMER AFTER CRC REOPENED CASE. CUSTOMER IS HAVING BODY WORK DONE TO ESCAPE. AFTER BODY WORK IS COMPLETED, VEHICLE WILL BE INSPECTED AT FORD DEALERSHIP. CUSTOMER WILL CONTACT LPA ONCE BODY WORK IS DONE. DEALERSHIP IS AWARE OF THE SITUATION.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 01554 BREDEMANN FORD IN GLENVIEW

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 10600 MI

Comm Type: MAIL

Analyst Name: KIRKSEY, VINCE
(V.)

Analyst: VKIRKSE1

Action Date: 03/21/2005

Action Time:
09.30.03.945

Action Data: No

Comments ***LPA COMMENTS***LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE CUSTOMER INDICATED HER INSURANCE CARRIER 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. NO FURTHER ACTION WILL BE TAKEN AT THIS TIME.

3/21/2005



COPY

Sent Via US Mail

June 24, 2005

[REDACTED]
Colorado Springs, CO [REDACTED]

RE: 2003 Escape

VIN: 1FMYU03103K [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,

Valma Sanders
Consumer Affairs

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

Note: this form is for RETAIL vehicles ONLY

Fleet vehicles need to be referred to the North American Fleet Service Office @ 800-343-5338

DEALER INFORMATION:

Requesting Dealer: _____ P&A: _____ Region & State: _____

Contact Person: _____ Phone #: _____

CUSTOMER/VEHICLE INFORMATION:

New or Used WSD: _____ Year/Model: 2003 FORD ESCAPE

VIN: 1FMYU03103K Mileage: 29,000

Customer Name: _____ (mother)

Address: _____

City: Colorado Springs County: EL PASO State: CO Zip Code: _____

Home Phone: _____ Work Phone: _____

DETAILS of INCIDENT:

Incident involves (circle all that apply). Accident: Y N Fire: Y N Injury: Y N Medical Attention Sought: Y N

Date of Incident: 5/28/05 @ 1328

Is customer alleging a component defect caused the incident? Y N If yes, what type & details: I was not notified of a "Cable Accelerator" Recall that caused my vehicle not to stop, due to the malfunction

Was a police report filed? Y N If yes, where: Colorado Springs

Has the Insurance Company been contacted? Y N What did the insurance company advise? To contact Ford & notify

Name and phone number of owner's insurance company & agent's name: Brad Brogg - State Farm
719-634-3435 405 N. Union Blvd # D, Colorado Springs, Co. 80909

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

City: _____ State: _____ Zip: _____

RESOLUTION that CUSTOMER is SEEKING:

I would like to be compensated for my deductible cost, accident ticket cause and rent a car expenses.

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER - ATTACHMENTS Y N, PAGES 9

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

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

June 17, 2005

Ford Dealer
Consumer Affairs

To Whom It May Concern:

I [REDACTED] would like to inform you that I was involved in an accident due to a malfunction of a Cable Accelerator. I was unable to stop even though I was only going about 25mph. I knew something was wrong so I called a local Ford Dealer to see if there's any recall on brakes system. I was told about the recall on the accelerator cable. I did asked my mechanic @@ the Body & Fender that is doing the repair on my vehicle if this has something to do why I am unable to stop? They informed me that due to this malfunction, accelerator cable that my brake will not work properly. The reason why it felt like my brake is not working even though my brake system has no malfunction. I did contact a Lawyer, however I would like to get these resolved directly thru your company. I believe it would be less hassle and inconvenience for both of us. I mainly would like to be compensated for the deductible that I paid for the truck repair, the accident ticket I have to pay for due to the accident and my rent a car expense, a total of \$1,000.00. I am enclosing some documentation including the recall service that was made to my truck/SUV.

I would really appreciate it if you can contact me @ a timely manner since the Lawyer that I contacted is waiting for my response.

[REDACTED]
Colorado Springs, Co [REDACTED]
[REDACTED] home
[REDACTED] cell
[REDACTED] work

P.S. the vehicle would be listed under my mother [REDACTED]. She bought the vehicle to we can finance it @ an apr of 4.9%. However I do pay for the monthly car note and insurance. I had an excellent driving record that's why my insurance rate is low. Due to this accident and the ticket involved D.M.V. is deducting points out of my license also causing for my deductible to go up. I am not including this future expense for the compensation that I'm seeking.

Sincerely,
[REDACTED]

**COLORADO SPRINGS POLICE DEPARTMENT
COLLISION INFORMATION**

Date 052805 Time 1328

Location I-25 WOODMAN

Driver's Name [REDACTED]

Driver's Address [REDACTED] WEST
MINISTIA

DOB [REDACTED]

Driver's License No. [REDACTED] State CO

Make of Car FORD Year 99 Type F-150

Car License [REDACTED] State CO

Owner's Name -

Owner's Address -

Liability Insurance With NOUF

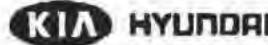
Policy Number Agent

Accident Report Number 05-5696

Police Officer HEURICHSEN / 44003916226

NOTE: The Police Report of the collision will not be available for five (5) days. For the convenience of persons involved in traffic collisions, each driver should fill in the above spaces and exchange these slips.

For other information regarding state regulations, see reverse



PHIL LONG FORD
1565 Auto Mall Loop
Colorado Springs, Co. 80920
Service Direct (719) 572-2300
(719) 572-2317 www.phillong.com

Customer information form including fields for CUSTOMER NO. (153687), ADVISOR (JANINE STEERS), TAG NO. (3274, 8724), INVOICE DATE (06/15/05), INVOICE NO. (FOCS4125), LABOR RATE, TYPEASE NO. (5BUN832), MILEAGE (29,171), COLOR (GOLD/), YEAR / MAKE / MODEL (03/FORD TRUCK/EXPL 4D 4X2 XLS/4DR 4X), VEHICLE I.D. NO. (1 F M Y U 0 3 1 0 3 K), and DATE (06/15/05).

LABOR & PARTS
J# 1 10FOZ
RECALL/CAMPAIGN
* CUSTOMER HAS RECALL ON ACCEL CABLE *
04S25
RECALL NOTICE
COMPLETED
TECH#2199

Table with columns: PARTS, QTY, FP NUMBER, DESCRIPTION, LIST PRICE, UNIT PRICE. Row 1: JOB # 1, 1, 5LBZ-9A75B-AA, CABLE ASY TH, 0.00. Summary: JOB # 1 TOTAL PARTS 0.00, JOB # 1 TOTAL LABOR & PARTS 0.00.

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
ALE

TOTALS

TOTAL LABOR 0.00
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 0.00
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

WARRANTY

WARRANTY

SECTION OF WARRANTIES
This warranty is provided by Ford Motor Company...
REPAIR INSTRUCTIONS
...
SERVICE DEPT HOUR
Monday-Friday 7am - 7p
Saturday 8am - 5pm



ALL MAKES—ALL MODE
NO APPOINTMENTS
NO HASSLES

Thank You!
WE APPRECIATE
YOUR CONFIDENCE
OUR DEALERSHIP

2003 FORD ESCAPE XLT POPULAR 4DOOR WAGON
 CD LOG NO 4600-1

			0.4*SURFACE		
			0.1 TWO STAGE		
BR 0103	FENDER, FRONT	LT BLEND REFINISH			1.1
			0.7 BLEND		
			0.4 TWO STAGE		
BR 0104	FENDER, FRONT	RT BLEND REFINISH			1.1
			0.7 BLEND		
			0.4 TWO STAGE		
RI 0503	MAST, ANTENNA	RT R&I ASSEMBLY			INC
RI 0541	COVER, ANTENNA	RT R&I ASSEMBLY			0.2
RI 0174	MLDG, RCKR PANEL FRO	LT R&I ASSEMBLY			0.4
RI 0175	MLDG, RCKR PANEL FRO	RT R&I ASSEMBLY			0.4
SB M07	PINSTRIPES-TAPE	SUBLET REPAIR	30.00*		
I M14	CORROSION PROTECTION	SUBLET REPAIR	5.00*		0.2
EC M20	ANTI-FREEZE-COOLANT	** QUALITY REPL P	.01*		
	ADD AS NEEDED				
EC M21	REFRIGERANT	** QUALITY REPL P	.01*		
	ADD AS NEEDED				
I M43	FRAME MASH, F.	REPAIR			2.0
SB M60	HAZARD. WSTE. REM.	SUBLET REPAIR	5.00*		
EC	PAD CLIPS	** QUALITY REPL P	.01*		
	MAY NEED NEW ADD AS NEEDED				
E	EMISSION	NEW PART	.01*		0.1
	UNDER HOOD DECALS				
I	CK BRAKES	SUBLET REPAIR	.01*		
	CUST SAID CAR WOULD NOT STOP				

34 ITEMS

MC MESSAGE(S)

- 01 CALL DEALER FOR EXACT PART NUMBER / PRICE
- 07 STRUCTURAL PART AS IDENTIFIED BY I-CAR
- 13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE
- 46 PRINTABLE PXN COMPARE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS					1,452.14
OTHER PARTS					593.03
PAINT MATERIAL					249.60
PARTS & MATERIAL TOTAL					2,294.77
TAX ON PARTS & MATERIAL @				7.400%	169.81
LABOR	RATE	REPLACE HRS	REPAIR HRS		
1-SHEET METAL	44.00	12.6	4.6		756.80
2-MECH/ELEC	65.00		1.8		117.00
3-FRAME	52.00		2.0		104.00
4-REFINISH	44.00	9.6			422.40
5-PAINT MATERIAL	26.00				
LABOR TOTAL					1,400.20
SUBLET REPAIRS					40.01
TOWING					225.00



CUSTOMER CARD 1288-599-0355
MO 6:00A-11:30P TU 6:00A-11:30P
WE 6:00A-11:30P TH 6:00A-11:30P
FR 6:00A-11:30P SA 6:00A-11:30P
SU 6:00A-11:30P

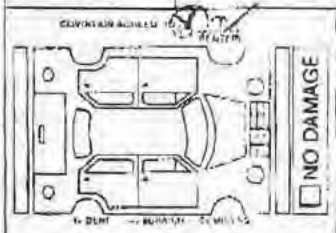
OWNER OF VEHICLE: ENTERPRISE LEASING COMPANY OF DENVER
BRANCH ADDRESS: 7770 DREXMAN ROAD
COLORADO SPRINGS CO 80914 719-591-0644

RENTAL TYPE: RENTER SOURCE: 661282 I.D.#: 999 RENTAL AGREEMENT NO: D 91790

0331 FM 5:23:05
START CHARGES IF DIFFERENT

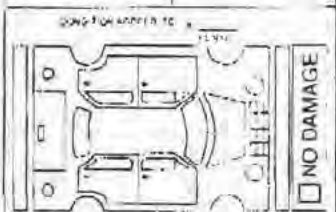
ORIGINAL VEHICLE
COLOR: RED FF4 LICENSE NO: [REDACTED]
MODEL: HONDA ECARR: [REDACTED]

MILEAGE IN: 2089 OUT: [REDACTED]



WINDSHIELD OK? YES NO
DESCRIPTION:
HAIL DAMAGE? YES NO

REPLACEMENT VEHICLE
COLOR: [REDACTED] LICENSE NO: [REDACTED]
MODEL: [REDACTED]



WINDSHIELD OK? YES NO
DESCRIPTION:
HAIL DAMAGE? YES NO

Arrived at Colorado Springs or Montrose Regional Airport within the past 24 hours
YES NO X

RENTAL TYPE: RENTER SOURCE: 661282 I.D.#: 999
WILL TO: COMPANY: STATE FARM INSURANCE
REFERENCE NUMBER: [REDACTED]

ADDITIONAL AUTHORIZED DRIVERS: EXCEPT AS REQUIRED BY LAW NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL

WITHIN MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT. USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY.

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):

RENTER DECLINES OPTIONAL COLLISION DAMAGE WAIVER (CDW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2. PARAGRAPH 11.
RENTER ACCEPTS OPTIONAL COLLISION DAMAGE WAIVER (CDW) AT DAILY FEE SHOWN IN COLUMN TO RIGHT OF THIS CHECK BOX AND ON PAGE 3. PARAGRAPH 11. CDW WAIVER INSURANCE.

RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PERSONAL EFFECTS COVERAGE). SEE PAGE 2. PARAGRAPH 11.
RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PERSONAL EFFECTS COVERAGE) (PARCEL) AT DAILY FEE SHOWN IN COLUMN TO RIGHT OF THIS CHECK BOX. PARAGRAPH 11.

RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2. PARAGRAPH 11.
RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY FEE SHOWN IN COLUMN TO RIGHT OF THIS CHECK BOX. PARAGRAPH 11.

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4. I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE RENTER UNDER THIS AGREEMENT BY SIGNING BELOW I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED.

OWNER: [REDACTED] I.M.F.L. # [REDACTED]

Table with columns: DATE, TIME, AMOUNT, PAID BY, DATE PAID

ADDITIONAL INFORMATION

NOTICE: THIS CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, A COLLISION DAMAGE WAIVER TO COVER YOUR RESPONSIBILITY FOR DAMAGE TO THE VEHICLE. YOU ARE ADVISED NOT TO SIGN THIS WAIVER IF YOU HAVE RENTAL VEHICLE COLLISION COVERAGE PROVIDED BY CERTAIN GOLD OR PLATINUM CREDIT CARDS OR COLLISION INSURANCE ON YOUR OWN VEHICLE. BEFORE DECIDING WHETHER TO PURCHASE THE COLLISION DAMAGE WAIVER, YOU MAY WISH TO DETERMINE WHETHER YOUR OWN VEHICLE INSURANCE AFFORDS YOU COVERAGE FOR DAMAGE TO THE RENTAL VEHICLE AND THE AMOUNT OF THE DEDUCTIBLE UNDER YOUR OWN INSURANCE COVERAGE. THE PURCHASE OF THIS COLLISION DAMAGE WAIVER IS NOT MANDATORY AND MAY BE WAIVED.

DAY = CALENDAR DAY
NO CHARGE FOR MILES

Me [REDACTED] 25
[REDACTED] 00

airport fee/tax [REDACTED] 29

TOTAL CHARGES 39.94
DEPOSITS
REFUNDS
AMOUNT DUE 30

CLOSED BY
PAID BY CASH CHECK
RECEIPT OF CASH REFUND DATE AMOUNT REC'D

SUMMONS NO. 2257860-3

MUNICIPAL TRAFFIC SUMMONS AND COMPLAINT 1 of 2

Accident Number 405-5656 MNT Intermittent

Aggressive Driving / NTU Intersections / Street Rtn Neighborhood Speeding Enforcement Overtime

THE PEOPLE OF THE STATE OF COLORADO, CITY OF COLORADO SPRINGS vs:

First Name Middle Name Last Name

City Colo Spgs State CO

Employer / School Address City State

Presented? State CO Race F Hgt 5-3 Wgt 125 Hair Bro Eyes Bro SSN Place of Birth

Vehicle License Number State CA Lic Year 2005 Veh Year 2003 Make Ford Model Escape Body Style SUV Veh Color Gray Driver Passenger () VLN 72

YOU ARE HEREBY DIRECTED TO APPEAR AS INDICATED CIRCLE ONE Colorado Springs Municipal Court (385-5922) 224 E. Kiowa St., Colorado Springs, Colorado 21 DAY OF June 2005 at 8:30 AM (date) (month) (year) (A-O) First letter of last name () Failure to pay fine or appear in court will result in a bench warrant for your arrest and an outstanding warrant will result in your driver's license being suspended. SEE BACK FOR INSTRUCTIONS If this date falls on a weekend or holiday you are to appear on the next business day TO ANSWER CHARGES OF VIOLATIONS OF THE CODE OF THE CITY OF COLORADO SPRINGS, 2001, AS AMENDED.

Table with 5 columns: check #, Section Sub-Section, Title, Description, Fine \$, Surcharge \$. Rows include: Exceeding Posted Speed Limit, Approaching Stop or Yield Intersections, Traffic Control Signal Legend, Careless Driving, Driving on Roadways Laned for Traffic, Obedience to Turn Prohibition Signs, Limitations on Turning Around, Vehicles Turning Left, Position and Method of Turning, Compulsory Insurance, Safety Belt Systems; Mandatory Use, Child Restraint Systems; Mandatory Use, Exhaust Systems, Min. Standards for Commercial Vehicles, Unposted Speed Limits.

Table with 4 columns: APPROXIMATE LOCATION OF VIOLATION, Violation Mo Day Yr, Approx. Time of Violation, TOTAL FINE/DEFENDMENT BY MAIL. APPROXIMATE LOCATION OF VIOLATION: Located in Colorado Springs, El Paso County, Colorado. Violation Mo Day Yr: 6-15-05. Approx. Time of Violation: 1328. TOTAL FINE/DEFENDMENT BY MAIL: \$120.00. () STUDY SERVICE LOCATION: () SAME as APPROXIMATE LOCATION. Service Mo Day Yr: () SAME as APPROXIMATE LOCATION. Approx. Time: 1325. Companion Summons.

VIOLATION(S) IN POSTED () CONSTRUCTION ZONE () SCHOOL ZONE () NON PAYABLE TRAFFIC () PAYABLE TRAFFIC SUMMONS

WITHOUT ADMITTING GUILT, I HEREBY PROMISE TO APPEAR AT THE TIME AND PLACE INDICATED AND I ACKNOWLEDGE RECEIPT OF THIS SUMMONS AND COMPLAINT. UPON PAYMENT WITHIN 30 DAYS, I WAIVE ALL RIGHTS LISTED ON THE REVERSE. I ACKNOWLEDGE ALL CHARGES CONTAINED HEREIN AND UNDERSTAND THAT THE POINTS INDICATED ABOVE WILL BE ASSESSED AGAINST MY DRIVER'S LICENSE. IF I DO NOT MAKE PAYMENT WITHIN 30 DAYS, I AM NOT ADMITTING GUILT AND I HEREBY PROMISE TO APPEAR AS INDICATED ABOVE. DEFENDANT: [Signature] PARENT: [Signature] (IF DEFENDANT UNDER THE AGE OF 18)

The Undersigned have probable cause to believe that the defendant committed the offense(s) against the peace and dignity of the people of the State of Colorado and that this Summons and Complaint was signed and a true and correct copy served upon the defendant by my hand at the service location and date referenced above. OFFICER: [Signature] NO. [Number] OFFICER: [Signature] NO. [Number] COMPLAINING WITNESS: [Signature] SERVED BY: [Signature] NO. [Number]

DEFENDANT - CITY

TOTAL P.08

Customer Info

Customer:	[REDACTED]	Primary Phone:	[REDACTED]	Secondary Phone:	[REDACTED]
Address:	[REDACTED]	PINON HILLS	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
1FMYU03103K [REDACTED]	2003	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
		No Open Issues			

OASIS RESULT:
1FMYU03103K [REDACTED]

See bottom of the OASIS result for contact ID 06/24/2005
12:16:08

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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 3M11D30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 05/28/2003	BUILD DATE 05/13/2003	SALE MILEAGE
--	---------------------------------	---------------------

cudl_message

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

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

0876 - USA 2005 72/75,000 FORD QUALITY CERTIFIED WARRANTY
STANDARD DEDUCTIBLE: 100
OWNER NAME: CERTIFIED CUSTOMER
OPTIONS:
EXPIRATION DATE: 05/28/2009
DISTANCE: 75,000
RENTAL: 28 UP TO 5 DAYS
TOWING: 0
CONTRACT SOLD BY: USA 05550
ESP CONTRACT START DATE: 05/28/2003

REPAIR HISTORY

06/15/2005

DEALER: Phil Long Ford of Chapel Hills

WARRANTY CLAIM NUMBER: 412502

ODOMETER: 029171M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5L8Z 9A758AA	CABLE-ACC PEDAL TO C	001	04S25B		

RECALL NOTICE COMPLETED TECH#2199

11/26/2004

DEALER: Puente Hills Ford

WARRANTY CLAIM NUMBER: 030027

ODOMETER: 022327M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
BXT 40R	MOTORCRAFT BATTERY	001	10654C	4Z	DOES NOT OPERATE PROPERLY
		000	10654C1		

REPLACED BATTERY FAILED DTC CO DE (28E56-DBQ03-Q1) ACES (XA3BS)

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU03103K [REDACTED]

ESP / Recall Information

VIN: 1FMYU03103K [REDACTED]

Contract: 1 of 3

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

Purchaser: CERTIFIED CUSTOMER
 Plan Type: USA 2005 72/75,000 FORD QUALITY CERTIFIED WARRANTY
 Selling Dealer: PUENTE HILLS FORD
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2009-05-28
 Expiration Miles: 75,000
 Plan Year: 2005
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

Contract: 2 of 3

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

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

Status: Cancel
 Expiration Date: 2009-05-28
 Expiration Miles: 75,000
 Plan Year: 2004
 Purchase Type: N
 Options:

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

Cancel Date: 2004-02-19
 Refund Percent:
 Dealer Credited: 48433

Process Date: 2004-05-10
 Dealer Received Date: 2004-02-19

Contract: 3 of 3

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

Purchaser:
 Plan Type:
 Selling Dealer: THEODORE ROBINS, INC.
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Cancel
 Expiration Date: 2009-05-28
 Expiration Miles: 75,000
 Plan Year: 2004
 Purchase Type: N
 Options: 00

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

Cancel Date: 2004-08-27
 Refund Percent:
 Dealer Credited: 48433

Process Date: 2004-11-09
 Dealer Received Date: 2004-08-27

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

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

Number	Type	Description	Status	Status Date	Dealer Code
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2005-06-15	03134USAF56201

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU03103K [REDACTED] Vch Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-06] Eng Serial No: *
 Model Year: 2003 Market Derived: T/F - FORD DIVISION DERIVATIVE Body Shell: *
 Vch Type: T Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: T/LD - MOD 3.0L DOHC EFI N
 Inv. Dealer: 09170 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: 13-MAY-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 171227 -*
 Country: USA - ##### Selling Dir St/Prov: IL
 Buyer St/Prov: FL
 Arrival Date: 30-MAY-2003 Red Carpet Lease: *
 Sale Date: 28-MAY-2003 Fleet/Retail/Co. Lease: F
 Warranty Start Date: 30-MAY-2003 Modified Vehicle: *
 Orig Warranty Date: 28-MAY-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U033KE0789610337P6 C 4C24D1014 OC F 2 496 56 5 3 G2X5 5 85GBBNE71C227L 1 AC2 2H3 4 3 1
 1FMY057 2 A310E 14CA L 80X138U075

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:	PN3BB - GOLD ASH METALLIC
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]	Suspnd Tandem Axle:	
Color(Trim):	000BY - MEDIUM PEBBLE	Tire Brand:	AP - CONTINENTAL
Delivery Type:	M	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_4531703 RF: A308_4531703
 LR: A308_4531703 RR: A308_4531703
 LI: * RI: *
 SPARE: T714_BAH0303

ESP INFORMATION; EMISSIONS INFORMATION:

ESP Code:	H	Emission Code:	T/BJ - T/BJ
ESP Coverage(Miles):	075	Emission Cert Type:	5
ESP Coverage(Time):	072	Emission Decal Suffix:	KMD
ESP Plan Year:	2005	Engine Family:	3FMXT0301F7
ESP Signature Date:	18-NOV-2004		

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)
1FMYU03103K [REDACTED]	7M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	13-MAY-2003	30-MAY-2003	171227	USA	3	7H11	120305	*	19C836	*	C02	33	6925
AWS Claim Key:		2199065	Trx Code:		2	Labor Hrs:		0.7													
Dir Cd-Sub Cd:		43894 - *	Name: BUDGET RAC - SAN JOSE				Ph: *-*		St: CA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date: 13-AUG-2003		Doc #: 7041911			
Cust Comments:		AC IS INOP																			
Tech Comments:		AC LINE LOWER SIDE LINE LOOSE REINSERTED																			
1FMYU03103K [REDACTED]	7M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	13-MAY-2003	30-MAY-2003	171227	USA	19	7A01	140101	BXT	40	R	C27	42	22327
AWS Claim Key:		8645154	Trx Code:		E83	Labor Hrs:		0.5													
Dir Cd-Sub Cd:		05550 - *	Name: PUENTE HILLS FORD				Ph: 626-9643673		St: CA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date: 26-NOV-2004		Doc #: 03002761			
Cust Comments:		INSPECT THE BATTERY GOES DEAD																			
Tech Comments:		REPLACED BATTERY FAILED DTC CODE (28E56 DBQ03 Q1) ACES (XA3BS)																			
1FMYU03103K [REDACTED]	7M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	13-MAY-2003	30-MAY-2003	171227	USA	25	*	*	*	*	*	*	*	29171
AWS Claim Key:		11065889	Trx Code:		04S25	Labor Hrs:		0.4													
Dir Cd-Sub Cd:		03134 - *	Name: PHIL LONG FORD OF CHAPEL HILLS				Ph: 719-5722200		St: CO	Ctry Cd:		USA	Reg Cd:		NA	Repr Date: 15-JUN-2005		Doc #: 41250201			
Cust Comments:		CUSTOMER HAS RECALL ON ACCEL CABLE 04S25																			
Tech Comments:		RECALL NOTICE COMPLETED TECH#2199																			

VIN FSA Details

VIN: IFMYU03103K [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:	13-May-2003
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	28-May-2003
Vehicle Type Description:	TRUCK	Sale Date:	28-May-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: [REDACTED]
 City: S.SAN FRANCISCO
 State/Province: California Phone #: [REDACTED]
 ZIP/Postal Code: [REDACTED] E-Mail: [REDACTED]
 Country: UNITED STATES

Owner Effective Date: 16-Feb-2004 Vendor Applied Date: 16-Feb-2004
 Vendor Match Code Description: -

N&A Source: WASFLEET GCamp Applied Date: 05-Apr-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	09170	USA	F71227		Santa Monica Ford
Ship-To	43894	USA	F88BE4		Budget RAC - San Jose

Stocking	09170	USA	F71227	Santa Monica Ford
Selling	09170	USA	F71227	Santa Monica Ford
FSA Details				
VIN: 1FMYU03103K [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
09170	USA	F71227		Santa Monica Ford

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	17-Jun-2005	
Display Eligibility	N	17-Jun-2005	
Original Mail Eligibility	N	17-Jun-2005	
Follow up Mail	N	17-Jun-2005	

VIN/FSA Vehicle Condition				
Code	Vehicle Condition	Begin Date	End Date	Source
Description				Release Date
UNDELIVERABLE - POSTAL RETURN				08-Jun-2005
RELEASED TO APPROPRIATE SOURCE - FOLLOW-				11-May-2005
RELEASED TO APPROPRIATE SOURCE - ORIGINA				10-Jan-2005

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	17-Jun-2005	15-Jun-2005	UNITED STATES	03134USAF56201	412502	B	49,36 GACES

VIN/FSA Vehicle Status			
Description	Reason	Date	
CLOSE - REPAIRED	Close	17-Jun-2005	
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] S SAN FRANCISCO, CA [REDACTED] NITED STATES

Resp. Dealer: 09170USAF71227-
 Fleet Acct: BU004 BUDGET RENT-A-CAR SYSTEMS
 Fleet Mgmt Loc: 0140BUDGET RENT-A-CAR--SAN FRANCISCO
 N&A Source: FLEET
 Owner Effective Date: 16-Feb-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:

SAN FRANCISCO, CA
 UNITED STATES

Resp. Dealer: 09170USAF71227-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: WASFLEET
 Owner Effective Date: 16-Feb-2004
 Note: Undeliverable

FSA Counts

FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
SAFETY RECALL	0	1	1
Total	0	1	1

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VEHICLE DETAIL

VIN: 1FMYU03103K [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: GOLD ASH METALLIC
 Year: 2003 Calibration: 3M11D30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 5/28/2003
 GCWR: Vehicle Build Date: 5/13/2003
 PEP Code: 310B

Selling Dealers Name:
 Selling Dealers P & A Code: Selling Dealers Sales Code: F71227
 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 E 0 7 8 9 6 1 0 3 3 7 P 6 C 4 C 2 4 D 1 0 1 4 O C F 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 E 7 1 C 2 2 7 L 1 A C 2 2 H 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 0 5 7 2 A 3 1 0 B 1 4 C A L 8 0 X 1 3 B U 0 7
 1 2 3 4 5 6 7 8 9 160
 5

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
56-DENVER	56-DENVER	D	C1	03134	F56201

Dealer Name: PHIL LONG FORD OF
 CHAPEL HILLS
Dealer Address: 1565 AUTO MALL LOOP
 COLORADO SPRINGS CO 80920
Dealer Main Phone: 719-572-2200 **Dealer Service Phone:** 719-572-2300

Position	Employee Name
CUST RELATIONS MGR	TAMMY WHALEN
DEALER/PARTNER	JAMES M WHITE
PARTS MANAGER	JERRY TODD
PARTS & SERVICE DIRECTOR	JERRY SULLIVAN
SALES MANAGER	DENNIS DAUGHERTY
SALES MANAGER	JANINE I WILL
SALES MANAGER	CHRISTOPHER A SHUMWAY
SALES MANAGER	TODD D FLANNIGAN
SALES MANAGER	GARY D BUTLER



All Action Details for Issue

Print

VIN: 1FMYU02142K [REDACTED] Year: 2003 Model: ESCAPE Case: 361702184
 Name: [REDACTED] Owner Status: Subsequent WSD: 2002-11-04
 Symptom Desc: FAST IDLE ACCELERATOR BINDS ALL ENGINE TEMP 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: 02755 MCLAUGHLIN FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 1 MI Comm Type: MAIL
 Analyst Name: BLAINE YOUNG Analyst: BYOUNG
 Action Date: 08/05/2004 Action Time: 10.02.49.496 Action Data: No

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
[REDACTED]	P	ODOM	[REDACTED]	FAMILY

Comments CUSTOMER SAYS: EXECUTIVE CONTACT BYOUNG X2358 CUST ([REDACTED]) WAS BACKING INTO HER DRIVEWAY AND THE ACCELERATOR BECAME STUCK AND THE VEH WENT BACK REALLY FAST. EARLIER IN THE DAY SHE WAS DRIVING WITH HER SEAT BELT ON AND ALL OF THE LIGHTS CAME ON IN THE DASH. SHE HIT THE HOUSE SO HARD THE BUMPER IN THE BACK WAS SPLIT IN HALF, THE BACK WINDOWS AND THE SIDE WINDOWS IN THE REAR WERE BROKEN. THE FRONT WINDSHIELD WAS CRACKED, CIGARETTE LIGHTER WAS KNOCKED OFF, THE BACK DOORS WERE CRUSHED. SHE WOULD NOT GO TO THE HOSPITAL THE NEXT DAY I NOTICED A BAD BRUISE ON HER SHOULDER. THIS ACCIDENT HAPPENED LAST FRIDAY OR SATURDAY. I AM NOT SURE IF SHE HAS BEEN TO THE HOSPITAL YET BUT I THINK SHE WILL BE GOING IF SHE HAS NOT ALREADY. SHE DOES HAVE SOME PAIN IN HER CHEST. THERE ONLY SEEMS TO BE SOME BRICKS CRACKED IN THE HOUSE. SHE CALLED CALLED HARLEY VILLE INSURANCE. AT THIS POINT THEY HAVE NOT INSPECTED THE VEH. POLICY NUMBER [REDACTED] THE LAST TIME I SPOKE WITH HER WAS YESTERDAY AND AT TIME THE INSURANCE COMPANY STILL HAD NOT COME AND PICKED UP THE VEH FROM HER HOME. WE ARE LOOKING INTO THE POSSIBILITY OF FILING A PERSONAL INJURY AGAINST FORD. WOULD NOT LIKE FOR THIS TO HAPPEN TO SOMEONE ELSE. CONSUMER AFFAIRS CAN CALL ME AT ([REDACTED]) IF THEY PREFER TO CALL [REDACTED] (THE ACTUAL CUSTOMER). THEY CAN REACH HER AT HER CELL AT [REDACTED] PER CUSTOMER. DEALER SAYS: MCLAUGHLIN FORD 27550 N WOODWARD AVENUE ROYAL OAK, MI 48067 TEL: (248) 548-4100 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: 02755 MCLAUGHLIN FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 30000 MI Comm Type: PHONE
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL
 (J.)
 Action Date: 08/05/2004 Action Time: 10.59.03.112 Action Data: Yes

Comments *** LPA COMMENTS *** - LPA CONTACTED CUSTOMER AND ACKNOWLEDGED RECEIPT OF COMPLAINT

Data Element Name	Data Value
CONTACT PERSON	SHARON ODOM

Action: FINAL CASE DISPOSITION

Dealer: 02755 MCLAUGHLIN FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 30000 MI

Comm Type: MAIL

Analyst Name: SCHWAGLE,JEFF
(J.)

Analyst: JSCHWAGL

Action Date: 08/05/2004

Action Time:
11.00.12.816

Action Data: No

Comments *** LPA COMMENTS *** - LPA MAILED LETTER TO CUSTOMER REQUESTING ADDITIONAL
INFORMATION - LPA CLOSING FILE PENDING RECEIPT OF REQUESTED INFORMATION



*Sent Via U.S. Mail

Consumer Affairs
August 9, 2004

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

[Redacted]

Detroit, MI [Redacted]

RE: 2003 Ford Escape
VIN: 1FMYU93143K [Redacted]

Dear [Redacted]

We acknowledge your recent contact to Ford Motor Company. 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,

Jeff Schwagle
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMYU193143K [REDACTED] Year: 2003 Model: ESCAPE Case: 361702184
 Name: [REDACTED] Owner Status: Subsequent WSD: 2002-11-04
 Symptom Desc: FAST IDLE ACCELERATOR BINDS ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: INJURY; ADVISE CUST INFORMATION WILL BE FORWARDED TO CONSUMER AFF
 Dealer: 02755 MCLAUGHLIN FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 1 MI Comm Type: MAIL
 Analyst Name: BLAINE YOUNG Analyst: BYOUNG
 Action Date: 08/05/2004 Action Time: 10.02.49.496 Action Data: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	FAMILY

Comments CUSTOMER SAYS: EXECUTIVE CONTACT BYOUNG X2358 CUST ([REDACTED]) WAS BACKING INTO HER DRIVEWAY AND THE ACCELERATOR BECAME STUCK AND THE VEH WENT BACK REALLY FAST. EARLIER IN THE DAY SHE WAS DRIVING WITH HER SEAT BELT ON AND ALL OF THE LIGHTS CAME ON IN THE DASH. SHE HIT THE HOUSE SO HARD THE BUMPER IN THE BACK WAS SPLIT IN HALF, THE BACK WINDOWS AND THE SIDE WINDOWS IN THE REAR WERE BROKEN. THE FRONT WINDSHIELD WAS CRACKED, CIGARETTE LIGHTER WAS KNOCKED OFF. THE BACK DOORS WERE CRUSHED. SHE WOULD NOT GO TO THE HOSPITAL. THE NEXT DAY I NOTICED A BAD BRUISE ON HER SHOULDER. THIS ACCIDENT HAPPENED LAST FRIDAY OR SATURDAY. I AM NOT SURE IF SHE HAS BEEN TO THE HOSPITAL YET BUT I THINK SHE WILL BE GOING IF SHE HAS NOT ALREADY. SHE DOES HAVE SOME PAIN IN HER CHEST. THERE ONLY SEEMS TO BE SOME BRICKS CRACKED IN THE HOUSE. SHE CALLED CALLED HARLEY VILLE INSURANCE. AT THIS POINT THEY HAVE NOT INSPECTED THE VEH. POLICY NUMBER [REDACTED] THE LAST TIME I SPOKE WITH HER WAS YESTERDAY AND AT TIME THE INSURANCE COMPANY STILL HAD NOT COME AND PICKED UP THE VEH FROM HER HOME. WE ARE LOOKING INTO THE POSSIBILITY OF FILING A PERSONAL INJURY AGAINST FORD. WOULD NOT LIKE FOR THIS TO HAPPEN TO SOMEONE ELSE. CONSUMER AFFAIRS CAN CALL ME AT [REDACTED] IF THEY PREFER TO CALL [REDACTED] (THE ACTUAL CUSTOMER), THEY CAN REACH HER AT HER CELL AT [REDACTED] PER CUSTOMER. DEALER SAYS: MCLAUGHLIN FORD 27550 N WOODWARD AVENUE ROYAL OAK, MI 48067 TEL: (248) 548-4100 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

sister in law accident, backing into driveway. Alleges un-stuck acceleration. Bruised shoulder. Some. Earlier that day all the warning lights came on. Reported insurance. Wants to file claim

Customer Info

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

		Vehicle List			
VIN	Year Model	Sales Type	Owner Status	Vehicle Info	
1FMYU93143K [REDACTED]	2003 ESCAPE Open Issues Exist	INDIVIDUAL RTL	Subsequent Owner	Oasis Warranty History	
1FALP4444VF [REDACTED]	1997 MUSTANG No Open Issues	A/Z PLAN RTL	Original Owner	Oasis Warranty History	
 1FALP42X1TF [REDACTED]	1996 MUSTANG No Open Issues	A/Z PLAN RTL	Original Owner	Oasis Warranty History	
 1FALP6242RH [REDACTED]	1994 THUNDERBIRD No Open Issues	A/Z PLAN RTL	Original Owner	Oasis Warranty History	

**OASIS RESULT:
1FMYU93143K**08/06/2004
See bottom of the OASIS result for contact ID 10:30:47

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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

3M11A30A

GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

11/04/2002

BUILD DATE

10/31/2002

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**

*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**04/26/2004****DEALER:** Visteon Aftermarket-U.S.**WARRANTY CLAIM NUMBER:** 963069**ODOMETER:** 029341M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
18C815	RECEIVER-ELECT CMPCT	000		42	DOES NOT OPERATE PRO
V10		001			

REQUESTING DEALER'S P/A CODE 99999

04/22/2004**DEALER:** McLaughlin Ford, Inc.**WARRANTY CLAIM NUMBER:** 097321**ODOMETER:** 029341M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
18806	CHASSIS RADIO	000	18805B	28	OPEN CIRCUIT
		000	18805C		

18805 28 VERIFIED CONCERN, REMOVED RADIO, SENT OUT FOR REPAIRS. INSTALLED NEW RADIO. RETEST GOOD

02/11/2004

DEALER: McLaughlin Ford, Inc.

WARRANTY CLAIM NUMBER: 094445

ODOMETER: 023473M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YL6Z 6584AA	GASKET VALVE ROCKER	001	6584AL	42	DOES NOT OPERATE PRO
		000	4462AL		

6584 42 3.0L DOHC AC P-S. TEST DRIVE AND CONFRIM ENGINE TICKING NOISE FROM LEFT HEAD.R&R VALVE COVER AND REPOSITION LEFT CAM SHAFT PER SSM 16527. REPL ACE VALVE COVER GASKET AND TEST DRIVE

END OF OASIS REPORT FOR 1FMYU93143K [REDACTED]

ESP / Recall Information

VIN: 1FMYU93143K [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

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:		

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)	
1FMYU93143K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	31-OCT-2002	05-NOV-2002	148005	USA	2	7M01	150101	*	18806	*	A07	42	1135	
AWS Claim Key:		273455	Trx Code:		1	Labor Hrs:		.6														
Dir Cd-Sub Cd:		02755-*	Name:		MCLAUGHLIN FORD, INC.			Ph:	248-5484100	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		05-DEC-2002	Doc #:			07814101
Cust Comments:		CUST STATES THE RADIO IS INOP																				
Tech Comments:		18806,42 RADIO INOP, NECC. TO PERFORM PIN POINT TEST A. AI WILL RADIO TURN ON, NO. A4 R R RADIO TO ACCESS C290A PINS 9, 10 FOR VOLTAGE GOOD AS CHECK REST. AT C290A ON PINS 2 11, 16 GOOD. DEFT AUDIO UNIT. SEND UNIT OUT FOR REPAIRS, REINSTALL AND RECHCEK OK																				
1FMYU93143K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	31-OCT-2002	05-NOV-2002	148005	USA	2	7M01	150108	*	18C815	*	A07	42	1135	
AWS Claim Key:		651164	Trx Code:		2	Labor Hrs:		0														
Dir Cd-Sub Cd:		67701-*	Name:		VISTEON AFTERMARKET-U.S.			Ph:	**-*	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		05-DEC-2002	Doc #:			37714109
Tech Comments:		REQUESTING DEALER'S P/A CODE 02755																				
1FMYU93143K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	31-OCT-2002	05-NOV-2002	148005	USA	6	7F17	011601	YL8Z	17508	BA	W06	42	7296	
AWS Claim Key:		896830	Trx Code:		1	Labor Hrs:		1.4														
Dir Cd-Sub Cd:		02755-*	Name:		MCLAUGHLIN FORD, INC.			Ph:	248-5484100	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		04-APR-2003	Doc #:			08278102
Cust Comments:		CHECK REAR WIPER AND WASHER IN OP																				
Tech Comments:		17508, 42 DEAD SHORT TO GROUND IN WIPER MOTOR DTC B1245 REAR WIPER WASHER INOP. PERFORM PP TEST G, FOUND BLOWN FUSE, REPL. BLEW INSTANTLY. R REAR WIPER MOTOR COVER, DISCONNECT WIPER MOTOR AND REPL FUSE AGAIN, OK. CONTINUE PP TEST WITH NGS, ACTIVE COMMAND WIPER, DEFT WIPER. UPON REMOVAL, UNABLE TO REMOVE ARM, CORRODED ONTO SHAFT. NECC TO CUT OFF ARM, REPL MOTOR AND ARM, RESTORE, CLEAR CODE, AN																				
1FMYU93143K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	31-OCT-2002	05-NOV-2002	148005	USA	16	1D05	031001	YL8Z	6584	AA	N50	42	23473	
AWS Claim Key:		4516213	Trx Code:		E84	Labor Hrs:		1.4														
Dir Cd-Sub Cd:		02755-*	Name:		MCLAUGHLIN FORD, INC.			Ph:	248-5484100	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		11-FEB-2004	Doc #:			09444501
Cust Comments:		CUST. STATES THAT THE TRUCK HAS A TICKING TYPE NOISE FROM ENGINE (CAN BE HEARD AT IDLE, FRONT OF TRUCK). PLEASE																				
		6584 42 3.0L DOHC A C P S TEST DRIVE AND CONFRIM ENGINE TICKING NOISE FROM LEFT HEAD R&R VALVE COVER AND REPOSTITION LEFT CAM SHAFT PER SSM																				

Tech Comments: 16527 REPLACE VALVE COVER GASKET AND TEST DRIVE																				
1EMYL93143K		/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	31-OCT-2002	05-NOV-2002	148005	USA	18	7M01	150101	*	18806	*	A07 28 29341
AWS Claim Key: 5696496 Trx Code: E83 Labor Hrs: .6																				
Dir Cd-Sub Cd: 02755-* Name: MCLAUGHLIN FORD, INC. Ph: 248-5484100 St: MI Ctry Cd: USA Reg Cd: NA Repr Date: 22-APR-2004 Doc #: 09732102																				
Cust Comments: RADIO INOP (CHECK OPERATIONS)																				
Tech Comments: 18806 28 VERIFIED CONCERN. REMOVED RADIO, SENT OUT FOR REPAIRS. INSTALLED NEW RADIO. RETEST GOOD																				
1EMYL93143K		/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	31-OCT-2002	05-NOV-2002	148005	USA	18	7M01	150101	*	18C815	*	A07 42 29341
AWS Claim Key: 6320601 Trx Code: E83 Labor Hrs: 0																				
Dir Cd-Sub Cd: 67701-* Name: VISTEON AFTERMARKET-US Ph: *-* St: MI Ctry Cd: USA Reg Cd: NA Repr Date: 26-APR-2004 Doc #: 96306909																				
Tech Comments: REQUESTING DEALER'S P/A CODE 99999																				

VEHICLE DETAIL

VIN: 1FMYU93143K [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: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 11/4/2002
 GCWR: Vehicle Build Date: 10/31/2002
 PEP Code: 400A

Selling Dealers Name: MCLAUGHLIN FORD, INC.
 Selling Dealers P & A Code: 02755 Selling Dealers Sales Code: F48005
 Selling Dealers Main Phone: 248-548-4100 Selling Dealers Service Phone: 248-544-6585

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 B 1 0 0 1 9 1 0 3 7 P 6 4 5 A 2 6 J 9 5 0 3 8 K J E 4 6 9 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 3 F 2 X 5 5 8 R 3 A B N C 4 8 Z 9 9 6 3 A L 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 4 Q 9 2 4 0 0 A 1 4 M 1 8 0 F 0 3 F R 9 9
 1 2 3 4 5 6 7 8 9 160
 9

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
48-DETROIT	48-DETROIT	A	A1	02755	F48005

Dealer Name:	MCLAUGHLIN FORD, INC.		
Dealer Address:	27550 N WOODWARD AVENUE ROYAL OAK MI 480670929		
Dealer Main Phone:	248-548-4100	Dealer Service Phone:	248-544-6585

Position	Employee Name
DEALER/PARTNER	JOHN T MCLAUGHLIN
GENERAL MANAGER	ANGELO GIORDIMAINA
GENERAL MANAGER	DEBORAH A LOVETT
PARTS MANAGER	ROGER SCHMIDT
SALES MANAGER	THOMAS TATU
SALES MANAGER	Richard Collins
SALES MANAGER	BRIAN BRUNNER
SERVICE MANAGER	HAROLD W FURLONG



==>

VIN: 1FMYU03142K [REDACTED] Year: Model: ESCAPE
 Owner Status: ORIGINAL WSD: 01/05/02
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: VLC Case: 368792812 Day Ph: [REDACTED]
 Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
 Reason Desc: LEGAL - ACCIDENT
 Dealer: JORDAN FORD, LTD.
 Issue Type: 07 LEGAL Issue Status: C CLOSED
 Comm Type: FX FAX Odometer Reading: 5000 MI
 Analyst: CLEICH CHERIE LEICH Document Number:
 Action Date: 10/08/02 Action Data: N Action Time: 10:14:36 EST
 Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Comments: *****PRODUCT LIABILITY*****
 *** FAX RECEIVE 10-03-02 D
 DEALER CONTACT: GEORGE WILLIAMS CUSTOMER ALLEGES VEHICLE WAS
 PARKED ON A SLIGHT DECLINE. SHE TOOK VEHICLE OUT OF PARK I
 NTO REVERSE, VEHICLE JUMPED FORWARD AND HIT A CONCRETE WALL.
 CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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

LPREL19

*X Customer was not seeking to have Ford
 pay for damage*

==>

VIN: 1FMYU03142K [REDACTED] Year: Model: ESCAPE
 Owner Status: ORIGINAL WSD: 01/05/02
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: VLC Case: 368792812 Day Ph: [REDACTED]
 Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
 Reason Desc: LEGAL - ACCIDENT
 Dealer: JORDAN FORD, LTD.
 Issue Type: 07 LEGAL Issue Status: C CLOSED
 Comm Type: FX FAX Odometer Reading: 5000 MI
 Analyst: 9867MP MAUREEN PAWELEK Document Number:
 Action Date: 10/08/02 Action Data: Y Action Time: 14:05:16 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: MAKE OUTBOUND CALL TO CUSTOMER

Comments: SPOKE WITH CUSTOMER ON 10/4. CUSTOMER STATED THAT SHE HAD ALREADY CONTACTED HER INSURANCE CARRIER REGARDING THE SITUATION, AND THAT SHE WAS NOT SEEKING TO HAVE FORD PAY FOR THE DAMAGE. SHE IS ONLY CONCERNED THAT HER VEHICLE MIGHT HAVE A SUDDEN ACCELERATION PROBLEM. CUSTOMER SAYS VEHICLE WAS PARKED ON A SLIGHT DECLINE, AND WHEN SHE ATTEMPTED TO

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

LPREL19

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VIN: 1FMYU03142K [REDACTED] Year: Model: ESCAPE
Owner Status: ORIGINAL WSD: 01/05/02
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: VLC Case: 368792812 Day Ph: [REDACTED]
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT
Dealer: JORDAN FORD, LTD.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: FX FAX Odometer Reading: 5000 MI
Analyst: 9867MP MAUREEN PAWELEK Document Number:
Action Date: 10/08/02 Action Data: Y Action Time: 14:05:16 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: MAKE OUTBOUND CALL TO CUSTOMER
Comments: WAS PARKED ON A SLIGHT DECLINE, AND WHEN SHE ATTEMPTED TO
TAKE THE VEHICLE OUT OF PARK AND INTO REVERSE, IT SURGED
FORWARD AND HIT A WALL IN FRONT OF HER. ADVISED CUSTOMER
THAT DEALER WOULD CHECK VEHICLE FOR ANY PROBLEMS THAT MIGHT
HAVE CAUSED THE SITUATION SHE DESCRIBED. CUSTOMER WILL CALL
GEORGE WILLIAMS AT JORDAN FORD FOR INSPECTION. NO FURTHER

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

LPREL19

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VIN: 1FMYU03142K [REDACTED] Year: Model: ESCAPE
Owner Status: ORIGINAL WSD: 01/05/02
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: VLC Case: 368792812 Day Ph: [REDACTED]
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE
Reason Desc: LEGAL - ACCIDENT
Dealer: JORDAN FORD, LTD.
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: FX FAX Odometer Reading: 5000 MI
Analyst: 9867MP MAUREEN PAWELEK Document Number:
Action Date: 10/08/02 Action Data: Y Action Time: 14:05:16 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: MAKE OUTBOUND CALL TO CUSTOMER
Comments: GEORGE WILLIAMS AT JORDAN FORD FOR INSPECTION. NO FURTHER
ACTION IS NECESSARY FROM THIS OFFICE AT THIS TIME.

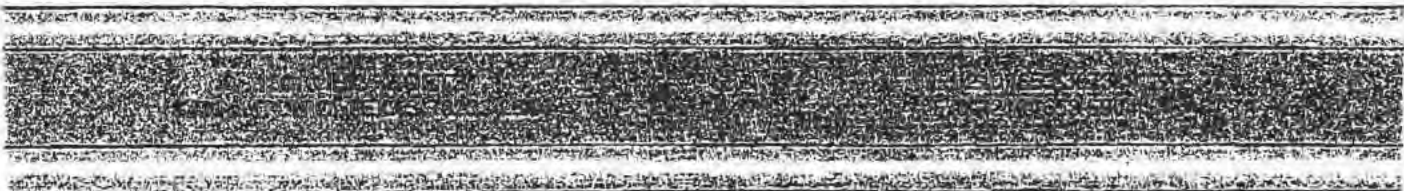
F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE

LPREL19

==>

VIN: 1FMYU03142K [REDACTED] Year: Model: ESCAPE
Name: [REDACTED]
Trmt: VLC Case: 368792812
Issue Type: 07 LEGAL Issue Status: C ACKNOWLEDG
Comm Type: FX FAX Odometer Reading: 5000
Dealer: 04546 JORDAN FORD, LTD. Odometer Type: MI
Symptom Desc: SERVICE BRAKE INOP/INEFFECTIVE Document Number:
Reason Desc: LEGAL - ACCIDENT Legal Issue Type:
Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code:
Action Desc: FINAL CASE DISPOSITION CAN Award Code:
Comments: NO FURTHER ACTION.

F1=Help F2=ActionList F5=Add F6=DealerInfo
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
UPDATE SUCCESSFUL LPREL19



FAX
Deliver ASAP!

Date: 10-3-02
Number of pages including cover sheet 4

TO: MOREEN PAWNIK
PHONE: 313-845-5477
FAX: _____

FROM: GEORGE WILLIAMS
JORDAN FORD
PHONE: 210-653-3673
FAX 210-653-4880

Urgent

For Your Review

Reply

Please Comment



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

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

JORDAN FORD P&A: 04546 Region: SOUTHWEST
Phone Number: 210-653-3673
Contact Person: GEORGE WILKINSON

New or Used: X Date of Purchase: 1-5-02 Yr/Model: 2002 Mileage: 5000

VIN: 1FMYU03142K [REDACTED]

Customer Name: [REDACTED]

Address: [REDACTED]

SAN ANTONIO TX. Cnty: [REDACTED]

Home Phone: [REDACTED] Business Phone: [REDACTED]

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

Date of Incident: 10-1-02 ABOUT 4:30 P.M

If customer is alleging product defect, what type: DESIGN

Personal Injury? NO Was medical attention sought? NO

Was a police report filed (where)? NO

Has the insurance company been contacted? NO

What did the insurance company advise? N/A

Name and phone of owner's insurance company (agent's name):

NATION WIDE

If the vehicle is a conversion unit, name of the body builder: NO

Accident details (date, where, how, etc.): VEHICLE PARKED ON A SLIGHT
DECLINE, TOOK VEHICLE OUT OF PARK INTO REVERSE
VEHICLE JUMPED FORWARD AND HIT A CONCRETE WALL

What is the customer requesting? REPLACE VEHICLE

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

Fax to: (313) 446-9471 or (313) 446-9347
PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED.

313-845-5555

AREA
CODE
210

OASIS RESULT:

10/03/2002

1FMYU03142K

14:46:05

© Copyright 2002 Ford Motor Company. All rights reserved.

▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION 2002 ESCAPE	BODY STYLE 4 DR XLT MPV 4X2	ENGINE 3.0L EFI DOHC	ENGINE CALIBRATION 2M11A30A
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 96		

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE 01/05/2002	BUILD DATE 12/10/2001	SALE MILEAGE
--	---------------------------------	---------------------

▶ WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

▶ FIELD SERVICE ACTIONS

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FMYU03142K



10/3/2002

[REDACTED] CELL [REDACTED]

SAN ANTONIO
BEXAR

TX [REDACTED] UNITED STATES

HOME PH: [REDACTED] BUS PH: [REDACTED]

1FMYU03142K [REDACTED] TX [REDACTED] LAST SERV MILEAGE: 001111

02 FORD ESCAPE XLT FWD 4DR SPTUTY WHITE LAST-SERV:05/10/
SRVC \$ CUS: WAR: POL: 16 IN-SERV DATE:01/05/

RD W80890 Y 05/06/02 1111 127 PTS=.00 POL=18.00- TOT=.00 INV=0510
LN 51 PAY TYPE W TECH1-014 1.00 OPR-CODE NPF
CHECK OIL LIGHT CAME ON WHILE COMING TO A STOP ENG MADE GRINDING NOISE & D
CHECK ENG OIL & PRESSURE-TECH 168
NGS DCL DISPLAY RD TEST MONITOR FUEL PRESS, DRIVE 21 MILES NO SYMP
KOEO KOEC KOER-PASS, CK FOR LOOSE CONNECTIONS VAC LEAKS-NO FUEL

END OF DATA

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU03142K [REDACTED]	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	197850086
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/I/D - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer:	04545	Body Cab Style:	T/WE - 5 DOOR LIGHT TRUCK	Transmission:	T/DJ - 4 SPD AUTO TRANS NAAO CD4E
Vehicle Status Code:	Y	Version/Series:	T/EF - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 10-DEC-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 152057 - *
 Country: USA - ##### Selling Dir St/Prov: TX
 Buyer St/Prov: TX

Arrival Date: 27-DEC-2001 Red Carpet Lease: *
 Sale Date: 05-JAN-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 05-JAN-2002 Modified Vehicle: * Vehicle Count Flag: Y
 Orig Warranty Date: 05-JAN-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

U032KB5525910337 B C 2 0817082 PK M M496 B3 N 3 2X5 5 453ABN 52E0571, J VZ WZ3 4 3 2 11

#MY4M5 320A 314TX 63

PE12-019 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:	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:	2M11A30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	000ZX -	Tire Manufacturer:	AP -
Delivery Type:	0	Tire Brand:	A308453 -
Driveshaft Code:	D	Tire Size:	D31UJ - 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: A3084534701 RF: A3084534701
 LR: A3084534701 RR: A3084534701
 LI: * RI: *
 SPARE: HY8A1R84701 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:	JJZ
ESP Plan Year:	* Engine Family:	2FMXT0301F7
ESP Signature Date:		

Any comments? You can contact



webmaster

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 08-08-2002
Type: 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
-----	--------	---------	---------	----------	------------	------------	----------	----------	---------	-----------	-----------	----------------	----------	-----	-----	-----	------	------	------	-----	-----	-----	----

Any comments? You can contact



webmaster



[REDACTED]
Frishtaken MA
[REDACTED]

16 March 2005

Re: File # 053PPL1H177A

Dear -Ms. Smith:

Enclosed please find all the necessary information that you have requested.

In regard to the defective component part, (accelerator cable) that exists in all 2001-2004 Escape vehicles, I was informed by Service Advisor, Mike Rebello of the Ashley Ford Company of New Bedford, MA, that the defective part is kept by Ashley Ford for 90 days after the part is replaced, so if it is needed, please contact them.

The part was replaced on 15 Feb. 2005.

If there are any more questions in regard to this matter, you may contact Michelle D. Machado of the Premier Insurance Company at 508-675-4048.

Sincerely,

[REDACTED]

5 MAR 17 P 3:54

PREMIER AUTO
INSURANCE
CORPORATION



Consumer Affairs
February 21, 2005

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

[Redacted]
Fairhaven, MA [Redacted]

Re: 2003 Escape
VIN: 1FMYU02133K [Redacted]

Dear [Redacted]

We acknowledge your recent contact to Ford Motor Company. 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:

- 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.

NO DAMAGE
NONE TAKEN
BY APPRAISER

I changed my
oil & filter at
5,000 miles

MILAGE ON VEHICLE
As of 3-16-05 is
8114

2. For each person alleged injured provide the following: (If there are additional names continue on back.)

Name: [Redacted]	Name: _____
Address: [Redacted]	Address: _____
Spouse's Name: [Redacted]	Spouse's Name: _____
DOB: [Redacted]	DOB: _____
Soc Security#: [Redacted]	Soc Security#: _____
Occupation: <u>Retired</u>	Occupation: _____
Injury: <u>LEFT ANKLE, LEFT KNEE</u>	Injury: _____
	Injury: <u>RIGHT KNEE + ARM</u>

3. Please specify what you believe is defective, if anything, with your vehicle.

RECALL FOR ACCELERATOR CABLE



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).

FAIRHAVEN MA

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.
THE PREMIER INS. CO., PREMIER CLAIM DEPT., FALL RIVER MA 02722
MICHELLE D. MACFARLANE L1H1177001 508-675-4048
7. What are you seeking from Ford Motor Company in this matter?

RE-IMBURSEMENT FOR THE PREMIER INS. CO.

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 15 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.

If you need to contact me, you may reach me by phone at (313) 845-5515 or by fax at (313) 845-5668.

Sincerely,


Erika Smith
Consumer Affairs



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

F0221915

0788



2003 Escape
Vehicle ID #: 1FMYU02133K [REDACTED] 04S25

January 2005

[REDACTED]
FAIRHAVEN, MA [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.genuinefmservice.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



ASHLEY FORD SALES, INC.

395 Mt. Pleasant Street
 New Bedford, MA 02742
 Telephone (508) 996-5611
 Fax (508) 990-8613
 www.ashleyford.com

PAYMENT METHOD

Cash Check Credit Card Charge

R/O	VIN	57702 1 F M Y U 0 2 1 3 3 K [REDACTED]		DATE IN	02/15/05
YEAR	MAKE	MODEL	COLOR	TIME IN	08:02
2003	FORD		RED	CLOSED	02/22/05
MILES IN	MILES OUT	FIRST USE	USC	WRITER	3162
6897	6898	12/23/02	16XR18	MTKR	
SEE ALSO	FAIRHAVEN MA [REDACTED]		[REDACTED]	(508)	

(1) RECALL 04S25-ACCELERATOR CABLE
 REPLACE ACCELERATOR CABLE

04S25B	B	4	27.16
(F)5L8Z9A758AA	CA ASY-ACEL	1	15.56
Total Labor			27.16
Total Parts			15.56
Total Repair (Warranty)			42.72

(46-6393 GEORGE-)

	W/C	INT.	CUSTOMER
Next Service MAR '05 Lube-Oil-Filter			
DISCLAIMER OF WARRANTIES			
<small>Any warranties on the product sold hereby are those made by the manufacturer. 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 person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</small>			
TERMS	27.16		Labor .00
<small>No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.</small>	15.56		Parts .00
	.00		Sublet .00
	.00		Shop Supplies .00
	.00		Oil/Grease .00
	42.72		Total .00
	.00		Tax .00
	42.72		Total .00
Page 1 of 1 Job 57702			
57702 Customer Copy			



Ashley Ford
395 Mt. Pleasant Street
New Bedford, MA 02742

Monday-Friday, 8 a.m. to 4:30 p.m.
Call (508) 996-5611
Ashleyfd@aol.com
www.ashleyford.com

ZBYNSBYT
ZUF3K884240

Fairhaven, MA



Dear [REDACTED]

February 28, 2005

Thank you for bringing your 2003 Ford Escape in for its recent service visit.

All of us at Ashley Ford appreciate your business and are committed to giving you the best possible service experience. This begins with maintaining your vehicle according to the manufacturer's specifications, which can be found in your manufacturer's Scheduled Maintenance Guide. Doing that can help ensure years of safe, reliable and dependable operation and gives you genuine peace of mind. Why not keep your manufacturer's Scheduled Maintenance Guide in your glove box as a handy reference? Or go to www.genuineFLMservice.com for this valuable information.

No one knows your vehicle better than the Ashley Ford service experts. When you bring your vehicle to us for Genuine Ford Parts & Service, we use genuine parts engineered specifically for your vehicle, installed by factory-trained technicians. This is our promise to you, to help keep your vehicle genuine.

We appreciate your business and hope to see you when it's time for scheduled maintenance.

Sincerely,

Bruce Costa

Bruce Costa
Service Manager

3K884240
02122AF: ?
02122AF

GENUINE PARTS. GENUINE SERVICE. GENUINE PEACE OF MIND

NAME OF ALL WITNESSES (INCLUDE AUTOMOBILE OCCUPANTS) ADDRESS (NO., STREET, CITY OR TOWN, STATE AND ZIP CODE) PHONE NUMBER
 FAIRHAVEN, MA.

DID POLICE MAKE REPORT OF THIS ACCIDENT? (IF YES, INDICATE WHICH)
 YES NO CITY/LOCAL POLICE STATE POLICE OTHER (SPECIFY)

SIGN AND DATE IN ALL CASES

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

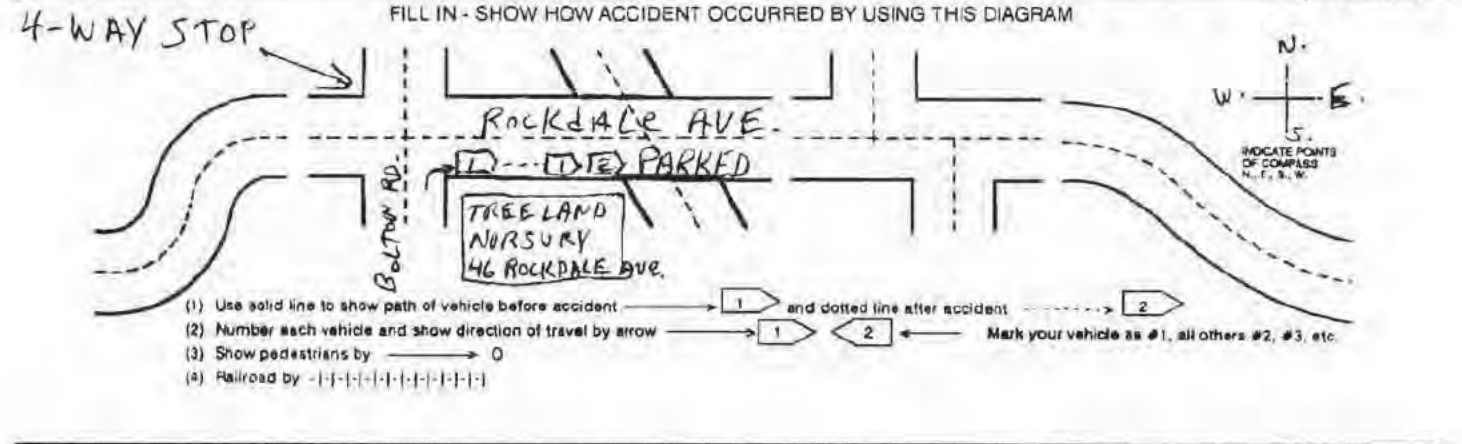
I have understood all the questions that I have answered. The answers are true and correct to the best of my knowledge.

SIGNATURE: DATE: March 16, 2005

COMPLETE THIS SECTION IF ACCIDENT INVOLVED YOUR AUTOMOBILE (COMPLETE ACCIDENT DIAGRAM ALSO)

DRIVER'S NAME		ADDRESS (NO., STREET, CITY OR TOWN, STATE & ZIP CODE)		OPERATOR'S LICENSE NO. (STATE AND NO.)		PHONE NO.	
NO. OF PERSONS IN AUTO		YEAR, MAKE AND MODEL OF AUTO		WAS DRIVER ON AN ERRAND FOR (IF YES, STATE AND NO.)		OR (IF NO, STATE AND NO.)	
WHAT PARTS OF YOUR AUTO WERE DAMAGED?		AMOUNT OF DAMAGE TO YOUR AUTO?		WHO ESTIMATED YOUR DAMAGES?		WHEN?	
DO YOU CARRY COLLISION INSURANCE?		WHERE MAY YOUR AUTO BE INSPECTED?		POLICY NUMBER			
WHAT IS THE NAME AND ADDRESS OF YOUR INSURANCE COMPANY?		WHAT IS THE NAME AND ADDRESS OF YOUR AGENT?					
OWNER'S NAME		ADDRESS (NO., STREET, CITY OR TOWN, STATE & ZIP CODE)		YEAR AND MAKE OF AUTO		VEHICLE LICENSE PLATE (STATE & NUMBER)	
DRIVER'S NAME		ADDRESS (NO., STREET, CITY OR TOWN, STATE & ZIP CODE)		OPERATOR'S LICENSE NO. (STATE AND NO.)		AGE	
						NO. OF PERSONS IN CAR	

RATE OF SPEED YOUR AUTO: APPROX. 12 TO 15 MPH OTHER AUTO: PARKED DIRECTION OF TRAVEL YOUR AUTO: EAST OTHER AUTO: PARKED
 WEATHER AT TIME OF ACCIDENT: CLEAR ROAD CONDITION AT PLACE OF ACCIDENT: DRY WERE HAND OR DIRECTIONAL SIGNALS USED BY EITHER DRIVER? YOUR AUTO: YES OTHER AUTO: PARKED



COMPLETE IF ACCIDENT DAMAGED YOUR PROPERTY - OTHER THAN AUTO

NAME OF OWNER OF PROPERTY DAMAGED	ADDRESS (NO., STREET, CITY OR TOWN, STATE & ZIP CODE)	PHONE NO.
DESCRIPTION OF PROPERTY DAMAGED		

Refer to this FILE NUMBER
in ALL Correspondence

053 PP L1H1177 A

We have a report of an accident involving damage to your property. We request that you complete this report, sign and return it to us in the enclosed return-addressed envelope. Upon receipt of the completed report, we will give your claim consideration. Please be sure to refer to the file number shown below in all correspondence.

INSURED'S REPORT OF ACCIDENT

Please Print or Type

FILE NUMBER
053 PP L1H1177 A

COMPLETE THIS SECTION FOR ALL CLAIMS

[REDACTED]		FAIRHAVEN	
NAME OF EMPLOYER M/A		OCCUPATION RETIRED	
DATE OF LOSS 2/2/05	HOUR OF ACCIDENT 4:15 P.M.	WHERE DID ACCIDENT OCCUR? (STREET OR HIGHWAY, CITY OR TOWN & STATE) ROCKDALE AVENUE NEW BEDFORD MA	
WAS ANYONE INJURED? (IF YES, GIVE NATURE OF INJURIES - USE REVERSE SIDE IF NECESSARY) <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO BRUISED LEFT ANKLE + KNEE - BRUISED & SWOLLEN RIGHT KNEE PAIN IN RT. ARM			
NAME AND AGE OF PERSON(S) INJURED [REDACTED] 63		CHECK IF SEAT BELT WAS BEING WORN <input checked="" type="checkbox"/>	PHONE NUMBER [REDACTED]
[REDACTED]		ADDRESS (NO. STREET, CITY OR TOWN, STATE AND ZIP CODE) [REDACTED] FAIRHAVEN MA 02719	SOCIAL SECURITY NO. [REDACTED]
[REDACTED]		[REDACTED]	()
[REDACTED]		[REDACTED]	()

DESCRIBE ACCIDENT (PLEASE DRAW DIAGRAM ON REVERSE SIDE - USE REVERSE SIDE IF NECESSARY FOR DESCRIPTION)

While traveling north on Bolton Rd. I came to a complete stop at a 4-way stop at the corner of Bolton Rd. and Rockdale Ave. I then proceeded to make a right hand turn onto Rockdale Ave. and pulled over to the right of the curb to park in front of TreeLand Nursery, which is on the corner of Bolton and Rockdale Ave. As soon as I took my foot off the accelerator pedal, to apply my brakes, my vehicle suddenly lunged forward and caused an impact with vehicle #2 which was parked and unoccupied in front of me.


IMPORTANT! COMPLETE APPROPRIATE SECTIONS ON REVERSE SIDE

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

DESCRIPTION: R/F IMPORTED: 2/17/2005 5:05:44 PM BY: plourenc FILE SIZE: 69967 WIDTH: 640 HEIGHT: 480



 **ST PAUL
TRAVELERS**

 3/15/2005

DESCRIPTION: L/F IMPORTED: 2/17/2005 5:05:44 PM BY: plourenc FILE SIZE: 70781 WIDTH: 640 HEIGHT: 480

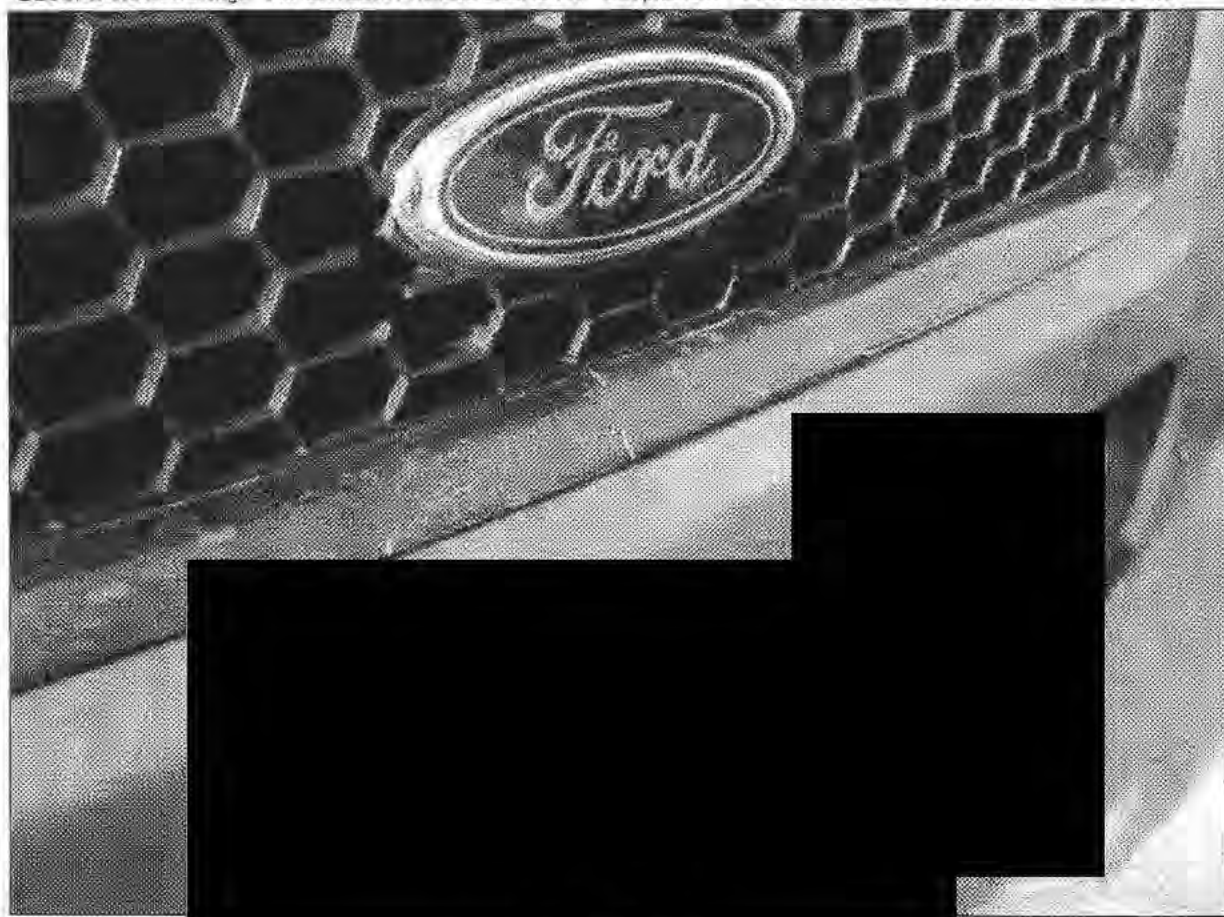


 ST PAUL
TRAVELERS



3/15/2005

DESCRIPTION: Damage IMPORTED: 2/17/2005 5:05:43 PM BY: plourenc FILE SIZE: 60878 WIDTH: 640 HEIGHT: 480



 ST PAUL
TRAVELERS



3/15/2005

DESCRIPTION: Damage IMPORTED: 2/17/2005 5:05:43 PM BY: plourenc FILE SIZE: 62569 WIDTH: 640 HEIGHT: 480



 ST PAUL
TRAVELERS

3/15/2005

DESCRIPTION: Damage IMPORTED: 2/17/2005 5:05:43 PM BY: plourenc FILE SIZE: 51443 WIDTH: 640 HEIGHT: 480

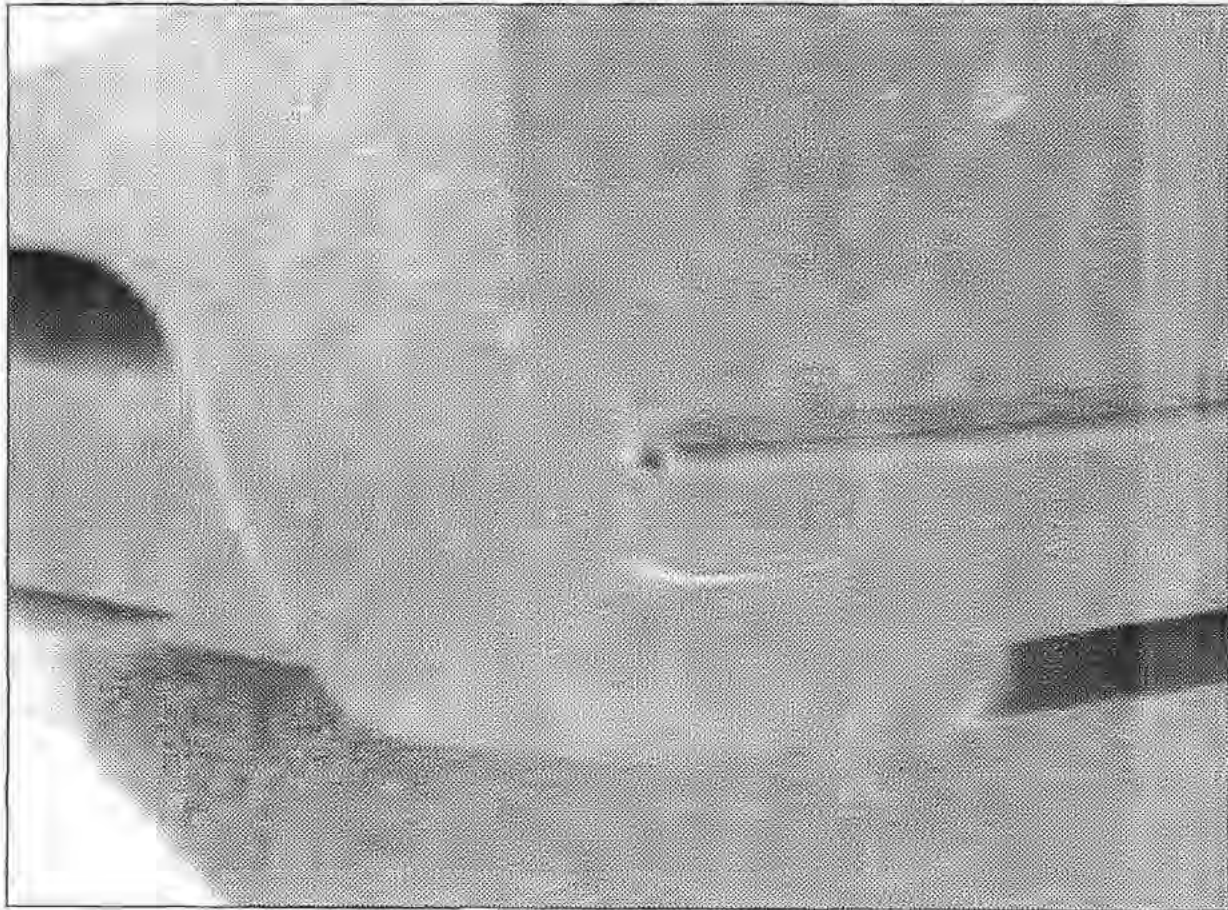


 ST PAUL
TRAVELERS




3/15/2005

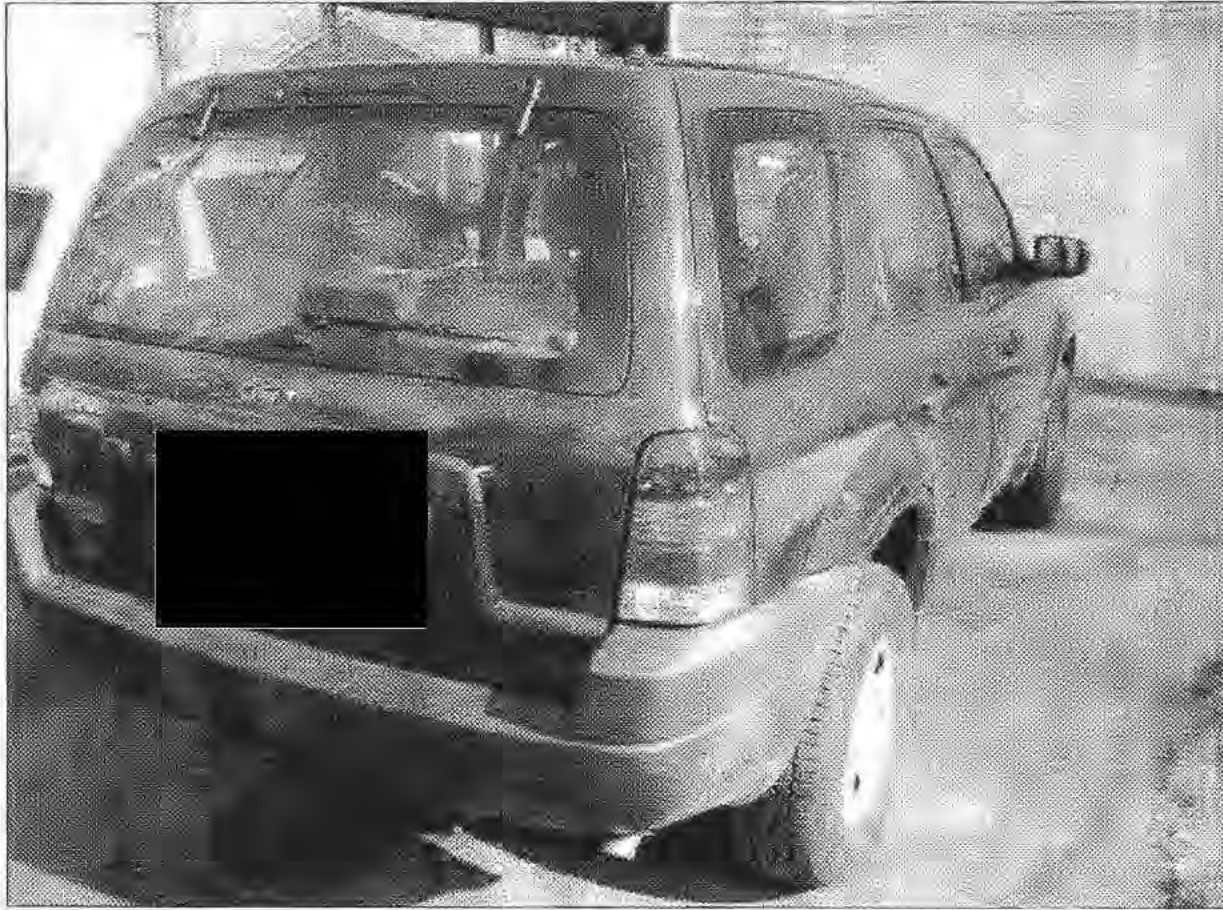
DESCRIPTION: Damage IMPORTED: 2/17/2005 5:05:44 PM BY: plourenc FILE SIZE: 31824 WIDTH: 640 HEIGHT: 480



 ST PAUL
TRAVELERS

 3/15/2005

DESCRIPTION: R/R IMPORTED: 2/17/2005 5:05:45 PM BY: plourenc FILE SIZE: 65040 WIDTH: 640 HEIGHT: 480



 ST PAUL
TRAVELERS




3/15/2005

DESCRIPTION: L/R IMPORTED: 2/17/2005 5:05:44 PM BY: plourenc FILE SIZE: 71082 WIDTH: 640 HEIGHT: 480



 **ST PAUL
TRAVELERS**

 3/15/2005

THE PREMIER INSURANCE COMPANY
OF MASSACHUSETTS

QUESTIONS REGARDING YOUR CLAIM CONTACT YOUR CLAIM REP (877) 425-2466
QUESTIONS REGARDING YOUR VEHICLE REPAIRS, CONTACT THE APPRAISER BELOW

CD LOG NO 4657 -0

02-17-05 12:48 PM

ESTIMATE

CLAIM INFORMATION

CLAIM #	[REDACTED]	POLICY #	[REDACTED]	1
COMPANY	D/R 02/16/05	D/A 02/16/05	CLAIM REP 053 PLR	508-675-4067
INSURED	[REDACTED]	LOSS DATE	02-02-05	
CLAIMANT	[REDACTED]	LOSS TYPE	COLLISION	
LOSS PAYEE	[REDACTED]	ACCT #	[REDACTED]	

INSPECTION

TYPE	FIELD	SECOND POI	
PRIMARY POI	FRONT END CENTER		
APPRAISER NAME	P.LOURENCO EX.6886		
LICENSE #	013941		
WORK PHONE	(800) 842-8684	FAX	(508) 999-2751
ADDRESS	99 SOUTH MAIN ST.	INSP DATE	02-17-05
CITY STATE	FALL RIVER MA	LOCATION	RESIDENCE
ZIP	02722-3008	CITY STATE	FAIRHAVEN MA

OWNER

[REDACTED]
FAIRHAVEN MA [REDACTED]

WORK#
HOME# [REDACTED]

REPAIR

OWNER CHOICE

CAR IN

VEHICLE

2003 FORD ESCAPE XLS POPULAR 4 DR WAGON
6CYL GASOLINE 3.0

OPTIONS

TWO-STAGE - EXTERIOR SURFACES
4-WHEEL DRIVE
AUTOMATIC TRANS

TWO-STAGE - INTERIOR SURFACES
AIR CONDITIONING
CRUISE CONTROL

BODY COLOR	MAROON	MILEAGE	7,576
CONDITION	GOOD	VIN	1FMYU02133K [REDACTED]
LICENSE #	16XR18	CODE	P710
LICENSE STATE	MA	VEH INSP #	

REMARKS:

APPRAISAL AND PACKET MAILED TO OWNER
LKQ NOT CONSIDERD DUE TO LOW MILEAGE
DIGITAL PHOTO'S TAKEN AND UPLOADED
02/17/ CONTACT MADE WITH INSURED, SET UP APP. FOR 02/17/
RECALL ISSUE WITH VEHICLE, STUCK THROTTLE CABLE.
BLENDS ALLOWED FOR NECESSARY COLOR MATCH

R&I ALLOWED FOR SEAMLESS REFINISHING.

OP CODES:

* = USER-ENTERED VALUE	E = REPLACE OEM	NG = REPLACE NAGS
EC = REPLACE AFTERMARKET	UC = REMAN/REBUILT OEM	UM = AFTERMARKET REMAN
EU = SALVAGE PART	EP = AFTERMARKET NEW	PC = RECON OEM PART
PM = AFTERMARKET RECON	TE = PARTL REPL PRICE	ET = PARTL REPL LABOR
IT = PARTIAL REPAIR	I = REPAIR	L = REFINISH
BR = BLEND REFINISH	TT = TWO-TONE	CG = CHIPGUARD
SB = SUBLET	N = ADDITIONAL LABOR	RI = R&I ASSEMBLY
P = CHECK	AA = APPEAR ALLOWANCE	RP = RELATED PRIOR
UP = UNRELATED PRIOR		

OP	GDE	MC	DESCRIPTION	MFR.PART NO.	PRICE	AJ%	B%	HOURS	R
E	0047		COVER, FRONT BUMPER	YL8Z17D957EAB	279.57			0.4	1
E	0036		GRILLE ASSEMBLY	YL8Z17B968AA	73.32			1.1	1
RI	0041		HEADLAMP ASSY, HALOG LT	R&I ASSEMBLY				0.2	1
RI	0042		HEADLAMP ASSY, HALOG RT	R&I ASSEMBLY				0.2	1
E	0083		PANEL, HOOD	5L8Z16612AA	361.88			1.7	1
L	0083		PANEL, HOOD	REFINISH				5.5	4
			2.9 Surface						
			1.2 Edge						
			0.6 Two-stage setup						
			0.8 Two-stage						
E	0087		LATCH, HOOD PANEL	2L8Z16700AA	36.48			0.2	1
			>>replaced for saftey issues						
E	0755	01	RADIATOR	YL8Z8005LB	325.22			1.9	1
			>>slight bow in radiator						
N	0891		A/C EVAC RECHRG & RCV	ADDITIONAL LABOR				1.8	2
N	0977		A/C EVACUATE & RECHAR	ADDITIONAL LABOR				INC	2
N	0986		REFRIGERANT RCVRY SET	ADDITIONAL LABOR				INC	2
E	0731		CONDENSER, A/C	YL8Z19712AA	302.02			0.7	2
			>>slight bow in ac condenser						
BR	0103		FENDER, FRONT	LT BLEND REFINISH				1.1	4
			0.7 Blend						
			0.4 Two-stage						
BR	0104		FENDER, FRONT	RT BLEND REFINISH				1.1	4
			0.7 Blend						
			0.4 Two-stage						
RI	0174		MLDG, RCKR PANEL FRO LT	R&I ASSEMBLY				0.4	1
RI	0175		MLDG, RCKR PANEL FRO RT	R&I ASSEMBLY				0.4	1
SB			COVER CAR EXTERIOR	SUBLET	5.00*				1*
N			COLOR SAND AND BUFF	ADDITIONAL LABOR				1.1	1*
N			D&R ELECTRONICS	ADDITIONAL LABOR				0.5	2*
SB			MASK JAMBS	SUBLET				0.3	1*

20 ITEMS

MC MESSAGE

01 CALL DEALER FOR EXACT PART # / PRICE

FINAL CALCULATIONS & ENTRIES

PARTS

GROSS PARTS	\$ 1,378.49
OTHER PARTS	
PAINT MATERIAL	\$ 107.80

ADJUSTMENTS

DISCOUNT

MARKUP

PARTS & MATERIAL TOTAL	\$ 1,486.29
TAX ON PARTS & MATERIAL @ 5.000%	\$ 74.31

LABOR	RATE	REPLACE HRS	REPAIR HRS		
1-SHEET METAL	\$ 36.00	6.5	1.4	\$	284.40
2-MECH/ELEC	\$ 36.00	0.7	2.3	\$	108.00
3-FRAME	\$ 38.00				
4-REFINISH	\$ 36.00	7.7		\$	277.20
5-PAINT	\$ 14.00				

LABOR TOTAL	\$ 669.60
SUBLET REPAIRS	\$ 5.00
TOWING	
STORAGE	

GROSS TOTAL	\$ 2,235.20
LESS: DEDUCTIBLE	UNKNOWN-

NET TOTAL	\$ 2,235.20
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PXN Y/03/00/00/03/03 CUM 03/00/00/03/03 Geocode: 01608 MASS
ADP PENPRO W0410 ES LOG4657 -0 02-17-05 12:59:22 REL 4.10 SW12/04 DT12/04
(C) 1993 - 2004 ADP CLAIMS SOLUTIONS GROUP, INC.

2.2 HRS WERE ADDED TO THIS EST. BASED ON ADP'S TWO-STAGE REFINISH FORMULA.
***** PREMIER ONLY AUTHORIZES CAPA CERTIFIED APPROVED OUTER SHEET METAL *****

THIS REPAIR ESTIMATE MAY HAVE BEEN PREPARED BASED ON THE USE OF REPLACEMENT PARTS WHICH ARE NOT MADE BY THE ORIGINAL MANUFACTURER. WARRANTIES, IF ANY, APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THEIR MANUFACTURER OR SUPPLIER RATHER THAN THE MANUFACTURER OF YOUR VEHICLE. SUPPLEMENTAL CHARGES MAY BE REJECTED UNLESS APPROVED BY THE PREMIER PRIOR TO REPAIRS. THIS INSTRUMENT IS NOT AN AUTHORIZATION TO REPAIR. REPAIRS MUST BE AUTHORIZED BY THE OWNER. PAYMENT IS SUBJECT TO CONFIRMATION OF COVERAGE AND OR LIABILITY.

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMYU02133K [REDACTED]
 Model Year: 2003
 Veh Type: T
 Inv. Dealer: 03025
 Vehicle Status Code: 800

(Related Claims)

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: - 5 DOOR LIGHT TRUCK
 Version/Series: T/EF - FORD SERIES

Body Shell: *
 Navis Eng Serial No: *
 Engine: T/LD - MOD 3.0L DOHC EFI NA V8 G*NAAO
 Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 E1331 021202710285086 1G 752 AB

Trace Trans Serial No:

A4221 04120223380286 318P 7000 GB 71

BUILD INFORMATION:

Region: NA - ***** Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ***** Prod Date: 11-DEC-2002

SALE INFORMATION:

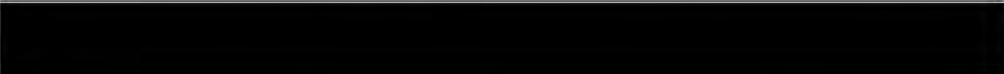
Region: NA - ***** Selling Dealer: 148048 - *
 Country: USA - ***** Selling Dir St/Prov: MI
 Buyer St/Prov: MA

Arrival Date: 23-DEC-2002 Red Carpet Lease: *
 Sale Date: 27-DEC-2002 Fleet/Retail/Co. Lease: F
 Warranty Start Date: 27-DEC-2002 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 27-DEC-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0-----
 0023KB8424010337P C N019LS007 BL E 2 496 7J 5 3 26 V 833B NB48A690L 4VAG2 WEA 3 11
 FMY326 2 A120B 14MA L 80M20ZG682 7J

PE12-019 001060 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:	PN3AB - REDFIRE
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:	3M11D30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000BY-	Tire Manufacturer:	AP -
Delivery Type:	0	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 4534702 RF: A308 4534702
 LR: A308 4534702 RR: A308 4534702
 LI: * RI: *
 SPARE: T714 BAH4002 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

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 21-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

All Action Details for Issue

Print

VIN: 1FMYU02133K [REDACTED] Year: 2003 Model: ESCAPE Case: 1383470475
 Name: [REDACTED] Owner Status: Original WSD: 2002-12-27
 Symptom Desc: SURGE ACCELERATION 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 Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Dealer: 08999 ASHLEY FORD SALES INC PREVENTION-FD
 Odometer: 7561 MI Comm Type: EMAIL
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 02/18/2005 Action Time: 10.39.07.365 Action Data: Yes

Comments *****PRODUCT LIABILITY*****EMAIL RECEIVED 2-15-05.DEALER CONTACT: BRUCE COSTA. CUSTOMER ALLEGES HE TURNED A CORNER AND PULLED UP BEHIND A PARKED VEHICLE. THE ACCELERATOR STUCK AND HE HIT THE VEHICLE IN FRONT OF HIM.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	ESMITH68

Action: MAKE OUTBOUND CALL TO DEALER Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Dealer: 08999 ASHLEY FORD SALES INC PREVENTION
 Odometer: 7561 MI Comm Type: OTHER
 Analyst Name: SMITH,ERIKA (E.L.) Analyst: ESMITH68
 Action Date: 02/18/2005 Action Time: 10.01.08.209 Action Data: No

Comments CONTACTED DLR

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Dealer: 08999 ASHLEY FORD SALES INC PREVENTION
 Odometer: 7561 MI Comm Type: OTHER
 Analyst Name: SMITH,ERIKA (E.L.) Analyst: ESMITH68
 Action Date: 02/18/2005 Action Time: 14.08.44.974 Action Data: No

Comments LPA CONTACTED DLR (BRUCE). PER DLR, INS CO INVOLVED. CUST ALLEGES INJURIES. LPA SENT PERS INJURY LETTER.

[REDACTED] 2/18/2005



Consumer Affairs

February 21, 2005

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

[Redacted]
Fairhaven, MA [Redacted]

Re: 2003 Escape
VIN: 1FMYU02133K [Redacted]

Dear [Redacted]

We acknowledge your recent contact to Ford Motor Company. 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 15 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.

If you need to contact me, you may reach me by phone at (313) 845-5515 or by fax at (313) 845-5668.

Sincerely,

Erika Smith
Consumer Affairs

for this email address.

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Tuesday, February 15, 2005 1:28 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: Ashley Ford Sales
Requesting Dealer: Ashley Ford Sales
Contact Person: Bruce Costa
Telephone: 5089965611-136
Email Address: bac5977@aol.com
PA Code: 08999
Region: Boston
City: New Bedford
Dealer State: MA
Fax Number: 5089908613
WSD: 12/27/2002
Vehicle Year: 2003
Vehicle Model: Escape
Vehicle VIN: 1fmyu02133k [REDACTED]
Mileage: 7561
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Fairhaven
State: Massachusetts
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 11 - Boston
Incident Involves: Accident
Date of Incident: 02/02/2005
County in which incident occurred: Bristol
Is Alleging Defect: Yes
Alleging defect detail: accelerator cable as per recall 04s25
Police Report Filed: No
Insurance Company Contacted: YES, DISM [2/18/05]

~~Insurance Company Contact Information: Premier Insurance Alliance Ins Agency Inc 5089972337~~

Coach Builder State: AK - Alaska

Resolution Sought Detail: Repair body damage on vehicle to hood, bumper and grille. Estimate on repairs \$1461.86.

Comments: Customer states went around corner after stopping at stop sign and pulled up behind a parked vehicle and accelerator was stuck and hit the vehicle in front of him causing damage to his hood, grille and bumper. Customer went to walk-in clinic the next day after feeling pain in knees and arm after banging against dash panel.

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
11-BOSTON	11-BOSTON	G	B1	08999	F11503
Dealer Name:		ASHLEY FORD SALES INC			
Dealer Address:		395 MT PLEASANT STREET NEW BEDFORD MA 02742			
Dealer Main Phone:		508-996-5611	Dealer Service Phone:		508-996-5611

Position	Employee Name
DEALER/PARTNER	PAUL C NEARY
DEALER/PARTNER	ROBERT C BANCROFT
DEALER/PARTNER	ROBERT S BANCROFT
PARTS MANAGER	RONALD PELLETIER
SALES MANAGER	KEVIN A BANCROFT
SERVICE MANAGER	BRUCE A COSTA

2/21/2005

PE12-019 001067 LP

OASIS RESULT:

1FMYU02133K [REDACTED]

See bottom of the OASIS result for contact ID 02/21/2005
13:54:39

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION 2003 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 12/27/2002	BUILD DATE 12/11/2002	SALE MILEAGE
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▶ 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 1FMYU02133K [REDACTED]



ESP / Recall Information

VIN: 1FMYU02133K [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] 2/21/2005

Customer Info

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

[REDACTED]

[REDACTED] 2/21/2005





Consumer Affairs
Sent Via US Mail

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

February 10, 2005

[REDACTED]
Trout Creek, MI [REDACTED]

RE: 2003 Ford Escape
VIN: 1FMYU82163K [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



Close an Issue

VIN: 1FMYU92163K [REDACTED] Year: 2003 Model: ESCAPE WSD: 2002-09-06

Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]

Address: [REDACTED] TROUT CREEK MI [REDACTED]

Case Number: 559603524

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT

Symptom: SURGE AT CRUISE ALL ENGINE TEMP

Dealer: F41615 - BIG VALLEYFORD-

Comm Type: MAIL

Current Odometer Reading: 26071 MI

Action Category: CLOSING COMMENTS - REFER TO INS. CARRIER -

Odometer Reading: 26071 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 is involved and plan to subrogate. No further action is needed.

Comments:

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>

[REDACTED] 2/10/2005

CONSUMER AFFAIRS
SECTION

5 FEB -2 P1:05

[REDACTED]
Bruce Crossing, MI [REDACTED]
[REDACTED]

January 19, 2005

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

Dear Ford Motor Company,

I am writing to you concerning my mother's 2003 Ford Escape vehicle number 1FMYU92163K [REDACTED]

My mother is currently 78 years old so she counts on me to help her in these matters.

October 16, 2004 my mother was taking pasties to an elderly friend. As she was slowly turning in the driveway, the car suddenly took off. She hit a parked car and went down the side of the house hitting the house, an outside oil tank, air conditioner, and TV antenna.

When talking to her the next day she said the accelerator stuck.

On Monday the 18th of October she took the car to Big Valley Ford, There she talked to Mike Urbis, body department manager, he looked it over and told her the wheel was bent and that she should not be driving it. They took it in and did temporary body repairs. Mike talked to the head mechanic. They decided to change the accelerator control box to be safe. They also looked to see if there were any safety bulletins on it, but could not find any. Big Valley did an excellent job of taking care of her. They ordered the parts and in a short time had her car back on the road.

My mother had been real nervous about driving this car since then because she was afraid it will do it again. She kept telling us she does not trust the car.

On or about the second week of December I heard about a recall on the Escape on the radio, something to do with speed control. I went to the dealership and they had no information on it, so I surfed the web and found it.

The dealership then gave me a number to call, which I did. I talked to someone named Violet. I told her my story on December 17th. I told her that I thought that the recall was on faulty accelerator cables and that your recall says it may cause unexpected increase in engine idle speed which may result in a crash.

I also told her that Ford should cover the cost of all damages. I didn't and don't feel that my mother's insurance should take an increase because of an accident that was not her fault. Also because she does not trust the car and is scared to drive it, I would like to see her car replaced. I said I would like Ford to work with me on this. After our chat she said to make sure the recall was taken care of and that was about the end of conversation.

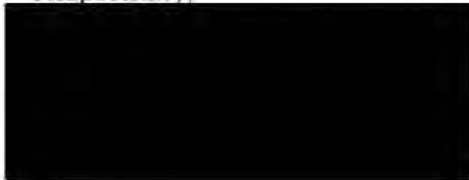
On December 18th I found out the work done in October did not include the recalled part and arrangements were made to get it done on December 20th. On the 18th I again had to tell my mom that her car was not fixed. Again she got nervous and said she did not trust this car and was afraid to drive it.

To date we have heard nothing from Ford, nor has the dealership been contacted requesting more information.

Throughout this whole ordeal Big Valley Ford Dealership has been great. I cannot say the same for Ford Motor Company. I would have thought that someone would have taken the time to at least say we are concerned about the events that took place. Your Customer Service contact did take our phone numbers address and email address.

I am only trying to do what I feel is right, I have not yet hired a lawyer because I thought you might work with us. My mom has been a Ford consumer for over 30 years and I hope that someone would take the time to contact us in the very near future. Just so you know besides being her son, I am also on the title.

Respectfully,



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
10-SDR	41-CHICAGO	W	C1	06218	F41615

Dealer Name: BIG VALLEYFORD-MERCURY INC
Dealer Address: HIGHWAY M-28
 EWEN MI 49925
Dealer Main Phone: 906-988-2323 **Dealer Service Phone:** 800-562-7112

Position	Employee Name
PARTS MANAGER	RANDY L ADAMS
SALES MANAGER	BRUCE A COOK
SERVICE MANAGER	MARK E VOIGT



2/8/2005

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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



2/8/2005

Action List

Date	Origin	Description
02/03/05	CALGFD	OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT
02/04/05	CALGL	MAKE OUTBOUND CALL TO CUSTOMER
02/08/05	CALGL	CLOSING COMMENTS - AWAITING RECONTACT CUSTOMER/DEALER/REGION

2/8/2005

ESP / Recall Information

VIN: 1FMYU92163K [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	2004-05-10	06218USAF41615
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2004-12-20	06218USAF41615

[REDACTED] 2/8/2005

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)
1FMYU92163K [REDACTED]	T/MI	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	14-AUG-2002	06-SEP-2002	141615	USA	21	*	*	*	*	*	*	*	18474
AWS Claim Key:		5952511	Trx Code:		04S13	Labor Hrs:		0.4													
Dir Cd-Sub Cd:		06218 - *	Name:		BIG VALLEY FORD-MERCURY INC		Ph:	906-9882323	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		10-MAY-2004	Doc #:		01414601	
Cust Comments:		RECALL 04S13																			
Tech Comments:		REFLASH PCM AS PER RECALL																			
1FMYU92163K [REDACTED]	T/MI	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	14-AUG-2002	06-SEP-2002	141615	USA	26	2E03	030402	2L8Z	9E926	AB	D11	69	24696
AWS Claim Key:		8137450	Trx Code:		S07	Labor Hrs:		0.4													
Dir Cd-Sub Cd:		06218 - *	Name:		BIG VALLEY FORD-MERCURY INC		Ph:	906-9882323	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		18-OCT-2004	Doc #:		01846001	
Cust Comments:		THROTTLE STICKS																			
Tech Comments:		CHECK THROTTLE CABLE AND SPEED CONTROL CABLE STICKING, REPLACED THROTTLE BODY AND REROAD TEST																			
1FMYU92163K [REDACTED]	T/MI	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	14-AUG-2002	06-SEP-2002	141615	USA	28	*	*	*	*	*	*	*	26071
AWS Claim Key:		8886532	Trx Code:		04S25	Labor Hrs:		0.4													
Dir Cd-Sub Cd:		06218 - *	Name:		BIG VALLEY FORD-MERCURY INC		Ph:	906-9882323	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		20-DEC-2004	Doc #:		02022401	
Cust Comments:		RECALL 04S25																			
Tech Comments:		REPLACE ACCELERATOR CABLE AS PER RECALL																			

PE12-019 001080 LP



Consumer Affairs

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

Sent Via U S Mail

February 8, 2005

[REDACTED]
Bruce Crossing, MI [REDACTED]

RE: 2003 Ford Escape

VIN: 1FMYU92163K [REDACTED]

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) 845-5458 as soon as possible between the hours of 7:30 a.m. and 4:00 p.m. Eastern Standard Time.

Respectfully yours,



Marquis Morris
Consumer Affairs



Close an Issue

VIN: 1FMYU92163K [REDACTED] Year: 2003 Model: ESCAPE WSD: 2002-09-06
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] TROUT CREEK MI [REDACTED]

Case Number: 559603524 Issue Type: 07-LEGAL
Reason: LEGAL - ACCIDENT
Symptom: SURGE AT CRUISE ALL ENGINE TEMP
Dealer: F41615 - BIG VALLEYFORD-

Comm Type: MAIL Current Odometer Reading: 26071 MI
Action Category: CLOSING COMMENTS - MISCELLANEOUS Odometer Reading: 26071 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:

Comments: LPA was unable to reach customer by phone, customer has no answering machine. Need more info letter sent. Will update file once customer contacts LPA.

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>



2/8/2005



Action Detail

VIN: 1FMYU011X1K [REDACTED] Year: 2001 Model: ESCAPE Case: 513130302
Name: [REDACTED] Owner Status: Original WSD: 2001-04-04
Symptom Desc: STRG/HANDLING FUNCTION LOSS OF STRG Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
Issue Type: 07 LEGAL Issue Status: CLOSED Dealer: PERRY FORD OF NATIONAL CITY
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 09149
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
Odometer: 72000 MI Comm Type: PHONE
Action Date: 09/24/2003 Action Time: 14:53:36:817 Action Data: No
Analyst Name: DROEGE,AMY Analyst: ADROEGE

COMMENTS: THE INSURANCE CARRIER PROCESSED A CLAIM TO REPAIR THE VEHICLE. LPA REFERRED THE CUSTOMER TO HIS INSURANCE CARRIER AND EXPLAINED SUBROGATION.



09/24/03

Action Detail

VIN: 1FMYU011X1K [REDACTED] Year: 2001 Model: ESCAPE Case: 513130302
 Name: [REDACTED] Owner Status: Original WSD: 2001-04-04
 Symptom Desc: STRG/HANDLING FUNCTION LOSS OF STRG Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN Dealer: PERRY FORD OF NATIONAL CITY
 Origin Desc: US CONCERN CASE BASE P & A Code: 09149
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Odometer: 72000 MI Comm Type: PHONE
 Action Date: 09/22/2003 Action Time: 12:26:51:220 Action Data: Yes
 Analyst Name: CANDICE D'SOUZA Analyst: CDSOUZA

COMMENTS: CUSTOMER SAYS: -ACCIDENT HAPPENED ON 09/19/2003 AT 2PM -VEH IS WITH CUST RIGHT NOW...IT IS OPERABLE BUT THERE IS COSMETIC DAMAGE AND IT IS SPUTTERING...ENGINE AND AIR BAG LIGHT IS NOW ON -NO POLICE REPORTS FILED...NO ATTORNEY SOUGHT -ENGINE ACCELERATED DURING A TURN AND RESULTED IN AN ACCIDENT...CUST VEH HIT TWO CARS -ALSO, AIR BAG DID NOT DEPLOY -NO INJURIES DESCRIBED -CUST HAS ALREADY FILED A CLAIM WITH HIS INSURANCE COMPANY THAT IS STILL PENDING PER CUSTOMER, DEALER SAYS: -NATIONAL CITY FORD PERRY FORD OF NATIONAL CITY 2050 NATIONAL CITY BLVD. NATIONAL CITY, CA 91950 TEL: (619) 477-2711 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

9/19/03 driving San Diego, CA → AAA police called - no one came
 vehicle accelerated by self while turning
 hit 2 other vehicles
 vehicle @ home
 not repaired
 ins carrier repairing vehicle
 No injuries
 air bag light



&C9/23/03



COPY

Consumer Affairs

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

Sent Via US Mail

September 24, 2003

[REDACTED]
San Diego, CA [REDACTED]

RE: 2001 Escape
VIN: 1FMYU011X1K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2001 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,

Amy Droege
Consumer Affairs



Customer Info

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

[REDACTED] 9/23/03

VIN	Year	Model	Vehicle List Sales Type	Owner Status	Vehicle Info
1FMYU011X1K [REDACTED]	2001	ESCAPE	INDIVIDUAL RTL	Original Owner	Oasis Warranty History
		Open Issues Exist			



&C9/23/03

ESP / Recall Information

VIN: 1FMYU011X1K [REDACTED]

No ESP Information for this VIN

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

Number	Type	Description	Campaign	Status	Status Date	Dealer Code
02M01	O	EGR PRES SEN		RELEASED FOR MAILING	2003-01-11	F71083

[REDACTED] 1FMYU011X1K [REDACTED] 9/23/03

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
9/22/2003 OPEN	[REDACTED] LEGAL - ACCIDENT / FIRE	1FMYU011X1K [REDACTED] 513130302	2001 ESCAPE	07
1/30/2002 CLOSED	[REDACTED] DEALER GENERATED INFORMATION ISSUE	1FMYU011X1K [REDACTED] 513130302	2001 ESCAPE	02

[REDACTED] 9/23/03

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FMYU011X1K [REDACTED]	Vehicle Line:	T/M1 - ESCAPE (U204) [2001]	Body Shell:	*
Model Year:	2001	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	811520086
Vehicle 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:	00509	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:	01-MAR-2001

SALE INFORMATION:

Region:	NA - #####	Selling Dealer:	121209 - *
Country:	USA - #####	Selling Dlr St/Prov:	GA
		Bayer St/Prov:	GA
Arrival Date:	14-MAR-2001	Red Carpet Lease:	*
Sale Date:	04-APR-2001	Fleet/Retail/Co. Lease:	R
Warranty Start Date:	04-APR-2001	Modified Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	04-APR-2001	Reacquired Vehicle:	* Vehicle Export Flag: N

PE12-019 001091 LP



VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 0011RAB892103319 # 2 086A100 3B G 440 9J B 3 26 5 833A N 218021 0 E4 A Y2A 1 11
 FMYX E 414GA E 55

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:	PNEGK - VERMILION SOLID 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]	Suspa Tandem Axle:	
Color(Trim):	000ZY -	Tire Manufacturer:	AD -
Delivery Type:	0	Tire Brand:	UU44W -
Driveshaft Code:	D	Tire Size:	D3GTQ - P225/70R 15 BSW A-S
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	

TIRE DOT INFORMATION:

LF: ACUU44W0601 RF: ACUU44W0601
 LR: ACUU44W0601 RR: ACUU44W0701
 LI: * RI: *
 SPARE: HY891R90501 DOT Plant Manufacturer: AC - GENERAL TIRE CO. , CHARLOTTE , NORTH CAROLINA , 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:	HMA
ESP Plan Year:	* Engine Family:	1FMXT0301F6
ESP Signature Date:		

Any comments? You can contact





webmaster



STANDARD CLAIMS LIST

AWS Online Report

Report Date: 9/23/03
 With: 03/27/03

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
1FMYU01X1K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	01-03-01	04-04-01	121209	USA	2	*	2G02	XF2Z	12B579	ABRM	S11	V44	E29	42
AWS Claim Key:	1534140	Doc #:	28318201	Trx Code:	S07	Labor Hrs:	1.3	Labor Cost:	78.78	Material Cost:	128.07	Total Cost:	206.85										
Dir Cd-Sub Cd:	04927-*	Name:	J.C. LEWIS MOTOR CO., INC	Ph:	912-9250234	St:	GA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	10-MAY-2001	DIST(Mile):	3937								
Cust Comments:	CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON, VEHICLE RUNS ROUGH AND HESITATES TO START. CHECK AND ADVISE (E29)																						
Tech Comments:	NGS DIAG RAN TESTS PINPOINT P0401,P0174 PID DATA DISPLAY CHECK AND REPLACE OUT OF RANGE PFE RETEST CHECK AND REPLACE OUT OF RANGE MAF RETEST																						
1FMYU01X1K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	01-03-01	04-04-01	121209	USA	2	*	2E03	YL8Z	9F593	CB	S11	V44	E29	07
AWS Claim Key:	1703014	Doc #:	28455401	Trx Code:	S07	Labor Hrs:	3.2	Labor Cost:	193.9	Material Cost:	82.92	Total Cost:	276.82										
Dir Cd-Sub Cd:	04927-*	Name:	J.C. LEWIS MOTOR CO., INC	Ph:	912-9250234	St:	GA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	25-MAY-2001	DIST(Mile):	5173								
Cust Comments:	STATES CK ENG LIGHT IS ON AND RUNS ROUGH BUCK JERKS SKIPS STUMBLES AND ALMOST STALLS (E29)																						
Tech Comments:	NGS DIAG PINPOINT P0304,P0305, WDS INJECTOR TEST REPLACE #4 INJECTOR AND PLUG RETEST INJ SYSTEM,REPLACE INOP #5 COIL RETEST REPROGRAM PCM RETEST AND DROVE																						
1FMYU01X1K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	01-03-01	04-04-01	121209	USA	4	*	7M01 *	18805 *			S09	V81	A15	42
AWS Claim Key:	2367883	Doc #:	28909801	Trx Code:	2	Labor Hrs:	6	Labor Cost:	37.6	Material Cost:	0	Total Cost:	37.6										
Dir Cd-Sub Cd:	04927-*	Name:	J.C. LEWIS MOTOR CO., INC	Ph:	912-9250234	St:	GA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	17-JUL-2001	DIST(Mile):	10802								
Cust Comments:	CUSTOMER STATES THAT CD PLAYER STARTS TO SOUND SCRATCHY AND THEN STOPS PLAYING. PARTS ORDERED (A15)																						
Tech Comments:	DIAG REINSTALL RADIO AFTER REPAIRS																						
1FMYU01X1K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	01-03-01	04-04-01	121209	USA	4	*	7M01 *	18C868 *			S09	V81	A07	42
AWS Claim Key:	3271369	Doc #:	05818008	Trx Code:	2	Labor Hrs:	0	Labor Cost:	0	Material Cost:	152.06	Total Cost:	152.06										
Dir Cd-Sub Cd:	67701-*	Name:	VISTEON AFTERMARKET-U.S.	Ph:	**	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	18-JUL-2001	DIST(Mile):	10276								
Tech Comments:	REQUESTING DEALER'S P/A CODE 04927																						
1FMYU01X1K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	01-03-01	04-04-01	121209	USA	14	*	1H03	2F1Z	91460	AA	S11	V44	E29	42
AWS Claim Key:	9272462	Doc #:	576717A	Trx Code:	P05	Labor Hrs:	1.2	Labor Cost:	84.1	Material Cost:	42.59	Total Cost:	126.69										
Dir Cd-Sub Cd:	03244-*	Name:	NATIONAL CITY FORD	Ph:	619-4772711	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	22-MAY-2002	DIST(Mile):	42378								
Cust Comments:	WARNING LIGHT,CHECK ENGINE,ON																						
Tech Comments:	DIAGNOSE REPLACE DPFE SENSOR EMISSION WARRANTY																						

PE12-019 001094 LP

[REDACTED] =1FMYU01X1K [REDACTED]

Any comments? You can contact



webmaster



OASIS RESULT:

09/23/2003
09:39:23

1FMYU011X1K [REDACTED]

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2001 ESCAPE	BODY STYLE 4 DR XLS MPV 4X2	ENGINE 3.0L EFI DOHC	ENGINE CALIBRATION 0M11A30A
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 96		

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 04/04/2001	BUILD DATE 03/01/2001	SALE MILEAGE
--	---------------------------------	---------------------

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

VEHICLE HAD A CUI/L CONTACT CLOSED

VEHICLE HAS AN OPEN CUI/L LEGAL CONTACT

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 YEARS OR 24,000 MILES, WHICH EVER OCCURS FIRST, TO THE BASE WARRANTY.

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FMYU011X1K [REDACTED]





DAVE HOLT FORD-MERCURY, INC.

Phone: 800-424-2932 (715)386-2334 (651)436-7000
Fax: (715)386-2892
Email: dholtford@aol.com
Website: www.daveholtford.com

2020 Crestview Drive
HUDSON, WI 54016

FACSIMILE COVER SHEET

DATE: 12/26/05

TO: Kenisha

FROM: Connie Schmit

TOTAL NUMBER OF PAGES INCLUDING TRANSMITTAL COVER SHEET: 2

(IF YOU DO NOT RECEIVE ALL OF THE PAGES, PLEASE CALL AS SOON AS POSSIBLE)

TELEPHONE #: (715) 386-2334 HUDSON LINES
(651) 436-7000 METRO LINES
FAX #: (715) 386-2892

MESSAGE: Attached is the total due for [REDACTED]
With the price difference on the headlamp
assembly plus the socket part for the headlight.
the amount is \$1132.02 - Please call with any
questions - 715-386-2334 - Connie Schmit - Will
you call with a code to get this paid?

Thank You!



2020 Crestview Drive
 HUDSON, WISCONSIN 54016
 Telephone 715-386-2334
 Metro 651-436-7000



Thank you for this opportunity to serve you. Our aim is to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory, tell your friends, if not, please tell us immediately.

THANK YOU

CUSTOMER NO 21398	CONSUMER THOMAS J MATHYS	2162	TAG NO	INVOICE DATE 12/24/05	INVOICE NO FUCB150486
	LABOR PRICE 45.00	LICENSE NO	MI FACT 46,852	COLOR 7	STOCK NO
HUDSON, WI	YEAR / MAKE / MODEL 03 / FORD TRUCK / ESCAPE / 4X4			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO I F M C U 9 4 1 6 3 K			SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO	F.O. NO		12/13/05	
	BUSINESS PHONE	COMMENTS			

LABOR & PARTS
 JOB # 1 82F0Z BODY SHOP REPAIR UNITS: TECH(S): 4791 4881 667.40
 CUSTOMER REQUESTS REPAIR AS PER ESTIMATE
 -- SEE ATTACHED ESTIMATE FOR REPAIR DETAILS --

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	4L8Z-13008-AA	HEADLAMP ASY	204.42	204.42	204.42
JOB # 1	1	F47Z-13411-A	SOCKET ASY	10.58	10.58	10.58
JOB # 1 TOTAL PARTS						215.00
JOB # 1 TOTAL LABOR & PARTS						882.40

G.O.G. & SUPPLIES
 JOB # 1 1.0 PM @ 190.600 /UNIT TOTAL - GOG 190.60

COMMENTS
 GIVE PAPER WORK TO KEVIN TO SEND TO FORD,

TOTALS

*****	TOTAL LABOR...	667.40
** [] CASH [] CHECK [] DISCOVER **	TOTAL PARTS...	215.00
** [] CHARGE [] VISA/MC [] AMEX **	TOTAL SUBLET...	0.00
*****	TOTAL G.O.G.	190.60
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC.	0.00
	TOTAL TAX.....	59.02

CHECK #

TOTAL INVOICE \$ 1132.02

THANK YOU FOR YOUR BUSINESS
 HAVE A NICE DAY

CUSTOMER SIGNATURE

Revised and Reprinted ERA/28/11E C0156312 G 11/21/05



Consumer Affairs

PO Box 6246, MD 3NE-B
Dearborn, MI 48126 USA

Sent via Facsimile

December 9, 2005

[Redacted]

Hudson, WI [Redacted]

RE: 2003 Escape
VIN: 1FMCU94163K [Redacted]

Dear [Redacted]

This is in response to your 2003 Escape concern.

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

To formally accept this offer, please sign both documents 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, or our file will be closed. If you have any questions regarding this issue, please contact me at (313) 845-4637.

(X) [Redacted]

Respectfully yours,

K. Dunlap
KeNisha Dunlap
Consumer Affairs

FAXED

Dec 13 2005 10:35AM SMC 08 DEPT

No 5796 P.

Fax Station: FORD MOTOR COMPANY Dec 13 2005 10:44

34

GENERAL RELEASE OF ALL PROPERTY CLAIMS

I, [REDACTED] for the sole and only consideration of repair to my **2003 Escape** (1FMCU94163K [REDACTED]), 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, insurers, suppliers, and dealers of any of the above, (hereafter collectively "Releasees"), from any and all Property 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 property damages, losses, personal, 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 property claims, demands or other rights for damages, losses, or consequences, or to property that may be based upon or arise out of a **vehicle concern** which occurred on or about **November 16, 2005**, within the State of **Wisconsin**, and I hereby acknowledge full settlement and satisfaction of all Property 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 the 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 Property 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 Property losses, damages, attorney fees, costs, and interest.

No. 5798 P. 2

Dec 13 2005 10:36AM SWG 08 DEPT

Dec 13 2005 10:44 Fax Station FORD MOTOR COMPANY

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 settlement agreement are confidential and may not be disclosed.

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

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

Signed, sealed and delivered this 10th day of December 2005.

[Redacted Signature]

[Redacted Signature]

Hudson, WI

Address

[Signature]

Witness

G.C. STRINGER, M.D.
STILLWATER MEDICAL GROUP
921 S. GREELEY ST.
STILLWATER, MN 55082
(651) 439-1234
FED. ID 83-0379473

No 5796 P 3

Dec 13, 2005 10:36AM SMC 08 DEPT

Fax Station : FORD MOTOR COMPANY Dec 13 2005 10:44 Ved Fax :



Consumer Affairs

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

Sent via Facsimile

December 9, 2005

[REDACTED]
Hudson, WI [REDACTED]

RE: 2003 Escape
VIN: 1FMCU94163K [REDACTED]

Dear [REDACTED]

This is in response to your 2003 Escape concern.

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

To formally accept this offer, please sign both documents 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, or our file will be closed. If you have any questions regarding this issue, please contact me at (313) 845-4637.

(X) _____

Respectfully yours,


Ke'Nisha Dunlap
Consumer Affairs



GENERAL RELEASE OF ALL PROPERTY CLAIMS

I, [REDACTED] for the sole and only consideration of repair to my **2003 Escape** (1FMCU94163K [REDACTED]) 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, insurers, suppliers, and dealers of any of the above, (hereafter collectively "Releasees"), from any and all Property 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 property damages, losses, personal, 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 property claims, demands or other rights for damages, losses, or consequences, or to property that may be based upon or arise out of a **vehicle concern** which occurred on or about **November 16, 2005**, within the State of **Wisconsin**, and I hereby acknowledge full settlement and satisfaction of all Property 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 the 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 Property 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 Property 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 settlement agreement are confidential and may not be disclosed.

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

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

Signed, sealed and delivered this _____ day of _____, 2005.

Address

Witness

Address

HP LaserJet 4100 MFP



12/09/2005 02:09 AM

Fax Call Report

Job	Date/Time	Type	Identification	Duration	Pages	Result
6187	12/09 02:08 AM	Send	916514395706	01'12	4	OK

Ford Customer Service Division
Suite 349, MD 2N331
Dearborn, MI 48120-4267
Phone: 313-845-4837
Fax: 313-845-5555

**Ford Motor Company -
Litigation Prevention**

Fax

To: [REDACTED] From: Ke'Nisha Dunlap
Fax: [REDACTED] Date: December 8, 2005
Phone: [REDACTED] Pages: 4
Re: 2003 Escape CC: [REDACTED]

Urgent For Review Please Comment Please Reply Please Recycle

Comments:

[REDACTED]

Please review the attached documentation, sign, and return to our office. Additionally, please contact Kevin Weeks at Dave Holt Ford to schedule an appointment to have the repairs completed.

If you have any questions, please feel free to give me a call at [REDACTED]

Ford Customer Service Division
Suite 349, MD 3N331
Dearborn, MI 48126-4207
Phone: 313-845-4637
Fax: 313-845-5555

**Ford Motor Company –
Litigation Prevention**

Fax

To: [REDACTED] **From:** Ke'Nisha Dunlap
Fax: [REDACTED] **Date:** December 9, 2005
Phone: **Pages:** 4
Re: 2003 Escape **CC:**

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

•Comments:

[REDACTED]

Please review the attached documentation, sign, and return to our office. Additionally, please contact Kevin Weeks at Dave Holt Ford to schedule an appointment to have the repairs completed.

If you have any questions, please feel free to give me a call at [REDACTED]

DAVE HOLT FORD - MERCURY, INC.
Purchase Order

TO: PARTS

FROM: DAVE HOLT FORD - M
2020 CRESTVIEW DRIVE
HUDSON, WI 54016

Phone:
Fax:

Phone: (715) 386-2334
Fax: (715) 386-2892

Estimator: Tom Mathys

Year: 2003
Make: Ford
Model: Escape Limited
Style: 4D Ut
VIN: 1FMCU94163K [REDACTED]

Color:
Paint Code:
Interior Color:
Prod Date:

Line #	Description	Part Number	List	Rev	Price
6	R FRONT COMBINATION LAMP ASSEMBLY	YL8Z 13008 FA	164.42		
NOTES:			4L8Z-13008-AA TOTAL =>		164.42

204.42
10.58

F47Z 13411A

Kenkade
150486





DAVE HOLT FORD-MERCURY, INC.

Phone: 800-424-2932 (715)386-2334 (651)436-7000
Fax: (715)386-2892
Email: dholtford@aol.com
Website: www.daveholtford.com

2020 Crestview Drive
HUDSON, WI 54016

FACSIMILE COVER SHEET

DATE: 12-13-05

TO: Kenisha

FROM: Kevin Weeks -

TOTAL NUMBER OF PAGES INCLUDING TRANSMITTAL COVER SHEET: _____

(IF YOU DO NOT RECEIVE ALL OF THE PAGES, PLEASE CALL AS SOON AS POSSIBLE)

TELEPHONE #: (715) 386-2334 HUDSON LINES
(651) 436-7000 METRO LINES
FAX #: (715) 386-2892

MESSAGE: There has been a part change:

YL8Z-13008-FA - Changed to 2 part #'s

4L8Z-13008-AA - \$204.42 - Also Need

F47Z-13411-A - \$10.58

Call w/ Gustav's

Date: 12/9/2005 09:57 AM
Estimate ID: Auto92
Estimate Version: 0
Preliminary
Profile ID: Default

DAVE HOLT FORD - MERCURY, INC.

2020 CRESTVIEW DRIVE HUDSON, WI 54016
(715) 386-2334
Fax: (715) 386-2892
Tax ID: 39-1208751

MN (651) 436-7000
Toll Free (800) 424-2932

Damage Assessed By: Tom Mathys

Deductible: 0.00
Claim Number: Auto92

Owner: [REDACTED]
Address: [REDACTED] HUDSON, WI [REDACTED]
Telephone: Home Phone: [REDACTED]

Mitchell Service: 917626

Description: 2003 Ford Escape Limited
Body Style: 4D Ut Drive Train: 3.0L Inj 6 Cyl 4WD
VIN: 1FMCU94163K [REDACTED]
GEN/ALT: 0 Search Code: None
Options: ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER WINDOWS, POWER DOOR LOCKS
POWER PASSENGER SEAT, CRUISE CONTROL, ELECTRIC DEFOGGER, LEATHER SEATS
POWER SUNROOF, FLIP-UP SUNROOF, DUAL A/C, AUTOMATIC TRANSMISSION
PREMIUM SOUND SYS., MANUAL SUNROOF, POWER DRIVER SEAT
AM-FM STEREO/CDPLAYER(SINGLE)

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
				FRONT BUMPER			
1	700004	BDY	OVERHAUL	FRT BUMPER ASSY			1.4
2	705193	BDY	REMOVE/REPLACE	FRT ADD W/WHEEL OPENING MOULDINGS			0.2
3	700005	BDY	REMOVE/REPLACE	FRT ADD W/FOG LAMPS			0.3
4	702420	BDY	REPAIR	FRT BUMPER COVER	Existing		1.0*
5		REF	REFINISH	FRT BUMPER COVER			C 2.3
				FRONT LAMPS			
6	700024	BDY	REMOVE/REPLACE	R FRONT COMBINATION LAMP ASSEMBLY	YL&Z 13008 FA	164.42	0.2 #
7		BDY	CHECK/ADJUST	HEADLAMPS			0.4
				HOOD			
8	700045	BDY	REPAIR	HOOD PANEL	Existing		4.0*
9		REF	REFINISH	HOOD OUTSIDE			C 2.9
				ADDITIONAL OPERATIONS			
10		REF	ADD'L OPR	CLEAR COAT			1.5
11			ADD'L COST	PAINT/MATERIALS		187.60*	
12			ADD'L COST	HAZARDOUS WASTE DISPOSAL		3.00*	

ESTIMATE RECALL NUMBER: 12/9/2005 09:57:10 Auto92

Mitchell Data Version: NOV_05_A
UltraMate Version: 5.0.212

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DAVE HOLT FORD-MERCURY, INC.

Phone: 800-424-2932 (715)386-2334 (651)436-7000
Fax: (715)386-2892
Email: dholtford@aol.com
Website: www.daveholtford.com

2020 Crestview Drive
HUDSON, WI 54016

FACSIMILE COVER SHEET

DATE: 12-08⁹05

TO: Kenisha

FROM: Dave Holt Ford Service dept.
Kevin WEEKS

TOTAL NUMBER OF PAGES INCLUDING TRANSMITTAL COVER SHEET: 3

(IF YOU DO NOT RECEIVE ALL OF THE PAGES, PLEASE CALL AS SOON AS POSSIBLE)

TELEPHONE #: (715) 386-2334 HUDSON LINES
(651) 436-7000 METRO LINES
FAX #: (715) 386-2892

MESSAGE: _____



DAVE HOLT FORD-MERCURY, INC.

Phone: 800-424-2932 (715)386-2334 (651)436-7000
Fax: (715)386-2892
Email: dholtford@aol.com
Website: www.daveholtford.com

2020 Crestview Drive
HUDSON, WI 54016

FACSIMILE COVER SHEET

DATE: 12-08-05

TO: Kenisha

FROM: Dave Holt Ford Service dept.
Kevin WEEKS

TOTAL NUMBER OF PAGES INCLUDING TRANSMITTAL COVER SHEET: 2

(IF YOU DO NOT RECEIVE ALL OF THE PAGES, PLEASE CALL AS SOON AS POSSIBLE)

TELEPHONE #: (715) 386-2334 HUDSON LINES
(651) 436-7000 METRO LINES
FAX #: (715) 386-2892

MESSAGE: _____

All Action Details for Issue

*Call dealer
for
initial
DLR*

Print

VIN: 1FMCU94163K [REDACTED] Year: 2003 Model: ESCAPE Case: 1470953215
 Name: [REDACTED] Owner Status: Subsequent WSD: 2003-04-23
 Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP Primary Phone: [REDACTED] 1489
 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: 09463 DAVE HOLT FORD-MERCURY, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 46000 MI Comm Type: PHONE
 Analyst Name: BROOKS FAITHLYN Analyst: FBROOKS5
 Action Date: 11/17/2005 Action Time: 13.04.53.166 Action Data: Yes

Comments CUSTOMER SAID: - NEVER GOT A RECALL NOTICE FOR SPEED CONTROL CABLE;- LAST NIGHT WHILE DRIVING, VEH BEGAN TO ACCELERATE ON IT'S OWN;- SHE HAD TO KEEP STEPPING ON BRAKES AND VEH FINALLY CRASHED INTO GARAGE;- VEH WAS TOWED TO DLR WHO STATES THERE WAS RECALL VEH;- NO INJURES WAS CAUSED, HOWEVER VEH HAS A BIG DENT IT IN AND SHE HAD TO PAY FOR TOWING;- DID NOT CONTACT POLICE NOR INSURANCE COMPANY TO REPORT ACCIDENT;- VEH IS CURRENTLY AT DLR;- SHE HAVE A TOWING FEE AND A BIG DENT IN VEH;- FEEL THAT FORD IS LIABILITY FOR THIS, SINCE THERE IS A RECALL ON VEH; DEALER SAID: DAVE HOLT FORD - MERCURY, INC 2020 CRESTVIEW DRIVE HUDSON, WI 54016 TEL: (715) 386-2334 FAX: (715) 386-2892 DISTANCE: 1.02 MILES SCRC 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

Ford Confidential

*veh towed in on 11/17/05
had to have like recall
already case before
beginning to recall*

*ill part
estimate*

*veh w/cost
11/17/05*

*veh w/cost
& she's driving*

lost-424-5706

*Acc. 11/16/05 Accident
Cuel called on 11/17/05*



12/6/2005

Customer Info

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

Ford Confidential

[REDACTED] 12/6/2005

ESP / Recall Information

VIN: 1FMCU94163K [REDACTED]

Contract: 1 of 1

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

Purchaser: DANIEL DIETRICH

Plan Type: USA 2001 NEW 60/75,000 PREMIUMCARE W/ROADSIDE ASSIST.

Selling Dealer: AMERICAN FORD

Deductible: 100

Rental: 28

Towing Allowance:

Status: Active

Expiration Date: 2008-04-23

Expiration Miles: 75,000

Plan Year: 2001

Purchase Type: N

Options: \$100,DED

-----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	CLOSE - REPAIRED	2005-11-17	09463USAL43367

[REDACTED] 12/6/2005

OASIS RESULT:
1FMCU94163K [REDACTED]

See bottom of the OASIS result for
contact ID

12/06/2005
15:20:13

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2003 ESCAPE	BODY STYLE 4 DR LIMITED MPV 4X4	ENGINE 3.0L EFI DOHC
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 69	ENGINE CALIBRATION 3M11D30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 04/23/2003	BUILD DATE 04/08/2003	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

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

0711 - USA 2001 NEW 60/75,000 PREMIUMCARE W/ROADSIDE ASSIST.
STANDARD DEDUCTIBLE: 100 USD
OWNER NAME: [REDACTED]
OPTIONS: \$100,DED.
EXPIRATION DATE: 04/23/2008
DISTANCE: 75,000
RENTAL: 28 UP TO 5 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 09204
ESP CONTRACT START DATE: 04/23/2003

REPAIR HISTORY

11/17/2005

DEALER: Dave Holt Ford-Mercury, Inc.

WARRANTY CLAIM NUMBER: 149912

ODOMETER: 046111M

[REDACTED] 12/6/2005

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5L8Z 9A758AA	CABLE-ACC PEDAL TO C	001	04S25B		

1 INSTALL ACCELERATOR CABLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMCU94163KD47457
Report Applies to Country Code: USA



12/6/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
CE-CENTRAL	58-TWIN CITIES	C	E1	09463	F58437

Dealer Name: DAVE HOLT FORD-MERCURY, INC.
Dealer Address: 2020 CRESTVIEW DRIVE
 HUDSON WI 54016
Dealer Main Phone: 715-386-2334

Position	Employee Name
DEALER/PARTNER	DAVE HOLT
PARTS MANAGER	WILLIAM P DOHMAN
SALES MANAGER	DANIEL L ANDERSON
SERVICE MANAGER	KEVIN M WEEKS ✓

Service Hours

Directions

Trained

Y

Additional Information

SELECT DEALER REGION BODY SHOP- TOM

Ford Confidential

12/6/2005

**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

October 6, 2005

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

SUBJECT: Safety Recall 04S25, *Update*
All 2002 through 2004 Model Year Left Hand Drive (LHD) Escape Vehicles
Equipped with 3.0L Engines
Accelerator Cable Replacement

RE: Safety Recall 04S25 dated December 2004

***New!* REASON FOR THIS UPDATE**

The purpose of this update is to inform dealers that updated illustrations and a warning have been added to the technical instructions (Attachment III) to help prevent damage to the speed control cable while performing the accelerator cable replacement procedure. In addition, warranty edits have been incorporated to prevent the payment of related damage claims for speed control 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.

12/8/2005

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.

New!

ATTACHMENTS

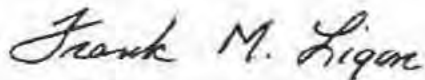
- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information

- 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

Copyright © 2005 FORD MOTOR COMPANY
 Published By: Recall/Service Programs Department
 Ford Customer Service Division

12/8/2005

VIN FSA Details	
VIN:	1FMCU94163K [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:	08-Apr-2003
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	23-Apr-2003
Vehicle Type Description:	TRUCK	Sale Date:	23-Apr-2003
VDM Vehicle Status:	800	Engine Tag Code:	1G752AB
Emissions:			

Vehicle Conditions

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

Owner Details

Current Owner

Business Name:			
Owner Name:	[REDACTED]		
Address 1:	[REDACTED]		
Address 2:			
Address 3:			
Address 4:			
City:	HUDSON		
State/Province:	Wisconsin	Phone #:	
ZIP/Postal Code:	[REDACTED]	E-Mail:	
Country:	UNITED STATES		
Owner Effective Date:	09-Mar-2005	Vendor Applied Date:	28-Apr-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:			

Original Owner

Business Name:	
Owner Name:	D DIETRICH

12/8/2005

Address 1: [REDACTED]
 Address 2: [REDACTED]
 Address 3:
 Address 4:
 City: HUDSON
 State/Province: Wisconsin Phone #: [REDACTED]
 ZIP/Postal Code: [REDACTED] E-Mail:
 Country: UNITED STATES

Owner Effective Date: 24-Apr-2003 Vendor Applied Date: 24-Apr-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	05165	USA	F58013		Friendly Ford
Ship-To					NOT AVAILABLE
Stocking	05165	USA	F58013		Friendly Ford
Selling	05165	USA	F58013		Friendly Ford

FSA Details

VIN: 1FMCU94163K [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	Responsible Dealer Sales Code	Sub Code	Description
05165	USA	F58013		Friendly Ford

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	22-Nov-2005	
Display Eligibility	N	22-Nov-2005	
Original Mail Eligibility	N	22-Nov-2005	
Follow up Mail	N	22-Nov-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	10-Jan-2005
RELEASED TO APPROPRIATE SOURCE - ORIGINAL	05-Jan-2005



12/8/2005

EXTERNAL NAME AND ADDRESS APPLIED	03-Jan-2005
EXTERNAL NAME AND ADDRESS APPLIED	28-Jun-2004

Status	System Date	Repair Date	Country	Repair		Option/Labor Code	Cost Source
				Dealer Code	Claim #		
CLOSE - REPAIRED	23-Nov-2005	17-Nov-2005	UNITED STATES	09463USAL43367	149912	04S25B	47.43 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	23-Nov-2005
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]
 HUDSON,WI [REDACTED] UNITED STATES
 Resp. Dealer: 09204USAF58013-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 30-Jan-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]
 HUDSON,WI [REDACTED] UNITED STATES
 Resp. Dealer: 09204USAF58013-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 30-Jan-2004
 Note:

Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP... Global FSA:00010252

Release: FOWNER LETTER
 Release Date: 17-Nov-2005



12/8/2005

Mail Date:	28-Nov-2005 to 28-Nov-2005
Restricted Address:	No
Address:	[REDACTED] HUDSON, WI [REDACTED] UNITED STATES
Resp. Dealer:	05165USAF58013-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	09-Mar-2005
Note:	

FSA Counts			
FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
SAFETY RECALL	0	1	1
Total	0	1	1

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12/8/2005





Consumer Affairs

Sent Via US Mail

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

December 28, 2004

[REDACTED]
Grayling, MI [REDACTED]

RE: 2002 Ford Escape
VIN: 1FMYU04132K [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: 1FMYU04132K [REDACTED] Year: 2002 Model: ESCAPE Case: 564083574
 Name: [REDACTED] Owner Status: Subsequent WSD: 2002-05-21
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
 Dealer: 09636 GAYLORD FORD LINC-MERC, INC Origin Desc: US CONCERN CASE BASE
 Odometer: 58000 MI Comm Type: PHONE
 Analyst Name: DONNA GERO Analyst: DGERO
 Action Date: 12/22/2004 Action Time: 15.40.07.308 Action Data: No

Comments CUSTOMER SAID: WHILE DRIVING THE ACCELERATOR STICKED AN SURGED AND DELAYEDTHIS WAS AN INTERMITTENT CONCERN.= ON 12/12/04 THE VEH ROLLED OVER= CUST WAS GIVEN A TICKET=THE ROAD WAS WET AND N INTERSTATE 75 WHEN CUST ACCELERATED THE ACCELERATE STUCK AND HIT ANOTHER VEH AND BOTH VEH ROLLED OVER.=CUST WAS TAKEN INTO THE HOSPITAL , TREATED AND RELEASED=THE WIFE HAS INJURIES TO THE HEAD AND SHOULDER=THE RIGHT SHOULDER HAS SEPERATED AT THE JOINT= CUST IS OFF WORK AT THIS TIME.=THE INSURANCE COMPANY TOTALED THE VEHCRC 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: 09636 GAYLORD FORD LINC-MERC, INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 58000 MI Comm Type: PHONE
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL (J.)
 Action Date: 12/23/2004 Action Time: 11.26.42.695 Action Data: Yes

Comments *** LPA COMMENTS ***- LPA LEFT MESSAGE FOR CUSTOMER ACKNOWLEDGING RECEIPT OF COMPLAINT

Data Element Name	Data Value
CONTACT PERSON	MICHAEL KIRMO

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 09636 GAYLORD FORD LINC-MERC, INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 58000 MI Comm Type: MAIL
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL (J.)
 Action Date: 12/28/2004 Action Time: 09.09.50.795 Action Data: No

Comments *** LPA COMMENTS ***- CUSTOMER DID NOT INDICATE THAT HE IS SEEKING TO FILE A PERSONAL INJURY CLAIM AT THIS TIME- CUSTOMER INDICATES THAT INSURANCE COMPANY IS ALREADY INVOLVED- LPA NOTED THAT INSURANCE MAY SUBROGATE FORD MOTOR COMPANY- LPA RECOMMENDS NO FURTHER ACTION

[REDACTED] 12/28/2004

All Action Details for Issue

Print

VIN: 1FMYU04132K [REDACTED] Year: 2002 Model: ESCAPE Case: 564083574
 Name: [REDACTED] Owner Status: Subsequent WSD: 2002-05-21
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJURY Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
 Dealer: 09636 GAYLORD FORD LINC-MERC, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 58000 MI Comm Type: PHONE
 Analyst Name: DONNA GERO Analyst: DGERO
 Action Date: 12/22/2004 Action Time: 15.40.07.308 Action Data: No

Comments CUSTOMER SAID: WHILE DRIVING THE ACCELERATOR STICKED AN SURGED AND DELAYEDTHIS WAS AN INTERMITTENT CONCERN.= ON 12/12/04 THE VEH ROLLED OVER= CUST WAS GIVEN A TICKET=THE ROAD WAS WET AND N INTERSTATE 75 WHEN CUST ACCELERATED THE ACCELERATE STUCK AND HIT ANOTHER VEH AND BOTH VEH ROLLED OVER.=CUST WAS TAKEN INTO THE HOSPITAL , TREATED AND RELEASED=THE WIFE HAS INJURIES TO THE HEAD AND SHOULDER=THE RIGHT SHOULDER HAS SEPERATED AT THE JOINT= CUST IS OFF WORK AT THIS TIME.=THE INSURANCE COMPANY TOTALED THE VEHCRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP, SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

CM 11:25 12/23
 ret. cal 12/23 3:08
 9.02 12/28

Insurance Involved
 not looking for injury claim




[REDACTED] 12/23/2004

Customer Info

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

[REDACTED] 12/23/2004

Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1FMYU04132K [REDACTED]	2002 ESCAPE Open Issues Exist	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
 1FTZF1729YN [REDACTED]	2000 F-SERIES No Open Issues	RCL LEASED TO AN INDIVIDUAL	Subsequent Owner	Oasis Warranty History
 2FTZX18W3WC [REDACTED]	1998 F-SERIES No Open Issues	RCL LEASED TO AN INDIVIDUAL	Subsequent Owner	Oasis Warranty History
 2FMDA5141SB [REDACTED]	1995 WINDSTAR No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History

[REDACTED] 12/23/2004

OASIS RESULT:

1FMYU04132K [REDACTED]

See bottom of the OASIS result for contact ID

12/23/2004
07:56:26

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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
2M11A30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE
05/21/2002

BUILD DATE
05/06/2002

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

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

04/28/2004

DEALER: Gaylord Ford Linc-Merc, Inc.

WARRANTY CLAIM NUMBER: 045054

ODOMETER: 048746M

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

1 REPROGRAMMED PCM PER RECALL 04S13

END OF OASIS REPORT FOR 1FMYU04132 [REDACTED]

12/23/2004

ESP / Recall Information

VIN: 1FMYU04132K [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	2004-04-28	09636USAL45469
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 12/23/2004

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:		

 12/23/2004

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)
1FMYU04132K [REDACTED]	T/MI	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	06-MAY-2002	21-MAY-2002	124325	USA	7	5V01	060301	*	1125	*	N27	14	27573
AWS Claim Key:		3845809	Trx Code:		E84	Labor Hrs:		1.5													
Dlr Cd-Sub Cd:		09154 - *	Name:			SCOTT MCNAMARA FORD MERCURY OF GRAYLING, INC			Ph:	989-3483242	St: *	Ctry Cd:	*	Reg Cd:	NA	Repr Date: 10-DEC-2002		Doc #: 14902402			
Cust Comments:		BRAKES PULSATE.																			
Tech Comments:		1 DIAG AND MACHINE ROTORS.																			
1FMYU04132K [REDACTED]	T/MI	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	06-MAY-2002	21-MAY-2002	124325	USA	24	*	*	*	*	*	*	*	48746
AWS Claim Key:		10038383	Trx Code:		04S13	Labor Hrs:		0.4													
Dlr Cd-Sub Cd:		09636 - *	Name:			GAYLORD FORD LINC-MERC, INC			Ph:	989-7326737	St: MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 28-APR-2004		Doc #: 04505401			
Cust Comments:		RECALL 04S13																			
Tech Comments:		1 REPROGRAMMED PCM PER RECALL 04S13																			

PE12-019 001137 LP

VEHICLE DETAIL

VIN: 1FMYU04132K [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: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 5/21/2002
 GCWR: Vehicle Build Date: 5/6/2002
 PEP Code: 400A

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
 U 0 4 2 K D 5 0 0 4 2 1 0 3 3 7 6 4 4 C 1 1 D 0 8 1 9 K C F 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 G 2 X 5 5 8 S 3 A B N E 2 4 D 3 2 5 L 1 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 3 Q 5 2 A 4 0 0 A 1 4 1 L 8 0 X 1 3 B U 0 0
 1 2 3 4 5 6 7 8 9 160
 3




12/23/2004

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
48-DETROIT	48-DETROIT	H	D3	09636	F48601

Dealer Name: GAYLORD FORD LINC-
 MERC, INC.
 Dealer Address: 1928 S. OTSEGO AVENUE
 GAYLORD MI 49735
 Dealer Main Phone: 517-732-6737 Dealer Service Phone: 517-732-6737

Position	Employee Name
DEALER/PARTNER	JEFF SKERRATT
PARTS MANAGER	DON SILVER
SALES MANAGER	CHRIS COON
SERVICE MANAGER	DAVID L TOBER


 12/23/2004





Consumer Affairs

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

*Sent Via U.S. Mail

January 14, 2005

[REDACTED]
Baltimore, MD [REDACTED]

RE: 2004 Ford Escape

Dear [REDACTED]

Thank you for contacting us regarding your 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, however, that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they determine that Ford Motor Company is responsible. Therefore, at this time, Ford proposes no further action.

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

Sincerely,

Cassandra Jones-McBryde
Consumer Affairs

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] BALTIMORE MD [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: 1FMCU93164K [REDACTED] Veh 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/F - 4 WHL L/H FULL TIME DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer: 00008 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: 19-SEP-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 127034 -
Country: USA - ##### Selling Dir St/Prov: MD
Buyer St/Prov: MD
Arrival Date: 30-SEP-2003 Red Carpet Lease: *
Sale Date: 20-DEC-2003 Fleet/Retail/Co. Lease: R
Warranty Start Date: 20-DEC-2003 Modified Vehicle: *
Orig Warranty Date: 20-DEC-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
U934KA7993410337P6 4 2 21HA016 IH G M469 63 N 3 2X5 5 4S3B2N 27C034E 3 G2 N23C4 3 1
1FMC684 400A 914MD A

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: 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] Susp'n Tandem Axle:
Color(Trim): 000NC - MEDIUM/DARK FLINT 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_4532803 RF: A308_4533603
LR: A308_4532803 RR: A308_4533603
LI: * RI: *
SPARE: T715UBAH2303

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:

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)			
1FMCU93164K	██████	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	19-SEP-2003	20-DEC-2003	127034	USA	0	*	*	*	*	*	*	*	8		
AWS Claim Key:		171412	Trx Code:		TDK	Labor Hrs:		8.2																
Dir Cd-Sub Cd:		00008	Name:			LEN STOLER FORD, INC.			Ph:	410-3567000		St:	MD	Ctry Cd:	USA		Reg Cd:	NA	Repr Date:		02-OCT-2003		Doc #:	071936A
Cust Comments:		COLLISION CENTER BODY REPAIR																						
Tech Comments:		REPAIR LIFTGATE ASSY, PAINT TO MATCH. TRANSPORTATION CLM																						

ESP / Recall Information

VIN: 1FMCU93164K [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		



Action Detail

VIN: 1FMYU93173K [REDACTED] Year: 2003 Model: ESCAPE Case: 666223115
Name: [REDACTED] Owner Status: Subsequent WSD: 2002-12-17
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 Dealer: PHIL LONG FORD OF CHAPEL HILLS
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 03134
Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
Odometer: 63000 MI Comm Type: MAIL
Action Date: 12/06/2005 Action Time: 09:38:48:727 Action Data: No
Analyst Name: TANYA ROQUEMORE (TROQUEMO) Analyst: TROQUEMO

COMMENTS: BASED ON REVIEW ON INFORMATION, DENIED. MAILING REFER TO INSURANCE COMPANY.

Ford Confidential

[REDACTED] 12/6/2005



Consumer Affairs

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

Sent Via U.S. Mail

December 6, 2005

[REDACTED]
Windsor, CO [REDACTED]

Re: 2003 Escape
VIN: 1FMYU93173K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle.

We sincerely regret the circumstances described. However, a situation such as this is normally handled by your client's 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,

T. Roquemore
Consumer Affairs

GUPY



All Action Details for Issue

Handwritten: 666223115-12

VIN: 1FMYU93173K [REDACTED] Year: 2003 Model: ESCAPE Case: 666223115
 Name: [REDACTED] Owner Status: Subsequent WSD: 2002-12-17
 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: 03134 PHIL LONG FORD OF CHAPEL HILLS Origin Desc: US CONCERN CASE BASE
 Odometer: 63000 MI Comm Type: PHONE
 Analyst Name: PEARL SILVERBERG Analyst: PSILVERB
 Action Date: 11/07/2005 Action Time: 18.30.21.043 Action Data: Yes

Comments CUSTOMER SAID: -HAD A PROBLEM WITH ACCELERATOR CABLE-VEH WOULD NOT STOP-RECEIVED A RECALL ON THE SPEED CONTROL CABLE-NO ONE GOT HURT-ONE RAN INTO SOMEONE AND THERE WAS MINOR DAMAGE TO THE VEH-THERE IS DAMAGE TO VEH FROM ACCIDENT AND DAMAGE TO THE FRONT BRAKES-IT HAPPENED ON SATURDAY NOV 5/05-HAD CABLE REPLACED, GOT THE PART FROM ANOTHER DLR AND HIS SON REPLACED THE CABLE-ROTARS ARE WARPED FROM THE HEAT AND VEH IS DAMAGED ON RIGHT PASS REAR DOOR AND WINDSHIELD GOT CRACKED-WILL BE MAKING A POLICE REPORT-IT HAPPENED IN THE COUNTRY - CALLED HIS INSURANCE CO, DOES NOT HAVE A CLAIM NUMBER -IS MAKING A CLAIM FOR THE DAMAGESDEALER SAID: PHIL LONG FORD AT CHAPEL HILLS1565 AUTO MALL LOOPCOLORADO SPRINGS, CO 80920CRC 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 AS PER ABOVE

Data Element Name	Data Value
FIRE/ACCIDENT	A

Ford Confidential



12/5/2005

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] WINDSOR CO 80550-4613
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

Ford Confidential

[REDACTED]

.. 12/5/2005

ESP / Recall Information

VIN: 1FMYU93173K [REDACTED]

Contract: 1 of 1

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

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

Status: Expire
 Expiration Date: 2004-12-17
 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		



12/5/2005



**OASIS RESULT:
1FMYU93173K [REDACTED]**

See bottom of the OASIS result for
contact ID

12/05/2005
07:42:42

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VEHICLE INFORMATION

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

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 12/17/2002	BUILD DATE 12/02/2002	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

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

OUTSTANDING FIELD SERVICE ACTIONS

04S25
3.0L LHD ACCELERATOR CABLE REPLACEMENT

EXTENDED COVERAGES

0733 - EXPIRED
STANDARD DEDUCTIBLE: 0
OWNER NAME: HEWLETT PACKARD FIELD #
OPTIONS:
EXPIRATION DATE: 12/17/2004
DISTANCE: 27,000
RENTAL: 0 UP TO 0 DAYS
TOWING: 0
CONTRACT SOLD BY: USA 48994
ESP CONTRACT START DATE: 12/17/2002

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU93173K [REDACTED]
Report Applies to Country Code: USA

12/5/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
MT-MOUNTAIN WEST	56-DENVER	D	A2	03134	F56201

Dealer Name: PHIL LONG FORD OF CHAPEL HILLS
Dealer Address: 1565 AUTO MALL LOOP
 COLORADO SPRINGS CO 80920
Dealer Main Phone: 719-572-2200

Position	Employee Name
CUST RELATIONS MGR	TAMMY WHALEN
DEALER/PARTNER	JAMES M WHITE
PARTS MANAGER	JERRY TODD
PARTS & SERVICE DIRECTOR	JERRY SULLIVAN
SALES MANAGER	VICTOR H HORTON
SALES MANAGER	JOSHUA H MERCKX
SALES MANAGER	DENNIS DAUGHERTY
SALES MANAGER	L. WOODY J HOWARTH
SALES MANAGER	JANINE I WILL
SALES MANAGER	CHRISTOPHER A SHUMWAY
SALES MANAGER	TODD D FLANNIGAN
SALES MANAGER	GARY D BUTLER
SERVICE MANAGER	ROY A KEISER

Service Hours 7:A-7 P(M-F)/8A-4P(SAT)*****

Directions

Trained Y

Additional Information LSG & FAST LUBE ENROLLED

Ford Confidential

12/5/2005

VIN FSA Details	
VIN:	1FMYU93173K [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:	02-Dec-2002	
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	17-Dec-2002	
Vehicle Type Description:	TRUCK	Sale Date:	17-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:			
Address 3:			
Address 4:			
City:	PEYTON	Phone #:	
State/Province:	Colorado	E-Mail:	
ZIP/Postal Code:	[REDACTED]		
Country:	UNITED STATES		
Owner Effective Date:	01-Oct-2005	Vendor Applied Date:	19-Feb-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:			
Original Owner			
Business Name:	P H H VEHICLE MANAGEMENT SERVI		
Owner Name:			

12/6/2005

Address 1: [REDACTED]
 Address 2:
 Address 3:
 Address 4:
 City: HUNT VALLEY
 State/Province: Maryland Phone #: [REDACTED]
 ZIP/Postal Code: [REDACTED] E-Mail:
 Country: UNITED STATES

Owner Effective Date: 17-Dec-2002 Vendor Applied Date: 17-Dec-2002

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	09101	USA	F72582		NOT AVAILABLE
Ship-To	05931	USA	F56004		Price Ford
Stocking	09101	USA	F72582		NOT AVAILABLE
Selling	09101	USA	F72582		NOT AVAILABLE

FSA Details

VIN: 1FMYU93173K [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
		Sales Code	Sub Code	
00097	USA	F27038		Towson Ford Sales 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 MAIL SUPPRESSION	10-Jan-2005
RELEASED TO APPROPRIATE SOURCE - ORIGINAL MAIL SUPPRESSION	05-Jan-2005

12/6/2005

Resp. Dealer:	80831 9341,UNITED STATES
Fleet Acct:	00097USAF27038-
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	01-Oct-2005
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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12/6/2005

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU93173K [REDACTED] Vch Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD (01-06) Body Shell: *

Model Year: 2003 Market Derived: T/F - FORD DIVISION DERIVATIVE Navis Eng Serial No: *

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: 09101 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

E1321 191102693967086 1G 752 AB

Trace Trans Serial No:

3L8PHA8123 [REDACTED]

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD

Country: * - ##### Prod Date: 02-DEC-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 172582 - *

Country: USA - ##### Selling Dir St/Prov: MD

Buyer St/Prov: MD

Arrival Date: 09-DEC-2002 Red Carpet Lease: 2

Sale Date: 17-DEC-2002 Fleet/Retail/Co. Lease: F

Warranty Start Date: 17-DEC-2002 Modified Vehicle: * Vehicle Count Flag: Y

Orig Warranty Date: 17-DEC-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

L933KB5892310337P6 4 L229K3010 SK F 469 63 5 3 B2X5 5 8S3ABNF72K582 4KAL2 223 4 3 (1
FMY7Q3 W2 A400A 914CO A 80P02PH001 63

PE12-019 001159 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:	PNKLU - TRUE BLUE PEARL 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 - MEDIUM/DARK FLINT	Tire Manufacturer:	AP -
Delivery Type:	D	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 4534302 RF: A308 4534302
 LR: A308 4534302 RR: A308 4534302
 LI: * RI: *

SPARE: HY8A 1R84302 DOT Plant Manufacturer: A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	H	Emission Code:	T/BJ - T/BJ
ESP Coverage(Miles):	999	Emission Cert Type:	5
ESP Coverage(Time):	120	Emission Decal Suffix:	KPL
ESP Plan Year:	2002	Engine Family:	3FMXT0302F8
ESP Signature Date:	01-JAN-2002		

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 06-DEC-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
1FMYU93173K [REDACTED]	MI	T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	02-12-02	17-12-02	172582	USA	6	*	7C04	YL8Z	13350	BA	S09	V77	L29	46
AWS Claim Key:		1436441	Doc #: 08026151		Trx Code:		2	Labor Hrs:		1	Labor Cost:		77.28	Material Cost:		28.73	Total Cost:		106.01				
Dir Cd-Sub Cd:		03139-*	Name: SPRADLEY/BARR FORD, INC.				Ph:		970-2263673	St: CO		Ctry Cd: USA		Reg Cd:		NA	Repr Date:06-JUN-2003		DIST(Mile):8836				
Cust Comments:		SIGNALS BRAKE LIGHTS NOT WORKING ON TRAILER PLUG																					
Tech Comments:		ORDER PARTS PARTS ARE ON ORDER																					
1FMYU93173K [REDACTED]	MI	T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	02-12-02	17-12-02	172582	USA	6	*	7D07	*	13465	*	S09	V77	L29	46
AWS Claim Key:		1593668	Doc #: 08101851		Trx Code:		2	Labor Hrs:		4	Labor Cost:		30.91	Material Cost:		0	Total Cost:		30.91				
Dir Cd-Sub Cd:		03139-*	Name: SPRADLEY/BARR FORD, INC.				Ph:		970-2263673	St: CO		Ctry Cd: USA		Reg Cd:		NA	Repr Date:12-JUN-2003		DIST(Mile):9124				
Cust Comments:		CUST STATES TRAILER LIGHTS INOP INSTALL SOP																					
Tech Comments:		OPEN CIRCUIT TEST AND REPLACE TURN SIGNAL FLASHER MODULE																					

Any comments? You can contact



webmaster



EATON ENGINEERING COMPANY
4516 Lexington Road
Harrodsburg, Kentucky 40330

Thomas E. Eaton, PE, ScD
Telephone: (859) 734-3135

16 August 2005

FORD MOTOR COMPANY
Consumer Affairs
P.O. Box 6248
MD - 3NE - B
Dearborn, Michigan 48126

5
AUG 23 10:10
CONSUMER AFFAIRS

RE: **FORD VIN: 1FMYUO4162K [REDACTED] / 2002 Ford Escape**

Owners: [REDACTED]
Litchfield, Kentucky [REDACTED]

EEC FILE 250609
AIG CLAIM: 05-00117241
INSURED: [REDACTED] Litchfield, KY

Gentlemen:

At the request of Barbara Gossom, AIG Personal Lines Claims, Louisville, KY (phone: 800-244-0173 x35108), Eaton Engineering contacted the Ford Motor Co. by letter on 21 June 2005. This letter was sent to arrange for inspection and testing of a 2002 Ford Escape owned by [REDACTED] of Litchfield, KY.

On 20 January 2005, this vehicle was involved in a collision while being operated by Tiffany R. Stevenson. In the police report for this accident, she stated that "She thinks that her accelerator stuck." This driver complaint relates to a recall sent by Ford Motor to the [REDACTED] in January 2005.

AIG would like to have the vehicle inspected and tested in order to determine if a problem might exist with the accelerator cable on the Lucefield's 2002 Ford Escape. AIG wants to coordinate their investigative work with any inspection and testing of interest to Ford Motor Co.

EEC File 250609, Page 2
21 June 2005

Since Ford Motor Co. has not responded to my letter of 21 June 2005, please be advised that inspection and testing of the vehicle will be undertaken after 1 September 2005 at Coparts in Lawrenceburg, Kentucky. Should Ford Motor want to have representatives present during the inspection and testing of this vehicle, you must contact my office no later than 1 September 2005. The office phone number is 859-734-3135; the mobile number is 859-229-0892.

Very truly yours,

A handwritten signature in black ink, appearing to read 'T. Eaton', written over a faint, larger version of the same signature.

Thomas E. Eaton, PE, ScD
Consulting Engineer

Xc: Ms. Barbara Gossom
AIG Personal Lines Claims

All Action Details for Issue

Print

VIN: 1FMYU04162K [REDACTED] Year: 2002 Model: ESCAPE Case: 1583091855
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-09-12
 Symptom Desc: ENG SPEED-UP IDLE 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: 68027 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: 08/23/2005 Action Time: 14.53.42.192 Action Data: Yes

Comments *****PRODUCT LIABILITY*****DATE STAMPED 8-23-05. EATON ENGINEERING COMPANY CONTACTED FORD ON BEHALF OF THEIR CUSTOMER. VEHICLE WAS INVOLVED IN AN ACCIDENT IN JANUARY. THE DRIVER STATES THE ACCELERATOR STUCK CAUSING THE ACCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
ANALYST ID	KDUNLAP

Action: MAKE OUTBOUND CALL TO OTHER
 Dealer: 68027 FORD MOTORCOMPANY-FORD DIV Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 Mi Comm Type: MAIL
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 08/24/2005 Action Time: 10.09.45.696 Action Data: Yes

Comments ACK. CORRESPONDENCE IS BEING SENT ON CUSTOMER'S BEHALF FROM AN ENGINEERING FIRM (EATON ENGINEERING COMPANY) HIRED BY CUSTOMER'S INSURANCE AIG.

Data Element Name	Data Value
CONTACT PERSON	OGC

Action: REDIRECT TO OGC - OTHER
 Dealer: 68027 FORD MOTORCOMPANY-FORD DIV Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 Mi Comm Type: MAIL
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 08/24/2005 Action Time: 10.10.20.132 Action Data: No

Comments LPA REDIRECTED INFORMATION TO OGC. THIS IS A SUBROGATION ISSUE.

8/24/2005

Customer Info

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

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[REDACTED]

8/24/2005

ESP / Recall Information

VIN: 1FMYU04162K [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 - WARRANTY CANC		
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-04-27	05618USAF47050
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - WARRANTY CANC		

[REDACTED] 8/24/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: IPMYU04162K [REDACTED] Vch Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-06] Eng Serial No: 020553087
 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 EPIN
 Inv. Dealer: B1303 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: 10-AUG-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 4B1303 -
 Country: CAN - ##### Selling Dir SU/Prov: ON
 Buyer SU/Prov: ON
 Arrival Date: 24-AUG-2001 Red Carpet Lease: *
 Sale Date: 12-SEP-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 12-SEP-2001 Modified Vehicle: *
 Orig Warranty Date: 12-SEP-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U042KA1890510337 4 2 22P2201 EF P7 469 63 N63 2X5 5 4S3ABN B10303B PX N13 D D 2 1
 1FMY6S2 2201 5 914CN 420A 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: PNPDW - DARK HIGHLAND GREEN C/C
 Brake Code: FEAA8 - 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: 0M1|A30A Sound System: AA -LESS UPGRADED SOUND SYSTEM
 Color(Accent): * - [N/A] Suspn Tandem Axle:
 Color(Trim): 000HH - MED DK PARCHMENT Tire Brand: AP - CONTINENTAL
 Delivery Type: 0 Tire Size: D3JLJ - 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: A3084532901 RF: A3084532901
 LR: A3084532901 RR: A3084532901
 LI: * RI: *
 SPARE: A3084532901

[REDACTED] 8/24/2005

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:	2FMX70301F6
ESP Signature Date:		

... 8/24/2005

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	C'PSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)	
1FMYU04162K	[REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	10-AUG-2001	12-SEP-2001	4B1303	CAN	32	*	*	*	*	*	*	*	21451
AWS Claim Key:		9910678	Trx Code:		04S13	Labor Hrs:		0.4														
Dlr Cd-Sub Cd:		05618 - *	Name: BOB SWOPE FORD INC				Ph: 270-7371000		St: KY		Ctry Cd:		USA		Reg Cd:		NA		Repr Date: 27-APR-2004		Doc #: 01296201	
Cust Comments:		CUST REQUESTS PERFORM RECALL 04S13																				
Tech Comments:		REPROGRAM PCM TO LATEST CALIBRATION																				

PE12-019 001170 LP



1FMYU04162K



8/24/2005

VEHICLE DETAIL

VIN: 1FMYU04162K [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 HIGHLAND GREEN C/C
 Year: 2002 Calibration: 0M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 9/12/2001
 GCWR: Vehicle Build Date: 8/10/2001
 PEP Code: 5

Selling Dealers Name: MCALLISTERFORD SALES LTD.
 Selling Dealers P & A Code: B1303 Selling Dealers Sales Code: CB1303
 Selling Dealers Main Phone: 613-623-7344 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 4 2 K A 1 8 9 0 5 1 0 3 3 7 4 2 2 2 F 2 2 0 1 E F P 7 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 X 5 5 4 S 3 A B N B 1 0 3 0 3 E P X N H 3 D D 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 S 2 2 2 0 1 5 9 1 4 C N 4 2 0 A
 1 2 3 4 5 6 7 8 9 160

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8/24/2005



Action Detail

VIN: 1FMYU92144K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 1571030315
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2003-06-26	
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	Dealer: LTD FORD LINCOLN MERCURY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 08131	
Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER			
Odometer: 33000 MI	Comm Type: INTERNET		
Action Date: 02/24/2005	Action Time: 14:28:35:137	Action Data: No	
Analyst Name: TANYA ROQUEMORE (TROQUEMO)	Analyst: TROQUEMO		

COMMENTS: LPA TO SEND REFER TO INSURANCE COMPANY, NO ASSISTANCE LETTER.

[REDACTED] 2/24/2005

Sent Via U.S. Mail

February 24, 2005

[REDACTED]
Centralia, IL [REDACTED]

Re: 2004 Escape
VIN: 1FMYU92144K [REDACTED]

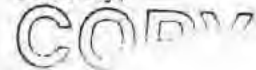
Dear [REDACTED]

Thank you for contacting us regarding your vehicle.

We sincerely regret the circumstances described. However, a situation such as this is normally handled by your client's 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,



Tanya Roquemore
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMYU92144K [REDACTED] Year: 2004 Model: ESCAPE Case: 1571030315
 Name: [REDACTED] Owner Status: Subsequent WSD: 2003-06-26
 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: 08131 LTD FORD LINCOLN MERCURY Origin Desc: US CONCERN CASE BASE
 Odometer: 33000 MI Comm Type: PHONE
 Analyst Name: CAINE, MARK Analyst: MCAINE4
 Action Date: 01/31/2005 Action Time: 15 51.42.750 Action Data: Yes

Comments CUSTOMER SAID: =A COUPLE OF WEEKS AGO ON APPROX 01/05/05 WHILE MY WIFE WAS REVESING IN A SCHOOLS PARKING LOT THE THROTTLE GOT STUCK AS A RESULT THE VEH RAN INTO A SMALL POLE CAUSING WHAT I FEEL IS APPROX \$400 WORTH OF DAMAGE TO THE VEH CAUSING A BASEBALL SIZED DENT JUST BEHIND THE GAS CAP=NO POLICE REPORT NOR WAS INSURANCE CONTACTED AS CUST FEELS THAT HE WAS GOING TO PAY OUT OF POCKET TO FIX IT WHEN I RECEIVED RECALL 04S25 AND WAS ADVISED BY DLR TO CALL CRC ABOUT FORD COVERING DAMAGESDEALER SAID: =CALL FORD ABOUT THE DAMAGES(NO NAME, SERVICE DEPT OVER PHONE)LTD FORD LINCOLN MERCURY 848 EAST NOLEMANCENTRALIA, IL 62801TEL: (618) 532-4733CRC 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



2/1/2005

Customer Info

Customer: [REDACTED]
LAWSON
Address: [REDACTED]
Country: USA
Cell Phone:
Preferred Contact
method:
Preferred Contact Time:

Primary
Phone: [REDACTED]
CENTRALIA IL [REDACTED]
Language: EN
Pager:
Fax:
Email:

Secondary
Phone: [REDACTED]

[REDACTED]

[REDACTED]

2/1/2005

ESP / Recall Information

VIN: 1FMYU92144K [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		

[REDACTED] 2/1/2005

Vehicle List						
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info	
1FMYU92144K [REDACTED]	2004	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis	Warranty History
		Open Issues Exist				



2/1/2005

VEHICLE DETAIL

VIN: 1FMYU92144K [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: 2004	Calibration: 3M11D30A
Pay Load:	Max Towing Weight:
GVWR: 04520	Axle Ratio:
WheelBase: 103	Warranty Start Date: 6/26/2003
GCWR:	Vehicle Build Date: 6/16/2003
PEP Code: 220A	

Selling Dealers Name: BEUCKMAN FORD, INC.

Selling Dealers P & A Code: 08012

Selling Dealers Sales Code: F53079

Selling Dealers Main Phone: 636-227-5700 Selling Dealers Service Phone: 636-227-5700

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 4 K A 1 8 5 1 1 1 0 3 3 P 4 9 Z 2 2 E A 0 0 K 8 E F 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 A 2 Z V 8 5 G N F 5 3 H 0 7 9 E 2 T L W 2 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 4 3 1 2 A 2 2 0 A 1 4 M O A 8 0 M 1 6 E R 0 0
1 2 3 4 5 6 7 8 9 160
1

```

[REDACTED] 2/1/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
53-KANSAS CITY	53-KANSAS CITY	J	D3	08131	F53247

Dealer Name:	LTD FORD LINCOLN MERCURY		Dealer Service Phone:	000-000-0000
Dealer Address:	848 E NOLEMAN CENTRALIA IL 62801			
Dealer Main Phone:	618-532-4733			

Position	Employee Name
DEALER/PARTNER	LEONARD C TAYLOR
PARTS MANAGER	GERALD HUGE
SALES MANAGER	FRED M COLE
SERVICE MANAGER	ROY L MOSLEY

Service Hours	7:30 AM TO 4:30 PM
Directions	
Trained	Y
Additional Information	FAST LUBE ENROLLED FAX # 618-532-0731

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMYU92144K [REDACTED]
 Model Year: 2004
 Veh Type: T
 Inv. Dealer: 08012
 Vehicle Status Code: 800

(Related Claims)

Veh Line: T/MI - ESCAPE (U204) [2004] 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

##A

Trace Trans Serial No:

##A

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 16-JUN-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 153079 - *
 Country: USA - ##### Selling Dir St/Prov: MO
 Buyer St/Prov: MO
 Arrival Date: 18-JUN-2003 Red Carpet Lease: *
 Sale Date: 26-JUN-2003 Fleet/Retail/Co. Lease: F
 Warranty Start Date: 26-JUN-2003 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 26-JUN-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

0524KA1#511102E F 4 9X22PA00K #8: F 469 7J 3 A23 V B5G N53H079E 2 TL W2 4 3 11
 FMY431 2 A220A 14MO A B0M162R001



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:	PNUJ1 - 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]	Suspn Tandem Axle:	
Color(Trim):	000NC -	Tire Manufacturer:	AD - General
Delivery Type:	4	Tire Brand:	UU_460 - AmeriTrac SLY 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_4602003 RF: ACUU_4602003
 LR: ACUU_4602003 RR: ACUU_4602003
 LI: * RI: *
 SPARE: T714_BAH1503 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



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 01-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		
1FMYU92144K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DI	T/LD	16-06-03	26-06-03	153079	USA	15	*	7C04	YL8Z	13350	BB	S09	V77	L29	42		
AWS Claim Key:	1914963	Doc #:	62382801	Trx Code:			ER3	Labor Hrs:	8	Labor Cost:	52.46	Material Cost:	30.03	Total Cost:	82.49										
Dir Cd-Sub Cd:	08019-*	Name:	HOLZHAUER CITY FORD-MERCURY, INC.				Ph:	618-3278264	St:	IL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	15-SEP-2004	DIST	(Mile):29344							
Cust Comments:	HAZARD LIGHTS INOPERATIVE																								
Tech Comments:	NGS TEST FOR CODES, ELECTRICAL TEST HAZARD SWITCH WIRING, AND CHECK SWITCH OPERATION, SWITCH DAMAGED. REPLACE HAZARD SWITCH																								

Any comments? You can contact



webmaster

All Action Details for Issue

Print

VIN: 1FMYU92144K [REDACTED] Year: 2004 Model: ESCAPE Case: 1571030315
 Name: [REDACTED] Owner Status: Subsequent WSD: 2003-06-26
 Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED Primary Phone: [REDACTED]
 Reason Desc: RECALL/ONP - VEHICLE INVOLVEMENT Secondary Phone: [REDACTED]
 Issue Type: 03 CONCERN Issue Status: OPEN
 Initial Customer Contact:

Action: ADVISE CUST OF FSA/CSP; DOCUMENT CAMPAIGN NUMBER
 Dealer: 08131 LTD FORD LINCOLN MERCURY Origin Desc: US INQUIRY CASE BASE
 Odometer: 33000 MI Comm Type: PHONE
 Analyst Name: CAINE, MARK Analyst: MCAINE4
 Action Date: 01/31/2005 Action Time: 15.56 19.964 Action Data: Yes

Comments CUSTOMER SAID: =CUST HAS OPEN FSA'S 0425 AND 04C09=SEEKING DLRSH FOR
 COMPLETIONDEALER SAID: =NONECRC ADVISED: PLEASE ADVISE THE CUSTOMER OF THE INFORMATION
 FOUND IN THE CUSTOMER LETTER OR THE SEARCH ENGINE Q&A. PLEASE DOCUMENT ANY INFORMATION YOU
 PROVIDE TO THE CUSTOMER.

Data Element Name	Data Value
FSA/CSP CAMPAIGN NUMBER	04S25
FSA/CSP CAMPAIGN NUMBER	04C09

[REDACTED] 2/1/2005



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

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Wednesday, December 29, 2004 12:52 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: WEST HERR FORD OF AMHERST
Requesting Dealer: WEST HERR FORD OF AMHERST
Contact Person: BILL SHERWOOD
Telephone: 716-688-5464X243
Email Address: BSHERWOOD@WESTHERR.COM
PA Code: 02960
Region: PITTSBURG
City: GETZVILLE
Dealer State: NY
Fax Number: 716-688-8077
WSD: 11-17-01
Vehicle Year: 2002
Vehicle Model: ESCAPE
Vehicle VIN: 1FMYU03162K [REDACTED]
Mileage: 63517
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: TIOGA
State: Pennsylvania
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 44 - Pittsburgh
Incident Involves: Accident
Date of Incident: 12/24/2004
County in which incident occurred: ERIE
Is Alleging Defect: Yes
Alleging defect detail: VEH.WOULD NOT STOP. ACCELERATOR CABLE RECALL 04S25
Police Report Filed: No
Insurance Company Contacted: N
Coach Builder State: AK - Alaska
Resolution Sought Detail: REPAIR FRT.END DAMAGE EST.APPROX.\$1500.00

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All Action Details for Issue

[Print](#)

VIN: 1FMYU03162K [REDACTED]	Year:	Model: ESCAPE	Case: 536300035
Name: [REDACTED]	Owner Status: Original	WSD: 2001-11-17	
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

Dealer: 02960 WEST-HERR FORD OF AMHERST, LLC	Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
--	--

Odometer: 63517 MI Comm Type: EMAIL

Analyst Name: LEICH,CHERIE Analyst: CLEICH

Action Date: 01/03/2005	Action Time: 14.53.49.381	Action Data: No
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Comments *****PRODUCT LIABILITY*****EMAIL RECEIVED 12-29-04.DEALER CONTACT: BILL SHERWOOD. CUSTOMER ALLEGES THE VEHICLE WOULD NOT STOP, CAUSING ACCIDENT. ACCELERATOR CABLE RECALL 04S25.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.



1/3/2005

Customer Info

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

Vehicle List					
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU03162K [REDACTED]	2002	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
		Open Issues Exist			



ESP / Recall Information

VIN: 1FMYU03162K [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	2004-07-06	02960USAF44117
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2004-12-28	02960USAF44117

[REDACTED] 1/3/2005

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
44-PITTSBURGH	44-PITTSBURGH	F	C1	02960	F44117

Dealer Name:	WEST-HERR FORD OF AMHERST, LLC		
Dealer Address:	10 CAMPBELL BLVD GETZVILLE NY 14068		
Dealer Main Phone:	716-568-2000	Dealer Service Phone:	716-688-5464

Position	Employee Name
DEALER/PARTNER	PETER C SMALL
GENERAL MANAGER	PATRICIA VEDELLA
PARTS MANAGER	JACK ROTT
PARTS MANAGER	MARTIN SEHL
PARTS & SERVICE DIRECTOR	ROBERT LARRABEE
SALES MANAGER	SALVATORE LATORRE
SALES MANAGER	JOSEPH L PERRY
SERVICE MANAGER	JAMES GALLIGAN

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 03-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	
IFMYU03162K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	25-10-01	17-11-01	144117	USA	5	*	7F01	YL8Z	17526	AA	S06	V16	W06	63	
AWS Claim Key:	943470	Doc #:	101415B	Trx Code:			1	Labor Hrs:	2	Labor Cost:	12.42	Material Cost:	32.79	Total Cost:	45.21									
Dir Cd-Sub Cd:	02960-*	Name:	WEST-HERR FORD OF AMHERST, LLC		Ph:	716-6885464	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	25-MAR-2002	DIST(Mile):	6193								
Cust Comments:	REAR WIPER MISSES AT TOP OF GLASS																							
Tech Comments:	6195 VERIFIED COMPLAINT REPLACED REAR WIPER ARM AND BLADE VERIFIED FIXED																							
IFMYU03162K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	25-10-01	17-11-01	144117	USA	5	*	7A01	BXL	40	R	S09	V19	C25	63	
AWS Claim Key:	975295	Doc #:	101898A	Trx Code:			1	Labor Hrs:	5	Labor Cost:	31.05	Material Cost:	61.25	Total Cost:	92.3									
Dir Cd-Sub Cd:	02960-*	Name:	WEST-HERR FORD OF AMHERST, LLC		Ph:	716-6885464	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	29-MAR-2002	DIST(Mile):	6270								
Cust Comments:	CUSTOMER STATES NO START																							
Tech Comments:	6270 VERIFY NO START CONDITION,HAD TO JUMP START CK CHARGING SYSTEM 14.3,OK,PERFORM BATTERY DRAW TEST PASS,PERFORM BATTERY TEST WITH MICRO 490 TESTER,REPLACE BATTERY,ACES CODE HA5AN,DTC CODE 7C6D4M																							
IFMYU03162K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	25-10-01	17-11-01	144117	USA	6	*	6J01	YL8Z	78219A64	BAA	S06	V07	L15	42	
AWS Claim Key:	1302049	Doc #:	105801A	Trx Code:			1	Labor Hrs:	7	Labor Cost:	43.47	Material Cost:	122.05	Total Cost:	165.52									
Dir Cd-Sub Cd:	02960-*	Name:	WEST-HERR FORD OF AMHERST, LLC		Ph:	716-6885464	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	11-MAY-2002	DIST(Mile):	8176								
Cust Comments:	INSTALL SOP FOR DOOR																							
Tech Comments:	8177 VERIFIED CUSTOMER CONCERN. INSTALED SOP DOOR LATCH. VERIFIED REPAIR. SERVICE COMPLETE.																							
IFMYU03162K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	25-10-01	17-11-01	144117	USA	18	*	7F17	YL8Z	17508	BA	S06	V16	W06	69	
AWS Claim Key:	5433110	Doc #:	136481A	Trx Code:			E83	Labor Hrs:	1.1	Labor Cost:	71.78	Material Cost:	98.44	Total Cost:	170.22									
Dir Cd-Sub Cd:	02960-*	Name:	WEST-HERR FORD OF AMHERST, LLC		Ph:	716-6885464	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	19-APR-2003	DIST(Mile):	30815								
Cust Comments:	CUST STATES REAR WINDSHIELD WIPER IS INOPERATIVE																							
Tech Comments:	30815 DIAGNOSIS HOOK UP WDS, CHECK PIDS, PERFORM PINPOINT TESTS INCL CHECK POWER SOURCE AND GROUND, CHECK SWITCH OPERATION GOOD CONTIN UTITY (2.2 OHMS) FOUND INTERNAL FAILUREE REAR WIPER MOTOR. REPLACE REAR WIPER MOTOR. M TIME TO CUT OFF CORRODED SEIZED WIPER ARM AND REPLACE ARM. M TIME TO HEAT UP CORRODED SPINDLE NUT, WAS SEIZED																							

PE12-019 001192 LP

[REDACTED] - IFMYU03162K [REDACTED]

IFMYU03162K [REDACTED] MI T/M T/F T/WE T/EF T/A AJ T/DJ T/LD 25-10-01 17-11-01 144117 USA 18 * 7M01 * 18C815 * S09 V81 A07 42
 AWS Claim Key: 6131131 Doc #: 28483007 Trx Code: E83 Labor Hrs: 0 Labor Cost: 0 Material Cost: 248.05 Total Cost: 248.05
 Dir Cd-Sub Cd: 67701-* Name: VISTEON AFTERMARKET-U.S. Ph: ** St: MI Ctry Cd: USA Reg Cd: NA Repr Date:23-APR-2003 DIST(Mile):30815
 Tech Comments: REQUESTING DEALER'S P/A CODE 02960

IFMYU03162K [REDACTED] MI T/M T/F T/WE T/EF T/A AJ T/DJ T/LD 25-10-01 17-11-01 144117 USA 18 * 7M01 * 18806 * S09 V81 A16 42
 AWS Claim Key: 5875428 Doc #: 136914A Trx Code: E83 Labor Hrs: .6 Labor Cost: 39.16 Material Cost: 0 Total Cost: 39.16
 Dir Cd-Sub Cd: 02960-* Name: WEST-HERR FORD OF AMHERST, LLC Ph: 716-6885464 St: NY Ctry Cd: USA Reg Cd: NA Repr Date:23-APR-2003 DIST(Mile):31009
 Cust Comments: CUST STATES CDS JAMMED IN UNIT
 Tech Comments: 30109 R&R IN DASH CD PLAYER RADIO

IFMYU03162K [REDACTED] MI T/M T/F T/WE T/EF T/A AJ T/DJ T/LD 25-10-01 17-11-01 144117 USA 33 * * * * SXX V00 * *
 AWS Claim Key: 10797414 Doc #: 175892A Trx Code: 04S13 Labor Hrs: .4 Labor Cost: 28 Material Cost: 0 Total Cost: 28
 Dir Cd-Sub Cd: 02960-* Name: WEST-HERR FORD OF AMHERST, LLC Ph: 716-6885464 St: NY Ctry Cd: USA Reg Cd: NA Repr Date:06-JUL-2004 DIST(Mile):54789
 Cust Comments: 2001 03 ESCAPE W 3.0L PCM RECALIBRATION. CK TO SEE IF AT LEVEL 30.7 OR HIGHER. RECALIBRATE IF NOT. NEW LABEL IF DONE.
 Tech Comments: 54790 REPROGRMAED PCM AS PER RECALL 04S13

IFMYU03162K [REDACTED] MI T/M T/F T/WE T/EF T/A AJ T/DJ T/LD 25-10-01 17-11-01 144117 USA 33 * 5C05 YL8Z 3A428 DA S10 V21 H19 01
 AWS Claim Key: 10861309 Doc #: 175937A Trx Code: P05 Labor Hrs: 2.3 Labor Cost: 161.02 Material Cost: 251.43 Total Cost: 412.45
 Dir Cd-Sub Cd: 02960-* Name: WEST-HERR FORD OF AMHERST, LLC Ph: 716-6885464 St: NY Ctry Cd: USA Reg Cd: NA Repr Date:06-JUL-2004 DIST(Mile):54823
 Cust Comments: CHECK BRAKE OPERATION, LOT CALL BY MITCH
 Tech Comments: 54825 ROAD TEST VEHICLE, PERFORM ABS DIAGNOSIS, NO CO DES, PINPOINT TEST, MONITOR PIDS, FOUND R FRONT EXCITER RING BROKEN, R&R R FRONT KNUCKLE, R&R R FRONT HALFSHAFT, REPLACE WITH NEW HALFSHAFT, RE INSTALL KNUCKLE, RE ROAD TEST

IFMYU03162K [REDACTED] MI T/M T/F T/WE T/EF T/A AJ T/DJ T/LD 25-10-01 17-11-01 144117 USA 38 * * * * SXX V00 * *
 AWS Claim Key: 12346254 Doc #: 190627A Trx Code: 04S25 Labor Hrs: .4 Labor Cost: 28 Material Cost: 14.81 Total Cost: 42.81
 Dir Cd-Sub Cd: 02960-* Name: WEST-HERR FORD OF AMHERST, LLC Ph: 716-6885464 St: NY Ctry Cd: USA Reg Cd: NA Repr Date:28-DEC-2004 DIST(Mile):63516
 Cust Comments: 04S25 S R 04S25: A 2002 2004 M Y LHD E V E 3.0L EA C R
 Tech Comments: 63517 REPLACED ACCELERATOR CABLE AS PER RECALL 04S25

PE12-019 001193 LP



Any comments? You can contact



webmaster





STANDARD CLAIMS LIST

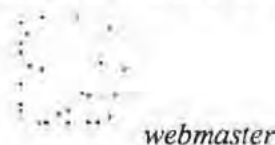
AWS Online Report

Run Date: 26-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
1FMYU04122K[REDACTED]	MI	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	28-06-02	01-09-02	147564	USA	10	*	6N01	YL8Z	7829165	CAA	S07	V75	B63	01
AWS Claim Key:	6274153	Doc #:	04594701	Trx Code:				E84	Labor Hrs:	4	Labor Cost:	21.42	Material Cost:	21.8	Total Cost:			43.22					
Dir Cd-Sub Cd:	03564-*	Name:	RAMEY FORD, INC.				Ph:	276-9882574	St:	VA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	11-JUN-2003	DIST (Mile):	15422					
Cust Comments:	INSPECT FOR LOOSE BELT MOLDING																						
Tech Comments:	REPLACE MOULDING,CLIPS BROKEN																						
1FMYU04122K[REDACTED]	MI	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	28-06-02	01-09-02	147564	USA	18	*	5G06	YL8Z	1215	AA	S05	V39	N59	42
AWS Claim Key:	9169929	Doc #:	05374301	Trx Code:				E84	Labor Hrs:	9	Labor Cost:	48.2	Material Cost:	42.24	Total Cost:			90.44					
Dir Cd-Sub Cd:	03564-*	Name:	RAMEY FORD, INC.				Ph:	276-9882574	St:	VA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	20-FEB-2004	DIST (Mile):	27363					
Cust Comments:	CUSTOMER STATES NOISE IN THE FRONT END THINKS ITS THE WHEEL BEARINGS																						
Tech Comments:	TEST DROVE CHECKING FOR NOISE IN FRONT END.FOUND LEFT FRONT WHEEL BEARING MAKING NOISE.REPLACED LEFT FRONT WHEEL BEARING ,TEST DROVE TO VERIFY REPAIR.																						
1FMYU04122K[REDACTED]	MI	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	28-06-02	01-09-02	147564	USA	21	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	10189946	Doc #:	05647401	Trx Code:				04S13	Labor Hrs:	4	Labor Cost:	21.42	Material Cost:	0	Total Cost:			21.42					
Dir Cd-Sub Cd:	03564-*	Name:	RAMEY FORD, INC.				Ph:	276-9882574	St:	VA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-MAY-2004	DIST (Mile):	32725					
Cust Comments:	RECALL 04S13 REPROGRAM THE PCM																						
Tech Comments:	REPROGRAMED PCM TO LATEST LEVEL																						

Any comments? You can contact



PE12-019 001196 LP

All Action Details for Issue

Print

VIN: 1FMYU04122K [REDACTED] Year: 2002 Model: ESCAPE Case: 533100215
 Name: [REDACTED] Owner Status: Original WSD: 2002-09-01
 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 [REDACTED]

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 03564 RAMEY FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 88000 MI Comm Type: PHONE
 Analyst Name: CONNORS DARRYL Analyst: DCONNOR7
 Action Date: 01/21/2005 Action Time: 14.48.30.135 Action Data: Yes

Comments CUSTOMER SAID: -CUST CLAIMS THAT THEY JUST RECEIVED RECALL 04S25-CUST CLAIMS HIS WIFE WAS IN AN ACCIDENT AND BELIEVE THE RECALL COULD HAVE BEEN ATTRIBUTED TO THE ACCIDENT-CUST CLAIMS THE DATE OF THE ACCIDENT WAS DEC.30/04-CUST CLAIMS HIS WIFE WAS DRIVING ALONG AND CLAIMS SHE TOOK FOOT OFF THE ACCELERATOR TO GO INTO A CURVE AND BELIEVES THE VEH KEPT GOING-CUST STATES THE ACCIDENT OCCURRED IN ATWELL WV-CUST CLAIMS THERE WAS A POLICE REPORT FILED AND IT WAS FILED WITH THE WV STATE POLICE-CUST DID FILE A CLAIM WITH THE INSURANCE CO AND THEY HAVE TOTALLED OUT THE VEH-THE VEH IS NOT REPAIRABLE-CUST WIFE WAS NOT INJURED IN THE ACCIDENT
 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.

Data Element Name	Data Value
FIRE/ACCIDENT	A

*Large to auto bill... last check
 it may have been related to recall
 has paid it's self... not sure if foot inspect
 need my cut on hand, covered by Great...
 H.P. any 1/21/05*



1/24/2005

All Action Details for Issue

[Print](#)

VIN: 1FMYU04122K [REDACTED] Year: 2002 Model: ESCAPE Case: 533100215
 Name: [REDACTED] Owner Status: Original WSD: 2002-09-01
 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: 03564 RAMEY FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 88000 MI Comm Type: PHONE
 Analyst Name: CONNORS DARRYL Analyst: DCONNOR7
 Action Date: 01/21/2005 Action Time: 14.48.30.135 Action Data: Yes

Comments CUSTOMER SAID: -CUST CLAIMS THAT THEY JUST RECEIVED RECALL 04S25-CUST CLAIMS HIS WIFE WAS IN AN ACCIDENT AND BELIEVE THE RECALL COULD HAVE BEEN ATTRIBUTED TO THE ACCIDENT-CUST CLAIMS THE DATE OF THE ACCIDENT WAS DEC.30/04-CUST CLAIMS HIS WIFE WAS DRIVING ALONG AND CLAIMS SHE TOOK FOOT OFF THE ACCELERATOR TO GO INTO A CURVE AND BELIEVES THE VEH KEPT GOING-CUST STATES THE ACCIDENT OCCURRED IN ATWELL WV-CUST CLAIMS THERE WAS A POLICE REPORT FILED AND IT WAS FILED WITH THE WV STATE POLICE-CUST DID FILE A CLAIM WITH THE INSURANCE CO AND THEY HAVE TOTALLED OUT THE VEH-THE VEH IS NOT REPAIRABLE-CUST WIFE WAS NOT INJURED IN THE ACCIDENT 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.

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 03564 RAMEY FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 88000 MI Comm Type: MAIL
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 01/24/2005 Action Time: 17.53.05.303 Action Data: No

Comments SENT "UNABLE TO CONTACT" LETTER TO CUSTOMER REQUESTING RETURN CONTACT WITHIN 7 BUSINESS DAYS.

Action: CREATE CLOSED INFO CONTACT
 Dealer: 03564 RAMEY FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 88000 MI Comm Type: MAIL
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 01/31/2005 Action Time: 15.28.03.565 Action Data: No

Comments CONTACTED CUSTOMER REGARDING ACCIDENT. VEHICLE WAS A TOTAL LOSS AND INSURANCE PAID IT OFF. CUSTOMER FEELS ACCIDENT MAY HAVE BEEN DUE TO RECALL 04S25... PURSUING PERSONAL INJURY CLAIM. SENT CUSTOMER PERSONAL INJURY CLAIM LETTER REQUESTING NECESSARY DOCUMENTS.

1/31/2005



*Sent Via U.S. Mail

January 31, 2005

[Redacted]
Paynesville, WV [Redacted]

RE: 2002 Ford Escape/VIN: 1FMYU04122K [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,

Rochelle Graham
Consumer Affairs



**Sent Via U.S. Mail

January 24, 2005

[REDACTED]
Paynesville, WV [REDACTED]

RE: 2002 Ford Escape
VIN: 1FMYU04122K [REDACTED]

Dear [REDACTED]

Our office has 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 as soon as possible at (313) 845-4637 between the hours of 8:00 a.m. and 4:30 p.m. Eastern Time within 7 business days or our file will be closed.

Respectfully,

Rochelle Graham
Consumer Affairs

**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



1/21/2005

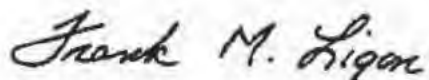
- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information

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

ESP / Recall Information

VIN: 1FMYU04122K [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	2004-05-14	03564USAF47564
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 1/26/2005

Customer Info

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

[REDACTED] 1/26/2005

Update This Information In Stars

		Dealer Detail			
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
47-CINCINNATI	47-CINCINNATI	D	E2	03564	F47564
Dealer Name:		RAMEY FORD, INC.			
Dealer Address:		US ROUTE 19 & 460 EAST TAZEWELL VA 24651			
Dealer Main Phone:		540-988-2572	Dealer Service Phone:		276-988-2572

Position	Employee Name
DEALER/PARTNER	JAMES C RAMEY SR.
DEALER/PARTNER	JAMES C RAMEY JR
PARTS MANAGER	RANDY S CASEY
SALES MANAGER	JACK LONG
SALES MANAGER	LARRY TURNER
SALES MANAGER	RONALD R FULP
SERVICE MANAGER	RANDY CARTER



1/26/2005

Vehicle List					
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU04122K [REDACTED]	2002	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
		Open Issues Exist			



1/26/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU04122K [REDACTED]	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	490850087
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:	03564	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: 28-JUN-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147564.*
 Country: USA - ##### Selling Dir St/Prov: VA
 Buyer St/Prov: WV

Arrival Date: 10-JUL-2002 Red Carpet Lease: *
 Sale Date: 01-SEP-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 01-SEP-2002 Modified Vehicle: *
 Orig Warranty Date: 01-SEP-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 D042KE1014810337 6 4 2 09E0570 TL E 469 63 563 285 5 8S3ABN 47D564L I L2 223 4 3 Z 1
 1FMY2Q9 400A 14VA 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(Passgr Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNKLU - TRUE BLUE PEARL C/C
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:	0	Tire Size:	D3JLJ - 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: A3084532202 RF: A3084532202
 LR: A3084532202 RR: A3084532202
 LI: * RI: *
 SPARE: HY891R92402

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:		



.. 1/26/2005

OASIS RESULT:

1FMYU04122K [REDACTED]

See bottom of the OASIS result for contact ID

01/26/2005
14:53:50

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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

2M11A30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE

09/01/2002

BUILD DATE

06/28/2002

SALE MILEAGE

00243

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

05/14/2004

DEALER: Ramey Ford, Inc.

WARRANTY CLAIM NUMBER: 056474

ODOMETER: 032725M

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

REPROGRAMED PCM TO LATEST LEVEL

02/20/2004

DEALER: Ramey Ford, Inc.

WARRANTY CLAIM NUMBER: 053743

ODOMETER: 027363M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC

1/26/2005

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YL8Z 1215AA	BEARING-FT WHEEL	001	2134A	42	DOES NOT OPERATE PRO

TEST DROVE CHECKING FOR NOISE IN FRONT END.FOUND LEFT FRONT WHEEL BEARING MA KING NOISE.REPLACED LEFT FRONT WHEEL BEARING ,TEST DROVE TO VERIFY REPAIR.

END OF OASIS REPORT FOR 1FMYU04122K [REDACTED]

[REDACTED] 1/26/2005





Consumer Affairs
November 16, 2005

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

[Redacted]
Harts, WV [Redacted]

RE: 2003 Escape
VIN: 1FMYU92163K [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 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?

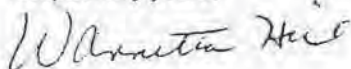
Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until all the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

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,



Wannetta Hill
Consumer Affairs

Action Detail

VIN: 1FMYU92163K [REDACTED]	Year: 2003	Model: ESCAPE	Case: 559182865
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2002-12-07	
Symptom Desc: SERVICE BRAKE INOP/INEFFECT FRONT AND REAR		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: THORNHILL FORD LINCOLN-MERCURY	
Origin Desc: US CONCERN CASE BASE		P & A Code: 06359	
Action Desc: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP			
Odometer: 50000 MI	Comm Type: PHONE		
Action Date: 10/13/2005	Action Time: 15:31:56:287	Action Data: No	
Analyst Name: O'KEEFE COREEN	Analyst: COKEEFE5		

COMMENTS: CUSTOMER SAID: -10/9/05 AROUND 4-4:30PM-WHILE DRIVING DOWN HILL AND GAS PEDAL GOT STUCK. WAS ABOUT 55-60 MPH. CUST STEPPED ON BRAKE AND NOTHING HAPPENED AND TAPPED ON GAS AND NOTHING HAPPENED SO JUMPED OUT OF VEH. CUST HURT NECK AND HEAD, HAS NUMBNESS IN LEGS. NO BROKEN BONES. IN HOSPITAL FOR 4 DAYS. VEH HIT TREES. NOT SURE IF TOTAL LOSS-FEELS PRODUCT DEFECT-NATIONWIDE, ANGELINE SEPRINIA 877-407-4449 CLAIM # [REDACTED] WAS TOLD TO CONTACT FMC ABOUT LOANER VEHDEALER SAID: THORNHILL FORD LINCOLN-MERCURYUS 119 CORRIDOR GCHAPMANVILLE, WV 25508TEL: (304) 855-8300CRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.***OBC TEAM LINK***-TINA-CA WILL HAVE TO REVIEW ISSUE AND SEE IF A LOANER IS POSSIBLE-ADVISE ABOVE

Ford Confidential

[REDACTED] 11/1/2005

Customer Info

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

Ford Confidential

[REDACTED] 11/1/2005

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
10/14/2005 CLOSED	RUBY LESTER CAC RELATED - F/M CSR FOLLOWING CONTACT	1FMYU92163K [REDACTED] 559182865	2003 ESCAPE	02
10/13/2005 OPEN	RUBY LESTER LEGAL - ALLEGED - NON-SERIOUS INJURY	1FMYU92163K [REDACTED] 559182865	2003 ESCAPE	07

Ford Confidential

[REDACTED] 11/1/2005

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
47-CINCINNATI	47-CINCINNATI	E	E1	06359	F47486

Dealer Name:	THORNHILL FORD LINCOLN-MERCURY
Dealer Address:	US 119 CORRIDOR G CHAPMANVILLE WV 25508
Dealer Main Phone:	304-855-8300

Position	Employee Name
PARTS MANAGER	robert l keffer
SALES MANAGER	JOHN K STRANGE
SERVICE MANAGER	brett browning

Ford Confidential

11/1/2005

ESP / Recall Information

VIN: 1FMYU92163K [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	2005-03-22	01916USAF47486

[REDACTED] 11/1/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU921638 [REDACTED] Vch Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-06] Eng Serial No: *
 Model Year: 2003 Market Derived: T/F - FORD DIVISION DERIVATIVE Body Shell: *
 Vch Type: T Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE Engine: T/LD - MOD 3 0L DOHC EFI N
 Inv. Dealer: 01928 Body Cab Style: *-[N/A] Transmission: T/DJ - 4 SPD AUTO TRANS N/A
 Version/Series: T/EF - FORD SERIES

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8

610226086

Trace Trans Serial No:

3L8PHA8122 [REDACTED]

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 02-OCT-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147204 - *
 Country: USA - ##### Selling Dir St/Prov: WV
 Buyer St/Prov: WV
 Arrival Date: 08-OCT-2002 Red Carpet Lease: *
 Sale Date: 07-DEC-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 07-DEC-2002 Modified Vehicle: *
 Orig Warranty Date: 07-DEC-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----

U923KA9079310337P 4 2 1233703 BJ B 469 7A 5 3 26 5 853A N 47E204 3 Y2 W2A 3 1
 1FMY6H7 220A 14WV 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(Psng 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:	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 - MEDIUM/DARK FLINT	Tire Brand:	AN - UNIROYAL
Delivery Type:	0	Tire Size:	D3GT1 - P225/70R 15 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		

11/1/2005

**OASIS RESULT:
1FMYU92163K [REDACTED]**

See bottom of the OASIS result for contact ID

11/01/2005
11:36:42

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VEHICLE INFORMATION

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

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 12/07/2002	BUILD DATE 10/02/2002	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 A CLOSED CUDL CONTACT
THIS VEHICLE HAS AN OPEN CUDL CONTACT

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

03/22/2005

DEALER: Mike Ferrell Ford Lincoln Merc

WARRANTY CLAIM NUMBER: 105119

ODOMETER: 043844M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5L8Z 9A758AA	CABLE-ACC PEDAL TO C	001	04S25B		

REPLACED ACCELERATOR CABLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU92163K [REDACTED]

Report Applies to Country Code: USA

11/1/2005

TIRE DOT INFORMATION:

LF: ACUU460_3502 RF: ACUU460_3502
LR: ACUU460_3502 RR: ACUU460_3502
LI: * RI: *
SPARE: T714BAH_3102

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:		

Standard Claims List For Model Year 2003

Detailed Vehicle Specification

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFI	
1FMYU921638	[REDACTED]	I/M1	I/F	*	I/EF	I/F	AJ	T/DJ	T/LD	02-07-2002	07-DEC-2002	147204	USA	28	*	*	*	*	*
AWS Claim Key:		10149842	Trx Code:		04S25	Labor Hrs:		0.4											
Dlr Cd-Sub Cd:		01916	Name:		MIKE FERRELL FORD LINCOLN MERCURY, INC.		Ph:	304-8551350	St:	WV	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		MAR-2005		
Cust Comments:		CUSTOMER STATES: PERFORM RECALL AS PER FACTORY SPECS. 04S25																	
Tech Comments:		REPLACED ACCELERATOR CABLE.																	

[REDACTED] 11/1/2005



[Vehicle Targeting](#) |
 [FSA & VIN](#) |
 [Launch & Follow-Up](#) |
 [Reporting](#) |
 [Sales](#) |
 [Run Status](#) |
 [Reports](#)

Richardson, U. (Ursula) FORD NORTH AMERICA - UNITED STATES

VIN FSA Details

VIN: 1FMYU92163M [REDACTED] Admin Fleet Reports
 FSA Status: _____
 Brand: FORD Manufacturing Country: USA

- GCamp Links**
- Dealer Transfer
 - FSNP Setup
 - Interface Details
 - Launch & Release History
 - Update N&A
-
- Manually Close FSA
 - Global FSA Setup
 - Claims Control Setup

Printer Friendly

Vehicle Details

00010252 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT

Jump to:

[Owner Details](#)

[FSA Counts](#)

[Dealer Details](#)

Vehicle Details			
Model Year:	2003	Assembly Plant:	KANSAS CITY PLANT BUILD
Vehicle Line:	FORD ESCAPE / MAZDA TRIBUTE	Production Date:	02-Oct-2002
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	07-Dec-2002
Vehicle Type Description:	TRUCK	Sale Date:	07-Dec-2002
VDM Vehicle Status:	800	Engine Tag Code:	1G752AB

- Other Links**
- External Links

[Need Help? Report a Problem](#)
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Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU92163K [REDACTED] Vch Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-06] Body Shell: *

Model Year: 2003 Market Derived: T/F - FORD DIVISION DERIVATIVE Navis Eng Serial No: *

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: 01928 Body Cab Style: -[N/A] 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

610226086

Trace Trans Serial No:

3L8PHAB122731616

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD

Country: * - ##### Prod Date: 02-OCT-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147204 - *

Country: USA - ##### Selling Dir St/Prov: WV

Buyer St/Prov: WV

Arrival Date: 08-OCT-2002 Red Carpet Lease: *

Sale Date: 07-DEC-2002 Fleet/Retail/Co. Lease: R

Warranty Start Date: 07-DEC-2002 Modified Vehicle: * Vehicle Count Flag: Y

Orig Warranty Date: 07-DEC-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

U923KA9079310337P 4 2 12J3703 BJ E 469 7A 5 3 26 5 853A N 47B204 3 YZ W2A 3 11

FMY6H7 220A 14WY 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(Pasngr 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:	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 - MEDIUM/DARK FLINT	Tire Manufacturer:	AN -
Delivery Type:	0	Tire Brand:	UU460_ -
Driveshaft Code:	D	Tire Size:	D3GT1 - P225/70R 15 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: ACUU460_3502 RF: ACUU460_3502
 LR: ACUU460_3502 RR: ACUU460_3502
 LI: * RI: *
 SPARE: T714BAH_3102 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



STANDARD CLAIMS LIST

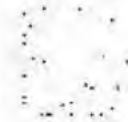
AWS Online Report

Run Date: 01-NOV-2005

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

VIN	AWS VL	WFRS 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
1FMYL92163K [REDACTED]	MI	T/M1	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	02-10-02	07-12-02	147204	USA	28	*	*	*	*	SXX	V00	*	*
AWS Claim Key:	10149842	Doc #:	10511901		Trx Code:		04S25	Labor Hrs:	4	Labor Cost:	24.03	Material Cost:	15.55	Total Cost:	39.58							
Dtr Cd-Sub Cd:	01916-*	Name:	MIKE FERRELL FORD LINCOLN MERCURY, INC.				Ph:	304-8551350	St:	WV	City Cd:	USA	Reg Cd:	NA	Repr Date:	22-MAR-2005	DIST (Mile):	43844				
Cust Comments:	CUSTOMER STATES: PERFORM RECALL AS PER FACTORY SPECS. 04S25																					
Tech Comments:	REPLACED ACCELERATOR CABLE																					

Any comments? You can contact



webmaster





1/2 p-1

Consumer Affairs

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

Sent Via U.S. Mail

February 22, 2005

[Redacted]

Katy, TX [Redacted]

Re: 2002 Escape

VIN: 1FMCU04182K [Redacted]

Dear [Redacted]

Thank you for contacting us regarding your 2002 Escape.

We sincerely regret the circumstances you 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,

Maureen Pawelek-Murray
Consumer Affairs



All Action Details for Issue

Print

VIN: 1FMCU04182K [REDACTED] Year: 2002 Model: ESCAPE Case: 398520535
 Name: [REDACTED] Owner Status: Original WSD: 2001-12-27
 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: 04617 CHAMPION FORD KATY Origin Desc: US CONCERN CASE BASE
 Odometer: 75000 MI Comm Type: PHONE
 Analyst Name: NATALIE BROWN Analyst: NBROWN12
 Action Date: 02/22/2005 Action Time: 11 04 19.282 Action Data: Yes

Comments CUSTOMER SAID: =THE CUSTOMER WAS IN AN ACCIDENT =THE CUST STOPPED THE VEHICLE AND THEN IS TOOK OFF=GOING THROUGH THE GATE AND TEARING OFF THE BUMPER =CUST RECIEVED THE RECALL NOTICE FOR THE ACCELORATOR CABLE =CUST HAD AN APPOINTMENT TO BRING THE VEHICLE IN =NO INSURANCE WAS CONTACTED =NO POLICE REPORT DEALER SAID: CHAMPION FORD KATY20777 I-10 WESTKATY, TX 77450 TEL: (281) 675-4716 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

hit



2/22/2005

Customer Info

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

[REDACTED] 2/22/2005

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMCU04182V [REDACTED]	2002	ESCAPE	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	Oasis Warranty History
		Open Issues Exist			



2/22/2005

ESP / Recall Information

VIN: 1FMCU04182K [REDACTED]

No ESP Information for this VIN

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

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - REPAIRED	2004-04-21	03794USAF47202
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-04-21	03794USAF47202
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 2/22/2005



Sent Via U.S. Mail

January 28, 2005

[REDACTED]
Depew, NY [REDACTED]

RE: 2004 Ford Escape
VIN: 1FMYU93124K [REDACTED]

Dear [REDACTED]

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

Your concern has been thoroughly reviewed by the service department at C Basil Ford. We have been informed that after carefully inspecting your vehicle, they were unable to verify any manufacturer's defects with your vehicle.

Our experience has shown that these types of situations are typically handled by insurance companies. We suggest that the customer contact them for possible assistance. The 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,

Ruth Davis
Consumer Affairs

BEGINNING OF CONTACT
01/22/2005

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.50.05

REGION: 44 PITTSBURGH OGC ISSUE CASE NBR: 0720203233
VIN: 1FMYU93124K [REDACTED] ZONE: C2 OPENED: 01/21/2005
ENGINE: 1 VEH TYPE: T CLOSED: 01/21/2005

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: DEPEW STATE: NY ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2004 MODEL: ESCAPE XLT 4X4 4-DR
MILEAGE: 11283
DEALER NAME: C BASIL FORD INC SALES CODE: F44115 P & A: 00503
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE
SYMPTOMS: 620492 ENG SPEED-UP IDLE HOT ENGINE

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: MYELLA5 MICHELLE VELLA

DATE: 01/21/2005 TIME: 17.03.26:
ACTION DATA/COMMENTS:

CUSTOMER SAID: THE VEH WAS INVOLVED IN A MAJOR ACCIDENT ON 1/17/05 THE ENGINE STARTED RACING WHEN MY FOOT WAS ON THE BRAKE. I WAS GETTING READY TO PARK THE VEH AND THE VEH JUST TOOK OFF THE VEH HIT A DAYCARE CENTER THE NEXT DAY I RECEIVE A RECALL FOR THE ACCELERATOR CABLE-THERE WERE NO PERSONAL INJURIES-THE VEH WAS NOT DAMAGED BUT THE DAYCARE CENTER HAS STRUCTURAL DAMAGES POLICE REPORT WAS FILED, POLICE REPORT #502243 POLICE REPORT WAS FILED IN CHEETOWAGA, NY-I HAVE FAILED A CLAIM WITH THE INSURANCE CO THE VEH IS REPAIRABLE THE VEH IS CURRENTLY AT C BASIL FORD DEALER SAID: C BASIL FORD INC 1540 WALDEN AVENUE CHEEKTOWAGA, NY 14225 CRC ADVISED: I WILL FORWARD THIS INFORMATION TO THE FORD OGC DEPARTMENT, YOU WILL BE CONTACTED WITHIN 3-5 BUSINESS DAYS.

CONSUMER AFFAIRS

01/22/2005 FAXOGIN

All Action Details for Issue

[Print](#)

VIN: 1FMYU93124K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 720203233
Name: [REDACTED]	Owner Status: Original	WSD: 2003-10-29	
Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN		

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT		
Dealer: 00503 CBASIL FO RD INC	Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD	
Odometer: 11283 MI	Comm Type: PHONE	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH	
Action Date: 01/27/2005	Action Time: 15.51.59.120	Action Data: No

Comments *****PRODUCT LIABILITY***** CUSTOMER ORIGINALLY CONTACTED THE CRC ON 1-21-05. CUSTOMER ALLEGES WHILE HER FOOT WAS ON THE BRAKE, THE VEHICLE JUST TOOK OFF AND HIT A DAYCARE CENTER.


[REDACTED] 1/28/2005

Customer Info

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

[REDACTED] 1/28/2005

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU93124K	2004	ESCAPE	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	Oasis Warranty History
 1FAFP56S7YA	2000	TAURUS	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History

1/28/2005

ESP / Recall Information

VIN: 1FMYU93124K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2004 NEW 60/75,000 PREMIUMCARE W/ROADSIDE ASSIST
 Selling Dealer:
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2008-10-29
 Expiration Miles: 75,000
 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		
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 1/28/2005

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	00503	F44115

Dealer Name:	CBASIL FO RD INC				
Dealer Address:	1540 WALDEN AVENUE CHEEKTOWAGA NY 14225				
Dealer Main Phone:	716-897-3673	Dealer Service Phone:	716-897-3673		

Position	Employee Name
CUST RELATIONS MGR	DEBRA FOX-SCHURKUS
DEALER/PARTNER	CHARLES J BASIL
PARTS MANAGER	RYAN DOMINGUEZ
PARTS MANAGER	PETER VANDERMEER
SALES MANAGER	ROBERT M PETROFFSKI
SALES MANAGER	VINCENT S COTRONEO
SALES MANAGER	FRANK J ZAMBITO
SERVICE MANAGER	JOHN HAYEK

1/28/2005

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 28-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	
1FMYU93124K [REDACTED]	M1		T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	14-10-03	29-10-03	144115	USA	8	*	6P06	*	78201
AWS Claim Key:		1034942	Doc #: 190574A		Trx Code:		1	Labor Hrs:		2	Labor Cost:		14.12	Material Cost:		1.27	Total:		
Dir Cd-Sub Cd:		00503-*	Name: C BASIL FORD INC				Ph:		716-8973673	St: NY		City: USA		Reg Cd: NA		Repr Date: 04-JUN-			
Cust Comments:		CHECK STOPPER FELL OFF LR DOOR																	
Tech Comments:		4794 REPLACE DOOR STOP																	

Any comments? You can contact



webmaster



1/28/2005



Action Detail

VIN: 1FMYU021X3K [REDACTED] Year: 2003 Model: ESCAPE Case: 1559230265
Name: [REDACTED] Owner Status: Original WSD: 2003-08-06
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 Dealer: CROWN FORD
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION P & A Code: 00602
Action Desc: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
Odometer: 15000 MI Comm Type: OTHER
Action Date: 02/04/2005 Action Time: 15:08:11:167 Action Data: No
Analyst Name: PACE,GENNIFER (G.) Analyst: GPACE5

COMMENTS: CASE CLOSED ON 2/4/05. BASED ON INSPECTION FROM INSPECTION REPORT, REFERRED CUSTOMER TO INSURANCE COMPANY FOR ASSISTANCE.

[REDACTED] 2/4/2005

Copy

Sent Via U.S. Mail

February 7, 2005

[Redacted]
Mount Shasta, CA [Redacted]

Re: 2003 Ford Escape
VIN: 1FMYU021X3K [Redacted]

Dear [Redacted]

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

Your concern has been thoroughly reviewed by the service department at Crown Ford and the Field Service Engineer. We have been informed that after carefully inspecting your vehicle, they were unable to verify any manufacturers defects with your vehicle.

Our experience has shown that these types of situations are typically handled by insurance companies. We suggest that the customer contact them for possible assistance. The 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,

Gennifer Pace
Consumer Affairs

Pace, Gennifer (G.)

Inspection Report

From: Morrison, Ryan (J.R.)
Sent: Thursday, February 03, 2005 9:44 PM
To: Pace, Gennifer (G.)
Subject: FW: Report Summary for the CQIS Report#5BCDI026
Follow Up Flag: Follow up
Flag Status: Flagged

Here is my report.

Customer: [REDACTED]

Vehicle: 2003 Ford Escape

VIN: 1FMYU021X3K [REDACTED]

Concern: Customer involved in accident on 1/25/05 and alleges the accident was caused by recall, 04S25, a sudden acceleration that caused the vehicle to skid out of control and roll over.

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

From: Morrison, Ryan (J.R.)
Sent: Thursday, February 03, 2005 6:40 PM
To: Morrison, Ryan (J.R.)
Subject: Report Summary for the CQIS Report#5BCDI026

Attachments : 24

Report# :	5BCDI026 FCSDFS	Received:	02/03/2005
CCRG/EPRC:		Date:	
Vehicle:	2003,ESCAPE 4X2,XLS ,MPV ,1FMYU021X3K [REDACTED]	Build Date:	01/08/2003
Odometer :	16,799 M	Engine:	3.0L DUR
Transmission:	CD4E E	Axle:	3800F2.73C
Dealer:	USA 00602 Crown Ford	Calibration:	3M11D30A
City:	Redding	A/C:	YES
Originator:		Phone#:	(530) 241-4321
Symptom:	6 20 9 00 DRVABL,ENG SPEED-UP,SUDDEN ACCEL,OTHER-CODE NA		
Status:			
VFG:	V44 MECHANICAL MALFUNCT INDICATION		
Additional	ALLEGED UNINTENDED ACCEL		

2/7/2005

Symptom:**Fix:** **Causal Component :****Condition Code:****Region Code:** 72**Region Name:** San Francisco - 72**Comments :**

TECH/C 02/03/2005 08:19PM RYAN MORRISON(FSE) MSS - FCSD - REG - SAN FRAN
I INSPECTED THE VEHICLE, FOR AN ALLEGED UNINTENDED
ACCELERATION
CONCERN CAUSED BY RECALL 04S25. I INSPECTED THE ACCELERATOR
CABLE AND
CRUISE CONTROL CABLE FOR BINDING OR STICKING, THE CABLES MOVED
FREELY
AND THE THROTTLE RETURN SPRING HAD GOOD TENSION. I ALSO
INSPECTED FOR
SIGNS OF THE ACCELERATOR CABLE LINER MIGRATING OUT OF THE
CONDUIT AS
DESCRIBED IN RECALL 04S25, THERE WERE NO SIGNS THAT THIS
CONDITION WAS
PRESENT. MY CONCLUSION IS THAT AT THE TIME THAT I INSPECTED THE
VEHICLE, THERE WAS NO CONDITION PRESENT THAT COULD HAVE
CAUSED AN
UNINTENDED ACCELERATION, AND THAT THE CONCERN DESCRIBED IN
RECALL
04S25 WAS NOT PRESENT.

Please click on the link below to view the attachments associated with this report

http://www.gcqis.ford.com/asp/DIVViewAttachment_Main.asp?ReportNumber=5BCDI026

2/7/2005

Customer Info

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

*1603 Kenneth Way.
Mt. Shasta, CA 96067
L7*



... 1/27/2005

Customer Info

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

[REDACTED] 2/4/2005

Action Detail

VIN: 1FMYU021X3K [REDACTED] Year: 2003 Model: ESCAPE Case: 1559230265
 Name: [REDACTED] Owner Status: Original WSD: 2003-08-06
 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 Dealer: CROWN FORD
 Origin Desc: US CONCERN CASE BASE P & A Code: 00602
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Odometer: 15000 MI Comm Type: PHONE
 Action Date: 01/26/2005 Action Time: 15:32:02:967 Action Data: Yes
 Analyst Name: NIKOLOVSKI STEVAN Analyst: SNIKOLO4

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAID: -HAD AN ACCIDENT ON THE FREEWAY. -APPLIED THE BRAKES AND IT PUT ME INTO A SKID. - DATE OF ACCIDENT WAS JAN/25/2005-POSSIBLITLY THAT IT WAS A PRODUCT DEFECT THAT CAUSED THE ACCIDENT. - SOUTHBOUND I 5 NEAR THE O'BRIAN ON RAMP.-POLICE REPORT WAS FILED.-THE POLICE JUST TOOK THE REPORT FROM THE WITNESS AND MYSELF.-CALIFORNIA HWY PATROL COUNTY IS SHASTA POLICE REPORT NUMBER 9135-FILED A CLAIM WITH INSURANCE.-STATUS OF INSURANCE CLAIM WAS COLLISION LOSS WITH NO INSURANCE.-NO THE VEHICLE IS NOT REPAIRABLE.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.

Injuries:
 head hit post
 leg + hip
 Stitches
 furnished and
 Accident occurred: 1/25/05
 Customer: asking for assist. w/ loss of vel. Cust
 In. Co. involved. State the odometer and odometer stuck
 L7 like saves yard
 Cust does not have collision coverage
 Crown Ford -
 Thurs. Feb. 3rd
 10:00 A.M.



1/27/2005

Pace, Gennifer (G.)

From: Pace, Gennifer (G.)
Sent: Friday, January 28, 2005 3:50 PM
To: Morrison, Ryan (J.R.)
Subject: Inspection at Crown Ford

Importance: High

Hi Ryan:

To confirm our arrangements for the inspection at Crown Ford (P&A 00602) are as follows:

Inspection Date: Thursday, February 3, 2005 at 10:00 a.m.
Customer: [REDACTED]
Vehicle: 2003 Ford Escape
VIN: 1FMYU021X3K [REDACTED]
Concern: Customer involved in accident on 1/25/05 and alleges the accident was caused by recall, 04S25, a sudden acceleration that caused the vehicle to skid out of control and roll over.

Upon completion of the inspection, I am in need of a report of your findings along with pictures of the vehicle, including an odometer reading and VIN label. I will also need pictures of each angle of the vehicle for the legal file. If you have any questions please feel free to contact me at the number below.

Thank you in advance for your assistance.

Gennifer Pace

*Legal Analyst
Ford Motor Company - Consumer Affairs
San Francisco - 72 / Seattle - 74
(313)594-1624 ph.
(313)845-6002 fax.
gpac5@ford.com*

*"Be bold and courageous, When you look back on your life you'll regret the things you didn't do more than the ones you did."
H. Jackson Brown Jr.*

Pace, Gennifer (G.)

From: Pace, Gennifer (G.)
Sent: Thursday, January 27, 2005 4:22 PM
To: Morrison, Ryan (J.R.)
Subject: Vehicle Inspection Request

Importance: High

Hi Ryan:

I have a legal case, where a customer was involved in an accident and alleges the accident was caused by recall O4S25 (Accelerator Cable Replacement). I would like to schedule an inspection at Crown Ford (L51481) for you to look at the vehicle. Please advise of your earliest available time for the inspection.

Thank you in advance for your assistance.

Gennifer Pace

Legal Analyst
Ford Motor Company - Consumer Affairs
San Francisco - 72 / Seattle - 74
(313)594-1624 ph.
(313)845-6002 fax.
gpac5@ford.com

"Be bold and courageous. When you look back on your life you'll regret the things you didn't do more than the ones you did."
H. Jackson Brown Jr.

**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

1/27/2005

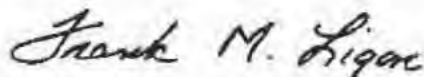
- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information

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

1/27/2005

VIN FSA Details	
VIN:	1fmyu021x3k [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:	08-Jan-2003	
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	06-Aug-2003	
Vehicle Type Description:	TRUCK	Sale Date:	06-Aug-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:	[REDACTED]		
City:	REDDING	Phone #:	
State/Province:	California	E-Mail:	
ZIP/Postal Code:	[REDACTED]		
Country:	UNITED STATES		
Owner Effective Date:	19-Nov-2003	Vendor Applied Date:	13-Dec-2003
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]		



1/27/2005

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

Owner Effective Date: 07-Aug-2003 Vendor Applied Date: 07-Aug-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	00669	USA	F72016		Michael Stead's Hilltop Ford
Ship-To					NOT AVAILABLE
Stocking	00602	USA	F72410		Crown Ford
Selling	00602	USA	F72410		Crown Ford

FSA Details

VIN: 1fmyu021x3k [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	Responsible Dealer Sales Code	Sub Code	Description
00602	USA	F72410		Crown 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



1/27/2005

Repair						
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code Cost Source
VIN/FSA Vehicle Status						
Description		VIN/FSA		Vehicle Status		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: 150px; height: 15px; margin-bottom: 2px;"></div> REDDING, CA <div style="background-color: black; width: 50px; height: 15px; margin-bottom: 2px;"></div> UNITED STATES				
Resp. Dealer:		00602USAF72410-				
Fleet Acct:						
Fleet Mgmt Loc:						
N&A Source:		POLK				
Owner Effective Date:		19-Nov-2003				
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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1/27/2005

ESP / Recall Information

VIN: 1FMYU021X3K [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] 1/27/2005

Dealer Information

FCSD Region Sales Region Sales Zone Market P&A Code Sales Code
 72-SAN FRANCISCO 51-SAN FRANCISCO V C1 00602 L51481

Dealer Name: CROWN FORD
 Dealer Address: 555 WEST CYPRESS
 REDDING CA 96001
 Dealer Main Phone: 530-241-4321 Dealer Service Phone: 530-241-4321

Position	Employee Name
CUST RELATIONS MGR	Rebecca A McCurtain
DEALER/PARTNER	JERRY J KUSKE
GENERAL MANAGER	RONALD K ARTER
PARTS MANAGER	FORREST SHUTTLEWORTH
PARTS & SERVICE DIRECTOR	W SPAULDING
SALES MANAGER	DAVE D ATKINSON
SALES MANAGER	ROBERT M TATHAM
SERVICE MANAGER	DOUGLAS L ARNOLD

Service Hours

MON 8 AM - 5 PM

Directions

Trained

Y


Additional Information

*Will
 Snc Director*
Ryan - FSE
Morrison - FSE
Cell: (925) 984-9974
Phone: (925) 904-5849



1/27/2005

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
 3FAFP15P7XR [REDACTED]	1999	ESCORT	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
1FMYU021X3K [REDACTED]	2003	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History

[REDACTED]

1/27/2005

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FMYU021X3K [REDACTED]	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Body Shell:	*
Model Year:	2003	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Navis Eng Serial No:	*
Veh Type:	T	Drive Code:	T/A - 2 WHL L/H FRONT DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAG
Inv. Dealer:	00669	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-----

E1311 121202728031086 1G 752 AB

Trace Trans Serial No:

A4231 191202228530861 3LRD 7000 CR 71

BUILD INFORMATION:

Region:	NA - #####	Plant:	AJ - KANSAS CITY PLANT BUILD
Country:	* - #####	Prod Date:	08-JAN-2003

SALE INFORMATION:

Region:	NA - #####	Selling Dealer:	172410 - *
Country:	USA - #####	Selling Dir S/Prov:	CA
		Buyer S/Prov:	CA
Arrival Date:	16-JAN-2003	Red Carpet Lease:	*
Sale Date:	06-AUG-2003	Fleet/Retail/Co. Lease:	R
Warranty Start Date:	06-AUG-2003	Modified Vehicle:	* Vehicle Count Flag:
Orig Warranty Date:	06-AUG-2003	Reacquired Vehicle:	* Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0-----

U023KC0583010337P C 2 05M5026 KL E 2 496 7J 5 3 2Z V 85GB N 72R016L 4 C2 WBA 3 11

EMXK29 1208 914CA L 7J

PE12-019 001261 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:	PN3BB - GOLD ASH METALLIC
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]	Suspn Tandem Axle:	
Color(Trim):	000BY -	Tire Manufacturer:	AN -
Delivery Type:	0	Tire Brand:	* -
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 4605002 RF: ACUU 4605002
 LR: ACUU 4605002 RR: HY8A 1R85002
 LI: * RI: *
 SPARE: HY8A 1R84702 DOT Plant Manufacturer: * - *

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

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 27-JAN-2005

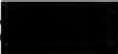
Note: All Costs are in US Dollars Server Name: AWS Production

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
-----	--------	---------	---------	----------	------------	------------	----------	----------	---------	-----------	-----------	----------------	----------	-----	-----	-----	------	------	------	-----	-----	-----	----

Any comments? You can contact



webmaster







Consumer Affairs

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

July 28, 2004

[REDACTED]
Appleton, WI [REDACTED]

RE: 2002 Ford Escape
VIN: 1FMYU041X2K [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding your vehicle.

Your concern has been thoroughly reviewed by the service manager at Bergstrom Neenah-Menasha 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



Close an Issue

VIN: 1FMYU041X2K [REDACTED]

Year: Model: ESCAPE

WSD: 2002-04-18

Name: [REDACTED]

Primary Phone:

Secondary Phone:

Address: [REDACTED] APPLETON WI [REDACTED]

Case Number: 315642104

Issue Type: 07-LEGAL

Reason: LEGAL - ACCIDENT

Symptom: SURGE AT CRUISE ALL ENGINE TEMP

Dealer: F41561 - BERGSTROM NEENA

Comm Type: MAIL

Current Odometer Reading: 23739 MI

Action Category: DENY ASSISTANCE

Odometer Reading: 23739 MI

Action: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND(C)

Caller information if different from vehicle owner

First Name:

Middle Initial:

Last Name:

Relationship: Select One

Phone:

Comments:

Service department could not find a Ford defect. No further action is needed.

[REDACTED]

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)	
1FMYU041X2K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-APR-2002	18-APR-2002	141561	USA	4	7M01	150101	*	18806	*	A16	42	2035	
AWS Claim Key:		2437064	Trx Code:		1	Labor Hrs:		3														
Dir Cd-Sub Cd:		06226.*	Name:		BERGSTROM NEENAH-MENASHA FORD			Ph:	920-7279000	St:	WI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 25-JUL-2002		Doc #: 01117701				
Cust Comments:		GUEST STATES THAT THE CD WILL NOT COME ALL THE WAY OUT OF THE CD EXCHANGER																				
Tech Comments:		WILL HAVE TO ORDER EXCHANGE RADIO TECH TRYED THE EXCHANGE RADIO AND THE IT WORKEDFINE																				
1FMYU041X2K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-APR-2002	18-APR-2002	141561	USA	4	5V02	060302	*	2001	*	N17	D4	2035	
AWS Claim Key:		2437063	Trx Code:		1	Labor Hrs:		8														
Dir Cd-Sub Cd:		06226.*	Name:		BERGSTROM NEENAH-MENASHA FORD			Ph:	920-7279000	St:	WI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 25-JUL-2002		Doc #: 01117702				
Cust Comments:		GUEST STAETS THAT WHEN ACCL FROM A STOP THE BRAKES STICK WHEN USING THE BRAKES GUEST HEARS A GRINDING NOISE																				
Tech Comments:		ROAD TESTED TO VERIFY GUEST COMPLAINT FOUND REAR BRAKE SHOES HAVE SHARP EDGES.GRIND DOWN																				
1FMYU041X2K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-APR-2002	18-APR-2002	141561	USA	4	7M01	150108	*	18C815	*	A07	42	2035	
AWS Claim Key:		3213687	Trx Code:		2	Labor Hrs:		0														
Dir Cd-Sub Cd:		67701.*	Name:		VISTEON AFTERMARKET-U.S.			Ph:	.*	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 25-JUL-2002		Doc #: 28266209				
Tech Comments:		REQUESTING DEALER'S P/A CODE 06226																				



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: *Berastrom*

Requesting Dealer *Neenah Ford* P&A _____ Region & State *Milwaukee*

Contact Person *Doug Beaupre* Phone # *(920) 727-9000*

CUSTOMER/VEHICLE INFORMATION:

New or Used _____ WSD _____ Year/Model *2002 Escape V4x4*

VIN *1FMYU041X2K* _____ Mileage *23739*

Customer Name _____

Address _____

City *Menasha* County *outwaunsee* State *WI* Zip code _____

Home Phone _____ Work Phone (____) _____

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 *7/24/04*

Is customer alleging a component defect caused the incident? N If yes, what type & details *Throttle stuck*

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? *N/A*

City _____ State _____ Zip _____

RESOLUTION that CUSTOMER is SEEKING:

100% repairs at no cost to them.

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

October 2003

Ford Motor Company - Ford Motor Vehicle Assurance Company

9-35

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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

VIN: 1FMYU041X2K [REDACTED] Year: 2002 Model: ESCAPE WSD: 2002-04-18
 Name: [REDACTED] Primary Phone: Secondary Phone:
 Address: [REDACTED] APPLETON WI [REDACTED]

Case Number: 315642104 Issue Type: 07-LEGAL
 Reason: LEGAL - ACCIDENT
 Symptom: SURGE AT CRUISE ALL ENGINE TEMP
 Dealer: F41561 - BERGSTROM NEENA

Comm Type: PHONE Current Odometer Reading: 23739 MI
 Action Category: INVESTIGATION Odometer Reading: 23739 MI
 Action: INFORMATION CALL/FAX WITH DEALER(N)

Caller information if different from vehicle owner

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

Comments: Spoke with dealer, dealership could not verify a concer. There is no police report. LPA is currently looking over TSB's and recalls to match issue.

OASIS Warranty History ESP/Recall



ESP / Recall Information

VIN: 1FMYU041X2K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2001 NEW 72/75,000 PREMIUMCARE W/ROADSIDE ASSIST.
 Selling Dealer: BERGSTROM NEENAH-MENASHA FORD
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2008-04-18
 Expiration Miles: 75,000
 Plan Year: 2001
 Purchase Type: N
 Options: DIS,DED

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

Cancel Date: Process Date:
 Refund Percent: Dealer Received Date:
 Dealer Credited:

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

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

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

Action Detail

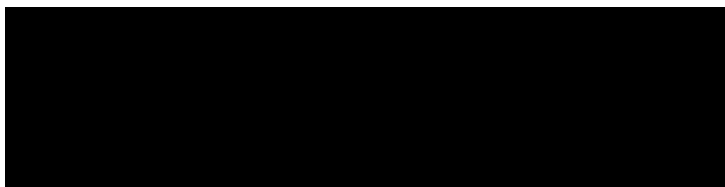
[Print Action Detail](#)

VIN: 1FMYU041X2K [REDACTED]	Year: 2002	Model: ESCAPE	Case: 315642104
Name: [REDACTED]	Owner Status: Original	WSD: 2002-04-18	
Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP		Primary Phone:	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: BERGSTROM NEENAH-MENASHA FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD		P & A Code: 06226	
Odometer: 23739 MI	Comm Type: FAX		
Action Date: 07/28/2004	Action Time: 08:46:03:913	Action Data: No	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY***** FAX RECEIVE 7-27-04, DEALER CONTACT: DOUG BEAUPRE. CUSTOMER ALLEGES THROTTLE STUCK ON VEHICLE CAUSING ACCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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

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





Consumer Affairs
March 29, 2005

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

*Sent Via Mail

[REDACTED]
Grand Island, NY [REDACTED]

Re: 2004 Ford Escape
VIN#-1FMYU92194K [REDACTED]

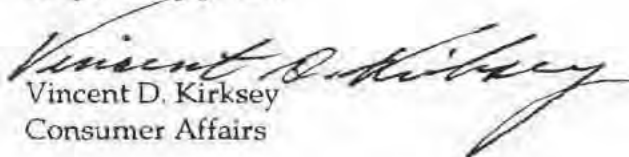
Dear [REDACTED]

Thank you for contacting us regarding your vehicle concerns.

Information provided by you indicated that your insurance company is currently investigating your 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 incident. Based on this information, we will not honor your request for assistance, and ask that you contact the insurance company for possible assistance.

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] GRAND ISLAND NY [REDACTED]
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

[REDACTED] 3/29/2005

Vehicle List				
VIN	YearModel	Sales Type	Owner Status	Vehicle Info
1FTPW14554F [REDACTED]	2004F-SERIES	SALE TO INDIVIDUAL UNDER THE X PLAN F & N	Original Owner	Oasis Warranty History
	No Open Issues			
1FTNX21LX3E [REDACTED]	2003 F-SERIES SUPER DUTY	SALE TO INDIVIDUAL UNDER THE X PLAN F & N	Original Owner	Oasis Warranty History
	No Open Issues			
 1FMYU70X5YL [REDACTED]	2000EXPLORER	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
	No Open Issues			
1FMYU92194K [REDACTED]	2004ESCAPE	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	Oasis Warranty History
	Open Issues Exist			



3/29/2005

VEHICLE DETAIL

VIN: 1FTPW14554F [REDACTED] Engine: MOD 5.4L-3V SOHC GAS/ESSEX
 Make: FORD Transmission: 4 SPD A/T AODEW/4R75E W/TSS A
 Model: F-SERIES Paint Code/Color: VERMILION SOLID C/C
 Year: 2004 Calibration: 4F613P0A
 Pay Load: Max Towing Weight:
 GVWR: 07200 Axle Ratio:
 WheelBase: 139 Warranty Start Date: 12/30/2004
 GCWR: Vehicle Build Date: 7/30/2004
 PEP Code: 505A

Selling Dealers Name: TOWNE FORDING

Selling Dealers P & A Code: 00565

Selling Dealers Sales Code: F44119

Selling Dealers Main Phone: 716-662-6500 Selling Dealers Service Phone: 716-662-6500

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
 W 1 4 4 F A 1 6 7 2 4 1 3 9 3 R P 1 5 2 0 3 F A 0 2 7 S E G 3 2 B H 9 7 C
 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
 2 N D F 2 T 5 K Y 2 K 4 4 F 1 1 9 7 2 E 4 B B P 4 5 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 T P 5 2 F 5 0 5 A 9 5 B N Y
 1 2 3 4 5 6 7 8 9 160


[REDACTED] 3/29/2005

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	00565	F44119

Dealer Name: TOWNE FORDING
Dealer Address: 3535 SOUTHWESTERN BLVD
 ORCHARD PARK NY 14127
Dealer Main Phone: 716-662-6500 **Dealer Service Phone:** 716-662-6500

Position	Employee Name
DEALER/PARTNER	FRANK G DOWNING JR.
GENERAL MANAGER	MICHAEL A SMITH
GENERAL MANAGER	ANTHONY R DAILY
PARTS MANAGER	PHIL SPENCER
SALES MANAGER	KEVIN H BLAKE
SALES MANAGER	MICHAEL P WORTHINGTON
SERVICE MANAGER	JAY A LUCERNONI


 3/29/2005

ESP / Recall Information

VIN: 1FTPW14554F [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

[REDACTED]

3/29/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FTPW14554F [REDACTED]	Veh Line:	T/F6 - P221/P397 [04-06]	Eng Serial No:	200704022197
Model Year:	2004	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/WX - MOD 5.4L-3V SOHC GAS/ESSEX
Inv. Dealer:	*	Body Cab Style:	T/BC -DOUBLE CAB (CREW CAB)	Transmission:	T/FV - 4 SPD A/T AODEW/4R75E W/TSS
		Version/Series:	* - [N/A]		

BUILD INFORMATION:

Region: NA - ##### Plant: AF - DEARBORN PLANT BUILD
 Country: USA - ##### Prod Date: 30-JUL-2004

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 144119 -*
 Country: USA - ##### Selling Dir St/Prov: NY
 Buyer St/Prov: *

Arrival Date: 11-AUG-2004 Red Carpet Lease: *
 Sale Date: 30-DEC-2004 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 30-DEC-2004 Modified Vehicle: *
 Orig Warranty Date: 30-DEC-2004 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 W144FA167241393RP 152 03FA027 SE G32 RR9 TC 2NDF 275K Y2 K 44F119 T2 EA BRP 4 5
 1FTP5 2 F 505A 93BNY

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	BB	GVW Class Code:	P
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAHD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	BR - DRIVER POWER AERODYNAMIC MIRR
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Psng Side):	BR - PASS POWER AERODYNAMIC MIRR
Battery Amp Rating:	EL	Paint:	PNEG3 - VERMILION SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	MK - PREM AM/FM STRO/CD CHANGER/CLK

PE12-019 001280 LP

[REDACTED] =1FTPW14554F [REDACTED]

Calibration Code:	4F613F0A	Sound System:	* -[N/A]
Color(Accent):	* -[N/A]	Suspa Tandem Axle:	
Color(Trim):	000ZH - EBONY	Tire Brand:	AD - GENERAL
Delivery Type:	X	Tire Size:	D3KVR - P255/70R17 A/T OWL
Driveshaft Code:	D	Traction Control:	AA - LESS ANTI-SPIN TRACTION BRAKES
Front Seat:	T/Z - SEATS - INDIVUL SPORT 40/20/40	Wheel Base:	
Fuel Type:	AF - UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: A3ND45NW2504 RF: A3ND45NW2504
 LR: A3ND45NW2504 RR: A3ND45NW2504
 LI: * RI: *
 SPARE: A3ND45NW2104

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	DGAAC - DGAAC
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	+ Emission Decal Suffix:	LBC
ESP Plan Year:	* Engine Family:	4FMXT054R4P
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)
-----	-------------	--------------	-------------	---------------	---------------	-----------	-----------	-----------	--------------	--------------	-------------------	-------------	-----	-----	--------	------	------	------	-----	----	-----------------



All Action Details for Issue

Print

VIN: 1FMYU192194K [REDACTED] Year: 2004 Model: ESCAPE Case: 573320875
 Name: [REDACTED] Owner Status: Original WSD: 2004-03-18
 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: 00565 TOWNE FORDINC Origin Desc: US CONCERN CASE BASE
 Odometer: 14750 MI Comm Type: PHONE
 Analyst Name: DEONARINE SHEORATTAN Analyst: DSHEORAT
 Action Date: 03/28/2005 Action Time: 16.07.32.154 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: =ACCIDENT OCCURED ON 03/17/2005..=FEELS A PRODUCT DEFECT CAUSED THE ACCIDENT . = WAS STOPPED AT A RED LIGHT , THERE WAS A CAR IN FRONT OF ME . = VEH SURGED INTO THE OTHER VEH , I DID NOT PRESS ON THE ACCELERATOR . =THE ACCIDENT OCCURED ON BAILEY AV.=THERE WAS A POLICE REPORT FILED, IT WAS FILED IN ERIE , BUFFALO . =THE COMPLIANT NUMBER IS 510344 . =I WAS GIVEN A TICKET FOR MOVING A VIOLATION . =A CLAIM WAS FILED WITH MY INSURANCE COMPAMY . =MY INSURANCE COMPANY HAS PAID FOR THE REPAIR ANDMY VEH IS REPAIRED. =SEEING A CHIROPATOR FOR MY NECK AND WOULD LIKE PURSUE CLAIMS WITH FORD. DEALER SAID: NONECRC 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: 00565 TOWNE FORDINC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 14750 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 03/29/2005 Action Time: 15.09.18.394 Action Data: No

Comments ***LPA COMMENTS***LPA ACKNOWLEDGES RECEIPT OF THE CUSTOMER'S CONTACT MADE TO THE CRC. THE CUSTOMER IS ALLEGING HIS VEHICLE SUDDENLY SURGES FORWARD WHILE AT A STOP LIGHT REAR-ENDING ANOTHER. THE CUSTOMER SUSTAINED MINOR INJURIES TO HIS NECK, AND THE INSURANCE COMPANYY HAS ALREADY PAID FOR THE REPAIRS TO THE VEHICLE.*THE CUSTOMER IS REQUESTING FMC INVESTIGATE THE MATTER.


Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 00565 TOWNE FORDINC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 14750 MI Comm Type: MAIL
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 03/29/2005 Action Time: 15.11.52.767 Action Data: No

Comments ***LPA COMMENTS***LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE CUSTOMER INDICATED THAT HIS INSURANCE COMPANY HAS ALREADY REPAIRED HIS VEHICLE. ONCE THE

[REDACTED]

3/29/2005

INSURANCE COMPANY BECOMES INVOLVED WE GENERALLY REQUIRE THEM TO FILE A SUBROGATION CLAIM AGAINST THE MANUFACTURER 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.



3/29/2005



All Action Details for Issue

Print

VIN: 1FMYU02103K [REDACTED] Year: 2003 Model: ESCAPE Case: 1602632553
 Name: [REDACTED] Owner Status: Original WSD: 2002-08-29
 Symptom Desc: SURGE ACCELERATION 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
 Dealer: 02755 MCLAUGHLIN FORD, INC. Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 4545 MI Comm Type: FAX
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 09/16/2003 Action Time: 08.21.09.170 Action Data: No

Comments *****PRODUCT LIABILITY***** FAX RECEIVED 9-16-03. DEALER CONTACT:
 CHUCK WEISMAN. CUSTOMER ALLEGES HIS VEHICLE SURGED FORWARD CAUSING ACCIDENT. CUSTOMER
 REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER
 Dealer: 02755 MCLAUGHLIN FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION
 PREVENTION
 Odometer: 4545 MI Comm Type: PHONE
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL
 (J.)
 Action Date: 09/16/2003 Action Time: 14.51.06.393 Action Data: Yes

Comments *** LPA COMMENTS *** -LPA LEFT MESSAGE FOR DEALER ACKNOWLEDGING RECEIPT OF COMPLAINT

Data Element Name	Data Value
CONTACT PERSON	CHUCK WEISMAN

Action: REFER TO INSURANCE CARRIER-NO FORD PRODUCT DEFECT FOUND
 Dealer: 02755 MCLAUGHLIN FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION
 PREVENTION
 Odometer: 4545 MI Comm Type: PHONE
 Analyst Name: SCHWAGLE,JEFF Analyst: JSCHWAGL
 (J.)
 Action Date: 10/30/2003 Action Time: 14.05.48.621 Action Data: No

Comments *** LPA COMMENTS *** - DEALERSHIP INDICATES THAT NO PRODUCT DEFECTS WERE FOUND -
 DEALERSHIP ADVISED CUSTOMER TO CONTACT THEIR INSURANCE COMPANY - LPA RECOMMENDS NO
 FURTHER ACTION AT THIS TIME

[REDACTED] 10/30/03

248-577-6436

Jeff Schwabe

Welcome Charles Weisman!

Logout



FMCDealer.com

QualityCare
Auto Service

BRAND: FORD ROLE: SERVICE/BODYSHOP MGR FORD REGION: DETROIT FCSD REGION:
HOME SITE DIRECTORY HELP CONTACT US ID & PASSWORD DE/
YOU ARE HERE : SERVICE/BODYSHOP MGR HOME FORMS FRIDAY, SEPTEMBER 12, 2003

SEARCH ENTIRE SITE

Go Advanced Search

UPS TRACKING

Reference Number:

Destination Zip Code:

Track Shipment

FEDEX TRACKING

Carton Number (TCN):

Track Shipment

FORMS

Dealer Request For Consumer Affairs Review

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

Dealer Request For Consumer Affairs Review

Note: this form is for RETAIL vehicles ONLY

Fleet vehicles need to be referred to the North American Fleet Services Office @ 800-343-8338

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

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

NOTE: You also have the option of printing this form and then faxing the fully completed form to 313-888-8888 or 313-845-5553

DEALER INFORMATION

Dealership Name: McLoughlin Ford
Requesting Dealer: Charles Weisman
Contact Person: Chuck Weisman
Phone Number: NA
Email Address: charles.weisman@mcldu
P & A Code: 02788
Region: 48
City: Royal Oak
State: MI
Fax Number: 248-544-8583

CUSTOMER/VEHICLE INFORMATION

WSD: 08/28/2002
Vehicle Year: 2003
Vehicle Model: ESCAPE
Vehicle VIN: 1FMYU02103K
Mileage: 4845
Customer Name:
Street Address:
City: TROY
State: MI Michigan
Zip Code:
Home Phone:
Work Phone:
Region: 48: Detroit

DETAILS OF INCIDENT

***Note: DO NOT PUT THE VEHICLE IN STORAGE WITHOUT THE APPROVAL OF

THE LITIGATION PREVENTION DEPARTMENT

NOTE: SEND AUTHORIZATION REQUEST TO FORDCALP@FORD.COM

Incident Involves: Accident Fire Injury Medical Attention Sought

Date of Incident: 9/11/03 UNKNOWN

9/12/03

County in which incident occurred:

Is customer alleging a component defect CAUSED the incident:

Yes No

If yes, what type & details:

CUSTOMER CLAIMING THE VEHICLE SURGED FORWARD WHILE

If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap

Was a police report filed:

Yes No

If yes, where

Boyer apt

UNKNOWN IF POLICE REPORT FILED YES.

Has the insurance company been contacted:

Yes No

What did the insurance company advise:

NOT YET

UNKNOWN IF INS COMPANY WAS CONTACTED

Name and phone number of owner's insurance company & agent's name:

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

City:

State:

Zip Code:

AK: Alaska

RESOLUTION THAT CUSTOMER IS SEEKING:

COMMENTS:

Submit



9/12/03

All Action Details for Issue

Print

VIN: 1FMYU02103K [REDACTED] Year: 2003 Model: ESCAPE Case: 1602632553
 Name: [REDACTED] Owner Status: Original WSD: 2002-08-29
 Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN
 Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Dealer: 02755 MCLAUGHLIN FORD, INC. Origin Desc: CA-LITIGATION PREVENTION-FRONT DESK
 Odometer: 4545 MI Comm Type: FAX
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 09/16/2003 Action Time: 08.21.09.170 Action Data: No

Comments *****PRODUCT LIABILITY***** FAX RECEIVED 9-16-03. DEALER CONTACT:
 CHUCK WEISMAN. CUSTOMER ALLEGES HIS VEHICLE SURGED FORWARD CAUSING ACCIDENT. CUSTOMER
 REQUESTS CONTACT FROM FORD REPRESENTATIVE.



TA9/16/03

Customer Info

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

[REDACTED] 9/16/03

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FAFP13P5XW [REDACTED]	1999	ESCORT	A/Z PLAN RTL	Original Owner	Oasis Warranty History
1FMYU02103K [REDACTED]	2003	ESCAPE	INDIVIDUAL RTL	Original Owner	Oasis Warranty History



ESP/Recall Information

VIN: 1FMYU02103K [REDACTED]

No ESP Information for this VIN

No Recall information for this VIN

[REDACTED] 1FMYU02103K [REDACTED] 9/16/03

OASIS RESULT:
1FMYU02103K [REDACTED]

09/16/2003
09:39:47

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▶ **VEHICLE INFORMATION**

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

▶ **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 08/29/2002	BUILD DATE 08/13/2002	SALE MILEAGE
--	---------------------------------	---------------------

▶ **WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

IF YOU HAD AN OPEN CREDIT LEGAL CONTACT

IF YOU HAD A RECONTACT CLOSED WITHIN THE PAST 180 DAYS

▶ **FIELD SERVICE ACTIONS**

NO CAMPAIGN MESSAGE(S) FOUND

▶ **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

▶ **REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FMYU02103KA24610



1FMYU02103K [REDACTED]

9/16/03

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU02103K [REDACTED]	Veh Line:	T/M - ESCAPE (U204) [2001]	Eng Serial No:	522244086
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:	02755	Body Cab Style:	* - [N/A]	Transmission:	T/DJ - 4 SPD AUTO TRANS NAAO CD4E
		Version/Series:	T/EP - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 13-AUG-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 148005 - *
 Country: USA - ##### Selling Dlr St/Prov: MI
 Buyer St/Prov: MI

Arrival Date: 26-AUG-2002 Red Carpet Lease: 1
 Sale Date: 29-AUG-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 29-AUG-2002 Modified Vehicle: *
 Orig Warranty Date: 29-AUG-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 002PKA24610103 7P C 2 25G120A 00 E 196 TA S 3 26 S 953A N 4BA00B 3 C2 WNA 3 1
 1FMY0C0 126A 914M1 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:	PN3BB - GOLD ASH METALLIC

PE12-019 001294 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):	000BY -	Tire Brand:	AN - UNIROYAL
Delivery Type:	R	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: HY891R92802

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:		



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	TR5 CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)
-----	-------------	--------------	-------------	---------------	---------------	-----------	-----------	-----------	--------------	--------------	-------------------	-------------	-----	-----	--------	------	------	------	-----	----	-----------------



VEHICLE DETAIL

VIN: 1FMYU02103K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission:
 Model: ESCAPE Paint Code/Color: GOLD ASH METALLIC
 Year: 2003 Calibration: 3M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 8/29/2002
 GCWR: Vehicle Build Date: 8/13/2002
 PEP Code: 120A

Selling Dealers Name: MCLAUGHLIN FORD, INC.
 Selling Dealers P & A Code: 02755 Selling Dealers Sales Code: F48005
 Selling Dealers Main Phone: 248-548-4100 Selling Dealers Service Phone: 248-544-6585

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 2 4 6 1 0 1 0 3 7 P C 2 2 5 G 1 2 0 A O G E 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
 5 3 2 6 5 8 5 3 A N 4 8 A 0 0 5 3 C 2 W H 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 0 1 2 0 A 9 1 4 M I
 1 2 3 4 5 6 7 8 9 160



1FMYU9/16/03

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
48-DETROIT	48-DETROIT	A	A1	02755	F48005

Dealer Name: MCLAUGHLIN FORD, INC.
Dealer Address: 27550 N WOODWARD AVENUE
 ROYAL OAK MI 480670929
Dealer Main Phone: 248-548-4100 **Dealer Service Phone:** 248-544-6585

Position	Employee Name
CUST RELATIONS MGR	CRYSTAL BLAIR
DEALER/PARTNER	JOHN T MCLAUGHLIN
GENERAL MANAGER	DON SMITH
GENERAL MANAGER	DEBORAH A LOVETT
PARTS MANAGER	ROGER SCHMIDT
SALES MANAGER	PETER J FERES
SALES MANAGER	SAAD E JAMOUA
SALES MANAGER	ANGELO GIORDIMAINA
SALES MANAGER	BRIAN BRUNNER
SERVICE MANAGER	CHUCK WEISMAN

LM Chuck
 9/14 @ 2:50
 9/17 @ 8:53
 10/30 @ 1PM

F48005 9/16/03



Caller Information - SLUCM003

Caller Name (Last, First): [REDACTED] **Title:** DIAGNOSTIC SPECIALIST
Email: [REDACTED] **Pref. Language:** ENGLISH
Caller Type: NEW CALL
Dealer (Geo/Mkt, Sub, P&A): USA,,08178 Pundmann Motor Company
Dealer Phone: (636) 946-6611
FIN Code: **FIN Name:**
Address: **Phone:**
City : **State:**
Zip: **P.O. Box :**

OASIS Information - SLUCM003
 OASIS WAS NOT CONTACTED IN THE LAST 5 DAYS

Vehicle Information - SLUCM003

VIN : 1FMYU02183K [REDACTED] **Odometer :** 33719 Miles
Vehicle : 2003 ESCAP2, 4X2, XLS, MPV **Build Date :** 05/23/2003
Delivering Dealer :
R.O/Claim Number : **Claim Date :**
Wrnty St. Date : 08/29/2003 **Body Conversion :**
Vehicle Weight : 4380 LB
Engine : 3.0L DURATEC V6 **Build Date :**
Build Shift : **Plant :**
Exchange : N **Serial Number :**
Calibration : 3M11D30 A **Part Nbr :** 1G 752 AB
Transmission : CD4E O/D 4SPD ELEC **Build Date :**
Build Shift : **Plant :**
Exchange : N **Serial Nbr. :** 050331340022
Model Nbr. : 3M11D30 **Part Nbr :**
Axle : 3800# FORD 2.73 **Build Date :**
CONVENTIONAL **Plant :**
Build Shift : **Serial Number :**
Exchange : N **LH/RH Drive :**
Axle Id Tag :
Emission :

Component	Family Code	Feature Code	Family Description	Feature Description
Tire Vendor				
Front Tire	D3G	TQ	TIRES-15 INCH	P225/70R 15 BSW A-S
Rear Tire				
Exterior Paint	PNS	PW	GREEN EXTERIOR PAINT FAMILY	DARK SHADOW GREY CC

Concern Information - SLUCM003

Symptom Code: 780000-UKN SRC SERVICEABILITY Other Other
Additional Symptom:
EO:
EC:
EB:
EB:
Symptom Verified: **Intermittent :**
Comeback: **MIL On :**
Tow In: **Quits on Road :**
Self Test Run: **Outside Temp. :**
Causal Condition: **Restart :**
How When Code: **Computed Timing :**
Base Timing: **Grid Location :**
CCC: **WCC :**
Difficulty To Diagnose: **Level of Assistance :**
of Like Concerns: 0000 **Repair**
Responsible Activity : **Effectiveness % :**
Engineering Severity : **Customer Severity % :**
Road Test : **Test Stand :**
Repair Attempts : **Repair Prior :**
Routing Code : **Causal Factor :**
Component Feature : **Component Location :**
8D Required : **Quality Alert # :**
8D Number :



12/21/2005

8D Closed Date :

Concern Description - 5LUCM003

OWNER 12/21/2005 09:32AM KE'NISHA DUNLAP MSS - FCSD - LITIGATION PREV
CUSTOMER ALLEGES WHILE SHE HAD HER FOOT ON THE BRAKE, THE ENGINE BEGAN
TO RACE AND THE RIGHT FRONT TIRE STARTED SPINNING. WHEN SHE TURNED THE
IGNITION OFF AND PLACED THE SHIFTER INTO PARK, THE VEHICLE JUMPED
FORWARD AND STRUCK THE GARAGE.

TECH/C 12/21/2005 09:32AM KE'NISHA DUNLAP MSS - FCSD - LITIGATION PREV
EAA INSPECTOR DAVID PEYTON FOUND THAT THE THROTTLE FEEL AND RESPONSE
WAS NORMAL AND BRAKING ACTION WAS NORMAL. HAND OPERATION OF THROTTLE
AND CABLE WAS SMOOTH WITH NO BINDING. WHEN THROTTLE WAS OPENED WITH
THE VEH IN DRIVE AND THE BRAKE APPLIED, THE VEHICLE DID NOT MOVE AND
NO TIRE ROTATED.

Potential Safety/Emission:

Serviceability Concern :

Contact Last Name :
Phone :
Consultant Last Name :
Phone :

Contact Information - 5LUCM003

First Name :
Email :
First Name :
Email :

Customer Last Name :
Home Phone :
Email :
City :

Customer Information - 5LUCM003

First Name :
Work Phone :
Country :
State :

Reason for call :

Finalize Call - 5LUCM003

Addl. Explanation :

Requester: KDUNLAP
PRINT REPORT
Server: ECCWS196B

Ford Proprietary, Private

21-Dec-2005
Retention: None



12/21/2005

Ford Motor Company
Preliminary Vehicle Inspection Report

Ford File Number 1376493325

CUSTOMER & VEHICLE INFORMATION

Year 2003	Make Ford	Model Escape	VIN 1FMYU02183K [REDACTED]	
Owner Name [REDACTED]			Address [REDACTED]	
City St. Peters	State MO	Zip [REDACTED]	Home Telephone [REDACTED]	Business Telephone [REDACTED] 5318
Driver Name [REDACTED]			Address [REDACTED]	
City St Charles	State MO	Zip [REDACTED]	Home Telephone [REDACTED]	Business Telephone [REDACTED]
Attorney Name (<input checked="" type="checkbox"/> Claimant not represented)			Address	
City		State	Zip Code	Telephone
Inspection Location Dave Sinclair Ford		Inspection Date 12/16/05	Current Mileage 13131,7119.1	
Date of Incident 11/21/05		Time of Incident 05:30 AM <input type="checkbox"/> PM <input checked="" type="checkbox"/>	Repair Estimate (Attach Written, if avail.) \$3377.43	
Inspected By David Peyton		Organization EAA	Telephone 314-799-4946	
Inspectors Signature			Date	

SECTION A INSPECTION SUMMARY

Following the vehicle inspection, summarize the facts and your observations (Do not include any opinions, speculation or conclusions.) Attach a copy of the appropriate Vehicle Inspection Report(s) for the allegation(s) being investigated.

Driver stated that just as she came to a stop in her garage, while she still had her foot on the brake, the engine began to race and the right front tire started spinning and filled the garage with smoke. As she turned the ignition off and was placing the shifter into park the vehicle jumped forward and struck the garage wall. Vehicle inspection reveals that there is evidence of melted rubber on the right front inner fender. Checked vehicle with SBDS and the only trouble code was during initial KOER test for low coolant temperature. Test drive was limited to dealer parking lot because there was steam coming from the radiator because of what is believed to be a puncture as a result of the accident. When throttle was opened with the vehicle in Drive and the brake applied, the vehicle did not move and no tire rotated. Throttle feel and response seemed normal and braking action seemed normal. Hand operation of throttle and cable was smooth with no binding.

CUSTOMER & VEHICLE INFORMATION

SECTION B INTERVIEW - VEHICLE HISTORY

Name, address & phone number of person(s) being interviewed. Always interview the driver when possible):

Driver, [REDACTED] owner's mother, address and phone stated above

Vehicle modifications or after-market equipment? Yes No (e.g. , hand controls for disabled persons, radio, phone, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, floor mats, etc.) **Item(s)**, date installed, and by whom (name, phone):

Prior collision damage? Yes No (when, where, extent, repaired by, etc.):

Describe **existing vehicle conditions** at time of incident (warning lights "On", strange odors, etc.):

None

Repairs outside of warranty (what, when, by whom?):

unknown

CUSTOMER & VEHICLE INFORMATION

SECTION C INTERVIEW - INCIDENT DETAILS

If the vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer _____ (lbs) Load description (What was being transported):
None

Driver's physical description from interview, drivers license or police report (height, disabilities, medical conditions or medications etc.):
5'7" 140 lbs. No disabilities or medical conditions

Drive Length this trip: Hrs. Minutes 45 Length of trip in miles: 8
Estimated vehicle speed: <5MPH Source of estimate: Driver Posted speed: _____ MPH

Exact incident location: (Provide the highway name or route number, nearest cross street, and the direction the vehicle was traveling.)
Driver's garage, see above for address

Weather conditions and visibility:
Clear dry

Approx. ambient temperature 35°F. Any physical visual obstructions? (Signs, Trees, Bushes)
No obstructions

Surface where incident occurred: (Place an "X" in the appropriate boxes)

Concrete <u>X</u>	Asphalt _____	Gravel _____	Dirt _____	Other _____
-------------------	---------------	--------------	------------	-------------

Other, Please Describe: _____

Surface Conditions: (Place an "X" in all that apply)

Smooth <u>X</u>	Rough _____	Pot Holes _____	Wavy _____	Other _____
Wet _____	Dry _____	Snow _____	Icy _____	Other _____

Other, Please Describe: _____

CUSTOMER & VEHICLE INFORMATION

Normally brake with Right or Left foot? R Observe and Photograph the brake pedal pad for evidence of wear.

Describe brake operation (pedal feel, brake pull or grab, vibration, normal, etc.):

Normal

Any warning lights "On", high/low gauge readings, or messages displayed (Y/N): Describe:

Electrical systems operation (normal/other?):

Normal

Mark an "X" before all electrical systems/devices which were "On" or "Cycled" immediately prior to the incident (if unknown, enter "U"):

- | | | |
|--|---|---|
| <input type="checkbox"/> Cruise Control | <input type="checkbox"/> Windshield Wipers | <input checked="" type="checkbox"/> Radio, Tape/CD Player |
| <input type="checkbox"/> Traction Control Switch "On" | <input type="checkbox"/> Air Conditioner | <input type="checkbox"/> Auxiliary CD Player |
| <input type="checkbox"/> Low Beam Headlights | <input type="checkbox"/> Heater | <input type="checkbox"/> Telephone |
| <input type="checkbox"/> High Beam Headlights | <input type="checkbox"/> Windshield Defogger | <input type="checkbox"/> CB Radio |
| <input type="checkbox"/> Daytime Running Lights | <input type="checkbox"/> Windshield Defroster | <input type="checkbox"/> Power Window Controls |
| <input type="checkbox"/> Fog Lamps | <input type="checkbox"/> Rear Window Defroster | <input type="checkbox"/> Power Mirror Controls |
| <input type="checkbox"/> Turn Signal | <input type="checkbox"/> Outside Mirror Heater | <input type="checkbox"/> Power Seat Controls |
| <input type="checkbox"/> Hazard Flashers | <input type="checkbox"/> Driver Seat Heater | <input type="checkbox"/> Power Sun Roof Controls |
| <input type="checkbox"/> Map Lights, Ft <input type="checkbox"/> Rr <input type="checkbox"/> | <input type="checkbox"/> Passenger Seat Heater | <input type="checkbox"/> Cigar Lighter |
| <input type="checkbox"/> Other Interior Lights | <input type="checkbox"/> Auxiliary Power Outlet | <input type="checkbox"/> Other _____ |

Steering operation (power assist, pulls, loose, etc.):

Normal

Powertrain (any engine miss, sluggish, surge, stall, loss of power or speed, etc.):

Normal

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where?

None

Describe any unusual odors or smoke (from where, color, intensity, etc.):

None

(Note: Attach additional pages as necessary to fully describe conditions present or those not covered by this report).

Measure and record the driver's seat positioned during the incident? (Measure distance from brake pedal rest position to front of seat): 20 inches.

CUSTOMER & VEHICLE INFORMATION

Describe the steering wheel (tilt) position during the incident:

Tilt steering wheel position? Not equipped Position: Low Mid High

SECTION D DAMAGE TO OTHER VEHICLE OR PROPERTY

Vehicle(s)

Was another vehicle(s) involved? Yes No (If No, skip to property damage)

If yes, list the Year, Make and Model _____

Owner name and address _____

Driver name and address _____

Vehicle speed estimate: _____ M.P.H. Estimate by whom? _____

Describe damage _____

Property

Was property (other than vehicles) damaged? Yes No (If No, skip to Section E)

Owner of property Driver

Address/Location of property See above

Describe the damaged property (sign, fence, building, etc.) Building

Describe the nature and extent of damage (including measurements)

Vehicle entered home through garage wall approx. 2 ft inside home, no repair estimates at this time

CUSTOMER & VEHICLE INFORMATION

SECTION E DRIVER DESCRIPTION OF THE INCIDENT

Provide a signed and dated statement written by the driver. If one is not available, provide the driver's description of the incident as provided to you: (Mr. Smith states...)
 Driver stated that she was returning home from work and picking up her grand daughter at pre-school. As she pulled into the garage and stopped the vehicle she stated that the engine began racing. She stated that she still had her right foot on the brake and the engine kept racing and the right front tire started spinning on the garage floor. She stated that she was braced as hard as she could against the seat back pushing on the brake. She stated that the garage was filling with smoke from the spinning tire. She then turned the ignition switch off and at the same time tried to put the transmission shifter to park and the vehicle jumped forward and struck the garage wall. She stated that no one was injured in the accident.

SECTION F POLICE / FIRE INCIDENT REPORT

***Police** Report Filed: (Y/N) Report Number _____ Copy Attached (Y/N)
 Municipality/Agency and Location unknown

***Fire** Report Filed: (Y/N) Report Number _____ Copy Attached (Y/N)
 Municipality/Agency and Location unknown

*You should always attempt to obtain an official copy of the report from the agency involved. If the agency will not release a copy to you, please indicate below.

SECTION G RECALL CAMPAIGNS

Is the vehicle subject to any recall campaigns? Yes No (If no, skip to next section)

If yes, identify all campaigns and whether the inspection/modification has been completed.

Recall Number	Description	Completed?	
04S25	3.0 LHD Accelerator Cable Replacement	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		<input type="checkbox"/> Yes	<input type="checkbox"/> No