

CUSTOMER & VEHICLE INFORMATION

SECTION H VEHICLE SYSTEM INSPECTION REPORT

Attach the completed Vehicle System Inspection form(s) to this Customer and Vehicle Information section. The vehicle system inspection forms are provided as a guide to conduct a methodical inspection of the various vehicle systems. Complete the appropriate vehicle system inspection(s) based on the specific inspection request. Take color photographs as necessary to clearly show the areas of concern and your observations.

Provide information only for the vehicle identified in the inspection request and for the allegation made by the claimant. Based on the allegations, it may be appropriate to complete more than one vehicle system inspection form.

Attached to the Customer & Vehicle Information is a vehicle inspection(s) for:

(Check all that apply)

<input type="checkbox"/> Automatic Transmission/Transaxle (4)	<input checked="" type="checkbox"/> Inadvertent Vehicle Movement (5)
<input type="checkbox"/> Brake/ABS System (5)	<input type="checkbox"/> Restraint Systems (6)
<input type="checkbox"/> Fire (5)	<input type="checkbox"/> Seats (5)
<input type="checkbox"/> Hood Latches (4)	<input type="checkbox"/> Steering, Suspension Tires & Wheels (4)

() indicates the number of pages in the report

SECTION I PHOTOGRAPHS

Attach a Photograph Description sheet to this report describing subject matter of any photographs taken while investigating this matter.

How many photographs were taken? 29 By whom? David Peyton

To whom were these photographs supplied? Ke'Nisha Dunlap

SECTION J INCIDENT SITE INSPECTION

Incident site inspection performed? Yes (attached) No (not performed)

An incident site inspection should be performed to gather information on physical evidence left by the vehicle(s) involved. The information should reflect only measurements, reference points and location of physical evidence and should not attempt to show the path of the vehicle(s) prior to and after the incident.

Ford Motor Company
Preliminary Vehicle Inspection Report

Ford File Number 1376493325

INADVERTENT VEHICLE MOVEMENT

SECTION A PHOTOGRAPHIC EVIDENCE

Complete this Vehicle Inspection Report and attach to the Customer and Vehicle Information Report.

The vehicle inspection documents physical evidence via color photographs and written observations. By recording your observation in the following section, you will be following a methodical inspection approach.

Take color photographs of the following and enter your observations on the form:

A. Exterior

- Right and left side
- Front and rear
- Vehicle Identification Number (VIN)

B. Interior

- Instrument panel and odometer
- Carpet
- Floor mats
- Throttle control pedal
- Brake pedal

C. Under hood

- Throttle linkage and connections
- Throttle bore
- Cruise control servo and linkage
- Any linkage interference

D. Under body

- Any damage alleged to have been cause by the incident

Provide clear and close up photographs of the component alleged to have been the source of the fire.

Comments and observations:

INADVERTENT VEHICLE MOVEMENT

SECTION B VEHICLE INSPECTION

List the physical location where the inspection was conducted.

Dave Sinclair Ford, 7466 S Lindberg Blvd., St. Louis, MO. 63125

List the name, title and company affiliation of anyone who was present during your inspection. (Obtain and attach a business card if possible.)

Bill Wachtel, Technician, Ronnie Jarrell, Shop Foreman Dave Sinclair Ford

Conduct the following tests using the Service Bay Diagnostic System (SBDS) and attach a print out of the test results.

Vehicle In Process Tests:

Key On, Engine Off

Record any Diagnostic Trouble Codes that were detected.

Key On, Engine On

Record any Diagnostic Trouble Codes that were detected.

RECORD SBDS RESPONSES EXACTLY AS THEY READ ON THE SCREEN.

Diagnostic Trouble Code	Description
	KOEO CMDTCs Pass PCM
	KOEO ODDTCs Pass PCM
KOER ODDTCs P1116 PCM	ECT out of self test range
	KOER CMDTCs Pass PCM

DO NOT "CLEAR" CODES FROM THE POWERTRAIN CONTROL MODULE.

Inspect the throttle linkage from the passenger compartment to the throttle control linkage for any kinks or binding. Operate the throttle control by hand from the closed position to wide-open throttle. Record the results of your inspection.

routine seems normal no kinks operates smoothly

Disconnect the throttle control cable from the throttle linkage. Operate the cable by hand through the full range of travel. Record the result of your inspection.

Operates smoothly, no restrictions

Using SBDS test the shifter alignment. Record the test results.

as indicated on instrument panel

INADVERTENT VEHICLE MOVEMENT

Disable the secondary ignition to prevent the engine from starting. While the engine is off, attempt to crank the engine in each transmission selector range and record the results. Move selector to the far ends of each position and retry.

Selector Range		
Park	<input checked="" type="checkbox"/> Engine cranks	<input type="checkbox"/> Engine does not crank
Reverse	<input type="checkbox"/> Engine cranks	<input checked="" type="checkbox"/> Engine does not crank
Neutral	<input checked="" type="checkbox"/> Engine cranks	<input type="checkbox"/> Engine does not crank
Drive	<input type="checkbox"/> Engine cranks	<input checked="" type="checkbox"/> Engine does not crank
Intermediate (2)	<input type="checkbox"/> Engine cranks	<input checked="" type="checkbox"/> Engine does not crank
Low (1)	<input type="checkbox"/> Engine cranks	<input checked="" type="checkbox"/> Engine does not crank

Are there any after-market installations connected to the vehicle electrical system? (Theft alarm, remote starter, etc.) If yes, describe:

None

Have any hand controls been installed on the vehicle? If yes, indicate the type and brand of control(s) installed and test the operation of each. Record your observations.

No

Measure the current position of the foot control pedals. (Measure from the pedal surface to the front edge of the seat cushion.)

Have the seat or adjustable pedals been moved since the incident? Yes No

Does brake pedal pad show wear? No Yes, Right side Left side

Do the brake lights illuminate when the brake pedal is depressed?

All Left Right High Mounted

Inspect the condition of the carpet in the area of the foot controls for wear, holes, loose material. Describe your observations:

floor mat in correct position with ring engaged on pin

INADVERTENT VEHICLE MOVEMENT

SECTION C AIRBAG SYSTEM INSPECTION

Have any airbags deployed? Yes No (Skip this section)
 If yes, indicate which airbags deployed.

SCAN AIRBAG CONTROL MODULE FOR DIAGNOSTIC TROUBLE CODES WITH NEW GENERATION STAR TESTER. RECORD ALL SCAN TOOL RESPONSES EXACTLY AS THEY READ ON THE SCREEN.

Diagnostic Trouble Code	Description

DO NOT "CLEAR" CODES FROM THE AIRBAG CONTROL MODULE.

SECTION D ROAD TEST

Describe the weather conditions at the time of your road test.

Temperature 35°F Conditions Clear Cloudy Rain Snow Fog

Road Test:	Time: 15Minutes	Length: 2Miles
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Drive the vehicle in an attempt to simulate the conditions reported by the driver. The simulation should be performed a minimum of five times. Provide your observations for the following:

Throttle responsiveness and feel?
 normal

Transmission operation? (Engagement, upshifts, downshifts, etc.)
 normal

Braking operation? (Effectiveness, smoothness, booster assist, etc.)
 normal

Parking brake? (Takes a firm set, restrains vehicle movement, brake light comes on, etc.)
 firm set, restrains vehicle in Drive and Reverse up to 1500 rpm

INADVERTENT VEHICLE MOVEMENT

Caution: When conducting the following test, be sure you have a clear/safe area of 200 feet in front of the vehicle.

Hold your left foot on the brake pedal with medium to heavy pedal pressure with the transmission on DRIVE range. Apply the throttle to wide-open with your right foot. Do not exceed five seconds. Record your observations:
 Vehicle remained at rest, neither front wheel turned

Steering system operation? (Power assist, pulls, loose, etc.)
 normal

SECTION D COMPLAINT NOT VERIFIED

If your test-drive does not verify the reported condition, repeat the road test with a member of dealership management and have that person sign the report as having witnessed the test.

Ronnie Jarrell Shop Foreman Dave Sinclair Ford
 SIGNATURE

Perform Service Bay Diagnostic System tests to verify results:

Vehicle In Process Tests:

- Key On, Engine Off
- Record any Diagnostic Trouble Codes that were detected.
- Key On, Engine On
- Record any Diagnostic Trouble Codes that were detected.

RECORD SBDS RESPONSES EXACTLY AS THEY READ ON THE SCREEN.

Diagnostic Trouble Code	Description
	KOEO ODDTCs Pass PCM
	KOEO CMDTCs Pass PCM
	KOER ODDTCs Pass PCM
	KOER CMDTCs Pass PCM

DO NOT "CLEAR" CODES FROM THE POWERTRAIN CONTROL MODULE.

Ford Motor Company
Preliminary Vehicle Inspection Report

Ford File Number 1376493325

PHOTOGRAPH DESCRIPTION SHEET

Please provide a brief description of the reason for each photograph. Photos should be sent in a zip file in .jpeg format.

Digital Photos:

Photo No.	Description
0	
1	VIN
2	Throttle body, throttle and cruise control linkage
3	Throttle bore, throttle at idle
4	Throttle bore, throttle full open
5	Throttle body and cable linkage
6	Throttle and C/C attachments
7	Close up throttle cable attachment at throttle body
8	Throttle cable and C/C links top of engine
9	Throttle and C/C cable routing
10	Left front of vehicle
11	Front of vehicle, body damage to hood and grille
12	Front of vehicle from right side
13	Front of vehicle from left side
14	Left side of vehicle from rear
15	Rear of vehicle
16	Right side of vehicle from rear
17	Right front of vehicle
18	Right front of vehicle
19	Odometer
20	Driver floor area
21	Brake pedal, no wear patterns visible
22	Accelerator pedal
23	Floor mat, driver's area
24	Floor mat driver side installed on hook
25	Accelerator and brake pedal attachment
26	Brake pedal linkage
27	Right front inner fender, showing pieces of rubber from spinning tire
28	Right front inner fender, showing pieces of rubber from spinning tire
29	Right front inner fender, showing pieces of rubber from spinning tire
30	
31	
32	
33	
34	
35	
36	
37	

Sent Via U.S. Mail

December 21, 2005

[REDACTED]
Saint Peters, MO [REDACTED]

RE: 2003 Escape
VIN: 1FMYU02183K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2003 Escape.

We sincerely regret the circumstances you described and your concern has been documented. A situation such as this is normally handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier. If they determine that there is manufacturer liability, they have the right to file a subrogation claim against Ford Motor Company in order to pursue the matter.

We appreciate the opportunity to review your request.

Sincerely,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMYL102183K [REDACTED] Year: 2003 Model: ESCAPE Case: 1376493325
 Name: [REDACTED] Owner Status: Subsequent WSD: 2003-08-29
 Symptom Desc: FAST IDLE ACCELERATOR BINDS 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: 08178 PUNDMANN MOTOR COMPANY Origin Desc: US CONCERN CASE BASE
 Odometer: 26000 MI Comm Type: PHONE
 Analyst Name: DOUGLIN QUENTIN Analyst: QDOUGLIN
 Action Date: 11/28/2005 Action Time: 10.27.28.792 Action Data: Yes

Comments CUSTOMER SAID: =MY VEH WAS IN ACCIDENT NOV.21/05=MY MOTHER WAS COMING TO PARK VEH IN OUR GARAGE AND MY 4 YEAR OLD DAUGHTER WAS IN THE VEH=SHE APPLIED BRAKES WHILE IN THE GARAGE AND VEH KEPT GOING AND THE THOTTLE STUCK AND SHE PUT VEH INTO PARK AND WENT THROUGH GARAGE AND INTO FAMILY ROOM=POLICE REPORT NUMBER WAS FILED IN ST CHARLES COUNTY AND REPORT NUMBER NOT AVAILABLE NOW HOWEVER EITHER FIRE DEPT OR POLICE SAID THE THROTTLE STUCK=I CONTACTED MY INSURANCE COMPANY AND THEY CAN NOT LOOK AT THIS CLAIM FOR 30 DAYS=VEH IS STILL IN THE GARAGE AND MY MOM AND DAUGHTER HAD NO INJURIES=I HEARD THAT DLRSHIP DID THIS RECALL IN DEC.04/05 FOR THROTTLE BUT IT SEEMS LIKE IT WAS NOT DONE IF THIS HAPPENED=SEEKING TOWING COVERAGE AND RENTAL NOWDEALER SAID: PUNDMANN MOTOR2727 W CLAYST CHARLES, MO 63301 TEL: (636) 946-6611=NONECRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP, SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 08178 PUNDMANN MOTOR COMPANY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 26000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 12/12/2005 Action Time: 16.47.13.840 Action Data: No

Comments ACK

Action: INFORMATIONAL CALL/FAX
 Dealer: 08178 PUNDMANN MOTOR COMPANY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 26000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 12/13/2005 Action Time: 15.01.24.282 Action Data: No

Comments LPA CONTACTED CUSTOMER AND LEFT A MSG ON THE ANSWERING MACHINE.

Action: INFORMATIONAL CALL/FAX
 Origin Desc: CONSUMER AFFAIRS - LITIGATION

[REDACTED] 12/21/2005

Dealer: 08178 PUNDMANN MOTOR COMPANY **PREVENTION**
Odometer: 26000 MI **Comm Type:** PHONE
Analyst Name: DUNLAP, KENISHA **Analyst:** KDUNLAP
Action Date: 12/14/2005 **Action Time:** 11.46.11.117 **Action Data:** No

Comments LPA RECEIVED RTN CALL FROM CUSTOMER. THE VEH IS AT DAVE SINCLAIR FORD. CUSTOMER WANTS FORD TO INSPECT IT. THE VEH WAS PURCHASED USED IN 5/05. RECALL 04S25 WAS COMPLETED ON 12/31/05. CUSTOMER HAS HOME DAMAGE TO HER HOME FROM THE VEH RUNNING INTO IT.

Action: INFORMATIONAL CALL/FAX
Dealer: 08178 PUNDMANN MOTOR COMPANY **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 26000 MI **Comm Type:** PHONE
Analyst Name: DUNLAP, KENISHA **Analyst:** KDUNLAP
Action Date: 12/14/2005 **Action Time:** 11.46.45.290 **Action Data:** No

Comments LPA CONTACTED THE BODY SHOP AT DAVE SINCLAIR FORD. MIKE STATED THE REPAIR ESTIMATE IS \$3377.43. HE HAS NOT TAKEN THE VEH APART AS HE WAS INSTRUCTED NOT TO.

Action: REQUEST FOR VEHICLE INSPECTION - EAA
Dealer: 08178 PUNDMANN MOTOR COMPANY **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 26000 MI **Comm Type:** PHONE
Analyst Name: DUNLAP, KENISHA **Analyst:** KDUNLAP
Action Date: 12/14/2005 **Action Time:** 11.47.02.416 **Action Data:** No

Comments LPA REQUESTED AN EAA INSPECTION.

Action: RECEIVE VEHICLE INSPECTION BACK
Dealer: 08178 PUNDMANN MOTOR COMPANY **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION
Odometer: 26000 MI **Comm Type:** PHONE
Analyst Name: DUNLAP, KENISHA **Analyst:** KDUNLAP
Action Date: 12/21/2005 **Action Time:** 09.32.52.985 **Action Data:** Yes

Comments LPA RECEIVED EAA INSPECTION. 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. CQIS REPORT NO. 5LUCM003.

Data Element Name	Data Value
FSE	NO
DEALER	NO

Action: DENY ASSISTANCE - REFER TO INSURANCE CARRIER
Dealer: 08178 PUNDMANN MOTOR COMPANY **Origin Desc:** CONSUMER AFFAIRS - LITIGATION



12/21/2005

Odometer: 26000 MI
Analyst Name: DUNLAP, KENISHA
Action Date: 12/21/2005

Comm Type: PHONE
Analyst: KDUNLAP
Action Time: 09.40.39.572

PREVENTION
Action Data: No

Comments LPA CONTACTED CUSTOMER TO ADVISE THAT THERE WILL BE NO ASSISTANCE FROM FORD AT THIS TIME AND THAT SHE SHOULD CONTACT HER INSURANCE COMPANY. CUSTOMER STATED SHE IS GOING TO PURSUE THIS MATTER AND IS HIRING AN ATTORNEY. THERE ARE NO INJURIES. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.

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ht



12/21/2005

Customer Info

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

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ESP / Recall Information

VIN: 1FMYU02183K [REDACTED]

Contract: 1 of 3

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

Purchaser: CERTIFIED CUSTOMER
 Plan Type: USA 2005 72/75,000 FORD QUALITY CERTIFIED WARRANTY
 Selling Dealer: VALLEY FORD, INC.
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2009-08-29
 Expiration Miles: 75,000
 Plan Year: 2005
 Purchase Type: N
 Options:

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

Cancel Date: Process Date:
 Refund Percent: Dealer Received Date:
 Dealer Credited:

Contract: 2 of 3

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

Purchaser: [REDACTED]
 Plan Type: USA 2005 NEW 72/75,000 EXTRACARE W/ROADSIDE
 Selling Dealer: VALLEY FORD, INC.
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2009-08-29
 Expiration Miles: 75,000
 Plan Year: 2005
 Purchase Type: N
 Options:

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

Cancel Date: Process Date:
 Refund Percent: Dealer Received Date:
 Dealer Credited:

Contract: 3 of 3

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

Purchaser: [REDACTED]
 Plan Type: USA 2005 USED 24/20,000 BASIC MAINT PLAN-NORMAL 5K
 Selling Dealer: VALLEY FORD, INC.
 Deductible:
 Rental:
 Towing Allowance:

Status: Active
 Expiration Date: 2007-05-07
 Expiration Miles: 46,231
 Plan Year: 2005
 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	CLOSE - REPAIRED	2004-12-31	08178USAF53036

[REDACTED] 12/7/2005

OASIS RESULT:

1FMYU02183K

See bottom of the OASIS result for contact ID

12/07/2005
16:23:47

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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 08/29/2003	BUILD DATE 05/23/2003	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 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

0876 - USA 2005 72/75,000 FORD QUALITY CERTIFIED WARRANTY
 STANDARD DEDUCTIBLE: 100
 OWNER NAME: CERTIFIED CUSTOMER
 OPTIONS:
 EXPIRATION DATE: 08/29/2009
 DISTANCE: 75,000
 RENTAL: 28 UP TO 5 DAYS
 TOWING: 0
 CONTRACT SOLD BY: USA 08192
 ESP CONTRACT START DATE: 08/29/2003

0701 - USA 2005 NEW 72/75,000 EXTRACARE W/ROADSIDE
 STANDARD DEDUCTIBLE: 50 USD
 OWNER NAME:
 OPTIONS:
 EXPIRATION DATE: 08/29/2009
 DISTANCE: 75,000
 RENTAL: 28 UP TO 10 DAYS



12/7/2005

TOWING: 0 USD
 CONTRACT SOLD BY: USA 08192
 ESP CONTRACT START DATE: 08/29/2003

0862 - USA 2005 USED 24/20,000 BASIC MAINT PLAN-NORMAL 5K
 STANDARD DEDUCTIBLE: 0 USD
 OWNER NAME: [REDACTED]
 OPTIONS:
 EXPIRATION DATE: 05/07/2007
 DISTANCE: 46,231
 RENTAL: 0 UP TO 0 DAYS
 TOWING: 0 USD
 CONTRACT SOLD BY: USA 08192
 ESP CONTRACT START DATE: 05/07/2005

REPAIR HISTORY

09/19/2005

DEALER: Pundmann Motor Company

WARRANTY CLAIM NUMBER: 394694

ODOMETER: 031398M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
7861202	SEAT BELT BUCKLE END	000	051711A	X2	CONNECTION POOR/NOT MADE
4LBZ78610E22A	KIT-ST BELT PRE/TENS	002			

TEST CIRCUIT REPLACE SEAT BELT PRETENSIONER WIRE HARNESS

09/19/2005

DEALER: Pundmann Motor Company

WARRANTY CLAIM NUMBER: 394694

ODOMETER: 031398M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
SERVICE	VEHICLE MAINTENANCE	000		82	FREIGHT/POSTAGE/MAINTENANCE

1 PERFORM THE SERVICE ABOVE

12/31/2004

DEALER: Pundmann Motor Company

WARRANTY CLAIM NUMBER: 369305

ODOMETER: 022776M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5L8Z 9A758AA	CABLE-ACC PEDAL TO C	001	04S25B		

PERFORM PROGRAM

12/31/2004

DEALER: Pundmann Motor Company

WARRANTY CLAIM NUMBER: 369305

ODOMETER: 022776M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2200	SHOE LINING REAR BRA	000	2001BT	42	DOES NOT OPERATE PROPERLY

1 INSPECT FRONT & REAR BRAKES BOTH OK

[Click Here for Full Warranty History](#)



12/7/2005

END OF OASIS REPORT FOR 1FMYU02183K [REDACTED]
Report Applies to Country Code: USA

[REDACTED]

12/7/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
CE-CENTRAL	53-KANSAS CITY	K	B1	08199	F53080

Dealer Name: DAVE SINCLAIR FORD, INC.
Dealer Address: 7466 S LINDBERGH
 ST LOUIS MO 63125
Dealer Main Phone: 314-892-2600

Position	Employee Name
DEALER/PARTNER	DAVID SINCLAIR
PARTS MANAGER	STEPHEN S WATSON
PARTS MANAGER	RICHARD G HAMPTON
PARTS & SERVICE DIRECTOR	MIKE DETWILER
SALES MANAGER	GARY L BEGGS SR
SALES MANAGER	DANIEL G BAGY
SALES MANAGER	MICHAEL R BECKMAN
SERVICE MANAGER	CHRISTOPHER A ODE

Service Hours 7AM TO 6PM MON THRU FRI

Directions

Trained Y

Additional Information LSG ENROLLED TOWING: 214-894-3250 SUPER SEAL

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12/14/2005

PE12-019 001324 LP

Dealer Information


FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
CE-CENTRAL	53-KANSAS CITY	H	B2	08178	F53036

Dealer Name: PUNDMANN MOTOR COMPANY
Dealer Address: 2727 WEST CLAY
 SAINT CHARLES MO 63301
Dealer Main Phone: 636-946-6611

Position	Employee Name
CUST RELATIONS MGR	MARY ANN BUDROVICH
DEALER/PARTNER	THOMAS E PUNDMANN
PARTS MANAGER	ROGER D BURKEMPER
PARTS & SERVICE DIRECTOR	RICHARD PUNDMANN
SALES MANAGER	JOHN A FOLEY
SALES MANAGER	JIM KAIMANN
SALES MANAGER	STEVEN A PUNDMANN
SALES MANAGER	JOE EGAN
SERVICE MANAGER	KEVIN RICHTER

Service Hours MON - FRI 8:00 AM TIL MIDNIGHT
Directions HWY 70 TO ZUMBEHL EXIT, RIGHT ONTO WEST CLAY
Trained Y
Additional Information

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 12/7/2005

PE12-019 001325 LP



















SENT VIA US MAIL

January 20, 2005

[REDACTED]
Pittsford, NY [REDACTED]

RE: 2002 Ford Escape
VIN: 1FMYU02172K [REDACTED]

Dear [REDACTED]

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

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

Please send the requested information and documents to the address above within thirty (30) business days. If we do not hear from you **within 30 business days** of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed. If you need to contact me or have additional information to submit, I may be reached by phone at (313) 845-5539 or by fax at (313) 845-5668.

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

Sincerely,

Ruth Davis
Consumer Affairs

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU02172K [REDACTED]	2002	ESCAPE	SALE TO INDIVIDUAL UNDER THE X PLAN F & N	Original Owner	Oasis Warranty History
		Open Issues Exist			

Update This Information in Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
44-PITTSBURGH	44-PITTSBURGH	H	C3	07663	F44025

Dealer Name:	FAIRPORT FORD, LLC				
Dealer Address:	71 MARSH ROAD EAST ROCHESTER NY 14445				
Dealer Main Phone:	716-586-4415	Dealer Service Phone:	716-586-4415		

Position	Employee Name
GENERAL MANAGER	WENDY CORTESE
PARTS MANAGER	GLEN T WILMOT
PARTS & SERVICE DIRECTOR	ROBERT TURNER
SALES MANAGER	RICHARD HUGHES
SALES MANAGER	KENNETH E YAW
SALES MANAGER	DONALD H CHAFFIN
SERVICE MANAGER	RICHARD S CLARK



1/20/2005

ESP / Recall Information

VIN: 2FMZA51614B [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

[REDACTED] 1/20/2005

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
44-PITTSBURGH	44-PITTSBURGH	H	C3	07663	F44025

Dealer Name: FAIRPORT FORD, LLC
Dealer Address: 71 MARSH ROAD
 EAST ROCHESTER NY 14445
Dealer Main Phone: 716-586-4415 **Dealer Service Phone:** 716-586-4415

Position	Employee Name
GENERAL MANAGER	WENDY CORTESE
PARTS MANAGER	GLEN T WILMOT
PARTS & SERVICE DIRECTOR	ROBERT TURNER
SALES MANAGER	RICHARD HUGHES
SALES MANAGER	KENNETH E YAW
SALES MANAGER	DONALD H CHAFFIN
SERVICE MANAGER	RICHARD S CLARK

1/20/2005

Customer Info

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

All Action Details for Issue

[Print](#)

VIN: 1FMYU02172K [REDACTED]	Year: 2002	Model: ESCAPE	Case: 1403490195
Name: [REDACTED]	Owner Status: Original	WSD: 2002-08-30	
Symptom Desc: SURGE ACCELERATION HOT ENGINE		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: 07663 FAIRPORT FORD, LLC Origin Desc: US CONCERN CASE BASE
Odometer: 35900 MI Comm Type: PHONE
Analyst Name: MCKENZIE NORMA Analyst: NMCKENZ4
Action Date: 01/19/2005 Action Time: 11.12.29.445 Action Data: No

Comments CUSTOMER SAID: END OF NOVEMBER HIS WIFE HAS A ACCIDENT .DAMAGE TO HER VEH WAS ABOUT \$3000:00 DOLLARS. INSURANCE PAY FOR HTE REPAIR VEH SURGES FORWARD IN THE PARKING LOT AIR BAG DID DEPLOYED. HIS WIFE WAS HURT./BURSES ON HER CHEST. --- COUPLE DAYS LATER SHE WHEN TO THE HOSPITAL. HE MECHANIC FIXED THE VEH BECAUSE IT WOULD ACCELERATE AT A STOP. SIGN AFTER IT WSA FIXED HIS WIFE STILL HAVE THE SAME PROBLEM HE CALL HIS DLRSHIP AND WAS TOLD THERE IS A SAFETY RECALL ON THE VEH HE TOOK THE VEH IN AND IT WAS FIXED. CUST LOST HIS DEDUCTIBLE / AND HIS WIFE GOT HURTHE NEED TO NO WHAT HIS RECOURSE.DEALER SAID: WAS TOLD THEE IS A RECALL ON THE VEHCRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

[REDACTED] 20/2005

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-JAN-2005

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1FMYU02172K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	26-04-02	30-08-02	144041	USA	15	*	1F06	1L8Z	8A080	BB	S09	V83	G29	42
AWS Claim Key:		8476921	Doc #: 66828101		Trx Code:		E84	Labor Hrs:		.7	Labor Cost:		44.28	Material Cost:		51.55	Total Cost:		95.83				
Dir Cd-Sub Cd:		07663-*	Name: FAIRPORT FORD, LLC				Ph:		585-5864415	St: NY		Ctry Cd: USA		Reg Cd:		NA	Repr Date: 12-NOV-2003		DIST (Mile): 19805				
Cust Comments:		CUSTOMER STATES THAT THE AFTER STARTING VEHICLE THE COOLANT LIGHT STAYS ON FOR A FEW MINUTES AND THEN SHUTS OFF																					
Tech Comments:		COOLANT RESIVOIR SENSOR WAS MALFUNCTIONING CHANGED COOLANT RESIVOIR SENSOR. COOLANT RESIVOIR SENSOR OPE RATING NORMALLY NOW.																					
1FMYU02172K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	26-04-02	30-08-02	144041	USA	15	*	5V10	2L8Z	2162	AA	S10	V21	HI9	D1
AWS Claim Key:		8176511	Doc #: 66900201		Trx Code:		E84	Labor Hrs:		.3	Labor Cost:		18.98	Material Cost:		14.39	Total Cost:		33.37				
Dir Cd-Sub Cd:		07663-*	Name: FAIRPORT FORD, LLC				Ph:		585-5864415	St: NY		Ctry Cd: USA		Reg Cd:		NA	Repr Date: 20-NOV-2003		DIST (Mile): 20046				
Cust Comments:		CUSTOMER STATES THAT THE RED BRAKE LIGHT ON DASH COMES ON INTERMITTENTLY.																					
Tech Comments:		CAP AT MASTER CYLINDER LEAKING REPLACE CAP, TOP OFF FLUID LEVEL, ROADTEST OPERATION OK.																					
1FMYU02172K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	26-04-02	30-08-02	144041	USA	26	*	2G02	*	9F472	*	S11	V44	E29	X2
AWS Claim Key:		11726147	Doc #: 136480A		Trx Code:		S07	Labor Hrs:		.7	Labor Cost:		47.11	Material Cost:		0	Total Cost:		47.11				
Dir Cd-Sub Cd:		08462-*	Name: VISION FORD				Ph:		585-3521200	St: NY		Ctry Cd: USA		Reg Cd:		NA	Repr Date: 11-OCT-2004		DIST (Mile): 33291				
Cust Comments:		CHECK ENGINE LIGHT																					
Tech Comments:		REPAIR LOOSE WIRING TO HEGO SENSOR																					
1FMYU02172K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	26-04-02	30-08-02	144041	USA	26	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:		11776148	Doc #: 136480C		Trx Code:		04S13	Labor Hrs:		.4	Labor Cost:		26.92	Material Cost:		0	Total Cost:		26.92				
Dir Cd-Sub Cd:		08462-*	Name: VISION FORD				Ph:		585-3521200	St: NY		Ctry Cd: USA		Reg Cd:		NA	Repr Date: 11-OCT-2004		DIST (Mile): 33291				
Cust Comments:		CUSTOMER REQUEST RECALL 04S13 PCM RE CALBRATION																					
Tech Comments:		PERFROM RECAL																					
1FMYU02172K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	26-04-	30-08-02	144041	USA	29	*	*	*	*	*	SXX	V00	*	*

PE12-019 001342 LP

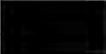
[REDACTED] = 1FMYU02172K [REDACTED]

AWS Claim Key: 12349822 Doc #: 70555101 Trx Code: 04S25 Labor Hrs: .4 Labor Cost: 25.86 Material Cost: 14.81 Total Cost: 40.67
Dir Cd-Sub Cd: 07663-* Name: FAIRPORT FORD, LLC Ph: 585-5864415 St: NY Ctry Cd: USA Reg Cd: NA Repr Date: 27-DEC-2004 DIST (Mile): 35503
Cust Comments: CUSTOMER STATES THAT THEY RECEIVED NOTIFICATION FOR SAFETY RECALL 04S25.
Tech Comments: ON SOME OF THE AFFECTED VEHICLES, IT MAY BE POSSIBLE FOR THE ACCELERATOR CABLE LINER TO MIGRATE OUT OF ACCELERATOR CABLE CHECK OASIS AND VERIFY THAT THIS VEHICLE IS INVOLVED IN SAFETY RECALL 04S25. REPLACE ACCELERATOR CABLE WITH A

Any comments? You can contact



webmaster





**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.

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Tuesday, March 21, 2006 4:16 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Markets

Dealership Name: JOHNSON BROTHERS FORD
Requesting Dealer: JOHNSON BORS. FORD
Contact Person: DEBBIE HUNT
Telephone: 2547731754
Email Address: DEBBIEH@JOHNSONBROSFORD.COM
PA Code: 02453
Region: SOUTHWEST
City: TEMPLE
Dealer State: TX
Fax Number: 254-791-1613
WSD: 05/15/02
Vehicle Year: 2002
Vehicle Model: ESCAPE
Vehicle VIN: 1FMYU01192K [REDACTED]
Mileage: 75618
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: TEMPLE
State: Texas
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 99 - All Regions
Incident Involves: Accident
Date of Incident: 03/20/2006
County in which incident occurred: BELL
Is Alleging Defect: Yes
Alleging defect detail: UNABLE TO STOP VEHICLE-SUDDEN ACCELERATION
Police Report Filed: Yes
Insurance Company Contacted: Y
Insurance Company Advice: THEY CAME TO THE DEALERSHIP TO DISCUSS A MANUFACTURERS DEFECT
Insurance Company Contact Information: GEICO
Coach Builder State: AK - Alaska
Resolution Sought Detail: UNKNOWN
Comments: CUSTOMER HAD REQUESTED A DIAGNOSIS. DEALERSHIP FOUND THE CRUISE CONTROL CABLE STICKING. CUSTOMER IS SCARED THAT THE VEHICLE WILL DO THE SAME THING, EVEN AFTER IT IS REPAIRED.

3/21/2006

Customer Info

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

Ford Confidential

[REDACTED]

3/23/2006

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
SW-SOUTHWEST	52-DALLAS	Q	B4	02453	F52481

Dealer Name: JOHNSON BROTHERS FORD, LTD.
Dealer Address: 503 NORTH GENERAL BRUCE
 TEMPLE TX 76504
Dealer Main Phone: 254-773-5258

Position	Employee Name
DEALER/PARTNER	JAMES H ADAMS
GENERAL MANAGER	KENNETH M MC CARTY
PARTS MANAGER	JEAN C PROULX
SALES MANAGER	TERRY L COOPER
SALES MANAGER	EDDY T YOUNG
SALES MANAGER	JEFF DePalma
SERVICE MANAGER	DEBBIE HUNT

Ford Confidential

3/23/2006

ESP / Recall Information

VIN: 1FMYU01192K [REDACTED]

Contract: 1 of 1

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

Purchaser: HONA MATTHEWS
 Plan Type: USA 2002 NEW 60/100,000 PREMIUMCARE W/ROADSIDE ASSIST.
 Selling Dealer: RUSSELL & SMITH FORD, INC.
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2007-05-15
 Expiration Miles: 100,000
 Plan Year: 2002
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - FORCE COMPLE		
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2005-02-04	02453USAF52481

[REDACTED] 3/23/2006

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU01192K [REDACTED] Vch Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-06] Eng Serial No: 377354086
 Model Year: 2002 Market Derived: F - FORD 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: * 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

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 22-APR-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 152026 - *
 Country: USA - ##### Selling Dlr St/Prov: TX
 Buyer St/Prov: *

Arrival Date: 29-APR-2002 Red Carpet Lease: *
 Sale Date: 15-MAY-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 15-MAY-2002 Modified Vehicle: *
 Orig Warranty Date: 15-MAY-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 1012KD33104310337 6 C 2 28C6811 0C B 196 7A 5 3 06 5 853A N 52C026L 1 PX WHA 3 1
 1FMY9C3 120A 814TX

INSTALLED OPTION INFORMATION:

PE12-019 001350 LP

[REDACTED] =1FMYU01192K [REDACTED]

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:	PNPDW - DARK HIGHLAND GREEN C/C
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	MH - AM/FM STR/CSTE/CD/CLK
Calibration Code:	2M11A30A	Sound System:	AA -LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000HH - MED DK PARCHMENT	Tire Brand:	AD - GENERAL
Delivery Type:	0	Tire Size:	D3GTQ -P225/70R 15 BSW A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:	
Fuel Type:	AF -UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: ACUU_4601302 RF: ACUU_4601302
 LR: ACUU_4601302 RR: ACUU_4601302
 LI: * RI: *
 SPARE: HY891R91302

ESP INFORMATION: EMISSIONS INFORMATION:

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



Standard Claims List For Model Year 2002

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)
1FMYU01192K [REDACTED]	T/M1	F	T/WE	T/FF	T/A	AJ	T/DJ	T/LD	22-APR-2002	15-MAY-2002	152026	USA	1	71.01	130601	Y1.8Z	13832	AB	A34	46	1102
AWS Claim Key:		1509392	Trx Code:		1	Labor Hrs:		1.5													
Dir Cd-Sub Cd:		04572 - *	Name:		RUSSELL & SMITH FORD, INC.		Ph:	713-6634111	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		30-MAY-2002	Doc #: 00797551			
Cust Comments:		CUST STS HORN IS INOP																			
Tech Comments:		VERIFIED HORN WAS INOP PERFORMED PPT PER SYMPTOM CHART HOOKED UP NGS AND SELFTESTED GEM MODULE SYSTEM PASSED VERIFIED 20AMP FUSE WAS BLOWN REPLACED FUSE ACTUATED HORN AND FUSE POPPED REMOVED CENTRAL JUNCTION BOX TO ACCESS FOR TESTING CKT 1 FOR SHORT TO GROUND REMOVED FRONT BUMPER COVER TO TEST CKT MEASURED RESISTANCE AT C1101 AND C1102 RESIS 0.07OHMSTESTED HORNS VERIFIED SHORTED HORN REPLACED HORNS																			
1FMYU01192K [REDACTED]	T/M1	F	T/WE	T/FF	T/A	AJ	T/DJ	T/LD	22-APR-2002	15-MAY-2002	152026	USA	1	7S02	180102	*	14401	*	L26	X1	1102
AWS Claim Key:		1521142	Trx Code:		1	Labor Hrs:		2.1													
Dir Cd-Sub Cd:		04572 - *	Name:		RUSSELL & SMITH FORD, INC.		Ph:	713-6634111	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		30-MAY-2002	Doc #: 00797552			
Cust Comments:		CUST STS BLINKER LIGHTS ARE PERMANATELY STAYING ON. ALL FOUR POINTS																			
Tech Comments:		VERIFIED BINKERS WOULD STAY ON AND NOT FLASH PERFORMED PPT PER SYMPTOMCHART REMOVED MULTIFUNCTION SWITCH TO PERFORM DASH SWITCH ASSEMBLIES TEST OK REMOVED HEAD LIGHT SWITCH TO TEST OK TRACED OUT CKTS 8,1057,1058TESTED FOR POWER OK REMOVED ELECTRONIC FLASHER FUSE TO TEST VERIFIED CKT383 HAD NO POWER CHECK FUSE WAS BLOWN REPLACED VERIFIED SHORT TO GROUND TRACED OUT SHORT AT DASH BRACE REPAIRED AND RE																			
1FMYU01192K [REDACTED]	T/M1	F	T/WE	T/FF	T/A	AJ	T/DJ	T/LD	22-APR-2002	15-MAY-2002	152026	USA	11	1F06	030304	Y1.8Z	8100	AA	1.85	D8	22401
AWS Claim Key:		4985051	Trx Code:		E84	Labor Hrs:		0.5													
Dir Cd-Sub Cd:		04572 - *	Name:		RUSSELL & SMITH FORD, INC.		Ph:	713-6634111	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		19-MAR-2003	Doc #: 03345451			
Cust Comments:		HAS HAD TO ADD COOLANT 2 X RECENTLY																			
Tech Comments:		VERIFIED CONCERN. PRESSURE TEST COOLING SYSTEM T 16LBS FOR 15 MIN FOUND RAD CAP LEAKING REPLACED RAD CAP AND RETESTED CONCERN NO LONGER PRESENT.																			
1FMYU01192K [REDACTED]	T/M1	F	T/WE	T/FF	T/A	AJ	T/DJ	T/LD	22-APR-2002	15-MAY-2002	152026	USA	17	1H03	030804	2F1Z	91460	AA	1.79	42	37693
AWS Claim Key:		7452127	Trx Code:		0711D	Labor Hrs:		1.7													
Dir Cd-Sub Cd:		04572 - *	Name:		RUSSELL & SMITH FORD, INC.		Ph:	713-6634111	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		18-SEP-2003	Doc #: 04864151			

PE12-019 001352 LP

Cust Comments:	THE CHECK ENGINE LIGHT IS COMING ON WHILE DRIVING REPORT PLEASE 50 DED																
Tech Comments:	EEC V DIAG.,SELF TEST, CODE P0402,NGS DCL DISPLAY DIAG.,NGS RECORD MONITOR,PINPOINT TEST,REPL. DPFE SENSOR (OUT OF RANGE),REPROGRAMMED PCM,ROAD TEST,RETEST																
IFMYU01192K [REDACTED]	T/M1	F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	22-APR-2002	15-MAY-2002	152026	USA	17	2E03 030403	YF1Z 9F715 AA D02 41 38432		
AWS Claim Key:	7506727	Trx Code:	0711D	Labor Hrs:	1.6												
Dir Cd-Sub Cd:	04572 - *	Name:	RUSSELL & SMITH FORD, INC.		Ph:	713-6634111		St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	26-SEP-2003	Doc #:	04931651
Cust Comments:	ENGINE WILL ONLY STAY RUNNING IF ACCELERATOR IS APPLIED																
Tech Comments:	EEC V DIAG.,SELF TEST,NO DTC,FUEL PUMP TEST (48 PSI),NGS DCL DISPLAY DIAG.,NGS RECORD MONITOR,PINPOINT TEST,REPL. STICKING IDLE AQIR CONTROL VALVE,ROAD TEST,RETEST																
IFMYU01192K [REDACTED]	T/M1	F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	22-APR-2002	15-MAY-2002	152026	USA	17	6J09 011401	XS4Z 11582 AA L13 42 39816		
AWS Claim Key:	7612132	Trx Code:	0711D	Labor Hrs:	2												
Dir Cd-Sub Cd:	02453 - +	Name:	JOHNSON BROTHERS FORD, LTD.		Ph:	254-7735258		St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	06-OCT-2003	Doc #:	15948101
Cust Comments:	KEY WONT TURN IN IGNITION LOCK CYL																
Tech Comments:	1 CHECK IGN,CYLINDER IS BROKEN UP AND STUCK.,DRILL OUT OLD CYLINDER,REKEY NEW CYLINDER AND INSTALL.																
IFMYU01192K [REDACTED]	T/M1	F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	22-APR-2002	15-MAY-2002	152026	USA	20	6J01 011404	2W4Z 5421813 CA L19 41 43172		
AWS Claim Key:	8487366	Trx Code:	0711D	Labor Hrs:	1.2												
Dir Cd-Sub Cd:	02453 - *	Name:	JOHNSON BROTHERS FORD, LTD.		Ph:	254-7735258		St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	12-DEC-2003	Doc #:	16247301
Cust Comments:	OWNER REPORTS ALARM SYSTEM ACTIVATES FOR NO REASON, BY ITSELF IN THE PARKING LOT AT WORK																
Tech Comments:	PERFORMED ELECT DIAG, NO CODES FOUND, USED NGS AND CHECKED ALARM HISTORY, FOUND DRIVERS DOOR SUSPECT. PERFORMED B C E REPLACED DRIVERS DOOR LATCH TESTED. ALL OK.....41 DOOR LATCH WAS ORDERED AND CAME IN, WOULD NOT HOOK UP TO THE DOOR DUE TO PLASTIC ON NEW LATCH BEING																
IFMYU01192K [REDACTED]	T/M1	F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	22-APR-2002	15-MAY-2002	152026	USA	20	2G04 031401 *	12A650 * D13 42 43172		
AWS Claim Key:	8471390	Trx Code:	S07	Labor Hrs:	1.2												
Dir Cd-Sub Cd:	02453 - +	Name:	JOHNSON BROTHERS FORD, LTD.		Ph:	254-7735258		St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	12-DEC-2003	Doc #:	16247302
Cust Comments:	RUNNING ROUGH, SURGES ON ACCEL, STARTED 3 WEEKS AGO, NO CFL																
Tech Comments:	PERFORMED WDS DIAG, NO CODES FOUND, MONITORED PIDS. ALL OK. PERFORMED IGNITION SYSTEM DIAG, NO FAILED COMPONENTS FOUND REPROGRAMMED WITH LATEST PCM UPGRADE AND RETESTED. ALL OK42																
IFMYU01192K [REDACTED]	T/M1	F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	22-APR-2002	15-MAY-2002	152026	USA	34	* * * * *	* * * * * 58802		
AWS Claim Key:	12704789	Trx Code:	04S25	Labor Hrs:	0.4												

PE12-019 001353 LP



IFMYU01192K [REDACTED]

Dir Cd-Sub Cd:	02453 - *	Name:	JOHNSON BROTHERS FORD, LTD.	Ph:	254-7735258	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	04-FEB-2005	Doc #:	17972401
Cust Comments:	ALL 2002 THROUGH 2004 MODEL YEAR LEFT HAND DRIVE (LHD)ESCAPE VEHICLES EQUIPPED WITH 3.0L ENGINES.														
Tech Comments:	SOME OF THE AFFECTED VEHICLES, IT MAY BE POSSIBLE FOR THE ACCELERATOR CABLE LINER TO MIGRATE OUT OF THE ACCELERATOR REPLACE ACCELERATOR CABLE 3.0L ENGINE 04S25B .4														
IFMYU01192K	█	T/M1	F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	22-APR-2002	15-MAY-2002	152026	USA	44	5G06 050302 YL8Z 1215 AA H44 14 72664
AWS Claim Key:	14681378	Trx Code:	0711D	Labor Hrs:	2.4										
Dir Cd-Sub Cd:	02453 - *	Name:	JOHNSON BROTHERS FORD, LTD.	Ph:	254-7735258	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	01-DEC-2005	Doc #:	19244901
Cust Comments:	OWNER REPORTS LOUD GRINDING NOISE FROM FRONT BRAKE AREA OCCURS WHEN WARM, AFTER DRIVING AWHILE, WHEN ROLLING , DRIVING, GETS LOUDER WHEN BRAKES APPLIED														
Tech Comments:	I VERIFIED CONCERN. NVH DIAG FOUND NOISE FROM FRONT WHEEL BEARINGS. REPLACED BOTH FRONT WHEEL BEARINGS AND RETESTED OK. REQ LABOR OP FOR NVH DIAG AND 3.2 HR M TIME FOR REPAIRS. CC14.														
IFMYU01192K	█	T/M1	F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	22-APR-2002	15-MAY-2002	152026	USA	44	2E03 030403 YF1Z 9F715 AA D21 69 72664
AWS Claim Key:	14681377	Trx Code:	0711D	Labor Hrs:	0.9										
Dir Cd-Sub Cd:	02453 - *	Name:	JOHNSON BROTHERS FORD, LTD.	Ph:	254-7735258	St:	TX	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	01-DEC-2005	Doc #:	19244903
Cust Comments:	ENGINE STARTS THEN DIES D21														
Tech Comments:	VERIFIED CONCERN. NO CODES RETRIEVED, FUEL PRESSURE AND IGNITION SYS TESTS PASSED. DIAG BY SYMPTOM FOUND IAC DEFECTIVE. REPLACED AND RETESTED OK. REQ LABOR OPS FOR DIAG AND REPAIRS. CC69.														

PE12-019 001354 LP

█ =IFMYU01192K █

Action Detail

VIN: 1FMYU01192K [REDACTED] Year: 2002 Model: ESCAPE Case: 286340816
Name: [REDACTED] Owner Status: Subsequent WSD: 2002-05-15
Symptom Desc: ENG SPEED-UP SUDDEN ACCEL ALL ENGINE TEMP Primary Phone: [REDACTED]
Reason Desc: LEGAL - ACCIDENT Secondary Phone:
Issue Type: 07 LEGAL Issue Status: OPEN Dealer: JOHNSON BROTHERS FORD, LTD.
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD P & A Code: 02453
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT
Odometer: 75618 MI Comm Type: EMAIL
Action Date: 03/22/2006 Action Time: 07:57:13.643 Action Data: Yes
Analyst Name: LEICH,CHERIE Analyst: GLEICH

COMMENTS: *****PRODUCT LIABILITY*****EMAIL RECEIVED 3-21-06.DEALER CONTACT: DEBBIE HUNT.
CUSTOMER ALLEGES VEHICLE EXPERIENCED SUDDEN ACCELERATION AND SHE WAS UNABLE TO STOP THE VEHICLE,
CAUSING AN ACCIDENT.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Ford Confidential

[REDACTED] 3/23/2006



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)			
1FMYU93184K		T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	20-OCT-2003	01-APR-2004	156200	USA	0	6Y06	100107	*	FUEL	*	A9*	51	1		
AWS Claim Key:		96890	Trx Code:		L63	Labor Hrs:		0																
Dlr Cd-Sub Cd:		03140 - *	Name:			PHIL LONG FORD, LLC			Ph:	719-6336661		St:	CO	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	30-OCT-2003		Doc #:	64897901
Cust Comments:		SHORT 4.0 GALLONS																						
Tech Comments:		FILLED TO INVOICED AMOUNT																						

All Action Details for Issue

Print

VIN: 1FMYU93184K [REDACTED] Year: 2004 Model: ESCAPE Case: 533120874
 Name: [REDACTED] Owner Status: Subsequent WSD: 2004-04-01
 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: 07933 WORTHINGTON FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 22000 MI Comm Type: PHONE
 Analyst Name: HOWELL KIM Analyst: KHOWELL4
 Action Date: 03/02/2005 Action Time: 10.12.33.579 Action Data: Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
[REDACTED]		[REDACTED]		CHILD

Comments CUSTOMER SAID: -SHE WAS DRIVING THE VEH WHEN SHE LOST CONTROL OF THE VEH -SHE WENT THROUGH A FENCE THEN ONTO RAILROAD TRACKS-HER FRONT WHEELS THEN WENT OVER A TWO FOOT WALL,AND THEN SHE WENT THROUGH ANOTHER FENCE-THE VEH IS CURRENTLY AT AN AUTO BODY SHOP- WHEN HER HUSBAND CAME OUT TO THE ACCIDENT AND TRIED TO MOVE THE VEH HE COULD NOT FEEL ANY BRAKES-SHE WAS ALSO ADVISED BY THE S/A AT WORTHINGTON FORD THAT THE ACCELERATOR CABLE COULD HAVE BEEN THE CAUSE FOR HER NOT BEING ABLE TO STOP HER VEH -IF THE RECALL(04S25) IS THE REASON FOR HER ACCIDENT SHE DOES NOT WANT THE VEH BACK UNTIL IT IS REPAIRED PROPERLY*****ACCIDENT***** - DATE OF THE ACCIDENT.FEB 3, 2005- WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT.THE ACCELERATOR CABLE - LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED. SAN PEDRO,CA - WHETHER OR NOT THERE WAS A POLICE REPORT FILED.YES- IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE. N/A-THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED. FILED IN LOS ANGELES COUNTY IN CALIFORNIA,NO POLICE REPORT NUMBER - WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY. YES - IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM. REPAIRS ARE BEING COVERED BY INSURANCE COMPANY - WHETHER OR NOT THE VEHICLE IS REPAIRABLE.YESDEALER SAID: -THE RECALL ON THE ACCELERATOR CABLE COULD HAVE BEEN WHY YOU WERE NOT ABLE TO STOP THE VEH (S/A AT WORTHINGTON FORD)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.-CAC ADVISED CUST OF THE ABOVE INFO

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 07933 WORTHINGTON FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 22000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 03/03/2005 Action Time: 17.15.36.270 Action Data: No

Comments LPA SPOKE WITH THE CUSTOMER MS. SCOTT..SHE ADVISED THE UNIT IS AT A NON-FORD SHOP AUTHORIZED FOR REPAIRS BY THE INSURANCE COMPANY..SHE WANTED TO KNOW IF THE ACCELERATOR CABLE RECALL IS THE CAUS OF HER ACCIDENT..LPA ADVISED THE RECALL IS OPEN ON HER UNIT..THE

ACCIDENT IS AN INSURANCE ISSUE AND THE INSURANCE COMPANY CAN SUBROGATE FORD IF THEY CHOOSE

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 07933 WORTHINGTON FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 22000 MI

Comm Type: PHONE

Analyst Name: VALMA SANDERS
(VSANDERS)

Analyst: VSANDERS

Action Date: 03/03/2005

Action Time:
17.16.13.197

Action Data: No

Comments LPA SENT THE INSURANCE COMPANY IS ALREADY INVOLVED LETTER

COPY

Sent Via US Mail

March 3, 2005

[REDACTED]
Ford Carson, CO [REDACTED]

RE: 2004 Ford Escape
VIN: 1FMYU93184K [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

Action List

Date	Origin	Description
03/02/05	CACI38	ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
03/03/05	CALGL	MAKE OUTBOUND CALL TO CUSTOMER
03/03/05	CALGL	REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] FORT CARSON CO [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
1FMYU93184K [REDACTED]	2004	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
		No Open Issues			

OASIS RESULT:

1FMYU93184K [REDACTED]

See bottom of the OASIS result for contact ID

03/03/2005
17:16:43

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION

2004 ESCAPE

TRANSMISSION

CD4E AUTO TRANSAXLE

BODY STYLE

4 DR XLT MPV 4X4

AXLE CODE

69

ENGINE

3.0L EFI DOHC

ENGINE CALIBRATION

3M11D30A

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE

04/01/2004

BUILD DATE

10/20/2003

SALE MILEAGE

▶ WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

▶ OUTSTANDING FIELD SERVICE ACTIONS

04S25

3.0L LHD ACCELERATOR CABLE REPLACEMENT

04C09

LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING 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 1FMYU93184K [REDACTED]

ESP / Recall Information

VIN: 1FMYU93184K [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		

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:		

VEHICLE DETAIL

VIN: 1FMYU93184K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: DARK SHADOW GREY CC
 Year: 2004 Calibration: 3M11D30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 4/1/2004
 GCWR: Vehicle Build Date: 10/20/2003
 PEP Code: 400A

Selling Dealers Name: PHIL LONG FORD, LLC
 Selling Dealers P & A Code: 03140 Selling Dealers Sales Code: F56200
 Selling Dealers Main Phone: 719-575-7100 Selling Dealers Service Phone: 719-575-7440

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 4 K B 2 1 1 9 9 1 0 3 3 7 P 6 4 2 1 8 J 6 8 0 9 I J E 4 6 9 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 6 3 2 X 5 5 8 S G B B N 5 6 D 2 0 0 E 3 C X 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 8 8 8 4 0 0 A 9 1 4 C O 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	B	C1	07933	F71051

Dealer Name:	WORTHINGTON FORD				
Dealer Address:	2950 BELLFLOWER BLVD. LONG BEACH CA 90815				
Dealer Main Phone:	562-420-3333	Dealer Service Phone:	562-420-3333		

Position	Employee Name
DEALER/PARTNER	RODNEY WORTHINGTON
DEALER/PARTNER	EILEEN WORTHINGTON
GENERAL MANAGER	GERALD A HANSINK
GENERAL MANAGER	KATHY HANSINK-KELLEY
PARTS MANAGER	DAVID HIGGINS
SALES MANAGER	ARMAND GREGORY
SALES MANAGER	NEAL K HUCKLES
SALES MANAGER	RICHARD D BRENNER
SALES MANAGER	MARTY GOBLE
SALES MANAGER	JACKI L GILKEY
SALES MANAGER	JAMSHID AHMADPOUR
SALES MANAGER	KAMRAN AHMADPOUR
SALES MANAGER	JOSE TOTENGCO
SALES MANAGER	MANUEL R SOTO
SALES MANAGER	SERGIO ARIAS
SERVICE MANAGER	L. D CRABTREY
SERVICE MANAGER	DAVID L MUHLENKAMP



ATTENTION:

LOURDES

3-15-05

FONSECA-NEARON

LOURDES,

GOOD MORNING. [REDACTED] VEHICLE IS UNDER REPAIR RIGHT NOW. ATTACHED IS OUR LLANO FORD/RATLIFE AUTO ESTIMATE,

REQUEST SPECIFICS FROM AS TO HOW TO FILE A CLAIM FOR THIS. YOU MENTIONED A P53 CODE WHICH I AM NOT FAMILIAR WITH AND CANNOT FIND IN MY WARRANTY AND/OR ACES MANUALS. ALSO, APPROVAL CODE IF NEEDED AND WHATEVER OTHER SPECIFICS NEEDED TO GET THIS CLAIM PAID. PLEASE ADVISE AT YOUR CONVENIENCE

THANK YOU VERY MUCH AND HAVE A GREAT DAY.

T HANKS,

PAUL SAUVEUR

LLANO FORD MERCURY

POA - 04568

1-325-247-3334

FAX 1-325-247-5734



LLANO FORD-MERCURY, INC.



200 Highway 71 East • P.O. Box 247
Llano, Texas 78643-0247
915-247-3334

ESTIMATE OF REPAIRS

Page 1 of 1

Date 3-10-05

Owner: [REDACTED]			Address: [REDACTED]		
Year: <u>2003</u>	Make: <u>FORD</u>	Model: <u>Escape</u>	License No.:	V.I.N.:	Mileage:
Paint Codes:		Striping Code:		Trim Code:	Prod. Date:

Line No.	Repair	Replace	DETAILS OF REPAIR	PARTS	Labor Time	Radish Time	LABOR	SUBLET/MISC.
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Front Cover	482-170957-EAB	287	95	8	
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Tram bracket	482-17A285-BB	215	53	2	
3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Drill	482-17B968-BA	148	28	1.1	
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Hood				20	4.1
5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	A Pilln				10	1.2
6								
7								
8			Open & Blend					1.0
9			Ugarden Waste Removal	500				
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								

Insurance Co.:	TOTALS	5,163
Adjuster:	Phone:	
INSURED PAYS \$ _____	INSURANCE CO. PAYS \$ _____	R.O. NO. _____
INSURANCE CHECK PAYABLE TO _____		
The above is an estimate, based on our inspection, and does not cover additional parts or labor which may be required after the work has been opened up. Occasionally, after work has started, worn, broken or damaged parts are discovered which are not evident on first inspection. Quotations on parts and labor are current and subject to change. Estimate good for 30 days.		
AUTHORIZATION FOR REPAIRS. You are hereby authorized to make the above specified repairs to the car described herein.		
SIGNED _____	DATE _____	

PARTS	458	16
LABOR	229	50
MATERIAL	214	20
PAINT	283	50
TOWING		
SUBLET/MISC.	HWD	500
SUB TOTAL		
TAX	55	47
GRAND TOTAL	1245	83

San Sabo Printing 915/772-3825

3-8-05

ATTENTION:

LOURDES

3 PAGES to
Follow.

THANKS,

PAUL

SAUVAGE

LLAND

FORD MERC

PAK 04568

1-325-247-3884

FAX 1-325-247-5734

CONSUMER AFFAIRS

DIAL 845 5668 TO 613052475734

P.02.14



Consumer Affairs
March 2005

P.O. Box 6248, Motor
Dearborn, MI 48126 US

*Sent Via Facsimile

[Redacted]
Stonewall, TX [Redacted]

Re: 2003 Escape
VIN: 1FMYU06173K [Redacted]

Dear [Redacted]

Thank you for contacting us regarding your vehicle concerns.

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 by Lland Ford-Mercury. Upon acceptance of this offer, you will be required to sign the attached release.

To formally accept this offer, please sign and return this verification to me along with the signed release via fax at (313) 845-5668 within ten (10) days of the receipt of this letter. If you have any questions regarding this issue, please contact me at (313) 845-4583.

(X) [Redacted Signature]

Respectfully yours,

Lourdes Fonseca-Nearon
Lourdes Fonseca-Nearon
Consumer Affairs



GENERAL RELEASE OF ALL CLAIMS

Regarding VIN #1FMYU03173K [REDACTED], I, [REDACTED] for the sole consideration of a repair receipt of which is hereby acknowledged, hereby release and discharge Ford Motor Company "Ford" and Llano Ford-Mercury (their affiliates, subsidiaries, employees, agents, representatives, successors, assign, insurers, suppliers and dealers, (collectively Releasees), from all claims, accounts, actions, proceedings and sums of which I had or may have or that my spouse, assigns, heirs, executors or administrators had or may have against said Releasees by reason of any action, omission, or event, presently known or unknown, up to and including the date of this Release.

This Release expressly includes, but shall not be limited to, all such claims, or other rights for damages, losses, injuries, or consequences, to person or property or both, that may be based upon or arise out of the inadvertent movement to the above mentioned vehicle. I hereby acknowledge full settlement and satisfaction of all claims, which I have or may have against Releasees by reason of the alleged non-conformity or repair thereof.

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

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

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

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

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

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

Signed this 8th day of March, 2005.

[Redacted]

[Redacted]

STONEWALL, TX
Address

[Redacted]

[Redacted]

Witness

[Redacted]

LIANO, TX
Address

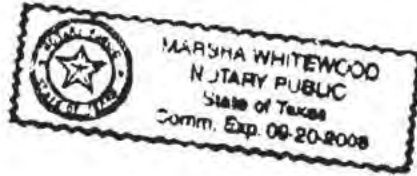
[Redacted]

(Please Affix Seal above)

Subscribed and sworn to before me this
8th day of June, 2005

Marsha White Wood
(Notary Public)

09-20-2008
(Commission Expiration Date)



ATTENTION: LOURDES

3 8 5

PAGE 1 OF 2

L. Mendes,



has received approval

and we will pay back to you.

Our Ford Mercury does not have a body shop. Our sister dealership Fattiff Auto does the body work. They would do it or customer is requesting if body shop who did estimate you received can do work. Also need estimate for labor to us. Fattiff Auto does work estimate could vary from one you received.

Would we receive check, file warranty claim with approval code for you, credit on statement, etc?

Or, check directly to customer or performing body shop?

After you receive paperwork

back from [REDACTED], at your
convenience please advise me as
to how to proceed.

Thank you very much
for your time and obvious
concern for good customer
relations. Have a great day.

Thanks,

Paul

PAUL SAUVEUR

LANO FORD MERCURY

P&A - 04568

1-325-247-3570

1-325-247-5734 FAX

1994 2042

Action Detail

VIN: 1FMYU03173K [REDACTED]	Year: 2003	Model: ESCAPE	Case: 1529250565
Name: [REDACTED]	Owner Status: Original	WSD: 2002-12-21	
Symptom Desc: EXT TRIM/ACCESSORY BUMPER/FACIA APPEARANCE		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: LLANO FORD-MERCURY, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 04568	
Action Desc: CLOSING COMMENTS - DEALER AUTHORIZATION CODE PENDING			
Odometer: 60000 MI	Comm Type: FAX		
Action Date: 03/07/2005	Action Time: 14:29:48:753	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: DEALERSHIP WILL CALL LPA FOR AUTHORIZATION CODE.

[REDACTED] 3/7/2005

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGE	CMR#	STATUS
08	03-07	14:42	2475734	G3--S	02'09"	004	013	OK



FORD CUSTOMER SERVICE DIVISION

Lourdes Fonseca-Nearon

FAX TRANSMITTAL

Date : March 7, 2005

Number of Pages: 4 (including cover sheet)

TO: Paul Sauveur

LOCATION: Llano Ford-Mercury

PHONE: 800-880-5734

FAX: 325-247-5734

SUBJECT: [REDACTED]

Hi Paul, could you please have [REDACTED] sign the attached paperwork? Fax back to me and then you can begin repairs.

Thanks,

Lourdes

Lourdes Fonseca-Nearon

Ford Consumer Affairs Section
Owner Relations Operations
16800 Executive Dr.
Regent Court Bldg. Suite #NE-327
Dearborn MI 48126-4207
Phone 313-845-4583
Fax 313-845-5668



GENERAL RELEASE OF ALL CLAIMS

Regarding VIN #1FMYU03173K [REDACTED], I [REDACTED] for the sole consideration of a repair receipt of which is hereby acknowledged, hereby release and discharge Ford Motor Company "Ford" and Llano Ford-Mercury (their affiliates, subsidiaries, employees, agents, representatives, successors, assign, insurers, suppliers and dealers, (collectively releasees), from all claims, accounts, actions, proceedings and sums of which I had or may have or that my spouse, assigns, heirs, executors or administrators had or may have against said Releasees by reason of any action, omission, or event, presently known or unknown, up to and including the date of this Release.

This Release expressly includes, but shall not be limited to, all such claims, or other rights for damages, losses, injuries, or consequences, to person or property or both, that may be based upon or arise out of the inadvertent movement to the above mentioned vehicle. I hereby acknowledge full settlement and satisfaction of all claims, which I have or may have against Releasees by reason of the alleged non-conformity or repair thereof.

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

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

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

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

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

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

Signed this ____ day of _____, _____.

Carol Meier

Address

Witness

Address

(Please Affix Seal above)

Subscribed and sworn to before me this
_____ day of _____, 2005

(Notary Public)

(Commission Expiration Date)



Consumer Affairs
March 7, 2005

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

*Sent Via Facsimile

[REDACTED]
Stonewall, TX [REDACTED]

Re: 2003 Escape
VIN: 1FMYU03173K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle concerns.

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 by Llano Ford-Mercury. Upon acceptance of this offer, you will be required to sign the attached release.

To formally accept this offer, please sign and return this verification to me along with the signed release via fax at **(313) 845-5668** within **ten (10) days** of the receipt of this letter. If you have any questions regarding this issue, please contact me at (313) 845-4583.

(X) _____

Respectfully yours,

Lourdes Fonseca-Nearon
Consumer Affairs



FRONT SHOP

PHONE NO. 630 644 5575

Feb. 11 2005 10:15 AM

STONEWALL BODY SHOP
14407 HWY 290 PO BOX 282
STONEWALL, TX 76671
630-644-5575

335 747 5734

CD LOC NO 1013-1 DATE 02/11/05

SHOP: STONEWALL BODY SHOP
ADDRESS: PO BOX 282
CITY STATE: STONEWALL, TX
ZIP: 76671

INSR DATE: 02/11/05
CONTACT: LARRY
PHONE 1: 630 644-5575

OWNER: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE: STONEWALL, TX
ZIP: [REDACTED]

HOME PHONE: [REDACTED]
WORK PHONE: [REDACTED]

POINT OF IMPACT: 2

LIC#: STATE: VIN: 1FMYU03173K [REDACTED]
BODY COLOR: MILEAGE:
CONDITION: ACCTNG CTL#:

DRIVEABLE: YES VEH. INSP#:

- *=USER-ENTERED VALUE
- EC=REPLACE ECONOMY
- EU=REPLACE SALVAGE
- PM-PXN REMAN/REBUILT
- IT-PARTIAL REPAIR
- BR-BLEND REFINISH
- SB-SUBLET
- P-CHECK
- UP-UNRELATED PRIOR
- E=REPLACE OEM
- UC=RECONDITIONED PRT
- EP=REPLACE PXN
- TE-PARTL REPL PRICE
- I-REPAIR
- TT-TWO-TONE
- N-ADDITIONAL LABOR
- AA-APPEAR ALLOWANCE
- NG=REPLACE NAGS
- UM-REMAN/REBUILT P
- PC-PXN RECONDITIONE
- ET-PARTL REPL LABOR
- L-REFINISH
- CG-CHIPGUARD
- RI-R&I ASSEMBLY
- RP-RELATED PRIOR

2003 FORD ESCAPE XLT POPULAR 4DOOR WAGON 60YL GASOLINE 3.0
CODE: F7103C/C OPTNS C 24ACDLOR

- OPTIONS:
- TWO-STAGE - EXTERIOR SURFACES
 - BUMPER COVER MOUNTED FOG LAMPS
 - PRIVACY GLASS
 - AIR CONDITIONING
 - CRUISE CONTROL
 - TWO-STAGE - INTERIOR SURFACES
 - DRIVER POWER SEAT
 - ANTI-LOCK BRAKE SYSTEM
 - AUTOMATIC TRANS

OP	GD	MC DESCRIPTION	MFG PART NO.	PRICE	AMT	BT	HC	R
----	----	----------------	--------------	-------	-----	----	----	---

67023 6024 0477 82523 8031 0027/5

-800-372-3673

FROM : Stonewall Body Shop

PHONE NO. : 830 644 5575

Feb. 11 2005 01:00PM

2003 FORD ESCAPE XLT POPULAR 4DOOR WAGON
CD LOG NO 1013-1

Mileage 61376

E 001	COVER, FRONT BUMPER	YL8Z17D957EAB	267.95	8 1
E 0012	BRKT, FRONT LIC PLATE	YL8Z17A385BB	21.83	2 1
E 0016	GRILLE ASSEMBLY	YL8Z17B968BA	148.38	1 1
E 0013	PANEL, HOOD	REPAIR		0*1
L 0063 13	PANEL, HOOD	REFINISH		4
L 0113	PILLAR HINGE	REPAIR		0*1
L 0163	PILLAR, HINGE	LT REFINISH		4
SB M60	HAZARD. WSTE. REM.	SUBLET REPAIR	5.00*	1

8 ITEMS

MC MESSAGE(S)

07 STRUCTURAL PART AS IDENTIFIED BY I-CAR

13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS	458.1
PAINT MATERIAL	137.8
PARTS & MATERIAL TOTAL	595.9
TAX ON PARTS & MATERIAL	6.750% 40.2

LABOR	RATE	REPLACE HRS	REPAIR HRS
1 SHEET METAL	40.00	2.1	204.0
2 MECH/ELEC	65.00		
3 FRAME	45.00		
4 REFINISH	40.00	5.0	212.0
5 PAINT MATERIAL	26.00		

LABOR TOTAL	416.0
SUBLET REPAIRS	5.0
TOWING	
STORAGE	

GROSS TOTAL	1,057.1
NET TOTAL	1,057.1

ADP SHOPLINK UH468 ES CD LOG 1013-1 DATE 02/11/05 11:49:39AM R6.35 CD 0

HOST LOG

(C) 1998 - 2004 ADP CLAIMS SOLUTIONS GROUP, INC.

1.4 HRS WERE ADDED TO THIS EST. BASED ON ADP TWO-STAGE REFINISH FORMULA.

ATTENTION:

LOURDES

2 pages to follow.

Thanks,

Paul

Flano Ford Mercury

PA-04568


325-247-3334

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	52-DALLAS	X	D8	04568	F52760
Dealer Name:		LLANO FORD-MERCURY, INC.			
Dealer Address:		200 HWY 71 EAST LLANO TX 78643			
Dealer Main Phone:		915-247-3334	Dealer Service Phone:		800-880-5734

Position	Employee Name
PARTS MANAGER	DAVID L BARNES
PARTS & SERVICE DIRECTOR	PAUL M SAUVEUR
SALES MANAGER	DARE WEIHS

Fax 325-247-5734

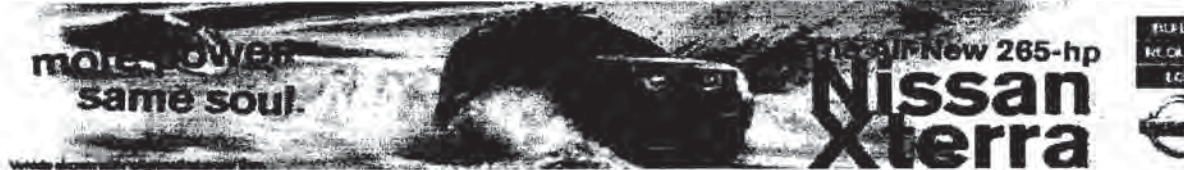

 3/4/2005



Over 75 years of trust



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 - ADVICE
 - FINA
- advertisement



BLUE BOOK TRADE-IN VALUE

Texas • March 3, 2005

2003 Ford Escape XLT Sport Utility 4D



Engine: V6 3.0 Liter
Trans: Automatic
Drive: 4 Wheel Drive
Mileage: 60,000

Equipment

- | | | |
|------------------|---------------------|---------------|
| Air Conditioning | Cruise Control | Power Seat |
| Power Steering | AM/FM Stereo | Roof Rack |
| Power Windows | Multi Compact Disc | Privacy Glass |
| Power Door Locks | Dual Front Air Bags | Alloy Wheels |
| Tilt Wheel | ABS (4-Wheel) | |

Consumer Rated Condition:

Good

"Good" condition means that the vehicle is free of any major defects. This vehicle has a clean title history, the paint, body and interior have only minor (if any) blemishes, and there are no major mechanical problems. There should be little or no rust on this vehicle. The tires match and have substantial tread wear left. A "good" vehicle will need some reconditioning to be sold at retail. Most consumer owned vehicles fall into this category.

Trade-In Value

[List Your Car For Sale Online](#) **\$9,935**

Trade-in Value is what consumers can expect to receive from a dealer for a trade-in vehicle assuming an accurate appraisal of condition. This value will likely be less than the Private Party Value because the reselling dealer incurs the cost of safety inspections, reconditioning and other costs of doing business.

BLUE BOOK

List Your Car

For one low
 appear on l
 cars.com, F
 popular we



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- [Payment Calculator](#)

adv



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[Get Invoice & MSRP on New Cars](#)



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Action Detail

VIN: 1EMYU03173K [REDACTED]	Year: 2003	Model: ESCAPE	Case: 1529250565
Name: [REDACTED]	Owner Status: Original	WSD: 2002-12-21	
Symptom Desc: EXT TRIM/ACCESSORY BUMPER/FACIA APPEARANCE		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: LLANO FORD-MERCURY, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 04568	
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS			
Odometer: 60000 MI	Comm Type: PHONE		
Action Date: 02/25/2005	Action Time: 14:42:04:290	Action Data: Yes	
Analyst Name: WORRELL CARSON	Analyst: CWORREL1		

COMMENTS: CUSTOMER SAID: SAYS THAT SHE WAS GETTING READY TO PARK THE VEH AND IT LURCHED FORWARD SAYS THAT THE BUMPER AND HOOD OF THE VEH WERE DAMAGED WHEN SHE HIT A FENCE NO ONE WAS INJURED SAYS THAT THE BODY DAMAGE HAS NOT BEEN REPAIRED YET SAYS THAT SHE DID HAVE THE ACCELERATOR CABLE RECALL DONE THOUGH AFTER THE ACCIDENT SAYS THAT SHE WANTS TO KNOW WHAT FORD CAN DO. CRV ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT. ADVISED CUST OF ABOVE

3/3
Paul w/ fax
estimate

[REDACTED] 3/3/2005

**OASIS RESULT:
1FMYU03173K [REDACTED]**

See bottom of the OASIS result for contact ID 03/03/2005
10:32:21

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VEHICLE INFORMATION

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

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 12/21/2002	BUILD DATE 08/22/2002	SALE MILEAGE 00264
--	---------------------------------	------------------------------

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

02/04/2005

DEALER: Llano Ford-Mercury, Inc.

WARRANTY CLAIM NUMBER: 017279

ODOMETER: 060286M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5L8Z 9A758AA	CABLE-ACC PEDAL TO C	001	04S25B		

VERIFY CONCERN. PERFORM RECALL 04S25.

04/29/2004

DEALER: Llano Ford-Mercury, Inc.

WARRANTY CLAIM NUMBER: 017619

ODOMETER: 035501M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2L8Z 9E926AB	BODY ASY-AIR CHARGE	001	9926A	69	FROZEN/SEIZED/BINDIN

VERIFY CONCERN. FIND THROTTLE BODY VALVE STICKING OPEN, NOT RETURN ING ALL THE WAY BACK, STICKING. REPLACE THROTTLE BODY ASY. ALL OK.

04/20/2004

DEALER: Llano Ford-Mercury, Inc.

WARRANTY CLAIM NUMBER: 017619

ODOMETER: 035501M

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

VERIFY CONCERN, PERFORM RECALL 04S13.

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU03173K [REDACTED]

ESP / Recall Information

VIN: 1FMYU03173K [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	2004-04-20	04568USAF52760
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2005-02-04	04568USAF52760

[REDACTED] 3/3/2005

VIN FSA Details	
VIN:	1FMYU03173K [REDACTED]
FSA Status:	Launched
Brand:	FORD
Manufacturing Country:	USA

FSA Details

00010104	2001-2003 ESCAPE - KCAP(10105 IS TRIBUTE ONLY)
00010252	3.0L LHD ACCELERATOR CABLE REPLACEMENT

Vehicle Details

Model Year:	2003	Assembly Plant:	KANSAS CITY PLANT BUILD
Vehicle Line:	FORD ESCAPE / MAZDA TRIBUTE	Production Date:	22-Aug-2002
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	21-Dec-2002
Vehicle Type Description:	TRUCK	Sale Date:	21-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:			
Owner Name: [REDACTED]			
Address 1: [REDACTED]			
Address 2:			
Address 3:			
Address 4:			
City:	STONEWALL	Phone #:	
State/Province:	Texas	E-Mail:	
ZIP/Postal Code:	[REDACTED]		
Country:	UNITED STATES		
Owner Effective Date:	01-Jan-2004	Vendor Applied Date:	28-Dec-2004
Vendor Match Code Description:	1-BOTH NAME AND ADDRESS MATCH		
N&A Source:	POLK	GCamp Applied Date:	05-Jan-2005
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	-
Company Car:			

Original Owner

Business Name:

3/3/2005

Owner Name: [REDACTED]
 Address 1: [REDACTED]
 Address 2: [REDACTED]
 Address 3: [REDACTED]
 Address 4: [REDACTED]
 City: STONEWALL
 State/Province: Texas Phone #: [REDACTED]
 ZIP/Postal Code: [REDACTED] E-Mail: [REDACTED]
 Country: UNITED STATES

Owner Effective Date: 24-Dec-2002 Vendor Applied Date: 24-Dec-2002

N&A Source: NAVIS GCamp Applied Date: 30-Mar-2004
 Mail Status: Active Mail Suppression Date: [REDACTED]

Fleet Code: [REDACTED] Fleet Name: [REDACTED]
 Fleet Status: [REDACTED] Fleet Mgmt Code: [REDACTED]
 Company Car: [REDACTED]

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	04546	USA	F52058		Jordan Ford, Ltd.
Ship-To					NOT AVAILABLE
Stocking	04568	USA	F52760		Llano Ford-Mercury, Inc.
Selling	04568	USA	F52760		Llano Ford-Mercury, Inc.

FSA Details

VIN: 1FMYU03173K [REDACTED]

Local FSA: 04S13 - POWERTRAIN CONTROL MODULE RE-CALIBRATION Global FSA: 00010104

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s): Supplement Code:

+ D - TARGETING SEGMENT 00- Original
 - BB - 2001-2003Escape V6-KCAP-Recal

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
04568	USA	F52760		Llano Ford-Mercury, Inc.

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	30-Apr-2004	
Display Eligibility	N	30-Apr-2004	
Original Mail Eligibility	N	30-Apr-2004	
Follow up Mail	N	30-Apr-2004	

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

Description	Release Date
RELEASED TO APPROPRIATE SOURCE - ORIGINA	16-Apr-2004
EXTERNAL NAME AND ADDRESS APPLIED	01-Apr-2004
EXTERNAL NAME AND ADDRESS APPLIED	30-Mar-2004



3/3/2005

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	30-Apr-2004	20-Apr-2004	UNITED STATES	04568USAF52760	017619	B	24.35 GACES

VIN/FSA Vehicle Status			
Description	Reason	Date	
CLOSE - REPAIRED	Close	30-Apr-2004	
OPEN - LAUNCHED	Open	14-Apr-2004	
Confirmed		14-Apr-2004	

VIN FSA Mail History	
<input checked="" type="checkbox"/> Local FSA:04S13- <input type="checkbox"/> POWERTRAIN CONTROL MODULE RE-...	Global FSA:00010104
Release:	OWNER LETTER
Release Date:	16-Apr-2004
Mail Date:	21-Apr-2004 to 23-Apr-2004
Restricted Address:	No
Address:	[REDACTED] STONEWALL TX [REDACTED] UNITED STATES
Resp. Dealer:	04568USAF52760-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	01-Jan-2004
Note:	

VIN: 1FMYU03173H [REDACTED]
Local FSA: 04S25 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT
Global FSA: 00010252

Hub: FORD NORTH AMERICA		Country: UNITED STATES	
Segment / VIN Group(s):		Supplement Code:	
+ 0 - TARGETING SEGMENT		00- Original	
- AA - 02-04 Escape 3.0L LHD			

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
04568	USA	F52760		Llano Ford-Mercury, Inc.

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	N	05-Feb-2005
Display Eligibility	N	05-Feb-2005
Original Mail Eligibility	N	05-Feb-2005
Follow up Mail	N	05-Feb-2005

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



3/3/2005

Description		Release Date	
RELEASED TO APPROPRIATE SOURCE - ORIGINA		10-Jan-2005	
EXTERNAL NAME AND ADDRESS APPLIED		05-Jan-2005	

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	05-Feb-2005	04-Feb-2005	UNITED STATES	04568USAF52760	017279	B	39.90 GACES

VIN/FSA Vehicle Status			
Description	Reason	Date	
CLOSE - REPAIRED	Close	05-Feb-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:	
Restricted Address:	No
Address:	[REDACTED]
	STONEWALL, TX
	[REDACTED] UNITED STATES
Resp. Dealer:	04568USAF52760-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	01-Jan-2004
Note:	

FSA Counts			
FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
SAFETY RECALL	0	2	2
Total	0	2	2

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3/3/2005

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	52-DALLAS	X	D8	04568	F52760

Dealer Name: LLANO FORD-MERCURY, INC.
Dealer Address: 200 HWY 71 EAST
 LLANO TX 78643
Dealer Main Phone: 915-247-3334 **Dealer Service Phone:** 800-880-5734

Position	Employee Name
PARTS MANAGER	DAVID L BARNES
PARTS & SERVICE DIRECTOR	PAUL M SAUVEUR
SALES MANAGER	DARE WEIHS

3/3/2005

Customer Info

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

[REDACTED] 3/3/2005

**OASIS RESULT:
1FMYU03173K**See bottom of the OASIS result for
contact ID03/03/2005
08:44:16

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VEHICLE INFORMATION

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

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 12/21/2002	BUILD DATE 08/22/2002	SALE MILEAGE 00264
--	---------------------------------	------------------------------

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

02/04/2005

DEALER: Llano Ford-Mercury, Inc.

WARRANTY CLAIM NUMBER: 017279

ODOMETER: 060286M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5L8Z 9A758AA	CABLE-ACC PEDAL TO C	001	04S25B		

VERIFY CONCERN. PERFORM RECALL 04S25.

04/29/2004

DEALER: Llano Ford-Mercury, Inc.

WARRANTY CLAIM NUMBER: 017619

ODOMETER: 035501M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2L8Z 9E926AB	BODY ASY-AIR CHARGE	001	9926A	69	FROZEN/SEIZED/BINDIN

VERIFY CONCERN. FIND THROTTLE BODY VALVE STICKING OPEN, NOT RETURN ING ALL THE WAY BACK, STICKING. REPLACE THROTTLE BODY ASY, ALL OK.

04/20/2004

DEALER: Llano Ford-Mercury, Inc.

WARRANTY CLAIM NUMBER: 017619

ODOMETER: 035501M

1FMYU03173... 3/3/2005

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

VERIFY CONCERN. PERFORM RECALL 04S13.

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU03173K [REDACTED]

ESP / Recall Information

VIN: 1FMYU03173K [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	2004-04-20	04568USAF52760
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2005-02-04	04568USAF52760

[REDACTED] 3/3/2005



Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Monday, February 28, 2005 1:28 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: Dunphy Motors
Requesting Dealer: Dunphy Motors
Contact Person: Michael Nemec
Telephone: 215-624-6700
Email Address: mike.nemec@comcast.net - ~~XXXX~~
PA Code: 01337
Region: Philadelphia
City: Philadelphia
Dealer State: PA
Fax Number: 215-335-5624
WSD: 11/12/2003
Vehicle Year: 2004
Vehicle Model: Ford Escape
Vehicle VIN: 1FMCU931X4D, [REDACTED]
Mileage: 22283
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Bensalem
State: Pennsylvania
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 16 - Philadelphia
Incident Involves: Accident
Date of Incident: 01/28/2005
County in which incident occurred: UNKNOWN
Is Alleging Defect: Yes
Alleging defect detail: Recalled part 04S25
Police Report Filed: Yes
Police Report detail: UNSURE
Insurance Company Contacted: Y
Insurance Company Advice: UNSURE
Insurance Company Contact Information: UNSURE
Coach Builder: NO
Coach Builder State: AK - Alaska
Resolution Sought Detail: CUSTOMER IS REQUESTING PART IN RECALL 04S25
Comments: WE HAVE BEEN SERVED WITH COURT OF COMMON PLEAS OF PHILADELPHIA COUNTY (SPOLIATION)

Jim Sands, SAA

** How does dealer get
part, if they send
part to attorney.*

THOMAS J. METTEE, P.C.

ATTORNEY AT LAW

8515 FRANKFORD AVENUE
PHILADELPHIA, PENNSYLVANIA 19136

TELEPHONE: 215-335-1200
TELEFAX: 215-333-8140

February 10, 2005

VIA OVERNIGHT MAIL

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

Attn: Mr. Frank M. Ligon

RE: [REDACTED]
2004 Ford Escape Damage
(accelerator linkage recall)

Dear Mr. Ligon:

I represent [REDACTED] in connection with property damage his vehicle sustained on January 28, 2005 when the accelerator linkage in his 2004 Escape caused his SUV to suddenly and without warning accelerate at high speed despite full depression of the brake pedal.

A phone call to Kennedy Ford in West Conshohocken, PA today disclosed that Tim's SUV is still at this dealership and that Ford has **not** yet sent its representative to inspect the vehicle.

Enclosed please find copy of my letter to Progressive Insurance Company's property damage adjustor, Neil Cerqua dated 02/02/2004 which is self explanatory.

I request that your company have an engineer inspect the throttle linkage, take photographs of this item and test it if necessary in a non destructive manner and record and photograph test results.

I have also requested that any information retrieved from the black box installed in this vehicle at the time of manufacture be photographed at the time of inspection as these devices automatically reset.

2005 FEB 17 A 9:01
RELATIONSHIP
CENTER

February 10, 2005
Ford Motor Company
Mr. Frank M. Ligon
Page two

This office will pay for the cost of photographs and/or recording devices which pertain the inspection and non destructive testing of the accelerator linkage and black box.

The Ford customer service representative called my client [REDACTED] today and advised that, if Ford determines that the accelerator throttle linkage caused the accident it will have the repairs done **free** at a Ford dealership.

This is unacceptable. If Ford determines that the accelerator throttle linkage component caused the accident my client reserves his right to select his own auto body shop and mechanic.

Please feel free to contact the undersigned attorney for [REDACTED] or his auto insurance representative, Neil Cerqua, whose name and address is noted on the attached letter copy, should you have questions, comments or concerns.

Very truly yours,

LAW OFFICES OF [REDACTED] P.C.

[REDACTED]
ESQUIRE

TJM/tat
Enclosure

cc: Progressive Insurance Company
Neil Cerqua

All Action Details for Issue

Print

VIN: 1FMCU931X4D [REDACTED] Year: 2004 Model: ESCAPE Case: 1472910325
 Name: [REDACTED] Owner Status: Original WSD: 2003-11-12
 Symptom Desc: SERVICE BRAKE PEDAL Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 01232 JOHN KENNEDY FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 22000 MI Comm Type: PHONE
 Analyst Name: SHEPHARD KURL Analyst: KWILL152
 Action Date: 02/01/2005 Action Time: 13.08.11.349 Action Data: Yes

Comments CUSTOMER SAID: - HAD AN ACCIDENT - VEH AT INDEP - ACCIDENT HAPPENED JAN 27TH - I WAS COMING DOWN ROAD APPROACHED LIGHT - APPLIED BRAKES AND VEH BEGAN TO SPEED UP AND HIT HARD VEH WENT EVEN FASTER - HIT OTHER VEH - SOME ONE IN OTHER WENT TO THE HOSIPTIAL - POLICE REPORT - DOES NOT HAVE AVAILABLE - POLICE DID NOT GIVE ME A TICKET- INSURANCE COMPANY SAID TO CALL FORD- FRONT END DAMAGE ON VEH- PLS CONTACT ON CELL # [REDACTED] DEALER SAID: JOHN KENNEDY FORD 620 BUSTLETON PIKE FEASTERVILLECRC 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

via Knowledge base website

2/19/05

Vehicle at dealership

*... with knowledge base / Contact - X-250
John Kennedy
SM*

~~*Ed 2/24*~~

Scott Winters

*Per dealership - vehicle not @ dealership,
Customer to call & find
out what is going on.*

2/15 dealer to inspect vehicle.

*picked up
2/21*

*Vehicle picked
up by
2/3/2005
customer*

by [REDACTED]

Customer Info

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



2/9/2005

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMCU931X4D [REDACTED]	2004	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
		Open Issues Exist			



... 2/9/2005

ESP / Recall Information

VIN: 1FMCU931X4D [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] 2/9/2005





Consumer Affairs

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

Sent Via U S Mail

January 19, 2005

[REDACTED]
Milwaukee, WI [REDACTED]

RE: 2002 Ford Escape

VIN: 1FMYU03152K [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: 1FMYU03152K [REDACTED] Year: 2002 Model: ESCAPE WSD: 2002-09-25
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] MILWAUKEE WI [REDACTED]

Case Number: 1432891624 Issue Type: 07-LEGAL
Reason: LEGAL - ALLEGED - NON-SERIOUS INJURY
Symptom: SERVICE BRAKE INOP/INEFFECT FRONT AND REAR
Dealer: L42527 - UPTOWN MOTORS,

Comm Type: MAIL Current Odometer Reading: 51000 MI
Action Category: CLOSING COMMENTS - MISCELLANEOUS Odometer Reading: 51000 MI
Action: CLOSING COMMENTS - CUSTOMER UNRESPONSIVE/UNABLE TO BE CONTACTED(C)

Caller information if different from vehicle owner

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

LPA sent customer a letter for a response. Both phone numbers provided for the customer were wrong.

Comments:

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

<<BACK CANCEL FINISH>>

[REDACTED] 1/21/2005

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	42-CHICAGO	E	A3	12152	L42527

Dealer Name:	UPTOWN MOTORS, INC.		
Dealer Address:	2111 N MAYFAIR RD MILWAUKEE WI 53226		
Dealer Main Phone:	414-771-9000	Dealer Service Phone:	000-000-0000

Position	Employee Name
DEALER/PARTNER	GLENN PENTLER
PARTS MANAGER	ROBERT A TRINASTIC
SALES MANAGER	CHARLES STORNICLO
SALES MANAGER	JOHN E PENTLER
SERVICE MANAGER	ROBERT J MAXWELL

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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



1/21/2005

ESP / Recall Information

VIN: 1FMYU03152K [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	06104USAF41311
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 1/21/2005

Standard Claims List For Model Year 2002

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUF1	
1FMYU03152K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	20- JUN- 2002	25- SEP- 2002	141311	USA 1		5K01	040401	*	1007	*	
AWS Claim Key:		2865572	Trx Code:		2	Labor Hrs:		0.3											
Dlr Cd-Sub Cd:		06104 - *	Name: BEST FORD, INC.				Ph: 414-4539787		St: WI	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		OCT-2002		
Cust Comments:		DR SIDE FRONT TIRE WENT FLAT WHILE DRIVING NO VISIBLE SIGNS OF DAMAGE CHECK FOR PROPER SEAL LEA																	
Tech Comments:		REPLACE TIRE																	
1FMYU03152K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	20- JUN- 2002	25- SEP- 2002	141311	USA 18		5G06	050302	YL&Z	1215	AA	
AWS Claim Key:		9354567	Trx Code:		E84	Labor Hrs:		0.9											
Dlr Cd-Sub Cd:		12152 - *	Name: UPTOWN MOTORS, INC.				Ph: 414-7719000		St: WI	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		MAR-2004		
Cust Comments:		ROTATIONAL HUMMING NOISE FROM FRONT WHEN DRIVING																	
Tech Comments:		FOUND LOOSE FRONT BEARING ON LEFT SIDE PRESSED OUTHUB AND BEARING REPLACED LOOSE BEARING AND REP WAS BENT PRESSED NEW HUB AND BEARING IN																	
1FMYU03152K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	20- JUN- 2002	25- SEP- 2002	141311	USA 22	*	*	*	*	*	*	
AWS Claim Key:		11373536	Trx Code:		04S13	Labor Hrs:		0.4											
Dlr Cd-Sub Cd:		06104 - *	Name: BEST FORD, INC.				Ph: 414-4539787		St: WI	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		JUL-2004		
Cust Comments:		C/S PERFORM RECALL 04S13 PCM UPDATE																	
Tech Comments:		RECALIBRATED PCM																	



1/21/2005

Action Detail

[Print Action Detail](#)

VIN: 1FMYU03152K [REDACTED]	Year: 2002	Model: ESCAPE	Case: 1432891624
Name: [REDACTED]	Owner Status: Original	WSD: 2002-09-25	
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: UPTOWN MOTORS, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 12152	
Odometer: 51000 MI	Comm Type: PHONE		
Action Date: 01/19/2005	Action Time: 15:54:50:223	Action Data: No	
Analyst Name: PEPPY DIMITROPOULOS	Analyst: PDIMITRO		

COMMENTS: CUSTOMER SAID: =VEH IS CURRENTLY AT AN INDEPENDANT FACILITY =THE VEH WOULD NOT STOP AND THE BRAKES DID NOT WORK =THERE WERE 3 ACCIDENTS WITH THIS VEH WHICH CUST BELEIVES ARE RELATED TO THE RECALL=CUST WAS GOING 25 - 27 MPH=CUST HAD TO PAY A \$500 DEDUCTIBLE 3 TIMES TO GET THE VEH REPAIRED BY THE INSURANCE COMPANY =POLICE REPORT WAS FILED FOR ALL 3 ACCIDENTS AND INSURANCE COMPANY WAS CONTACTED ON ALL OCCASSIONS =CUST STATES THAT SHE GOT INJURED IN TEH FIRST 2 ACCIDENTS =1 ST ACCIDENT SHOULDER WENT OUT OF PLACE AND STILL HAS PAIN IN HER RIGHT SHOULDER =2ND ACCIDENT INCURRED BACK INJURIES AND KNEE INJURIES =CUST SEEKED MEDICAL ATTENTION FOR THESE INJURIES =CUST IS SEEKING COMPENSATION DUE TO THE FACT THAT SHE CANNOT WORK DUE TO HER BACK AND SHOULDER INJURIES =FIRST ACCIDENT WAS IN OCTOBER 21/2002 AND 2ND ACCIDENT IN MARCH 15/2004 AND THE 3RD ACCIDENT ON JULY 1/2004=CUST JUST RECEIVED A RECALL NOTICE TODAY FOR THE ACCELERATOR CABLE # 04S25DEALER SAID: UPTOWN MOTORS INC.2111 NORTH MAYFAIR ROADMILWAUKEE, WI 53226TEL: (414) 771-9000CRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

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

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

[REDACTED] 1/20/2005





copy

Consumer Affairs

PO Box 6246, MD 3NE-B
Dearborn, MI 48126 USA

Sent Via U.S. Mail

February 7, 2005

[REDACTED]
Eagle Pass, TX [REDACTED]

Re: 2003 Escape
VIN: 1FMYU03163K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your Escape.

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

We appreciate the opportunity to review your request.

Sincerely,

Maureen Pawelek-Murray
Consumer Affairs



All Action Details for Issue

[Print](#)

VIN: 1FMYU03163K [REDACTED] Year: 2003 Model: ESCAPE Case: 1516830285
 Name: [REDACTED] Owner Status: Original WSD: 2003-01-03
 Symptom Desc: EXT TRIM/ACCESSORY BUMPER/FACIA APPEARANCE 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: 04373 ANCIRA EAGLE PASS FORD MERCURY Origin Desc: US CONCERN CASE BASE
 Odometer: 36000 MI Comm Type: PHONE
 Analyst Name: ZULUAGA SANDRA Analyst: SZULAGA
 Action Date: 01/28/2005 Action Time: 14.21.22.052 Action Data: Yes

Caller Information If Different From Vehicle Owner:

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

Comments CUSTOMER SAID: -I HAD AN ACCIDENT. -INSTEAD OF DECREASING SPEED VEH WOULD INCREASE IT. -I HIT A WALL WITH THE FRONT BUMPER. IT IS ALL BROKEN. -I RECEIVED A LETTER FOR THE ACCELERATOR CABLE REPLACEMENT. -FORD DLR IS WORKING ON IT RIGHT NOW. -THEY SAID THAT IN REGARDS TO THE BUMPER DAMAGE THEY CANNOT MAKE A DECISION ON IT. THEY TOLD ME TO CALL FORD. -I FEEL FORD SHOULD REPAIR IT BECAUSE THERE WAS A PROBLEM WITH THE VEH.DEALER SAID: -ANCIRA EAGLE PASS FORD MERCURY 1997 LOOP 431 SOUTH EAGLE PASS, TX 78852. IN REGARDS TO THE BUMPER DAMAGE THEY CANNOT MAKE A DECISION ON IT.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

[REDACTED]


2/1/2005

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] TX 78852 -3537
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

[REDACTED]

2/1/2005

				Vehicle List		
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info	
 1FMYU03163K [REDACTED]	2003	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL		Oasis	Warranty History
		Open Issues Exist				



2/1/2005

ESP / Recall Information

VIN: 1FMYU03163K [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	2004-04-24	04373USAL67016
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		



All Action Details for Issue

Print

VIN: 1FMYU02114D [REDACTED] Year: 2004 Model: ESCAPE Case: 424140455
 Name: [REDACTED] Owner Status: Original WSD: 2003-09-30
 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

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 01365 HAROLD ZEIGLER FORD LINCOLN MERCURY Origin Desc: US CONCERN CASE BASE
 Odometer: 12000 MI Comm Type: PHONE
 Analyst Name: MCLELLAN JILL Analyst: JMCLELL5
 Action Date: 02/14/2005 Action Time: 11.46.54.231 Action Data: Yes

Comments CUSTOMER SAID: -CUST CLAIMS SHE WAS IN A FENDER BENDER -VEH JUMPED BACKWARDS THE DAY BEFORE SHE RECIEVED THE LETTER FOR RECALL 04S25 -CUST IS CALLING IN TO FILE A CLAIM-19TH OF JANUARY WAS THE DATE OF THE INCCIDENT-LOCATION, IN THE DRIVEWAY OF A RESIDENCE: 53600 FOREST LAKES DR. INDIANA-CUST HAS NOT FILED A REPORT WITH POLICE ; NOR DOES SHE INTEND TO CONTACT HER INSURANCE-CUST IS CALLING IN BECAUSE SHE FEELS FORD IS RESPONSIBLE FOR THE ACCIDENT DUE TO THE ACCELERATOR CABLE RECALL ISSUECRC 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: 01365 HAROLD ZEIGLER FORD LINCOLN MERCURY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 12000 MI Comm Type: PHONE
 Analyst Name: MORRIS, MARQUIS Analyst: MMORRI20
 Action Date: 02/15/2005 Action Time: 11.11.14.012 Action Data: No

Comments LPA MADE OUTBOUND CALL TO CUSTOMER, LEFT MESSAGE ON ANSWERING MACHINE. DETROIT REGION LPA WILL FOLLOW UP WITH CUSTOMER.

*2/24 10:51 spoke to customer
 don't call again 3:45 2/17 want take to insurance
 at lunch 1:24 2/17 2-3 days spoke to cust.*

she says pre-existing condition had sudden acceleration: intermittent did not take to dealer to rectify per cust

2/16/2005

Customer Info

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



2/16/2005

Vehicle List					
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU021140 [REDACTED]	2004	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
		Open Issues Exist			



2/16/2005

OASIS RESULT:

1FMYU02114D

See bottom of the OASIS result for contact ID

02/16/2005
09:02:41

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2004 ESCAPE	BODY STYLE 4 DR XLS MPV 4X2	ENGINE 3.0L EFI DOHC
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 96	ENGINE CALIBRATION 3M11D30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 09/30/2003	BUILD DATE 08/01/2003	SALE MILEAGE 00459
--	---------------------------------	------------------------------

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

04C09
LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT

EXTENDED COVERAGES

0759 - USA 2002 NEW 72/60,000 PREMIUMCARE W/ROADSIDE ASSIST.
STANDARD DEDUCTIBLE: 100 USD
OWNER NAME:
OPTIONS: \$100,DED.
EXPIRATION DATE: 09/30/2009
DISTANCE: 60,000
RENTAL: 28 UP TO 10 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 01365
ESP CONTRACT START DATE: 09/30/2003 THE ROAD HAZARD TIRE COVERAGE BENEFIT EXTENDED TO ELIGIBLE FORD MOTOR COMPANY VEHICLES IS ONLY IN EFFECT DURING THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

REPAIR HISTORY

01/22/2005

DEALER: Harold Zeigler Ford Lincoln Me

WARRANTY CLAIM NUMBER: 092673

ODOMETER: 012531M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5L8Z 9A758AA	CABLE-ACC.PEDAL TO C	001	04S25B		

12531 79 R+R ACCELERATOR CABLE AS PER 04S25.

04/12/2004

2/16/2005

DEALER: Harold Zeigler Ford Lincoln Me

WARRANTY CLAIM NUMBER: 084074

ODOMETER: 005047M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
78611A08	HD REST ASY FRT ST	000	MT611A08	33	LOOSE PART

CK ALL HEADREST OPERATIONS AND FOUND TO BE WORKING AS DESIGNED. CK OASIS AND FOUND NO RELATED MESSAGES. ACANNOT DUPLICTAE COMDITON..

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU02114D [REDACTED]

[REDACTED] 2/16/2005

ESP / Recall Information

VIN: 1FMYU02114D [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2002 NEW 72/60,000 PREMIUMCARE W/ROADSIDE ASSIST.
 Selling Dealer: HAROLD ZEIGLER FORD LINCOLN MERCURY
 Deductible: 100
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2009-09-30
 Expiration Miles: 60,000
 Plan Year: 2002
 Purchase Type: N
 Options: \$100,DED.

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2005-01-22	01365USAF48200
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 2/16/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU02114D [REDACTED]	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	703999367086
Model Year:	2004	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	T	Drive Code:	T/A - 2 WHL L/H FRONT DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA
Inv. Dealer:	09099	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: BH - OHIO ASSEMBLY PT BUILD
 Country: * - ##### Prod Date: 01-AUG-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 148200 *
 Country: USA - ##### Selling Dlr St/Prov: IN
 Buyer St/Prov: IN

Arrival Date: 27-AUG-2003 Red Carpet Lease: *
 Sale Date: 30-SEP-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 30-SEP-2003 Modified Vehicle: *
 Orig Warranty Date: 30-SEP-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

0024DA03934103 7P C 2 03G1201 GPE 496 73 5 3 22 V 85GB N 49J100E 2 UA X2A 3 1
 1FMY127 120A 14MI A

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psng Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNUAA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	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 - MEDIUM/DARK FLINT	Tire Brand:	AD - GENERAL
Delivery Type:	0	Tire Size:	D3GTQ - P225/70R 15 BSW A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:	
Fuel Type:	AF - UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: ACUU_4602303 RF: ACUU_4602403
 LR: ACUU_4602403 RR: ACUU_4602403
 LI: * RI: *
 SPARE: T714_BAH2003

2/16/2005

ESP INFORMATION: EMISSIONS INFORMATION:

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



2/16/2005

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)	
1FMYU02114D		T/M	T/F	T/WE	T/EF	T/A	BH	T/DJ	T/LD	01-AUG-2003	30-SEP-2003	148200	USA	2	7D08	170101	*	13007	*	L22	07	1680
AWS Claim Key:		144663	Trx Code:		2	Labor Hrs:		0.2														
Dir Cd-Sub Cd:		01365	Name:		HAROLD ZEIGLER FORD LINCOLN MERCURY			Ph:	574-2941563	St:	IN	Ctry Cd:		USA Reg Cd:	NA	Repr Date:	10-NOV-2003	Doc #:	080164A			
Cust Comments:		CUSTOMER STATES HEADLIGHTS ARE AIMED TOO HIGH.																				
Tech Comments:		INSPECTED AND AJUSTED HEADLIGHTS.																				
1FMYU02114D		T/M	T/F	T/WE	T/EF	T/A	BH	T/DJ	T/LD	01-AUG-2003	30-SEP-2003	148200	USA	7	6E11	0110XX	*	78611A08	*	S50	33	5047
AWS Claim Key:		696653	Trx Code:		2	Labor Hrs:		0.3														
Dir Cd-Sub Cd:		01365	Name:		HAROLD ZEIGLER FORD LINCOLN MERCURY			Ph:	574-2941563	St:	IN	Ctry Cd:		USA Reg Cd:	NA	Repr Date:	12-APR-2004	Doc #:	084074C			
Cust Comments:		CUSTOMER STATES HEADREST IS MISALIGNED WONT REACH HER HEAD.																				
Tech Comments:		CK ALL HEADREST OPERATIONS AND FOUND TO BE WORKING AS DESIGNED. CK OASIS AND FOUND NO RELATED MESSAGES. ACANNOT DUPLICTAE COMDITION.																				
1FMYU02114D		T/M	T/F	T/WE	T/EF	T/A	BH	T/DJ	T/LD	01-AUG-2003	30-SEP-2003	148200	USA	17	*	*	*	*	*	*	*	12531
AWS Claim Key:		3347694	Trx Code:		04S25	Labor Hrs:		0.4														
Dir Cd-Sub Cd:		01365	Name:		HAROLD ZEIGLER FORD LINCOLN MERCURY			Ph:	574-2941563	St:	IN	Ctry Cd:		USA Reg Cd:	NA	Repr Date:	22-JAN-2005	Doc #:	092673A			
Cust Comments:		PERFORM RECALL 04S25																				
Tech Comments:		12531 79 R+R ACCELERATOR CABLE AS PER 04S25.																				

PE12-019 001434 LP

[Redacted VIN] = 1FMYU02114D [Redacted]

VEHICLE DETAIL

VIN: 1FMYU02114D [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: EBONY SOLID C/C
 Year: 2004 Calibration: 3M11D30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 9/30/2003
 GCWR: Vehicle Build Date: 8/1/2003
 PEP Code: 120A

Selling Dealers Name: HAROLD ZEIGLER FORD LINCOLN MERCURY
 Selling Dealers P & A Code: 01365 Selling Dealers Sales Code: F48200
 Selling Dealers Main Phone: 219-294-1563 Selling Dealers Service Phone: 219-294-1563

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 D A 0 3 9 3 4 1 0 3 7 P C 2 0 3 G 1 2 0 1 G 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 V 8 5 G B N 4 8 J 1 0 0 E 2 U A 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 1 2 7 1 2 0 A 1 4 M I A
 1 2 3 4 5 6 7 8 9 160



2/16/2005

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
48-DETROIT	48-DETROIT	K	C3	01365	F48200

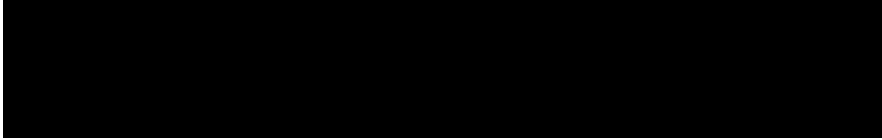
Dealer Name: HAROLD ZEIGLER FORD
 LINCOLN MERCURY
Dealer Address: 2525 BY-PASS RD
 ELKHART IN 46514
Dealer Main Phone: 219-294-1563
Dealer Service Phone: 574 219-294-1563

Position	Employee Name
CUST RELATIONS MGR	BOBBI SNYDER
GENERAL MANAGER	JAMES S FLAKE
PARTS MANAGER	ROBERT T ANDREWS
SALES MANAGER	JOEL BADSKEY
SALES MANAGER	MARK HOWAR
SERVICE MANAGER	GARY C BRUGGEMAN

Gary
 2/23 2:24
 LM
 2/23 3:20
 Recall hasn't been back since
 done on 1/21



2/16/2005



FAX # (313) 8455668

3/2/03

TO - MS. LOURDES NEARON, FORD MOTOR CO
FROM - [REDACTED] MARSHALL;

RE-TREATMENT COST & VEHICLE DAMAGE
COST REIMBURSEMENT

I AM SEEKING THE FOLLOWING COST FOR
DAMAGES TO PERSON AND VEHICLE, AS RESULT
OF DAMAGES CAUSED BY 2002 ESCAPE [FOR]
VEHICLE ID# 1FMYU03112K [REDACTED]

- 1. BACK STRAIN TREATMENT
150 PER TREATMENT, THREE (3) TIMES A
WEEK FOR 6 WK = 2,700.00
- 2. VEHICLE REPAIR COST = 908.00

TOTAL = 3,608.00

MEDICATIONS = 392

GRAND TOTAL 4,000.00

ATTACHED DOCUMENTS
1. MARSHALL FORD - DEFECTIVE ACCELERATOR
REPORT

- 2. CERTIFIED COLLISION CTR REPAIR ESTIMATE
- 3. TREATMENT PLAN

6 FAX PGS.



4200 East End Blvd. S.
Marshall, Texas 75672
903-935-0665

ATV R...
CLAIM #
43143

9-4035090074

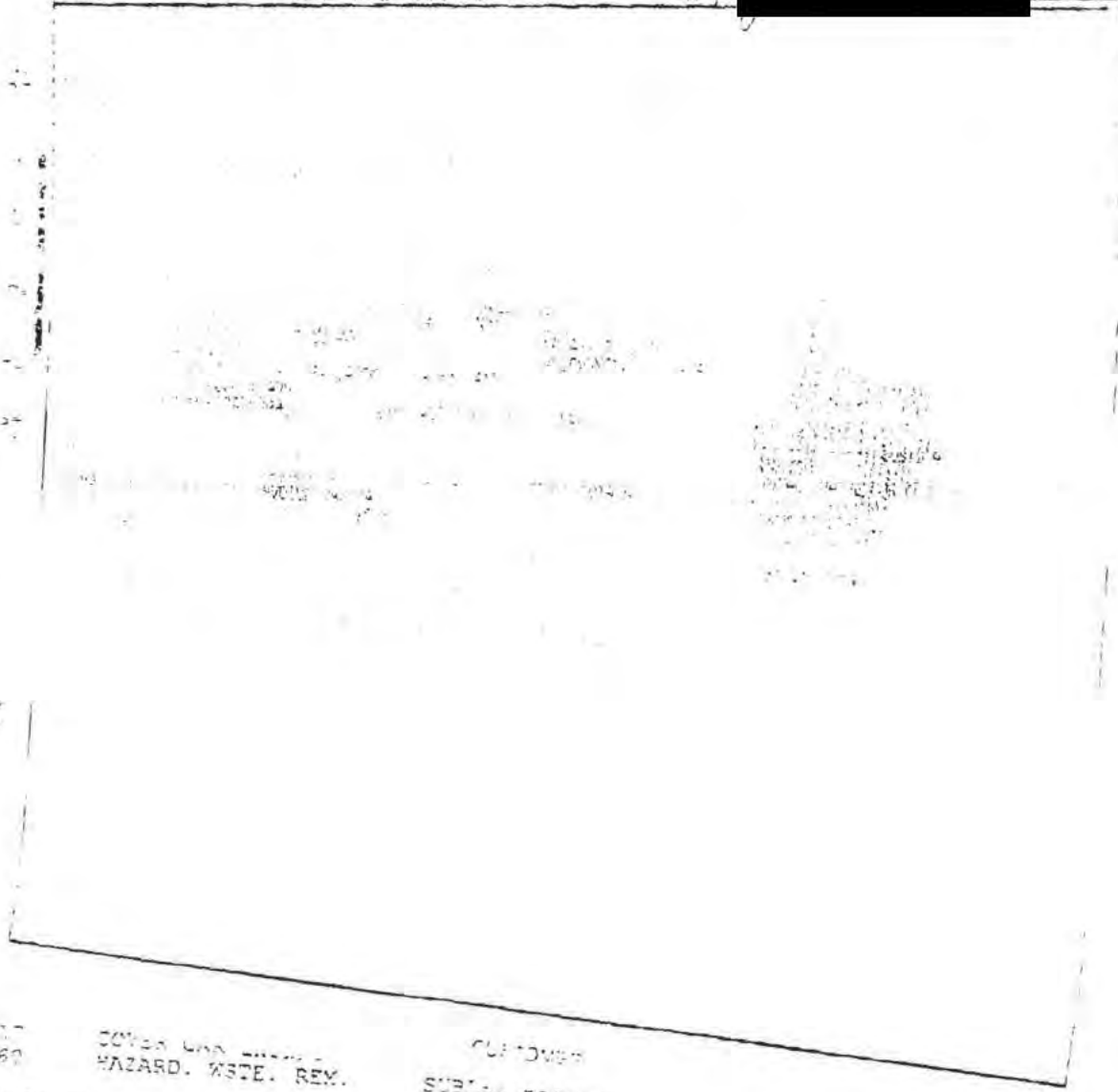
DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller, Marshall Ford Lincoln Mercury, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller, Marshall Ford Lincoln Mercury, neither assumes nor authorizes any other 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.

P & A CODE: 00427		CHECK IN APPROPRIATE BOX	
CLAIMS REVISED	REWORKED 1.0, 2.0, 3.0, 4.0	TRAFFIC LOCKER OUT	

P.O. NBR _____
UNIT NBR _____

All Bills Payable in Marshall, Harrison Co. Texas

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COVER ONE SIDE OF
HAZARD. WASTE. REV.
CUSTOMER
SERIES APPROV

10 ITEMS

**PROGRESSIVE CHIROPRACTIC
TREATMENT PLAN**

PATIENT [REDACTED]

DATE FEB 27 2005

DIAGNOSIS:

CERVICAL	THORACIC	LUMBOSACRAL	LOWER EXTREMITIES
739 0 0 Sacrocaudal Dys	739 2 Thoracic Sag Cur	739 3 Lumbar Sag Cur	739 4 Sacro. at Seg Dis
740 0 Headache	739 5 Sag Dis of Ribs	739 4 Sacro. at Seg Dis	739 5 Pelvic Seg Dis
739 1 C7 Segmental Dys	741 1 Thoracic Spine Strain	742 2 Lumbo	742 2 Lumbo
739 1 C7 Segmental Dys	847 1 Thoracic Spine Strain	847 2 Lumbar Spine Strain	847 3 Lumbosacral Spine Str
739 1 C7 Segmental Dys	848 41 Strain at Cervical Seg	848 5 Sacro. at Spine Strain	848 6 Pelvic Spine Strain
739 1 C7 Segmental Dys	848 42 Dystrophic Strain	721 3 Sacro. at Spine Strain	721 4 Pelvic Spine Strain
739 1 C7 Segmental Dys	700 8 Osteoarthritis	722 5 Sacro. at Spine Strain	722 6 Sacro. at Spine Strain
739 1 C7 Segmental Dys	721 2 Spondylosis w Myelo	721 3 Spondylosis w Myelo	721 4 Spondylosis w Myelo
739 1 C7 Segmental Dys	721 4 Spondylosis w Myelo	721 5 Spondylosis w Myelo	721 6 Spondylosis w Myelo
739 1 C7 Segmental Dys	722 51 Thoracic Disc Deg	722 52 Lumbar Disc Deg	722 53 Lumbar Disc Deg
739 1 C7 Segmental Dys	353 0 Brachial Plexus Lesion	722 73 L/O Disorder w Myelo	724 4 Pedicular Neuritis
739 1 C7 Segmental Dys	353 9 Intercostal Neuritis	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	722 11 Disc Thoracic L/D	352 1 1/2 Brachial Plexus Lesion	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	722 72 L/O Disorder w Myelo	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	732 00 Osteoporosis	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	741 2 Thoracic Sacro. at Spine Strain	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	801 0 Closed R/F Fracture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	702 80 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 42 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 43 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 44 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 45 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 46 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 47 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 48 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 49 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 50 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 51 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 52 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 53 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 54 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 55 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 56 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 57 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 58 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 59 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 60 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 61 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 62 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 63 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 64 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 65 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 66 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 67 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 68 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 69 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 70 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 71 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 72 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 73 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 74 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 75 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 76 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 77 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 78 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 79 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 80 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 81 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 82 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 83 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 84 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 85 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 86 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 87 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 88 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 89 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain
739 1 C7 Segmental Dys	739 90 Cervical Posture	724 3 Sacro. at Spine Strain	724 3 Sacro. at Spine Strain

CURRENT STATUS:

Intensive / Corrective Care
 Rehab. / Relief Care
 Supportive Care
 Status
 MM Without Objective Residuals
 MM With Objective Residuals
 Pending
 Final

CURRENT TREATMENT OBJECTIVES

- Reduce Pain
- Reduce Inflammation
- Decrease Muscle Spasm
- Promote Healing
- Arrest and Prevent Physical De-conditioning
- Improve Healing
- Restore Functional and Structural Integrity to the Affected Region(s)
- Maintain Current Functional Level

CURRENT TREATMENT PLAN

- Physical Therapy
 - Physical Therapy Modified Program
 - Posture
 - Rehabilitative Exercises Kinesthetic
 - Diet _____ 2x/week _____ 2x/week _____
 - 3x/week _____ 1x/week _____ 1x/week _____
 - SPA _____
 - None at This Time
 - Follow-up Examinations Expected _____ Weekly _____

STRUCTURAL SUPPORTS

- Cervical Collar (Soft) _____ (Firm) _____ Posture Right _____
 - Lumbar Cushion _____ Lumbar Belt Soft _____ (Firm) _____
 - Extremity _____ Shoulder _____ Elbow _____ Wrist _____ Knee _____ Ankle _____
 Feet w/ _____ mm Right Orth _____ Custom Orthotics _____
 None at This Time

POST # 41703343
184 1

- NO MESSAGE S.
- 01 CALL DEALER FOR EXACT PART NUMBER / PRICE
- 13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

CROSS PARTS		356.88
CABLE PARTS		6.00
RE-NT MATERIAL		13.00
TOTAL MATERIAL COSTS		375.88
LABOR		17.93
TOTAL ESTIMATE		393.81
NET TOTAL		907.93

	LABOR	REPLACE 875	REPAIR 118
12.00	REPL. METAL	8.4	11.0
13.00	CABLES		
15.00	WAX		
28.00	WAX	8.9	
16.00	RENT. MATERIAL		

ADP SHOPSINK 01689 ES CD LOG 1252-1 DATE 02/21/05 04:35:41PM R6.35 CD 01/05
 EXV. NO RECCODE
 AOS 100
 © 1999 - 2004 ADP CLAIMS SOLUTIONS GROUP, INC.

ESTIMATE NOT VALID TO BE USED FOR CLAIMS. BASED ON WSP TWO-STAGE REPAIRER FORMULA.

 THIS ESTIMATE IS BASED ON LOWEST POSSIBLE COST CONSISTANT WITH QUALITY WORK.
 ITEMS NOT COVERED BY THIS ESTIMATE OR HIDDEN WILL BE ADDITIONAL.
 THIS IS NOT A PRICE GUARANTEE, ONLY AN ESTIMATE. THANK YOU.

PROGNOSIS:

Excellent Good Fair Guarded Poor

RESTRICTIONS:

Bed Rest Guarded Movement Athletic Activity
Cervical Flexion Extension Lateral Flexion Sleeping Other
Lumbar Sitting Bending Stooping Lifting Twisting Other
Other Restrictions
None at this Time

SPECIAL INSTRUCTIONS:

Home Instructions Ice Heat Hot Soaking Lying On Back Legs Up
OTC Medications Motrin/Ibuprofen Aleve/Naproxen Sodium Tylenol/PM
Sleeping Position Cervical Pillow Wearing Supports Pillow Under Knees Pillow Between Knees
Changing Positions Bed Auto Seated Position Other
Stretches/Exercises Prescribed McKenzie Low Back Ventura Posture Program
Patient Education Back School Other

PATIENT EMPLOYMENT:

Off Work From To Home Rest Bed Rest Outside Work
Light Duty From To Description
Lifting Restrictions Special
Other

LIFESTYLE/DIET MODIFICATION/NUTRITIONAL SUPPORT:

None Recommended
Recommendations Diet - Basic Veg Diet

ADDITIONAL CONSULTATION:

None recommended at this time but if the patient's condition does not improve as expected the appropriate referral would be indicated.
Referrals
For

ADDITIONAL DIAGNOSTIC TESTING:

None recommended at this time but if the patient's condition does not improve as expected further diagnostic testing would be indicated.
 The following additional studies recommended:

Diagnostic Studies	Electrodiagnostic	Other Studies
<input type="checkbox"/> Cervical X-rays including MR	<input type="checkbox"/> Nerve Conduction Studies	<input type="checkbox"/> Physical Therapy
<input type="checkbox"/> Cervical CT Myelogram	<input type="checkbox"/> EMG	<input type="checkbox"/> Occupational Therapy
<input type="checkbox"/> Cervical CT Myelogram	<input type="checkbox"/> Surface Electromyography	<input type="checkbox"/> Chiropractic
<input type="checkbox"/> Cervical CT Myelogram	<input type="checkbox"/> Electromyography (EMG) with Nerve Conduction Studies	<input type="checkbox"/> Acupuncture
<input type="checkbox"/> Cervical CT Myelogram	<input type="checkbox"/> Electromyography (EMG) with Nerve Conduction Studies	<input type="checkbox"/> Chiropractic
<input type="checkbox"/> Cervical CT Myelogram	<input type="checkbox"/> Electromyography (EMG) with Nerve Conduction Studies	<input type="checkbox"/> Chiropractic
<input type="checkbox"/> Cervical CT Myelogram	<input type="checkbox"/> Electromyography (EMG) with Nerve Conduction Studies	<input type="checkbox"/> Chiropractic
<input type="checkbox"/> Cervical CT Myelogram	<input type="checkbox"/> Electromyography (EMG) with Nerve Conduction Studies	<input type="checkbox"/> Chiropractic
<input type="checkbox"/> Cervical CT Myelogram	<input type="checkbox"/> Electromyography (EMG) with Nerve Conduction Studies	<input type="checkbox"/> Chiropractic

Delon W. Brook, D.C.
Doctor's Signature

CERTIFIED COLLISION CENTER
 4009 E. END BLVD. SOUTH
 MARSHALL, TX 75672
 OFFICE 903 933 2091 FAX 903 933 8630

CD LOG NO 1252-1 DATE 02/21/05

SHIP:

INSP DATE: 02/21/05
 CONTACT: ERIC NICHOLS

OWNER:
 ADDRESS:

HOME PHONE:

CITY STATE: MARSHALL, TX

VEHICLE #:

STATE:

VIN:

1FMYU03112

BODY COLOR:

MILEAGE:

CONDITION:

ACCTG CTL#:

- USER-ENTERED VALUE
- R-REPLACE ECONOMY
- S-REPLACE SALVAGE
- PKN REPAIR REBUILD
- PARTIAL REPAIR
- REBUILD REFINISH
- SUBLET
- CHECK
- UNRELATED PRIOR

- B-REPLACE OEM
- UC-RECONDITIONED PRT
- EP-REPLACE PKN
- TP-PARTI REPL PRICE
- P-REPAIR
- TP-TWO-TONE
- N-ADDITIONAL LABOR
- AA-APPEAR ALLOWANCE

- NG-REPLACE NAGS
- RY-REMAN REBUILD
- PC-PKN RECONDIT VED
- BT-PARTI REPL LTRP
- L-REFINISH
- CG-CHIPGUARD
- PI-PRI REPAIR
- RP-RED DEC PRO

2002 FORD ESCAPE XLT CHOICE 4DOOR WAGON 6CYL GASOLINE 3.0
 CODE: P11030/B OPTNS C/24AF0LZOR

OPTIONS:

- TWO-STAGE - EXTERIOR SURFACES
- BUMPER COVER MOUNTED FOG LAMPS
- DRIVER POWER SEAT
- ANTI-LOCK BRAKE SYSTEM
- AUTOMATIC TRANS

- TWO-STAGE - INTERIOR SURFACES
- WHEEL FLARES
- PRIVACY GLASS
- AIR CONDITIONING
- CRUISE CONTROL

QTY	NO	DESCRIPTION	UNIT	PRICE	AMOUNT
0260	01	FLARE, WHEEL OPENING RE	Y1607800161RAB	39.00	
0471		SHELL, TAILGATE	REPAIR		7.50
0472	10	SHELL, TAILGATE	REFINISH		75.00
0570	01	W/OD, TAILGATE	Y160784101RAB	60.00	
0457		W PLATE, TAILGATE	PRT ASSEMBLY		10.00
0473		EMBLEM, TAILGATE	PRT ASSEMBLY		10.00
0485		APM, TAILGATE WIPER	PRT ASSEMBLY		10.00
0560	01	COVER, REAR BUMPER	Y160784101RAB	279.00	
M17		COVER CAR EXTERIOR	ADDM LABOR OPERA	3.00*	
S160		HABARD. WSTE. REY.	SUBLET REPAIR	3.00*	

10 ITEMS

3367

NOV 20 2005 10:00

NOV 20 2005 10:00

NOV 20 2005 10:00



ATM REPAIR CLAIM #



4200 East End Blvd. S.
Marshall, Texas 75672
903-935-0665

3509077

Any warranties on the product sold hereby are those made by the manufacturer. The seller, Marshall Ford Lincoln-Mercury, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller, Marshall Ford Lincoln-Mercury, neither assumes nor authorizes any other person to assume for any ability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

P & A CODE: 00427

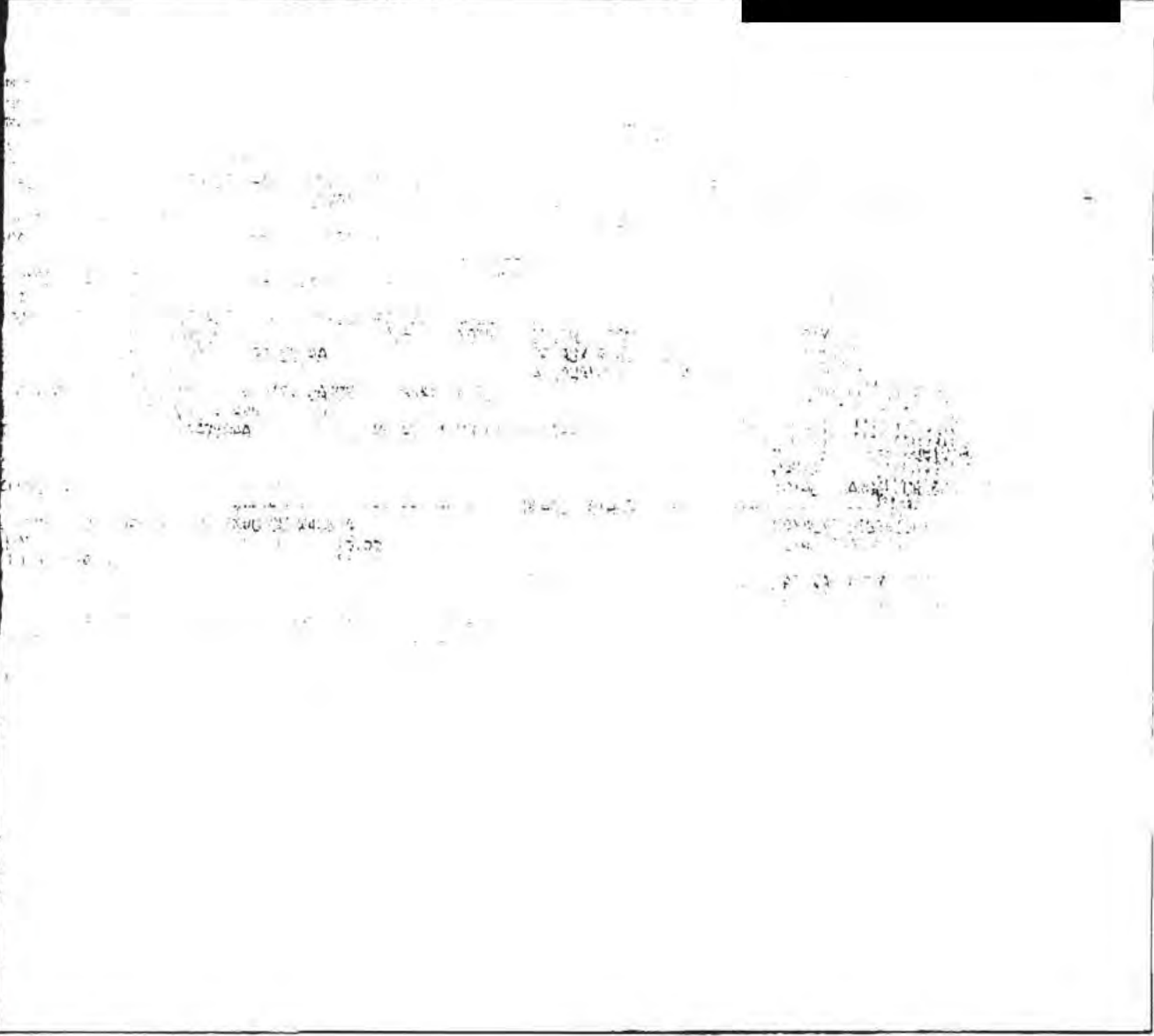
CHECK APPROPRIATE BOX:

<input type="checkbox"/> DOWNS RECALL	<input type="checkbox"/> AUTHORIZATION SUBMIT CLAIM	<input type="checkbox"/> REPAIR SCRAP OUT
<input type="checkbox"/> REPAIR	<input type="checkbox"/> REPAIR	<input type="checkbox"/> REPAIR

P.O. NBR _____
UNIT NBR _____

All Bills Payable to Marshall, Harrison Co. Texas

ON BEHALF OF SERVING DEALER, HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED HEREON ARE PROVIDED AT NO CHARGE TO OWNER. THERE IS NO NO CONTACT FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART BEING REPAIRED OR REPLACED, NOR THE CLAIM HAS BEEN CONNECTED IN ANY WAY WITH AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 10 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVE OF Ford.



CUSTOMER

02 FORD ESCAPE XLT CHOICE 4DOOR WAGON
LOG NO 1232-1

MC MESSAGE(S)
01 CALL DEALER FOR EXACT PART NUMBER / PRICE
13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS				35.00
OTHER PARTS				13.00
PAINT MATERIAL				13.00
PARTS & MATERIAL TOTAL				61.00
TAX ON PARTS & MATERIAL			8.2500	52.75
LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	39.00	2.4	4.6	202.00
2-MECH/ELEC	50.00			
3-FRAME	45.00			
4-REFINISH	39.00	2.6		
5-PAINT MATERIAL	26.00			
LABOR TOTAL				202.00
SUBLET REPAIRS				3.00
TOWING				
STORAGE				
GROSS TOTAL				907.93
NET TOTAL				907.93

APP SHOPPING MIGGS EB CD LOG 1232-1 DATE 12 21 00 04:33:47PM 87 85 12 1 0
PMT: NO GECCCCC
HOST LOG
1232-1 1232-1 1232-1
1232-1 1232-1 1232-1

THIS ESTIMATE IS BASED ON LOWEST POSSIBLE COST. UNUSUAL WARE, SUPPLIES,
OR ITEMS NOT COVERED BY THIS ESTIMATE OR HIDDEN WILL BE ADDITIONAL.
THIS IS NOT A PRICE GUARANTEE, ONLY AN ESTIMATE, THANK YOU.

Action Detail

VIN: 1FMYU03112K [REDACTED]	Year: 2002	Model: ESCAPE	Case: 696540205
Name: [REDACTED]	Owner Status: Original	WSD: 2002-01-21	
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: CLOSED	Dealer: MARSHALL FORD LINCOLN MERCURY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 00427	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 30000 MI	Comm Type: MAIL		
Action Date: 02/18/2005	Action Time: 13:39:53:480	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND PREVIOUS INSURANCE INVOLVEMENT LETTER.

[REDACTED] 2/18/2005

Sent Via US Mail

February 18, 2005

[REDACTED]
Marshall, TX [REDACTED]

RE: 2002 Escape
VIN: 1FMYU03112K [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

Action Detail

VIN: 1FMYU03112K [REDACTED]	Year: 2002	Model: ESCAPE	Case: 696540205
Name: [REDACTED]	Owner Status: Original	WSD: 2002-01-21	
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: ACKNOWLEDGED	Dealer: MARSHALL FORD LINCOLN MERCURY	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 00427	
Action Desc: MAKE OUTBOUND CALL TO CUSTOMER			
Odometer: 30000 MI	Comm Type: PHONE		
Action Date: 01/21/2005	Action Time: 09:59:14:277	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA CALLED CUSTOMER AND LEFT CALL BACK NUMBER ON VM- [REDACTED]

Doug Graham
Service Advisor

[REDACTED] 1/21/2005

Customer Info

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



1/21/2005

OASIS RESULT:

1FMYU03112K [REDACTED]

See bottom of the OASIS result for contact ID

01/21/2005
09:50:04

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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 2M11A30A

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE 01/21/2002	BUILD DATE 11/08/2001	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

0765 - USA 2002 36/36,000 RENTALCARE (WARRANTY REPAIRS ONLY)

STANDARD DEDUCTIBLE: 0 USD

OWNER NAME: [REDACTED]

OPTIONS:

EXPIRATION DATE: 01/21/2005

DISTANCE: 36,000

RENTAL: 28 UP TO 3 DAYS

TOWING: 0 USD

CONTRACT SOLD BY: USA 03238

ESP CONTRACT START DATE: 01/21/2002

▶ REPAIR HISTORY

09/29/2004

DEALER: Marshall Ford Lincoln Mercury

WARRANTY CLAIM NUMBER: 046945

ODOMETER: 022773M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YL8Z 9C888BB	SWITCH-SP CNT ACTUR	001	9818A8	42	DOES NOT OPERATE PRO
9C888	SWITCH-SP CNT ACTUR	000	14056D		

[REDACTED] 1/21/2005

		000	14056DZQ		
--	--	-----	----------	--	--

CRUISE CONTROL INOP ACTUATOR SWITCH ASSEMBLY - SPEED CONTROL - REPLACE

09/27/2004

DEALER: Marshall Ford Lincoln Mercury

WARRANTY CLAIM NUMBER: 046883

ODOMETER: 022773M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YL8Z 9C915AA	PURGE REGULATION VLV	001	9000D	42	DOES NOT OPERATE PRO
9C915	PURGE REGULATION VLV	000	9000D1		
		000	9000D2		
		000	12650D22		

CHECK ENGINE LIGHT EVAPORATIVE EMISSIONS SYSTEM STATIC PRESSUR E LEAK TEST - DIA

06/01/2004

DEALER: Marshall Ford Lincoln Mercury

WARRANTY CLAIM NUMBER: 044730

ODOMETER: 017076M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
8005	RADIATOR ASY	000	8005D	42	DOES NOT OPERATE PRO

LOW COOLANT LIGHT ON COOLING SYSTEM PRESSURE TEST - DIAGNOSIS

06/01/2004

DEALER: Marshall Ford Lincoln Mercury

WARRANTY CLAIM NUMBER: 044730

ODOMETER: 017076M

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

RECALL 04S13 RECALIBRATE PCM LATEST CALIBRATION

03/22/2004

DEALER: Marshall Ford Lincoln Mercury

WARRANTY CLAIM NUMBER: 043416

ODOMETER: 013927M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
11002	STARTER MOTOR ASY	000	11000A	X2	CONNECTION POOR/NOT

BATTERY LIGHT ON STARTER CIRCUIT - CHECK

END OF OASIS REPORT FOR 1FMYU03112K [REDACTED]

1/21/2005



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

January 2004

Safety Recall 04S25

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect, which relates to motor vehicle safety, exists in all 2002 through 2004 Escape vehicles.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, it is possible that the accelerator cable may prevent the throttle from returning to the idle position, possibly resulting in elevated engine speeds while driving. An unexpected increase in engine idle speed may increase stopping distance and may result in a vehicle crash without warning.

What will Ford and your dealer do?

Ford Motor Company and your dealer will replace the accelerator cable free of charge (parts and labor). We urge you to return to your dealer for this service.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do?

Please call your dealer without delay and request a service date for Recall 04S25. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access <http://www.genuinefordservice.com> for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

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

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

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

Have you changed your address or sold the vehicle?

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

Can we assist you further?

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

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

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

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

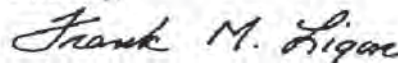
If you wish to contact us through the Internet, our address is:

www.ownerconnection.com

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

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations

ESP / Recall Information

VIN: 1FMYU03112[REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
 Plan Type: USA 2002 36/36,000 RENTALCARE (WARRANTY REPAIRS ONLY)
 Selling Dealer: WOODVILLE FORD, INC.
 Deductible:
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2005-01-21
 Expiration Miles: 36,000
 Plan Year: 2002
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-06-01	00427USAF52444
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 1/21/2005

Action Detail

VIN: 1FMYU03112K [REDACTED]	Year: 2002	Model: ESCAPE	Case: 696540205
Name: [REDACTED]	Owner Status: Original	WSD: 2002-01-21	
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED		Primary Phone: [REDACTED]	<i>not working</i>
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: MARSHALL FORD LINCOLN MERCURY	
Origin Desc: US CONCERN CASE BASE		P & A Code: 00427	
Action Desc: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP			
Odometer: 30000 MI	Comm Type: PHONE		
Action Date: 01/20/2005	Action Time: 19:20:53:293	Action Data: No	
Analyst Name: BERHANU SELAM	Analyst: BSELAM		

COMMENTS: CUSTOMER SAID: THE CUSTOMER SAID THAT HE WAS INVOLVED IN AN ACCIDENT. THE ACCIDENT OCCURRED ABOUT TWO WEEKS AGO AND THE CUSTOMER RCVD THE PROGRAM LETTER 04S25 TODAY 01/20/05. THE ACCIDENT OCCURRED WHILE HE WAS TRYING TO BACK UP FROM HIS DRIVE WAY AND THERE WAS ANOTHER CAR BEHIND THE VEHICLE. THE CUSTOMER ENDED UP HITTING THE OTHER VEHICLE. HE CAUSED ABOUT 1000.00 DAMAGE TO HIS VEHICLE AND ANOTHER 2000.00 TO THE OTHER VEHICLE. THE CUSTOMER HURT HIS BACK DURING THE ACCIDENT. INSURANCE COMPANY IS INVOLVED AND THE CUSTOMER DID NOT FILE A POLICE REPORT. THE CUSTOMER SAID THAT HIS VEHICLE HAS NOT BEEN REPAIRED. THE CUSTOMER SAID THAT THE VEHICLE EXHIBITED THE SAME SYMPTOMS TWO DAYS AGO. THE CUSTOMER SAID THAT WHEN HE STEPPED ON THE GAS THE VEHICLE ACCEL. DEALER SAID: NONECRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

[REDACTED] 1/21/2005



COPIED

Sent Via U.S. Mail

April 21, 2005

[REDACTED]
Birmingham, AL [REDACTED]

Re: 2003 Escape
VIN: 1FMCU04183K [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 your vehicle purchase. We understand that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they choose to do so. Ford proposes no further action at this time.

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

Sincerely,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

Print

VIN: 1FMCU04183K [REDACTED] Year: 2003 Model: ESCAPE Case: 1389351055
 Name: [REDACTED] Owner Status: Original WSD: 2003-06-16
 Symptom Desc: ENG SPEED-UP SUDDEN ACCEL WARM Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 00417 ADAMSON FORD, L.L.C. Origin Desc: US CONCERN CASE BASE
 Odometer: 16000 MI Comm Type: PHONE
 Analyst Name: MARLITT MATZANKE Analyst: MMATZANK
 Action Date: 04/18/2005 Action Time: 00.07.06.425 Action Data: Yes

Comments CUSTOMER SAID: 04/03/2005 ... CUST WAS COMING TO A STOP THE ACCELLORATOR ENGAGED. CUST HIT SOMEONE. - THE GRILL HAS STOPPED THE FAN SO VEH IS RUNNING HOT.- THE CUST HAD HER FOOT ON THE BRAKE WHEN THE VEH SURGED FORWARD.- THERE WAS NO INJURIES..- THE AIR BAG DEPLOYED- CUST FEELS THAT THE ACCIDENCE WAS CAUSED BY THE ACCELLERATOR DEFECT (FSA 04S25)- CUST WAS NOT NOTIFIED. - THE ACCIDENT REPORT WAS FILED WITH MOUNTAIN BROOK POLICE DEPARTMENT.- THE CUST HAS NOT BROUGHT THE VEH IN TO DLR AS YET- CUST CALLED ADAMSON FORD 1922 2ND AVENUE SOUTH BIRMINGHAM, AL 35233 DISTANCE: 0.60 MILES TEL: (205) 271-4700 - CUST SPOKE WITH SOMEONE IN SERVICE WHO ADVISED CUST TO CALL CRC...- THE CUST HAS CONTACTED THE INSURANCE COMPANY CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 00417 ADAMSON FORD, L.L.C. Origin Desc: US CONCERN CASE BASE
 Odometer: 16000 MI Comm Type: PHONE
 Analyst Name: MARLITT MATZANKE Analyst: MMATZANK
 Action Date: 04/18/2005 Action Time: 00.11.04.451 Action Data: Yes

Comments CUSTOMER SAID: 04/03/2005 ... CUST WAS COMING TO A STOP THE ACCELLORATOR ENGAGED. CUST HIT SOMEONE. - THE GRILL HAS STOPPED THE FAN SO VEH IS RUNNING HOT.- THE CUST HAD HER FOOT ON THE BRAKE WHEN THE VEH SURGED FORWARD.- THERE WAS NO INJURIES..- THE AIR BAG DEPLOYED- CUST FEELS THAT THE ACCIDENCE WAS CAUSED BY THE ACCELLERATOR DEFECT (FSA 04S25)- CUST WAS NOT NOTIFIED. - THE ACCIDENT REPORT WAS FILED WITH MOUNTAIN BROOK POLICE DEPARTMENT.- THE CUST HAS NOT BROUGHT THE VEH IN TO DLR AS YET- CUST CALLED ADAMSON FORD 1922 2ND AVENUE SOUTH BIRMINGHAM, AL 35233 DISTANCE: 0.60 MILES TEL: (205) 271-4700 - CUST SPOKE WITH SOMEONE IN SERVICE WHO ADVISED CUST TO CALL CRC...- THE CUST HAS CONTACTED THE INSURANCE COMPANY CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 00417 ADAMSON FORD, L.L.C. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 16000 MI Comm Type: PHONE
 Analyst Name: DUNLAP,

4/21/2005

KENISHA

Analyst: KDUNLAP

Action Date: 04/19/2005

Action Time:
09.10.27.745

Action Data: No

Comments LPA CONTACTED CUSTOMER. THERE WAS NO ANSWER. LPA LEFT A MSG.

Action: INFORMATIONAL CALL/FAX

Dealer: 00417 ADAMSON FORD, L.L.C.

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 16000 MI

Comm Type: PHONE

Analyst Name: DUNLAP,
KENISHA

Analyst: KDUNLAP

Action Date: 04/21/2005

Action Time:
09.22.32.009

Action Data: No

Comments LPA RECEIVED A RETURN CALL FROM CUSTOMER. CUSTOMER STATED THE ACCIDENT WAS ON 4/3/05. CUSTOMER ALLEGES THAT THE VEHICLE WOULD NOT STOP EVEN THOUGH SHE APPLIED HER FOOT ON THE BRAKE. CUSTOMER STATED BOTH AIRBAGS DEPLOYED AS A RESULT OF HER HITTING THE VEHICLE IN FRONT OF HER. THE VEHICLE IS CURRENTLY AT ADAMSON FORD BEING REPAIRED BY CUSTOMER'S INSURANCE COMPANY.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 00417 ADAMSON FORD, L.L.C.

Origin Desc: CONSUMER AFFAIRS - LITIGATION
PREVENTION

Odometer: 16000 MI

Comm Type: PHONE

Analyst Name: DUNLAP,
KENISHA


Analyst: KDUNLAP

Action Date: 04/21/2005

Action Time:
09.23.57.833

Action Data: No

Comments LPA ADVISED CUSTOMER TO CONTINUE WORKING WITH HER INSURANCE COMPANY AND OF SUBROGATION. NOTHING FURTHER. CLOSING CORRESPONDENCE MAILED. CASE FILED.


 4/21/2005

Customer Info

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

[REDACTED] 4/19/2005

ESP / Recall Information

VIN: 1FMCU04183K [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] 4/19/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMCU04183K [REDACTED]	Veh Line: T/M1 - ESCAPE (U204) [2001]	Eng Serial No: *
Model Year: 2003	Market Derived: T/F - FORD DIVISION DERIVATIVE	Body Shell: *
Veh Type: T	Drive Code: T/A - 2 WHL L/H FRONT DRIVE	Engine: T/LD - MOD 3 0L DOHC EFI NA
Inv. Dealer: 03085	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-MAR-2003

SALE INFORMATION:

Region: NA - ##### **Selling Dealer:** 121108 -*
Country: USA - ##### **Selling Dir S/Prov:** AL
Buyer S/Prov: AL

Arrival Date: 24-MAR-2003 **Red Carpet Lease:** *
Sale Date: 16-JUN-2003 **Fleet/Retail/Co. Lease:** R
Warranty Start Date: 16-JUN-2003 **Modified Vehicle:** *
Orig Warranty Date: 16-JUN-2003 **Reacquired Vehicle:** * **Vehicle Export Flag:** N

VOC/EOC:

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

0043KC967B210337P C 2 20B1701 BB E M96 56 N65B 285 5 4E3H2N 21D108L 0 L2 5H3C4 3 5 1
 1FMC8J8 500B 914AL L 56

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GYW Code:
Alternator Amp Rating: C	GYW Class Code: C
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: * - [N/A]	Mirror(Driver Side): CY - DRVR PWR HEATED BLACK EXT MIRR
Axle Type: * - [N/A]	Mirror(Pasngr Side): CY - PASS PWR HEATED BLACK EXT MIRR
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: MJ - AM/FM STRO/CD CHANGER/CLK
Calibration Code: 3M11D30A	Sound System: AE - AUDIOPHILE SOUND SYSTEM
Color(Accent): * - [N/A]	Susp'n Tandem Axle:
Color(Trim): 000BY - MEDIUM PEBBLE	Tire Brand: AP - CONTINENTAL
Delivery Type: A	Tire Size: D3JUJ - P235/70R-16 OWL A-S
Driveshaft Code: D	Traction Control: * - [N/A]
Front Seat: T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:
Fuel Type: AF -UNLEADED FUEL CAPABILITY	

TIRE DOT INFORMATION:


LF: A308_4530703 **RF:** A308_4530703
LR: A308_4530603 **RR:** A308_4530703
LI: * **RI:** *
SPARE: HY8A_1R80603



4/19/2005

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:		

 4/19/2005

Can't find VIN Code =

Standard Claims List For Model Year 2003

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

VEHICLE DETAIL

VIN: 1FMCU04183K [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: 3M11D30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 6/16/2003
 GCWR: Vehicle Build Date: 3/13/2003
 PEP Code: 500B

Selling Dealers Name: FAMILY FORD SALES, INC.
 Selling Dealers P & A Code: 03085 Selling Dealers Sales Code: F21108
 Selling Dealers Main Phone: 205-764-3351 Selling Dealers Service Phone: 205-764-3351

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 3 K C 9 6 7 8 2 1 0 3 3 7 P C 2 2 0 B 1 7 0 1 B B E M 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
 N 6 5 B 2 8 5 5 4 E 3 B 2 N 2 1 D 1 0 8 L 0 L 2 5 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 C 8 J 8 5 0 0 B 9 1 4 A L L
 1 2 3 4 5 6 7 8 9 160

[REDACTED] 4/19/2005


Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	C	F1	00417	F21011

Dealer Name:	ADAMSON FORD, L.L.C.				
Dealer Address:	1922 2ND AVE S BIRMINGHAM AL 35233				
Dealer Main Phone:	205-271-4700	Dealer Service Phone:	205-271-4860		

Position	Employee Name
DEALER/PARTNER	WILLIAM B ISRAEL
GENERAL MANAGER	RICHARD CORK
PARTS MANAGER	RICKY E ARGO
PARTS MANAGER	JIMMY PEARSON
PARTS & SERVICE DIRECTOR	GORDON ZANE
SALES MANAGER	ROGER A MCWHORTER
SALES MANAGER	MIKE GARGONE
SALES MANAGER	JOE BENSON
SALES MANAGER	ROGER D REED
SERVICE MANAGER	CHRISTOPHER S BUZBEE

Service Hours	7:00-6:00 M-F,7:30-3:30 SAT.
Directions	1922 2ND AVE. SOUTH,BIRMINGHAM,AL.
Trained	Y
Additional Information	LSG ENROLLED TOWING: 205-251-7777 ALABAMA WRECKER SERVICE


 4/19/2005

VIN FSA Details	
VIN:	1FMCU04183K [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-Mar-2003	
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	16-Jun-2003	
Vehicle Type Description:	TRUCK	Sale Date:	16-Jun-2003	
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:	MUSCLE SHOALS	Phone #:	
State/Province:	Alabama	E-Mail:	
ZIP/Postal Code:	[REDACTED]		
Country:	UNITED STATES		
Owner Effective Date:	13-Oct-2004	Vendor Applied Date:	15-Dec-2004
Vendor Match Code Description:	1-BOTH NAME AND ADDRESS MATCH		
N&A Source:	POLK	GCamp Applied Date:	05-Jan-2005
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	-
Company Car:			
Original Owner			
Business Name:	[REDACTED]		
Owner Name:	[REDACTED]		



4/19/2005

Address 1: [REDACTED]
 Address 2: [REDACTED]
 Address 3: [REDACTED]
 Address 4: [REDACTED]
 City: MUSCLE SHOALS
 State/Province: Alabama Phone #: 2563898789
 ZIP/Postal Code: [REDACTED] E-Mail:
 Country: UNITED STATES

Owner Effective Date: 17-Jun-2003 Vendor Applied Date: 17-Jun-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	03085	USA	F21108		Family Ford Sales, Inc.
Ship-To					NOT AVAILABLE
Stocking	03085	USA	F21108		Family Ford Sales, Inc.
Selling	03085	USA	F21108		Family Ford Sales, Inc.

FSA Details

VIN: 1FMCU04183K [REDACTED]

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

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s): **Supplement Code:**

+ 0 - TARGETING SEGMENT 00- Original
 - AA - 02-04 Escape 3.0L LHD

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
03085	USA	F21108		Family 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 - 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



4/19/2005

Repair						
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code Cost Source
VIN/FSA Vehicle Status						
Description		Reason		Date		
OPEN - LAUNCHED		Open		07-Dec-2004		
Confirmed				07-Dec-2004		
VIN FSA Mail History						
Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP...				Global FSA:00010252		
Release:		OOWNER LETTER				
Release Date:		10-Jan-2005				
Mail Date:		14-Jan-2005 to 17-Jan-2005				
Restricted Address:		No				
Address:		<div style="background-color: black; width: 150px; height: 1.2em; margin-bottom: 2px;"></div> MUSCLE SHOALS,AL <div style="background-color: black; width: 100px; height: 1.2em; margin-bottom: 2px;"></div> UNITED STATES				
Resp. Dealer:		03085USAF21108-				
Fleet Acct:						
Fleet Mgmt Loc:						
N&A Source:		POLK				
Owner Effective Date:		13-Oct-2004				
Note:						

FSA Counts			
FSA Category	Repair Eligible (Open)	Repair Inellgible (Closed)	Total
SAFETY RECALL	1		0 1
Total	1		0 1

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4/19/2005



.....
facsimile
transmittal



To: Dave Farrell

Fax: 949-597-0695

From: Eileen Pawelek

Date: 4/6/04

Re: [REDACTED] Release

Pages: 2

CC:

Notes: Hello Dave,

Following is a copy of the release that [REDACTED] signed. In addition, the payoff check was sent to the lien holder today, via overnight mail.

Eileen

CONFIDENTIAL

RELEASE

In consideration of the sum of One Dollar and other good and valuable considerations, the receipt of which is hereby acknowledged, the undersigned hereby releases Ford Motor Company,

Raceway Ford and all other Ford and Lincoln/Mercury dealers of all claims and causes arising out of any damage or loss, direct or indirect, including damage to or loss of the vehicle itself, claims arising out of malfunction or defective parts or workmanship in, or pertaining to the vehicle, or bodily injuries known or unknown sustained by or pertaining to the vehicle, or bodily injuries known or unknown sustained by or in consequences of the purchase, ownership, possession, use, storage and/or sale of a 2002 Escape, 1FMCU03162K [REDACTED]

SIGNATURE OF VEHICLE OWNER(s)

[REDACTED]
Owner's Signature

Co-Owner's Signature

[REDACTED]
Number and Street

Number and Street

Riverside, CA, [REDACTED]
City, State, Zip

City, State, Zip

WITNESS:

[REDACTED]

Print Name

BARNES & FARRELL
ATTORNEYS AT LAW
24012 CALLE de la PLATA, SUITE 407
LAGUNA HILLS, CALIFORNIA 92653-7625
TELEPHONE (949) 597-0694
FACSIMILE (949) 597-0695
email: barnesfarrell@earthlink.net

*STEPHEN G. BARNES
DAVID J. FARRELL

*A Professional Corporation

CONSUMER AFFAIRS
SECTION

March 17, 2004

4 MAR 22 12:43

Via Facsimile & U.S. Mail

Ford Motor Company
Consumer Affairs - Litigation Prevention Department
P.O. Box 6248, MD 3NE-B
Dearborn, Michigan 48126-4207

Attention : Eileen M. Pawelek

Re: Our Client : [REDACTED]
Vehicle : 2002 Ford Escape
VIN : 1FCU03162K [REDACTED]

Dear Eileen:

This letter will confirm a settlement has been reached this day between [REDACTED] and Ford Motor Company (Ford) concerning the above-referenced vehicle. Ford will pay to [REDACTED] the following:

Down payment	: \$ 1,000.00
Monthly payments (12 @ \$440.99)	: 5,291.88
Registration/license	: 307.00
Usage fee (based upon 5,272 miles)	: < 878.45 >
Total	: \$ 5,720.43
Lien balance	: Lien balance
Attorney's fees	: \$ 2,500.00.

For this consideration, [REDACTED] will:

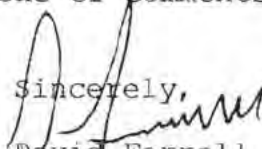
- (1) return the vehicle to Ford in an undamaged condition; and
- (2) release Ford from any further liability related to this matter.

Please request three settlement checks - one in the amount of \$5,720.43 made payable to [REDACTED] one in the amount of the lien payoff balance made payable to WFS Financial; and one in the

Ford Motor Company
March 17, 2004
Page 2

amount of \$2,500.00 made payable to Barnes & Farrell. Also, please have this office contacted once the settlement checks arrive at the surrendering dealership so that we may arrange for the vehicle's surrender.

Thank you for your courtesy and cooperation in resolving this case. If you have any questions or comments, please do not hesitate to call.

Sincerely,

David Farrell
BARNES & FARRELL

DF/kh

cc: 

BARNES & FARRELL

ATTORNEYS AT LAW
24012 CALLE DE LA PLATA, SUITE 407
LAGUNA HILLS, CALIFORNIA 92653-7624
TELEPHONE (949) 597-0695
FACSIMILE (949) 597-0695
email: barnesfarrell@earthlink.net

*STEPHEN G. BARNES
DAVID J. FARRELL

*A Professional Corporation

FACSIMILE COVER SHEET

DATE: March 17, 2004

TO: Eileen M. Pawelek

FAX NO.: (313) 845-6002

FROM: David Farrell

NO. OF PAGES INCLUDING COVER SHEET: 3

RE: 

MESSAGE: _____

PRIVACY NOTE

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE FEDERAL AND STATE LAW. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US BY TELEPHONE IMMEDIATELY.

PLEASE CALL OUR OFFICE IMMEDIATELY IF ALL PAGES ARE NOT TRANSMITTED.

THANK YOU.

TRANSMITTED BY:

BARNES & FARRELL

ATTORNEYS AT LAW
 24012 CALLE DE LA PLATA, SUITE 407
 LAGUNA HILLS, CALIFORNIA 92653-7628
 TELEPHONE (949) 597-0604
 FACSIMILE (949) 597-0695
 email: barnesfarrell@earthlink.net

*STEPHEN G. BARNES
 DAVID J. FARRELL

*A Professional Corporation

March 17, 2004

Via Facsimile & U.S. Mail

Ford Motor Company
 Consumer Affairs - Litigation Prevention Department
 P.O. Box 6248, MD 3NF-B
 Dearborn, Michigan 48126-4207

Attention : Eileen M. Pawelek

Re: Our Client : [REDACTED]
 Vehicle : 2002 Ford Escape
 VIN : 1FCU03162K [REDACTED]

Dear Eileen:

This letter will confirm a settlement has been reached this day between [REDACTED] and Ford Motor Company (Ford) concerning the above-referenced vehicle. Ford will pay to [REDACTED] the following:

Down payment	: \$ 1,000.00
Monthly payments (12 @ \$440.99)	: 5,291.88
Registration/license	: 307.00
Usage fee (based upon 5,272 miles)	: < 878.45 >
Total	: \$ 5,720.43
Lien balance	: Lien balance
Attorney's fees	: \$ 2,500.00.

For this consideration, [REDACTED] will:

- (1) return the vehicle to Ford in an undamaged condition; and
- (2) release Ford from any further liability related to this matter.

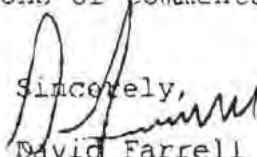
Please request three settlement checks - one in the amount of \$5,720.43 made payable to [REDACTED] one in the amount of the lien payoff balance made payable to WFS Financial; and one in the

Ford Motor Company
March 17, 2004
Page 2

amount of \$2,500.00 made payable to Barnes & Farrell. Also, please have this office contacted once the settlement checks arrive at the surrendering dealership so that we may arrange for the vehicle's surrender.

Thank you for your courtesy and cooperation in resolving this case. If you have any questions or comments, please do not hesitate to call.

Sincerely,



David Farrell
BARNES & FARRELL

DF/kh

CC: 

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
04	03/16	14:44	949 597 0695	EC-S	00'48"	003	168	OK



*Sent Via Fax

March 16, 2004

David Farrell
24012 Calle de la Plata, Suite 407
Laguna Hills CA 92653
Fax: 949-597-0695

RE: [REDACTED]
Refund Figures

Dear Mr. Farrell:

Following are the refund figures pertaining to the buyback of your client's vehicle. Please review them and let me know if they are acceptable; upon your response I will process the checks.

You may reach me by phone at (313) 845-5483 or by fax at (313) 845-6002.

Respectfully yours,

A handwritten signature in cursive script that reads "Eileen M. Pawelek".

Eileen M. Pawelek
Consumer Affairs

03/17/2004 03:29 PM

REFUND WORKSHEET (With Interest)

Page : 1
RAVINR44

Customer name: [Redacted]

VIN: 1FMCU0318 2H [Redacted]

SECTION 1: Lien/Lease Information		SECTION 2: Aftermarket Items/Misc. Purchase Charges (See Page 2 for details)	
Lienholder: <u>WFS Financial</u>		Total: <u>\$307.00 (c)</u>	
Address: <u>15750 Alton Parkway</u>		SECTION 3: Misc. Deduction (Late charges, disability etc.)^(b) (See Page 2 for details)	
<u>Irvine CA 92618</u>		Total: <u>\$0.00 (e)</u>	
Phone: <u>(800)288-8004</u>		SECTION 4: Other Expenses (Sales Tax, License etc.) (See Page 2 for details)	
Account Number: [Redacted]		Total: <u>\$0.00 (f)</u>	
Payment Amount: <u>\$440.88</u>			
# of Payments:	x <u>12</u> ✓		
Extra paid by customer:	+ <u>\$0.00</u>		
Total of payments made:	<u>\$5,291.88 (a)</u>		
Lienholder payoff:	<u>\$18,430.88 (d)</u>		
Good until:	<u>03/23/04</u> ✓		

SECTION 5: Refund Calculation	
Total of payments made:	+ <u>\$5,291.88 (a)</u> ✓
Down Payment (Includes trade-in):	+ <u>\$1,000.00</u> ✓
Less Rebate:	- <u>\$0.00</u> ✓
Aftermarket Items/Misc. Purchase Charges:	+ <u>\$307.00 (c)</u>
Less Misc. Deduction:	- <u>\$0.00 (e)</u>
Less Mileage Charge: $\$19,995 + (5,272 \text{ MI} / 120,000 \text{ MI}) = \878.45	- <u>\$878.45</u> ✓
Mileage Waived: (formula used)	+ <u>\$0.00</u>
DMV Fees owed to State : DMV Fees Amount :	- <u>\$0.00</u>
Other Expenses :	+ <u>\$0.00 (f)</u>
Refund to Customer:	= <u>\$6,720.43</u> ✓
Lienholder payoff:	+ <u>\$18,430.88 (d)</u>
Attorney Fees	+ <u>\$2,500.00</u>
Total Payout:	= <u>\$26,651.09</u> ✓

NOTE: Items appearing on the buyer's order, such as taxes, fees and Ford ESP'S (if any) are included in the amount financed and are therefore reflected in the payoff and payments made. These items are inherently refunded proportionately to the customer and the lienholder as their interests appear.

THIS BREAKDOWN INCLUDES A FORD ESP OF: \$0.00

IMPORTANT NOTICE TO DEALERS: Upon turn-in of the vehicle, complete the following information and forward to RAV HQ as soon as possible. Your \$400 Administrative Allowance will not be processed until the following documents have been received by RAV HQ at:

PO Box 370, Dearborn, MI 48121 OR 34115 W 12 Mile Rd Farmington Hills, MI 48331

- _____ Inspection/Condition Report
- _____ Original Title, signed by customer
- _____ Signed Customer Letter
- _____ Signed/Notarized Power of Attorney
- _____ Signed/Notarized Release (Excluding legal settlements submitted by OGC)
- _____ Current Odometer Statement
- _____ Lien release

Refund Breakdown Calculated by: LWILSON *[Signature]* Prof's ID: _____

03/17/2004 03:29 PM

REFUND WORKSHEET (With Interest)

Page : 2
RAVINR44

Customer name: [REDACTED]

VIN: 1FMCU0316 2K [REDACTED]

SECTION 2: Aftermarket Items/Misc. Purchase Charges	
1 REGISTRATION FEES	\$307.00
Total:	\$307.00 (c)
SECTION 3: Misc. Deduction (Late charges, disability etc.)	
Total:	\$0.00 (e)
SECTION 4: Other Expenses (Sales Tax, License etc.)	
Total:	\$0.00 (f)



REGISTRATION CARD VALID FROM: 01/14/2004 TO: 01/14/2005

MAKE	YR MODEL	YR LST SOLD	VEH CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
FORD	2002	2002	EP	2003	120	11	[REDACTED]
BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER				
UT	G	KP	1PMCU03162K [REDACTED]				
TYPE VEHICLE USE	MP	MO	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE			03/02/04	33	03/02/04	B	Y0980990
						PR EXP DATE:	01/14/2004
REGISTERED OWNER						AMOUNT PAID	\$ 307.00
[REDACTED]						AMOUNT DUE	\$ 307.00

REGISTERED OWNER
[REDACTED]

AMOUNT DUE	AMOUNT RECVD
\$ 307.00	CASH : 307.00
	CHCK : :
	CRDT : :

RIVERSIDE
CA [REDACTED]

LIENHOLDER
WFS FNCL INC
23 PASTEUR

IRVINE
CA 92618

H05 611 A2 0030700 0004 CS H05 030204 11 4VVK597 401

**RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE**

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number 138875

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) RIVERSIDE RIVERSIDE CA	Creditor - Seller (Name and Address) TOYOTA OF RIVERSIDE 7870 INDIANA AVENUE RIVERSIDE CA 92504
---	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2002	FORD ESCAPE	8,667 8337	1FMCU03162	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING 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 after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
10.00 %	\$ 5,789.17	\$ 20,670.23	\$ 26,457.40	\$ 2,000.00
	\$ 5,789.17	\$ 20,670.23	\$ 26,457.40	\$ 2,000.00
(e) means an estimate				
YOUR PAYMENT SCHEDULE WILL BE:				
Number of Payments:	Amount of Payments:	When Payments Are Due:		
One Payment of	N/A			
One Payment of	N/A			
59 Payments	440.99	Monthly, Beginning 05/03/2003		
One Final Payment	440.99	03/03/2008		

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

STATEMENT OF INSURANCE		
Vehicle Insurance		
	Term	Premium
\$ 1000.00 Ded Comp, Fire & Theft	N/A Mos	\$ N/A
\$ 1000.00 Ded Collision	N/A Mos	\$ N/A
Bodily Injury \$ N/A limits	N/A Mos	\$ N/A
Property Damage \$ N/A limits	N/A Mos	\$ N/A
Medical	N/A	\$ N/A
	N/A Mos	\$ N/A
	N/A Mos	\$ N/A
Total Vehicle Insurance Premiums \$ N/A		

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.
 You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

ITEMIZATION OF THE AMOUNT FINANCED	
1. Total Cash Price	
A. Cash Price of Motor Vehicle and Accessories	\$ 1995.00 (A) 1995.00
1. Cash Price Vehicle	\$ 1395.00
2. Cash Price Accessories	\$ N/A
B. Document Preparation Fee (not a governmental fee)	\$ 45.00 (B) 45.00
C. Smog Fee Paid to Seller	\$ 50.00 (C) 50.00
D. Sales Tax (on A + B + C)	\$ 1556.98 (D) 1556.98
E. (Optional) BPA New Vehicle Report of Sale or Renewal Transaction Fee*	\$ N/A (E)
F. (Optional) Service Contract*	\$ N/A (F)
G. Prior Credit or Lease Balance paid by Seller to	\$ N/A (G)
(See downpayment and trade-in calculation)	
H. (Optional) Gap Contract (to whom paid)*	\$ N/A (H)
I. Other (to whom paid)* N/A	\$ N/A (I)
For N/A	21646.98
Total Cash Price (A through I)	\$ 21646.98 (1)
2. Amounts Paid to Public Officials	
A. License Fees ESTIMATED	\$ 15.00 (A)
B. Registration/Transfer/Titling Fees	\$ N/A (B)
C. California Tire Fees*	\$ N/A (C)
D. Other	\$ N/A (D)
E. Other	\$ N/A (E)
Total Official Fees (A through E)	\$ 15.00 (2)
3. Amount Paid to Insurance Companies	
(Total premiums from Statement of Insurance column a + b)*	\$ N/A (3)
4. Smog Certification Fee Paid to State	
	\$ 8.25 (4)

Buyer [Signature]
 Co-Buyer _____
 Seller _____

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance		
<input type="checkbox"/> Credit Life:	<input type="checkbox"/> Buyer	<input type="checkbox"/> Co-Buyer
<input type="checkbox"/> Credit Disability (Buyer Only)		
	Term	Exp. Premium
Credit Life	N/A Mos	\$ N/A
Credit Disability	N/A Mos	\$ N/A
Total Credit Insurance Premiums \$ N/A (b)		
Insurance Company Name _____		
Home Office Address _____		
N/A		

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.
 You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY

(Total premiums from Statement of Insurance column a + b)* \$ 21670.23 (3)

4. Smog Certification Fee Paid to State \$ 8.25 (4)

5. Subtotal (1 through 4) \$ 21670.23 (5)

6. Total Downpayment 21670.23

A. Agreed Trade-In Value Yr _____ Make _____ \$ N/A (A)
 Model _____ Odom _____
 VIN _____

B. Less Prior Credit or Lease Balance \$ N/A (B)

C. Net Trade-In (A less B) (Indicate if a negative number) \$ N/A (C)

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ N/A (E)

F. Other \$ N/A (F)

G. Cash \$ 1000.00 (G)

Total Downpayment (C through G) \$ 1000.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1G above)

7. Amount Financed (5 less 6) \$ 20670.23 (7)

*Seller may keep part of these amounts. 20670.23

OR FROM 30 DAYS A WEEK OF MORE ON THE Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disability: Not Covered" in your policy for details).

2-7-2003 _____ 9
 Date Buyer Signature Age
 _____ X _____
 Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra cost. If you choose to buy a gap contract, the cost is shown in item 1H. See your gap contract for details on the protection it provides.
 Term N/A Mos N/A
 Name of Gap Contract _____

Buyer X _____

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
 Amount \$ N/A Finance Charge \$ N/A
 Total \$ N/A Payable in _____
 installments of \$ N/A \$ N/A
 from this loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
 If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
 Name of autobroker receiving fee, if applicable:
N/A

OPTIONAL SERVICE CONTRACT You want to purchase a service contract written with the following company in the term shown below for the price shown in item 1F.
 Company N/A
 Term N/A Mos. or N/A Miles:
 Buyer X _____

HOW THIS CONTRACT CAN BE CHANGED
 This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both parties must sign. No oral changes are permitted.
 _____ X _____
 Co-Buyer Initials

NOTICE OF RESCISSION RIGHTS
 If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.
 Buyer _____ Co-Buyer X _____

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before 2-27 Year 03 SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
 SEE PUBLIC LIABILITY TERMS AND CONDITIONS.

_____ X _____
 You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B, you agree to pay the excess on demand. If the payoff amount is less than the amount shown above in item 6B, you agree to pay the difference to you.
 Buyer _____ Co-Buyer X _____

Notice to buyer:
 (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
 After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change and it is an _____.
 Buyer Signature _____ Co-Buyer Signature X _____

THERE IS NO COOLING OFF PERIOD
 California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the consent of the seller or for legal cause, such as fraud.
 Buyer Signature _____ Date 02/17/2003 Co-Buyer Signature X _____ Date _____

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW.
 YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS.
 _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. SEE PUBLIC LIABILITY TERMS AND CONDITIONS.

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as or the excess on demand. If the payoff amount is less than the amount shown above in item 6 the difference to you.

Buyer [Signature] Co-Buyer X [Signature]

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair

Buyer Signature [Signature] Co-Buyer Signature X [Signature]

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW. YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS.

Buyer Signature [Signature] Date 02/17/2003 Co-Buyer Signature X [Signature] Date

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner Signature X Address

Seller Signature X TOYOTA OF RIVERSIDE Date 02/17/2003 By [Signature] Title [Signature]

LAW FORM NO. 553-CA (REV. 10/03) U.S. PATENT NO. 0460,782 ©2003 Reynolds and Reynolds TO ORDER www.reynolds.com 1-800-244-0996 fax 1-800-531-9655 THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER/TRUTH IN LENDING COPY

eccdb2b

*air bag = 4x
accid. pedal = 4x (kniper)
inj = 4x*

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 17-FEB-2004

Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD	
29-12-01-12-01-02 171150	MI	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	29-12-01	12-01-02	171150	USA	17	*	1A03	*	6006	*	S11	V41	D42	07	
AWS Claim Key:		5705158	Doc #:		04369053	Trx Code:		E84	Labor Hrs:		3.2	Labor Cost:		235.39	Material Cost:		0	Total Cost:		235.39				
Dir Cd-Sub Cd:		05557*	Name:			FRITTS FORD	Ph:		909-6872121	St:		CA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		12-MAY-2003	DIST(Mile):		*****
Cust Comments:		CLIENT STATES THE SUV IS GETTING POOR GAS MILEAGE. CHECK AND ADVISE PLEASE.																						
Tech Comments:		HOOKED UP NGS DID COMP TEST NO CODES PINPOINT TESTED DCL DISP IDLE DISP IGN TEST POWER BALANCE FUEL SYST TEST INJ TEST TEST DROVE WITH NGS TO MONITOR PIDS AND RECORD ADJ ENG TO SPEC AND RETESTED																						
29-12-01-12-01-02 171150	MI	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	29-12-01	12-01-02	171150	USA	18	*	7K88	*	NPF	*	S08	V05	S39	82	
AWS Claim Key:		6297199	Doc #:		04775451	Trx Code:		E83	Labor Hrs:		2.4	Labor Cost:		182.69	Material Cost:		0	Total Cost:		182.69				
Dir Cd-Sub Cd:		05557*	Name:			FRITTS FORD	Ph:		909-6872121	St:		CA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		24-JUN-2003	DIST(Mile):		*****
Cust Comments:		CUSTOMER STATES AIRBAG SITE FLASHING AT TIME STAYS ON ADVISE																						
Tech Comments:		WDS TEST B1994 DRIVERS SIDE IMPACT CIRCUIT HIGH RESISTANCE. MEASURE PIDS, DRIVERS SIDE AIRBAG RESISTANCE 3.2 OHMS AND FLUCTUATES WHILE MOVING SEAT. INSPECTED WIRING AND CONNECTOR AT SIDE AIRBAG SHUNT. CLEANED TERMINALS WITH CONTACT CLEANER. CLEAR CODES AND REMEASURE PID RESISTANCE. 2.3 OHMS OK. NO OTHER PROBLEMS AT THIS TIME. RAN OASIS, NO CONCERNS.																						
29-12-01-12-01-02 171150	MI	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	29-12-01	12-01-02	171150	USA	20	*	5R14	*	14A664	*	S09	V77	L29	49	
AWS Claim Key:		7222240	Doc #:		05459351	Trx Code:		E84	Labor Hrs:		7	Labor Cost:		53.28	Material Cost:		0	Total Cost:		53.28				
Dir Cd-Sub Cd:		05557*	Name:			FRITTS FORD	Ph:		909-6872121	St:		CA	Ctry Cd:		USA	Reg Cd:		NA	Repr Date:		02-SEP-2003	DIST(Mile):		*****
Cust Comments:		CUST STATES AIR BAG LIGHT STAYS ON																						
Tech Comments:		WDS TEST B1994. CALLER CALLING PER HOTLINE. INSPECTED CONNECTORS FOR PRETENSIONERS AND SIDE IMPACT AIRBAGS. CLEANED CONNECTOR CONTACTS WITH ELECTRICAL CONTACT CLEANER AND CLEAR CODES. RETEST OK AT THIS TIME.																						
29-12-01-12-01-02 171150	MI	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	29-12-01	12-01-02	171150	USA	20	*	2E03	2L8Z	9E926	AB	S11	V41	A27	41	
AWS Claim Key:		7239187	Doc #:		05459352	Trx Code:		S07	Labor Hrs:		9	Labor Cost:		68.51	Material Cost:		104.69	Total Cost:		173.2				
Dir Cd-Sub Cd:																								
Cust Comments:																								
Tech Comments:																								

*fuel econ. testing
WDS: accid. pedal*

air bag. 1x

air bag. 2x

PE12-019 001485 LP

Dir Cd-Sub Cd: 05557-* Name: FRITTS FORD Ph: 909-6872121 St: CA Cd: USA Reg Cd: NA Repr Date: 04-SEP-2003 DIST(Mile): 21397
 Cust Comments: CUST STATES ACCEL. PEDAL REALLY HARD, WHISLE THROTTLE BODY STICKING. SEE MIKE H
 Tech Comments: NGS QUICK TEST CODE PASS. ~~ACCEL. PEDAL REALLY HARD, WHISLE THROTTLE BODY STICKING. SEE MIKE H~~ FOUND THROTTLE BODY STICKING. REPLACED T BODY AND RETEST OK

MI T/MI T/F T/WE T/EF T/A AJ T/DJ T/LD 29-12-01 12-01-02 171150 USA 23 * 3C04 YL8Z 7F293 AA S09 V81 A07 42
 AWS Claim Key: 8014488 Doc #: 06104651 Trx Code: S07 Labor Hrs: 1.6 Labor Cost: 121.79 Material Cost: 25.03 Total Cost: 146.82
 Dir Cd-Sub Cd: 05557-* Name: FRITTS FORD Ph: 909-6872121 St: CA Ctry Cd: USA Reg Cd: NA Repr Date: 04-NOV-2003 DIST(Mile): ~~21397~~
 Cust Comments: CUST STATES RADIO GOES ON AND OFF
 Tech Comments: RADIO CUTS OUT WHEN TRANSMISSION IS PUT IN PARK OR REVERSE. INSPECTED TRANSMISSION RANGE SENSOR AND CONNECTOR. SOME MOISTURE IN CONNECTOR. REMOVED BATTERY, BATTERY TRAY, UPPER RADIATOR HOSE AND BRACKETRY. REPLACED TRANS RANGE SENSOR, CLEANED CONNECTOR AND APPLIED ELECTRICAL GREASE. RETEST OK AT THIS TIME.

MI T/MI T/F T/WE T/EF T/A AJ T/DJ T/LD 29-12-01 12-01-02 171150 USA 23 * 7S11 * 14488 * S08 V05 S39 D7
 AWS Claim Key: 8047311 Doc #: 06104653 Trx Code: E83 Labor Hrs: 3.9 Labor Cost: 296.87 Material Cost: 0 Total Cost: 296.87
 Dir Cd-Sub Cd: 05557-* Name: FRITTS FORD Ph: 909-6872121 St: CA Ctry Cd: USA Reg Cd: NA Repr Date: 04-NOV-2003 DIST(Mile): 26694
 Cust Comments: CUST STATES AIR BAG LIGHTS ALSO FLASHES AT TIMES
 Tech Comments: WDS TEST B1994 MONITOR DRIVERS SIDE IMPACT AIRBAG RESISTANCE 3.4 OHMS PERFORMED WIGGLE TEST ON ALL WIRING REMOVED SEAT AND SEAT PANEL TO INSPECT WIRING FOR DAMAGE WHEN WIGGLING CONNECTOR UNDER SEAT RESISTANCE DROPPED FROM 3.4 OHMS TO 2.2 OHMS. ~~CONNECTOR WIRING WERE FRONT LOWER FRAME BRACKET AND WIRING UNDER SEAT. RESISTANCE DROPPED FROM 3.4 OHMS TO 2.2 OHMS DURING WIGGLE TEST. TERMINALS REASSEMBLE AND RETEST OK. RESISTANCE REMAINS 2.2 OHMS DURING WIGGLE TEST.~~ *ack bag 3x*

MI T/MI T/F T/WE T/EF T/A AJ T/DJ T/LD 29-12-01 12-01-02 171150 USA 23 * 2G02 * 9B989 * S11 V44 D50 07
 AWS Claim Key: 8014489 Doc #: 06104657 Trx Code: S07 Labor Hrs: 1.8 Labor Cost: 137.02 Material Cost: 0 Total Cost: 137.02
 Dir Cd-Sub Cd: 05557-* Name: FRITTS FORD Ph: 909-6872121 St: CA Ctry Cd: USA Reg Cd: NA Repr Date: 04-NOV-2003 DIST(Mile): 26694
 Cust Comments: CUST STATES VEHICLE GETTING ~~WORSER AND LOWER MILES PER GAL.~~
 Tech Comments: HOOKED UP NGS DID COMP TEST NO CODES PINPOINT TESTED DCL DISP IDLE DISPIGN TEST POWER BAL FUEL SYST TEST INJ TEST TEST DROVE WITH NGS TO MONITOR MDS AND RECORD ADJ TTP VOLTAGE TO .93V SET ENG TO SPEC RETESTED. *and Leon 3x*

MI T/MI T/F T/WE T/EF T/A AJ T/DJ T/LD 29-12-01 12-01-02 171150 USA 24 * 3A11 * 7000 * S11 V48 P67 82
 AWS Claim Key: 8562331 Doc #: 06531551 Trx Code: E84 Labor Hrs: 1.5 Labor Cost: 114.18 Material Cost: 0 Total Cost: 114.18
 Dir Cd-Sub Cd: 05557-* Name: FRITTS FORD Ph: 909-6872121 St: CA Ctry Cd: USA Reg Cd: NA Repr Date: 19-DEC-2003 DIST(Mile): ~~28576~~
 Cust Comments: CUST STATES FEELS LIKE ACCEL. PEDAL STICKS. DELAY IN ENGAGEMENT FROM A COMPLETE STOP, THEN JERKS INTO GEAR, SEE ADVISOR
 Tech Comments: NGS PASSED ROADTEST ~~UNABLE TO MERK CONCERN AT THIS TIME OASIS CONTACT ID#117240955~~ *also: accel. pedal 3x*

MI T/MI T/F T/WE T/EF T/A AJ T/DJ T/LD 29-12-01 12-01-02 171150 USA 24 * 7S11 * 14487 * S08 V05 S39 28
 AWS Claim Key: 8562332 Doc #: 06531552 Trx Code: E83 Labor Hrs: 1.3 Labor Cost: 98.96 Material Cost: 0 Total Cost: 98.96
 Dir Cd-Sub Cd: 05557-* Name: FRITTS FORD Ph: 909-6872121 St: CA Ctry Cd: USA Reg Cd: NA Repr Date: 19-DEC-2003 DIST(Mile): 28576

PE12-019 001486 LP

Cust Comments: CUST. STATES ~~ALL BAG LIGHT STAYS ON, SEE HISTORY~~ *see page 4x*
Tech Comments: NGS, RCM, RECEIVED DTCS B1877, C1412 MONITOR PIDS AND FOUND DRIVER SIDE PRE TENSION ~~READING 2.932 OHMS, TOO HIGH,~~ RAN OASIS, FOUND ~~900-402-0016,~~ DISCONNECTED BATTERY, AND PRE TENSION OR CONNECTOR AND SPRAY ~~PEOXIT INTO TERMINALS,~~ CLEAR CODES AND RETEST OK. PERFORM ON DEMAND SELF TEST, PASSED. ROAD TEST 10 MILES. OK

(190) - 0000 [REDACTED] MI T/MI T/F T/W/E T/EF T/A AJ T/DJ T/LD 29-12-01 12-01-02 171150 USA 24 * 2G04 * DIAG * S11 V43 D02 82
AWS Claim Key: 8613079 Doc #: 06531554 Trx Code: S07 Labor Hrs: 2.9 Labor Cost: 220.75 Material Cost: 0 Total Cost: 220.75
Dir Cd-Sub Cd: 05557-* Name: FRITTS FORD Ph: 909-6872121 St: CA City: USA Reg Cd: NA Repr Date: 19-DEC-2003 DIST(Mile): 28576
Cust Comments: CUST. STATES ~~ENGINE ROUGHS ROUGH MISS AT IDLE~~ *eng. 4x*
Tech Comments: ~~THE OIL LEVEL FOUND IN A PART 1 QUART OF OIL & VERY DIRTY LEFT FRONT TIER TRED DEPTH 2 23 RIGHT TIER 3 32 REAR~~ ~~WAS CHECKED APPROX 1 YEAR~~
~~MANUALS FROM OWNER'S COPY SERVICE MANUAL TO VERIFY ROUGH IDLE OR MISS UNDER ANY CONDITIONS~~

Any comments? You can contact



webmaster

DEALER 71C 031 VIN 1FMCU03162K [REDACTED]

	SUGGESTED RETAIL PRICE	AMOUNT
U03C ESCAPE XLT LEATHER 4X2 2002 MODEL YEAR	23180.00	21508.00
CX DARK SHADOW GRAY CLEARCOAT MET		
N2 M GRAPHITE S/BUCK LTH SURF		
KEY STANDARD EQUIPMENT		
.ORDER CODE 320A		
.LEATHER COMFORT GROUP		
.POWER MOONROOF WITH SHADE		
.P235/70/RX16 A/S OWL TIRES		
.16" CAST ALUMINUM WHEELS		
.POWER 6-WAY DRIVERS SEAT		
OPTIONAL EQUIPMENT		
991 .3.0L DURATEC V6 ENGINE	NC	NC
444 .4-SPEED AUTOMATIC O/D TRANS	NC	NC
153 FRONT LICENSE PLATE BRACKET	NC	NC
186 STEP BARS	275.00	248.00
422 CALIFORNIA EMISSIONS SYSTEM	NC	NC
588 MACH AM/PM STER W/6-CD IN-DASH	505.00	454.00
67A SIDE AIR BAGS	345.00	310.00
TOTAL VEHICLE & OPTIONS	24305.00	22520.00
DESTINATION & DELIVERY	540.00	540.00
SCHEDULE A (MEMO)	.00	
TOTAL FOR VEHICLE	24845.00	
10 U.S. GAL GAS FACTORY		18.50
CA NEW MTR VEHICLE BOARD FEES		.65
PRICED DORA		
BATCH-ID 1M03107566 N RB 2X		
PRICE LEVEL 230300U03	VIN: 1FMCU03162K [REDACTED]	
SHIPPING WEIGHT 3090 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 PLAN
55.00	23134.15	728.00		22406.15	22184.15
728.00	33.00	1012.00	.65	695.00	21318.00

SOLD TO
Star Ford 71C031
 900 S Brand Blvd
 Glendale CA 91204

TO 76 STATE
 2 6 CA CK27

SHIP TO (IF OTHER THAN ABOVE)

DATE INV. PREPARED 12 03 01 ITEM NUMBER 71-2127 TRIM N2 TRANSIT 08

SHIP THROUGH

FINANCE 320-4706A(595)

INVOICE & UNIT IDENTIFICATION NO. 1FMCU03162K [REDACTED] FINAL ASSEMBLY POINT KANSAS CITY FINAL COMPANY AND/OR BANK Ford Motor Credit 000001
 2KB54401 1F 003 20011203 011203 1M031 N 230 71C031 2 2134.15 KUI
 THIS INVOICE TO BE USED FOR THE BILLING OF VEHICLES ONLY DEALER'S COPY

BARNES & FARRELL

ATTORNEYS AT LAW
24012 CALLE de la PLATA, SUITE 407
LAGUNA HILLS, CALIFORNIA 92653-7625
TELEPHONE (949) 597-0694
FACSIMILE (949) 597-0695
email: barnesfarrell@earthlink.net

*STEPHEN G. BARNES
DAVID J. FARRELL

*A Professional Corporation

FACSIMILE COVER SHEET

DATE: March 2, 2004

TO: Eileen M. Pawelek

FAX NO.: (313) 845-6002

FROM: David Farrell

NO. OF PAGES INCLUDING COVER SHEET: 2

RE: [REDACTED]

MESSAGE: Copy of current Validated Registration Card follows.
Any questions, please call. Thank you.

PRIVACY NOTE

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE FEDERAL AND STATE LAW. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US BY TELEPHONE IMMEDIATELY.

PLEASE CALL OUR OFFICE IMMEDIATELY IF ALL PAGES ARE NOT TRANSMITTED.

THANK YOU.

TRANSMITTED BY:

BARNES & FARRELL
 ATTORNEYS AT LAW
 2012 CALLE de la PLAZA, SUITE 407
 LAGUNA HILLS, CALIFORNIA 92653-7625
 TELEPHONE (949) 397-0694
 FACSIMILE (949) 597-0695
 email: barnesfarrell@earthlink.net

*STEPHEN G. BARNES
 DAVID J. FARRELL

*A Professional Corporation

FACSIMILE COVER SHEET

DATE: February 18, 2004

TO: Eileen M. Pawelek

FAX NO.: (313) 845-6002

FROM: David Farrell

NO. OF PAGES INCLUDING COVER SHEET: 1

RE: [REDACTED]

MESSAGE: Thank you for your letter concerning this matter. Ms. Morris chooses the refund option. Any questions, please call. Thank you.

PRIVACY NOTE

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE FEDERAL AND STATE LAW. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US BY TELEPHONE IMMEDIATELY.

PLEASE CALL OUR OFFICE IMMEDIATELY IF ALL PAGES ARE NOT TRANSMITTED.

THANK YOU.

TRANSMITTED BY:

BARNES & FARRELL
ATTORNEYS AT LAW
24012 CALLE de la PLATA, SUITE 407
LAGUNA HILLS, CALIFORNIA 92653-7625
TELEPHONE (949) 597-0694
FACSIMILE (949) 597-0695
email: barnesfarrell@earthlink.net

*STEPHEN G. BARNES
DAVID J. FARRELL

*A Professional Corporation

January 21, 2004

Via Certified Mail
Return Receipt Requested

Ford Motor Company
Consumer Affairs - Litigation Prevention Department
P.O. Box 6248, MD 3NE-B
Dearborn, Michigan 48126-4207

Attention : Bill Billups

Re: Our Client : [REDACTED]
Vehicle : 2002 Ford Escape
VIN : 1FCU03162K [REDACTED]

Dear Mr. Billups:

Please be advised that [REDACTED] has retained this office to represent her concerning the above-referenced vehicle. The following is demand that Ford Motor Company (Ford) provide Ms. [REDACTED] restitution in accordance with the Song-Beverly Consumer Warranty Act (**Lemon Law.**)

FACTS

WSD=1/12/02

On February 17, 2003, [REDACTED] purchased the vehicle. The vehicle was used and came with the remaining portion of the Ford new car warranty. At the time of the purchase, the vehicle's odometer read 8,667 miles.

The vehicle has been delivered to authorized Ford service and repair facilities approximately five times for warranty repair of the following nonconformities including, but not limited to - defective safety restraint system/air bag light continuously on; defective transmission/gear shifter sticks; poor fuel mileage; accelerator pedal sticks; vehicle runs rough; defective radio; etc. Several of these nonconformities have been subject to multiple repair attempts. For example, the following nonconformities have been subject to approximately four repair attempts each - defective safety restraint system/air bag light continuously on; defective transmission/gear shifter sticks;

4 JAN 27 47:51

CONSUMER AFFAIRS

USED

accelerator pedal sticks.

The nonconformities are covered by the Ford warranty.

LIABILITY

The **Lemon Law** requires a manufacturer of a used motor vehicle covered by the remaining portion of the new car warranty to provide the buyer restitution or to replace the vehicle when a nonconformity covered by the warranty is not repaired after a reasonable number of repair attempts.

Here, the vehicle has been delivered to authorized Ford service and repair facilities approximately five times for repair of the above-referenced nonconformities. Several of these nonconformities have been subject to multiple repair attempts. For example, the following nonconformities have been subject to approximately four repair attempts each - defective safety restraint system/air bag light continuously on condition; defective transmission/gear shifter sticks condition; accelerator pedal sticks. There has been a reasonable number of repair attempts made upon the nonconformities.

The **Lemon Law** also requires that the nonconformity substantially impair the vehicle's use, value or safety to the buyer. [REDACTED] does not believe the vehicle is safe or reliable due to its ongoing safety problems.

This vehicle is clearly a **LEMON** and qualifies for restitution in accordance with the **Lemon Law**. Should Ford refuse to provide restitution, it may be required to pay [REDACTED] a civil penalty not to exceed two times the amount of her actual damages for this wilful refusal.

DAMAGES

Ms. Morris is entitled to restitution of the following items:

Down payment	: \$ 1,000.00
Monthly payments (11 @ \$440.99)	: 4,850.89
Registration/license (est.)	: 150.00
Usage fee (based upon 8,035 miles)	: < 1,338.83 >
Total	: \$ 4,662.06
Lien balance	: Lien balance

Ford Motor Company
January 21, 2004
Page 3

Attorney's fees : \$ 3,000.00-

Be advised the above-list of restitution items is not an inclusive list of all items which [REDACTED] may be entitled to recover under the Lemon Law and other laws.

[REDACTED] has authorized this office to accept the following as full settlement of this matter.

Ford will:

- (1) pay [REDACTED] \$4,662.06, plus any other recoverable expenses not included herein and/or that she may incur between the date of this writing and the date of any potential settlement's completion;
- (2) pay off the lien balance; and
- (3) pay attorney's fees of \$3,000.00.

For this consideration, [REDACTED] will:

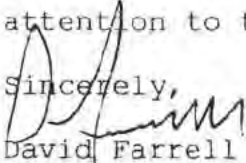
- (1) return the vehicle to Ford in an undamaged condition; and
- (2) release Ford from any further liability related to this matter.

The vehicle is financed through WFS Financial, account number 8390929562, telephone number (800) 289-8004.

Be advised this offer will remain open for 30 days from this letter's date. Enclosed herein are copies of the following documents - sales contract; repair orders/invoices; etc.

I look forward to your prompt attention to this matter.

Sincerely,


David Farrell
BARNES & FARRELL

DF/kh
Enclosures

cc: [REDACTED]

eccdb2b

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMCU03162K [REDACTED] Vch Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [0105] Body Shell: *
 Model Year: 2002 Market Derived: T/F - Navis Eng Serial No: 195879086
 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: 05537 Body Cab Style: - 5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
 Vehicle Status Code: 800 Version/Series: T/EF - FORD SERIES

Trace Eng Serial No:

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

NA

Trace Trans Serial No:

NA

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: USA - ##### Prod Date: 29-DEC-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 171150-*
 Country: USA - ##### Selling Dlr St/Prov: CA
 Buyer St/Prov: CA
 Arrival Date: 04-JAN-2002 Red Carpet Lease: *
 Sale Date: 12-JAN-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 12-JAN-2002 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 12-JAN-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

00328B5440110337 6 C 2 08L2127 6L E 2M496 63 N 3 265 5 483A2N 71C031L 4V CX N23 4 3 2 11
 FMC6M5 320A 914CA 63

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	C
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psng Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNSPW - DARK SHADOW GREY CC
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	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 Manufacturer:	AJ -
Delivery Type:	0	Tire Brand:	* -
Driveshaft Code:	D	Tire Size:	D3JUU - P235/70R-16 OWL A-S
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Traction Control:	* - [N/A]
Fuel Type:	AF - UNLEADED FUEL CAPABILITY	Wheel Base:	

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LI: * RI: *

SPARE: * DOT Plant Manufacturer: * - *

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:	2FMXT0301E7
ESP Signature Date:		

Any comments? You can contact



webmaster

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
25	02/18	16:31	949 597 0695	EC--S	00'22"	001	026	OK

*Sent Via Fax

February 18, 2004

David Farrell
24012 Calle de la Plata, Suite 407
Laguna Hills CA 92653
Fax: 949-597-0695

RE: [REDACTED]
Refund or Replacement Offer

Dear Mr. Farrell:

I've had the opportunity to review your client's case and am willing to offer one of the following options:

- A vehicle **refund**, OR
- A **replacement** vehicle with a five-year/75,000 mile Premium Care Extended Service Plan (ESP) on the new vehicle.

Please be aware that with either choice your client will be responsible for:

- Any missing equipment, abnormal wear or collision damage (including broken glass) evident to the vehicle. Note: 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.
- Usage fee in accordance with the California Lemon Law.

Please let me know if your client is willing to accept one of these options so I may begin processing their refund or replacement vehicle accordingly (please note, the ESP only applies to the replacement offer). We will also pay you \$2,500 in attorney fees. You may reach me by phone at (313) 845-5483 or by fax at (313) 845-6002.

Respectfully yours,

A handwritten signature in cursive script that reads "Eileen M. Pawelek".

Eileen M. Pawelek
Consumer Affairs

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W41690

REPRINT

RIVERSIDE CA
 CELL: HOME:
 FOR OFFICE USE
 TAG: 882 ADV: 859 STUTSON, INVOICE: FINAL WAR W C PC
 TAX RULES: NYNNN INVOICED: 05/13/2003 10:56:20
 ODOMETER IN: 13939 OUT: 13939 LOCATION: NOLOC DIST: 1PA
 DATES: BEGIN: 05/12/03 DONE: 05/12/03

RIVERSIDE CA
 CELL: HOME:
 VEHICLE INFORMATION
 VIN 1FMCJ03162K LICENSE NUMBER: CA
 01 FORD ESCAPE XLT PWD 4DR SPTUTY CR

CONCERN 51 CLIENT STATES THE ~~VEHICLE~~ WHEN YOU ACCERATE IT STICKS.
 CAUSE: CN
 CORRECTION: COULD NOT DUPLICATE CUSTOMER CONCERN
 TECH NOTES: CHECK GAS PEDAL OPERATION, TEST OUT FINE, CHECK OASIS FOR ANY TBS'S OR
 GSM. NOTHING FOUND, UNABLE TO DUPLICATE CUST CONCERN.
 FACTORY: TECH: 458 - LANGENHANNIG, TH
 CONCERN CD: A25

OPERATION	TECH	HOURS	AMOUNT
CN	458	.0	.00

SUBTOTAL
 TOTAL CHARGE FOR CONCERN .00

CONCERN 52 CLIENT STATES THE ~~VEHICLE~~ NOT LOCKING INTO PLACE FEELS AS IF IN NEUTRAL ALL THE TIME. CHECK AND REP
 CAUSE: CN
 CORRECTION: ~~COULD NOT DUPLICATE CONCERN~~
 TECH NOTES: UNABLE TO DUPLICATE CONCERN, RAN MESSAGES, COMPARED TO A LIKE VEHICLE.
 UNABLE TO VERIFY, IF FURTHER SHIFTING CONCERNS OCCUR, SEND TO TRANS
 CUST TO TAKE VEH. TO RETURN AT LATER DATE FOR FURTHER DIAG
 FACTORY: TECH: 458 - LANGENHANNIG, TH
 CONCERN CD: L15

OPERATION	TECH	HOURS	AMOUNT
CN	458	.0	.00

SUBTOTAL
 TOTAL CHARGE FOR CONCERN .00

CONCERN 53 CLIENT STATES THE SUV IS GETTING ~~FROM ONE MESSAGE~~ CHECK AND ADVISE PLEASE.
 CAUSE: OUT OF SPEC
 CORRECTION: -SPEC (QUICK TEST) - DIAGNOSIS
 53-2 EXTRA TIME TO REPEAT FINAL QUICK TEST
 53-2 4PIN POINT TEST - DIAGNOSIS

OPERATION	TECH	HOURS	AMOUNT
12650D	184	.2	14.71
12650DX1	184	.1	7.36
12650D45	184	.1	32.07

PAGE 1

INVOICE TO -----
 RINKER, KARIE
 FOR OFFICE USE
 TAG: 9863 ADV: 859 STUTSON, INVOICED: 05/13/2003 10:56:20 PC 02 ESCAPE
 53-3 COMPRESSION PRESSURE TEST - DIAGNOSIS
 53-4 IGNITION SYSTEM - DIAGNOSIS
 53-5 DCL DISPLAY - TEST
 53-6 RECORDER/MONITOR ROAD TEST - DIAGNOSIS
 53-7 FUEL PUMP PRESSURE TEST ON VEHICLE - DIAGNOSIS
 TECH NOTES MOOKEE UP NGS DID COMP TEST NO CODES PINPOINT TESTED DCL DISP IDLE
 DISP ION TEST POWER BALANCE FUEL SYST TEST INJ TEST TEST DROVE WITH
 NGS TO MONITOR PIDB AND RECORD ADJ ENG TO SPEC AND RETESTED
 FACTORY TECH: 384 - HUSEMAN-0292, K
 CONCERN CD: D42 COMP CODE : 07

DRIVER/OWNER INFORMATION -- INVOICE: W43690
 RINKER, KARIE
 VEHICLE INFORMATION
 GRAY LICENSE NUMBER: CA [REDACTED]
 12650D17 384 1.4 102.97
 12650D55 384 .3 22.07
 12650D10 384 .1 7.36
 12650D01 384 .5 10.78
 9350B 384 .3 22.07

TYPE: M
 GRAND TOTALS

SUBTOTAL
 SERVICE LABOR 235.39
 TOTAL CHARGE FOR CONCERN 235.39

SUMMARY OF CHARGES FOR INVOICE W43690
 SERVICE LABOR 235.39
 TOTAL CHARGE 235.39

PAYMENT DISTRIBUTION FOR INVOICE W43690
 TOTAL CHARGE 235.39
 PAC WARRANTY 235.39

CAR/LT \$73.55
 ESTIMATE
 I HEREBY ACKNOWLEDGE THAT THE ESTIMATE STATED ON THIS REPAIR ORDER WAS APPROVED PRIOR TO THE WORK BEING DONE. I ALSO ACKNOWLEDGE THAT I WAS CONTACTED AND APPROVED ANY REVISED ESTIMATE SHOWN ON THIS INVOICE.
 ESTIMATE \$24.00
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE VERONICA R. STUTSON
 YOU MAY RECEIVE A SURVEY FROM FORD REGARDING YOUR SERVICE VISIT. IF FOR ANY REASON YOU CANNOT RESPOND "COMPLETELY SATISFIED" PLEASE CONTACT NYLE KLEIN, SERVICE MANAGER @ (909) 687-2125 EXTENSION 108
 THANK YOU FOR CHOOSING FORD FOR ALL YOUR AUTOMOTIVE NEEDS

INVOICE TO
 MASTERCARD/VISA/CREDIT CARDS CHARGE MAD: 008063
 MERCHANT
 RIVERSIDE CA 92504
 HOME: (909) 893-7260 WORK: (800) 228-5882
 FOR OFFICE USE
 TAG: 8841 ADV: 859 STUTSON INVOICE: FINAL QUS W C SA VIN 1FMCU03162
 TAX RULES: NONE INVOICED: 05/13/2003 09:08:43 02 FORD ESCAPE KLT FWD 4DR SPTUTY CRAY
 ODOMETER IN: 13933 OUT: 13933 LOCATION: MOLOC
 DATES BEGIN: 05/12/03 DONE: 05/12/03 ACCT DATE: 051203

DRIVER/OWNER INFORMATION INVOICE: C43690
 REPRINT
 RIVERSIDE CA
 CELL: HOME:
 VEHICLE INFORMATION
 LICENSE NUMBER: CA

CONCERN	TECH	AMOUNT
24 CUSTOMER REQUESTS OIL & FILTER CHANGE WITH OCM INSPECTION REPORT CARD	959	7.26
CORRECTION CHANGE OIL AND FILTER WITH UP TO 5 QTS OF OIL AND LUBE CHASSIS		
PART NUMBER	QTY	SELL
POI NOTE DESCRIPTION		
FWC FL 820 S	15	5.95
010 5W20	50	1.95
FACTORY TECH: 959 - WILKES, MICHAEL		

SUBTOTAL	
PARTS	15.70
HAR. WASTE DISPOSAL FEE	1.22
SERVICE LABOR	7.26
TOTAL CHARGE FOR CONCERN	24.18

TYPE: C LINE FLAG: MAD

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C43690

PARTS	15.70
HAR. WASTE DISPOSAL FEE	1.22
SERVICE LABOR	7.26
SUB-TOTAL	24.18
TAX	1.22
TOTAL CHARGE	25.40

PAYMENT DISTRIBUTION FOR INVOICE C43690

TOTAL CHARGE	25.40
VISA	25.40
MASTERCARD/VISA/CREDIT CARDS CHG	

CAR/LT \$74.00 HT & MH=\$79.00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
 WAR - WARRANTY

ESTIMATE

I HEREBY ACKNOWLEDGE THAT THE ESTIMATE STATED ON THIS REPAIR ORDER WAS APPROVED PRIOR TO THE WORK BEING DONE. I ALSO ACKNOWLEDGE THAT I WAS CONTACTED AND APPROVED ANY REVISED ESTIMATE SHOWN ON THIS INVOICE.

----- INVOICE TO -----
 MASTERCARD/VISA/CREDIT CARDS CHARGE NAD: 008063
 ----- FOR OFFICE USE -----
 TAG: 9863 ADV: 829 STUTSON, INVOICED: 05/13/2003 09:08:49 BA

----- DRIVER/OWNER INFORMATION -- INVOICE: C47690
 FINKER, MARIE
 ----- VEHICLE INFORMATION -----
 02 ESCAPE GRAY LICENSE NUMBER: CA [REDACTED]

ESTIMATE \$24.00
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE VERONICA R. STUTSON

PAGE 2
 LAST PAGE

INVOICE TO

DRIVER/OWNER INFORMATION INVOICE: 447754

REPRINT

RIVERSIDE CA
CELL: HOME:

RIVERSIDE CA
CELL: HOME:

FOR OFFICE

VEHICLE INFORMATION

TAG: 0502 ADV: 783 SEPTO, RO INVOICE: FINAL WAR # CR VIN 1FMCU03152X LICENSE NUMBER: CA
TAX RULES: NYNND INVOICED: 06/26/2003 10:14:35 02 FORD ESCAPE XLT FWD 4DR 9PTUTY GRAY
ODOMETER IN: 16702 OUT: 16702 LOCATION: WASH DIST: 1FA DATES IN SERVICE: 011202 PRODUCTION: 122901
DATES BEGIN: 06/24/03 DONE: 06/24/03

CONCERN 51 CUSTOMER STATES ~~VEHICLE~~ FLASHING AT TIME STAYS ON ADVISOR
CAUSE DIAG
CORRECTION BODY / CHASSIS / ELECTRICAL (SCE) - TEST
51-1 BODY/CHASSIS/ELECTRICAL PIN POINT TEST - DIAGNOSIS
51-2 NT-TO TEST
TECH NOTES WDS TEST 81994. DRIVERS SIDE IMPACT CIRCUIT HIGH RESISTANCE. MEASURED
PIDS, DRIVERS SIDE AIRBAG RESISTANCE 1.2 OHMS AND FLUCTUATES WHILE
MOVING SEAT. INSPECTED WIRING AND CONNECTOR AT SIDE AIRBAG SEUNT.
CLEANED TERMINALS WITH CONTACT CLEANER. CLEAR CODES AND REMEASURE PIDS
RESISTANCE. 2.3 OHMS - OK. NO OTHER PROBLEMS AT THIS TIME. RAN OASIS
NO CONCERNS.

OPERATION	TECH	HOURS	AMOUNT
12651D	606	.2	15.22
12651D2	606	.2	12.84
MTDIAG	606	2.1	159.85

FACTORY TECH: 606 - MOLINA-6258, RU
CONCERN CD: 839 COND CODE : 82
51-2 CONCERN CD: 839

----- SUBTOTAL -----			
SERVICE LABOR			197.91
TOTAL CHARGE FOR CONCERN			197.91

TYPE: W

CONCERN 52 CUSTOMER STATES AT TIMES VEHICLE ~~WAS~~ ~~NOT~~ ~~STARTING~~
CAUSE CN
CORRECTION ~~WAS~~ ~~NOT~~ ~~STARTING~~ CUSTOMER CONCERN
TECH NOTES INSPECT SHIFT LEVER OPERATION. OK AT THIS TIME, INSPECTED LINKAGE AT
COLUMN AND BRAKE SWITCH SOLENOID OPERATION OK. UNABLE TO VERIFY
CONCERN.

OPERATION	TECH	HOURS	AMOUNT
CN	606	.0	.00

FACTORY TECH: 606 - MOLINA-6258, RU
CONCERN CD: P01

----- SUBTOTAL -----			
			PAGE 1

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W47754

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0502 ADV: 783 SENTO, R INVOICED: 06/25/2003 10:14:35 CR 01 ESCAPE

GRAY LICENSE NUMBER: CA

TYPE: W

TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W47754

PAYMENT DISTRIBUTION FOR INVOICE W47754

SERVICE LABOR 197.91
TOTAL CHARGE 197.91

TOTAL CHARGE 197.91

PAC WARRANTY 197.91

CAR/LT 573.55

IF YOU HAVE ANY QUESTIONS - PLEASE SEE ROBERT H. SENTO

.....
YOU MAY RECEIVE A SURVEY FROM FORD REGARDING YOUR SERVICE VISIT. IF
FOR ANY REASON YOU CANNOT RESPOND "COMPLETELY SATISFIED" PLEASE
CONTACT KYLE KLEIN, SERVICE MANAGER @ (909) 587-2125 EXTENSION 108
THANK YOU FOR CHOOSING FRITTS FORD FOR ALL YOUR AUTOMOTIVE NEEDS
.....

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LAST PAGE

INVOICE TO DRIVER/OWNER INFORMATION .. INVOICE: W54593

REPRINT

RIVERSIDE

CA

RIVERSIDE

CA

CELL: [REDACTED]

HOME: [REDACTED]

CELL: [REDACTED]

HOME: [REDACTED]

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 3480 ADV: 312 MALAB, IN INVOICE: FINAL, WAR W CR VIN 1FMCU01628 [REDACTED] LICENSE NUMBER: CA [REDACTED]
 TAX RULES: NORM INVOICED: 09/05/2003 15:07:57 02 FORD ESCAPE XLT FWD 4DR SPTUTY GR.
 ODOMETER IN: 11397 OUT: 11397 LOCATION: WASH DIST: 1PA DATES IN SERVICE: 011202 PRODUCTION: 122901
 BATES REGIN: 09/02/03 DONE: 09/03/03

CONCERN 51 CUST. STATES AIR BAGS DO NOT STAY ON
 CAUSE DIAO

OPERATION	TECH	HOURS	AMOUNT
14056D	606	.7	53.28

CORRECTION AIR BAG RESTRAINT SYSTEM - DIAGNOSIS

TECH NOTES WQS TEST 81994. CALLED HOTLINE. PER HOTLINE. INSPECTED CONNECTORS FOR
 PRETENSIONERS AND SIDE IMPACT AIRBAGS. CLEANED CONNECTOR CONTACTS WITH
 ELECTRICAL CONTACT CLEANER AND CLEAR CODES. RETEST OK AT THIS TIME.

FACTORY TECH: 606 - MOLINA-6258, RU
 CONCERN CD: L29

COND CODE : 49

LINE AUTH: RP 090303 16.06

SURTOTAL

SERVICE LABOR	53.28
TOTAL CHARGE FOR CONCERN	53.28

TYPE: M

CONCERN 52 CUST. STATES ACCEL. PEDAL BEING HARDER, POSSIBLE THROTTLE BODY STICKING. SEE

OPERATION	TECH	HOURS	AMOUNT
9926A	684	.4	30.45

CAUSE MIKE M
 IMOP

CORRECTION THROTTLE BODY - AIR INTAKE - REPLACE

52-1 BODY / CHASSIS / ELECTRICAL (BCE) - TEST

12651D	684	.2	15.22
--------	-----	----	-------

52-2 BODY/CHASSIS/ELECTRICAL VIN POINT TEST - DIAGNOSIS

12651D2	684	.1	27.94
---------	-----	----	-------

TECH NOTES WQS QUICK TEST CODE PASS. CHECK THROTTLE PEDAL AND CABLE ASSEMBLY OK.
 FOUND THROTTLE BODY STICKING, REPLACED T-BODY AND RETEST OK.

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
FMC 2L8Z 9E926 AB			*BDY ASY-AIR INT-SPD	1	
SPD 2L8Z 9E926 AB			*BDY ASY-AIR INTX CR	1	74.78
PARTS: COUNT	2		ALLOWANCE:		74.78
					29.91

FACTORY TECH: 684 - PARKER-9340, TI
 CONCERN CD: A27

COND CODE : 41

PAGE: 1

INVOICE TO

DRIVER/OWNER INFORMATION ** INVOICE: W54593

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 3480 ADV: 312 HALAS, I INVOICED: 09/05/2003 15:07:57 CR 02 ESCAPE

GRAY LICENSE NUMBER: CA

LINE AUTH: EP 090303 14:58
LINE AUTH: EP 090303 14:58

SUBTOTAL

PARTS 104.69
SERVICE LABOR 68.51
TOTAL CHARGE FOR CONCERN 173.20

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W54593

PARTS 104.69
SERVICE LABOR 68.51
TOTAL CHARGE 173.20

PAYMENT DISTRIBUTION FOR INVOICE W54593
TOTAL CHARGE 226.48

PAC WARRANTY 226.48

CAR/LE 673.56

IF YOU HAVE ANY QUESTIONS - PLEASE SEE INGRID C. HALAS

.....
YOU MAY RECEIVE A SURVEY FROM FORD REGARDING YOUR SERVICE VISIT. IF
FOR ANY REASON YOU CANNOT RESPOND "COMPLETELY SATISFIED" PLEASE
CONTACT KYLE KLEIN, SERVICE MANAGER @ (909) 587-2125 EXTENSION 308
THANK YOU FOR CHOOSING PRITTS FORD FOR ALL YOUR AUTOMOTIVE NEEDS
.....

PAGE 2
LAST PAGE

BAR # ADO17232
SMOG # RD 017232
EPA # CAD-029005958



www.frittsford.com

8000 AUTO DRIVE • (909) 687-2121
RIVERSIDE, CALIFORNIA 92504

PARTS SUB TOTAL		PARTS ALLOWANCE		DEDUCTIBLE	
REPAIR NO.	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REPAIR TOTAL		

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ON LINE SERVICE INVOKING BY UPS © 1978

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: W61049

RIVERSIDE CA [REDACTED] RIVERSIDE CA [REDACTED]
CELL: [REDACTED] WORK: [REDACTED] CELL: [REDACTED] WORK: [REDACTED]
FOR OFFICE USE VEHICLE INFORMATION
TAG: 7786 ADV: 312 MALAS, IN INVOICE: PRELIM MAR W BA VIN 1FMCJ03162K [REDACTED] LICENSE NUMBER: CA [REDACTED]
TAX RULES: NYNN INVOICED: 11/10/2003 09:21:24 02 FORD ESCAPE XLT FWD 4DR SPTUTY GRAY
ODOMETER IN: 26694 OUT: 26694 LOCATION: 0 DIST: 1FA DATES IN SERVICE 011202 PRODUCTION: 122901
DATES BEGIN: 11/04/03 CONE: 11/06/03

CONCERN 51 CUST. STATES [REDACTED] DOES ON AND OFF
CAUSE INCP
CORRECTION SENSOR - TRANSMISSION RANGE (TR SENSOR) - REPLACE
51-1 BATTERY - R & I
51-2 HOSE-RADIATOR - R & I
TECH NOTES RADIO CUTS OUT WHEN TRANSMISSION IS PUT IN PARK OR REVERSE. INSPECTED TRANSMISSION RANGE SENSOR AND CONNECTOR. SOME MOISTURE IN CONNECTOR. REMOVED BATTERY, BATTERY TRAY, UPPER RADIATOR HOSE AND BRACKETRY. REPLACED TRANS RANGE SENSOR, CLEANED CONNECTOR AND APPLIED ELECTRICAL GREASE. RETEST OK AT THIS TIME.
PART NUMBER PO# NOTE DESCRIPTION QTY SELL
FMC YLBZ 7F293 AA SENSOR ASY-TRANS MAN 1
FACTORY TECH: 606 - MOLINA-6258. RU
CONCERN CD: A07

OPERATION	TECH	HOURS	AMOUNT
7000F5	606	6	
10654C1	606	2	
8260AUF	606	6	

CONCERN 52 CUST. STATES CHECK ENGINE LIGHT [REDACTED] ON, ENGINE MISS
CAUSE NC
CORRECTION NO CHARGE
TECH NOTES 606 TAKEN CARE OF
FACTORY TECH: 384 - MUSEMAN-0292. K
CONCERN CD: E29

OPERATION	TECH	HOURS	AMOUNT
NC	384	0	

CONCERN 53 CUST. STATES [REDACTED] LIGHT STAYS ON, ALSO FLASHES AT TIMES
CAUSE POOR CONNECTION
CORRECTION WIRING ASSEMBLY - REPAIR
53-1 WIRING REPAIR-PIN POINT TEST - TEST
53-2 BODY / CHASSIS / ELECTRICAL (BCE) - TEST

OPERATION	TECH	HOURS	AMOUNT
14200A	606	2	
14200A1	606	3	
12651D	606	2	

PRELIMINARY ESTIMATE \$	REVISED ESTIMATE \$
I acknowledge notice and oral approval of an increase in the original estimated price and/or the receipt of the parts and labor listed above.	

CUSTOMER

BAR # ADO17232
 SMOG # RD 017232
 EPA # CAD-029005956



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PARTS SUB TOTAL		PARTS ALLOWANCE		DEDUCTIBLE
REPAIR NO.	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REPAIR TOTAL	

**NOTICE TO CONSUMER:
 PLEASE READ IMPORTANT INFORMATION ON BACK.**

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

85836

INVOICE TO [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: W61046

FOR OFFICE USE TAG: 7786 ADV: 312 HALAS, I INVOICED: 11/10/2003 09:21:24 BA 02 ESCAPE GRAY LICENSE NUMBER: CA [REDACTED]

LINE	DESCRIPTION	QTY	UNIT	SELL
53-3	BODY/CHASSIS/ELECTRICAL PIN POINT TEST - DIAGNOSIS	1265102	606	2
53-4	RECORDER/MONITOR ROAD TEST - DIAGNOSIS	1265081	606	2
53-5	AIR BAG RESTRAINT SYSTEM - DIAGNOSIS	149560	606	2
53-6	MT-TO REMOVE SEAT AND PERFORM WIGGLES TESTING	M761109	606	2.3

TECH NOTES AIRBAG LIGHT COMES ON. WDS TEST - B:994. MONITOR DRIVERS SIDE IMPACT AIRBAG RESISTANCE. 3.4 OHMS. PERFORMED WIGGLE TEST ON ALL WIRING REMOVED SEAT. SEAT SIDE TRIM PANEL. DRIVERS SEAT BACK COVER. INSPECTED ALL WIRING FOR DAMAGE - OK. WHEN WIGGLING CONNECTOR UNDER SEAT RESISTANCE DROPPED FROM 3.4 OHMS TO 2.2 OHMS. CLEANED CONNECTOR PINS WITH ELECTRICAL CONTACT CLEANER SPRAY AND APPLIED ELECTRICAL GREASE TO TERMINALS.

REASSEMBLE AND RETEST - PASS. RE-PERFORMED WIGGLE TEST ON ALL WIRING AND CONNECTORS - OK. RESISTANCE REMAINS 2.2 OHMS DURING WIGGLE TEST AND WHILE MOVING SEAT THRU FULL RANGE.

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
FMC ERAC/INV#937259	149830			IC	
FACTORY	TECH 606 - MOLINA-625B. RU				
	CONCERN CD: E29				
	LINE AUTH: EF 110603 12:31				
	LINE AUTH: EF 110603 12:31				
	LINE AUTH: EF 110603 12:31				
53-5	CONCERN CD: E29				
	LINE AUTH: EF 110603 12:31				
53-6	CONCERN CD: E29				
	PART AJTH. EF 110603 12:32				

CONCERN	CAUSE	CORRECTION	TECH NOTES	FACTORY	OPERATION	TECH HOURS	AMOUNT
54	CJST STATES WHEN TURNING VEHICLE OFF ABLE TO HEAR GRINDING TYPE NOISE	NO CHARGE	ALREADY TAKEN CARE OF	TECH 384 - HUSEMAN-0292. K	NC	294	0
				CONCERN CD: D50			

PRELIMINARY ESTIMATE \$	REVISED ESTIMATE \$
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CUSTOMER

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PARTS SUB TOTAL		PARTS ALLOWANCE		DEDUCTIBLE
REPAIR NO.	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REPAIR TOTAL	

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION: INVOICE # 461046
 FOR OFFICE USE: [REDACTED] VEHICLE INFORMATION: TAG: 7785, ABV: 312, MAKE: MALAS, I, INVOICED: 11/10/2003 09:21:24 BA, O2 ESCAPE, GRAY, LICENSE NUMBER: CA [REDACTED]

CONCERN 55 CUST. STATES ~~CRATES~~ ~~ACCELERATOR~~ STICKS AT TIMES
 CAUSE NC
 CORRECTION NO CHARGE
 TECH NOTES ALREADY TAKEN CARE OF
 FACTORY TECH: 384 - MUSEMAN-0292. K
 CONCERN CD: 050
 OPERATION NC TECH HOURS .0 AMOUNT

CONCERN 56 CUST. STATES AT TIMES HARD TO GET IN AND OUT OF GEAR
 CAUSE CN
 CORRECTION COULD NOT DUPLICATE CUSTOMER CONCERN
 TECH NOTES UNABLE TO VERIFY
 FACTORY TECH: 610 - MOORE-8777. RON
 CONCERN CD: P29
 OPERATION CN TECH HOURS 610 .0 AMOUNT

CONCERN 57* CUST. STATES VEHICLE GETTING POOR FUEL MILEAGE. 14 MILES PER GAL.
 CAUSE OUT OF ADJUSTMENT
 CORRECTION EEC (QUICK TEST) - DIAGNOSIS
 57-1 EXTRA TIME TO REPEAT FINAL QUICK TEST
 57-2 PIN POINT TEST - DIAGNOSIS
 57-3 IGNITION SYSTEM - DIAGNOSIS
 57-4 DCL DISPLAY TEST
 57-5 RECORDER/MONITOR ROAD TEST - DIAGNOSIS
 57-6 FUEL PUMP PRESSURE TEST ON VEHICLE - DIAGNOSIS
 TECH NOTES HOOKED UP NGS DID COMP TEST NO CODES PINPOINT TESTED DCL DISP IGLE
 DISP IGN TEST POWER BAL FUEL SYST TEST INJ TEST TEST DROVE WITH NGS TO
 MONITOR PIDS AND RECORD ADJ T/P VOLTAGE TO .93V SET ENG TO SPEC
 RETESTED
 FACTORY TECH: 384 - MUSEMAN-0292. K
 CONCERN CD: 050
 OPERATION 12650D TECH HOURS 384 2 AMOUNT
 12650DX1 384 1
 12650D45 384 3
 12650D55 384 3
 12650D80 384 1
 12650D81 384 5
 9350B 384 3

LINE AUTH: EF 110603 14:02
 LINE AUTH: EF 110603 14:02
 LINE AUTH: EF 110603 14:02
 LINE AUTH: EF 110603 14:02

PRELIMINARY ESTIMATE \$	REVISED ESTIMATE \$
-------------------------	---------------------

I acknowledge notice and oral approval of an increase in the original estimated price and/or the receipt of the parts and labor listed above.

CUSTOMER

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SMOG # RD 017232
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PARTS SUB TOTAL		PARTS ALLOWANCE		DEDUCTIBLE
REPAIR NO.	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REPAIR TOTAL	

NOTICE TO CONSUMER:
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80088

INVOICE TO [REDACTED] DRIVER/OWNER INFORMATION - INVOICE: W61046

FOR OFFICE USE TAG: 7786 ADV: 312 HALAS, I INVOICED: 11/10/2003 09:21:24 BA 02 ESCAPE GRAY VEHICLE INFORMATION LICENSE NUMBER: CA [REDACTED]

LINE AUTH: EF 110603 14:02
LINE AUTH: EF 110603 14:02
LINE AUTH: EF 110603 14:02

PAYMENT DISTRIBUTION FOR INVOICE W61046

CAR/LT \$73.55
IF YOU HAVE ANY QUESTIONS - PLEASE SEE INGRID C. HALAS

YOU MAY RECEIVE A SURVEY FROM FORD REGARDING YOUR SERVICE VISIT. IF FOR ANY REASON YOU CANNOT RESPOND "COMPLETELY SATISFIED" PLEASE CONTACT KYLE KLEIN, SERVICE MANAGER @ (909) 687-2125 EXTENSION 308
THANK YOU FOR CHOOSING FRITTS FORD FOR ALL YOUR AUTOMOTIVE NEEDS

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LAST PAGE

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PRELIMINARY ESTIMATE \$	REVISED ESTIMATE \$
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CUSTOMER

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REPAIR NO.	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REPAIR TOTAL	

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85608

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION: INVOICE: W65315

RIVERSIDE CA [REDACTED] RIVERSIDE CA [REDACTED]

CELL: [REDACTED] WORK: [REDACTED] CELL: [REDACTED] WORK: [REDACTED]

FOR OFFICE USE: [REDACTED] VEHICLE INFORMATION: [REDACTED]

TAG: 1720 ADV: 312 HALAS, IN INVOICE: QUOTE WAR W MR VIN 1FMCU03162K [REDACTED] LICENSE NUMBER: CA [REDACTED]

TAX RULES: MYNN INVOICED: 12/29/2003 16:01:46 02 FORD ESCAPE XLT FWD 4DR SPTUTY GRAY

ODMETER IN: [REDACTED] OUT: 128604 LOCATION: WL DIST: 1FA DATES IN SERVICE: 011202 PRODUCTION: 122901

DATES BEGIN: 12/19/03 DONE: 12/29/03

*** R.O. NOT COMPLETE ***

CONCERN	DESCRIPTION	OPERATION	TECH	HOURS	AMOUNT
51	CUST. STATES FEELS LIKE ACCEL. PEDAL STICKS. DELAY IN ENGAGEMENT FROM A COMPLETE STOP, THEN JERKS INTO GEAR. SEE ADVISOR	7000F	466	1.3	
CAUSE	DIAG				
CORRECTION	ELECTRONIC TRANSMISSION DIAGNOSIS - DIAGNOSIS				
51-1	PIX POINT TEST - DIAGNOSIS	7000F2	466	2	
TECH NOTES	NGS PASSED ROADTEST UNABLE TO VERIFY CONCERN AT THIS TIME OASIS CONTACT TO#117-240-955				
FACTORY	TECH: 466 - LARSEN, DANIEL CONCERN CD: ABS				

CONCERN	DESCRIPTION	OPERATION	TECH	HOURS	AMOUNT
52	CUST. STATES AIRBAG LIGHT STAYS ON. SEE HISTORY	12651D	960	2	
CAUSE	DIAG				
CORRECTION	BODY / CHASSIS / ELECTRICAL (BCE) - TEST				
52-1	BODY/CHASSIS/ELECTRICAL PIX POINT TEST - DIAGNOSIS	1265102	960	3	
52-2	RECORDER/MONITOR ROAD TEST - DIAGNOSIS	12650DB1	960	5	
52-3	BATTERY - TEST, CHARGE, AND RE-TEST	10654C	960	3	
TECH NOTES	NGS, RCM, RECEIVED DTC'S B1877, C1412. MONITOR PIDS AND FOUND DRIVERS SIDE PRE-TENSIONER READING 2.9-3.2 OHMS. = TOO HIGH. RAN OASIS. FOUND TSB #03-20-11. DISCONNECTED BATTERY, AND PRE-TENSION OR CONNECTOR AND SPRAY DEOXIT INTO TERMINALS, CLEAR CODES AND RETEST. OK. PERFORM ON-DEMAND SELF TEST. PASSED, ROAD TEST 10 MILES. OK.				
FACTORY	TECH: 960 - WILLIAMS-6774 CONCERN CD: L29				

LINE AUTH: EF 122403 10:21
 LINE AUTH: EF 122403 10:21
 LINE AUTH: EF 122403 10:21

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PRELIMINARY ESTIMATE \$	REVISED ESTIMATE \$	
I acknowledge notice and oral approval of an increase in the original estimated price and/or the receipt of the parts and labor listed above.		X

CUSTOMER

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 SMOG # RD 017232
 EPA # CAD-029005956



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REPAIR NO	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REPAIR TOTAL	

NOTICE TO CONSUMER:
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85896

INVOICE TO [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: W65315

FOR OFFICE USE TAG: 1720 ADV: 312 HALAS, I INVOICED: 12/29/2003 18:01:46 MR 02 ESCAPE GRAY VEHICLE INFORMATION LICENSE NUMBER: CA [REDACTED]

CONCERN 53 CUST. STATES HARD TIME GETTING IN AND OUT OF GEAR. SEE HISTORY OPERATION TECH HOURS AMOUNT
 CAUSE DIAG 7000F 466 1.3
 CORRECTION ELECTRONIC TRANSMISSION DIAGNOSIS - DIAGNOSIS 7000F2 466 .2
 53-1 PIN POINT TEST - DIAGNOSIS
 TECH NOTES SHIFTER OK AT THIS TIME. NGS PASSED MONITOR PIDS OK CONTACT ID#117-240-955
 SHIFTER OK AT THIS TIME. NGS PASSED MONITOR PIDS OK CONTACT ID#117-240-955
 FACTORY TECH: 466 - LARSEN, DANIEL
 CONCERN CD: P09

LINE AUTH: EF 122203 14:49
 LINE AUTH: EF 122203 14:49

CONCERN 54 CUST. STATES ENGINE ROUGH. MISS AT IDLE OPERATION TECH HOURS AMOUNT
 CAUSE DIAG 126500 315 2
 CORRECTION EEC (QUICK TEST) - DIAGNOSIS 126500X1 315 1
 54-1 EXTRA TIME TO REPEAT FINAL QUICK TEST 12650045 315 3
 54-2 PIN POINT TEST - DIAGNOSIS 12650047 315 1.4
 54-3 COMPRESSION PRESSURE TEST - DIAGNOSIS 12650090 315 1
 54-4 OIL DISPLAY - TEST 12650081 315 .5
 54-5 RECORDER/MONITOR ROAD TEST - DIAGNOSIS 9350B 315 3
 54-6 FUEL PUMP PRESSURE TEST ON VEHICLE - DIAGNOSIS

TECH NOTES EEC TEST PASS FUEL PRESUER TEST PASS INJ FLOW TEST PASS RELITIVE
 COMPRESION TEST PASS PAWER BALINCE TEST PASS PID DATA MONITER ROOE
 TEST PIDS ALL NORMAL BARO 157 HURZ LONG FUEL TRIMS -1.5 & -2.0 AT IDEL
 VERY CLOSE TO 0 AT ALL RPM RANGES RETURNED TO THE SHOP INSPECTED
 VEHICAL FOUND LUBE STICKER INDICATED A LOF WAS DO IN 8/03 AT 16939
 MILES CAR HAS 28576 NOW CHECKED FRITTS FORD HISTORY LAST LOF AT
 5/12/03 13939 INSPEC
 TED OIL LEVEL FOUND IT AT LEAST 1 OMORET LOW & VERY DURTY LEFT FRONT
 TIER TRED USPTH 2/23 RIGHT TIER 3/32 REAR TIERS CUPED APPEARS TIERS
 HAVE NEVER BEEN ROTATED CAR NEEDS MATNENGE UNABEL TO VERIFY ROUGH IDEL
 OR MISS UNDER ENY COUNDTION

PAGE 2

PRELIMINARY ESTIMATE \$ REVISED ESTIMATE \$

I acknowledge notice and oral approval of an increase in the original estimated price and/or the receipt of the parts and labor listed above.

X

CUSTOMER

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 SMOG # RD 017232
 EPA # CAD-029005956



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PARTS SUB TOTAL		PARTS ALLOWANCE		DEDUCTIBLE	
REPAIR NO.	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REPAIR TOTAL		

NOTICE TO CONSUMER:
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85608

INVOICE TO [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: W65315
 FOR OFFICE USE [REDACTED] VEHICLE INFORMATION
 TAG: 1720 ADV: 312 HALAS, I INVOICED: 12/29/2003 18:01:46 MR 02 ESCAPE GRAY LICENSE NUMBER: CA [REDACTED]
 *** R.O. NOT COMPLETE ***

FACTORY TECH: 315 - HAMES-0028, MAR
 CONCERN CD: 002
 LINE AUTH: EF 122203 13:25
 LINE AUTH: EF 122203 13:25
 LINE AUTH: EF 122203 13:25
 LINE AUTH: EF 122203 13:25
 LINE AUTH: EF 122203 13:25
 LINE AUTH: EF 122203 13:25
 LINE AUTH: EF 122203 13:25

CONCERN 55* CUST. STATES AIR BAG LIGHT STAYS ON. SOP IN STOCK OPERATION TECH HOURS AMOUNT
 CAUSE NC NC 999 .08
 CORRECTION SEE LINE 52
 FACTORY TECH: 999 - TECH. HOUSE
 CONCERN CD: E29

PAYMENT DISTRIBUTION FOR INVOICE W65315

CAR/LT \$73.55
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE INGRID C. HALAS

 YOU MAY RECEIVE A SURVEY FROM FORD REGARDING YOUR SERVICE VISIT. IF
 FOR ANY REASON YOU CANNOT RESPOND "COMPLETELY SATISFIED" PLEASE
 CONTACT KYLE KLEIN, SERVICE MANAGER @ (909) 687-2125 EXTENSION 308
 THANK YOU FOR CHOOSING FRITTS FORD FOR ALL YOUR AUTOMOTIVE NEEDS

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PRELIMINARY ESTIMATE \$	REVISED ESTIMATE \$
I acknowledge notice and oral approval of an increase in the original estimated price and/or the receipt of the parts and labor listed above.	

X

CUSTOMER



Sent Via U.S. Mail

July 7, 2004

[REDACTED]
Raleigh, NC [REDACTED]

Re: 2001 Escape
VIN: 1FMYU03101 [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 your vehicle purchase. We understand that you have turned this matter over to your insurance company. Your insurance carrier may subrogate Ford Motor Company if they choose to do so. Ford proposes no further action at this time.

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

Sincerely,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

[Print](#)

VIN: 1FMYU03101K [REDACTED] Year: 2001 Model: ESCAPE Case: 380503513
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-09-29
 Symptom Desc: ENG SPEED-UP SUDDEN ACCEL 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: 00978 CAPITAL FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 47000 MI Comm Type: PHONE
 Analyst Name: KELLY, JACQUELINE Analyst: JKELL128
 Action Date: 07/02/2004 Action Time: 11.43.30.756 Action Data: No

Comments CUSTOMER SAYS: THE ACCELERATOR PEDAL STUCK ON HIS VEH 3 WKS AGO CUST HAD TO JUMP OUT OF VEH AS IT GOT OUT OF CONTROL AND THE VEH WENT UP TO ABOUT 90-100 MILES AN HOUR. WAS IN THE HOSPITAL FOR 3 DAYS. REAL BAD ANKLE THE SKIN CAME OFF HAND, ANKLE OFF LEG OFF YOUR BUT AND YOUR BACK YOUR NECK AND KNEES AND THE ANKLE IS TOO BIG FOR A CAST AND HE HAS BEEN GIVEN PAIN MEDICATION TO BRING THE PAIN AND SWELLING DOWN. HE IS HURTING ALL OVER DR. PRESCRIBED NARCOTIC DRUGS FOR THIS ACCIDENT TOOK PLACE ON JUNE 17TH AND PRIOR TO JUNE 17 HE RECEIVED RECALL LETTER TO TAKE VEH TO CAPITAL FORD. TOOK VEH TO CAPITAL FORD THEY REPROGRAMMED THE VEH AND SAID THAT IT WAS FIXED. THE LETTER STATED THAT THE ACCELERATOR PEDAL COULD STICK CUST WANTS FORD TO PAY HIM FOR HIS PAIN AND SUFFERING HE DOES NOT HAVE AN ATTORNEY AND HE IS REPRESENTING HIMSELF. INSURANCE COMPANY NATIONWIDE OFFERED HIM \$1000 TOWARDS MEDICAL BILL AND HE DECLINED BECAUSE HE HAS MEDICARE. HE BOUGHT A NEW FORD 05 ESCAP FROM CAPITAL FORD PER CUSTOMER, DEALER SAYS: CAPITAL FORD INC 4900 CAPITAL BLVD. RALEIGH, NORTH CAROLINA 27616 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: 00978 CAPITAL FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 47000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 07/02/2004 Action Time: 14.40.51.552 Action Data: Yes

Comments LPA CONTACTED CUSTOMER. THERE WAS NO ANSWER. NO ANSWERING MACHINE. LPA WILL ATTEMPT RECONTACT ON 7/6/04.

Data Element Name	Data Value
CONTACT PERSON	N/A

Action: INFORMATION CALL/FAX WITH DEALER
 Dealer: 00978 CAPITAL FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 47000 MI Comm Type: PHONE
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 07/02/2004 Action Time: 14.46.02.114 Action Data: No

Comments LPA CONTACTED DLR SVC MGR, TOM GOLDEN. TOM WAS UNAVAILABLE. LPA LEFT A VOICEMAIL AND

WILL AWAIT A RETURN CALL.

Action: INFORMATION CALL/FAX WITH DEALER

Dealer: 00978 CAPITAL FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 47000 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 07/06/2004

Action Time: 10.23.08.601

Action Data: No

Comments LPA RECEIVED A RETURN CALL FROM DLR, TOM GOLDEN. TOM STATED THAT THE RECALL RE-CALIBRATION IS NOT RELATED TO THE ACCELERATOR STICKING CONCERN AS THE CUSTOMER ALLEGES. LPA CONTACTED CUSTOMER TO ADVISE OF SAME.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED

Dealer: 00978 CAPITAL FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 47000 MI

Comm Type: PHONE

Analyst Name: DUNLAP, KENISHA

Analyst: KDUNLAP

Action Date: 07/07/2004

Action Time: 11.38.55.279

Action Data: No

Comments LPA RECEIVED CALL FROM CUSTOMER. LPA ADVISED THAT CUSTOMER WORK WITH INSURANCE COMPANY AS HE IS ALREADY IN A NEW 2005 ESCAPE AND THE OLD VEHICLE WAS TOTALLED. LPA ADVISED OF SUBROGATION. CLOSING CORRESPONDENCE MAILED. CASE FILED.

Customer Info

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

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU03101K [REDACTED]	Veh Line:	T/MI - ESCAPE (U204) [2001]	Eng Serial No:	912959086
Model Year:	2001	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 N
Inv. Dealer:	03253	Body Cab Style:	T/AWE - 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-MAY-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 121637 - *
 Country: USA - ##### Selling Dir St/Prov: NC
 Buyer St/Prov: NC

Arrival Date: 21-MAY-2001 Red Carpet Lease: *
 Sale Date: 29-SEP-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 29-SEP-2001 Modified Vehicle: *
 Orig Warranty Date: 29-SEP-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U031K89150310337F H 2 262A008 KD G 456 7A 5 3 265 5 R53RBN 210784 1 UA A 1HA6 3 1
 1EYU 7 914SC E

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:	PNUAA - EBONY SOLID C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	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]	Suspnd Tandem Axle:	
Color(Trim):	000HF -	Tire Brand:	* - [N/A]
Delivery Type:	0	Tire Size:	D3GT1 - P225/70R 15 OWL AS
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	* - [N/A]	Wheel Base:	
Fuel Type:	* - [N/A]		

TIRE DOT INFORMATION:

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



ESP INFORMATION: EMISSIONS INFO

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:	1EMXT0301F6

ESP Signature Date:
Consumer Affairs

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



Server Name : AWS Adhoc

Standard Claims List For Model Year 2001

Consumer Affairs

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)		
1FMYU031018	██████	T/M1	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	10-MAY-2001	29-SEP-2001	121637	USA	5	1H03	030804	YF1Z	9J460	AC	E29	DI	8606		
AWS Claim Key:		6950951	Trx Code:		S07	Labor Hrs:		1.3															
Dir Cd-Sub Cd:		06658*	Name:			SANDERS FORD INC			Ph:	910-4551911	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		14-FEB-2002	Doc #:			03176201
Cust Comments:		CUSTOMER STATES CHECK ENGINE LIGHT ON																					
Tech Comments:		RAN DIAG TEST ON CEL ON CODE P0401 P1408 RUN PINPOINT TEST & IGN SYST DIAG OK TEST FUEL PRESS FOUND BAD DPFE REPLACE DPFE DUE TO MOISTURE BUILT UP IN SENSOR INSTALL AND ROAD TEST AND RETEST																					
1FMYU031018	██████	T/M1	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	10-MAY-2001	29-SEP-2001	121637	USA	23	6F33	010701	YL8Z	7820531	BA	B63	34	35655		
AWS Claim Key:		15448942	Trx Code:		E84	Labor Hrs:		2															
Dir Cd-Sub Cd:		06658*	Name:			SANDERS FORD INC			Ph:	910-4551911	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		25-JUL-2003	Doc #:			06310701
Cust Comments:		CUST STATES DOOR TRIM OVER BACK LEFT DOOR IS COMING OFF																					
Tech Comments:		PARTS ON ORDER RPLC LFT REAR DOOR WEATHER STRIP																					
1FMYL031018	██████	T/M1	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	10-MAY-2001	29-SEP-2001	121637	USA	23	7G09	011201	YL8Z	19893	BAA	C20	34	35655		
AWS Claim Key:		15448941	Trx Code:		E83	Labor Hrs:		2.5															
Dir Cd-Sub Cd:		06658*	Name:			SANDERS FORD INC			Ph:	910-4551911	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		25-JUL-2003	Doc #:			06310702
Cust Comments:		CUST STATES DRV SIDE AIR VENT IS BROKEN																					
Tech Comments:		RPLC LFT SIDE AC VENT REGISTER																					
1FMYL031018	██████	T/M1	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	10-MAY-2001	29-SEP-2001	121637	USA	23	2E03	030402	1L8Z	9F715			D21	42	35655	
AWS Claim Key:		15448940	Trx Code:		S07	Labor Hrs:		1.2															
Dir Cd-Sub Cd:		06658*	Name:			SANDERS FORD INC			Ph:	910-4551911	St:	NC	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		25-JUL-	Doc			



PO Box 6248, MD 3NE-B
Des Moines, IA 50326 USA

PE12-019 001519 LP



													2003						#06310704				
Cust Comments:		CUST STATES WEHN TURNING AROUNDVEH CUTS OFF HAS DONE THIS 3 TIMES																					
Tech Comments:		ROAD TST FOR INTERMIT. ENG STALL COULD NOT DUP. RUN OASIS 02 23 1. MONTR PIDS FOR EVAP IAC FUEL & FTP R&R VAP VENT LIN CK VLV & CLEAN OUT W SHOP AIR. CK IAC VLV & RPLC W NEW PART # REPRGM PCM RPLC EEC RELAY CK DPFE SNSR																					
													Consumer Affairs										
FMYL031018	██████	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	10-MAY-2001	29-SEP-2001	121637	USA	32	*	*	*	*	*	*	45387		
AWS Claim Key:		18012884	Trx Code:		03S10	Labor Hrs:		4															
Dir Cd-Sub Cd:		00978*	Name:		CAPITAL FORD INC			Ph:	919-7904600		St:	NC	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	03-MAY-2004		Doc #:	053654A
Cust Comments:		RECALL 03S10 SEAT BELT A99																					
Tech Comments:		PERFORMED RECALL																					
													Consumer Affairs										
FMYL031018	██████	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	10-MAY-2001	29-SEP-2001	121637	USA	32	*	*	*	*	*	*	45387		
AWS Claim Key:		18012885	Trx Code:		04S13	Labor Hrs:		4															
Dir Cd-Sub Cd:		00978*	Name:		CAPITAL FORD INC			Ph:	919-7904600		St:	NC	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	03-MAY-2004		Doc #:	053654B
Cust Comments:		RECALL 04S13 PCM A99																					
Tech Comments:		PERFORMED RECALL																					



PO Box 8248, MD 3NE-B
Dearborn, MI 48126 USA

PE12-019 001520 LP



VEHICLE DETAIL

VIN: 1FMYU03101K [REDACTED]	Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE	Paint Code/Color: EBONY SOLID C/C
Year: 2001	Calibration: 0M11A30A
Pay Load:	Max Towing Weight:
GVWR: 04200	Axle Ratio:
WheelBase: 103	Warranty Start Date: 9/29/2001
GCWR:	Vehicle Build Date: 5/10/2001
PEP Code:	

Selling Dealers Name: FAIRWAY FORD INC
 Selling Dealers P & A Code: 06720 Selling Dealers Sales Code: F21637
 Selling Dealers Main Phone: 910-259-2371 Selling Dealers Service Phone: 910-259-2930

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 1 K B 8 1 5 0 3 1 0 3 3 7 P H 2 2 6 D A 0 0 9 K D G 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 8 5 5 8 5 3 A B N 2 1 0 7 8 4 1 U A A 1 H A 6 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 7 9 1 4 S C E
1 2 3 4 5 6 7 8 9 160
    
```

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	K	E1	00978	F21019

Dealer Name:	CAPITAL FORD INC	
Dealer Address:	4900 CAPITAL BLVD. RALEIGH NC 27616	
Dealer Main Phone:	919-790-4600	Dealer Service Phone: 919-790-4700

Position	Employee Name
DEALER/PARTNER	TIMOTHY MICHAEL
DEALER/PARTNER	EMILY S PARKS
GENERAL MANAGER	JERRY W MOSLEY
PARTS MANAGER	RONNIE LUMLEY
PARTS MANAGER	RANDY STEPHENSON
SALES MANAGER	CARLOS A ALVAREZ
SALES MANAGER	DAVID A MARCONI
SALES MANAGER	JIM HANCOCK
SALES MANAGER	JOHN T MASSEY
SALES MANAGER	RICHARD R GARNER
SALES MANAGER	RYAN GRAY
SALES MANAGER	CLARENCE A FERGUSON
SALES MANAGER	DAVID BUTLER
SALES MANAGER	JAMES A DIXON
SALES MANAGER	BARRY A DRIVER
SALES MANAGER	Michael J Shane
SALES MANAGER	James A Moss
SALES MANAGER	TIMOTHY P LEE
SALES MANAGER	JAMES L PENDERGRASS
SALES MANAGER	JOHN MCCARTHY
SERVICE MANAGER	CHARLES DAVIS
SERVICE MANAGER	ODELL LUMLEY

Tom Golden

Service Hours	7:30 AM TO MIDNIGHT SAT. 8:00 AM TO 3:00 PM
Directions	
Trained	Y
Additional Information	LSG ENROLLED BSM HARVEY TYSON RALEIGH, NC

**SAFETY RECALL
04S13****Certain 2001-2003 Model Year Escape
Vehicles Equipped with 3.0L V6 Engine -
Powertrain Control Module Re-Calibration**

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

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

April 2004

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

SUBJECT: Safety Recall 04S13:
Certain 2001-2003 Model Year Escape Vehicles Equipped with 3.0L V6 Engine
Powertrain Control Module Re-Calibration

AFFECTED VEHICLES

Certain 2001-2003 model year Escape vehicles equipped with 3.0L V6 engines built at the Kansas City Assembly Plant from Job #1 2001 through September 11, 2002. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com> the week of April 12, 2004.

REASON FOR THIS SAFETY RECALL

The affected vehicles may exhibit an intermittent engine quit and restart condition due to calibration errors with the EVAP monitor and system interaction between the calibration, the Idle Air Control Valve (IACV), and EVAP system hardware. This condition is most likely to occur while decelerating under 40 mph, and could result in the vehicle being involved in a crash without warning.

SERVICE ACTION

At no charge to the vehicle owner, dealers are instructed to reflash the Powertrain Control Module (PCM) to calibration level **B30.7** or later. Be sure that your Worldwide Diagnostic System (WDS) or New Generation STAR Tester (NGS) is updated to the latest calibration level. This must be done on all of the affected vehicles in your inventory prior to delivery as well as vehicles that have been delivered to customers.

PLEASE NOTE:

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle.

ATTACHMENTS

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

VIN FSA Details	
VIN:	1FMYU03101K [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)

Vehicle Details

Model Year:	2001	Assembly Plant:	KANSAS CITY PLANT BUILD
Vehicle Line:	FORD ESCAPE / MAZDA TRIBUTE	Production Date:	10-May-2001
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	29-Sep-2001
Vehicle Type Description:	TRUCK	Sale Date:	29-Sep-2001
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: [REDACTED]			
Address 3: [REDACTED]			
Address 4: [REDACTED]			
City:	RALEIGH	Phone #:	
State/Province:	North Carolina	E-Mail:	
ZIP/Postal Code:	[REDACTED]		
Country:	UNITED STATES		
Owner Effective Date:	09-Jan-2004	Vendor Applied Date:	30-Jan-2004
Vendor Match Code Description:	4-NEITHER NAME OR ADDRESS MATC		
N&A Source:	POLK	GCamp Applied Date:	01-Apr-2004
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	-
Company Car:			

Original Owner

Business Name: [REDACTED]
 Owner Name: [REDACTED]
 Address 1: [REDACTED]
 Address 2: [REDACTED]
 Address 3: [REDACTED]
 Address 4: [REDACTED]
 City: RICHLANDS
 State/Province: North Carolina Phone #: [REDACTED]
 ZIP/Postal Code: [REDACTED] E-Mail: [REDACTED]
 Country: UNITED STATES

Owner Effective Date: 02-Oct-2001 Vendor Applied Date: [REDACTED]
 N&A Source: NAVIS GCamp Applied Date: 05-Dec-2002
 Mail Status: Active Mail Suppression Date: [REDACTED]
 Fleet Code: [REDACTED] Fleet Name: [REDACTED]
 Fleet Status: [REDACTED] Fleet Mgmt Code: -
 Company Car: [REDACTED]

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	03253	USA	F21784		Foothills Ford of Belton
Ship-To	06720	USA	F21637		Fairway Ford Inc
Stocking	06720	USA	F21637		Fairway Ford Inc
Selling	06720	USA	F21637		Fairway Ford Inc

FSA Details

VIN: 1FMYU03101K [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
06658	USA	F21643		Sanders Ford Inc

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
Description		VIN/FSA Vehicle Status		Reason		Date		
OPEN - LAUNCHED		Open				11-Jan-2003		
Confirmed						04-Dec-2002		
VIN FSA Mail History								
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:		<div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> RICHLANDS, NC <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> , UNITED STATES						
Resp. Dealer:		06658USAF21643-						
Fleet Acct:								
Fleet Mgmt Loc:								
N&A Source:		NAVIS						
Owner Effective Date:		02-Oct-2001						
Note:								

VIN: 1FMYU03101K <div style="background-color: black; width: 50px; height: 15px; display: inline-block;"></div>	
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 -	

Responsible Dealer				
P&A Code	GEO Sales	Sales Code	Sub Code	Description
06658	USA	F21643		Sanders Ford Inc

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	04-May-2004	
Display Eligibility	N	04-May-2004	
Original Mail Eligibility	N	04-May-2004	
Follow up Mail	N	04-May-2004	

VIN/FSA Vehicle Condition							
Code	Vehicle Condition	Begin Date	End Date	Source			
Description				Release Date			
RELEASED TO APPROPRIATE SOURCE- ORIGINA				22-Jan-2004			
Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	05-May-2004	03-May-2004	UNITED STATES	00978USAF21019053654		B	36.16 GACES
VIN/FSA Vehicle Status							
Description	Reason	Date					
CLOSE - REPAIRED	Close	05-May-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:	OWNER LETTER						
Release Date:	22-Jan-2004						
Mail Date:	02-Feb-2004 to 02-Feb-2004						
Restricted Address:	No						
Address:	<div style="background-color: black; width: 100px; height: 15px; margin-bottom: 2px;"></div> RICHLANDS, NC <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 2px;"></div> UNITED STATES						
Resp. Dealer:	06658USAF21643						
Fleet Acct:							
Fleet Mgmt Loc:							
N&A Source:	NAVIS						
Owner Effective Date:	02-Oct-2001						
Note:							

VIN: 1FMYU03101K	
Local FSA: 04S13 - POWERTRAIN CONTROL MODULE RECALIBRATION	Global FSA: 00010104

Hub: FORD NORTH AMERICA Country: UNITED STATES			
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
06720	USA	Sales Code: F21637 Sub Code:	Fairway Ford Inc
Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	N	04-May-2004	

Display Eligibility	N	04-May-2004
Original Mail Eligibility	N	04-May-2004
Follow up Mail	N	04-May-2004

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

Description	Release Date
RELEASED TO APPROPRIATE SOURCE- ORIGINA	16-Apr-2004
EXTERNAL NAME AND ADDRESS APPLIED	01-Apr-2004
EXTERNAL NAME AND ADDRESS APPLIED	30-Mar-2004

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	05-May-2004	03-May-2004	UNITED STATES	00978USAF21019	053654	B	27.06 GACES

VIN/FSA Vehicle Status		
Description	Reason	Date
CLOSE - REPAIRED	Close	05-May-2004
OPEN - LAUNCHED	Open	14-Apr-2004
Confirmed		14-Apr-2004

VIN FSA Mail History	
Local FSA:04S13-?POWERTRAIN CONTROL MODULE RE...	Global FSA:00010104
Release:	OOWNER LETTER
Release Date:	16-Apr-2004
Mail Date:	21-Apr-2004 to 23-Apr-2004
Restricted Address:	No
Address:	[REDACTED] RALEIGH,NC [REDACTED] UNITED STATES
Resp. Dealer:	06720USAF21637-
Fleet Acct:	
Fleet Mgmt Loc:	
N&A Source:	POLK
Owner Effective Date:	09-Jan-2004
Note:	

FSA Counts

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



June 28, 2005

[REDACTED]
Lake Elsinore, CA [REDACTED]

RE: 2004 Escape
VIN: 1FMYU02104 [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,

Lourdes Fonseca-Nearon
Consumer Affairs

Action Detail

VIN: 1FMYU02104K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 594801785
Name: [REDACTED]	Owner Status: Original	WSD: 2003-10-24	
Symptom Desc: ENG SPEED-UP SUDDEN ACCEL WARM		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: LAKE ELSINORE FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 03814	
Action Desc: CLOSING COMMENTS - AWAITING RECONTACT CUSTOMER/DEALER/REGION			
Odometer: 34000 MI	Comm Type: MAIL		
Action Date: 06/28/2005	Action Time: 11:36:10:817	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND LETTER REQUESTING INFO REGARDING ALLEGED INJURY.

[REDACTED]

6/28/2005

Customer Info

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

[REDACTED] 6/28/2005

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	G	F2	03814	F71425

Dealer Name:	LAKE ELSINORE FORD, INC.	
Dealer Address:	31500 CASINO DRIVE LAKE ELSINORE CA 92530	
Dealer Main Phone:	909-471-1405	Dealer Service Phone: --

Position	Employee Name
DEALER/PARTNER	JEFFREY H FRIESTEDT
GENERAL MANAGER	MICHAEL T KOSAKOWSKI
PARTS MANAGER	VALERIE SANCHEZ
PARTS & SERVICE DIRECTOR	DANNA BURROWBRIDGE
SALES MANAGER	SCOTT H GARRISON
SALES MANAGER	MARK M BRENT
SALES MANAGER	ED A MARTIN
SALES MANAGER	STEVEN R NEWCOMER
SALES MANAGER	JEREMY RYAN
SERVICE MANAGER	WILLIAM M HAAS

6/28/2005

**OASIS RESULT:
1FMYU02104K [REDACTED]**

See bottom of the OASIS result for contact ID 06/28/2005
11:34:39

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2004 ESCAPE	BODY STYLE 4 DR XLS MPV 4X2	ENGINE 3.0L EFI DOHC
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 96	ENGINE CALIBRATION 3M11D30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 10/24/2003	BUILD DATE 07/30/2003	SALE MILEAGE 00020
--	---------------------------------	------------------------------

cudl_message

THIS VEHICLE HAS AN OPEN 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

04C09
LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

06/04/2005

DEALER: Lake Elsinore Ford, Inc.

WARRANTY CLAIM NUMBER: 211253

ODOMETER: 032517M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
6A267	C/SHT ASY-INTK	000	042008A	42	DOES NOT OPERATE PROPERLY

32612 TSB 04-02-8 1.2 HRS CK CUSTOMERS CONCERN. PERFORMED ROAD TEST PERFORM ED PRECHECKS OK . VERIFIED CONCERN. PERFORMED OASIS FOUND TSB 04-02-8. PERF ORMED TSB. ROAD TESTED AND RECHECKED OK NO TICKING AT THIS TIME .

02/23/2005

DEALER: Lake Elsinore Ford, Inc.

WARRANTY CLAIM NUMBER: 205161

ODOMETER: 026235M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
7802010	PANEL ASY-COWL TOP	000	13000B	D8	FAILED GASKET/SEAL
TA 30		001	MT02010		

[REDACTED] 6/28/2005

		000	02010A		
--	--	-----	--------	--	--

REMOVE ALL SEATS. REMOVE COWLS BELOW WIND SHIELD SEALED GRILL AND WATER TEST ED ENTIRE AREA

01/14/2005

DEALER: Lake Elsinore Ford, Inc.

WARRANTY CLAIM NUMBER: 202630

ODOMETER: 024363M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5L8Z 9A758AA	CABLE-ACC PEDAL TO C	001	04S25B		

24363 RECALL 04S25B 0.4 PERFORM RECALL ACCELERATOR CABLE REPLACEMENT

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU02104K [REDACTED]

[REDACTED] 6/28/2005

ESP / Recall Information

VIN: 1FMYU02104K [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	2005-01-14	03814USAF71425
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 6/28/2005

Action Detail

VIN: 1FMYU02104K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 594801785
Name: [REDACTED]	Owner Status: Original	WSD: 2003-10-24	
Symptom Desc: ENG SPEED-UP SUDDEN ACCEL WARM		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: LAKE ELSINORE FORD, INC.	
Origin Desc: US CONCERN CASE BASE		P & A Code: 03814	
Action Desc: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP			
Odometer: 34000 MI	Comm Type: PHONE		
Action Date: 06/27/2005	Action Time: 16:31:19:760	Action Data: No	
Analyst Name: NARAYAN PRABHA	Analyst: PNARAYA4		

COMMENTS: CUSTOMER SAID: LAST THUR, VEH WAS INVOLVED IN AN ACCIDENT IN A PARKING LOT.- WHEN CUST WANTED TO PUT VEH INTO PARK- VEH JUMPED & CUST HEARD A FUNNY NOISE- VEH ACCELERATED & TOOK OFF.- CUST WAS UNABLE TO CONTROL- VEH HIT A BIG POLE. VEH IS IN A REPAIR FACILITY.- POLICE REPORT DID NOT GIVE A REPORT.- CUST WAS INJURED, USING RIGHT HAND & FOOT LIMITEDLY.- CUST HAS CONTACTED THE INSURANCE COMPANY- INSURANCE COMPANY WILL COVER THE REPAIRS- STILL AWAITING A CALL BACK FROM THE LEGAL DEPT.DEALER SAID: - LAKE ELSINORE FORD, INC. 31500 CASINO DRIVE LAKE ELSINORE, CA 92530 TEL: (800) 440-2531CRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

[REDACTED] 6/28/2005

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 28-JUL-2005

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

2004 ESCAPE ~ 32,517 mi (33,187 mi) for Atty

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	ORT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
IFMYU02104K [REDACTED]	MI	T/MI	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	30-07-03	24-10-03	171425	USA	15	*	*	*	*	SXX	V00	*	*	
AWS Claim Key:		3234859	Doc #:	202630A	Trx Code:	04S25	Labor Hrs:	.4	Labor Cost:	32.08	Material Cost:	15.55	Total Cost:	47.63									
Dir Cd-Sub Cd:		03814-*	Name:	LAKE ELSINORE FORD, INC.	Ph:	909-4711405	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-JAN-2005	DIST(Mile):		24363						
Cust Comments:		PERFORM RECALL #04S25 3.0L LHD ACCELERATOR CABLE REPLACEMENT																					
Tech Comments:		24363 RECALL 04S25B 0.4 PERFORM RECALL ACCELERATOR CABLE REPLACEMENT																					

(3 days)

IFMYU02104K [REDACTED]	MI	T/MI	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	30-07-03	24-10-03	171425	USA	17	*	6F49	*	7802010	*	S02	V37	R10	D8
AWS Claim Key:		4362765	Doc #:	205161A	Trx Code:	E84	Labor Hrs:	3.3	Labor Cost:	264.7	Material Cost:	15.16	Total Cost:	279.86									
Dir Cd-Sub Cd:		03814-*	Name:	LAKE ELSINORE FORD, INC.	Ph:	909-4711405	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	23-FEB-2005	DIST(Mile):		26235						
Cust Comments:		CUST STATES RIGHT FRONT AND REAR PASSENGER SIDE IS FULL OF WATER																					
Tech Comments:		REMOVE ALL SEATS. REMOVE COWLS BELOW WIND SHIELD SEALED GRILL AND WATER TESTED ENTIRE AREA																					

(5 days)

IFMYU02104K [REDACTED]	MI	T/MI	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	30-07-03	24-10-03	171425	USA	20	*	1C04	*	6A267	*	S11	V49	N12	42
AWS Claim Key:		5536886	Doc #:	211253A	Trx Code:	E84	Labor Hrs:	1.2	Labor Cost:	99.72	Material Cost:	0	Total Cost:	99.72									
Dir Cd-Sub Cd:		03814-*	Name:	LAKE ELSINORE FORD, INC.	Ph:	909-4711405	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	04-JUN-2005	DIST(Mile):		32517						
Cust Comments:		CUSTOMER STATES UPPER END ENGINE TICKING NOISE INTERM. SEE NICK, CALL CUSTOMER FOR DETAILS AT, 764 2118.																					
Tech Comments:		32612 TSB 04 02 8 1.2 HRS CK CUSTOMERS CONCERN. PERFORMED ROAD TEST PERFORMED PRECHECKS OK. VERIFIED CONCERN. PERFORMED OASIS FOUND TSB 04 02 8. PERFORMED TSB. ROAD TESTED AND RECHECKED OK NO TICKING AT THIS TIME.																					

(5 days)

-6/10/05 - 6/20/05 ~ 35,187 mi

Any comments? You can contact

TJ Bill (SM) advising "tapping" motor, replaced (6/12/05 "NRF")



webmaster

PE12-019 001539 LP

IFMYU02104K [REDACTED]

7/28/2005

All Action Details for Issue

Print

VIN: 1FMYU02104K [REDACTED] Year: 2004 Model: ESCAPE Case: 594801785
 Name: [REDACTED] Owner Status: Original WSD: 2003-10-24
 Symptom Desc: NOISE ENGINE (LOWER) Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Dealer: 03814 LAKE ELSINORE FORD, INC.
 Odometer: 32517 MI Comm Type: MAIL
 Analyst Name: TANYA ROQUEMORE Analyst: TROQUEMO
 (TROQUEMO)
 Action Date: 07/14/2005 Action Time: 15.27.56.092 Action Data: Yes

Comments *****ATTORNEY DEMAND*****DATE STAMP: 7/12/05. ATTORNEY ALLEGES CLIENTS VEHICLE HAS BEEN SERVICED FOR ENGINE, TRANSMISSION, BRAKE AND OTHER VARIOUS CONCERNS. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	KROHN & MOSS
ATTORNEY NAME	TODD FRIEDMAN
ATTORNEY PHONE NUMBER	8664315575
ANALYST ID	RGRAHA41

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 03814 LAKE ELSINORE FORD, INC.
 Odometer: 32517 MI Comm Type: FAX
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 07/15/2005 Action Time: 10.47.21.341 Action Data: No

Comments FAXED ACK. LETTER TO ATTORNEY.

Action: CLOSING COMMENTS - DENIAL - BASED ON LITIGATION PREVENTION REVIEW Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Dealer: 03814 LAKE ELSINORE FORD, INC.
 Odometer: 33187 MI Comm Type: MAIL
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 08/11/2005 Action Time: 11.27.43.329 Action Data: No

Comments CONTACTED BILL, SM AT DLR, REGARDING REPAIR HISTORY... INFO OBTAINED. SENT ATTORNEY LETTER DENYING REQUEST FOR VEHICLE REPURCHASE.

Ford Confidential

8/11/2005

Graham, Rochelle (R.)

From: Porter, Eben (E.L.)
Sent: Friday, July 29, 2005 8:53 AM
To: Graham, Rochelle (R.)
Subject: RE: Attorney Demand Case

Rochelle,

I do not have any information on this customer. I have not been involved.

"Every day is a good day-some are just better than others!"

Have a great day!

Eben L. Porter

Zone Manager, San Diego F2
FCSD Los Angeles Region
949-929-5937, eporter2@ford.com

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

From: Graham, Rochelle (R.)
Sent: Thursday, July 28, 2005 1:31 PM
To: Porter, Eben (E.L.)
Subject: Attorney Demand Case

Hi Eben,

Please advise of any information regarding this vehicle since it is now an attorney demand case. Thanks

VIN: 1FMYU02104K [REDACTED]	Year: 2004	Model: ESCAPE	Case: 594801785
Name: [REDACTED]	Owner Status: Original	WSD: 2003-10-24	
Symptom Desc: NOISE ENGINE (LOWER)		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE		

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
Dealer: 03814 LAKE ELSINORE FORD, INC. **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
Odometer: 32517 MI **Comm Type:** MAIL **Analyst Name:** TANYA ROQUEMORE (TROQUEMO) **Analyst:** TROQUEMO
Action Date: 07/14/2005 **Action Time:** 15.27.56.092 **Action Data:** Yes

Comments *****ATTORNEY DEMAND*****DATE STAMP: 7/12/05. ATTORNEY ALLEGES CLIENTS VEHICLE HAS BEEN SERVICED FOR ENGINE, TRANSMISSION, BRAKE AND OTHER VARIOUS CONCERNS. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name **Data Value** NAME OF LAW FIRM KROHN & MOSS
ATTORNEY NAME TODD FRIEDMAN **ATTORNEY PHONE NUMBER** 8664315575 **ANALYST ID** RGRAHA41

ROCHELLE GRAHAM
LEGAL ANALYST
FORD CONSUMER AFFAIRS
PH: (313) 845-5477
FAX: (313) 845-5668
E-MAIL: RGRAHA41@FORD.COM <MAILTO:RGRAHA41@FORD.COM>

All Action Details for Issue

Print

VIN: 1FMYU02104K [REDACTED] Year: 2004 Model: ESCAPE Case: 594801785
 Name: [REDACTED] Owner Status: Original WSD: 2003-10-24
 Symptom Desc: ENG SPEED-UP SUDDEN ACCEL WARM 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: 03814 LAKE ELSINORE FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 34000 MI Comm Type: PHONE
 Analyst Name: NARAYAN PRABHA Analyst: PNARAYA4
 Action Date: 06/27/2005 Action Time: 16.31.19.760 Action Data: No

Comments CUSTOMER SAID: LAST THUR, VEH WAS INVOLVED IN AN ACCIDENT IN A PARKING LOT. - WHEN CUST WANTED TO PUT VEH INTO PARK- VEH JUMPED & CUST HEARD A FUNNY NOISE- VEH ACCELERATED & TOOK OFF. - CUST WAS UNABLE TO CONTROL- VEH HIT A BIG POLE. VEH IS IN A REPAIR FACILITY.- POLICE REPORT DID NOT GIVE A REPORT - CUST WAS INJURED, USING RIGHT HAND & FOOT LIMITEDLY. - CUST HAS CONTACTED THE INSURANCE COMPANY- INSURANCE COMPANY WILL COVER THE REPAIRS- STILL AWAITING A CALL BACK FROM THE LEGAL DEPT. DEALER SAID: - LAKE ELSINORE FORD, INC. 31500 CASINO DRIVE LAKE ELSINORE, CA 92530 TEL: (800) 440-2531CRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 03814 LAKE ELSINORE FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 34000 MI Comm Type: MAIL
 Analyst Name: FONSECA, LOURDES Analyst: LFONSECA
 NEARON (L.C.)
 Action Date: 06/28/2005 Action Time: 11.35.40.092 Action Data: No

Comments LPA WILL SEND LETTER REQUESTING INFO REGARDING ALLEGED INJURY.

Action: CLOSING COMMENTS - AWAITING RECONTACT CUSTOMER/DEALER/REGION
 Dealer: 03814 LAKE ELSINORE FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 34000 MI Comm Type: MAIL
 Analyst Name: FONSECA, LOURDES Analyst: LFONSECA
 NEARON (L.C.)
 Action Date: 06/28/2005 Action Time: 11.36.10.816 Action Data: No

Comments LPA WILL SEND LETTER REQUESTING INFO REGARDING ALLEGED INJURY.

7/15/2005

Krohn & Moss, Ltd.

(Arizona, California, Florida, Georgia, Indiana, Illinois, Missouri, Ohio, Wisconsin)
5055 Wilshire Boulevard, Suite 300
Los Angeles, CA 90036
www.krohnandmoss.com

Writer's Direct Number
(323) 988-2400 x226
Writer's Direct Facsimile
(866) 431-5575
Writer's Direct E-Mail
cfriedman@consumerlawcenter.com

Writer licensed to practice only in:
California
Illinois

July 8, 2005

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

RE: [REDACTED], Ford Motor Company
Vehicle: 2004 Ford Escape
VIN: 1FMYU02104K [REDACTED]
Cur File No.: L05067725A

Dear Sir or Madam:

Pursuant to California Civil Code 1793.22(b)(3), please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Song-Beverly Warranty Consumer Warranty Act ("Lemon Law") and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office as such.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to California Civil Code 1794(d) and/or 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective Transmission as evidenced by difficulty shifting out of park;
2. Defective Accelerator as evidenced by replacement of accelerator cable;

5 JUL 12 2005

July 8, 2005

3. Defective Air Condition System as evidenced by failure to blow cold air;
4. Defective Engine as evidenced by ticking sounds, metal-on-metal noise during operation, tapping noise at idle, and failure of engine to regularly crank;
5. Defective Brakes as evidenced by failure of parking brake to restrain vehicle from rolling;
6. Defective Interior as evidenced by malfunctioning rear lift gate latch release;
7. Defective Weather Seals as evidenced by severe leak from front windshield; and
5. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the Lemon Law and/or Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,

Todd M. Friedman
Attorney at Law

TMF/dw

cc: 

Rochelle:

Todd Friedman
Krohn & Moss, Ltd
5055 Wilshire Blvd.
Suite 300
Los Angeles, CA 90036
(323) 988-2400, ext 226 Voice
(866) 431-5575 Fax
email: tfriedman@consumerlawcenter.com
web: www.krohnandmoss.com

Take it.

From: PNC, California
Sent: Tuesday, July 05, 2005 1:10 PM
To: Friedman, Todd
Subject: for review- [REDACTED]

Chelsey Collins
California CSR
Krohn & Moss, Ltd.
3 Summit Park Drive, Suite 100
Independence, Ohio 44131
(800) 355-3643 Ext. 202
(866) 203-9227 Fax
e-mail: californiapnc@consumerlawcenter.com
web: www.krohnandmoss.com



Fax Cover Sheet

FedEx Kinko's of TEMECULA

Telephone: 951.296.5151 Fax: 951.296.5156

Date 07/01/05

Number of pages 14 (including cover page)

To:

From:

Name John Barker

Name [REDACTED]

Company _____

Company _____

Telephone 1-800-203-

Telephone [REDACTED]

Fax 1-800-203-9227

WORK FAX [REDACTED]

Comments

work orders & recall notice
included - I pme.

More than 1,200 locations worldwide. For the location nearest you, call 1.800.2.KINKOS. Visit our website at fedexkinkos.com.

001

TEMECULA FEDEX KINKO'S

07/01/05 18:21 FAX 9512965156



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

F03 13084 1086
|||||

2004 Escape
Vehicle ID #: 1FMYU02104K [redacted] 04S25

January 2005

[redacted]
LAKE ELSINORE, CA [redacted]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect, which relates to motor vehicle safety, exists in all 2002 through 2004 Escape vehicles.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support.

What is the issue? On your vehicle, it is possible that the accelerator cable may prevent the throttle from returning to the idle position, possibly resulting in elevated engine speeds while driving. An unexpected increase in engine idle speed may increase stopping distance and may result in a vehicle crash without warning.

What will Ford and your dealer do? Ford Motor Company and your dealer will replace the accelerator cable free of charge (parts and labor). We urge you to return to your dealer for this service.

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do? Please call your dealer without delay and request a service date for Recall 04S25. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access <http://www.genuinefordservice.com> for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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F1005

08/09/05 09:20AM PST 8664315575 -> 3138455555
TEMECULA EDEY KINKO'S 9512985156 16:21 FAX 9512985156

2002 Pg 4/23

PE12-019 001548 LP

--- 1 of 15 - Dealer -----

RO No: 212018 Opened: 17JUN05 Closed: 20JUN05 Mileage: 33187
Line Code: A Booker: 8502 Comeback: N
Complaint: S16 CUSTOMER STATES ENGINE IS MAKING A TAPPING NOISE A IDLE. HAS D
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
8341	9999	CF	S16		ENGINE				
					PT\$\$	0.00	LBR\$	0.00	MSC\$ 0.00
8341		WTAP	9999		SUBLET REPAIRS				
					PT\$\$	0.00	LBR\$	0.00	MSC\$ 28.00

Line Code: B Booker: 8341 Comeback: N
Complaint: S14 CUSTOMER STATES THE ENGINE WILL NOT CRANK INTERM.
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
8341	9999	CF	S14	208610	A/C ELECTRICAL DEPT				
					PT\$\$	0.00	LBR\$	0.00	MSC\$ 0.00

Line Code: C Booker: 8341 Comeback: N
Complaint: RENTAL RENTAL CAR CHARGE TO THIS OPERATION LINE / /
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
8341	9999	CF	RENTAL		RENTAL CAR CHARGE TO THIS OPERATION LINE				

Press S#, Return for next page, EST#, ?, or E to Exit: B
Invalid Reply

RO No: 212018 Opened: 17JUN05 Closed: 20JUN05 Mileage: 33187
 E
 PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 2 of 15 - Dealer -----

RO No: 211582 Opened: 10JUN05 Closed: 20JUN05 Mileage: 32744
 Line Code: A Booker: 8341 Comeback: N
 Complaint: S16 CUST STATES THAT THERE IS A METAL ON METAL NOISE FROM THE ENGI
 Cause: .

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 8341 8549 ISPA S16 ENGINE
 PTSS\$ 24.29 LBR\$ 0.00 MSC\$ 0.00

--- 3 of 15 - Dealer -----

RO No: 211253 Opened: 04JUN05 Closed: 09JUN05 Mileage: 32612
 Line Code: A Booker: 8089 Comeback: N
 Complaint: S16 CUSTOMER STATES UPPER END ENGINE TICKING NOISE INTERM. SEE NIC
 Cause: 32612 TSB 04-02-8 1.2 HRS CK CUSTOMERS CONCERN. PERFORMED ROAD TEST PERF

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 8341 8414 W94 042008A PERFORMED TSB 04-20-08
 PTSS\$ 0.00 LBR\$ 99.72 MSC\$ 0.00

Line Code: B Booker: 8341 Comeback: N
 Complaint: DECLINECUSTOMER ADVISED OF RECOMENDED SERVICE AND DECLINED AT THIS TI

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 211253 Opened: 04JUN05 Closed: 09JUN05 Mileage: 32612
Line Code: B Booker: 8341 Comeback: N

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
8341 9999 CF DECLINE CUSTOMER ADVISED OF RECOMENDED SERVICE A
AND DECLINED AT THIS TIME.
PT\$\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 4 of 15 - Dealer -----

RO No: 208610 Opened: 19APR05 Closed: 21APR05 Mileage: 29768
Line Code: A Booker: 52 Comeback: N

Complaint: S14 CUSTOMER STATES THE A/C DOES NOT BLOW COLD AIR NOW

Cause: 29768 TESTED VEHICLE WITH TEMP GAUGE A-C IS BLOWING 42deg OUTSIDE TEMP I

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
8505 8489 W094 S14 205161 A/C ELECTRICAL DEPT
PT\$\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: B Booker: 52 Comeback: N

Complaint: S14 CUSTOMER STATES THERE IS A TICKING SOUND FROM THE ENGINE HOT O

Cause: 29768 CHECKED VEHICLE ON COLD START AND TEST DROVE TOTAL OF 8 MILES, UNA

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
8505 8561 W094 S14 205161 A/C ELECTRICAL DEPT
PT\$\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Press B, \$#, Return for next page, EST#, ?, or E to Exit;

RO No: 202630 Opened: 14JAN05 Closed: 17JAN05 Mileage: 24364
PTSS\$ 15.55 LBR\$ 32.08 MSC\$ 0.00
Line Code: B Booker: 8089 Comeback: N
Complaint: S14 PERFORM RECALL #04C09 - LIFTGATE LATCH RELEASE ROD AND HANDLE
Cause: 24363 PART NOT AVAILABLE YET FOR THIS RECALL UNTILL LATER DATE
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
8505 8531 W094 S14 199613 A/C ELECTRICAL DEPT
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
Line Code: C Booker: 8113 Comeback: N
Complaint: S14 CUSTOMER STATES THE HOOD PROP FELL OFF THE LAST TIME HERE
Cause: .
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
8505 8531 W94 S14 199613 A/C ELECTRICAL DEPT
PTSS\$ 1.00 LBR\$ 0.00 MSC\$ 0.00
--- 7 of 15 - Dealer -----

RO No: 202632 Opened: 14JAN05 Closed: 14JAN05 Mileage: 24364
Line Code: A Booker: 8505 Comeback: N
Complaint: S01 PERFORM OIL AND FILTER SERVICE, CHANGE ENGINE OIL AND FILTER,
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
8505 8531 CF S01 PERFORM OIL AND FILTER SERVICE, CHANGE E

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 202632 Opened: 14JAN05 Closed: 14JAN05 Mileage: 24364
 ENGINE OIL AND FILTER, INSPECT FLUID LE
 VELS, WASTE DISPOSAL AND ADDED FLUIDS E
 XTRA MENU PRICE \$24.95
 PT\$\$ 14.25 LBR\$ 10.96 MSC\$ 0.00
 8505 9999 CHW OHW OIL HAZARDOUS WASTE CHARGE
 PT\$\$ 0.00 LBR\$ 1.61 MSC\$ 0.00

Line Code: B Booker: 8113 Comeback: N
 Complaint: 99P PERFORM MULTI-POINT INSPECTION//
 Cause:

SA... TECH. TYPE, OPCODE..... CB-RO.. DESCRIPTION.....
 8505 8531 CF 99P PERFORM MULTI-POINT INSPECTION
 PT\$\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 8 of 15 - Dealer -----

RO No: 199613 Opened: 19NOV04 Closed: 23NOV04 Mileage: 21189
 Line Code: A Booker: 52 Comeback: N
 Complaint: S14 CUST STATES VEHICKE IS HARD TO SHIFT OUT OF PARK INTTERMINTLY
 Cause: 21189 TRANS CONCERN 7000. CODE 42 TEST DRIVE VEHICLE. PERFORM ELECTORNIC
 SA... TECH. TYPE, OPCODE..... CB-RO.. DESCRIPTION.....
 8524 8001 W094 S14 A/C ELECTRICAL DEPT
 PT\$\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Press B, \$#, Return for next page, EST#, ?, or E to Exit:

RO No: 195291 Opened: 27SEP04 Closed: 27SEP04 Mileage: 18586

Line Code: A Booker: 8113 Comeback: N

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
8524 8509 CF 20K PERFORM 20,000 MILE SERVICE, OIL AND FIL
LTER CHANGE, ROTATE AND BALANCE TIRES, SE
RVICE ADJUST BRAKES, MULTIPOINT INSPECTI
ON

PTSS 14.25 LBR\$ 65.00 MSC\$ 0.00

8524 9999 CHW OHW OIL HAZARDOUS WASTE CHARGE

PTSS 0.00 LBR\$ 1.61 MSC\$ 0.00

Line Code: B Booker: 8113 Comeback: N

Complaint: 99P PERFORM MULTI-POINT INSPECTION

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
8524 8509 CF 99P PERFORM MULTI-POINT INSPECTION

PTSS 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 11 of 15 - Dealer -----

RO No: 190860 Opened: 03JUL04 Closed: 03JUL04 Mileage: 14277

Line Code: A Booker: 8281 Comeback: N

Complaint: 5K PERFORM 5,000 MILE SERVICE, CHANGE OIL AND FILTER, SERVICE ADJU

Cause:

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 190860 Opened: 03JUL04 Closed: 03JUL04 Mileage: 14277
 Line Code: A Booker: 8281 Comeback: N
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 8326 8514 CF 5K PERFORM 5,000 MILE SERVICE, CHANGE OIL A
 AND FILTER,SERVICE ADJUST BRAKES,ROTATE
 TIRES,PERFORM MULTI POINT INSPECTION,
 PTSS 14.25 LBR\$ 35.70 MSC\$ 0.00
 8326 9999 CHW OHW OIL HAZARDOUS WASTE CHARGE
 PTSS 0.00 LBR\$ 1.61 MSC\$ 0.00

--- 12 of 15 - Dealer -----

RO No: 181011 Opened: 05FEB04 Closed: 06FEB04 Mileage: 5332
 Line Code: A Booker: 8341 Comeback: N
 Complaint: S14 CUST STATES CRANK BUT NO START & ALARM WENT OFF WHILE DRIVING
 Cause:
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 8441 9999 ISPA S14 A/C ELECTRICAL DEPT
 PTSS 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 13 of 15 - Dealer -----

RO No: 179847 Opened: 17JAN04 Closed: 17JAN04 Mileage: 4197
 Line Code: A Booker: 8341 Comeback: N
 Complaint: 5K PERFORM 5,000 MILE SERVICE, CHANGE OIL AND FILTER,SERVICE ADJU

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 179847 Opened: 17JAN04 Closed: 17JAN04 Mileage: 4197
Line Code: A Booker: 8341 Comeback: N

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
8341	8403	CF	5K		PERFORM 5,000 MILE SERVICE, CHANGE OIL A AND FILTER, SERVICE ADJUST BRAKES, ROTATE TIRES, PERFORM MULTI POINT INSPECTION,				
					PTSS\$ 15.98 LBR\$ 30.50 MSC\$ 0.00				
8341	9999	CHN	OHW		OIL HAZARDOUS WASTE CHARGE				
					PTSS\$ 0.00 LBR\$ 1.61 MSC\$ 0.00				

--- 14 of 15 - Dealer -----

RO No: 171376 Opened: 28AUG03 Closed: 29AUG03 Mileage: 11
Line Code: A Booker: 8113 Comeback: N
Complaint: PNAI PREVENT NEW VEHICLE ALARM INSTALL

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
8355	9999	ITP	PNAI		PREVENT NEW VEHICLE ALARM INSTALL				
					PTSS\$ 169.00 LBR\$ 80.00 MSC\$ 0.00				

--- 15 of 15 - Dealer -----

RO No: 170095 Opened: 08AUG03 Closed: 11AUG03 Mileage: 6
Line Code: A Booker: 8113 Comeback: N

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 170095 Opened: 08AUG03 Closed: 11AUG03 Mileage: 6
Line Code: A Booker: 8113 Comeback: N
Complaint: PDI PRE-DELIVERY INSPECTION, FMC INSPECTION REPORT ATTACHED.
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
82	8195	IPDI	PDI		PRE-DELIVERY INSPECTION, FMC INSPECTION REPORT ATTACHED.				
					PTSS	0.00	LBR\$	110.00	MSC\$ 0.00

Line Code: B Booker: 8113 Comeback: N
Complaint: NDET NEW CAR DETAIL
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
82	9999	ITP	NDET		NEW CAR DETAIL				
					PTSS	0.00	LBR\$	60.00	MSC\$ 0.00

Line Code: C Booker: 8113 Comeback: N
Complaint: EXPRESSADD EXPRESS CODE SYSTEM
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
82	8195	IEX	EXPRESS		ADD EXPRESS CODE SYSTEM				
					PTSS	0.00	LBR\$	12.00	MSC\$ 0.00

Press B, S#, EST#, 7, or E to Exit:



Fax Cover Sheet

FedEx Kinko's of TEMECULA

Telephone: 951.296.5151 Fax: 951.296.5156

Date 07/01/05

Number of pages 14 (including cover page)

To:

From:

Name John Barker

Name [REDACTED]

Company _____

Company _____

Telephone ~~1-800-203~~

Telephone [REDACTED]

Fax 1-800-203-9227

work fax [REDACTED]

Comments

*work orders & recall notice
included - I Rma.*

More than 1,200 locations worldwide. For the location nearest you, call 1.800.2.KINKOS. Visit our website at fedexkinkos.com.

001

TEMECULA FEDEX KINKO'S

07/01/05 16:23 FAX 9512965156

08/09/05 09:20AM PST 8664315575 -> 3138455555

Pg16/23

PE12-019 001560 LP

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

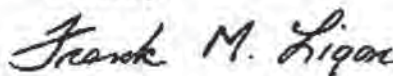
Saturday: 9AM – 5:30PM

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

© Copyright 2005 Ford Motor Company

	A	B	C	D
1				
2				
3		californiapnc@consumerlawcenter.com		
4				
5		Irene Murguia		
6				
7		CA		8/3/2005
8				
9		new		33187
10				
11		04 Ford		new
12				
13				
14				
15	TOTAL # OF DAYS OUT OF SERVICE		approx 31	
16	Total Number of Repair Orders		9	
17				
18				
19	Date of Repair	Mileage	Description of Problem/Repair	Defects
20	2/5/04	5,332	crank, no start, alarm went off while driving	electrical
21	9/27/04	18,586	park brake does not hold	e-brake
22	11/19/04-11/23/04	21189	hard to shift out of park	transmission/electrical
23			intermittent crank, no start	engine/electrical
24	1/14/05-1/17/05	24,364	perform recall	recall
25	2/23/05-2/28/05	26263	recall liftgate latch release	recall
26			"right and rear pass side of veh..."	?
27	4/19/05-4/21/05	29,768	a/c does not blow cold air	a/c
28			ticking sound from engine when hot	engine/electrical
29	6/4/05-6/9/05	32,612	engine ticking intermittently	engine/electrical
30	6/10/05-6/20/05	32744	metal on metal noise from engine	engine
31	6/17/05-6/20/05	33187	tapping noise at idle	engine

	A	B	C	D
32			engine will not crank intermittently	engine/electrical
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16	
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19	Result
20	?
21	? "brake frt end dept."
22	"perform electronic,..."
23	CND
24	recall accelerator cable replacement
25	recall not available yet
26	?
27	NPF?
28	CND?
29	perform TSB
30	?
31	sublet repairs

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HP LaserJet 4100 MFP



08/10/2005 09:35 PM

Fax Call Report

Job	Date/Time	Type	Identification	Duration	Pages	Result
2484	08/10 09:34 PM	Send	918664315575	00'20	1	OK



HP LaserJet 4100 MFP



07/15/2005 01:11 AM

Fax Call Report

Job	Date/Time	Type	Identification	Duration	Pages	Result
1525	07/15 01:10 AM	Send	918664315575	00'20	1	OK



ESP / Recall Information

VIN: 1FMYU02104K [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	2005-01-14	03814USAF71425
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 7/28/2005

Customer Info

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



7/28/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
71-LOS ANGELES	71-LOS ANGELES	G	F2	03814	F71425

Dealer Name: LAKE ELSINORE FORD, INC.
Dealer Address: 31500 CASINO DRIVE
 LAKE ELSINORE CA 92530
Dealer Main Phone: ~~909~~ 471-1405
Dealer Service Phone: -

Position	Employee Name
DEALER/PARTNER	JEFFREY H FRIESTEDT
GENERAL MANAGER	MICHAEL T KOSAKOWSKI
PARTS MANAGER	VALERIE SANCHEZ
SALES MANAGER	SCOTT H GARRISON
SALES MANAGER	MARK M BRENT
SALES MANAGER	STEVEN R NEWCOMER
SALES MANAGER	JEREMY RYAN
SERVICE MANAGER	WILLIAM M HAAS

Service Hours

Directions

Trained

Y

Additional Information



7/28/2005

Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1FMRU15G2YL [REDACTED]	2000 EXPEDITION No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
1FMYU02104K [REDACTED]	2004 ESCAPE Open Issues Exist	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History

[REDACTED] .. 7/28/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU02104K [REDACTED] Veh Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-06] Eng Serial No: *

Model Year: 2004 Market Derived: T/F - FORD DIVISION DERIVATIVE Body Shell: *

Veh Type: T Drive Code: T/A - 2 WHL L/H FRONT DRIVE Engine: T/LD - MOD 3.0L DOHC EFI N.

Inv. Dealer: 03814 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: 30-JUL-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 171425 -*

Country: USA - ##### Selling Dir St/Prov: CA

Buyer St/Prov: CA

Arrival Date: 06-AUG-2003 Red Carpet Lease: *

Sale Date: 24-OCT-2003 Fleet/Retail/Co. Lease: R

Warranty Start Date: 24-OCT-2003 Modified Vehicle: *

Orig Warranty Date: 24-OCT-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

U024KA368071033 P C 2 26FA007 NF G 2 496 7J 3 2Z V 83G N 71G425E 2V C2 WB 3 1

1FMY026 120A 914CA A

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRY MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psng 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]	Susp Tandem Axle:	
Color(Trim):	000BY - MEDIUM PEBBLE	Tire Brand:	AD - GENERAL
Delivery Type:	0	Tire Size:	D3GTQ - P225/70R 15 BSW A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:	
Fuel Type:	AF - UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: ACUU_4602603 RF: ACUU_4602603

LR: ACUU_4602603 RR: ACUU_4602603


LI: * RI: *

SPARE: T714_BAH2103

7/28/2005

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:		

 7/28/2005

OASIS RESULT:

1FMYU02104K [REDACTED]

See bottom of the OASIS result for contact ID

07/28/2005
16:32:59

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2004 ESCAPE	BODY STYLE 4 DR XLS MPV 4X2	ENGINE 3.0L EFI DOHC
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 96	ENGINE CALIBRATION 3M11D30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 10/24/2003	BUILD DATE 07/30/2003	SALE MILEAGE 00020
--	---------------------------------	------------------------------

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
VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

OUTSTANDING FIELD SERVICE ACTIONS

04C09
LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

06/04/2005

DEALER: Lake Elsinore Ford, Inc.

WARRANTY CLAIM NUMBER: 211253

ODOMETER: 032517M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
6A267	C/SHT ASY-INTK	000	042008A	42	DOES NOT OPERATE PROPERLY

32612 TSB 04-02-8 1 2 HRS CK CUSTOMERS CONCERN. PERFORMED ROAD TEST PERFORM ED PRECHECKS OK . VERIFIED CONCERN. PERFORMED OASIS FOUND TSB 04-02- 8. PERF ORMED TSB. ROAD TESTED AND RECHECKED OK NO TICKING AT THIS TIME .

02/23/2005

DEALER: Lake Elsinore Ford, Inc.

WARRANTY CLAIM NUMBER: 205161

ODOMETER: 026235M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
7802010	PANEL ASY-COWL TOP	000	13000B	D8	FAILED GASKET/SEAL



7/28/2005

TA 30		001	MT02010		
		000	02010A		

REMOVE ALL SEATS. REMOVE COWLS BELOW WIND SHIELD SEALED GRILL AND WATER TEST ED ENTIRE AREA

01/14/2005

DEALER: Lake Elsinore Ford, Inc.

WARRANTY CLAIM NUMBER: 202630

ODOMETER: 024363M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5L8Z 9A758AA	CABLE-ACC PEDAL TO C	001	04S25B		

24363 RECALL 04S25B 0.4 PERFORM RECALL ACCELERATOR CABLE REPLACEMENT

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU02104KA36807

*** ERROR *** could not find named value for: [countrycode]

USA

7/28/2005



COPY

January 5, 2005

Los Angeles, CA

RE: 2003 Ford Escape

VIN: 1FMCU94163K

Dear

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,

Valma Sanders
Consumer Affairs

Action List

Date	Origin	Description
12/24/04	CACI38	ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP
12/30/04	CALGL	MAKE OUTBOUND CALL TO CUSTOMER
01/05/05	CALGL	INFORMATIONAL CALL/FAX WITH CUSTOMER
01/05/05	CALGL	REDIRECT TO OTHER

Customer Info

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

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMCU94163K [REDACTED]	2003	ESCAPE	SALE TO INDIVIDUAL UNDER THE X PLAN F & N	Original Owner	Oasis Warranty History
		No Open Issues			

OASIS RESULT:

1FMCU94163K [REDACTED]

See bottom of the OASIS result for contact ID

01/05/2005
14:44:21

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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 3M11A30A

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE 01/19/2003	BUILD DATE 08/26/2002	SALE MILEAGE 00000
--	---------------------------------	------------------------------

▶ 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

0715 - USA 2002 NEW 48/50,000 QUALITY CARE MAINT-NORMAL 5K
STANDARD DEDUCTIBLE: 0 USD

OWNER NAME: [REDACTED]

OPTIONS:
EXPIRATION DATE: 01/19/2007
DISTANCE: 51,000
RENTAL: 0 UP TO 0 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 05536
ESP CONTRACT START DATE: 01/19/2003

0759 - USA 2002 NEW 72/60,000 PREMIUMCARE W/ROADSIDE ASSIST.
STANDARD DEDUCTIBLE: 50 USD

OWNER NAME: [REDACTED]

OPTIONS:
EXPIRATION DATE: 01/19/2009
DISTANCE: 60,000
RENTAL: 28 UP TO 10 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 05536
ESP CONTRACT START DATE: 01/19/2003 THE ROAD HAZARD TIRE COVERAGE BENEFIT
EXTENDED TO ELIGIBLE FORD MOTOR COMPANY VEHICLES IS ONLY IN EFFECT DURING THE TERM
OF THE NEW VEHICLE LIMITED WARRANTY.

▶ REPAIR HISTORY

09/14/2004

DEALER: South Bay Ford, Inc.

WARRANTY CLAIM NUMBER: 056399

ODOMETER: 023055M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
MAINT	VEHICLE MAINTENANCE	000	MB20	82	FREIGHT/POSTAGE/MAIN
F1AZ 6731BD	ELEMENT ASY OIL FILT	001	MULTI		
XO 5W20QSP		006			

PERFORMED 20K SERVICE

09/14/2004

DEALER: South Bay Ford, Inc.

WARRANTY CLAIM NUMBER: 056399

ODOMETER: 023055M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2V001	LINING - FRT BRAKE	000	2001BT	30	CHAFED, EXCESSIVE WEA
1U2Z 2V001BA	LINING - FRT BRAKE	001	2001B1F		
		000	2001B2PT		

FRONT BRAKES 1MM. INSPECT FRONT AND REAR BRAKES. FRONT 1MM REAR 3MM DRUM. R EPLACED FRONT PADS. FRONT ROTORS 22.45 AND 22.42. MACHINED

09/14/2004

DEALER: South Bay Ford, Inc.

WARRANTY CLAIM NUMBER: 056399

ODOMETER: 023055M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
7820124	DOOR ASY-FRONT	000	23943A	07	IMPROPERLY ADJUSTED/
		000	23943A2		

WINDOW RUNS DRY VERIFIED CONCERN. REMOVE DOOR TRIM PANEL AND INSPECT. NO DA MAGE FOUND. LUBRICATED WINDOW RUNS AND RETEST. PASSED.

09/14/2004

DEALER: South Bay Ford, Inc.

WARRANTY CLAIM NUMBER: 056399

ODOMETER: 023055M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
18806	CHASSIS RADIO	000	18805B	42	DOES NOT OPERATE PRO
		000	18805C		

ZARB ELECTRONICS REPLACED RADIO UNIT.

09/14/2004

DEALER: South Bay Ford, Inc.

WARRANTY CLAIM NUMBER: 056399

ODOMETER: 023055M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YL8Z 9F472BA	SENSOR EXHAUST GAS	001	12650D	42	DOES NOT OPERATE PRO
		000	12650DX1		
		000	12650D4R		
		000	12650D45		

		000	12650D55		
		000	12650D80		
		000	12650D81		
		000	9350B		

OXYGEN SENSOR EEC TEST, RECEIVED CODE P2195, FOLLOWED PINPOINT TEST, RAN SS MS, PERFORMED FUEL PRESSURE TEST, PASSED AT 40 PSI.

09/14/2004

DEALER: South Bay Ford, Inc.

WARRANTY CLAIM NUMBER: 056399

ODOMETER: 023055M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3L8Z 15A699AAA	SWITCH-TOP CNTL	001	13300D	42	DOES NOT OPERATE PRO
		000	MT15A699		

SUN ROOF SWITCH INOP, POOR CONTACTS. VERIFIED CONCERN. ACCESS THE OVERHEAD C ONSOLE AND TEST SWITCH FAILED. R-R SWITCH ASSY AND RETEST, PASSED.

09/14/2004

DEALER: Visteon Aftermarket - U.S.

WARRANTY CLAIM NUMBER: 448352

ODOMETER: 023005M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
18C815	RECEIVER-ELECT CMPCT	000		42	DOES NOT OPERATE PRO
VI11		001			

REQUESTING DEALER'S P/A CODE 08759

05/27/2004

DEALER: South Bay Ford, Inc.

WARRANTY CLAIM NUMBER: 048709

ODOMETER: 018753M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
		000	04S13A		

PERFORMED RECALL 04S13, PCM CALIBRATION UP TO DATE NO REPROGRAM PCM NEEDED.

03/15/2004

DEALER: South Bay Ford, Inc.

WARRANTY CLAIM NUMBER: 043342

ODOMETER: 015264M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
MAINT	VEHICLE MAINTENANCE	000	MB15	82	FREIGHT/POSTAGE/MAIN
XO 5W20QSP		005	MULTI		
F1AZ 6731BD	ELEMENT ASY OIL FILT	001			

FRONT BRAKES AT 5MM REAR BRAKES AT 5MM PERFORMED 15,000 MILE SERVICE.

03/15/2004

DEALER: South Bay Ford, Inc.

WARRANTY CLAIM NUMBER: 043342

ODOMETER: 015264M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2L8Z 9E926AB	BODY ASY-AIR CHARGE	001	12650D	42	DOES NOT OPERATE PRO

		000	12650DX1		
		000	12650D45		
		000	12650D55		
		000	12650D80		
		000	12650D81		
		000	12650D84		
		000	9350B		
		000	9926A		

PCM CALIBRATION- THROTTLE BODY ASSEMBLY EEC TEST, SYSTEM PASSED, FOLLOWED P INPOINT TEST PER SYMPTOM CHART, MONITOR PIDS-DCL DISPLAY, IAC % IS HIGH AT 4.3%,

END OF OASIS REPORT FOR 1FMCU94163K [REDACTED]

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMCU94163K [REDACTED]	Veh Line: T/M1 - ESCAPE (U204) [2001]	Eng Serial No: *
Model Year: 2003	Market Derived: T/F - FORD DIVISION DERIVATIVE	Body Shell: *
Veh Type: T	Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE	Engine: T/LD - MOD 3.0L DOHC EFI NA
Inv. Dealer: 05536	Body Cab Style: * -[N/A]	Transmission: T/DJ - 4 SPD AUTO TRANS NA
	Version/Series: T/EF - FORD SERIES	

BUILD INFORMATION:

Region: NA - ##### **Plant:** AJ - KANSAS CITY PLANT BUILD
Country: * - ##### **Prod Date:** 26-AUG-2002

SALE INFORMATION:

Region: NA - ##### **Selling Dealer:** 171040 - *
Country: USA - ##### **Selling Dir St/Prov:** CA
Buyer St/Prov: CA

Arrival Date: 16-SEP-2002 **Red Carpet Lease:** *
Sale Date: 19-JAN-2003 **Fleet/Retail/Co. Lease:** R
Warranty Start Date: 19-JAN-2003 **Modified Vehicle:** *
Orig Warranty Date: 19-JAN-2003 **Reacquired Vehicle:** * **Vehicle Export Flag:** N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
0943KR1066010337P 4 2 30E0409 UE E 2M469 63 N65B 285 5 4E3A2N 71C040 2Y C2 5R3C4 3 5 1
1FMC6V2 M 600A 914CA 63

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: C	GVW Class Code: C
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: * - [N/A]	Mirror(Driver Side): CY - DRVR PWR HEATED BLACK EXT MIRR
Axle Type: * - [N/A]	Mirror(Psng Side): CY - PASS PWR HEATED BLACK EXT MIRR
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: MJ - AM/FM STRO/CD CHANGER/CLK
Calibration Code: 3M11A30A	Sound System: AE - AUDIOPHILE SOUND SYSTEM
Color(Accent): * - [N/A]	Susp Tandem Axle:
Color(Trim): 000BY -	Tire Brand: AP - CONTINENTAL
Delivery Type: X	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: A3084533102 **RF:** A3084533102
LR: A3084533102 **RR:** A3084533102
LI: * **RI:** *
SPARE: HY891R93102

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	K	Emission Code:	T/BJ - T/BJ
ESP Coverage(Miles):	060	Emission Cert Type:	5
ESP Coverage(Time):	072	Emission Decal Suffix:	KPL
ESP Plan Year:	2002	Engine Family:	3FMXT0302F8
ESP Signature Date:	19-JAN-2003		

VEHICLE DETAIL

VIN: 1FMCU94163K [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: 3M11A30A
Pay Load:	Max Towing Weight:
GVWR: 04520	Axle Ratio:
WheelBase: 103	Warranty Start Date: 1/19/2003
GCWR:	Vehicle Build Date: 8/26/2002
PEP Code: 600A	

Selling Dealers Name: GALPIN FORD
 Selling Dealers P & A Code: 05536 Selling Dealers Sales Code: F71040
 Selling Dealers Main Phone: 818-787-3800 Selling Dealers Service Phone: 818-893-9494

Vehicle Order Image

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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 4 3 K A 1 0 6 6 0 1 0 3 3 7 P 4 2 3 0 E 0 4 0 9 U E E 2 M 4 6 9 6 3
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
N 6 5 B 2 8 5 5 4 E 3 A 2 N 7 1 C 0 4 0 2 V C 2 5 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 C 6 V 2 M 6 0 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	B	C2	00359	F71018

Dealer Name:	SOUTH BAY FORD, INC.		
Dealer Address:	5100 ROSECRANS AVENUE HAWTHORNE CA 90250		
Dealer Main Phone:	310-644-0211	Dealer Service Phone:	310-644-0211

Position	Employee Name
CUST RELATIONS MGR	ELIZABETH CORPUZ
DEALER/PARTNER	GARY PREMEAUX
PARTS MANAGER	RON KIEPKE
PARTS & SERVICE DIRECTOR	BOB CAWLEY
SALES MANAGER	KENNETH WILSON
SALES MANAGER	PAUL STOENESCU
SALES MANAGER	DONALD C BARTH
SALES MANAGER	GEORGE YOUSEF
SALES MANAGER	ARWA F HARB
SALES MANAGER	MAROUN F ZAKLIT
SERVICE MANAGER	MIKE VANDERZEE
SERVICE MANAGER	NICHOLAS KOVACEVICH
SERVICE MANAGER	DWAYNE CORREA

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)	
1FMCU94163K [REDACTED]	T/M1	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	26-AUG-2002	19-JAN-2003	171040	USA	0	6Q06	011902	*	17906	*	F34	P3	18	
AWS Claim Key:		133394	Trx Code:		1	Labor Hrs:		0.5														
Dir Cd-Sub Cd:		05536	Name:		GALPIN FORD			Ph:	818-7873800	St:	CA	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		01-OCT-2002	Doc #:		6652441
Cust Comments:		CUST STATES DEFECT BUBBLE REAR BUMPER L/S																				
Tech Comments:		CC997 SUBLET TO FORD AUTO BODY FOR REPAIR.																				
1FMCU94163K [REDACTED]	T/M1	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	26-AUG-2002	19-JAN-2003	171040	USA	3	1A03	030101	1L8Z	6007	BA	L65	42	2840	
AWS Claim Key:		1380998	Trx Code:		2	Labor Hrs:		12.5														
Dir Cd-Sub Cd:		00359	Name:		SOUTH BAY FORD, INC.			Ph:	310-6440211	St:	CA	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		08-APR-2003	Doc #:		01442801
Cust Comments:		L65 CUSTOMER STATES THERE IS OIL LEAKING FROM MID FRONT AREA																				
Tech Comments:		HEAD GASKET LEAKING OIL, HEAD BOLT THREAD STRIPPED. 4 PERFORMED OIL LEAK DIAG. FOUND HEAD GASKET LEAKING. REPLACED HEAD GASKET. WHILE INSTALLING HEAD, FOUND																				
1FMCU94163K [REDACTED]	T/M1	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	26-AUG-2002	19-JAN-2003	171040	USA	8	6Y05	000001	*	MAINT	*	A9*	82	6653	
AWS Claim Key:		2404506	Trx Code:		0715S	Labor Hrs:		0.7														
Dir Cd-Sub Cd:		00359	Name:		SOUTH BAY FORD, INC.			Ph:	310-6440211	St:	CA	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		05-SEP-2003	Doc #:		02911301
Cust Comments:		A99 PERFORM 5KMA SERVICE																				
Tech Comments:		FRT PADS 9MM REAR SHOES 5MM PERFORM 5KMA ,MULTI POINT INSPECTION																				
1FMCU94163K [REDACTED]	T/M1	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	26-AUG-2002	19-JAN-2003	171040	USA	11	6Y05	000001	*	MAINT	*	A9*	82	10781	
AWS Claim Key:		3541038	Trx Code:		0715S	Labor Hrs:		0.7														
Dir Cd-Sub Cd:		00359	Name:		SOUTH BAY FORD, INC.			Ph:	310-6440211	St:	CA	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		01-DEC-2003	Doc #:		03607202
Cust Comments:		PERFROM 10,000 MILE MAINTENANCE SERVICE AS PER MAINTENANCE CARE QCM NORMAL 0715																				
Tech Comments:		FRONT BRAKES AT 10MM REAR BRAKES AT 6MM PERFORMED 10,000 MILE MAINTENANCE																				
1FMCU94163KA10660	T/M1	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	26-AUG-	19-JAN-	171040	USA	15	6Y05	000001	*	MAINT	*	A9*	82	15264	

		2002	2003																					
AWS Claim Key:	4970708	Trx Code:	0715S	Labor Hrs:	1																			
Dir Cd-Sub Cd:	00359 - *	Name:	SOUTH BAY FORD, INC.	Ph:	310-6440211	St:CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	15-MAR-2004	Doc #:	04334202										
Cust Comments:	A99 PERFROM 15,000 MILE MAINTENANCE SERVICE AS PER MAIN TENANCE CARE 0715. QCM NORMAL.																							
Tech Comments:	FRONT BRAKES AT 5MM REAR BRAKES AT 5MM PERFORMED 15,000 MILE SERVICE																							
IFMCU94163K	██████	T/MI	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	26-AUG-2002	19-JAN-2003	171040	USA	15	2E03	030402	2L8Z	9E926	AB	D21	42	15264		
AWS Claim Key:	4970707	Trx Code:	S07	Labor Hrs:	2.4																			
Dir Cd-Sub Cd:	00359 - *	Name:	SOUTH BAY FORD, INC.	Ph:	310-6440211	St:CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	15-MAR-2004	Doc #:	04334203										
Cust Comments:	D21 CUSTOMER STATES THAT VEHICLE DIED OUT TWICE FOR NO REASON.																							
Tech Comments:	PCM CALIBRATION THROTTLE BODY ASSEMBLY EEC TEST, SYSTEM PASSED, FOLLOWED PINPOINT TEST PER SYMPTOM CHART, MONITOR PIDS DCL DISPLAY, IAC % IS HIGH AT 43%.																							
IFMCU94163K	██████	T/MI	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	26-AUG-2002	19-JAN-2003	171040	USA	17	*	*	*	*	*	*	*	*	18753	
AWS Claim Key:	6184566	Trx Code:	04S13	Labor Hrs:	0.2																			
Dir Cd-Sub Cd:	00359 - *	Name:	SOUTH BAY FORD, INC.	Ph:	310-6440211	St:CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	27-MAY-2004	Doc #:	04870901										
Cust Comments:	A99 PERFORM SAFTEY RECALL 04S13 POWERTRAIN RE CALIBRATION.																							
Tech Comments:	PERFORMED RECALL 04S13, PCM CALIBRATION UP TO DATE NO REPROGRAM PCM NEEDED.																							
IFMCU94163K	██████	T/MI	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	26-AUG-2002	19-JAN-2003	171040	USA	21	6Y05	000001	*	MAINT	*	A9*	82	23055		
AWS Claim Key:	7696120	Trx Code:	0715S	Labor Hrs:	0.9																			
Dir Cd-Sub Cd:	00359 - *	Name:	SOUTH BAY FORD, INC.	Ph:	310-6440211	St:CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-SEP-2004	Doc #:	05639902										
Cust Comments:	A99 PERFROM 20,000 MILE MAINT. QCM NORMAL. 0715																							
Tech Comments:	PERFORMED 20K SERVICE.																							
IFMCU94163K	██████	T/MI	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	26-AUG-2002	19-JAN-2003	171040	USA	21	5V02	060102	*	2V001	*	A99	30	23055		
AWS Claim Key:	7696119	Trx Code:	0715D	Labor Hrs:	1.9																			
Dir Cd-Sub Cd:	00359 - *	Name:	SOUTH BAY FORD, INC.	Ph:	310-6440211	St:CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-SEP-2004	Doc #:	05639903										
Cust Comments:	A99 CUSTOMER STATES THAT BRAKES ARE NOISY.																							
Tech Comments:	FRONT BRAKES IMM. INSPECT FRONT AND REAR BRAKES. FRONT IMM REAR 3MM DRUM. REPLACED FRONT PADS. FRONT ROTORS 22.45 AND 22.42. MACHINED																							

26-AUG- 19-JAN-

PE12-019 001593 LP

IFMCU94163K [REDACTED]	T/M	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	2002	2003	171040	USA	21	6P07	010301	*	7820124	*	G07	07	23055
AWS Claim Key:	7696118	Trx Code:	E84	Labor Hrs:	0.5																
Dir Cd-Sub Cd:	00359	Name:	SOUTH BAY FORD, INC.	Ph:	310-6440211	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-SEP-2004	Doc #:	05639904						
Cust Comments:	CUSTOMER STATES THAT AT TIMES RIGHT FRONT WINDOW MAKES NOISE WHEN OPERATING																				
Tech Comments:	WINDOW RUNS DRY VERIFIED CONCERN REMOVE DOOR TRIM PANEL AND INSPECT. NO DAMAGE FOUND. LUBRICATED WINDOW RUNS AND RETEST, PASSED.																				
IFMCU94163K [REDACTED]	T/M	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	26-AUG-2002	19-JAN-2003	171040	USA	21	7M01	150101	*	18806	*	A16	42	23055
AWS Claim Key:	7696117	Trx Code:	E83	Labor Hrs:	0.6																
Dir Cd-Sub Cd:	00359	Name:	SOUTH BAY FORD, INC.	Ph:	310-6440211	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-SEP-2004	Doc #:	05639905						
Cust Comments:	A85 CUSTOMER STATES THAT CD PLAYER BUTTON #6 DOESNT EJECT CDS.																				
Tech Comments:	ZARB ELECTRONICS REPLACED RADIO UNIT.																				
IFMCU94163K [REDACTED]	T/M	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	26-AUG-2002	19-JAN-2003	171040	USA	21	2G02	031403	Y1.8Z	9F472	BA	E29	42	23055
AWS Claim Key:	7696116	Trx Code:	S07	Labor Hrs:	2																
Dir Cd-Sub Cd:	00359	Name:	SOUTH BAY FORD, INC.	Ph:	310-6440211	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-SEP-2004	Doc #:	05639906						
Cust Comments:	E29 CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON.																				
Tech Comments:	OXYGEN SENSOR EEC TEST, RECEIVED CODE P2195, FOLLOWED PINPOINT TEST, RAN SSMS, PERFORMED FUEL PRESSURE TEST, PASSED AT 40 PSI.																				
IFMCU94163K [REDACTED]	T/M	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	26-AUG-2002	19-JAN-2003	171040	USA	21	6I05	010503	3L8Z	15A699	AAA	J04	42	23055
AWS Claim Key:	7696115	Trx Code:	E84	Labor Hrs:	1																
Dir Cd-Sub Cd:	00359	Name:	SOUTH BAY FORD, INC.	Ph:	310-6440211	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-SEP-2004	Doc #:	05639907						
Cust Comments:	CUSTOMER STATES THAT AT TIMES WHEN OPENING AND CLOSING SUNROOF IT STICKS.																				
Tech Comments:	SUN ROOF SWITCH INOP, POOR CONTACTS. VERIFIED CONCERN. ACES THE OVERHEAD CONSOLE AND TEST SWITCH FAILED. R R SWITCH ASSY AND RETEST, PASSED.																				
IFMCU94163K [REDACTED]	T/M	T/F	*	T/EF	T/F	AJ	T/DJ	T/LD	26-AUG-2002	19-JAN-2003	171040	USA	21	7M01	150101	*	18C815	*	A07	42	23005
AWS Claim Key:	8146024	Trx Code:	E83	Labor Hrs:	0																
Dir Cd-Sub Cd:	48915	Name:	VISTEON AFTERMARKET -U.S	Ph:	*-*	St:	MI	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	14-SEP-2004	Doc #:	44835200						
Tech Comments:	REQUESTING DEALER'S P/A CODE 08759																				

All Action Details for Issue

Print

VIN: 1FMCU94163K [REDACTED] Year: 2003 Model: ESCAPE Case: 1467571113
 Name: [REDACTED] Owner Status: Original WSD: 2003-01-19
 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: 00359 SOUTH BAY FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 25000 MI Comm Type: PHONE
 Analyst Name: TSIOKOS JIM Analyst: JTSIOKOS
 Action Date: 12/24/2004 Action Time: 16.06.24.271 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: A BAY- HAD AN ACCIDENT ON DEC 10/04- VEH DROVE ITSELF...CUST FEELS THE VEH WAS CAUSE OF THE ACCIDENT- VEH COLLIDED WITH CATERING VAN & THEN WENT ACROSS LANES IN TRAFFIC, THEN HIT VEH COMING IN OPPOSITE DIRECTION...HIT SIDE OF ONCOMING CAR- ACCIDENT WAS IN PACIFIC PALISADES, CA- NO POLICE REPORT WAS FILED- WORKING WITH INSURANCE COMPANY...WAITING ON APPRAISER- DOESN'T KNOW IF VEH IS REPAIRABLE- CUST WANTS TO KNOW WHY AIRBAGS DIDN'T DEPLOY- WANTS TO COMPLAIN ABOUT EXPERIENCEDEALER SAID: - NONESOUTH BAY FORD INC5100 ROSECRANS AVENUEHAWTHORNE, CA 90250 TEL: (310) 706-6000CRC 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: 00359 SOUTH BAY FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 25000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 12/30/2004 Action Time: 15.35.31.091 Action Data: Yes

Comments LPA CALLED THE CUSTOMER..SAYS THE UNIT WAS IN AN ACCIDENT ACCELERATED ON ITS OWN AND HIT OTHER VEHICLES..UNIT IS DOWN AT SOUTH BAY FORD BODY SHOP..WANTS A LOANER DURING REPAIRS..LPA ADVISED CAN INSPECT THE UNIT IF CUSTOMER WILL ALLOW IT..CUSTOMER SAYS WILL CALL LP BACK TO ADVISE

Data Element Name	Data Value
CONTACT PERSON	*

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER
 Dealer: 00359 SOUTH BAY FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 25000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 01/05/2005 Action Time: 12.52.31.331 Action Data: No

Comments LPA SPOKE WITH [REDACTED], SHE ADVISED THE INS COMPANY IS INSPECTING THE UNIT NOW..SHE DOES NOT KNOW IF THEY ARE GOING TO TOTAL THE UNIT OUR OR NOT..SHE IS AFRAID TO DRIVE THE UNIT HAD SOME PROBLEMS WHEN SHE FIRST PURCHASED THE VEHICLE..THE ENGINE WAS REPLACED..CUSTOMER SAYS CAN'T TALK NOW..HAS ANZIETY ATTACKS DUE TO THE ACCIDENT IT WAS REALLY BAD..THERE WERE NO SERIOUS PHYSICAL INJURIES..SHE HAD ARTHRITIS ALREADY AND THE ACCIDENT HAS MADE IT WORSE..LPA ADVISED CUSTOMER INS COMPANY IS ALREADY INVOLVED THEY CAN SUBROGATE IF THEY CHOOSE.BUT LPA WILL SEND THE CUSTOMER AN INJURY LETTER FOR HER REVIEW

Action: REDIRECT TO OTHER

Dealer: 00359 SOUTH BAY FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 25000 MI

Comm Type: PHONE

Analyst Name: VALMA SANDERS (VSANDERS)

Analyst: VSANDERS

Action Date: 01/05/2005

Action Time: 12.53.03.715

Action Data: No

Comments LPA SENT THE CUSTOMER AN INJURY LETTER





Consumer Affairs

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

September 19, 2006

*Sent Via Mail

Ms. Dottie Towne
Attorney At Law
238 E. Davis Blvd, Ste#-209
Tampa, FL 33606

Re: [REDACTED]
2002 Ford Escape
VIN#-1FMYU01122K [REDACTED]

Dear Ms. Towne:

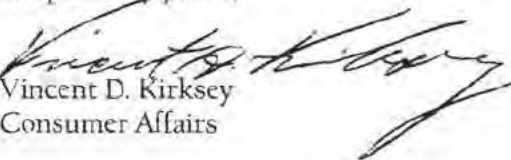
This letter is pursuant to your correspondence dated August 29, 2006 on the above mentioned client.

Ford Motor Company has investigated your client's claim. Unfortunately, we are unable to substantiate that recall-04S25 caused your clients' vehicle accident. Therefore, we will be unable to offer any assistance at this time.

In addition, the airbag system is designed to deploy under certain conditions; non-deployment in a collision is not necessarily indicative of a defect. We believe there was not enough impact force to trigger airbag deployment, and believe your clients' air-bag system is operating as design. If your client feels the system is not working properly, please have them contact a local Ford-Lincoln/Mercury dealership to conduct a diagnostic test on the system. This will determine if an actual defect existed in the air-bag system before the accident. Remember, the air-bag system is designed to stop fatalities, not prevent injuries.

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

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs





Consumer Affairs

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

September 18, 2006

*Sent Via Mail

Ms. Dottie Towne
Attorney At Law
238 E. Davis Blvd, Ste#-209
Tampa, FL 33606

Re: [REDACTED]
2002 Ford Escape
VIN#-1FMYU01122K [REDACTED]

Dear Ms. Towne:

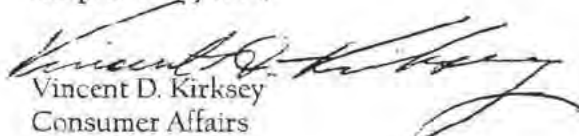
This letter is pursuant to your correspondence dated August 29, 2006 on the above mentioned client.

Ford Motor Company has investigated your client's claim. Unfortunately, we are unable to substantiate that recall-04S25 caused your clients' vehicle accident. Therefore, we will be unable to offer any assistance at this time.

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

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs





Facsimile Cover Sheet

Fax Number: (813) 254-6991

To: Dottie Towne

From: Vincent D. Kirksey

Location: Ford Motor Company, Consumer Affairs

Address: 16800 Executive Plaza Drive, MD#3NE-B,
Suite 339; Dearborn, MI 48126-4207

Fax number: (313) 845-5668

Date: 09/18/2006

Number of Pages 2 (including the cover)

Re: [REDACTED]

2002 Ford Escape

VIN#-1FMYU01122K [REDACTED]

Additional Comments:

Vincent D. Kirksey

Dottie Towne
Attorney at Law
238 E. Davis Blvd., Ste 209
Davis Islands Village
Tampa, FL 33606

(813)254-1960
(813) 892-1745

Fax (813) 254-6991
E-mail: dtowne@tampabay.rr.com

Insurance and Injury Claims

December 15, 2005

Ford Motor Co.
Consumer Affairs
P.O. Box 6248
MD-2NE-B
Dearborn, Michigan 48126

5 DEC 20 P 3:10

CONSUMER AFFAIRS
SECTION

SENT CERTIFIED MAIL RETURN RECEIPT

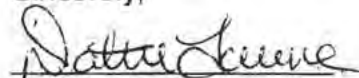
Re: [REDACTED]
Ford Recall Notice 2002 Ford Escape VIN # 1FMYU01122K [REDACTED]
Mal function of accelerator cable and failure of airbag to deploy
Auto accident: 1/7/05

I represent [REDACTED] in regard to the injuries he sustained as a result of a motor vehicle accident January 7, 2005. Unfortunately [REDACTED] did not received the recall notice until after the postmark of January 17, 2005. Recall notice and photo copy of postmark attached.

[REDACTED] was operating his vehicle on US Highway 60 near Vernon Arizona the morning of January 7, 2005. Police report attached The car hit a patch of ice and skidded off the road. Michael hit the brakes but the car continued to accelerate, it flipped several times and landed on the other side of the road. The airbag did not deploy. Mr. [REDACTED] was taken by ambulance to Navapache Regional Medical Center where he stayed for several days.

He is receiving treatment for his injuries. I will be submitting a demand on his behalf, the early part of next year and would like to correspond or speak with the adjuster who will handle this claim. Please advise of representative and claim number.

Sincerely,


Dottie Towne

Enclosures: Recall notice and police report

FEB 10 REGD 545 R-C-L 2575 01-14-05

ARIZONA TRAFFIC ACCIDENT REPORT REPORT ID: 0501070910079904467 AGENCY REPORT NUMBER: 2005-001243

ADOT USE ONLY

1 POLICE ONLY-FORWARD COPY TO ADOT TRAFFIC RECORDS SECTION 064R 206 S. 17th AVE. PHOENIX, ARIZONA 85007-3233

Total No. of Sheets: 2

COMPLETE THE FOLLOWING SUPPLEMENT IF ANY (circle) AND ANY (diamond) ARE CHECKED.

2 Total Units: 1 Total Injuries: 1 Total Fatalities: 0 Estimated Total to Level: [] Damage Compensated Over: [] Under: [] Govt: [] PERSONS TRANSPORTED: [] Year Away at Least: [] District or Graf No: 03 07

3 LOCATION: On Highway/Road/Street: US. 60 City: VERNON County: APACHE
 Intersecting Street Road/ALP, or RP: MP. 354.2
 Inside Outside
 NORTH EAST Plus Measured Miles
 SOUTH WEST Minus Approximate Feet

TRAFFIC UNIT NO. 1
 State: FL Class: D End: [] DUF [] SSN [] BOTH [] Driver: [] Name: [] Sex: M Age: 3
 Restrictions: [] Date of Birth: [] Address: [] City: BROOKSVILLE State: FLA Zip Code: [] Telephone Number: []
 Plate Number: [] State: FL Year: 05 Same as Driver: [] Owner / Carrier Name: [] Address: [] City: [] State: [] Zip Code: []
 Body Style: SUV Make: FORD Color: BLU Year: 2002 VIN: 1FMYU011Z2K [] Safety Device Code: 1
 Removed to: SPRINGVILLE Disabled: [] Not Disabled: [] Removed by: POOR BOYS AUTO Orders of: DPS. Posted Speed Limit: 65 Off Est Speed: []
 Insurance Company: LEADER INSURANCE Telephone Number: 1800-553-3305 Policy Number: [] Eff Date / Exp Date: 6-04 / 12-04
 Trailer (Other Unit) Plate No.: [] State: [] Year: [] Description of Trailer or Other Unit: [] GVW (Registered or Power Unit Greater Than 10k pounds?): [] FBZ Max Placed?: [] Was Haz Mat Cargo Released?: [] YES [] NO

TRAFFIC UNIT NO. 2
 State: [] Class: [] End: [] DUF [] SSN [] BOTH [] Driver: [] Name: [] Sex: [] Age: []
 Restrictions: [] Date of Birth: [] Address: [] City: [] State: [] Zip Code: [] Telephone Number: []
 Plate Number: [] State: [] Year: [] Same as Driver: [] Owner / Carrier Name: [] Address: [] City: [] State: [] Zip Code: []
 Body Style: [] Make: [] Color: [] Year: [] VIN: [] Safety Device Code: []
 Removed to: [] Disabled: [] Not Disabled: [] Removed by: [] Orders of: [] Posted Speed Limit: [] Off Est Speed: []
 Insurance Company: [] Telephone Number: [] Policy Number: [] Eff Date / Exp Date: []
 Trailer (Other Unit) Plate No.: [] State: [] Year: [] Description of Trailer or Other Unit: [] GVW (Registered or Power Unit Greater Than 10k pounds?): [] FBZ Max Placed?: [] Was Haz Mat Cargo Released?: [] YES [] NO

TRAFFIC UNIT NO. 3
 State: [] Class: [] End: [] DUF [] SSN [] BOTH [] Driver: [] Name: [] Sex: [] Age: []
 Restrictions: [] Date of Birth: [] Address: [] City: [] State: [] Zip Code: [] Telephone Number: []
 Plate Number: [] State: [] Year: [] Same as Driver: [] Owner / Carrier Name: [] Address: [] City: [] State: [] Zip Code: []
 Body Style: [] Make: [] Color: [] Year: [] VIN: [] Safety Device Code: []
 Removed to: [] Disabled: [] Not Disabled: [] Removed by: [] Orders of: [] Posted Speed Limit: [] Off Est Speed: []
 Insurance Company: [] Telephone Number: [] Policy Number: [] Eff Date / Exp Date: []
 Trailer (Other Unit) Plate No.: [] State: [] Year: [] Description of Trailer or Other Unit: [] GVW (Registered or Power Unit Greater Than 10k pounds?): [] FBZ Max Placed?: [] Was Haz Mat Cargo Released?: [] YES [] NO

5 PASSENGERS
 Seating Position: 10. Not in Passenger Compartment, 11. Motorcycle, Bicy, 12. Other, 13. Unknown, 14. Pedal cyclist
 Safety Devices: 1. None used, 2. Ltp belt, 3. Lap & shoulder, 4. Airbag deployed, 5. Child restraint, 6. Protective helmet, 7. Passive belt, 8. Passive & ltp, 9. Other, 10. Unknown
 Injury Severity Codes: 1. -No injury, 2. -Possible injury, 3. -Non incapacitating injury, 4. -Incapacitating injury, 5. -Fatal injury, 6. -Not reported / Unknown
 Unit # Pos SD Name Address City State Zip Code Age Sex Inj
 1 3 3 HEATHER M. BAILEY 6048 VALLEY SPRINGS DRIVE BROOKSVILLE FLORIDA 34601 21 F 1

6 Other Property (Damage / Describe): []
 Owner's Name: [] Address: [] City: [] State: [] Zip Code: [] Telephone Number: []

7 WITNESSES
 Name: [] Address: [] City: [] State: [] Zip Code: [] Telephone Number: [] AGE: []

8 Photos Taken: [] YES [] NO Photographer's Name, ID, Number, and Agency: [] Invest: [] YES [] NO Date Invest: 1-7-05 Time Invest: 0945
 Officer's Signature and ID Number: [] Agency: ARIZONA DEPARTMENT OF PUBLIC SAFETY Date Completed: 1-16-2005



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

F0264665 0928



2002 Escape
Vehicle ID #: 1FMYU01122K [REDACTED] 04S25

January 2005

[REDACTED]
[REDACTED]
BROOKSVILLE, FL [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect, which relates to motor vehicle safety, exists in all 2002 through 2004 Escape vehicles.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, it is possible that the accelerator cable may prevent the throttle from returning to the idle position, possibly resulting in elevated engine speeds while driving. An unexpected increase in engine idle speed may increase stopping distance and may result in a vehicle crash without warning.

What will Ford and your dealer do?

Ford Motor Company and your dealer will replace the accelerator cable free of charge (parts and labor). We urge you to return to your dealer for this service.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do?

Please call your dealer without delay and request a service date for Recall 04S25. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access <http://www.genuinefordservice.com> for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

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

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

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

Have you changed your address or sold the vehicle?

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

Can we assist you further?

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

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

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

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

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

www.ownerconnection.com

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

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon

Director

Service Engineering Operations



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

SAFETY RECALL NOTICE

Customer Info

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

Ford Confidential

[REDACTED] 1/3/2006

Vehicle List					
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU01122K [REDACTED]	2002	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
		Open Issues Exist			

Ford Confidential



1/3/2006

VEHICLE DETAIL

VIN: 1FMYU01122K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: TRUE BLUE PEARL C/C
 Year: 2002 Calibration: 2M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 8/26/2002
 GCWR: Vehicle Build Date: 4/24/2002
 PEP Code: 120A

Selling Dealers Name: AUTOWAY FORD LINCOLN-MERCURY
 Selling Dealers P & A Code: 04991 Selling Dealers Sales Code: F24401
 Selling Dealers Main Phone: 352-796-3525 Selling Dealers Service Phone: 352-796-3525

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 1 2 K D 4 0 9 4 6 1 0 3 7 6 C 2 0 4 D 3 2 1 9 1 D 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 2 4 D 4 0 5 L 1 L 2 W 2 A 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 2 C 4 1 2 0 A 9 1 4 F L
 1 2 3 4 5 6 7 8 9 160

Ford Confidential



1/3/2006

ESP / Recall Information

VIN: 1FMYU01122K [REDACTED]

No ESP Information for this VIN

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

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

[REDACTED] 1/3/2006

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU01122K [REDACTED] Vch Line: T/MI - ESCAPE/TRIBUTE/MARINER LHD [01-06] Body Shell: *
 Model Year: 2002 Market Derived: T/F - FORD DIVISION DERIVATIVE Navis Eng Serial No: 385641086
 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: 04982 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: * - ##### Prod Date: 24-APR-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 124401 - *
 Country: USA - ##### Selling Dir St/Prov: FL
 Buyer St/Prov: FL
 Arrival Date: 02-MAY-2002 Red Carpet Lease: *
 Sale Date: 26-AUG-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 26-AUG-2002 Modified Vehicle: * Vehicle Count Flag: Y
 Orig Warranty Date: 26-AUG-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 0012KD40946103 7 6 C 2 04D3219 1D B 496 7A 5 3 26 5 853A N 24D405L 1 L2 W2A 3 11
 FMY2C4 120A 914FL 7A

PE12-019 001610 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(Psng 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:	MH - AM/FM STR/CSTE/CD/CLK
Calibration Code:	2M11A30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	000ZX - MED DK GRAPHITE	Tire 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_4601302 RF: ACUU_4601302
 LR: ACUU_4601302 RR: ACUU_4601302
 LI: * RI: *
 SPARE: HY891R91202 DOT Plant Manufacturer: AC - GENERAL TIRE CO. ; CHARLOTTE ; NORTH CAROLINA ; 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

PE12-019 001611 LP



STANDARD CLAIMS LIST

AWS Online Report

Run Date: 03-JAN-2006

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
11MYU01122K [REDACTED]	M1	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	24-04-02	26-08-02	124401	USA	J1	*	7F01	2L8Z	17526	AA	S06	V16	W06	33
AWS Claim Key:	0393732	Doc #:	06879601	Trx Code:	E83	Labor Hrs:	.2	Labor Cost:	12.73	Material Cost:	26.87	Total Cost:	39.6										
Dir Cd-Sub Cd:	04991-*	Name:	AUTOWAY FORD LINCOLN-MERCURY				Ph:	352-7963525	St:	FL	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	02-JUL-2003	DIST (Mile):	26750					
Cust Comments:	C S REAR WIPER ARM FITS POORLY																						
Tech Comments:	POOR FIT REPLACED REAR WIPER ARM																						

Any comments? You can contact



webmaster

All Action Details for Issue

Print

VIN: 1FMYU01122P [REDACTED] Year: 2002 Model: ESCAPE Case: 1429793645
 Name: [REDACTED] Owner Status: Original WSD: 2002-08-26
 Symptom Desc: RESTRAINTS AIR BAG SYSTEM NON-DEPLOYMENT Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Dealer: 68024 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: 12/30/2005 Action Time: 11.56.19.272 Action Data: Yes

Comments *****ATTORNEY DEMAND*****DATE STAMPED 12-20-05. ATTORNEY ALLEGES CLIENT SUSTAINED INJURIES IN A CAR ACCIDENT WHEN THE AIR BAGS FAILED TO DEPLOY. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	DOTTIE TOWNE ATTORNEY AT LAW
ATTORNEY NAME	DOTTIE TOWNE
ATTORNEY PHONE NUMBER	8132541960
ANALYST ID	VKIRKSE1

Action: MAKE OUTBOUND CALL TO ATTORNEY

Dealer: 68024 FORD MOTORCOMPANY-FORD DIV Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 1 MI Comm Type: OTHER

Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1

Action Date: 01/03/2006 Action Time: 09.03.26.151 Action Data: No

Comments ***LPA COMMENTS***LPA ACKNOWLEDGES RECEIPT OF THE ATTORNEY DEMAND LETTER SENT ON BEHALF OF HIS CLIENT. THE ATTORNEY IS ALLEGING THAT RECALL-04S25, DEFECT IN THE ACCELERATED CABLE ALLEGELY CAUSED HIS CLIENT TO LOSE CONTROL OF HIS VEHICLE DURING AN ACCIDENT. THE CUSTOMER SUSTAINED SEVERAL INJURIES DURING THE ACCIDENT, AND THE AIR-BAR DID NOT DEPLOY. *THE ATTORNEY IS SEEKING COMPENSATION FOR THE NON-DEPLOYMENT OF THE AIR-BAH SYSTEM; INJURIES SUSTAINED DURING THE ACCIDENT, AND THE INVOLVEMENT OF THE ALLEGED RECALL THAT HE BELIEVES CAUSED THE VEHICLE TO SPEED-UP RESULTING IN HIS CLIENT LOSING CONTROL OF THE VEHICLE.

Action: INFORMATIONAL CALL/FAX

Dealer: 68024 FORD MOTORCOMPANY-FORD DIV Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 1 MI Comm Type: FAX

Analyst Name: KIRKSEY, VINCE (V.) Analyst: VKIRKSE1

Action Date: 01/03/2006 Action Time: 09.16.25.564 Action Data: No

Comments ***LPA COMMENTS***LPA HAS FAXED OVER AN INJURY CLAIM LETTER TO THE ATTORNEY ON



1/24/2006

BEHALF OF HIS CLIENT REQUESTING ADDITIONAL INFORMATION REGARDING INJURIES SUSTAINED IN THE ACCIDENT CAUSED BY AN ALLEGED DEFECT.

Action: CLOSING COMMENTS - AWAITING RECONTACT CUSTOMER/DEALER/REGION

Dealer: 68024 FORD MOTORCOMPANY-FORD DIV

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 1 MI

Comm Type: FAX

Analyst Name: KIRKSEY, VINCE (V.)

Analyst: VKIRKSE1


Action Date: 01/24/2006

Action Time: 11.45.50.388

Action Data: No

Comments ***LPA COMMENTS***LPA HAS RECEIVED A FAX LETTER FROM THE ATTORNEY ON BEHALF OF THEIR CLIENT. THE LETTER INDICATED THAT THE ATTORNEY IS IN THE PROCESS OF GATHERING DOCUMENTS FROM HIS CLIENT REGARDING AN INJURY CLAIM CAUSED BY AN ALLEGED DEFECT IN THE VEHICLE. LPA HAS CLOSED OUT THE FILE UNTIL THOSE DOCUMENTS HAVE BEEN OBTAINED. ONCE THE DOCUMENTS HAVE BEEN RECEIVED LPA WILL REVIEWED THE MATTER, AND RENDER A DECISION. NO FURTHER ACTION IS NEEDED AT THIS TIME.

Ford Confidential

 1/24/2006

PE12-019 001614 LP

ADD USE ONLY FES 10 REG'D 545 R.C. 1575 01-29-05

ARIZONA TRAFFIC ACCIDENT REPORT		REPORT ID				AGENCY REPORT NUMBER	
POLICE ONLY-FORWARD COPY TO ADOT TRAFFIC RECORDS SECTION 064R 206 S. 17th AVE. PHOENIX, ARIZONA 85007-3233		YEAR	MONTH	DAY	HOUR	NOG. NO.	OFFICERS ID NO.
1		0501070910079904467				2005-001243	
						Total No. of Sheets 2	

COMPLETE THE FOLLOWING SUPPLEMENT IF ANY (circle) AND ANY (diamond) ARE CHECKED

2	Total Injuries 1	Total Fatalities 0	Estimated Total to Limit	Damages Compared	Other	Govt. Persons Transported	Distance or Grid No.
				Over Under	Palatal Intubation	Prop. Immediate Medical Care	03 07

3	On Highway/Road/Street	US. 60	City	VERNON	County	APACHE
	Intersecting Street/Road/Highway P. or R.P.	MP. 354.2				

TRAFFIC UNIT NO. 1	State	Class	End	Restrictions	Date of Birth	Address	City	State	Zip Code
	FL	D			3/9/74		BROOKSVILLE	FLORIDA	
	Plate Number	State	Year	Owner/Carrier Name	Address	City	State	Zip Code	
	127 GCB	FL	05						

Body Style	Make	Color	Year	VIN	Safety Device Code
SUV	FORD	BLU	2002	1FMYU011Z2K	1

Removed to	Disabled	Removed by	Orders of	Posted Speed Limit	Off. Est. Speed
SPRINGERVILLE		POOR BOYS AUTO	DPS.	65	

Insurance Company	Telephone Number	Policy Number	Eff. Date / Exp. Date
LEADER INSURANCE	1800-553-3305		6-04 / 12-04

Trailer (Other Unit)	Plate No.	State	Year	Description of Trailer or Other Unit	GVW (Registered)	GVW (Grossed)	FRS (FRS)	Was (Was) Cargo Released?
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State	Class	End	Restrictions	Date of Birth	Address	City	State	Zip Code	Telephone Number
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Plate Number	State	Year	Owner/Carrier Name	Address	City	State	Zip Code
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Body Style	Make	Color	Year	VIN	Safety Device Code
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Removed to	Disabled	Removed by	Orders of	Posted Speed Limit	Off. Est. Speed
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Insurance Company	Telephone Number	Policy Number	Eff. Date / Exp. Date
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Trailer (Other Unit)	Plate No.	State	Year	Description of Trailer or Other Unit	GVW (Registered)	GVW (Grossed)	FRS (FRS)	Was (Was) Cargo Released?
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PASSENGERS	Seating Position	10. Not in Passenger Compartment	Safety Devices	4. Airbag deployed	8. Passive & lap	Injury Severity Codes
	07 04 01	11. Motorcycle, Bus	1. None used	5. Child restraint	9. Other	

5	Unit #	Pos	SD	Name	Address	City	State	Zip Code	Age	Sex	Ht
	1	5	3	HEATHER M. BAILEY	6048 VALLEY SPRINGS DRIVE	BROOKSVILLE	FLORIDA	34601	21	F	1

6	Other Property Damaged (Describe)	Owner's Name	Address	City	State	Zip Code	Telephone Number
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7	Witnesses	Name	Address	City	State	Zip Code	Telephone Number	AGE
---	-----------	------	---------	------	-------	----------	------------------	-----

8	Photos Taken	Photographer's Name, ID, Number, and Agency	Invest. at Scene	Date Invest.	Time Invest.
	NO		NO	1-7-05	0945

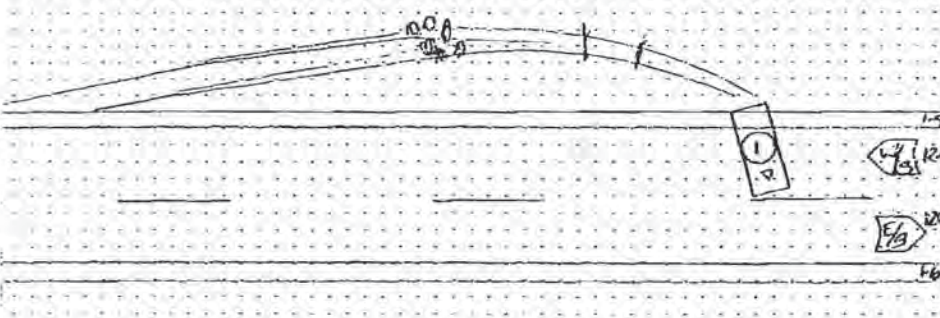
Agency	4467	ARIZONA DEPARTMENT OF PUBLIC SAFETY	Date Completed	1-16-2005
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9. DIAGRAM

2005-001243

10. INDICATE NORTH

US 60 MP 354.2



11. SKIDDING OCCURRED	VEHICLE		
	1	2	3
YES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. CITATIONS
UNIT NO. ARS. OR CITY CODE

14. PRIOR ACTION RAN OFF ROADWAY PRIOR
 YES NO TO FIRST HARMFUL EVENT
 RIGHT LEFT UNIT NO. 1

15. MANNER OF COLLISION
CHECK ONLY ONE

- SINGLE VEHICLE
- ANGLE
- LEFT TURN
- RIGHT TURN
- U-TURN
- REAR-END
- HEAD-ON
- SIDESWIPE (SAME DIRECTION)
- SIDESWIPE (OPPOSITE DIRECTION)
- BACKING
- NON-CONTACT MOTORCYCLE
- NON-CONTACT NON-MOTORCYCLE
- PEDESTRIAN
- PEDACYCLE
- OTHER

13. DESCRIBE WHAT HAPPENED

The driver of vehicle #1 stated that he hit some ice and was unable to control the vehicle and it rolled. Investigation at the scene showed that vehicle #1 was eastbound on US. 60 at milepost 354.2 when the vehicle traveled across the westbound lane and onto the shoulder into the snow. The vehicle then slid sideways causing the tires to dig into the dirt and the vehicle rolled. The vehicle rolled one full revolution and came to a rest on the westbound lane on its tires. There were no marks on the roadway. The roadway was also dry at the location of the rollover. There were also no marks to indicate that the vehicle went off the road prior to crossing the westbound lane and driving onto the shoulder. The vehicle received heavy damage to the body from rolling. The vehicle was towed from the scene by poor boys Auto. The driver was treated and released for minor cuts and bruises the passenger was uninjured.

30. TRAFFIC UNIT ACTION
CHECK ONE PER UNIT

	1	2	3	
1.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	GOING STRAIGHT AHEAD
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SLOWING IN TRAFFIC WAY
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	STOPPED IN TRAFFIC WAY
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MAKING LEFT TURN
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MAKING RIGHT TURN
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MAKING U-TURN
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ENTERING ALLEY OR DRIVEWAY
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	LEAVING ALLEY OR DRIVEWAY
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	OVERTAKING / PASSING
10.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	CHANGING LANES
11.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BACKING
12.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AVOIDING VEHICLE OBJECT
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PEDESTRIAN
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ENTERING PARKING POSITION
15.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	LEAVING PARKING POSITION
16.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PROPERLY PARKED
17.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	IMPROPERLY PARKED
18.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DRIVER LESS MOVING VEHICLE
19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	CROSSING ROAD
20.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WALKING WITH TRAFFIC
21.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WALKING AGAINST TRAFFIC
22.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	STANDING
23.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	LYING
24.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	GETTING ON OR OFF VEHICLE
25.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WORKING ON OR PUSHING VEHICLE
26.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WORKING ON ROAD
27.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	OTHER
28.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	UNKNOWN

INJURED TAKEN TO / BY
MADONNAPACHE REGIONAL CLINIC / BY SPRINGVILLE AMBULANCE

19. LIGHT CONDITIONS
CHECK ONLY ONE (1)

- DAYLIGHT
- DAWN OR DUSK
- DARKNESS

YES/NO

- STREET LIGHT
- STREET LIGHT FUNCTIONING

21. SPECIAL CONDITION
CHECK ONLY ONE

- SCHOOL CROSSING
- PEDESTRIAN CROSSWALK (STRIPED)
- PEDESTRIAN CROSSWALK (NO STRIPING)
- BRIDGE
- TUNNEL
- RFI CROSSING
- GORE AREA
- BIKE PATH
- 2-WAY LEFT TURN LANE

24. NON-INTERSECTION ROAD CHARACTER
CHECK ONLY ONE (1)

- 2-WAY, STRIPED CENTERLINE
- 2-WAY, NO STRIPE
- 2-WAY, PAINTED MEDIAN
- 2-WAY, RAISED MEDIAN
- 2-WAY, CONCRETE BARRIER
- 2-WAY, CABLE BARRIER
- 2-WAY, DEPRESSED MEDIAN
- 2-WAY, EXTENDED MEDIAN
- 1-WAY, STREET

28. VIOLATIONS / BEHAVIOR
TWO CHOICES PER PERSON MAY BE SELECTED

	1	2	3	
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NO IMPROPER ACTION
2.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SPEED TOO FAST FOR CONDITIONS
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	EXCEEDED LAWFUL SPEED
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FAILED TO YIELD RIGHT-OF-WAY
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FOLLOWED TOO CLOSELY
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAN STOP SIGN
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DISREGARDED TRAFFIC SIGNAL
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MADE IMPROPER TURN
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DROVE IN OPPOSING TRAFFIC LANE
10.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KNOWINGLY OPERATED WITH FAULTY OR MISSING EQUIPMENT
11.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	REQUIRED MOTORCYCLE SAFETY EQUIPMENT NOT USED
12.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PASSED IN NO PASSING ZONE
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	UNSAFE LANE CHANGE
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	OTHER UNSAFE PASSING
15.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	INATTENTION
16.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DID NOT USE CROSSWALK
17.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WALKED ON WRONG SIDE OF ROAD
18.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	OTHER
19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	UNKNOWN

20. WEATHER CONDITIONS
CHECK ONLY ONE (1)

- CLEAR
- CLOUDY
- SLEET / HAIL
- RAIN
- SNOW
- SEVERE CROSSWINDS
- BLOWING SAND, SOIL, DIRT, SNOW
- FOG, SMOG, SMOKE

22. UNUSUAL ROAD CONDITION
CHECK ONLY ONE (1)

- UNDER CONSTRUCTION TRAFFIC ALLOWED
- UNDER CONSTRUCTION NO TRAFFIC ALLOWED
- UNDER REPAIRS
- HOLES, RUTS, BUMPS
- OBSTRUCTION PROTECTED
- OBSTRUCTION UNPROTECTED
- OBSTRUCTION UNLIGHTED AT NIGHT
- DEFECTIVE SHOULDER
- CHANGING ROAD WIDTH
- WATERSTANDING OR MOVING
- TEMPORARY LANE CLOSURE

25. ROAD GRADE
CHECK ONLY ONE

- LEVEL
- DOWNGRADE
- UPGRADE
- HILL CREST
- DIP

26. ROAD SURFACE CONDITION
CHECK ONLY ONE

- DRY
- WET
- SAND, MUD, DIRT, OR, GRAVEL
- SNOW
- SLUSH
- ICE
- OTHER
- UNKNOWN

29. VEHICLE CONDITION
TWO CHOICES PER VEHICLE MAY BE SELECTED

	1	2	3	
1.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NO APPARENT DEFECTS
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DEFECTIVE BRAKES
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DEFECTIVE STEERING
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DEFECTIVE HEADLIGHTS
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DEFECTIVE TAIL LIGHTS
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DEFECTIVE TURN SIGNAL
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PUNCTURE OR BLOWOUT
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ONE OR MORE SMOOTH TIRES
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FIRE
10.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DEFECTIVE WINDSHIELD WIPER
11.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	DEFECTIVE EXHAUST SYSTEM
12.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	OTHER DEFECTS
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NO TRAILER BRAKES
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	UNKNOWN

18. ROAD SURFACE TYPE
CHECK ONLY ONE (1)

- ASPHALT
- CONCRETE
- GRAVEL
- DIRT
- OTHER

23. TRAFFIC CONTROL DEVICES
CHECK ONLY ONE THAT APPLY
A B

- TRAFFIC SIGNAL
- YIELD SIGN
- STOP SIGN
- WARNING SIGN
- RAILROAD SIGNAL
- FLASHING SIGNAL
- FLAGMAN OR OFFICER

27. CONDITIONS INFLUENCING DRIVER
PEDESTRIAN, PEDAL CYCLIST
TWO CHOICES PER PERSON MAY BE SELECTED

	1	2	3	
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NO APPARENT INFLUENCE
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HAD BEEN DRINKING
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	USE OF ILLEGAL DRUGS
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ILLNESS
5.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FELL ASLEEP / FATIGUED
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PHYSICAL IMPAIRMENT
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PRESCRIPTION DRUGS
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	OTHER
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	UNKNOWN

17. TYPE OF LOCATION
CHECK ONLY ONE (1)

- INTERSECTION
- JUNCTION AREA
- NON-JUNCTION AREA
- DRIVEWAY ACCESS
- ALLEY ACCESS
- ALLEY

31. VISION OBSCUREMENT
CHECK ONE PER UNIT

	1	2	3	
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NOT OBSCURED
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BY PARKED/TOPPED VEHICLE
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BY MOVING VEHICLE
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BY BUILDING
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BY EMBANKMENT
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BY SIGNBOARD
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BY HILL CREST
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BY LOAD ON VEHICLE
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BY TREES, BUSHES
10.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BY HEADLIGHT
11.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BY SUN GLARE
12.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BECAUSE OF BAD WEATHER
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	OTHER
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAIN, SNOW, FOG ON WINDSHIELD
15.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WINDSHIELD OBSCURED-OTHER
16.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	UNKNOWN

32. DIRECTION OF TRAVEL
CHECK ONE PER UNIT

	1	2	3		1	2	3		
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NORTH	5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NW
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SOUTH	6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NE
3.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	EAST	7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SW
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WEST	8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SE
					9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	UNKNOWN







(Records)

IRREPRODUCTION

LOSS (\$11,139.55)



Annunzio
(Records)

(Records)

LOSS (\$1,159.55)







All Action Details for Issue

Print

VIN: 1FMYL103194K [REDACTED] Year: 2004 Model: ESCAPE Case: 1412830195
 Name: [REDACTED] Owner Status: Original WSD: 2003-09-24
 Symptom Desc: SURGE AT CRUISE HOT ENGINE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 02737 VILLAGE FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 7000 MI Comm Type: PHONE
 Analyst Name: PEREZ KAREEM Analyst: KPerez3
 Action Date: 01/19/2005 Action Time: 11.28.03.363 Action Data: Yes

Comments CUSTOMER SAID: - ACCELERATION STUCK AND CUST HAD AN ACCIDENT AS A RESULT - ALREADY HAD THE VEH REPAIRED FOR THIS CONCERN AT A INDEP BODY SHIP- CUST IS CONCERNED B/C HE NOW HAS A RECALL FOR THIS SAME ISSUE- CUST WANT TO HAVE THIS ISSUE INVESTIGATED BY FORDDEALER SAID: VILLAGE FORD INC.23535 MICHIGAN AVE.DEARBORN, MI 48124TEL: (313) 565-3900CRC 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: 02737 VILLAGE FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 7000 MI Comm Type: PHONE
 Analyst Name: SCHWAGLE,JEFF (J.) Analyst: JSCHWAGL
 Action Date: 01/19/2005 Action Time: 12.58.02.363 Action Data: Yes

Comments *** LPA COMMENTS ***- LPA CONTACTED CUSTOMER AND ACKNOWLEDGED RECEIPT OF COMPLAINT

Data Element Name	Data Value
CONTACT PERSON	VINCENZA OBRECKI

Action: CLOSING COMMENTS - VEHICLE REPAIRED CUSTOMER/DEALER/REGION PAID
 Dealer: 02737 VILLAGE FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 7000 MI Comm Type: PHONE
 Analyst Name: SCHWAGLE,JEFF (J.) Analyst: JSCHWAGL
 Action Date: 01/19/2005 Action Time: 12.59.02.103 Action Data: No

Comments *** LPA COMMENTS ***- CUSTOMER INDICATES THAT THE VEHICLE HAS ALREADY BEEN REPAIRED- LPA RECOMMENDS NO FURTHER ACTION



1/19/2005

All Action Details for Issue

Print

VIN: 1FMYU03194K [REDACTED] Year: 2004 Model: ESCAPE Case: 1412830195
 Name: [REDACTED] Owner Status: Original WSD: 2003-09-24
 Symptom Desc: SURGE AT CRUISE HOT ENGINE Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 02737 VILLAGE FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 7000 MI Comm Type: PHONE
 Analyst Name: PEREZ KAREEM Analyst: KPEREZ3
 Action Date: 01/19/2005 Action Time: 11.28.03.363 Action Data: Yes

Comments CUSTOMER SAID: - ACCELERATION STUCK AND CUST HAD AN ACCIDENT AS A RESULT - ALREADY HAD THE VEH REPAIRED FOR THIS CONCERN AT A INDEP BODY SHIP- CUST IS CONCERNED B/C HE NOW HAS A RECALL FOR THIS SAME ISSUE- CUST WANT TO HAVE THIS ISSUE INVESTIGATED BY FORDDEALER SAID: VILLAGE FORD INC.23535 MICHIGAN AVE.DEARBORN, MI 48124TEL: (313) 565-3900CRC 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

12:55 1/19
 spoke to cust.
 vehicle already
 repaired.
 No further action
 requested, just
 calling to notify
 us.



1/19/2005

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone:
Address: [REDACTED] DEARBORN MI [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
<input checked="" type="checkbox"/> 1MEFM50U0WG [REDACTED]	1998	SABLE	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	Oasis Warranty History
<input checked="" type="checkbox"/> 2MEPM37X0LB [REDACTED]	1990	TOPAZ	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	No Oasis No Warranty History
1FMYU03194K [REDACTED]	2004	ESCAPE	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	Oasis Warranty History



1/19/2005

OASIS RESULT:

1FMYU03194K [REDACTED]

See bottom of the OASIS result for
contact ID

01/19/2005
11:33:09

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION
2004 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
09/24/2003

BUILD DATE
07/17/2003

SALE MILEAGE

▶ WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

▶ OUTSTANDING FIELD SERVICE ACTIONS

04S25

3.0L LHD ACCELERATOR CABLE REPLACEMENT

04C09

LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 1FMYU03194K [REDACTED]

ESP / Recall Information

VIN: 1FMYU03194P [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] 1/19/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU03194K [REDACTED]	Veh Line:	T/MI - ESCAPE (U204) [2001]	Eng Serial No:	*
Model Year:	2004	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	T	Drive Code:	T/A - 2 WHL L/H FRONT DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA
Inv. Dealer:	02741	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: 17-JUL-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 148027 - *
Country: USA - ##### Selling Dlr St/Prov: MI
Buyer St/Prov: MI

Arrival Date: 21-JUL-2003 Red Carpet Lease: *
Sale Date: 24-SEP-2003 Fleet/Retail/Co. Lease: R
Warranty Start Date: 24-SEP-2003 Modified Vehicle: *
Orig Warranty Date: 24-SEP-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

0034KA25402103 7P6 C 2 29E5437 TE E M496463 N 3 205 5 4EGBN 48C024E 2 UA N23C4 3 5 1
1FMY952 310A 914MI A

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(PsngR Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNUAA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	MJ - AM/FM STRO/CD CHANGER/CLK
Calibration Code:	3M11D30A	Sound System:	AE - AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000NC -	Tire Brand:	AP - CONTINENTAL
Delivery Type:	A	Tire Size:	D3JUZ - 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_453???? RF: A308_453????
LR: A308_4531503 RR: A308_453????
LI: * RI: *
SPARE: T714_BAH1903



1/19/2005

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:		



1/19/2005

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)	
IFMYU03194K		T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	17-JUL-2003	24-SEP-2003	148027	USA	0	6Y06	100107	*	FUEL	*	A9*	51	3
AWS Claim Key:		1672	Trx Code:		L63	Labor Hrs:		0														
Dir Cd-Sub Cd:		02741 - *	Name: PAT MILLIKEN FORD, INC.				Ph: 313-2553100		St: MI		Ctry Cd:		USA		Reg Cd:		NA		Repr Date: 22-JUL-2003		Doc #: 132268A	
Cust Comments:		LOW ON FUEL FROM FACTORY																				
Tech Comments:		ADD 6 GAL FUEL																				

VEHICLE DETAIL

VIN: 1FMYU03194K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: EBONY SOLID C/C
 Year: 2004 Calibration: 3M11D30A
 Pay Load: Max Towing Weight:
 GVWR: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 9/24/2003
 GCWR: Vehicle Build Date: 7/17/2003
 PEP Code: 310A

Selling Dealers Name: VILLAGE FORD INC
 Selling Dealers P & A Code: 02737 Selling Dealers Sales Code: F48027
 Selling Dealers Main Phone: 313-222-2222 Selling Dealers Service Phone: 313-565-3900

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 3 4 K A 2 5 4 0 2 1 0 3 7 P 6 C 2 2 9 E 5 4 3 7 T E E M 4 9 6 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 8 5 5 4 E G B B N 4 8 C 0 2 4 E 2 U A N 2 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 9 5 2 3 1 0 A 9 1 4 M I A
 1 2 3 4 5 6 7 8 9 160



1/19/2005

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
48-DETROIT	48-DETROIT	D	B1	02737	F48027

Dealer Name:	VILLAGE FORD INC	
Dealer Address:	23535 MICHIGAN AVE DEARBORN MI 48124	
Dealer Main Phone:	313-222-2222	Dealer Service Phone: 313-565-3900

Position	Employee Name
CUST RELATIONS MGR	MARK REHSE
DEALER/PARTNER	JAMES T SEAVITT
PARTS MANAGER	PAMELA STEINLE
PARTS & SERVICE DIRECTOR	CARL O HOFFMAN
PARTS & SERVICE DIRECTOR	JOEL T ROBERTS
SALES MANAGER	ROBERT WHEAT
SALES MANAGER	JAMES D STURTZ
SALES MANAGER	DENNIS ERICSON
SERVICE MANAGER	JAMES D COSGRO
SERVICE MANAGER	EDWARD L WALDRON II

1/19/2005



STANDARD CLAIMS LIST

AWS Online Report

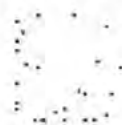
Run Date: 25-FEB-2005

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
1FMYU021X3K [REDACTED]	M1	T/M1	T/F *		T/EF	T/A	AJ	T/DJ	T/LD	18-09-02	25-11-02	147204	USA	15	*	6W01	*	7842006	*	S09	V79	C20	33
AWS Claim Key:		4534073	Doc #: 228575A		Trx Code:		E84	Labor Hrs:		.6	Labor Cost:		40.34	Material Cost:		11.2	Total Cost:		51.54				
Dir Cd-Sub Cd:		01928-*	Name: BERT WOLFE FORD, INC.					Ph:	304-3441601	St: WV	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 12-FEB-2004		DIST(Mile): 22912						
Cust Comments:		REAR DEFROSTER DOES NOT WORK																					
Tech Comments:		METAL TAB BROKED REINSTALLED WITH REPAIR KIT																					

1FMYU021X3K [REDACTED]	M1	T/M1	T/F *		T/EF	T/A	AJ	T/DJ	T/LD	18-09-02	25-11-02	147204	USA	24	*	6W01	2L8Z	7842006	CA	S09	V79	C15	42
AWS Claim Key:		8601747	Doc #: 115429A		Trx Code:		E84	Labor Hrs:		.2	Labor Cost:		93.75	Material Cost:		628.03	Total Cost:		721.78				
Dir Cd-Sub Cd:		01989-*	Name: MOSES FORD INC					Ph:	304-7224900	St: WV	Ctry Cd:	USA	Reg Cd:	NA	Repr Date: 03-NOV-2004		DIST(Mile): 35981						
Cust Comments:		REAR DEFROSTER INOPERATIVE																					
Tech Comments:		PERFORMED DIAGNOSIS ON SYSTEM GRIND RESISTANCE OUT OF SPECS REPLACED REAR HATCH GLASS PREFORMED PINPOINT TEST F1 TO F7 MEASURED RESISTANCE BETWEEN WINDOW GRID C402A PIN 1 COMPONENT SIDE AND REAR WINDOW DEFROST GRID C402B PIN1 COMPONET SIDE SPECS RESISTANCE LESS THAN 5 OHMS RESSTANCE RESULTS NO OHMS WHICH IS OPEN CIRCUIT																					

Any comments? You can contact



webmaster

All Action Details for Issue

Print

VIN: 1FMYU021X3K [REDACTED] Year: 2003 Model: ESCAPE Case: 1322910315
 Name: [REDACTED] Owner Status: Original WSD: 2002-11-25
 Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND

Dealer: 01989 MOSES FORDINC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD

Odometer: 35981 MI Comm Type: MAIL

Analyst Name: LEICH,CHERIE Analyst: CLEICH

Action Date: 02/24/2005 Action Time: 09.48.04.885 Action Data: Yes

Comments *****ATTORNEY DEMAND*****DATE STAMPED 2-23-05. ATTORNEY ALLEGES CLIENT WAS INVOLVED IN AN ACCIDENT DUE TO A DEFECTIVE ACCELERATOR CABLE.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Data Element Name	Data Value
NAME OF LAW FIRM	DENNIS E. KELLEY ATTORNEY AT LAW
ATTORNEY NAME	DENNIS E. KELLEY
ATTORNEY PHONE NUMBER	6063275458
ANALYST ID	RGRAHA41

[REDACTED] 2:51pm 3/21
 Issue assigned
 "Inspection not necessary for red"

2/25/2005

All Action Details for Issue

Print

VIN: 1FMDYU031Y2K [REDACTED] Year: 2003 Model: ESCAPE Case: 1322910315
 Name: [REDACTED] Owner Status: Original WSD: 2002-11-25
 Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - OTHER ATTORNEY DEMAND Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
 Dealer: 01989 MOSES FORDINC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Odometer: 35981 MI Comm Type: MAIL
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 02/24/2005 Action Time: 09.48.04.885 Action Data: Yes

Comments *****ATTORNEY DEMAND*****DATE STAMPED 2-23-05. ATTORNEY ALLEGES CLIENT WAS INVOLVED IN AN ACCIDENT DUE TO A DEFECTIVE ACCELERATOR CABLE.ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE..

Data Element Name	Data Value
NAME OF LAW FIRM	DENNIS E. KELLEY ATTORNEY AT LAW
ATTORNEY NAME	DENNIS E. KELLEY
ATTORNEY PHONE NUMBER	6063275458
ANALYST ID	RGRAHA41

Action: SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY
 Dealer: 01989 MOSES FORDINC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 35981 MI Comm Type: FAX
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 02/25/2005 Action Time: 17.04.26.222 Action Data: No

Comments FAXED ACK. LETTER TO ATTORNEY.

Action: MAKE OUTBOUND CALL TO ATTORNEY
 Dealer: 01989 MOSES FORDINC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 35981 MI Comm Type: PHONE
 Analyst Name: GRAHAM, ROCHELLE Analyst: RGRAHA41
 Action Date: 03/09/2005 Action Time: 11.23.10.762 Action Data: No

Comments CONTACTED ATTORNEY REGARDING CLIENT'S VEHICLE CONCERN. REQUESTED ATTORNEY SET UP VEHICLE INSPECTION W/ DLR.

Action: CREATE CLOSED INFO CONTACT
 Dealer: 01989 MOSES FORDINC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION



4/12/2005

Odometer: 35981 MI

Analyst Name: GRAHAM,
ROCHELLE

Action Date: 04/12/2005


Comm Type: FAX

Analyst: RGRAHA41

Action Time:
16.25.41.127

Action Data: No

Comments ATTORNEY FAXED DOCUMENT ADVISING CLIENT DECIDED TO SEEK OTHER COUNSEL... NO LONGER REPRESENTING CLIENT. NO FURTHER ACTION REQUIRED AT THIS TIME PER SR. ANALYST.

 4/12/2005

Graham, Rochelle (R.)

From: Watkins, Anthony (A.L.)
Sent: Monday, March 14, 2005 2:15 PM
To: Graham, Rochelle (R.)
Subject: RE: Attorney Demand Case

Rochelle,

After talking to the Dealership, they advise me that the unit was working under normal characteristics. If you need anything further from the dealership, let me know.

Regards,

Anthony Watkins
Zone Manager- E1 Market
Cincinnati Region FCSD
Phone: 513-573-1084
awatkin3@ford.com

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

From: Graham, Rochelle (R.)
Sent: Monday, March 14, 2005 10:33 AM
To: Watkins, Anthony (A.L.)
Subject: Attorney Demand Case

Hi Tony,
Please advise of any information regarding this vehicle since it is now an attorney demand case. Thanks

VIN: 1FMYU021X3K [REDACTED]	Year: 2003	Model: ESCAPE	Case: 1322910315
Name: [REDACTED]	Owner Status: Original	WSD: 2002-11-25	
Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND		Secondary Phone:	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE		

Action: OPEN LEGAL CONTACT - ATTORNEY DEMAND
Dealer: 01989 MOSES FORDINC **Origin Desc:** CONSUMER AFFAIRS - LITIGATION PREVENTION-FD **Odometer:**
35981 MI **Comm Type:** MAIL **Analyst Name:** LEICH,CHERIE **Analyst:** CLEICH **Action Date:** 02/24/2005 **Action**
Time: 09.48.04.885 **Action Data:** Yes

Comments ***ATTORNEY DEMAND*****DATE STAMPED 2-23-05. ATTORNEY ALLEGES**
CLIENT WAS INVOLVED IN AN ACCIDENT DUE TO A DEFECTIVE ACCELERATOR CABLE.ATTORNEY DEMANDS
CONTACT FROM FORD REPRESENTATIVE.

Data Element Name Data Value NAME OF LAW FIRM DENNIS
E. KELLEY ATTORNEY AT LAW ATTORNEY NAME DENNIS E. KELLEY ATTORNEY PHONE NUMBER 6063275458
ANALYST ID RGRAHA41

ROCHELLE GRAHAM
LEGAL ANALYST
FORD CONSUMER AFFAIRS
PH: (313) 845-4637
FAX: (313) 845-6002
E-MAIL: RGRAHA41@FORD.COM <MAILTO:RGRAHA41@FORD.COM>

Dennis E. Kelley

Attorney at Law

211 15th Street
P.O. Box 1462
Ashland, Kentucky 41105
(606) 327-5458
Fax: (606) 329-2496

CONSUMER AFFAIRS
SECTION

5 FEB 23 2005

February 16, 2005

Ford Motor Company
Consumer Affairs
P O Box 6248
MD-3NE-B
Dearborn, MI 48126

RE: [REDACTED] 2003 Ford Escape; VIN # 1FMYU021X3K [REDACTED]

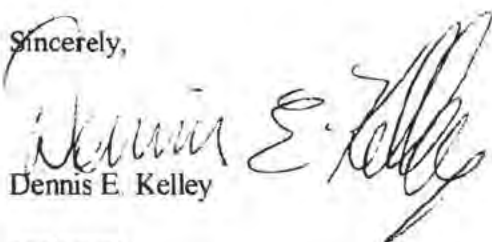
To Whom This May Concern:

Please be advised that I represent [REDACTED] and [REDACTED] in regards to an automobile accident that occurred on January 2, 2005. I am enclosing a copy of the police report in regards to this accident.

Please note that it is our position that a defective accelerator cable caused the accident that Mrs. Oldaker was involved in. At this time, we are giving you forty-five (45) days to respond to this letter as from the date of receipt of this letter.

If you wish to have an engineer present upon examination of the vehicle, please notify me within this period of time. Failure to notify may result in diagnostic testing being performed on the vehicle.

Sincerely,


Dennis E. Kelley

enclosure

/rl

REVISED 5/97 WEST VIRGINIA UNIFORM TRAFFIC CRASH REPORT PAGE OF

DMV-17-F

Date of Crash: 01/02/05
 Time of Crash: 1530 HRS
 CRASH REPORTED BY: 1 State Police 3 Sheriff 2 City Police 4 Other
 Time of Notification: 1535 HRS
 Time of Arrival: 1610 HRS

COUNTY: LINCOLN
 CITY OR TOWN: ALUM CREEK
 HIGHWAY CLASSIFICATION: 1 Interstate 3 WV 5 City 2 U.S. 4 County 6 Other

CRASH OCCURRED ON: ROUTE 1 13/4 STREET 1 MOLLEY BRANCH
 MAXIMUM SPEED LIMIT: Posted Not Posted
 ADVISORY SPEED:

AT INTERSECTION WITH: ROUTE 2 PRIVATE DRIVE
 MAXIMUM SPEED LIMIT: Posted Not Posted
 ADVISORY SPEED:

IF ON CONTROLLED ACCESS HIGHWAY, FILL IN ONE:
 1 Main Road 2 Main Road at Interchange 3 Entrance Ramp On 4 Exit Ramp On

RELATION TO ROADWAY (Location of First Impact):
 1 On Road 2 Median 3 Shoulder 4 Outside of Shoulder/Curb 5 Gaps 6 Other/Unknown

DRIVER'S FULL NAME: [REDACTED] ADDRESS: [REDACTED] CITY: ALUM CREEK STATE: WV ZIP: [REDACTED]

DATE OF BIRTH: 07/19/57 SOCIAL SECURITY NUMBER: [REDACTED] DRIVER LICENSE NUMBER: D038600
 CDL: J. Operator's Learner's Perm. STATE LICENSE RESTRICTION(S) VIOLATED: N/A

CITATION NUMBER: N/A CITATION CHARGE: N/A DRIVER CONDITION: 1 Normal 2 Fatigued 3 Asleep 4 Ill 5 Drinking 6 Medication 7 Other 8 Unknown

SOBRIETY TEST GIVEN: Yes Refused Test Not Offered
 TYPE OF TEST GIVEN: FIELD BLOOD BREATH PBT URINE OTHER N/A TEST RESULTS: N/A

DRIVER ACTION: 1 Going Straight Ahead 2 Turning Right 3 Turning Left 4 U-Turning 5 Changing Lanes 6 Passing 7 Parking 8 Backing 9 Merging 10 Stopping or Stopped in Traffic Lane 11 Other (SEE NARRATIVE)

OWNER'S FULL NAME: [REDACTED] ADDRESS: [REDACTED] CITY: [REDACTED] STATE: WV ZIP: [REDACTED]

YEAR: 03 MAKE: FORD MODEL: SW STYLE: 4D COLOR: GREY

LICENSE PLATE NUMBER: NL 3010 STATE: WV YEAR: 05 VEHICLE IDENTIFICATION NUMBER: 1FMYU021X3K

DIRECTION TRAVEL: N E S W ON ROUTE 1 ABOVE 2 ON STREET

TOTAL OCCUPANTS OF THIS VEHICLE: 2 EXTENT OF DAMAGE: 0 1 2 3 4 5 6 Unknown

DRIVEABLE: Yes No

TOWED DUE TO DAMAGE: Yes No TOWED BY: N/A TOWED TO: N/A

AUTO LIABILITY INSURANCE: Yes No INSURANCE COMPANY: NATIONWIDE POLICY NO.: 924-7H354079 AGENT: [REDACTED]

CONTRIBUTING CIRCUMSTANCES (Check One or More):
 1 No Improper Driving 2 Exceeding Speed Limit 3 Exceeding Safe Speed 4 Changing Lanes Improperly 5 Following Too Closely 6 Disregarded Traffic Control 7 Did Not Have Right of Way 8 Failure to Maintain Control 9 Driving Under Minimum Speed 10 No Signal or Improper Signal 11 Turning Improperly 12 Passing Improperly 13 Parking Improperly 14 Backing Improperly 15 Avoiding Animal or Vehicle 16 Distraction Inside Vehicle 17 Walking Violation 18 Driver Under Influence 19 Pedestrian Under Influence 20 Slippery Pavement 21 Other Roadway Defects 22 Previous Accident 23 Left of Center 24 Other (SEE NARRATIVE)

DRIVER'S FULL NAME: [REDACTED] ADDRESS: [REDACTED] CITY: [REDACTED] STATE: WV ZIP: [REDACTED]

DATE OF BIRTH: [REDACTED] SOCIAL SECURITY NUMBER: [REDACTED] DRIVER LICENSE NUMBER: [REDACTED]
 CDL: J. Operator's Learner's Perm. STATE LICENSE RESTRICTION(S) VIOLATED: [REDACTED]

CITATION NUMBER: [REDACTED] CITATION CHARGE: [REDACTED] DRIVER CONDITION: 1 Normal 2 Fatigued 3 Asleep 4 Ill 5 Drinking 6 Medication 7 Other 8 Unknown

SOBRIETY TEST GIVEN: Yes Refused Test Not Offered
 TYPE OF TEST GIVEN: FIELD BLOOD BREATH PBT URINE OTHER N/A TEST RESULTS: [REDACTED]

DRIVER ACTION: 1 Going Straight Ahead 2 Turning Right 3 Turning Left 4 U-Turning 5 Changing Lanes 6 Passing 7 Parking 8 Backing 9 Merging 10 Stopping or Stopped in Traffic Lane 11 Other (SEE NARRATIVE)

OWNER'S FULL NAME: [REDACTED] ADDRESS: [REDACTED] CITY: [REDACTED] STATE: WV ZIP: [REDACTED]

YEAR: [REDACTED] MAKE: [REDACTED] MODEL: [REDACTED] STYLE: [REDACTED] COLOR: [REDACTED]

LICENSE PLATE NUMBER: [REDACTED] STATE: [REDACTED] YEAR: [REDACTED] VEHICLE IDENTIFICATION NUMBER: [REDACTED]

DIRECTION TRAVEL: N E S W ON ROUTE 1 ABOVE 2 ON STREET

TOTAL OCCUPANTS OF THIS VEHICLE: [REDACTED] EXTENT OF DAMAGE: [REDACTED]

DRIVEABLE: Yes No

TOWED DUE TO DAMAGE: Yes No TOWED BY: [REDACTED] TOWED TO: [REDACTED]

AUTO LIABILITY INSURANCE: Yes No INSURANCE COMPANY: [REDACTED] POLICY NO.: [REDACTED] AGENT: [REDACTED]

CONTRIBUTING CIRCUMSTANCES (Check One or More):
 1 No Improper Driving 2 Exceeding Speed Limit 3 Exceeding Safe Speed 4 Changing Lanes Improperly 5 Following Too Closely 6 Disregarded Traffic Control 7 Did Not Have Right of Way 8 Failure to Maintain Control 9 Driving Under Minimum Speed 10 No Signal or Improper Signal 11 Turning Improperly 12 Passing Improperly 13 Parking Improperly 14 Backing Improperly 15 Avoiding Animal or Vehicle 16 Distraction Inside Vehicle 17 Walking Violation 18 Driver Under Influence 19 Pedestrian Under Influence 20 Slippery Pavement 21 Other Roadway Defects 22 Previous Accident 23 Left of Center 24 Other (SEE NARRATIVE)

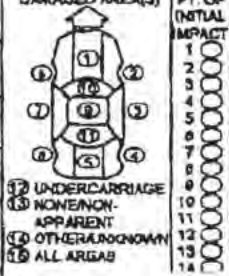
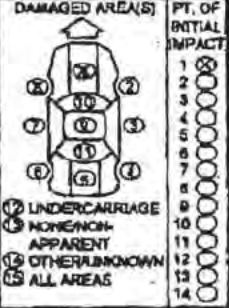
425739

DRIVER'S PHONE # (304) 756-5130

WORK PHONE: ()

DRIVER'S PHONE # ()

WORK PHONE: ()



425739

DAMAGED PROPERTY OTHER THAN VEHICLES (DESCRIBE AS COMPLETELY AS POSSIBLE)
N/A

OWNER'S NAME Other (Please List) **ADDRESS** **CITY** **STATE** **ZIP**

DRIVER'S LICENSE **SEATING** **OCCUPANT PROTECTION** **INJURY CLASSIFICATION** **FIRST AID BY**

VEHICLE FIRE OCCURRENCE **HAZARDOUS CARGO** **DRIVER**

PIEDMONT TAKEN BY WHO? **WITNESSES**

ENVIRONMENT **VISION OBSERVED BY**

CRASH TYPE **MANNER OF COLLISION** **VEH. SEQUENCE OF EVENTS** **NON-COLLISION** **HAD A COLLISION WITH**

SCREENING INFORMATION **VEHICLE NUMBER** **CARRIER INFORMATION SOURCE** **VEHICLE CONFIGURATION** **CDL TYPE** **ENDORS.**

NAME OF INVESTIGATING OFFICER (Please Print) **NUMBER** **NAME OF POLICE AGENCY** **C.R.F. NUMBER**

INVESTIGATING OFFICER'S SIGNATURE **DATE OF COMPLETION**

PHONE #:

PIEDMONT TAKEN BY WHO?

ASSISTING OFFICER:

425739
68257

DRAW SCENE AS OBSERVED, INCLUDING ROADWAY LAYOUT, VEHICLE, PEDESTRIAN OR OBJECT STRUCK, TRAFFIC CONTROLS, SKIDMARKS, ETC.

DRAW ARROW POINTING NORTH IN CIRCLE

IMPORTANT: NUMBER THE VEHICLES ACCORDING TO THE VEHICLE NUMBERS ON THE FRONT PAGE.



C
O
L
L
I
S
I
O
N
D
I
A
G
R
A
M

Not to Scale
Scale: 1 inch = 20 feet

Molley Branch Road

Private Drive



* 36x90

DESCRIBE WHAT HAPPENED (Refer to Vehicles by Number)

AV #1 WAS TRAVELING NORTH ON DRIVER #1 PRIVATE DRIVE. DRIVER #1 STATED THAT THE GAS ON AV #1 STUCK AND DRIVER #1 WAS UNABLE TO STOP. AV #1 THEN CRASHED INTO A TREE.

N
A
R
R
A
T
I
V
E

THIS OFFICER DID SEE EVIDENCE AT THE SCENE, WHICH SUPPORTED DRIVER #1 STATEMENT.

STATEMENTS OF INVOLVED DRIVERS AND WITNESSES (IF AVAILABLE)

STATEMENT OF [REDACTED] DRIVER #1 TAKEN BY TROOPER D. C. BRINEGAR AT THE SCENE.

425739

MY DAUGHTER AND I WAS GOING DOWN OUR DRIVE WAY WHEN THE GAS STUCK ON OUR FORD ESCAPE. I TRIED TO STOP, BUT WAS UNABLE. I THEN WENT UP ON THE BANK AND CRASHED INTO A TREE.

UNABLE TO SIGN

01-02-05

ATTACH ADDITIONAL STATEMENT SHEETS AS NEEDED

ALUM CREEK VOLUNTEER FIRE DEPT., INC.

FIRE/RESCUE INCIDENT REPORT

DISPATCHED	1534	WEATHER TEMPERATURE 1 Sunny & Clear 2 Cloudy & Rain 3 Cold - Snow/Ice
ENROUTE	1536	
ON SCENE	1549	
IN SERVICE	1650	
IN STATION	1655	

FIRE DEPT IDENT NO 22101	INCIDENT NO	EXP NO	MO 01	DAY 02	YEAR 05	DAY OF WK	UNITS ON SCENE 175
------------------------------------	-------------	--------	-----------------	------------------	-------------------	-----------	------------------------------

TYPE OF SITUATION FOUND (Check One)			
17 - structure fire 13 - vehicle fire 14 - woods or grass fire 18 - explosion 32 - auto accident/emergency medical	25 - extrication 30 - rescue call not classified 41 - spill, leak w/ no ignition 43 - excessive heat 44 - power line down	46 - aircraft standby 47 - chemical emergency 49 - auto. accident 53 - smoke removal 55 - assist police	61 - smoke scare 71 - false alarm 73 - system malfunction 74 - needless alarm - other

TYPE OF ACTION TAKEN (Check One)		MUTUAL AID (Check One)
1 - extinguishment 2 - rescue only 3 - investigation only - remove hazard	5 - standby 1 - fill in, move up, transfer 8 - not classified/canceled before arrival	1 - Received 2 - Given - NONE -

COMPLEX (Check One)					
11 - public recreation 20 - education 32 - medical care	34 - prison 40 - business with residential 41 - dwelling/townhouse	42 - apartment 44 - hotel 58 - shopping	59 - office 80 - warehouse/storage 91 - railroad	96 - road complex 98 - no complex - other (insert number)	

FIXED PROPERTY USE (Insert 3-Digit Code)

IGNITION FACTOR (Check One)					
11 - incendiary 21 - suspicious 31 - abandoned material 32 - thawing	34 - unconf. open fire 36 - child playing 41 - fuel spilled 42 - fueling technique	45 - improper container 46 - too close to heat 51 - part failure 52 - auto control	54 - arc short 56 - lack of maintenance 57 - back fire 62 - const. deficiency	63 - install in close 72 - unattended 74 - overloaded 84 - lightning	92 - rekindled 99 - undetermined

STATE ALUM CREEK WYO	CITY CODE bin	COUNTY bin
--------------------------------	-------------------------	----------------------

OWNERS NAME 1 - SAME -	ADDRESS	AREA CODE AND TELEPHONE NO
OWNERS NAME 2	ADDRESS	AREA CODE AND TELEPHONE NO
OWNERS NAME 3	ADDRESS	AREA CODE AND TELEPHONE NO
OWNERS NAME 4	ADDRESS	AREA CODE AND TELEPHONE NO

MOBILE PROPERTY USE (Insert 2-Digit Code)	INSURANCE COMPANY
1	Nationwide #
2	1-800-421-3535
3	
4	

IF MOBILE PROPERTY	YEAR	NAME	MODEL	SERIAL NUMBER	LICENSE NO
1	2003	Ford	ESCAPE	1FM4U021X3K	
2					
3					
4					

METHOD OF ALARM (Check One)	ECBA USE	FOAM USE	WATER USE	NO OF ALARMS
1 - telephone 2 - municipal fire alarm signal 3 - private alarm	YES NO Bottles Used	(Gallons)	LPSD WVAV (Gallons)	


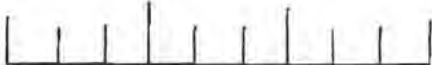
NO PERSONNEL RESPONDED	NO ENGINES RESPONDED	NO AERIAL APPARATUS RESPONDED	NO OTHER VEHICLES RESPONDED
	0	0	

NUMBER OF INJURIES FIRE SERVICE	OTHER	NUMBER OF FATALITIES FIRE SERVICE	OTHER
0	0	0	0

AREA OF ORIGIN (Check One)	71 - crawl space 73 - floor/ceiling assembly 74 - roof/ceiling assembly 75 - walls 77 - exterior roof surface 81 - vehicle/passenger area 82 - engine/running gear area	LEVEL OF ORIGIN (Check One)
01 - hallway/corridor 14 - living/family room 21 - sleeping room 24 - kitchen/cooking areas 25 - bathroom/washroom 26 - laundry room	41 - storage rm. 42 - closet 46 - trash container 47 - garage 57 - chimney 62 - heating/equipment rm. 64 - incinerator room	1 - grade, ground level 2 - second story 3 - third story 4 - fourth story 5 - fifth/sixth story 6 - seventh story or above 7 - objects in flight 8 - basement 9 - undetermined

EQUIPMENT INVOLVED IN IGNITION (Check One)	FORM OF HEAT OF IGNITION (Check One)
10 - woodburning stove 11 - central heating unit 12 - water heater 14 - indoor fireplace 15 - kerosene htr./stove portable htr. unit 16 - chimney 21 - stove/tp	11 - flame gas fuel equip 14 - heat liquid fuel equip 16 - heat solid fuel equip 22 - short from damage 23 - short worn insulation 24 - unknown short 31 - cigarette 43 - torch 00 - undetermined

TYPE OF MATERIAL IGNITED (Check One) 11 - natural gas 23 - gasoline 35 - kerosene/fuel oil/diesel fuel 31 - fat grease 34 - pitch, tar, creosote 35 - paint, varnish 41 - polyurethane 45 - polyester 51 - rubber 86 - asphalt material 54 - grass, leaves, hay 56 - coal, briquettes 57 - load 61 - growing wood 63 - finished lumber 64 - sawdust 65 - plywood 67 - paper 71 - man-made fabric 00 - undetermined		FORM OF MATERIAL IGNITED (Check One) 11 - exterior roof 12 - exterior wall 14 - tile, carpet, rugs 15 - interior wall 17 - framing 21 - uphol., furniture, carpets 23 - cabinets 32 - bedding 34 - wearing apparel 36 - curtains 44 - magazines/newspapers 61 - electric wire 64 - tire 65 - fuel 74 - grass, brush, forests 75 - trash, waste 76 - cooking materials 81 - dust/fmt 86 - adhesive 00 - undetermined		METHOD OF EXTINGUISHMENT (Check One) 1 - self extinguished 2 - make shift aids 3 - portable extinguisher 4 - automatic extinguishing system 5 - pre-connected hose/tank only 6 - pre-connected hose/hydrant/draft/standpipe 7 - hand laid hose/hydrant/draft/standpipe 8 - master stream device 9 - not classified 0 - undetermined	
---	--	--	--	--	--

EXTENT OF DAMAGE Insert appropriate # in each box from list at left (#2-7 for use in structure fire only) 1 - confined to the object of origin 2 - confined to part of room or area of origin 3 - confined to room or origin 4 - confined to the fire-rated compartment of origin 5 - confined to floor of origin 6 - confined to structure of origin 7 - extended beyond structure of origin 8 - not a structure fire (do not use for flame damage)	FLAME 	SMOKE 	ESTIMATED TOTAL LOSS - CONTENTS AND STRUCTURE (DOLLARS ONLY) 
---	---	---	--

NUMBER OF STORIES 1 - one 2 - two 3 - three to four 4 - five to six 5 - seven and above	CONSTRUCTION TYPE (Check One) 1 - concrete masonry without exposed steel 3 - noncombustible (metal) 4 - metal/wood interior 5 - masonry exterior/frame interior 7 - protected wood frame 8 - brick over wood
---	---

DETECTOR PERFORMANCE (Check One) 1 - detector in room or space of fire origin - operated 2 - detector not in room or space of fire origin - operated 3 - detector in room or space of fire origin - did not operate	4 - detector not in room or space of fire origin - did not operate 5 - detector in room or space of fire origin but fire too small to operate	6 - no detectors present 8 - performance of fire detector not classified 0 - undetermined
---	--	---

SPRINKLER PERFORMANCE (Check One) 1 - equipment operated 2 - equipment should have operated - did not	3 - equipment present but fire too small to require operation 6 - no equipment present in room or space of fire origin	8 - performance of equip not classified 0 - undetermined
--	---	---

IF SMOKE SPREAD BEYOND ROOM OF ORIGIN	TYPE OF MATERIAL GENERATING MOST SMOKE	AVENUE OF SMOKE TRAVEL
FORM OF MATERIAL GENERATING MOST SMOKE		

OFFICER IN CHARGE (NAME, POSITION, ASSIGNMENT) 1 <i>C. Brunetti</i>	DATE 1-2-05	FG	RS	MEMBER MAKING REPORT 2 <i>SAME</i>	DATE	FG	RS
---	-----------------------	-----------	-----------	--	-------------	-----------	-----------

OTHER MEMBERS ON SCENE	FG	RS
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		

REMARKS (Explain type of situation found, actions taken, etc.)

Fund 1 veh. MVA, into A tree.
 2 Patients, Transported to CAINE Gen. By Med, 4
 Driver Reported that Throttle Had Stuck and she could not control veh.

MOLLYS BRANCH

Diveaway

WVSP, DC. BRinegar - 824-3101 -

FG - Full Gear to Safety Incident
 RS - Returned to Station

Entries contained in this report are intended for the sole use of the Alum Creek Volunteer Fire Department, Inc. Estimations and evaluations made herein represent "most likely" and "most probable" cause and effect. Any representation as to the validity of accuracy of reported conditions outside the Alum Creek Volunteer Fire Department, Inc., is neither intended nor implied.


Dennis E. Kelley

Attorney at Law
211 15th Street
PO. Box 1462
Ashland, Kentucky 41105
(806) 327-5458 Office
(806) 329-2496 Fax


FAX TRANSMITTAL

DATE: 4/12/05 TIME: 2:15pm

TO: Rachelle Graham 313-845-6002

RE: 

NUMBER OF PAGES, INCLUDING COVER SHEET: 2

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT ME AT 

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Dennis E. Kelley

Attorney at Law

211 15th Street
P.O. Box 1462
Ashland, Kentucky 41105
(606) 327-5458
Fax: (606) 329-2496

April 12, 2005

Rochelle Graham
Ford Motor Co.
Consumer Affairs
P.O. Box 6248
MD-3NE-B
Dearborn, MI 48126
Fax No. 313-845-6002

RE: [REDACTED] 2003 Ford Escape; VIN # 1FMYU021X3K [REDACTED]

Dear Ms. Graham:

Please be advised that [REDACTED] has decided to seek other counsel so we will no longer be representing her or her daughter, [REDACTED] in this matter. Thank you.

Sincerely,



Lisa Lyons
Secretary

/rl

Dennis E. Kelley

Attorney at Law
211 15th Street
P.O. Box 1482
Ashland, Kentucky 41105
(806) 327-5458 Office
(806) 329-2498 Fax

FAX TRANSMITTAL

DATE: 3/30/05 TIME: 3:30/05

TO: Rockelle Graham 313-845-6002

RE: [REDACTED]

NUMBER OF PAGES, INCLUDING COVER SHEET: 2

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT ME AT 606-327-5458.

*****NOTICE*****

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*Dennis E. Kelley**Attorney at Law*

211 15th Street
P.O. Box 1462
Ashland, Kentucky 41105
(606) 327-5458
Fax: (606) 329-2496

March 30, 2005


Rochelle Graham
Ford Motor Company
P.O. Box 6248
MD3NE-B
Dearborn, MI 48126
Fax No.: (313)845-6002

RE: [REDACTED]
2003 Ford Escape
VIN: 1FMYU021X3K [REDACTED]

Dear Ms. Graham:

Please be advised that my investigator and Nationwide's investigator met last Thursday at 9:00 a.m. at Midway Ford in Hurricane to be witness to the inspection on the above-referenced vehicle. Midway Ford claimed they knew nothing about the inspection. Please provide me with a date, time and place to have the vehicle inspected, as it is hard to coordinate all the individuals at one time and I have been unable to reach you by telephone.

Sincerely,



Dennis E. Kelley

/rl

Dennis E. Kelley

Attorney at Law

211 15th Street

PO. Box 1462

Ashland, Kentucky 41105

(606) 327-5458 Office

(606) 329-2496 Fax

FAX TRANSMITTAL

DATE: 3/16/05 TIME: 4:25pm

TO: Rachelle Graham 313-845-6002

RE: [REDACTED]

NUMBER OF PAGES, INCLUDING COVER SHEET: 2

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT ME AT 606-327-5458.

*****NOTICE*****

The information transmitted herewith may be confidential and protected from disclosure by law as proprietary information, attorney-client communications, attorney-client product or otherwise. It is intended for the exclusive use of the named recipient.

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Dennis E. Kelley

Attorney at Law

211 15th Street
P.O. Box 1462
Ashland, Kentucky 41105
(606) 327-5458
Fax: (606) 329-2496

March 16, 2005

Ford Motor Company
Attn.: Rochelle Graham
Consumer Affairs
P.O. Box 6248
MD-3NE-B
Dearborn, MI 48126
Fax No.: (313)845-6002

RE: [REDACTED] 2003 Ford Escape; VIN # 1FMYU021X3K [REDACTED]

Dear Ms. Graham:

Please be advised that it is my understanding that you have spoken with co-counsel, Donald R. Jarrell, in regards to this matter. It is also my understanding that you wish the vehicle to be moved to a Ford dealership of our choice. We will have the vehicle moved to Midway Ford, Inc. at 201 Orchard Park Road, Hurricane, WV 25526. Also note that we wish to have a videographer present when the vehicle is being examined. Please advise at your earliest convenience so that we may know what day you wish to have the vehicle there.

Sincerely,



Dennis E. Kelley

/rl

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Tuesday, February 22, 2005 10:03 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review

Dealership Name: Moses Ford
Requesting Dealer: Moses Ford
Contact Person: Rod Michallas
Telephone: 304-729-3056
Email Address: RodMichallas@MosesFord.com
PA Code: 01989
Region: 47
City: Saint Albans
Dealer State: WV
Fax Number: 304-729-3060
WSD: 11/25/2002
Vehicle Year: 2003
Vehicle Model: Escape
Vehicle VIN: 1FMYU021X3K [REDACTED]
Mileage: 1
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Alum Creek
State: West Virginia
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 47 - Cincinnati
Incident Involves: Accident, Medical%20Attention%20Sought
Date of Incident: 01/02/2005
County in which incident occurred: lincoln
Is Alleging Defect: Yes
Alleging defect detail: stuck acclerator
Police Report Filed: Yes
Police Report detail: wv state police Hamlin WV
Insurance Company Contacted: Y
Insurance Company Advice: ????
Insurance Company Contact Information: nationwide policy [REDACTED]
Coach Builder State: AK - Alaska
Resolution Sought Detail: cust has attorney , giving us 45 days to resopnd, mileage unknown at this time, cust phone unknown ,see atty info
Comments: atty name Dennis E Kelley PO box 1462 Ashland , KY 41105 606-327-5458

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

2/22/2005

CONSUMER AFFAIRS

	DATE	TIME	TO/FROM	MODE	MIN-SEC	PAGE	CMD#	STATUS
04	02/25	17:44	6063292496	EC--S	00:17"	001	190	OK



Consumer Affairs

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

*Sent Via Fax

February 25, 2005

Dennis E. Kelley
 211 15th St.
 P. O. Box 1462
 Ashland, KY 41105
 Fax: (606) 329-2496

RE: [REDACTED]
 2003 Ford Escape
 VIN: 1FMYU021X3K [REDACTED]

Dear Mr. Kelley:

I am in receipt of your letter dated February 16, 2005. A review of your client's claim has been initiated and I will update you with the findings from our investigation as soon as possible.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 845-4637 or by fax at (313) 845-6002.

Respectfully yours,

Rochelle Graham
 Consumer Affairs



Consumer Affairs

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

*Sent Via Fax

February 25, 2005

Dennis E. Kelley
211 15th St.,
P. O. Box 1462
Ashland, KY 41105
Fax: (606) 329-2496

RE: [REDACTED]
2003 Ford Escape
VIN: 1FMYU021X3K [REDACTED]

Dear Mr. Kelley:

I am in receipt of your letter dated February 16, 2005. A review of your client's claim has been initiated and I will update you with the findings from our investigation as soon as possible.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 845-4637 or by fax at (313) 845-6002.

Respectfully yours,

A handwritten signature in cursive script, appearing to read "R. Graham".

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



11/27/005

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

Attachment III: Technical Information

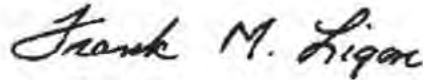
Customer Notification Letter

QUESTIONS?

Claims Information:.....1-800-423-8851

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

Sincerely,



Frank M. Ligon

Copyright © 2004 FORD MOTOR COMPANY
Published By: Recall/Service Programs Department
Ford Customer Service Division

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:	18-Sep-2002	
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	25-Nov-2002	
Vehicle Type Description:	TRUCK	Sale Date:	25-Nov-2002	
VDM Vehicle Status:	800	Engine Tag Code:	1G752AB	
Emissions:				
Vehicle Conditions				
Code	Vehicle Condition	Begin Date	End Date	Source
Owner Details				

Current Owner			
Business Name:	[REDACTED]		
Owner Name:	[REDACTED]		
Address 1:	[REDACTED]		
Address 2:	[REDACTED]		
Address 3:	[REDACTED]		
Address 4:	[REDACTED]		
City:	ALUM CREEK	Phone #:	
State/Province:	West Virginia	E-Mail:	
ZIP/Postal Code:	[REDACTED]		
Country:	UNITED STATES		
Owner Effective Date:	15-Nov-2004	Vendor Applied Date:	30-Nov-2004
Vendor Match Code Description:	1-BOTH NAME AND ADDRESS MATCH		
N&A Source:	POLK	GCamp Applied Date:	05-Jan-2005
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	-
Company Car:			
Original Owner			
Business Name:			
Owner Name:	S OLDAKER		



4/8/2005

Address 1: [REDACTED]
 Address 2:
 Address 3:
 Address 4:
 City: ALUM CREEK
 State/Province: West Virginia Phone #:
 ZIP/Postal Code: [REDACTED] E-Mail:
 Country: UNITED STATES

Owner Effective Date: 04-Dec-2002 Vendor Applied Date: 04-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	01928	USA	F47204		Bert Wolfe Ford Inc
Ship-To					NOT AVAILABLE
Stocking	01928	USA	F47204		Bert Wolfe Ford Inc
Selling	01928	USA	F47204		Bert Wolfe Ford Inc

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	Sales Code	Sub Code	Description
01928	USA	F47204		Bert Wolfe Ford Inc

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	07-Dec-2004	
Display Eligibility	Y	07-Dec-2004	
Original Mail Eligibility	N	10-Jan-2005	
Follow up Mail	Y	10-Jan-2005	

VIN/FSA Vehicle Condition				
Code	Vehicle Condition	Begin Date	End Date	Source
	Description		Release Date	
	RELEASED TO APPROPRIATE SOURCE - ORIGINA		10-Jan-2005	
	EXTERNAL NAME AND ADDRESS APPLIED		05-Jan-2005	
	EXTERNAL NAME AND ADDRESS APPLIED		03-Jan-2005	
	EXTERNAL NAME AND ADDRESS APPLIED		28-Jun-2004	

4/8/2005

Repair						
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code Cost Source
VIN/FSA Vehicle Status						
	Description			Reason		Date
OPEN - LAUNCHED				Open		07-Dec-2004
Confirmed						07-Dec-2004
VIN FSA Mail History						
Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP...			Global FSA:00010252			
<p>Release: OOWNER LETTER</p> <p>Release Date: 10-Jan-2005</p> <p>Mail Date: 14-Jan-2005 to 17-Jan-2005</p> <p>Restricted Address: No</p> <p>Address: [REDACTED]</p> <p>ALUM CREEK WV</p> <p>[REDACTED] UNITED STATES</p> <p>Resp. Dealer: 01928USAF47204-</p> <p>Fleet Acct:</p> <p>Fleet Mgmt Loc:</p> <p>N&A Source: POLK</p> <p>Owner Effective Date: 15-Nov-2004</p> <p>Note:</p>						

FSA Counts			
FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
SAFETY RECALL	1	0	1
Total	1	0	1

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4/8/2005

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] 2/25/2005

Customer Info

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



2/25/2005

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	01989	F47205


Dealer Name:	MOSES FORDING				
Dealer Address:	2001 MACCORKLE AV SW ST ALBANS WV 25177				
Dealer Main Phone:	304-722-4900	Dealer Service Phone:	304-722-4902		

Position	Employee Name
DEALER/PARTNER	J. S MOSES
PARTS MANAGER	FONDA G TUCKER
PARTS & SERVICE DIRECTOR	RODNEY W MICHALLAS
SALES MANAGER	TIMOTHY W LEROSE
SALES MANAGER	MICHAEL RAMSEY

Midway Ford

2/25/2005

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
 1ZWFT61LXY5 [REDACTED]	2000	COUGAR	SALE TO INDIVIDUAL UNDER THE X PLAN F & N	Original Owner	Oasis Warranty History
		No Open Issues			
1FMYU021X3K [REDACTED]	2003	ESCAPE	SALE TO INDIVIDUAL UNDER THE X PLAN F & N	Original Owner	Oasis Warranty History
		Open Issues Exist			



2/25/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU021X3K [REDACTED]	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	*
Model Year:	2003	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	T	Drive Code:	T/A - 2 WHL L/H FRONT DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA
Inv. Dealer:	01928	Body Cab Style:	*-[N/A]	Transmission:	T/DJ - 4 SPD AUTO TRANS NA
		Version/Series:	T/EF - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 18-SEP-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147204 -*
 Country: USA - ##### Selling Dir St/Prov: WV
 Buyer St/Prov: WV

Arrival Date: 26-SEP-2002 Red Carpet Lease: *
 Sale Date: 25-NOV-2002 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 25-NOV-2002 Modified Vehicle: *
 Orig Warranty Date: 25-NOV-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

0023KA71059103 P C 2 29HR021 QH G 496 7A 3 26 5 85G N 47E204 3 CX W2 3 1
 1FMYXC5 120A 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(Pasngr Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNSPW - DARK SHADOW GREY CC
Brake Code:	*-[N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	*-[N/A]	Radio:	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:	X	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		

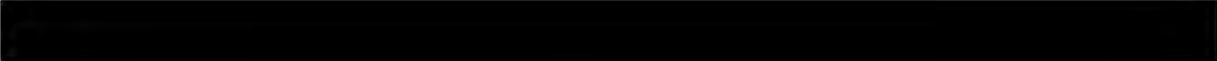
TIRE DOT INFORMATION:

LF: A308453_3402 RF: A308453_3402
 LR: A308453_3402 RR: A308453_3402
 LI: * RI: *
 SPARE: HY8AIR8_2602

[REDACTED] 2/25/2005

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:		

 2/25/2005

**OASIS RESULT:
1FMYU021X3K [REDACTED]**

See bottom of the OASIS result for contact ID 02/25/2005
17:00:43

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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 3M11A30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 11/25/2002	BUILD DATE 09/18/2002	SALE MILEAGE
--	---------------------------------	---------------------

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

*THIS VEHICLE HAS AN OPEN CUDL LEGAL CONTACT

OUTSTANDING FIELD SERVICE ACTIONS

04S25
3.0L LHD ACCELERATOR CABLE REPLACEMENT

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

11/03/2004

DEALER: Moses Ford Inc

WARRANTY CLAIM NUMBER: 115429

ODOMETER: 035981M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2LBZ 7842006CA	GLASS ASY-BACK WINDO	001	MT42006	42	DOES NOT OPERATE PRO
		000	OSL		

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU021X3K [REDACTED]

[REDACTED] 2/25/2005





Consumer Affairs

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

February 10, 2005

*Sent Via Mail

[REDACTED]
Manorville, NY [REDACTED]

Re: 2003 Ford Escape
VIN#-1FMYU92103K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your vehicle concerns.

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

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

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



PGM: CS35750B
PAGE: 01

REPORT DATE: 02/02/2005 14:30:04

CONSUMER AFFAIRS
VIN/CUSTOMER REPORT
VIN: 1FMYU92103K [REDACTED]

VEH: 2003 ESCAPE ENG: MOD 3.0L DOHC EFI NA V6 G*NAAO CALIB:
3M11D30
BODY: ESCAPE TRANS: 4 SPD AUTO TRANS NAAO CD4E
CVWR: AAZBY04520
WHEEL BASE:
AXLE: AXLE RTO:
VOD: 02/18/2003 VPD: 03/17/2003 VSD: 07/28/2003 VAD: 04/03/2003 WSD: 07/28/2003
DEMO:
SALE STATUS: SALE TYPE: RETAIL SALE TO PRIVATE INDIVIDUAL DELIV
TYPE:
OWNER STATUS: SUBSEQUENT OPEN ISSUES: Y

ORIGINAL OWNER: [REDACTED]
[REDACTED]
HOLBROOK, NY [REDACTED]

CURRENT OWNER : [REDACTED]
[REDACTED]
MANORVILLE, NY [REDACTED]
[REDACTED]

VEHICLE LIST OF CURRENT OWNER:

1FMYU92103K [REDACTED] 2003 ESCAPE SUBSEQUENT

PGM: CS35750B
PAGE: 02

REPORT DATE: 02/02/2005 14:30:04

CONSUMER AFFAIRS
ISSUE LIST REPORT
VIN: 1FMYU92103K [REDACTED]

LAST HANDLING DATE: 02/01/2005
CASE NUMBER: 1515151264 STATUS: ACKNOWLEDG ISSUE TYPE: 07
NAME: [REDACTED]
REASON: LEGAL - ACCIDENT / FIRE

PGM: CS35750B
PAGE: 03

REPORT DATE: 02/02/2005 14:30:04

CONSUMER AFFAIRS
ACTION LIST REPORT
VIN: 1FMYU92103K [REDACTED]

CASE NUMBER: 1515151264 LAST HANDLING DATE: 02/01/2005 ISSUE TYPE: 07
LEGAL

ACTION DATE: 01/31/2005 ACTION ID: 719 ANALYST: ALYTE
ACTION DESCRIPTION: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER

AFFAIRS

COMMENTS:

CUSTOMER SAID: -WHILE DRIVING CUST WAS RIDING THE BRAKE DUE
TO AN OBJECT IN T HE MIDDLE OF THE STREET -CUST THEN SLAMMED ON THE BRAKE AS
OBJECT APPEARED CLO SER -VEH SPEED INCREASED WHICH CAUSED THE VEH HIT THE CURB
, THE FRONT OF THE VEH TO CALLIOPE AND SPUN AROUND AND HIT A UTILITY POLL -
DATE OF ACCIDENT AUG UST 29/2005 -FEELS THE ACCIDENT WAS DUE TO FSA (04S25) ON
THE VEH -LOCATION OF THE ACCIDENT WOODLAND AVE IN MANNERVILLE NY -POLICE
REPORT WAS FILED -FIN DING UNKNOWN -CUST CONTACTED HER INSURANCE COMPANY -VEH
HAS BEEN TOTALED -C LAIM HAS NOT BEEN PAIDED BY INSURANCE COMPANY -DEALER SAID:
NONECRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP.
SOMEBODY FROM CON SUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE
NOTIFY YOUR INSURANCE

CARRIER AND REPORT THIS INCIDENT.

ACTION DATE: 02/01/2005 ACTION ID: LP315 ANALYST: CPAPALIA
ACTION DESCRIPTION: MAKE OUTBOUND CALL TO CUSTOMER
COMMENTS:

ACK FOR VINCE KIRKSEY

PGM: CS35750B
PAGE: 04

REPORT DATE: 02/02/2005 14:30:04

CONSUMER AFFAIRS
DEALER REPORT
VIN: 1FMYU92103K [REDACTED]

SELLING DEALER:

P&A CODE: 03857 - SAYVILLE FORD
SALES CODE: F13103 SERVICE REGION: 13 SALES REGION: 13
MARKET: A3
ADDRESS: 5686 SUNRISE HIGHWAY
SAYVILLE, NY 11782
COUNTRY: USA MAIN PHONE: 516-589-4800 SERVICE PHONE: 516-567-
3800

DEALER/PARTNER
GENERAL MANAGER
PARTS MANAGER

NEIL SPARE
PAUL V LLOBELL
WILLIAM BARNA

PARTS MANAGER
SALES MANAGER
SALES MANAGER
SALES MANAGER
SERVICE MANAGER
SERVICE MANAGER
SERVICE MANAGER
SERVICE MANAGER
SERVICE MANAGER

JAMES P MACKIN
JOHN SOLIMENE
FRANK DISANTI
JOHN J DEFLUMERI JR.
DARRYL R SUTPHIN
KENNETH J KIEFER
SHARON E GINGOLA
JAN E SCHARWACHTER
TOM P LEAVEY

SERVICE DEALER:

P&A CODE: 09084 - STEVEN'S FORD
SALES CODE: F13101 SERVICE REGION: 13 SALES REGION: 13

MARKET: A3

ADDRESS: 501 ROUTE 112
 PATCHOGUE, NY 11772
COUNTRY: USA MAIN PHONE: 516-475-1133 SERVICE PHONE: 516-654-4321

CUST RELATIONS MGR
DEALER/PARTNER
PARTS MANAGER
SALES MANAGER
SALES MANAGER
SALES MANAGER
SERVICE MANAGER

DAWN GECEVICH
STEVEN S GOMES
CORY T MCKIBBIN
CHRISTIAN D GOMES
FRANK A BURRO
GABE TANGREDI
CHARLES E MARTELLA

PGM: CS35750B
PAGE: 05

REPORT DATE: 02/02/2005 14:30:04

CONSUMER AFFAIRS
ESP/RECALL REPORT
VIN: 1FMYU92103K [REDACTED]

NO ESP INFORMATION AVAILABLE

-----RECALL INFORMATION-----

-----FIELD SERVICE ACTION-----				
NUMBER	TYPE	DESCRIPTION	STATUS	STATUS
DATE	DEALER CODE			
-----	-----	-----	-----	-----
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED	

PGM: CS35750B
PAGE: 05

REPORT DATE: 02/02/2005 14:30:04

CONSUMER AFFAIRS
ERROR REPORT

-----RECALL INFORMATION-----

		-----FIELD SERVICE ACTION-----		
NUMBER	TYPE	DESCRIPTION	STATUS	STATUS
DATE	DEALER CODE			
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED	

PGM: CS35750B
PAGE: 05

REPORT DATE: 02/02/2005 14:30:04

CONSUMER AFFAIRS
ERROR REPORT

NO CQIS INFORMATION WAS FOUND FOR THIS REQUEST

VIN: CASE NO: 1515151264 ORIGIN: CALGL
ISSUE TYPES: 07 REPORT TYPE: 010203040506
EMAIL ADDRESS: VKIRKSE1@FORD.COM

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 1FMYU92103K [REDACTED]
 Model Year: 2003
 Vch Type: T
 Inv. Dealer: 03857
 Vehicle Status Code: 800

(Related Claims)

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

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8
 E1311 110303829729086 1G 752 AB

Trace Trans Serial No:

A4221 06030330650413 3L8P 7000 HB 81

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 17-MAR-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 113103 - *
 Country: USA - ##### Selling Dir St/Prov: NY
 Buyer St/Prov: NY
 Arrival Date: 03-APR-2003 Red Carpet Lease: *
 Sale Date: 28-JUL-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 28-JUL-2003 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 28-JUL-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 U923KC9921910337P 4 2 20B2091 1B E 2 469 7J 5 3 22 5 85GB N 13E103L 0 L2 W2A 3 11
 FMY038 220B 914NY L 7J

PE12-019 001679 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(Psng r Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNKLU - TRUE BLUE PEARL C/C
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	AZ - ELETR AM/FM STRO/DISC/CLK
Calibration Code:	3M11D30A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000NC -	Tire Manufacturer:	AD - General
Delivery Type:	2	Tire Brand:	UU_460 - AmeriTrac SUV 100S
Driveshaft Code:	D	Tire Size:	D3GTQ - P225/70R 15 BSW A-S
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Traction Control:	* - [N/A]
Fuel Type:	AF - UNLEADED FUEL CAPABILITY	Wheel Base:	

TIRE DOT INFORMATION:

LF: ACUU_4600503 RF: ACUU_4600503
 LR: ACUU_4600503 RR: ACUU_4600503
 LI: * RI: *
 SPARE: T714_BAH4802 DOT Plant Manufacturer: AC - GENERAL TIRE CO. ; CHARLOTTE ; NORTH CAROLINA ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

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

Any comments? You can contact



webmaster

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 02-FEB-2005

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
-----	--------	---------	---------	----------	------------	------------	----------	----------	---------	-----------	-----------	----------------	----------	-----	-----	-----	------	------	------	-----	-----	-----	----

Any comments? You can contact



webmaster



ESP / Recall Information

VIN: 1FMYU92103K [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]

2/2/2005

All Action Details for Issue

Print

VIN: 1FMYU92103K [REDACTED] Year: 2003 Model: ESCAPE Case: 1515151264
 Name [REDACTED] Owner Status: Subsequent WSD: 2003-07-28
 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: 09084 STEVEN'S FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 12000 MI Comm Type: PHONE
 Analyst Name: ANDREA LYTE Analyst: ALYTE
 Action Date: 01/31/2005 Action Time: 10.32.08.383 Action Data: Yes

Caller Information If Different From Vehicle Owner:

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

Comments CUSTOMER SAID: -WHILE DRIVING CUST WAS RIDING THE BRAKE DUE TO AN OBJECT IN THE MIDDLE OF THE STREET -CUST THEN SLAMMED ON THE BRAKE AS OBJECT APPEARED CLOSER -VEH SPEED INCREASED WHICH CAUSED THE VEH HIT THE CURB , THE FRONT OF THE VEH TO CALLIOPES AND SPUN AROUND AND HIT A UTILITY POLL -DATE OF ACCIDENT AUGUST 29/2005 -FEELS THE ACCIDENT WAS DUE TO FSA (04S25) ON THE VEH -LOCATION OF THE ACCIDENT WOODLAND AVE IN MANNERVILLE NY -POLICE REPORT WAS FILED -FINDING UNKNOWN -CUST CONTACTED HER INSURANCE COMPANY -VEH HAS BEEN TOTALED - CLAIM HAS NOT BEEN PAIDED BY INSURANCE COMPANY -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: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 09084 STEVEN'S FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 12000 MI Comm Type: OTHER
 Analyst Name: CATHERINA PAPALIA Analyst: CPAPALIA
 Action Date: 02/01/2005 Action Time: 15.13.46.962 Action Data: No

Comments ACK FOR VINCE KIRKSEY

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 09084 STEVEN'S FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 12000 MI Comm Type: MAIL
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 02/10/2005 Action Time: 13.33.29.225 Action Data: No

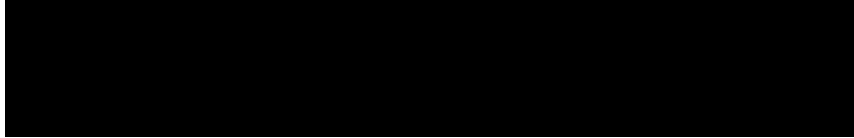
Comments ***LPA COMMENTS***LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE CUSTOMER INDICATED THEY HAVE TURNED THE MATTER OVER TO THEIR INSURANCE COMPANY. ONCE THE

2/10/2005

INSURANCE COMPANY BECOMES INVOLVED, WE GENERALLY REQUIRE THEM TO FILE A SUBROGATION CLAIM AGAINST US IF THEY FEEL WE ARE LIABLE. BASED ON THIS INFORMATION, WE WILL BE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND PROPOSE NO FURTHER ACTION.



2/10/2005



All Action Details for Issue

Print

VIN: 1EMYU01162K [REDACTED] Year: 2002 Model: ESCAPE Case: 710740125
 Name: [REDACTED] Owner Status: Subsequent WSD: 2001-11-23
 Symptom Desc: ENG SPEED-UP SUDDEN ACCEL 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: 07933 WORTHINGTON FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 60000 MI Comm Type: PHONE
 Analyst Name: RICHARDSON PAUL Analyst: PRICHA54
 Action Date: 01/12/2005 Action Time: 19.49.38.587 Action Data: No

Comments CUSTOMER SAID: -CUST WAS IN AN ACCIDENT IN THE PAST-SHE BELIEVES THAT IT IS THE RESULT OF THE VEH ACCELERATING BY ITS SELF-INJURIES OCCURED AS A RESULT AND THE CUSTOMER IS LOOKING TO FORD TO DO SOMETHING-CUST HAS STARTING HAVING THE PROBLMES AGAIN. AND WOULD LIKE TO KNOW IF THERE ARE RECALLS THAT ARE RELATED.CRC 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: 07933 WORTHINGTON FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 60000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 01/14/2005 Action Time: 17.34.53.789 Action Data: Yes

Comments LPA CALLED CUSTOMER LEFT MSG

Data Element Name	Data Value
CONTACT PERSON	*

Action: INFORMATIONAL CALL/FAX WITH CUSTOMER
 Dealer: 07933 WORTHINGTON FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 60000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Date: 01/18/2005 Action Time: 12.49.55.760 Action Data: No

Comments LPA SPOKE WITH THIRD PARTY WHO DID NOT SPEAK ENGLISH. SHE WAS NOT ABLE TO TAKE A PHONE NUMBER..LPA WILL SEND NEED MORE INFO LETTER TODAY

Action: CLOSING COMMENTS - CUSTOMER UNRESPONSIVE/UNABLE TO BE CONTACTED
 Dealer: 07933 WORTHINGTON FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 60000 MI Comm Type: PHONE
 Analyst Name: VALMA SANDERS (VSANDERS) Analyst: VSANDERS
 Action Time:

Action Date: 01/18/2005

12.50.20.754

Action Data: No

Comments LPA SENT NEED MORE INFO LETTER



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

Address: [REDACTED] LONG BEACH CA [REDACTED]

Country: USA

Language: EN

Cell Phone:

Pager:

Preferred Contact method:

Fax:

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

Preferred Contact Time:

Email:

Consumer Affairs





VIN	Year	Model	Sales Type
1FMYU01162K [REDACTED]	2002	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL
		No Open Issues	

Owner Status	Vehicle Info
Subsequent Owner	Oasis
	Warranty History

Consumer Affairs

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



OASIS RESULT:
1FMYU01162K



See bottom of the OASIS result for contact ID

04/11/2005
14:40:36

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2002 ESCAPE	BODY STYLE 4 DR XLS MPV 4X2	ENGINE 3.0L EFI DOHC
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 96	ENGINE CALIBRATION 2M11A30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 11/23/2001	BUILD DATE 10/31/2001	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

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 60/100,000 PREMIUMCARE W/ROADSIDE ASSIST.
STANDARD DEDUCTIBLE: 50 USD
OWNER NAME: [REDACTED]
OPTIONS:
EXPIRATION DATE: 11/23/2006
DISTANCE: 100,000
RENTAL: 28 UP TO 5 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 05401
ESP CONTRACT START DATE: 11/23/2001

REPAIR HISTORY

03/03/2005

DEALER: Worthington Ford

WARRANTY CLAIM NUMBER: 230032

ODOMETER: 063762M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5L8Z 9A758AA	CABLE-ACC PEDAL TO C	001	04S25B		





1 PERFORMED RECALL

08/09/2004

DEALER: Worthington Ford

WARRANTY CLAIM NUMBER: 215644

ODOMETER: 051457M

PART NUMBER <small>Consumer Affairs</small>	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
2LBZ 2140AA	CYLINDER ASY-BRK MST	001	2001BT	D1	POROSY
PM 1		001	2140A		
		000	2780B		

VERIFY LEAKAGE AT MASTER INSPECT BRAKES SYSTEM FOR ANY FURTHER LEAKS AT LINE S CALIPERS CYL, ETC ALL NES TO ADJUST REAR BRAKES SEVER LOW PEDAL AFTER SYST EM BLEED.

05/08/2004

DEALER: Worthington Ford

WARRANTY CLAIM NUMBER: 208935

ODOMETER: 045190M

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

1 PERFORMED RECALL 04S13 PCM RECALIBRATION.

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU01162K [REDACTED]



ESP / Recall Information



Contract: 1 of 1

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

Purchaser: XXXXXXXXXX
 Plan Type: USA 2001 NEW 60/100,000 PREMIUMCARE W/ROADSIDE ASSIST.
 Selling Dealer: CERRITOS FORD
 Deductible: 50
 Rental: 28
 Towing Allowance:

Status: Active
 Expiration Date: 2006-11-23
 Expiration Miles: 100,000
 Plan Year: 2001
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-05-08	07933USAF71051
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2005-03-03	07933USAF71051



Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMYU01162	Veh Line: T/M1 - ESCAPE (U204) [2001]	Eng Serial No: 128514086
Model Year: 2002	Market Derived: T/F - FORD DIVISION DERIVATIVE	Body Shell: PO Box 6248, MD 3NE-B Dearborn, MI 48126 USA
Veh Type: T	Drive Code: T/A - 2 WHL L/H FRONT DRIVE	Engine: T/LD - MOD 3.0L DOHC EFI NA
Inv. Dealer: 05401	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: 31-OCT-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 171055 -*
Country: USA - ##### Selling Dir St/Prov: CA
Buyer St/Prov: CA

Arrival Date: 09-NOV-2001 Red Carpet Lease: *
Sale Date: 23-NOV-2001 Fleet/Retail/Co. Lease: R
Warranty Start Date: 23-NOV-2001 Modified Vehicle: *
Orig Warranty Date: 23-NOV-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

0022KR1405310337 6 0 2 04K2523 1D4K E 2 496 7A 5 3 26 5 853A N 71B055E 4V UA W2A 3 1
1FMY6C0 120A 914CA 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: PNUAA - EBONY SOLID C/C
Brake Code: * - [N/A]	Power Antenna: AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service): * - [N/A]	Radio: MH - AM/FM STR/CSTE/CD/CLK
Calibration Code: 2M11A30A	Sound System: AA -LESS UPGRADED SOUND SYSTEM
Color(Accent): * - [N/A]	Susp Tandem Axle:
Color(Trim): 000ZX - MED DK GRAPHITE	Tire Brand: AD - GENERAL
Delivery Type: 0	Tire Size: D3GTQ - P225/70R 15 BSW A-S
Driveshaft Code: D	Traction Control: * - [N/A]
Front Seat: T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:
Fuel Type: AF -UNLEADED FUEL CAPABILITY	

TIRE DOT INFORMATION:

LF: ACUU44W3501 RF: ACUU44W3501
LR: ACUU44W3501 RR: ACUU44W3501
LI: * RI: *
SPARE: HY8A1R83901



ESP INFORMATION: EMISSIONS INFO



ESP Code:	K	Emission Code:	
ESP Coverage(Miles):	100	Emission Cert Type:	5
ESP Coverage(Time):	060	Emission Decal Suffix:	JJZ
ESP Plan Year:	2001	Engine Family:	2FMXT0301F7
ESP Signature Date:	23-NOV-2001		

Consumer Affairs

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



Standard Claims List For Model Year 2002

Consumer Affairs

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)		
1FMYU01162K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	31-OCT-2001	23-NOV-2001	171055	USA	1	7C05	180107	FOAZ	14N089	A	D03	42	1232		
AWS Claim Key:		533325	Trx Code:		S07	Labor Hrs:		1.4															
Dir Cd-Sub Cd:		11907 - *	Name:		CERRITOS LINCOLN-MERCURY			Ph:	714-9955025	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		13-DEC-2001	Doc #:		09668701		
Cust Comments:		CUSTOMER STATES ENGINE WONT START 3 TIMES YESTERDAY CRANK BUT WONT START AND SINCE YESTERDAY WHILE D																					
Tech Comments:		TEST EEC CODE PASS TEST IGN SYS AND FUEL PRESSURE AND MONITOR PIDS ON 13 MILES TEST ALL PASS AT THIS TIME																					
1FMYU01162K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	31-OCT-2001	23-NOV-2001	171055	USA	1	SS88	000615	*	NPF	*	L69	82	1511		
AWS Claim Key:		524211	Trx Code:		1	Labor Hrs:		0.9															
Dir Cd-Sub Cd:		05401 - *	Name:		CERRITOS FORD			Ph:	562-8655554	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		19-DEC-2001	Doc #:		26507203		
Cust Comments:		CUSTOMER STATES THAT FUEL GUAGE IS INOPERATIVE.																					
Tech Comments:		NPF EEC QUICK TEST, KOEO TEST, NO DTC STORED. PERFORM FUEL GAUGE TEST, TEST OK. FILL FUEL TANK TO VARIFY FUEL LEVEL, ADDED																					
1FMYU01162K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	31-OCT-2001	23-NOV-2001	171055	USA	1	6A07	010301	*	7820124	*	F07	P3	1511		
AWS Claim Key:		524210	Trx Code:		1	Labor Hrs:		5.9															
Dir Cd-Sub Cd:		05401 - *	Name:		CERRITOS FORD			Ph:	562-8655554	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		19-DEC-2001	Doc #:		26507202		
Cust Comments:		CUSTOMER STATES THAT THEIR ARE PAINT BLEMISHIES ON VEHICLE. SEE MARKINGS. NEW LIFE TO PERFORM WORK.																					
Tech Comments:		PREP AND REPAIR PAINT BLEMISHES ON DRIVER DOOR, LFT QTR PANEL AND REAR HATCH.REFIN COMPLETE PANELS DONE BY NEW LIFE																					
1FMYU01162K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	31-OCT-2001	23-NOV-2001	171055	USA	1	2G04	000615	*	DIAG	*	D36	82	1511		
AWS Claim Key:		524209	Trx Code:		S07	Labor Hrs:		1.7															
Dir Cd-Sub Cd:		05401 - *	Name:		CERRITOS FORD			Ph:	562-8655554	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:		19-DEC-2001	Doc #:		26507203		
Cust Comments:		CUSTOMER STATES THAT VEHICLE SURGES WHEN AT A IDLE OR WHEN LETTING OFF THE ACCELERATOR. SECOND TIME IN FOR CONCERN																					
Tech Comments:		MIL OFF SYSTEM PASS. EEC TEST KOEO PASS KOEC PASS KOER PASS EEC MONITOPR TEST. DCL DISPLAY PIDS NORMAL RODTESTED APPROX 120 MILES VEHICLE																					
1FMYU01162K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	31-OCT-2001	23-NOV-2001	171055	USA	25	2E03	030402	1L&Z	9F715	AA	E29	42	3595		



PO Box 6849
Dearborn MI 48123-0649
USA



AWS Claim Key: 8678407		Trx Code: S07		Labor Hrs: 2.1											
Dir Cd-Sub Cd:	07933 - *	Name:	WORTHINGTON FORD	Ph:	562-4203333	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	04-DEC-2003	Doc #:	19768901
Cust Comments:		CS CHECK ENGINE LIGHT IS ON													
Tech Comments:		1 KOEO P100 KOEO 91504 MIL ONN SYSTEM PASS, SYSTEM CHECK OUT DIAG, REMOVED AND REPLACED IAC VALVE PER TSB 02 23 01 PCM UPDATE CLEAR CODES AND RETEST													
IFMYU01162K		T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	31-OCT-2001	23-NOV-2001	171055	USA	25	IA03 030101 YL8Z 6009 EA G29 42 35595
AWS Claim Key: 8696109		Trx Code: E84		Labor Hrs: 16.5											
Dir Cd-Sub Cd:	07933 - *	Name:	WORTHINGTON FORD	Ph:	562-4203333	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	04-DEC-2003	Doc #:	19768902
Cust Comments:		OIL LITE FLASHING AT IDLE CHECK AND ADV													
Tech Comments:		1 REMOVED AND INSTALLED ENGINE, CYLINDER ASSY, SHORT BLOCK VALVE GRINDING INSPECT OIL PRESSURE TEST COLD NORMAL PRESSURE HOT 13 TO 14 PSI REMOVE OIL PAN AND INSPECT BEARING AND FIND EXCESSIVE WEAR ON MAIN AND ROD BEARINGS AND DAMAGED CRANK SHAFT REPLACED SHORT BLOCK AND GASKET VALVE GRINDING AND OIL AND FILTER DMAGED CON ADN CRANK SENSOR ROAD TEST OKAY													
IFMYU01162K		T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	31-OCT-2001	23-NOV-2001	171055	USA	26	7V01 180101 * 14290 * A34 X1 35641
AWS Claim Key: 8863022		Trx Code: S07		Labor Hrs: 1.4											
Dir Cd-Sub Cd:	07933 - *	Name:	WORTHINGTON FORD	Ph:	562-4203333	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	09-JAN-2004	Doc #:	20015802
Cust Comments:		CS HORN NO LONGER SOUND LOUD WEAK													
Tech Comments:		CHECK CONCERN AND VERIFY THE HORN AND LEFT SIDES INOP PIN POINT TEST CHECK POWER AND GROUND FOUND POOR GROUND R I HORN CLEAN ME HORN SECURE BOLT AND SECURE DB WIRE VERIFY REPAIR													
IFMYU01162K		T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	31-OCT-2001	23-NOV-2001	171055	USA	26	4C03 090301 2L8Z 5G232 AA P69 55 35641
AWS Claim Key: 8863021		Trx Code: S07		Labor Hrs: 2											
Dir Cd-Sub Cd:	07933 - *	Name:	WORTHINGTON FORD	Ph:	562-4203333	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	09-JAN-2004	Doc #:	20015803
Cust Comments:		CS VEH WILL NOT GO OVER 3000 RPMS NOT UP SHIFTING													
Tech Comments:		KOEO CODE P1420 EXCESSIVE EGR FLOW DPFE WAS PREVIOUSLY REPLACED ROAD TEST VERIFIED VEHICLE HAD NO POWER CHECK FUEL PRESSURE OKAY PERFROM CAT CONV DIAG FOUND CAT CONVS RESTRICTED													
IFMYU01162K		T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	31-OCT-2001	23-NOV-2001	171055	USA	26	4C03 090301 YL8Z AA D42 55 35641
AWS Claim Key: 8977615		Trx Code: S07		Labor Hrs: 3.3											
Dir Cd-Sub Cd:	07933 - *	Name:	WORTHINGTON FORD	Ph:	562-4203333	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	09-JAN-2004	Doc #:	20015804
Cust Comments:		VEH LACKS POWER POSS EXHAUST RESTRICTION													
Tech Comments:		REPLACE EXHAUST MANIFOLDS AND COMPLETE EXHAUST INCLUDING REAR CART CONV SYSTEM WAS COMPLETE PLUGGED RETEST VEH. DIFFERENT CUSTOMER CONCERN ON JOB 3 VS 4 JOB 3 REPLACED PLUGGED CATS JOB 4 REPLACED MANIFOLD JOB 3 VEHICLE WOULD NOT GO OVER 3000 RPMS NOT UP SHIFTING JOB 4													

SURT-AHHS



FO B07 0248
Detroit, MI, 48202-3208
USA



VEHICLE LACKS POWER																						
1FMYU01162K		T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	31-OCT-2001	23-NOV-2001	171055	USA	30	*	*	*	*	45190			
AWS Claim Key:	10106513	Trx Code:	04S13	Labor Hrs:	0.4																	
Dir Cd-Sub Cd:	07933 - *	Name:	WORTHINGTON FORD	Ph:	562-4203333	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	08-MAY-2004	Doc #:	20893501							
Cust Comments:	04S13 POWERTRIAN CONTROL MODULE RE CALIBRATION																					
Tech Comments:	1 PERFORMED RECALL 04S13 PCM RECALIBRATION																					
1FMYU01162K		T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	31-OCT-2001	23-NOV-2001	171055	USA	34	SV10	060701	2L8Z	2140	AA	L63	D1	51457
AWS Claim Key:	11211787	Trx Code:	0711D	Labor Hrs:	1.8																	
Dir Cd-Sub Cd:	07933 - *	Name:	WORTHINGTON FORD	Ph:	562-4203333	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	09-AUG-2004	Doc #:	21564401							
Cust Comments:	CS BRAKE LEAKING FLUID FROM MASTER CYLINDER CHECK AND ADV																					
Tech Comments:	VERIFY LEAKAGE AT MASTER INSPECT BRAKES SYSTEM FOR ANY FURTHER LEAKS AT LINES CALIPERS CYL, ETC ALL NES TO ADJUST REAR BRAKES SEVER LOW PEDAL AFTER SYSTEM BLEED.																					
1FMYU01162K		T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	31-OCT-2001	23-NOV-2001	171055	USA	40	*	*	*	*	*	*	63762	
AWS Claim Key:	12972556	Trx Code:	04S25	Labor Hrs:	0.4																	
Dir Cd-Sub Cd:	07933 - *	Name:	WORTHINGTON FORD	Ph:	562-4203333	St:	CA	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	03-MAR-2005	Doc #:	23003201							
Cust Comments:	04S25 3.0 L LIID ACCELERATOR CABLE REPLACMENT																					
Tech Comments:	1 PERFORMED RECALL																					

VEHICLE DETAIL

VIN: 1FMYU01162K	Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
Make: FORD	Transmission: 4 SPD AUTO TRANS NAAO CD4E A
Model: ESCAPE	Paint Code/Color: EBONY SOLID C/C
Year: 2002	Calibration: 2M11A30A
Pay Load:	Max Towing Weight:
GVWR: 04380	Axle Ratio:
WheelBase: 103	Warranty Start Date: 11/23/2001
GCWR:	Vehicle Build Date: 10/31/2001
PEP Code: 120A	

Selling Dealers Name: CERRITOS FORD
 Selling Dealers P & A Code: 05401 Selling Dealers Sales Code: F71055
 Selling Dealers Main Phone: 562-865-5554 Selling Dealers Service Phone: 562-865-5554

Vehicle Order Image

```

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
U 0 1 2 K B 1 4 0 5 3 1 0 3 3 7 6 C 2 0 4 K 2 5 2 3 D 4 K E 2 4 9 6 7 A
1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
5 3 2 6 5 8 5 3 A N 7 1 B 0 5 5 E 4 V UA 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 6 C 0 1 2 0 A 9 1 4 C A
1 2 3 4 5 6 7 8 9 160
    
```



==>

VIN: IFMYU04102K [REDACTED] Year: 2002 Model: ESCAPE
Owner Status: SUBSEQUENT WSD: 12/13/01
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 616862352 Day Ph: [REDACTED]
Symptom Desc: SURGE ACCELERATION HOT ENGINE
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: JACK MADDEN FORD SALES INC
Issue Type: 07 LEGAL Issue Status: C CLOSED
Comm Type: PH PHONE Odometer Reading: 6500 MI
Analyst: GSPACE5 GENNIFER PACE Document Number:
Action Date: 09/16/02 Action Data: N Action Time: 11:02:00 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: DENY ASSISTANCE - UNABLE TO DUPLICATE
Comments: CASE CLOSED ON 9/16/02. SERVICE MANAGER AT JACK MADDEN FORD
STATED THEY RAN DIAGNOSTIC TESTING AND NO CODES WERE FOUND.
ALSO, THEY WERE NOT ABLE TO DUPLICATE CUSTOMER CONCERN.
REQUEST FOR REPLACEMENT OR REFUND DENIED.

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

LPREL10

Copy

Sent Via U.S. Mail

September 23, 2002

[REDACTED]
West Roxbury, MA [REDACTED]

Re: 2002 Ford Escape
VIN: 1FMYU04102K [REDACTED]

Dear [REDACTED]

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

Your concern has been thoroughly reviewed by the service manager at Jack Madden Ford. The service manager was not able to verify a manufacturer's defect, therefore, Ford Motor Company is unable to offer you assistance at this time.

Thank you for the opportunity to review this concern.

Respectfully yours,

Gennifer Pace
Consumer Affairs

==>

VIN: _____ CASE: 0616862352 HOME PHONE: _____
LAST NAME: _____ ZIP/POSTAL: _____ CTRY: _____

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
-	ORNER, [REDACTED] WEST ROXBURY	[REDACTED] MA	[REDACTED]	USA	[REDACTED]

F1=Help F2=VehicleList F4=UpdCustInfo F5=AddCustIssue
 F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE

LPREL10

=>

VIN: 1FMYU04102K [REDACTED] Year: 2002 Model: ESCAPE
 Owner Status: SUBSEQUENT WSD: 12/13/01
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: [REDACTED] Case: 616862352 Day Ph: [REDACTED]
 Symptom Desc: SURGE ACCELERATION HOT ENGINE
 Reason Desc: LEGAL - ACCIDENT / FIRE
 Dealer: JACK MADDEN FORD SALES INC
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Comm Type: PH PHONE Odometer Reading: 6500 MI
 Analyst: SFLOURNO SANDRA FLOURNOY Document Number:
 Action Date: 09/03/02 Action Data: Y Action Time: 17:27:13 EST
 Origin Desc: US CONCERN CASE BASE
 Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Comments: CUSTOMER SAYS: -ACCIDENT ON AUG 8/02 VEHICLE SUDDENLY ACCE
 LERATED WHILE FOOT WAS ON THE BRAKE RUNNING INTO A BUS INFRO
 NT OF THEM, PLACED THE VEHICLE IN PARK AND ENGINE STILL RACI
 NG; DLR UNABLE TO IDENTIFY THE PROBLEM -CUST ALLEDGING FOR
 D RESPONSIBILITY; VEHICLE CURRENTLY AT DLR PER CUSTOMER -I
 NSURANCE COMPANY HASD BEEN CALLED -INSURANCE COMPANY IS P

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
 MORE COMMENTS AVAILABLE LPREL10

*Accident occurred
 on 8/8/02
 Insurance Co. involved*

August 26, 2002

Ford Motor Company, Inc.
Customer Relationship Center
16800 Executive Drive
P.O. Box 6248
Dearborn, MI 48121

2 SEP 3 17:45
AIRS
TION

To Whom It May Concern:

1

I am writing to inform you of an accident that occurred on August 8, 2002 while I was driving our 2002 Ford Escape. This vehicle was purchased in December, 2001 from R.J. Foley Inc. in Shrewsbury, MA. At the time of the accident, the vehicle had been driven only about 6500 miles.

I was stopped at a traffic light on Longwood Avenue in Boston, MA and my wife and 7 month old daughter were in the back seat. There was a city bus in front of us and our vehicle was the second vehicle at the traffic light. My foot was on the brake and my vehicle was stopped. Before the light ever changed, I felt my vehicle moving forward and it suddenly accelerated. I then pressed on the brake as hard as I could, using both feet, but I was unable to stop my vehicle. My Ford Escape crashed into the back of the bus. The driver and passenger airbags deployed. I quickly put the vehicle into park, got out of the vehicle, and could hear the motor still racing.

There was front-end damage to the vehicle, but thankfully, except for minor cuts, bruises, and aches sustained by my wife and I, everyone was okay. My daughter was seen at the Emergency Room at Children's Hospital and released that day. Neither the bus driver nor the two passengers on the bus were injured.

The car was towed to Jack Madden Ford in Norwood, MA. On August 23, 2002, I talked with Mr. Al Brown of Jack Madden Ford and he said that he could not identify the problem. I propose that you take the car back to your factory where the engineering skills are much higher. Something in the engine made the car accelerate.

Up until August 8, 2002, we loved the Ford Escape and told our friends and family how much we enjoyed driving it. However, unless the cause of the problem is identified and fixed, I cannot accept the car back. Given the fact that the car accelerated when I had my foot on the brake, I cannot put my family at risk by driving this particular car.

Based on the above facts, I propose that Ford Motor Company 1) have some qualified technical people identify and remedy the acceleration problem or 2) give us an equivalent replacement or 3) give us a full refund.

I hope that you can appreciate my position and that you will give me a positive response very soon as I am incurring daily rental car expenses without my Ford Escape.

I can be reached by any of the following means:

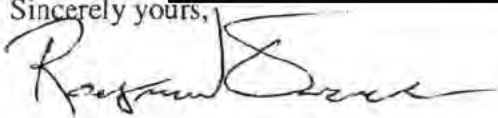
(address) [REDACTED]
West Roxbury, MA [REDACTED]

(email) [REDACTED]

(home phone) [REDACTED]

(work phone) [REDACTED]

Sincerely yours,



Raymond D. Orner

cc: R.J. Foley, Inc.
683 Hartford Tpke.
Shrewsbury, MA 01545

Jack Madden Ford, Inc.
825 Providence Highway
Norwood, MA 02062

==>

VIN: 1FMYU04102K [REDACTED] Year: 2002 Model: ESCAPE

Owner Status: SUBSEQUENT WSD: 12/13/01

Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 616862352 Day Ph: [REDACTED]

Symptom Desc: SURGE ACCELERATION HOT ENGINE

Reason Desc: LEGAL - ACCIDENT / FIRE

Dealer: JACK MADDEN FORD SALES INC

Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: PH PHONE Odometer Reading: 6500 MI

Analyst: SFLOURNO SANDRA FLOURNOY Document Number:
Action Date: 09/03/02 Action Data: Y Action Time: 17:27:13 EST

Origin Desc: US CONCERN CASE BASE

Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS

Comments: NSURANCE COMPANY HASD BEEN CALLED -INSURANCE COMPANY IS P
AYING FORTHE REPAIR -THERE IS A POLICE REPORT -CUST DOES
NOT HAVE THE NUMBER OF THE REPORT -THE REPORT IS FILED IN
THE CITY OF BOSTON -THE VEH CAN BE REPAIRED PER CUSTOME
R, DEALER SAYS: -DLRSHP CAN'T FIND A PROBLEM WITH THE VEH
-CAN'T PULL UP ANY CODES ON THE DIANOSTIC MACHINE CAC

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

MORE COMMENTS AVAILABLE

LPREL10

==>

VIN: 1FMYU04102K [REDACTED] Year: 2002 Model: ESCAPE
Owner Status: SUBSEQUENT WSD: 12/13/01
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: [REDACTED] Case: 616862352 Day Ph: [REDACTED]
Symptom Desc: SURGE ACCELERATION HOT ENGINE
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: JACK MADDEN FORD SALES INC
Issue Type: 07 LEGAL Issue Status: 0 OPEN
Comm Type: PH PHONE Odometer Reading: 6500 MI
Analyst: SFLOURNO SANDRA FLOURNOY Document Number:
Action Date: 09/03/02 Action Data: Y Action Time: 17:27:13 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: -CAN'T PULL UP ANY CODES ON THE DIANOSTIC MACHINE 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 CARRIE
R AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

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

LPREL10

==>

DEALER: F11067 JACK MADDEN FORD SALES INC
 Address: 825 PROVIDENCE P&A Code: 09130
 City: NORWOOD Sales Region: 11 BOSTON
 State/Prov: MA ZIP/Postal: 02062 Sales Zone: A
 Country: USA Trained: Y FCSD Region: 11 BOSTON
 Dlr Phone: 617 762 4200 Market: A1
 Svc Phone: 781 762 4200 Market Area:
 Svc Hours: 7:30 - 6:00 M-F, SAT HOURS 8:00 - 12:30
 Directions:

A

C POSITION	Employee Name
GENERAL MANAGER	MADDEN, JOHN P
PARTS & SERVICE DIRECTOR	MADDEN, BARRY T
PARTS MANAGER	BUTZE, WILLIAM P
SALES MANAGER	KINTNER, MICHAEL P

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return
 NO MORE RECORDS AVAILABLE LPREL10

*Kevin Christianson
 508-490-6156*

*Jeff
 Srvc Mgr.*

*781-828-5981
 Doug*

*~~Allen~~
 Allen
 Brown (Srvc. Mgr.)*

==>

VIN: 1FMYU04102K [REDACTED] Year: Model:
 Contract: of [REDACTED] Status:

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

Purchaser:
 Expiration Date:
 Expiration Miles:
 Plan Type:
 Plan Year:
 Selling Dealer:
 Rental:
 Deductible:
 Towing Allowance:
 Purchase Type:
 Options: [REDACTED]

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

Cancel Date: Process Date:
 Refund Percent: Dealer Received Date:
 Dealer Credited:

F1=Help F9=PrevContract F10=NextContract F11=Menu F12=Return
 NO ESP DATA FOUND LPREL10

==>

Name:

Address:

Address:

City:

WEST ROXBURY

Zip/Postal:

Home Phone:

Day Phone:

State/Prov: MA

Country: USA

A	VIN/	Year	Model/	Sale Type/
C	Owner Status		Previous Owner	Open Issues
-	-----	-----	-----	-----
	1FMYU04102K	2002	ESCAPE	Individual Rtl
	SUBSEQUENT			Y

F1=Help

F2=IssueList

F5=AddIssue

F7=Prev

F8=Next

F9=ESP

F10=WarrHistory

F11=Menu

F12=Return

F13=Recall/ONP

F14=SpecialCoverage

NO MORE RECORDS AVAILABLE

LPREL10

==>

VIN: 1FMYU04102K [REDACTED] Year: 2002 Model: ESCAPE
 WSD: 12/13/01 Build Date: 09/20/01

A	-----Campaign-----			Status	Dealer
C	Number	Type	Description	Status	Date
					Code
-	-	-	-	-	-

F1=Help F7=Prev F8=Next F11=Menu F12=Return
 NO DETAIL RECORDS AVAILABLE FOR THIS INQUIRY

LPREL10

Can't find claims for VIN Code

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 04-SEP-2002
Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
-----	--------	---------	---------	----------	------------	------------	----------	----------	---------	-----------	-----------	----------------	----------	-----	-----	-----	------	------	------	-----	-----	-----	----

Any comments? You can contact



webmaster

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: JFMYU04102K [REDACTED] Vch Line: T/M1 - ESCAPE (U204) [2001] Eng Serial No: 081512087
 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: B2369 Body Cab Style: T/WD - 4 DOOR WAGON 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: 20-SEP-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 4B2430 - *
 Country: CAN - ##### Selling Dir St/Prov: PQ
 Buyer St/Prov: PQ
 Arrival Date: 05-OCT-2001 Red Carpet Lease: *
 Sale Date: 13-DEC-2001 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 13-DEC-2001 Modified Vehicle: *
 Orig Warranty Date: 13-DEC-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0
 UD42KA4894910337 4 2 23RP050 FB HG, 469 63 563 2X5 5 B83ARN B20369B TL 223 D D 2 11
 FMY0Q3 P050 4 914CN 400A 63

PE12-019 001713 LP

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
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:	PNUPJ - SATIN SILVER C/C
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code:	0M11A30A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	* - [N/A]
Color(Trim):	000ZV -	Tire Manufacturer:	AP - CONTINENTAL
Delivery Type:	0	Tire Brand:	A308453 - CONTITRAC SUV 104T
Driveshaft Code:	D	Tire Size:	D3JUJ - P235/70R-16 OWL A-S
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	* - [N/A]	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

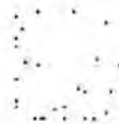
L.F:	A3084533401	RF:	A3084533401
LR:	A3084533401	RR:	A3084533401
LI:	*	RI:	*

SPARE: HY8A1R83401 **DOT Plant Manufacturer:** A3 - GENERAL TIRE & RUBBER CO ; MOUNT VERNON ; ILLINOIS ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/D - T/D
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	JDM
ESP Plan Year:	* Engine Family:	2FMXT0301F6
ESP Signature Date:		

Any comments? You can contact



webmaster





August 17, 2005

[REDACTED]
Orange, MA [REDACTED]

RE: 2004 Escape
VIN: 1FMCU94104K [REDACTED]

Dear [REDACTED]

This letter is in response to your correspondence regarding your call to the Customer Relationship Center on August 16, 2005.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. We regret not being able to assist you further; our review indicates that the previous determination is appropriate. Therefore, we will not make any adjustments or revisions to our earlier decision.

Thank you for the opportunity to consider your request.

Respectfully yours,

Valma Sanders
Consumer Affairs

Sent Via U.S. Mail

August 5, 2005

[REDACTED]
[REDACTED]
Orange, MA [REDACTED]

RE: 2004 Escape

VIN: 1FMCU94104K [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 Mathieu Ford Sales, Inc. 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,

Valma Sanders
Consumer Affairs



MATHIEU FORD SALES, Inc.
297 Central Street
Winchendon, MA 01475
Telephone: (978) 297-0001
Fax: (978) 297-0894



ORANGE

MA

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
08/02/05	04	FORD	ESCAPE	1FNCU94104R		52644	20258	0 0000
SERVICE DATE	NOTIFIED	SVC ADY	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	JMY RATE	
00/00/00	08/05/05	03	00/00/00 00:00		.00	01	08/05/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE			SILVER	1	
70328								

REPAIR LINE 01

CUST STATES ENGINE ACCELERATED BY ITSELF CAUSING CUSTOMER TO GO OVER A STONEWALL. REC TEST, NO CODES FOUND, RAN OASIS NOTHING FOUND. TEST DROVE MULTIPLE TIMBS COULD NOT VERIFY CONCERN.

BILL CODE - W UDB REPAIR CODE - W
UDB SVC DPT CODE - S

SUBLET REPAIR LINE 02

BROOKS TOWING

BILL CODE - W UDB REPAIR CODE - W
UDB SVC DPT CODE - S
SUBLET SUBLET M A

PAYMENT TYPE * 1

[Extremely faint and mostly illegible text, likely a receipt or invoice body]



QUALITY CARE

It may be your car,
but it's still our baby.



If you are happy let your neighbor know. If you are unhappy call our service representative at once.
Our Goal: "No unhappy customers."

THANK YOU

FOR BRINGING YOUR CAR TO MATHIEU FORD SALES, Inc.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Antifreeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

LABOR AMOUNT	.00
PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER FAY	.00
CUSTOMER PAY	.00



MATHIEU FORD SALES, INC.

297 CENTRAL STREET ROUTE 202
WINCHENDON, MA 01475
(978) 297-0001 FAX (978) 297-0894

FAX COVER SHEET

Number of Pages (including cover page) 2

Date 8-5-05 Time 3:30 pm

To Valma Sanders

Fax 1-313-845-5668

From Rick Paine

Special Instructions _____

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] MA [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
1FMCU94104K [REDACTED]	2004	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
		Open Issues Exist			

**OASIS RESULT:
1FMCU94104K [REDACTED]**

See bottom of the OASIS result for contact ID 08/04/2005
16:05:02

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2004 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 12/01/2003	BUILD DATE 08/11/2003	SALE MILEAGE 00089
--	---------------------------------	------------------------------

cudl_message

THIS VEHICLE HAS AN OPEN 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

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

06/08/2005

DEALER: Mathieu Ford Sales, Inc.

WARRANTY CLAIM NUMBER: 069316

ODOMETER: 018609M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1S7Z 7B164AA	PLT ASY-CLTCH IN SPL	003	7000F	01	BROKEN/CRACKED
1S7Z 7B164AB	PLT ASY-CLTCH IN SPL	003	7000F2		
2S7Z 7G120BB	CLY.ASSY-DIR INTM CL	001	7000A2		
F3RZ 7A098AA	SCREEN ASY - OIL PAN	001	7000AZJ		
F3RZ 7B164A	PLT ASY-CLTCH IN SPL	002	7000AXQ		
F3RZ 7B442A	PLATE-REAR CLUTCH DR	002	7000A		
F3RZ 7B442B	PLATE-REAR CLUTCH DR	003	7000A11		
F3RZ 7B442C	PLATE-REAR CLUTCH DR	004			
F3RZ 7B442D	PLATE-REAR CLUTCH DR	002			
F3RZ 7B442E	PLATE-REAR CLUTCH DR	006			
F6RZ 7B164A	PLT ASY-CLTCH IN SPL	004			
F7RZ 7153AA	GASKET TRANSMISSION	001			
F7RZ 7B164AA	PLT ASY-CLTCH IN SPL	002			

XT 2QDX		012			
YL8Z 7D034AA	BAND ASY TRANS INTER	001			

ELECTRONIC TRAN TEST NO CODES,REMOVED TRANSMISSION ASSEMBLY,DISASSEMBLED TRANSMISSION FOUND CLUTCHES BURNT AND DIRECT DRUM LEAKING AROUND WELD,REBUILT TRANSMISSION OVERHAUL VALVE BODY REASSEMBLED FLUSHED TORQUE CONVERTER,COOLER AND LINES.ROAD TEST OK.

04/21/2005

DEALER: Mathieu Ford Sales, Inc.

WARRANTY CLAIM NUMBER: 068506

ODOMETER: 016912M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5L8Z 7843400A	HANDLE ASY LIFT GATE	001	04C09C		

INSTALLED LATCH ROD AND SPRING

03/31/2005

DEALER: Mathieu Ford Sales, Inc.

WARRANTY CLAIM NUMBER: 068138

ODOMETER: 016000M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5L8Z 9A758AA	CABLE-ACC PEDAL TO C	001	04S25B		

INSTALLED ACCELERATOR CABLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMCU94104K [REDACTED]

*** ERROR *** could not find named value for: [countrycode]

USA

ESP / Recall Information

VIN: 1FMCU94104K [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	2005-03-31	09100USAF11470
04C09	SAFETY COMPLIANCE	LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT	CLOSE - REPAIRED	2005-04-21	09100USAF11470

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMCU94104K [REDACTED]	Veh Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-06]	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 N
Inv. Dealer: 09054	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: 11-AUG-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 111462 -*
 Country: USA - ##### Selling Dir St/Prov: MA
 Buyer St/Prov: MA

Arrival Date: 21-AUG-2003 Red Carpet Lease: *
 Sale Date: 01-DEC-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 01-DEC-2003 Modified Vehicle: *
 Orig Warranty Date: 01-DEC-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

U944KAS020310339P 4 2 24G1126 NG E 2M469 56 N 5B 285 5S4E3B2N 11B050E 3 TL 5B3C4 3 5 1
 1FMC0B0 600A 914MA 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): CY - DRVR PWR HEATED BLACK EXT MIRR
Axle Type: * - [N/A]	Mirror(PsngR Side): CY - PASS PWR HEATED BLACK EXT MIRR
Battery Amp Rating: A	Paint: PNUPI - SATIN SILVER C/C
Brake Code: * - [N/A]	Power Antenna: AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service): * - [N/A]	Radio: MJ - AM/FM STRO/CD CHANGER/CLK
Calibration Code: 3M11D30A	Sound System: AE - AUDIOPHILE SOUND SYSTEM
Color(Accent): * - [N/A]	Suspn Tandem Axle:
Color(Trim): 000ZH - EBONY	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_4532403 RF: A308_4532403
 LR: A308_4532403 RR: A308_4532403
 LI: * RI: *
 SPARE: T71SUBAH4902

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)	
1FMCU94104K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	11-AUG-2003	01-DEC-2003	111462	USA	17	*	*	*	*	*	*	*	16000	
AWS Claim Key:		4568127	Trx Code:		04S25	Labor Hrs:		0.4														
Dlr Cd-Sub Cd:		09100 - *	Name:		MATHIEU FORD SALES, INC.		Ph:	978-2970490		St:	MA	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	31-MAR-2005		Doc #:	06813801
Cust Comments:		RECALL 04S25																				
Tech Comments:		INSTALLED ACCELERATOR CABLE																				
1FMCU94104K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	11-AUG-2003	01-DEC-2003	111462	USA	17	*	*	*	*	*	*	*	16912	
AWS Claim Key:		4909604	Trx Code:		04C09	Labor Hrs:		0.5														
Dlr Cd-Sub Cd:		09100 - *	Name:		MATHIEU FORD SALES, INC.		Ph:	978-2970490		St:	MA	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	21-APR-2005		Doc #:	06850601
Cust Comments:		RECALL 04C09																				
Tech Comments:		INSTALLED LATCH ROD AND SPRING																				
1FMCU94104K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	11-AUG-2003	01-DEC-2003	111462	USA	19	3A02	070100	2S7Z	7G120	BB	P83	01	18609	
AWS Claim Key:		5683557	Trx Code:		E84	Labor Hrs:		15.8														
Dlr Cd-Sub Cd:		09100 - *	Name:		MATHIEU FORD SALES, INC.		Ph:	978-2970490		St:	MA	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	08-JUN-2005		Doc #:	06931601
Cust Comments:		CUST STATES WILL NOT GO INTO REVERSE,NO ACCELERATION IN DRIVE																				
Tech Comments:		ELECTRONIC TRAN TEST NO CODES,REMOVED TRANSMISSION ASSEMBLY,DISASSEMBLED TRANSMISSION FOUND CLUTCHES BURNT AND DIRECT DRUM LEAKING AROUND WELD,REBUILT TRANSMISSION OVERHAUL VALVE BODY REASSEMBLED FLUSHED TOURQUE CONVERTER,COOLER AND LINES.ROAD TEST OK.																				

VEHICLE DETAIL

VIN: 1FMCU94104K [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: 12/1/2003
 GCWR: Vehicle Build Date: 8/11/2003
 PEP Code: 600A

Selling Dealers Name: ATHOL FORDAND MERCURY
 Selling Dealers P & A Code: 02735 Selling Dealers Sales Code: F11462
 Selling Dealers Main Phone: 978-249-3531 Selling Dealers Service Phone: 978-249-3531

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 4 4 K A 5 0 2 0 3 1 0 3 3 9 P 4 2 2 4 G 1 1 2 6 N G E 2 M 4 6 9 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
 N 5 B 2 8 5 5 S 4 E 3 B 2 N 1 1 B 0 5 0 E 3 T L 5 B 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 C 0 B 0 6 0 0 A 9 1 4 M A 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
10-SDR	11-BOSTON	F	A1	09100	F11470

Dealer Name: MATHIEU FORD SALES INC
Dealer Address: 297 CENTRAL ST
 WINCHENDON MA 01475
Dealer Main Phone: 978-297-0490 **Dealer Service Phone:** 978-297-0001

Position	Employee Name
DEALER/PARTNER	TIGHE J MATHIEU
PARTS MANAGER	PAUL R DUPUIS
SALES MANAGER	JAMES T ROLLINS
SERVICE MANAGER	RICHARD S PAINE, JR



Customer Info

Customer: [REDACTED] Primary Phone: 718-239-0502 Secondary Phone: [REDACTED]
Address: [REDACTED] NY [REDACTED]
Country: USA Language: EN
Cell Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMYU93144K [REDACTED] Vch Line: T/M1 - ESCAPE (U204) [2001] Eng Serial No: *
Model Year: 2004 Market Derived: T/F - FORD DIVISION DERIVATIVE Body Shell: *
Veh Type: T Drive Code: T/F - 4 WHL L/H FULL TIME DRIVE Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer: 01924 Body Cab Style: T/WE - 5 DOOR LIGHT TRUCK Transmission: T/DJ - 4 SPD AUTO TRANS NAAO CD4E
Version/Series: T/EF - FORD SERIES

BUILD INFORMATION:

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

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 147010 -*
Country: USA - ##### Selling Dir St/Prov: KY
Buyer St/Prov: OH
Arrival Date: 26-JUN-2003 Red Carpet Lease: *
Sale Date: 30-AUG-2003 Fleet/Retail/Co. Lease: R
Warranty Start Date: 30-AUG-2003 Modified Vehicle: *
Orig Warranty Date: 30-AUG-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
U934KA191B6103 7P6 4 2 22E2101 IE E M469463 N63 2X5 5 4E3BBN 47A010E 2 TL N23C4 3 S 1
1FMY481 400A 914KY A

INSTALLED OPTION INFORMATION:

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

Brake Code: * -[N/A] Power Antenna: AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service): * -[N/A] Radio: FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code: 3M11D30A Sound System: AA -LESS UPGRADED SOUND SYSTEM
Color(Accent): * - [N/A] Suspn Tandem Axle:
Color(Trim): 000NC - MEDIUM/DARK FLINT Tire Brand: AP - CONTINENTAL
Delivery Type: 0 Tire Size: D3JUJ - P235/70R-16 OWL A-5
Driveshaft Code: D Traction Control: * - [N/A]
Front Seat: T/B - SEAT-INDIVIDUAL-L/B DRV/PASS Wheel Base:
Fuel Type: AF -UNLEADED FUEL CAPABILITY

TIRE DOT INFORMATION:

LF: A308_4531803 RF: A308_4531803
LR: A308_4531803 RR: A308_4531803
LI: * RI: *
SPARE: T715UBAH4702

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:

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)
-----	-----	------	-----	-------	------	-----	-----	--------	-------	------	-----	----	-----	----	-----	----	------	------	------	------	---------	--------	------	-----	-----	-----	--------	------	------	------	-----	----	-------------

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	13-NEW YORK	D	C2	03807	F13443

Dealer Name:	STAMFORD MOTORS INC				
Dealer Address:	212 MAGEE AVENUE STAMFORD CT 06902				
Dealer Main Phone:	203-357-0357	Dealer Service Phone:	203-357-0357		

Position	Employee Name
DEALER/PARTNER	RONALD KELLY
GENERAL MANAGER	DOMINIC FRANCHELLA
PARTS MANAGER	Douglas Post
SALES MANAGER	MILES E MOBIUS
SALES MANAGER	ROBERT A LOH
SALES MANAGER	SCOTT COHEN
SERVICE MANAGER	JOHN FINGAR

Service Hours	7:30 AM - 5:00 PM
Directions	
Trained	Y
Additional Information	LSG ENROLLED VMX-# 210-8390

Update an Issue

VIN: 1FMYU93144K [REDACTED] Year: 2004 Model: ESCAPE WSD: 2003-08-30
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] NY [REDACTED]

Case Number: [REDACTED] Issue Type: 07-LEGAL
Reason: LEGAL - ALLEGED - NON-SERIOUS INJURY
Symptom: SERVICE BRAKE INOP/INEFFECT FRONT AND REAR
Dealer: F13443 - STAMFORD MOTORS

Comm Type: OTHER Current Odometer Reading: 1 MI
Action Category: SEND ACKNOWLEDGEMENT Odometer Reading: 1 MI
Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER(K)

Caller information if different from vehicle owner

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

too much time has passed to address previous concern.
letter sent stating the same

Comments:

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



Consumer Affairs

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

*Sent via U.S. Mail

February 8, 2005

[REDACTED]
Bronx, NY [REDACTED]

RE: 2004 Ford Escape
VIN: 1FMYU93144K [REDACTED]

Dear [REDACTED]

This letter is in regards to the incident on October 7, 2003 in which your vehicle was involved.

Due to the length of time that has elapsed since the incident, we are unable to determine liability. Based on this information, we are unable to offer any assistance.

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

Respectfully yours,

Cassandra Jones
Consumer Affairs





Consumer Affairs

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

January 21, 2005

*Sent Via Mail

[REDACTED]
Glendale, NY [REDACTED]

Re: 2002 Ford Escape
VIN#-1FMCU04152K [REDACTED]

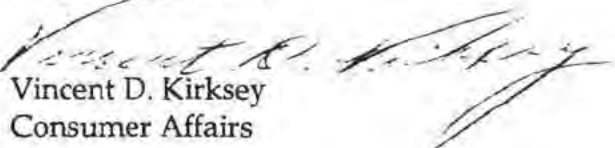
Dear [REDACTED]

Thank you for contacting us regarding your vehicle concerns.

We have reviewed your vehicle claim. Information provided by you indicated that the insurance company has already resolved the matter. Once the insurance company becomes involved we generally require them to file a subrogation claim against us, if they feel we are liable. Based on this information, we will not honor your request for assistance, and propose no further action. We ask that you re-contact your insurance carrier for possible assistance.

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

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



Customer Info

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



.. 1/21/2005

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FAHP55S33C[REDACTED]	2003	TAURUS No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
 1FMCU04162K[REDACTED]	2002	ESCAPE No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
 1FARP15J7RW[REDACTED]	1994	ESCORT No Open Issues	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	No Oasis No Warranty History
1FMCU04152K[REDACTED]	2002	ESCAPE Open Issues Exist	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History

VEHICLE DETAIL

VIN: 1FMCU04152K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: EBONY SOLID C/C
 Year: 2002 Calibration: 2M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 8/31/2002
 GCWR: Vehicle Build Date: 4/4/2002
 PEP Code: 430A

Selling Dealers Name: LA FRES FORD INC
 Selling Dealers P & A Code: 03610 Selling Dealers Sales Code: F13033
 Selling Dealers Main Phone: 718-417-4242 Selling Dealers Service Phone: 718-417-8093

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 C 9 9 6 0 6 1 0 3 3 7 6 4 1 0 7 C 9 9 0 0 4 C E 2 M 4 6 9 N 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 N 6 3 2 8 5 5 4 W 3 A 2 N 1 3 C 0 7 1 L 1 U A 5 B 3 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 C 5 V 0 4 3 0 A 9 1 4 N Y Y
 1 2 3 4 5 6 7 8 9 160



Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	13-NEW YORK	A	E1	03648	F13026

Dealer Name:	DI BLASI MOTORS INC		
Dealer Address:	112-21 NORTHERN BL CORONA NY 11368		
Dealer Main Phone:	718-898-6100	Dealer Service Phone:	718-898-6100

Position	Employee Name
DEALER/PARTNER	ROBERT G DIBLASI
GENERAL MANAGER	MARY ANN LATTKA
PARTS MANAGER	MARCELO CEPEDA
SALES MANAGER	DUANE ADAMS
SERVICE MANAGER	GERALD J BABCOCK

ESP / Recall Information

VIN: 1FMCU04152K [REDACTED]

No ESP Information for this VIN

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

Number	Type	Description	Status	Status Date	Dealer Code
02M01	CUST SAT PGM - MULTI REPAIR	TUBE-MOUNTED EGR PRESSURE SENSOR - ADDITIONAL COVERAGE OF 2 YRS/24,000 MILES - SEE BULLETIN 02M01 FOR 2002 2.0L ZETEC FOCUS' W/DASH MOUNTED EGR PRESSURE SENSOR	OPEN - LAUNCHED		
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-04-23	03648USAF13026
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 1/21/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMCU04152K [REDACTED]	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	352983087
Model Year:	2002	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	T	Drive Code:	T/F - 4 WHI. L/H FULL TIME DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer:	03614	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: 04-APR-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 113033 -*
Country: USA - ##### Selling Dir St/Prov: NY
Buyer St/Prov: NY

Arrival Date: 10-APR-2002 Red Carpet Lease: *
Sale Date: 31-AUG-2002 Fleet/Retail/Co. Lease: R
Warranty Start Date: 31-AUG-2002 Modified Vehicle: *
Orig Warranty Date: 31-AUG-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
U042NC9960610337 6 4 1 07C9900 4C E 2M169N63 N63 285 5 4W3A2N 13C071L 1 UA 5B3 4 3 5 1
1FMC5V0 430A 914NY Y 63

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	C
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Pasngr Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNUAA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	MJ - AM/FM STRO/CD CHANGER/CLK



1FMCU04152K [REDACTED]

1/21/2005

PE12-019 001745 LP

Calibration Code:	2M11A30A	Sound System:	AE -AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspa Tandem Axle:	
Color(Trim):	000ZH -	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_4531202 RF: A308_4531202
 LR: A308_4531202 RR: A308_4531202
 LI: * RI: *
 SPARE: HY8A1R81202

ESP INFORMATION: EMISSIONS INFORMATION:

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

Standard Claims List For Model Year 2002

VIN	VEH LINE	MKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLT CD	TRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)	
1FMCU04152K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-APR-2002	31-AUG-2002	113033	USA	1	6N01	010805	3L8Z	7810176	AAE	B66	34	871	
AWS Claim Key:		2760602	Trx Code:		2	Labor Hrs:		0.2														
Dir Cd-Sub Cd:		03610 - *	Name: LA FRES FORD INC			Ph: 718-4174242		St: NY	Ctry Cd:		USA	Reg Cd:	NA	Repr Date: 17-SEP-2002		Doc #: 10482701						
Cust Comments:		CUSTOMER STATES CHECK PASSAGER DOOR MOLDING WARPING CORNER TOP.CHECK AND REPORT.																				
Tech Comments:		I VERIFY CONCERN FOUND PASSAGER SIDE MOLDING WARP. REMOVE AND REPLACE MOLDING,																				
1FMCU04152K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-APR-2002	31-AUG-2002	113033	USA	2	7F02	011601	*	17528	*	W05	42	1900	
AWS Claim Key:		3017792	Trx Code:		2	Labor Hrs:		0.2														
Dir Cd-Sub Cd:		03610 - *	Name: LA FRES FORD INC			Ph: 718-4174242		St: NY	Ctry Cd:		USA	Reg Cd:	NA	Repr Date: 14-OCT-2002		Doc #: 10596901						
Cust Comments:		CUSTOMER STATES CHECK WIPERS NOT CLEANING FULLY CK REPORT.																				
Tech Comments:		INSPECT WIPER FOUND WIPER DEFECTIVE. REMOVE AND REPLACE WIPERS RECHECK OPERATION. I																				
1FMCU04152K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-APR-2002	31-AUG-2002	113033	USA	3	6H01	010702	*	5421456	*	G09	07	2578	
AWS Claim Key:		3347744	Trx Code:		2	Labor Hrs:		1														
Dir Cd-Sub Cd:		03610 - *	Name: LA FRES FORD INC			Ph: 718-4174242		St: NY	Ctry Cd:		USA	Reg Cd:	NA	Repr Date: 04-NOV-2002		Doc #: 10687201						
Cust Comments:		CUSTOMER STATES DRIVERS WINDOW WHEN I 2 WAY DOWN SQUEAKS GOING UP DOWN. R S WINDOW JUST RATTLES																				
Tech Comments:		I VERIFY COMPLAINTS. TIGHTENED TRACKS AND LUBED																				
1FMCU04152K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-APR-2002	31-AUG-2002	113033	USA	4	5V10	060601	YL8Z	2162	AA	N17	D1	3594	
AWS Claim Key:		3712752	Trx Code:		2	Labor Hrs:		0.2														
Dir Cd-Sub Cd:		03610 - *	Name: LA FRES FORD INC			Ph: 718-4174242		St: NY	Ctry Cd:		USA	Reg Cd:	NA	Repr Date: 07-DEC-2002		Doc #: 10815401						
Cust Comments:		CUSTOMER STATES BRAKES NOISEY. ALSO DON T HOLD WELL. SEEMS TO SLID IF BRAKING OVER 30 35MPH																				
Tech Comments:		VERIFY COMPLAINT. REPLACED CAP TO MASTER CYLINDER																				
1FMCU04152KC99606	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-APR-2002	31-AUG-2002	113033	USA	5	6H01	011103	*	7821410	*	G09	33	5095	

PE12-019 001747 LP



1FMCU04152K [REDACTED]



1/21/2005

AWS Claim Key:	4342585	Trx Code:	2	Labor Hrs:	0.5										
Dir Cd-Sub Cd:	03610 - *	Name:	LA FRES FORD INC	Ph:	718-4174242	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	27-JAN-2003	Doc #:	10981701
Cust Comments:	CUSTOMER STATES CHECK THE D SIDE WINDOW RATTLES WHEN I 2 WAY OPEN AND WINDOW SQUEEKS WHEN OPENED AND CLOSED														
Tech Comments:	1 VERIFIED CONCERN AND TIGHTENED WINDOW REGULATOR AS PER SSM 16282 CHECKED OPERATION OK CONCERN CORRECTED														
IFMCU04152K		T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-APR-2002	31-AUG-2002	113033	USA	10	6R07 110603 YL8Z 78043B13 UAA N57 01 9718
AWS Claim Key:	6253646	Trx Code:	2	Labor Hrs:	0.8										
Dir Cd-Sub Cd:	03610 - *	Name:	LA FRES FORD INC	Ph:	718-4174242	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	10-JUN-2003	Doc #:	11495201
Cust Comments:	CUSTOMER STATES STEERING WHEEL CRACKED														
Tech Comments:	VERIFY COMPLAINT, FINISH CRACKED REPLACE WHEEL ASM,														
IFMCU04152K		T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-APR-2002	31-AUG-2002	113033	USA	19	2E03 030403 YF1Z 9F715 AA D02 42 18077
AWS Claim Key:	9329122	Trx Code:	S07	Labor Hrs:	0.4										
Dir Cd-Sub Cd:	03610 - *	Name:	LA FRES FORD INC	Ph:	718-4174242	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	08-MAR-2004	Doc #:	123541A
Cust Comments:	CUSTOMER STATES VEHICLE CRANK NO START AFTER VEHICLE HAS BEEN DRIVEN AWHILE CHECK REPORT.														
Tech Comments:	PERFORMED DIAG TO VERIFY CONCERN FOUND IAC DEFECTIVE REMOVE AND REPLACE RECHECK OPERATION														
IFMCU04152K		T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-APR-2002	31-AUG-2002	113033	USA	21	1H03 030804 2M5Z 9J460 AA E29 42 19671
AWS Claim Key:	9871199	Trx Code:	S07	Labor Hrs:	0.4										
Dir Cd-Sub Cd:	03648 - *	Name:	DI BLASI MOTORS, INC.	Ph:	718-8986100	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	23-APR-2004	Doc #:	21418001
Cust Comments:	CUSTOMER STATES CHECK ENGINE LIGHT ON														
Tech Comments:	EEC TEST PCM CODE P0401 R+R DPFE AS PER 02M01														
IFMCU04152K		T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-APR-2002	31-AUG-2002	113033	USA	21	* * * * *
AWS Claim Key:	9871198	Trx Code:	04S13	Labor Hrs:	0.4										
Dir Cd-Sub Cd:	03648 - *	Name:	DI BLASI MOTORS, INC.	Ph:	718-8986100	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	23-APR-2004	Doc #:	21418002
Cust Comments:	RECALL 04S13 FOR POWERTRAIN CONTROL MODULE RE CALIBRATION.														
Tech Comments:	REPROGRAM PCM AS PER 04S13														
IFMCU04152K		T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	04-APR-2002	31-AUG-2002	113033	USA	23	5G02 040102 3L8Z 3078 AB N50 01 22878
AWS Claim Key:	10896398	Trx Code:	E84	Labor Hrs:	0.9										

PE12-019 001748 LP

IFMCU04152K

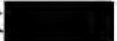
1/21/2005

Dir Cd-Sub Cd:	03648 - *	Name:	DI BLASI MOTORS, INC.	Ph:	718-8986100	St:	NY	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	12-JUL-2004	Doc #:	21645601
Cust Comments:	FROM RO 216429 FOR SUSPENSION NOISE FOUND LOWER CONTROL ARM BUSHING UNSEATED.														
Tech Comments:	ROAD TEST VEHICLE, WAS ABLE TO VERIFY CUSTOMER COMPLAINT CLUNK NOISE COMING FROM FRONT END, VISUALLY INSPECTED VEHICLE N														

PE12-019 001749 LP



1FMCU04152K



1/21/2005

All Action Details for Issue

[Print](#)

VIN: 1FMCU04152K [REDACTED] Year: 2002 Model: ESCAPE Case: 487242822
 Name: [REDACTED] Owner Status: Original 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

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 03648 DI BLASI MOTORS INC Origin Desc: US CONCERN CASE BASE
 Odometer: 25000 MI Comm Type: PHONE
 Analyst Name: GOMES AMANDA Analyst: AGOMES35
 Action Date: 01/20/2005 Action Time: 13.05.35.537 Action Data: Yes

Comments CUSTOMER SAID: CUST STATED:-THE VEH WAS INVOLVED IN A ACCIDENT JULY 15TH, 2004 AROUND 5PM -MY SON WAS DRIVING 25 MPH AND THE VEH JUST ACCELERATED AND WE HIT A WALL AND CAME TO A COMPLETE STOP -BOTH DRIVER AND PASSENGER AIR BAG DEPLOYED -THE FRONT OF THE VEH WAS DESTROYED -NO ONE SUFFERED INJURIES FROM THE ACCIDENT -A POLICE REPORT WAS NOT FILED CAUSE NO ONE ELSE WAS INVOLVED IN THE ACCIDENT -I CONTACTED MY INSURANCE COMPANY AND THE VEH WAS WRITTEN OFF -I PAID \$25 000 FOR THE VEH AND I GOT \$18 000 FROM MY INSURANCE-I RECEIVED A RECALL LETTER 04S25 3.0L LHD ACCELERATOR CABLE REPLACEMENT AND IT OUTLINES THE SAME THING WHAT WE WENT THROUGH -I FEEL THE ACCIDENT WAS DUE TO A MANUFACTURE DEFECT -THE VEH WAS AT THE DLR THE DAY BEFORE THE ACCIDENT AND EVERYTHING WAS FINE -I'M SEEKING THE DIFFERENCE FOR IN WHAT I PAID FOR THE VEH AND WHAT I RECEIVED FROM MY INSURANCE COMPANY 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: 03648 DI BLASI MOTORS INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 25000 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 01/21/2005 Action Time: 10.13.40.661 Action Data: No

Comments ***LPA COMMENTS***LPA ACKNOWLEDGES RECEIPT OF THE CUSTOMER'S CONTACT MADE TO THE CRC. THE CUSTOMER IS ALLEGING HIS SON WAS INVOLVED IN AN ACCIDENT BACK IN JULY OF 2004, WHICH THE VEHICLE SUDDENLY ACCELERATED FORWARD CAUSING HIS SON TO LOSE CONTROL HITTING A WALL. THE ENTIRE FRONT-END WAS SMASHED, BUT NO INJURIES WERE SUSTAINED. THE INSURANCE WAS CONTACTED, AND TOTALED THE VEHICLE, AND OFFERED A SETTLEMENT ON THE CLAIM, BUT IT DID NOT AMOUNT TO THE COST HE PAID FOR THE VEHICLE. *THE CUSTOMER BELIEVES HIS CONCERN WAS CAUSED BY RECALL-04S25, WHICH RELATES TO A DEFECTIVE ACCELERATOR CABLE AND IS SEEKING FMC PROVIDE HIM WITH THE DIFFERENCE ON HIS INSURANCE COMPANY SETTLEMENT.

Action: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED
 Dealer: 03648 DI BLASI MOTORS INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 25000 MI Comm Type: MAIL
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)




1/21/2005

Action Date: 01/21/2005

Action Time:
10.16.25.734

Action Data: No

Comments *LPA COMMENTS*****LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE CUSTOMER INDICATED THEIR INSURANCE COMPANY HAS ALREADY RESOLVED THE MATTER BY PAYING OFF THE VEHICLE. ONCE THE INSURANCE COMPANY BECOMES INVOLVED, WE GENERALLY REQUIRE THEM TO FILE A SUBROGATION CLAIM AGAINST US IF THEY FEEL WE ARE LIABLE FOR THE ACCIDENT. BASED ON THIS INFORMATION, WE WILL NOT PROVIDE ASSISTANCE IN THE MATTER, AND ASK THE CUSTOMER CONTINUES WORKING WITH HER INSURANCE CARRIER. NO FURTHER ACTION WILL BE TAKEN AT THIS TIME.

 1/21/2005



WILLIAMS



"Complete FORD Service in BEREA Since 1924"

739 FRONT STREET
BEREA, OHIO 44017

after
Ruth
313-845-
5668

PARTS SUB TOTAL		DEDUCTIBLE		
REPAIR NO.	PARTS ALLOWANCE	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REPAIR TOTAL

PHONE (440) 234-2770

HOURS
MONDAY - FRIDAY 7:00 AM - 5:30 PM
SATURDAY 8:00 AM - 4:00 PM

"Your Satisfaction is our only concern. If you have any questions regarding the bill, Please do not hesitate to ask our Service Personnel."

(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

INVOICE TO _____ DRIVER/OWNER INFORMATION --- INVOICE: W33463

BEREA OH _____ BEREA OH _____
HOME: _____ WORK: _____ HOME: _____ WORK: _____
FOR OFFICE USE VEHICLE INFORMATION

TAG: 0203 ADV: 429 BOND, BRE INVOICE: QUOTE MAR W IP VIN 1FMYU03193K _____ LICENSE NUMBER: OH _____
MFG: 802173 TAX RULES: YNNW INVOICED: 02/24/2005 09:32:41 03 FORD ESCAPE XLT FWD 4DR SPLITLY RED
ODOMETER IN: 49375 DIST: 1FA DATES INSERVICE: 111502 PRODUCTION: 091002 SOLD: 110604
DATES BEGIN: 02/21/05 DONE: 02/21/05

*** QUOTE AFTER FINAL BILL ***

CONCERN 51 04S25, ACCEL CABLE. OPERATION TECH HOURS AMOUNT
CAUSE 04S25 04S25B 116 .4 30.25
CORRECTION REPLACE ACCELL CABLE PER 04S25

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
FMC 5L8Z 9A758 AA			CABLE ASY - THROTTLE	1	11.11	11.11
PARTS: COUNT			ALLOWANCE:			4.44
FACTORY FP-5L8Z9A758AA			LINE AUTH BY 02/21/05 10:23			
REPAIR TYPE			PROGRAM 04S25			



INDICATORS - FRANCHISE: N
PARTS TOTAL 15.55
AB-MECHANICAL 30.25
CHARGE FOR CONCERN 45.80
GRAND TOTAL

SUMMARY OF CHARGES FOR INVOICE W33463		PAYMENT DISTRIBUTION FOR INVOICE W33463	
PARTS	15.55	TOTAL CHARGE	45.80
AB-MECHANICAL	30.25	FAC WARRANTY	45.80
TOTAL CHARGE	45.80		

IF YOU HAVE ANY QUESTIONS - PLEASE SEE BRETT W BOND
AS OF AUGUST 23, 2004 OUR NEW SERVICE OPERATION HOURS ARE MON-FRI 7:00
AM TO 6:00PM - SAT 8:00AM TO 4:00 PM. THANK YOU FOR YOUR ATTENTION AND
CONTINUED PATRONAGE.
REPRINTED 1 TIMES

PAGE 1
LAST PAGE

ON LINE COMPUTER INVOICING BY FORD
THIS FORM PRINTED BY FORD MOTOR CREDIT CORPORATION

CONFIRM COPY RECEIPT OF THE PARTS AND LABOR LISTED ABOVE: X

Allen Cutt

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

WRITTEN ESTIMATE ORAL ESTIMATE DO NOT REQUEST ESTIMATE

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for any liability in connection with the sale of said products.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

Thereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways elsewhere for the purpose of testing and/or inspection. An express mechanic is to be retained for the purpose of testing and/or inspection. An express mechanic is to be retained for the purpose of testing and/or inspection.

DEALER GENERAL MANAGER OR AUTHORIZED PERSON																						
5K MILE SERVICE	10K MILE SERVICE	15K MILE SERVICE	20K MILE SERVICE	25K MILE SERVICE	30K MILE SERVICE	LUBE	OIL & FILTER	SERVICE AUTO TRANS	SERVICE A/C	ROTATE TIRES	FLUSH COOLING SYSTEMS	TUNE UP 4 CYL	TUNE UP 6 CYL	TUNE UP 8 CYL	FUEL INJECTOR SVC	2 WHEEL ALIGNMENT	4 WHEEL ALIGNMENT	WHEEL BALANCE	WHEEL BEARING PACK	COMPUTER ANALYSIS	CHECK BRAKES	ADJUST BRAKES
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

CUSTOMER SIGNATURE

INSTRUCTIONS ON WORK TO BE DONE

51* PAY TYPE: W
04525, ACCEL DABLE.

TECH	OPERATION	TIME	CONDITION
16		4	

RO 33463 *TAG 0203* LIC: OH [REDACTED] SVC ADV: 428 BRETT W BUND
 03 **VIN: 1FMYU0317 3K [REDACTED]
 FORD ESCAPE
 XLT FWD 4DR SPTUTY
 LICENSE: OH [REDACTED] RED TR
 MFG CODE: 802173 SVC DLR: 802173 SLR:
 IN-SVC: 111502 SOLD: 110604 PROB: 0910
 ODOMETER: LAST: 44096 CURRENT: 493
 AVG PER DAY: PER MONTH:

HOME: [REDACTED]
WORK: [REDACTED]

EXTENDED SVC PLAN: TYPE: 870 NUMBER: USA 2004 72/75, DEDUCTIBLE: 100
 IN FORCE: Y MILEAGE: 75000 EXPIRES: 1115
 02/21/05 09:07
 ***PROMISED DATE: 02/21/05 TIME: 1500

FEB 24 2005 10:07

FEB 24 05 11:07a

ADV RD	LN	LP	TECH OPERATION	HOURS	SALE	LABOR COST	(%) - GROSS (%)	SALE	PARTS COST	(%) - GROSS (%)	LAB RATE	LAB RATIO
INVOICE LINES												
TOTAL RD:	1		1	10.00	900.00	203.50	696.50 77.39	.00	.00	.00 .00	90.00	
AVERAGE ADV	395	JAMES, JOHN B		10.00	900.00	203.50	696.50 77.39	.00	.00	.00 .00		
INVOICE LINES												
TOTAL RD:	3		3	9.10	503.12	200.68	302.44 60.11	295.12	200.91	94.21 31.92	55.29	.59
AVERAGE ADV	424	VOTAW, ANDREA R		3.03	167.71	66.89	100.82 60.12	98.37	66.97	31.40 31.92		
INVOICE LINES												
TOTAL RD:	131		131	288.80	19569.16	6281.62	13287.54 67.90	12931.35	7573.05	5358.20 41.44	67.76	.66
AVERAGE ADV	427	FULLMER, R. BRUC		2.20	149.38	47.95	101.43 67.90	98.71	57.81	40.90 41.43		
INVOICE LINES												
TOTAL RD:	123		123	287.20	17396.79	5696.74	11700.00 67.25	15101.94	8969.27	6132.71 40.61	60.57	.87
AVERAGE ADV	428	BOND, BRETT W		2.33	141.44	46.32	95.12 67.25	122.78	72.92	49.86 40.61		
INVOICE LINES												
TOTAL RD:	102		102	259.00	14663.72	5357.18	9306.54 63.47	9410.59	5790.99	3619.60 38.46	56.62	.64
AVERAGE ADV	429	WHITACRE, VICTOR		2.54	143.76	52.52	91.24 63.47	92.26	56.77	35.49 38.47		
GRAND TOTALS												
C CUSTOMERPAY	358		674	851.50	52948.35	17682.99	35265.36 66.60	37666.67	22484.87	15181.80 40.31	62.18	.71
F WHOLESALE	2		3	2.60	34.44	56.78	27.66 32.76	72.37	49.35	23.02 31.81	32.48	.86
TOTAL RD:	360		677	854.10	53032.79	17739.77	35293.02 66.55	37739.04	22534.22	15204.82 40.29	62.09	.71
C CUSTOMERPAY				2.38	147.90	49.39	98.51 66.61	105.21	62.91	42.40 40.30		
F WHOLESALE				1.30	42.22	28.39	13.83 32.76	36.19	24.68	11.51 31.80		
AVERAGE				2.37	147.31	49.28	98.03 66.55	104.83	62.59	42.28 40.29		

*****END PRINT

atten Ruth

313-845
5668

33463

JK



P.1

Sent Via U.S. Mail

February 23, 2005

[REDACTED]

Berea, OH [REDACTED]

Re: 2003 Ford Escape

VIN: 1FMYU03193K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2003 Escape.

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

We appreciate the opportunity to review your request.

Sincerely,

Ruth Davis
Consumer Affairs

Customer Info

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



2/16/2005

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU03193K [REDACTED]	2003	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Subsequent Owner	Oasis Warranty History
		Open Issues Exist			

[REDACTED]

2/16/2005

ESP / Recall Information

VIN: 1FMYU03193K [REDACTED]

Contract: 1 of 1

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

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

Status: Active
 Expiration Date: 2008-11-15
 Expiration Miles: 75,000
 Plan Year: 2004
 Purchase Type: N
 Options:

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

Cancel Date:
 Refund Percent:
 Dealer Credited:

Process Date:
 Dealer Received Date:

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

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

Number	Type	Description	Status	Status Date	Dealer Code
04S13	SAFETY RECALL	POWERTRAIN CONTROL MODULE RE-CALIBRATION	CLOSE - REPAIRED	2004-10-04	02173USAF44130
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	OPEN - LAUNCHED		

[REDACTED] 2/16/2005

STANDARD CLAIMS LIST

AWS Online Report

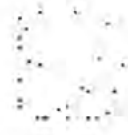
Run Date: 16-FEB-2005

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

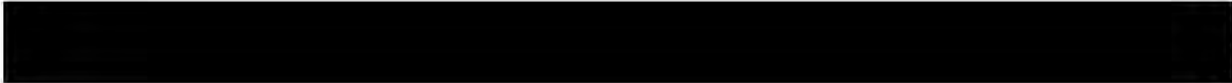
VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD	
1FMYU03193K [REDACTED]	M1	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	10-09-02	15-11-02	144121	USA	8	*	7D07	F4CZ	13466	A	S09	V77	L26	46	
AWS Claim Key:	1757553	Doc #:	019685C		Trx Code:		1	Labor Hrs:	4	Labor Cost:		30.48	Material Cost:	1.43	Total Cost:	31.91								
Dir Cd-Sub Cd:	02284-*	Name:	JOHN LANCE FORD				Ph:	440-8718600	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	09-JUL-2003	DIST (Mile):	4328						
Cust Comments:	CUSTOMER STATES DRIVERS REAR BRAKE LIGHT IS OUT																							
Tech Comments:	REPLACE TAIL LIGHT BULB																							
1FMYU03193K [REDACTED]	M1	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	10-09-02	15-11-02	144121	USA	10	*	7Q01	YL8Z	9C888	BB	S11	V41	A25	42	
AWS Claim Key:	2534950	Doc #:	023968B		Trx Code:		E83	Labor Hrs:	1.7	Labor Cost:		129.54	Material Cost:	188.59	Total Cost:	318.13								
Dir Cd-Sub Cd:	02284-*	Name:	JOHN LANCE FORD				Ph:	440-8718600	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	21-AUG-2003	DIST (Mile):	18444						
Cust Comments:	CUSTOMER STATES SPEED CONTROL IS INOPERATIVE																							
Tech Comments:	PERFORM ROAD TEST PID MONITOR PERFORM SPEED CONTROL SELF TEST PERFORM PIN POINT DIAG TO SPEED CONTROL SWITCH FAULTY REPLACED SPEED CONTROL SWITCH																							
1FMYU03193K [REDACTED]	M1	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	10-09-02	15-11-02	144121	USA	10	*	5G02	3L8Z	3078	AB	S05	V39	N50	42	
AWS Claim Key:	2534951	Doc #:	023968C		Trx Code:		E84	Labor Hrs:	.8	Labor Cost:		60.96	Material Cost:	107.23	Total Cost:	168.19								
Dir Cd-Sub Cd:	02284-*	Name:	JOHN LANCE FORD				Ph:	440-8718600	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	21-AUG-2003	DIST (Mile):	18444						
Cust Comments:	CUSTOMER STATES NOISE FRONT END AREA																							
Tech Comments:	REPLACED TWO LOWER BALL CONTROL ARMS																							
1FMYU03193K [REDACTED]	M1	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	10-09-02	15-11-02	144121	USA	23	*	*	*	*	*	SXX	V00	*	*	
AWS Claim Key:	7939738	Doc #:	02910251		Trx Code:		04S13	Labor Hrs:	4	Labor Cost:		30.25	Material Cost:	0	Total Cost:	30.25								
Dir Cd-Sub Cd:	02173-*	Name:	WILLIAMS MOTOR CO., INC.				Ph:	440-2342770	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	04-OCT-2004	DIST (Mile):	44096						
Cust Comments:	04S13 REFLASH PCM																							
Tech Comments:	RECALL REFLASH PCM PER RECALL																							

PE12-019 001760 LP

Any comments? You can contact



webmaster



Update This Information In Stars

		Dealer Detail			
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
44-PITTSBURGH	44-PITTSBURGH	I	D2	02173	F44130

Dealer Name:	WILLIAMS MOTOR CO., INC.	
Dealer Address:	739 FRONT STREET BEREA OH 44017	
Dealer Main Phone:	440-234-2770	Dealer Service Phone: 000-000-0000

Position	Employee Name
DEALER/PARTNER	SCOTT A HALL
GENERAL MANAGER	JAMES BARBAROTTA
PARTS MANAGER	STAN MARTIN
PARTS & SERVICE DIRECTOR	LEE GOLDMAN
SALES MANAGER	DENNIS MCGUINNESS
SALES MANAGER	JOHN RUPER
SALES MANAGER	DALE DAVIS

*SM
1/22/05*

*Ford
Mint
XRCSPORTS@aol.com*



2/16/2005

All Action Details for Issue

Print

VIN: 1FMYU03193K [REDACTED] Year: 2003 Model: ESCAPE Case: 1416570475
 Name [REDACTED] Owner Status: Subsequent WSD: 2002-11-15
 Symptom Desc: ENG SPEED-UP 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: 02173 WILLIAMS MOTOR CO., INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 53000 MI Comm Type: PHONE
 Analyst Name: DONALDS RICK Analyst: RDONAL13
 Action Date: 02/16/2005 Action Time: 11.34.16.633 Action Data: Yes

Comments CUSTOMER SAID: - LAST NIGHT WHILE DRIVING HOME SHE HAD AN ACCIDENT. - IT WAS 3:15 AM AND SHE WAS TRAVELLING SLOW BECAUSE IT WAS SNOWING AND SHE WAS TRAVELLING ON THE FREEWAY. - SHE WENT TO LET HER FOOT OFF OF THE ACCELERATOR AND THE VEH STILL TRAVELLING AT THE SAME RATE OF SPEED AND DID NOT SLOW DOWN UNTIL SHE HIT THE BRICK WALL. - THERE WAS NO INJURY. - THERE WAS NO OTHER VEHICLES INVOLVED AND THEREFORE SHE DID NOT CONTACT THE POLICE. - HAS NOT YET CONTACTED HER INSURANCE COMPANY. - IS AWARE OF THE RELATED RECALL BUT HAD NOT YET HAD THE PROGRAM PERFORMED AS OF YET. 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



2/16/2005

VIN FSA Details	
VIN:	1FMYU03193K [REDACTED]
FSA Status:	Launched
Brand:	FORD
Manufacturing Country:	USA

FSA Details	
00010104	2001-2003 ESCAPE - KCAP(10105 IS TRIBUTE ONLY)
00010252	3.0L LHD ACCELERATOR CABLE REPLACEMENT

Vehicle Details			
Model Year:	2003	Assembly Plant:	KANSAS CITY PLANT BUILD
Vehicle Line:	FORD ESCAPE / MAZDA TRIBUTE	Production Date:	10-Sep-2002
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	15-Nov-2002
Vehicle Type Description:	TRUCK	Sale Date:	15-Nov-2002
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:	BEREA	Phone #:	
State/Province:	Ohio	E-Mail:	
ZIP/Postal Code:	[REDACTED]		
Country:	UNITED STATES		
Owner Effective Date:	06-Dec-2004	Vendor Applied Date:	18-Dec-2004
Vendor Match Code Description:	4-NEITHER NAME OR ADDRESS MATC		
N&A Source:	POLK	GCamp Applied Date:	05-Jan-2005
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	-
Company Car:			
Original Owner			
Business Name:	[REDACTED]		



2/16/2005

Owner Name:	[REDACTED]		
Address 1:	[REDACTED]		
Address 2:	[REDACTED]		
Address 3:	[REDACTED]		
Address 4:	[REDACTED]		
City:	LAKWOOD		
State/Province:	Ohio	Phone #:	2165216153
ZIP/Postal Code:	[REDACTED]	E-Mail:	
Country:	UNITED STATES		
Owner Effective Date:	18-Nov-2002	Vendor Applied Date:	18-Nov-2002
N&A Source:	NAVIS	GCamp Applied Date:	30-Mar-2004
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	-
Company Car:			

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	02284	USA	F44121		John Lance Ford
Ship-To					NOT AVAILABLE
Stocking	02284	USA	F44121		John Lance Ford
Selling	02284	USA	F44121		John Lance Ford
FSA Details					
VIN: 1FMYU03193K [REDACTED]					
Local FSA: 04S13 - POWERTRAIN CONTROL MODULE RE-CALIBRATION			Global FSA: 00010104		

Hub: FORD NORTH AMERICA Country: UNITED STATES					
Segment / VIN Group(s):				Supplement Code:	
+ 0 - TARGETING SEGMENT				00- Original	
- BB - 2001-2003Escape V6-KCAP-Recal					
P&A Code	GEO Sales	Responsible Dealer		Sub Code	Description
02284	USA	Sales Code	F44121		John Lance Ford
Eligibility Indicators					
Type	Indicator		Updated		
Repair Eligibility	N		09-Oct-2004		
Display Eligibility	N		09-Oct-2004		
Original Mail Eligibility	N		09-Oct-2004		
Follow up Mail	N		09-Oct-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	

2/16/2005

EXTERNAL NAME AND ADDRESS APPLIED 30-Mar-2004

Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
CLOSE - REPAIRED	09-Oct-2004	04-Oct-2004	UNITED STATES	02173USAF44130	029102	B	30.25 GACES

VIN/FSA Vehicle Status			
Description	Reason	Date	
CLOSE - REPAIRED	Close	09-Oct-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: OWNER LETTER
 Release Date: 16-Apr-2004
 Mail Date: 21-Apr-2004 to 23-Apr-2004
 Restricted Address: No
 Address: [REDACTED]
 LAKEWOOD, OH
 [REDACTED] UNITED STATES
 Resp. Dealer: 02284USAF44121-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 05-Sep-2003
 Note:

Local FSA:04S13-□POWERTRAIN CONTROL MODULE RE... Global FSA:00010104

Release: FPOSTCARD
 Release Date: 29-Jul-2004
 Mail Date: 02-Aug-2004 to 02-Aug-2004
 Restricted Address: No
 Address: [REDACTED]
 LAKEWOOD, OH
 [REDACTED] UNITED STATES
 Resp. Dealer: 02284USAF44121-
 Fleet Acct:
 Fleet Mgmt Loc:
 N&A Source: POLK
 Owner Effective Date: 05-Sep-2003
 Note:

VIN: 1FMYU03193K [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:	
+ D - TARGETING SEGMENT - AA - 02-04 Escape 3.0L LHD			00- Original	
P&A Code	GEO Sales	Responsible Dealer Sales Code	Sub Code	Description
02284	USA	F44121		John Lance 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
Repair				
Status	System Date	Repair Date	Country	Dealer Code
VIN/FSA Vehicle Status				
Description	Reason	Date		
OPEN - LAUNCHED	Open	07-Dec-2004		
Confirmed		07-Dec-2004		
VIN FSA Mail History				
Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP...		Global FSA:00010252		
Release:	OWNER LETTER			
Release Date:	10-Jan-2005			
Mail Date:				
Restricted Address:	No			
Address:	[REDACTED]			
	BEREA, OH			
	[REDACTED] UNITED STATES			
Resp. Dealer:	02284USAF44121-			
Fleet Acct:				
Fleet Mgmt Loc:				
N&A Source:	POLK			
Owner Effective Date:	06-Dec-2004			
Note:				


FSA Counts



2/16/2005

FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
SAFETY RECALL	1		2
Total	1		2

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2/16/2005

PE12-019 001768 LP



Sent Via U.S. Mail

January 20, 2005

[REDACTED]
[REDACTED]
Natrona Heights, PA [REDACTED]

Re: 2002 Ford Escape
VIN: 1FMYU02192K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2002 Escape.

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

We appreciate the opportunity to review your request.

Sincerely,

Ruth Davis
Consumer Affairs

Customer Info

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

[REDACTED] 1/20/2005

Vehicle List					
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU02192K0	2002	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis
		Open Issues Exist			Warranty History
3FALP15P9VR1	1997	ESCORT	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis
		No Open Issues			Warranty History

ESP / Recall Information

VIN: 1FMYU02192K [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	2004-04-15	07320USAF44475
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2004-12-21	07320USAF44475

[REDACTED] 1/20/2005

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	07320	F44475

Dealer Name: CHARAPP FORD NORTH
 Dealer Address: 110 ROUTE 908
 NATRONA HEIGHTS PA 15065
 Dealer Main Phone: ~~724~~ 412-294-2000 Dealer Service Phone: ~~724~~ 412-294-2000

Position	Employee Name
DEALER/PARTNER	RONALD J CHARAPP
GENERAL MANAGER	RICHARD WIRTH
PARTS MANAGER	RICHARD ZIMMERMAN
PARTS & SERVICE DIRECTOR	EDWARD F FORNATARO
SALES MANAGER	JEFFREY S REYNOLDS
SALES MANAGER	JAMES ACTON
SALES MANAGER	MARK S TOMEO
SALES MANAGER	JONATHON MCMEANS
SALES MANAGER	Jim Matthes

1/20/2005

All Action Details for Issue

[Print](#)

VIN: 1FMYU02192K [REDACTED] Year: 2002 Model: ESCAPE Case: 322363554
 Name: [REDACTED] Owner Status: Original WSD: 2002-07-06
 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: 07320 CHARAPP FORD NORTH Origin Desc: US CONCERN CASE BASE
 Odometer: 24691 MI Comm Type: PHONE
 Analyst Name: YOUNG AMANDA ROSE Analyst: AYOUNG75
 Action Date: 01/19/2005 Action Time: 17.15.47.545 Action Data: Yes

Comments CUSTOMER SAID: - CUST CALLED PREVIOUSLY IN REGARDS TO ISSUE - DETAILS OF ACCIDENT AND CONCERN IS DOCUMENTED IN CONTACT 12/20/04- CUST RECEIVED RECALL NOTICE FOR ACCELERATOR PEDAL- CUST TOOK TO DLR AND THEY STATED THAT THE PART WERE NOT AVAIL - FEW DAYS LATER CUST GOT INTO AN ACCIDENT DUE TO THIS RECALL - CUST SEEKING TO HAVE VEH REPAIRED BY FORD- CUST HAS NOT RECEIVED CONTACT FROM LEGAL IN REGARDS TO ISSUE - CUST SEEKING STATUS OF LEGAL CONTACTDEALER 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.- CSR ADVISED CUST AS ABOVE- CUST REQUESTING TO BE CONTACTED ON DAY NUMBER —AS PER LCSR RATNA, THIS SCRIPT SHOULD HAVE ORIGINALLY BEEN FORWARDED AS A LEGAL CONTACT FROM 12/20/04- CSR IS NOW COMPLETING THE CORRECT SCRIPT

Data Element Name	Data Value
FIRE/ACCIDENT	A

1/20/2005

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 20-JAN-2005

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
IFMYU02192K [REDACTED]	M1		T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	03-01-02	06-07-02 144466	USA	12	*	5V10	YL8Z	2162	AA	S10	V21	L63	42
AWS Claim Key:		6340502	Doc #: 062185C		Trx Code:		2	Labor Hrs:		.1	Labor Cost:		6.31	Material Cost:		11.41	Total Cost:		17.72				
Dir Cd-Sub Cd:		07414-*	Name: GLENN BUSH FORD, INC.		Ph:		724-4784113	St: PA		Ctry Cd: USA	Reg Cd: NA		Repr Date: 27-JUN-2003		DIST (Mile): 10778								
Cust Comments:		MASTER CYLINDER CAP IS LEAKING																					
Tech Comments:		REMOVE AND REPLACE THE MASTER CYLINDER RESEVOIR CAP																					
IFMYU02192K [REDACTED]	M1		T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	03-01-02	06-07-02 144466	USA	13	*	1H03	2F1Z	9J460	AA	S11	V44	E29	42
AWS Claim Key:		6800958	Doc #: 134222A		Trx Code:		S07	Labor Hrs:		.3	Labor Cost:		18.18	Material Cost:		42.59	Total Cost:		60.77				
Dir Cd-Sub Cd:		07320-*	Name: CHARAPP FORD NORTH		Ph:		724-2942000	St: PA		Ctry Cd: USA	Reg Cd: NA		Repr Date: 28-JUL-2003		DIST (Mile): 11781								
Cust Comments:		CHECK ENGINE LIGHT ON																					
Tech Comments:		VERIFIED LIGHT ON ,PERFORMED EEC TEST ,REPLACED DPFE SENSOR,ROAD TEST																					
IFMYU02192K [REDACTED]	M1		T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	03-01-02	06-07-02 144466	USA	13	*	1F06	1L8Z	8A080	BB	S09	V83	G29	42
AWS Claim Key:		6741859	Doc #: 134222B		Trx Code:		E84	Labor Hrs:		.5	Labor Cost:		30.3	Material Cost:		51.55	Total Cost:		81.85				
Dir Cd-Sub Cd:		07320-*	Name: CHARAPP FORD NORTH		Ph:		724-2942000	St: PA		Ctry Cd: USA	Reg Cd: NA		Repr Date: 28-JUL-2003		DIST (Mile): 11781								
Cust Comments:		COOLANT LIGHT COMES ON																					
Tech Comments:		VERIFIED LOW COOLANT LIGHT ON,BOTTLE FULL,FOUND FLOAT STUCK,REPLACED COOLANT BOTTLE,RECHECKED																					
IFMYU02192K [REDACTED]	M1		T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	03-01-02	06-07-02 144466	USA	22	*	*	*	*	*	SXX	V00	*	*
AWS Claim Key:		9792307	Doc #: 140352A		Trx Code:		04S13	Labor Hrs:		.4	Labor Cost:		24.24	Material Cost:		0	Total Cost:		24.24				
Dir Cd-Sub Cd:		07320-*	Name: CHARAPP FORD NORTH		Ph:		724-2942000	St: PA		Ctry Cd: USA	Reg Cd: NA		Repr Date: 15-APR-2004		DIST (Mile): 18334								
Cust Comments:		CUSTOMER REQUESTS RECALL PERFORMED																					
Tech Comments:		RECALIBRATE PCM PER RECALL																					
IFMYU02192K [REDACTED]	M1		T/M	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	03-01-	06-07-02 144466	USA	26	*	6R01	YL8Z	7861202	BAA	S08	V05	S38	42

PE12-019 001776 LP

02
 AWS Claim Key: 11250415 Doc #: 070903A Trx Code: E84 Labor Hrs: 6 Labor Cost: 38.72 Material Cost: 45.65 Total Cost: 84.37
 Dir Cd-Sub Cd: 07414-* Name: GLENN BUSH FORD, INC. Ph: 724-4784113 St: PA Ctry Cd: USA Reg Cd: NA Repr Date: 13-AUG-2004 DIST (Mile): 21721
 Cust Comments: INSTALL SO PART
 Tech Comments: REMOVE AND REPLACE THE SEAT BELT TENSIONER

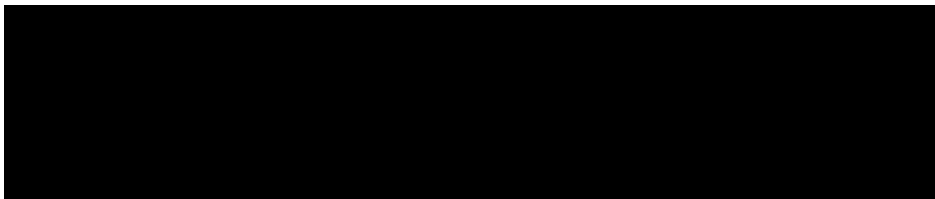
IFMYU02192K [REDACTED] M1 T/M T/F T/WE T/EF T/F AJ T/DJ T/LD 03-01-02 06-07-02 144466 USA 26 * 7S22 F2UZ 14526 N S11 V47 P01 46
 AWS Claim Key: 11333538 Doc #: 143474A Trx Code: S07 Labor Hrs: 1.3 Labor Cost: 80.49 Material Cost: 1.44 Total Cost: 81.93
 Dir Cd-Sub Cd: 07320-* Name: CHARAPP FORD NORTH Ph: 724-2942000 St: PA Ctry Cd: USA Reg Cd: NA Repr Date: 23-AUG-2004 DIST (Mile): 22152
 Cust Comments: WONT COME OUT OF PARK
 Tech Comments: VERIFIED CONCERN, PERFORMED EEC TEST B1352, IGNITION KEY CIRCUIT MALFUNCTION, MONITORED PIDS, WONT COMMUNICATE, PERFORMED PINPOINT TEST, FOUND FUSE BLOWN, CHECKED CIRCUIT, OHM TESTED, OK, CONTINUITY TEST, OK, RECHECKED, OK

IFMYU02192K [REDACTED] M1 T/M T/F T/WE T/EF T/F AJ T/DJ T/LD 03-01-02 06-07-02 144466 USA 30 * * * * SXX V00 * *
 AWS Claim Key: 12317201 Doc #: 146155A Trx Code: 04S25 Labor Hrs: 4 Labor Cost: 24.77 Material Cost: 14.81 Total Cost: 39.58
 Dir Cd-Sub Cd: 07320-* Name: CHARAPP FORD NORTH Ph: 724-2942000 St: PA Ctry Cd: USA Reg Cd: NA Repr Date: 21-DEC-2004 DIST (Mile): 24691
 Cust Comments: CUSTOMER REQUESTS RECALL PERFORMED
 Tech Comments: REPLACED ACCELERATOR CABLE PER RECALL

Any comments? You can contact



webmaster





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 LIBERTY Ford P&A 01678 Region & State PITTSBURGH, Ohio

Contact Person [REDACTED] Phone # [REDACTED]

CUSTOMER/VEHICLE INFORMATION:

New or Used NEW WSD _____ Year/Model 2003 ESCAPE

VIN 1FMYUD31X3K [REDACTED] Mileage 72442

Customer Name [REDACTED]

Address [REDACTED]

City CLEVELAND County CUYAHOGA State OHIO Zip code [REDACTED]

Home Phone [REDACTED] Work Phone [REDACTED]

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 2 ACCIDENTS / UNSURE OF DATE

Is customer alleging a component defect caused the incident? Y/N If yes, what type & details THROTTLE SPEEDS UP

Was a police report filed? Y/N If yes, where NOT SURE

Has the Insurance Company been contacted? Y/N What did the insurance company advise? NOT SURE

Owner's Insurance Company NOT SURE Agent's Name _____

Insurance Company Phone Number (_____) _____

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

City _____ State _____ Zip _____

RESOLUTION that CUSTOMER is SEEKING:

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

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

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

Sent Via U.S. Mail

December 2, 2004

[REDACTED]
[REDACTED]
Mayfield Heights, OH [REDACTED]

Re: 2003 Ford Escape
VIN: 1FMYU031X3K [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 2003 Escape.

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

We appreciate the opportunity to review your request.

Sincerely,

Ruth Davis
Consumer Affairs

BEGINNING OF CONTACT
11/30/2004

VOICE OF THE CUSTOMER TRACKING SYSTEM

14.52.03

REGION: 44 PITTSBURGH OGC ISSUE CASE NBR: 0650923344
VIN: 1FMYU031X3K [REDACTED] ZONE: D2 OPENED: 11/29/2004
ENGINE: 1 VEH TYPE: T CLOSED: 11/29/2004

LAST NAME: [REDACTED] FIRST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED]
CITY: MAYFIELD HEIGHTS STATE: OH ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2003 MODEL: ESCAPE XLT 4X2 4-DR
MILEAGE: 70000
DEALER NAME: LIBERTY FORD, INC. SALES CODE: F44613 P & A: 01678
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE
SYMPTOMS: 612693 SURGE AT CRUISE ALL ENGINE TEMP

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION; PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: DMANJOO1 MANJOO DEREK

DATE: 11/29/2004 TIME: 18.04.51:
ACTION DATA/COMMENTS:

CUSTOMER SAID: -CUST HAD TWO ACCIDENTS WITH THE TRUCK -1ST ACCIDENT WAS ON NOVEMBER 17TH AND 2ND WAS ON NOVEMBER 20TH -THE 1ST ACCIDENT THE VEH ACCELERATED ON ITS OWN INTO THE GUARD RAIL -THE 2ND ACCIDENT THE VEH ACCELERATED ON ITS OWN INTO A FENCE -BOTH TIMES THE ACCIDENT HAPPENED AFTER EXITING AN EXIT -CUST HAS CONTACTED HER INSURANCE COMPANY HOWEVER THERE IS NO INSURANCE CLAIM NUMBER -THERE IS NO POLICE REPORT NUMBER -NO PERSONAL INJURY OR FIRE -CUST HAS TAKEN VEH FOR DIAGNOSTICS TO LIBERTY FORD AND CUST SPOKE TO AMY SHARPES S/A WHO SAID THERE WAS NOTHING FOUND WRONG WITH THE VEH AND WE WILL NOT BE ABLE TO PERFORM FURTHER TESTING BECAUSE THEY CANNOT GET HOOD OPEN AND THE FRONT DRIVERS RIM IS CRACKED -CUST IS AFRAID OF DRIVING THE TRUCK NOW -VEH IS LOCATED WITH THE CUSTOMER CURRENTLY AND IS NOT REPAIRED DEALER SAID: AMY SHARPES S/A WHO SAID THERE WAS NOTHING FOUND WRONG WITH THE VEH AND WE WILL NOT BE ABLE TO PERFORM FURTHER TESTING BECAUSE THEY CANNOT GET HOOD OPEN AND THE FRONT DRIVERS RIM IS CRACKED LIBERTY FORD OF MAPLE HEIGHTS 44137 TEL: (216) 332-7755 CRC ADVISE D: I WILL FORWARD THIS INFORMATION TO THE FORD OGC DEPARTMENT. YOU WILL BE CONTACTED WITHIN 3-5 BUSINESS DAYS.

Now inquiry - property damage

All Action Details for Issue

Print

VIN: 1FMYU031X3H [REDACTED] Year: 2003 Model: ESCAPE Case: 650923344
 Name: [REDACTED] Owner Status: Original WSD: 2003-03-01
 Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT & PERSONAL/PROPERTY DAMAGE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: OPEN

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Dealer: 01678 LIBERTY FORD, INC. PREVENTION-FD
 Odometer: 70000 MI Comm Type: MAIL
 Analyst Name: ANDREA HOUSLEY Analyst: AHOUSLE1
 (AHOUSLE1)
 Action Date: 12/01/2004 Action Time: 14.00.05.508 Action Data: No

Comments *****PRODUCT LIABILITY*****CASE REC'D 12/01/04 FROM OGC. CUST.
 ALLEGES VEHICLE SURGED TWICE IN 3 DAYS AND BOTH TIMES SHE HIT OTHER OBJECTS. CUSTOMER
 REQUESTS CONTACT FROM FORD REPRESENTATIVE.

12/1/2004




Customer Info

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

[REDACTED]

... 12/1/2004

Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1FMYU031X3K [REDACTED]	2003 ESCAPE Open Issues Exist	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	Oasis Warranty History
 1FAFP55U4Y [REDACTED]	2000 TAURUS No Open Issues	RCL LEASED TO AN INDIVIDUAL	Original Owner	Oasis Warranty History
 1FAFP6630WK [REDACTED]	1998 CONTOUR No Open Issues	RCL LEASED TO INDIV UNDER A, X OR Z PLAN	Original Owner	Oasis Warranty History
 1FALP653XTK [REDACTED]	1996 CONTOUR No Open Issues	RCL LEASED TO INDIV UNDER A, X OR Z PLAN	Original Owner	Oasis Warranty History



12/1/2004

ESP / Recall Information

VIN: 1FMYU031X3K [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	2004-09-08	02204USAF44010

[REDACTED] 12/1/2004

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
44-PITTSBURGH	44-PITTSBURGH	I	D2	01678	F44613
Dealer Name:		LIBERTY FORD, INC.			
Dealer Address:		5500 WARRENSVILLE CENTER ROAD MAPLE HEIGHTS OH 44137			
Dealer Main Phone:		216-662-3673	Dealer Service Phone:		216-662-3673

Position	Employee Name
DEALER/PARTNER	BRAD DAUGHERTY
GENERAL MANAGER	CHARLES W STURGILL
PARTS MANAGER	RICHARD E CLARK
SALES MANAGER	RANDALL L SHAW
SALES MANAGER	FRED HAZLETT
SALES MANAGER	GERALD H JOLLAR
SERVICE MANAGER	MARK A SINEGAR

12/1/2004

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 01-DEC-2004

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

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD		
1FMYU031X3K [REDACTED]	M1	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	28-08-02	01-03-03	144613	USA	0	*	7A01	BXT	40	R	S11	V43	D02	42		
AWS Claim Key:	505346	Doc #:	115721A		Trx Code:		1	Labor Hrs:	1.6	Labor Cost:		111.2	Material Cost:	94.61	Total Cost:	205.81									
Dir Cd-Sub Cd:	01678-*	Name:	LIBERTY FORD, INC.				Ph:	216-6623673	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	30-JAN-2003	DIST(Mile):	2							
Cust Comments:	WILL NOT START																								
Tech Comments:	CHECK AND REPLACE BATTERY AND CLEAN PLUGS																								

1FMYU031X3K [REDACTED]	M1	T/M1	T/F	*	T/EF	T/A	AJ	T/DJ	T/LD	28-08-02	01-03-03	144613	USA	19	*	*	*	*	SXX	V00	*	*		
AWS Claim Key:	7517796	Doc #:	165658B		Trx Code:		04S13	Labor Hrs:	.4	Labor Cost:		29.4	Material Cost:	0	Total Cost:	29.4								
Dir Cd-Sub Cd:	02204-*	Name:	MARSHALL FORD				Ph:	440-4491000	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	08-SEP-2004	DIST(Mile):	60908						
Cust Comments:	RECALL 04S13 POWERTRAIN CONTROL MODULE RECALIBRATION																							
Tech Comments:	60908 RECAL PCM 4X4 RECAL PCM FOR RECAL 04S13																							

Any comments? You can contact



webmaster

All Action Details for Issue

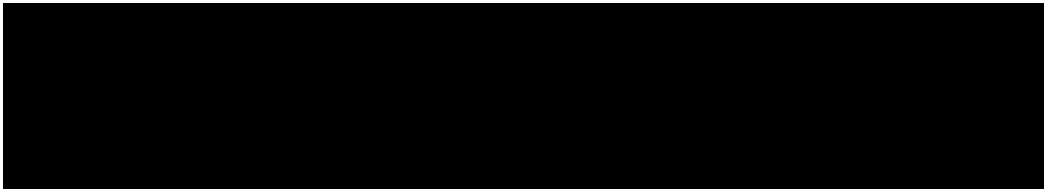
[Print](#)

VIN: 1FMYU031X3K [REDACTED]	Year: 2003	Model: ESCAPE	Case: 650923344
Name: [REDACTED]	Owner Status: Original	WSD: 2003-03-01	
Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT / FIRE		Secondary Phone: [REDACTED]	
Issue Type: 10 OGC	Issue Status: CLOSED		

Action: CONTACT ADVANCED TO OGC		Origin Desc: US CONCERN CASE BASE
Dealer: 01678 LIBERTY FORD, INC.		
Odometer: 70000 MI	Comm Type: PHONE	
Analyst Name: MANJOO DEREK	Analyst: DMANJOO1	
Action Date: 11/29/2004	Action Time: 18.04.51.978	Action Data: No

Comments CUSTOMER SAID: -CUST HAD TWO ACCIDENTS WITH THE TRUCK -1ST ACCIDENT WAS ON NOVEMBER 17TH AND 2ND WAS ON NOVEMBER 20TH -THE 1ST ACCIDENT THE VEH ACCELERATED ON ITS OWN INTO THE GUARD RAIL -THE 2ND ACCIDENT THE VEH ACCELERATED ON ITS OWN INTO A FENCE -BOTH TIMES THE ACCIDENT HAPPENED AFTER EXITING AN EXIT -CUST HAS CONTACTED HER INSURANCE COMPANY HOWEVER THERE IS NO INSURANCE CLAIM NUMBER -THERE IS NO POLICE REPORT NUMBER -NO PERSONAL INJURY OR FIRE -CUST HAS TAKEN VEH FOR DIAGNOSTICS TO LIBERTY FORD AND CUST SPOKE TO AMY SHARPES S/A WHO SAID THERE WAS NOTHING FOUND WRONG WITH THE VEH AND WE WILL NOT BE ABLE TO PERFORM FURTHUR TESTING BECAUSE THEY CANNOT GET HOOD OPEN AND THE FRONT DRIVERS RIM IS CRACKED -CUST IS AFRAID OF DRIVING THE TRUCK NOW -VEH IS LOCATED WITH THE CUST CURRENTLY AND IS NOT REPAIRED DEALER SAID: AMY SHARPES S/A WHO SAID THERE WAS NOTHING FOUND WRONG WITH THE VEH AND WE WILL NOT BE ABLE TO PERFORM FURTHUR TESTING BECAUSE THEY CANNOT GET HOOD OPEN AND THE FRONT DRIVERS RIM IS CRACKED LIBERTY FORD OF MAPLE HEIGHTS 44137 TEL: (216) 332-7755 CRC ADVISED: I WILL FORWARD THIS INFORMATION TO THE FORD OGC DEPARTMENT. YOU WILL BE CONTACTED WITHIN 3-5 BUSINESS DAYS.

[REDACTED] 12/1/2004





Consumer Affairs

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

*Sent Via Mail

May 25, 2004

[REDACTED]

Point Pleasant, NJ ([REDACTED])

Re: 2003 Ford Escape
VIN#-1FMYU93173K [REDACTED]

Dear [REDACTED]

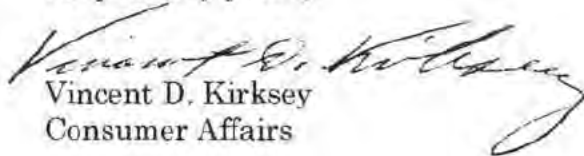
Thank you for contacting us regarding your vehicle concern.

We have reviewed your vehicle concern. Information provided by the dealership indicated they were unable to verify that a manufacturer's defect caused your accident. Therefore, we will be unable to provide assistance in the matter, and propose no further action.

A situation such as this is, normally handled by your insurance carrier. We asked that you follow the direction of their insurance carrier. If they determine that there is manufacturer liability, they have the right to file a subrogation claim against Ford Motor Company in order to pursue the matter.

We regret that our decision could not be more favorable.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Thursday, May 20, 2004 8:45 AM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review


Dealership Name: PLAZA FORD
Requesting Dealer: PLAZA FORD
Contact Person: BERT GOMEZ
Telephone: 732-922-1023
Email Address: BGOMEZ@SANSONEAUTO.COM
PA Code: 20574
Region: 13
City: Neptune
Dealer State: NJ
Fax Number: 732-922-1279
WSD: 11/30/2002
Vehicle Year: 2003
Vehicle Model: ESCAPE
Vehicle VIN: 1FMYU93173K [REDACTED]
Mileage: 17464
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: POINT PLEASANT
State: New Jersey
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 13 - New York
Incident Involves: Accident
Date of Incident: 05/16/2004
County in which incident occurred: OCEAN
Is Alleging Defect: Yes
Alleging defect detail: CUST STATES VEH ACCEL AND HIT TREE
Police Report Filed: No
Insurance Company Contacted: N
Coach Builder State: AK - Alaska
Resolution Sought Detail: THE CUSTOMER IS ONLY REQUESTING THAT THE VEH "DEFECT" BE FOUND AND REPAIRED.
Comments: VEH BROUGHT IN 5/17. CHECKED AND ROADTESTED. FOUND NO PROBLEMS. CONTACTED TECH HOT LINE AND FIELD ENGINEER. NIETHER FIELD THE ENGINEER OR HOT LINE REP WAS ABLE TO ASSIST.

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

5/20/04

Customer Info

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

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU93173K [REDACTED]	2003	ESCAPE	INDIVIDUAL RTL	Subsequent Owner	Oasis Warranty History
 1FTHX26H8VE [REDACTED]	1997	F-SERIES	INDIVIDUAL RTL	Original Owner	Oasis Warranty History

VEHICLE DETAIL

VIN: 1FMYU93173K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD Transmission: 4 SPD AUTO TRANS NAAO CD4E A
 Model: ESCAPE Paint Code/Color: DARK SHADOW GREY CC
 Year: 2003 Calibration: 3M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 11/30/2002
 GCWR: Vehicle Build Date: 10/15/2002
 PEP Code: 420A

Selling Dealers Name: FREEHOLD FORD INC
 Selling Dealers P & A Code: 20554 Selling Dealers Sales Code: F13470
 Selling Dealers Main Phone: 732-462-3131 Selling Dealers Service Phone: 732-462-3656

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 0 3 3 3 8 1 0 3 3 7 P 6 4 2 1 9 J 3 0 8 7 8 H E 2 M 4 6 9 6 3
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 N 3 2 X 5 5 4 S 3 A B N 1 3 L 4 7 0 3 C X N 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 Y 7 S 8 4 2 0 A 9 1 4 N J
 1 2 3 4 5 6 7 8 9 160

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	13-NEW YORK	L	F1	20574	F13468

Dealer Name:	SANSONE FORD		
Dealer Address:	3401 ROUTE 66 NEPTUNE NJ 07753		
Dealer Main Phone:	732-922-1050	Dealer Service Phone:	732-922-1023

Position	Employee Name
GENERAL MANAGER	CHRIS COLATRELLA
PARTS MANAGER	JACK FOSTER
SALES MANAGER	WILLIAM TILTON
SALES MANAGER	SAM CALAFIORE
SALES MANAGER	TAMER HALIM
SALES MANAGER	JOSEPH J HORSFIELD
SERVICE MANAGER	ALBERTO GOMEZ

Server Name : AWS Adhoc

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU93173K [REDACTED]	Veh Line:	T/M1 - ESCAPE (U204) [2001]	Eng Serial No:	*
Model Year:	2003	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	F	Drive Code:	T/F - 4 WHL L/H FUEL, TIME DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA V6 G*NAA0
Inv. Dealer:	20554	Body Cab Style:	* - [N/A]	Transmission:	T/DJ - 4 SPD AUTO TRANS NAA0 CD4E
		Version/Series:	T/EF - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
Country: * - ##### Prod Date: 15-OCT-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 113470 - *
Country: USA - ##### Selling Dtr St/Prov: NJ
Buyer St/Prov: NJ

Arrival Date: 22-OCT-2002 Red Carpet Lease: *
Sale Date: 30-NOV-2002 Fleet/Retail/Co. Lease: R
Warranty Start Date: 30-NOV-2002 Modified Vehicle: *
Orig Warranty Date: 30-NOV-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

12/14/2003 10:00 AM [REDACTED] 113470 - * 113470 - * 113470 - * 113470 - * 113470 - *
12/14/2003 10:00 AM [REDACTED] 113470 - *

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psng Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNSPW - DARK SHADOW GREY CC
Brake Code:	* - [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 Brand:	* - [N/A]
Delivery Type:	0	Tire Size:	D50UJ - P235/70R-16 OWL - A-S
Driveshaft Code:	D	Traction Control:	* - [N/A]
Front Seat:	T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:	
Fuel Type:	AF - UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: A308453_3502 RF: A308453_3502
LR: A308453_3502 RR: A308453_3502
LI: * RI: *
SPARE: HY8A1R8_3702

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:	KPI
ESP Plan Year:	* Engine Family:	3EMX10302F8
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	FRS CD	ENG CD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	WCC	CPSC_6	PREF	BASE	SUFF	CCC	CD	DIST (Miles)						
									15-OCT-2002	30-NOV-2002	113470	USA	0	1103	030804	F77Z	9J460	AB	F29	42	7						
AWS Claim Key:		15J247	Trx Code:		S07	Labor Hrs:		1.5																			
Dir Cd-Sub Cd:		20554*	Name:			FREEHOLD FORD, INC.			Ph:	732-4623131		St:	NJ		Ctry Cd:		USA		Reg Cd:	NA		Repr Date:	22-OCT-2002		Doc #:	04665751	
Cust Comments:		CHECK ENGINE LIGHT																									
Tech Comments:		ERRATIC OPERATION OF DPFE SENSOR TEST ON WDS,REPLACED DPFE SENSOR,RETEST SYSTEM																									
									15-OCT-2002	30-NOV-2002	113470	USA	17	2103	030402	2L8Z	9E926	AB	D41	42	16957						
AWS Claim Key:		5642567	Trx Code:		S07	Labor Hrs:		4																			
Dir Cd-Sub Cd:		20574*	Name:			SANSONI FORD			Ph:	732-9221050		St:	NJ		Ctry Cd:		USA		Reg Cd:	NA		Repr Date:	13-APR-2004		Doc #:	10601601	
Cust Comments:		O/S INSTALL SOP FOR THROTTLE																									
Tech Comments:		CK COCNERN INSTALLED SOP FOR THROTTLE BODY RETEST ALL OK																									

VIN: 1FMYU93173K [REDACTED] Year: 2003 Model: ESCAPE Case: 1385551424
 Name: [REDACTED] Owner Status: Subsequent WSD: 2002-11-30
 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 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD
 Dealer: 20574 SANSONE FORD
 Odometer: 17464 MI Comm Type: EMAIL
 Analyst Name: KOKOSZKA, DELPHINE (D.M.) Analyst: DKOKOSZK
 Action Date: 05/21/2004 Action Time: 10.48.01.821 Action Data: No

Comments *****PRODUCT LIABILITY***** E-MAIL RECEIVED: 5/20/04 DEALER CONTACT: BERT GOMEZ. CUSTOMER ALLEGES HIS VEHICLE ACCELERATED AND HIT TREE. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: AS PER TEAM LEADER Origin Desc: MANUAL - PHONE CSR
 Dealer: 20574 SANSONE FORD
 Odometer: 10800 MI Comm Type: PHONE
 Analyst Name: ANDREA LYTE Analyst: ALYTE
 Action Date: 05/21/2004 Action Time: 15.57.03.087 Action Data: Yes

Comments CUSTOMER SAYS: STATES LAST 05/16/04 THE VEH WAS INVOLVED IN A ACCIDENT -STATES HIS WIFE WAS TRING TO PULL INTO A PARKING SPACE WITH HER FOOT ON THE BRAKE AND THE VEH SURGED FORWARD HIT A TREE AND LANDED ON THE OTHER SIDE OF THE PARKING LOT WHICH WAS DIVIDED BY BUSHES -STATE NO ONE WAS HURT OR INJURED -STATES A POLICE REPORT WAS FILED AND THE VEH WAS TOWED INTO SANSONE FORD FOR DIAGNOSTIC -SEEKING TO GET OUT OF THE VEH INTO ANOTHER VEH PER CUSTOMER, DEALER SAYS: SANSONE FORD 3401 ROUTE 66 NEPTUNE, NJ 07753 DISTANCE: 1.2 MILES TEL: (732) 922-1050 FAX: (732) 922-1088 -WAS ADVISED THEY ARE UNABLE TO DUPLICATE THE CONCERN AND WILL CONTACT FORD TECH FOR MORE INFO -WAS ADVISED BY MIKE WHO IS FILLING IN FOR JIM FORD TECH HAS BEEN CONTACTED AND NO CONCERN FOUND CAC ADVISED: -ADVISED CUST AS PER HISTORICAL CONCERN ISSUE HAS BEEN FORWARDED TO THE LEGAL DEPT FOR REVIEW ,SOMEONE FROM LEGEL WILL CONTACT CUST IS A FEW BUSINESS DAYS -OBC TO CUST DUE TO FACT CUST EWAS ON HODLAND CSR WAS UNCLEAR AS TO WHAT CASE PATH TO USE CSR LEFT A MESSAGE ADVISING CUST HIS ISSUE HAS BEEN REVEIUED CSR WILL FOLLOW UP OR CUST CAN CALL BACK AND SPEAK TO ANY REP FOLLOW UP 05/21/04 AT 4:00 PM EST

Data Element Name	Data Value
TEAM LEADER NAME	JHOOKER

Action: AS PER TEAM LEADER Origin Desc: MANUAL - PHONE CSR
 Dealer: 20574 SANSONE FORD
 Odometer: 10800 MI Comm Type: PHONE
 Analyst Name: ANDREA LYTE Analyst: ALYTE
 Action Date: 05/21/2004 Action Time: 17.00.12.091 Action Data: Yes

Comments CUSTOMER SAYS: NONE PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: FOLLOW UP SCHEDULED FOR THE INCORRECT DATE

Data Element Name	Data Value
-------------------	------------

TEAM LEADER NAME

JHOOKER

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 20574 SANSONE FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 10800 MI

Comm Type: PHONE

Analyst Name: KIRKSEY, VINCE (V.)

Analyst: VKIRKSE1

Action Date: 05/24/2004

Action Time: 15.48.27.779

Action Data: Yes

Comments ***LPA COMMENTS*** LPA MADE AN OUTBOUND CALL TO THE DEALERSHIP'S SERVICE MANAGER, BUT HE WAS UNAVAILABLE. LPA WILL RE-CONTACT THE S/M TOMORROW MORNING REGARDING THE CUSTOMER'S CONCERN.

Data Element Name

Data Value

CONTACT PERSON

BERT GOMEZ

Action: INFORMATION CALL/FAX WITH DEALER

Dealer: 20574 SANSONE FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 10800 MI

Comm Type: PHONE

Analyst Name: KIRKSEY, VINCE (V.)

Analyst: VKIRKSE1

Action Date: 05/25/2004

Action Time: 09.58.03.168

Action Data: No

Comments ***LPA COMMENTS*** LPA SPOKE WITH THE S/M REGARDING THE CUSTOMER'S CONCERN. THE S/M SAYS THEY INSPECTED THE CUSTOMER'S VEHICLE AND WAS UNABLE TO DUPLICATE THE CUSTOMER ALLEGED SUDDEN ACCELERATION CONCERN. THE S/M ALSO MENTIONED THAT HE CONTACTED TECH-HOTLINE, AND CONSULTED WITH AN FSE REGARDING ANY SUDDEN ACCELERATION CONCERNS ON THE FORD ESCAPE. THEY HAD NO CURRENT ISSUE AVAILABLE ON THE CUSTOMER'S MODEL YEAR ESCAPE.

Action: REFER TO INSURANCE CARRIER-NO FORD PRODUCT DEFECT FOUND

Dealer: 20574 SANSONE FORD

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 10800 MI

Comm Type: MAIL

Analyst Name: KIRKSEY, VINCE (V.)

Analyst: VKIRKSE1

Action Date: 05/25/2004

Action Time: 10.15.14.147

Action Data: No

Comments ***LPA COMMENTS*** LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE DEALERSHIP INDICATED THEY ALREADY INSPECTED THE CUSTOMER'S VEHICLE, AND WAS UNABLE TO DUPLICATE THEIR VEHICLE CONCERN. BASED ON THIS INFORMATION, WE WILL BE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND PROPOSE NO FURTHER ACTION.





Consumer Affairs

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

March 02, 2005

*Sent Via Mail

[REDACTED]

Grand Prairie, TX [REDACTED]

Re: 2003 Ford Escape
VIN#-1FMYU93103K [REDACTED]

Dear [REDACTED]

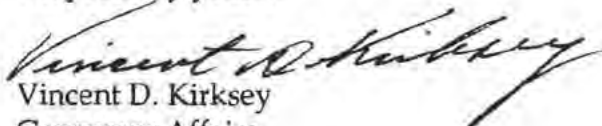
Thank you for contacting us regarding your vehicle concerns.

Ford Motor Company has reviewed your claim. Information provided by the dealership indicated they were unable to duplicate your vehicle concern and was unable to verify a defect in your air-bag system. Based on this information, we will be unable to offer any assistance at this time, and propose no further action.

A situation such as this is, normally handled by your insurance carrier. We ask that you follow the direction of your insurance carrier. If they determine that there is manufacturer liability, they have the right to file a subrogation claim against Ford Motor Company in order to pursue the matter.

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

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



7842A 52280401270501R/PH



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 Westway P&A 2586 Region & State Southwest
Contact Person Russ Olds Phone # (972) 659-2362

CUSTOMER VEHICLE INFORMATION:

New or Used NEW WSD 12/09/02 Year/Model 03 Ford Escape
VIN 1EMYU93103K Mileage 55855
Customer Name, Address, City Grand Prairie, County Tarrant, State TX, Zip code, Home Phone, Work Phone

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident (Y) N Fire Y/N Injury Y/N (no major injuries)
Medical Attention Sought: (Y) N - 7 day after (neck/shoulder)
Date of Incident 1/27/05
Is customer alleging a component defect caused the incident? (Y) N If yes, what type & details (it may have hinder preventing the accident (recall on accelerator), in addition the air bags did not deploy.
Was a police report filed? (Y) N If yes, where Grand Prairie Tx Report # 05002956
Has the Insurance Company been contacted? (Y) N What did the insurance company advise? Contact Ford Motor company

Owner's Insurance Company Nationwide Agent's Name Ron White
Insurance Company Phone Number (922) 298-9999

If the vehicle is a conversion unit, who is the coach builder? N/A
City N/A State N/A Zip N/A

RESOLUTION that CUSTOMER is SEEKING:

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER ATTACHMENTS? Y / N, PAGES:
Fax to: (313) 845-5668, (313) 845-5669 or (313) 845-5555
PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED



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 Westway P&A 02586 Region & State Southwest

Contact Person Russ Olds Phone # (922) 659-2396

CUSTOMER/VEHICLE INFORMATION:

New or Used NEW WSD 12/09/02 Year/Model 03 Ford Escape

VIN 1EM4U93103K Mileage 55855

Customer Name [REDACTED]

Address [REDACTED] Grand Prairie, TX

City Grand Prairie County Tarrant State TX Zip code [REDACTED]

Home Phone [REDACTED] Work Phone [REDACTED]

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident Y / N Fire Y / N Injury Y / N *(no major injuries, only scratches to bumper)*

Medical Attention Sought: Y / N *--- 7 day after*

Date of Incident 1/27/05

Is customer alleging a component defect caused the incident? Y / N If yes, what type & details it may have hinder preventing the accident (recall on accelerator), in addition the air bags did not deploy.

Was a police report filed? Y / N If yes, where Grand Prairie Tx
Report # 05002956

Has the Insurance Company been contacted? Y / N What did the insurance company advise? Contact Ford Motor company

Owner's Insurance Company Nationwide Agent's Name Ron White

Insurance Company Phone Number (922) 298-9999

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

City N/A State N/A Zip N/A

RESOLUTION that CUSTOMER is SEEKING:

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

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

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

Customer Info

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



1/28/2005

Vehicle List					
VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU93103K [REDACTED]	2003	ESCAPE	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
		Open Issues Exist			



1/28/2005

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: EBONY SOLID C/C
 Year: 2003 Calibration: 3M11A30A
 Pay Load: Max Towing Weight:
 GVWR: 04520 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 12/9/2002
 GCWR: Vehicle Build Date: 11/1/2002
 PEP Code: 410A

Selling Dealers Name: KOERNER FORD OF SYRACUSE INC
 Selling Dealers P & A Code: 00719 Selling Dealers Sales Code: F13210
 Selling Dealers Main Phone: 315-474-4275 Selling Dealers Service Phone: 315-474-4275

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
 U9 3 3 K B 3 4 7 4 0 1 0 3 3 5 P 6 4 2 1 0 K 1 8 4 3 5 F E 2 4 6 9 S 6 4
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100
 5 6 3 2 8 5 6 8 R 3 A B N 1 3 P 2 1 0 4 U A 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 O R 1 4 1 0 A 9 1 4 N Y
 1 2 3 4 5 6 7 8 9 160

[REDACTED] 1/28/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
13-NEW YORK	13-NEW YORK	K	D3	03700	F13060

Dealer Name: J & S FORD INC
Dealer Address: 315 CLENDENNY AVE @ ROUTE 440
 JERSEY CITY NJ 07304
Dealer Main Phone: 201-432-7272 **Dealer Service Phone:** 201-432-7272

Position	Employee Name
DEALER/PARTNER	JOSEPH C DIFEO
GENERAL MANAGER	Sam DiFeo
PARTS MANAGER	THOMAS F MCMANUS
SALES MANAGER	ROBERT FAZIO SR
SALES MANAGER	ANGEL RODRIGO
SALES MANAGER	EDWARD GIBBONS
SALES MANAGER	FRANK VERGA
SALES MANAGER	JOHN GONCALVES
SERVICE MANAGER	TRAVIS WALKER

Service Hours 8 AM - 6 PM M-F
Directions
Trained Y
Additional Information ALL MORS11 CONTACTS ARE PROCESSED BY NICK DELGIUDICE SALES



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	OPEN - LAUNCHED		



1/28/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMYU93103K [REDACTED]	Veh Line:	T/M1 - ESCAPE (J204) [2001]	Eng Serial No:	*
Model Year:	2003	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	T	Drive Code:	T/F - 4 WHL L/H FULL TIME DRIVE	Engine:	T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer:	00719	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: 01-NOV-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 113210 -*
Country: USA - ##### Selling Dir SU/Prov: NY
Buyer SU/Prov: NY

Arrival Date: 08-NOV-2002 Red Carpet Lease: I
Sale Date: 09-DEC-2002 Fleet/Retail/Co. Lease: R
Warranty Start Date: 09-DEC-2002 Modified Vehicle: *
Orig Warranty Date: 09-DEC-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
U933RB3474010335P6 4 2 10K1#43 5F E 2 469S64 563 285 6 BR3ABN 13P210 4 UA 223 4 3 2 1
1FMY0R1 410A 914NY 64

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	C	GVW Class Code:	Y
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	* - [N/A]	Mirror(Driver Side):	B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type:	* - [N/A]	Mirror(Psng Side):	B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating:	A	Paint:	PNUAA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service):	* - [N/A]	Radio:	MJ - AM/FM STRO/CD CHANGER/CLK

PE12-019 001810 LP

[REDACTED] 1FMYU93103K [REDACTED]

Calibration Code:	3M11A30A	Sound System:	AE -AUDIOPHILE SOUND SYSTEM
Color(Accent):	* -[N/A]	Suspn Tandem Axle:	
Color(Trim):	000NC -	Tire Brand:	AG - GOODYEAR
Delivery Type:	R	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: 4B08DYER4002 RF: 4B08DYER4002
 LR: 4B08DYER4002 RR: 4B08DYER4002
 LI: * RI: *
 SPARE: HY8AIR8_3902

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:		

Can't find VIN Code =

Standard Claims List For Model Year 2003

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

PE12-019 001812 LP



-1FMYU93103K

1/28/2005

All Action Details for Issue

Print

VIN: 1FMYU93103K [REDACTED] Year: 2003 Model: ESCAPE Case: 476203103
 Name: [REDACTED] Owner Status: Original WSD: 2002-12-09
 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: 03700 J& S FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 55000 MI Comm Type: PHONE
 Analyst Name: TRICIA HARBAJAN Analyst: THARBAJA
 Action Date: 01/27/2005 Action Time: 12.42.07.166 Action Data: Yes

Comments CUSTOMER SAID: =I GOT INTO AN ACCIDENT TODAY AND I WAS ADVISED BY MY INSURANCE COMPANY TO CONTACT FMC AND LET THEM KNOW =DATE OF ACCIDENT JAN 27/04 AT 8AM =I DO NOT KNOW WHAT CAUSED THE ACCIDENT; ACCIDENT HAPPENED VERY QUICKLY AND I ENDED UP HITTING A TREE =LOCATION OF ACCIDENT WAS ON THE SERVICE ROAD OFF INTERSTATE 20 IN GRAND PRAIRIE, TX=A POLICE REPORT WAS FILLED; NOTHING WAS FOUND AT THE SCENE BY POLICE=POLICE REPORT NUMBER IS 050002956 AND IT WAS FILED IN COUNTY OF GRAND PRAIRIE TX=I HAVE FILED A CLAIM WITH MY INSURANCE COMPANY=I AM NOT SURE IF VEH IS REPAIRABLE =THE AIR BAGS DID NOT DEPLOY; DO YOU KNOW WHY THEY DID NOT DEPLOY?=I WILL BE TAKING VEH TO SERVICE KING-INDEPENDENT SHOPCRC 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.=CSR UTILIZED THIS SMART SCRIPT AS THERE IS A RECALL THAT COULD BE CONNECTED TO ACCIDENT ON OASIS FOR ACCELERATOR CABLE REPLACEMENT

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 03700 J& S FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 55000 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 01/28/2005 Action Time: 15.29.42.533 Action Data: No

Comments ***LPA COMMENTS***LPA ACKNOWLEDGES RECEIPT OF THE CUSTOMER'S CONTACT MADE TO THE CRC. THE CUSTOMER INDICATED THAT SHE HAD AN ACCIDENT, BUT NOT SURE WHAT CAUSED IT. THE CUSTOMER WAS ADVISED BY HER INSURANCE COMPANY TO CONTACT FMC REGARDING THE MATTER. NO INJURIES WERE SUSTAINED.*THE CUSTOMER IS SEEKING FMC TO INVESTIGATE THE MATTER.

Action: REQUEST FOR VEHICLE INSPECTION - DEALER
 Dealer: 03700 J& S FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 55000 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 02/18/2005 Action Time: 09.59.05.255 Action Data: No

Comments ***LPA COMMENTS***LPA HAS REQUESTED THE DEALERSHIP INSPECT THE CUSTOMER'S ALLEGED DEFECT, AND RUN A DIAGNOSTICS TEST ON THEIR AIR0BAG SYSTEM.

3/2/2005

Action: RECEIVE VEHICLE INSPECTION BACK

Dealer: 03700 J& S FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 55000 MI

Comm Type: PHONE

Analyst Name: KIRKSEY, VINCE (V.)

Analyst: VKIRKSE1

Action Date: 03/02/2005

Action Time: 11.10.27.186

Action Data: Yes

Comments ***LPA COMMENTS***LPA HAS SPOKEN WITH THE SERVICE MANAGER REGARDING THE CUSTOMER'S CONCERN. THE S/M WAS UNABLE TO DUPLICATE THE CUSTOMER'S ALLEGED CONCERN, AND WAS UNABLE TO VERIFY ANY DEFECT WITHIN THE AIR-BAG SYSTEM.

Data Element Name	Data Value
FSE	NO
DEALER	YES

Action: REFER TO INSURANCE CARRIER - UNABLE TO DUPLICATE

Dealer: 03700 J& S FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 55000 MI

Comm Type: MAIL

Analyst Name: KIRKSEY, VINCE (V.)

Analyst: VKIRKSE1

Action Date: 03/02/2005

Action Time: 11.12.31.963

Action Data: No

Comments ***LPA COMMENTS***LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE DEALERSHIP INDICATED THEY WERE UNABLE TO DUPLICATE OR VERIFY ANY CONCERNS WITH THE CUSTOMER'S VEHICLE. BASED ON THIS INFORMATION, WE WILL BE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND PROPOSE NO FURTHER ACTION. LPA HAS SENT THE CUSTOMER A LETTER INFORMING THEM OF FMC FINDINGS, AND REFERRING THEM TO THEIR INSURANCE CARRIER.



3/2/2005



Consumer Affairs

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

SENT VIA U.S. Mail

June 13, 2005

[REDACTED]
[REDACTED]
Grand Prairie, TX [REDACTED]

RE: 2003 Escape
VIN: 1FMYU93103K [REDACTED]

Dear [REDACTED]

This letter is in response to your call into the Ford Customer Relationship Center regarding the above-mentioned vehicle. 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,

Wannetta Hill

Wannetta Hill
Consumer Affairs



All Action Details for Issue

Print

VIN: 1FMYU93103K [REDACTED] Year: 2003 Model: ESCAPE Case: 476203103
 Name: [REDACTED] Owner Status: Original WSD: 2002-12-09
 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: 03700 J& S FORD INC Origin Desc: US CONCERN CASE BASE
 Odometer: 55000 MI Comm Type: PHONE
 Analyst Name: HARBAJAN TRICIA Analyst: THARBAJA
 Action Date: 01/27/2005 Action Time: 12.42.07.166 Action Data: Yes

Comments CUSTOMER SAID: =I GOT INTO AN ACCIDENT TODAY AND I WAS ADVISED BY MY INSURANCE COMPANY TO CONTACT FMC AND LET THEM KNOW =DATE OF ACCIDENT JAN 27/04 AT 8AM =I DO NOT KNOW WHAT CAUSED THE ACCIDENT; ACCIDENT HAPPENED VERY QUICKLY AND I ENDED UP HITTING A TREE =LOCATION OF ACCIDENT WAS ON THE SERVICE ROAD OFF INTERSTATE 20 IN GRAND PRAIRIE, TX=A POLICE REPORT WAS FILLED; NOTHING WAS FOUND AT THE SCENE BY POLICE=POLICE REPORT NUMBER IS 050002956 AND IT WAS FILED IN COUNTY OF GRAND PRAIRIE TX=I HAVE FILED A CLAIM WITH MY INSURANCE COMPANY=I AM NOT SURE IF VEH IS REPAIRABLE =THE AIR BAGS DID NOT DEPLOY; DO YOU KNOW WHY THEY DID NOT DEPLOY?=I WILL BE TAKING VEH TO SERVICE KING-INDEPENDENT SHOPCRC 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.=CSR UTILIZED THIS SMART SCRIPT AS THERE IS A RECALL THAT COULD BE CONNECTED TO ACCIDENT ON OASIS FOR ACCELERATOR CABLE REPLACEMENT

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: SEND ACKNOWLEDGEMENT LETTER TO CUSTOMER
 Dealer: 03700 J& S FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 55000 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 01/28/2005 Action Time: 15.29.42.533 Action Data: No

Comments ***LPA COMMENTS***LPA ACKNOWLEDGES RECEIPT OF THE CUSTOMER'S CONTACT MADE TO THE CRC. THE CUSTOMER INDICATED THAT SHE HAD AN ACCIDENT, BUT NOT SURE WHAT CAUSED IT. THE CUSTOMER WAS ADVISED BY HER INSURANCE COMPANY TO CONTACT FMC REGARDING THE MATTER. NO INJURIES WERE SUSTAINED.*THE CUSTOMER IS SEEKING FMC TO INVESTIGATE THE MATTER.

Action: REQUEST FOR VEHICLE INSPECTION - DEALER
 Dealer: 03700 J& S FORD INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 55000 MI Comm Type: PHONE
 Analyst Name: KIRKSEY, VINCE Analyst: VKIRKSE1
 (V.)
 Action Date: 02/18/2005 Action Time: 09.59.05.255 Action Data: No

Comments ***LPA COMMENTS***LPA HAS REQUESTED THE DEALERSHIP INSPECT THE CUSTOMER'S ALLEGED DEFECT, AND RUN A DIAGNOSTICS TEST ON THEIR AIR0BAG SYSTEM.

6/13/2005

Action: RECEIVE VEHICLE INSPECTION BACK

Dealer: 03700 J& S FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 55000 MI

Comm Type: PHONE

Analyst Name: KIRKSEY, VINCE (V.)

Analyst: VKIRKSE1

Action Date: 03/02/2005

Action Time: 11.10.27.186

Action Data: Yes

Comments ***LPA COMMENTS***LPA HAS SPOKEN WITH THE SERVICE MANAGER REGARDING THE CUSTOMER'S CONCERN. THE S/M WAS UNABLE TO DUPLICATE THE CUSTOMER'S ALLEGED CONCERN, AND WAS UNABLE TO VERIFY ANY DEFECT WITHIN THE AIR-BAG SYSTEM.

Data Element Name

Data Value

FSE
DEALER

NO
YES

Action: REFER TO INSURANCE CARRIER - UNABLE TO DUPLICATE

Dealer: 03700 J& S FORD INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 55000 MI

Comm Type: MAIL

Analyst Name: KIRKSEY, VINCE (V.)

Analyst: VKIRKSE1

Action Date: 03/02/2005

Action Time: 11.12.31.963

Action Data: No

Comments ***LPA COMMENTS***LPA HAS REVIEWED THE ABOVE CASE. INFORMATION PROVIDED BY THE DEALERSHIP INDICATED THEY WERE UNABLE TO DUPLICATE OR VERIFY ANY CONCERNS WITH THE CUSTOMER'S VEHICLE. BASED ON THIS INFORMATION, WE WILL BE UNABLE TO PROVIDE ASSISTANCE IN THE MATTER, AND PROPOSE NO FURTHER ACTION. LPA HAS SENT THE CUSTOMER A LETTER INFORMING THEM OF FMC FINDINGS, AND REFERRING THEM TO THEIR INSURANCE CARRIER.

6/13/2005

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
52-SOUTHWEST	52-DALLAS	A	A2	02586	F52013

Dealer Name: WESTWAY FORD
Dealer Address: 801 W AIRPORT FWY
 IRVING TX 75062
Dealer Main Phone: 972-659-0333 **Dealer Service Phone:** 972-659-2210

Position	Employee Name
DEALER/PARTNER	GEORGE W DAVEY III
PARTS MANAGER	GAYLON L SEAY
PARTS MANAGER	DAVID DAVIS
SALES MANAGER	Gregory Bryant
SALES MANAGER	DAVID W SAILORS
SALES MANAGER	Roosevelt Taylor
SALES MANAGER	DENNIS R WARREN
SALES MANAGER	Jeffrey Webb
SALES MANAGER	Anson P Jones
SALES MANAGER	Gary W Anstice
SALES MANAGER	Charlie Acosta
SALES MANAGER	JIMMY HALEY JR
SALES MANAGER	William Tooke
SALES MANAGER	Donald M Williams
SALES MANAGER	MASSOUD MAHBOUBIAN
SALES MANAGER	Jimmy D Cleveland
SERVICE MANAGER	JUSTIN D BURK
SERVICE MANAGER	MIKE J BOOK

Service Hours MON-FRI 7:00-9:00 SAT 7:00-4:00FAX-972/659-2259

Directions

Trained Y

Additional Information GEORGE HERRON B/S MGR - JOANNA WEBER CRM

6/13/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU93103K [REDACTED] **Veh Line:** T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-06] **Eng Serial No:** *
Model Year: 2003 **Market Derived:** T/F - FORD DIVISION DERIVATIVE **Body Shell:** *
Veh Type: T **Drive Code:** T/F - 4 WHL L/H FULL TIME DRIVE **Engine:** T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer: 00719 **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:** 01-NOV-2002

SALE INFORMATION:

Region: NA - ##### **Selling Dealer:** 113210 -*
Country: USA - ##### **Selling Dir St/Prov:** NY
Buyer St/Prov: NY

Arrival Date: 08-NOV-2002 **Red Carpet Lease:** 1
Sale Date: 09-DEC-2002 **Fleet/Retail/Co. Lease:** R
Warranty Start Date: 09-DEC-2002 **Modified Vehicle:** *
Orig Warranty Date: 09-DEC-2002 **Reacquired Vehicle:** * **Vehicle Export Flag:** N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 U933KB3474010335P6 4 2 10X1843 5F E 2 469864 563 285 6 8R3ABN 13P210 4 UA 223 4 3 2 1
 1FMYOR1 410A 914NY 64

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: C	GVW Class Code: Y
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: * - [N/A]	Mirror(Driver Side): B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type: * - [N/A]	Mirror(Psng Side): B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating: A	Paint: PNUAA - EBONY SOLID C/C
Brake Code: * - [N/A]	Power Antenna: AB - FIXED RADIO ANTENNA-BRIGHT

Brake Code(Service):	* -[N/A]	Radio:	MJ - AM/FM STRO/CD CHANGER/CLK
Calibration Code:	3M11A30A	Sound System:	AE -AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	000NC - MEDIUM/DARK FLINT	Tire Brand:	AG - GOODYEAR
Delivery Type:	R	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: 4B08DYER4002 **RF:** 4B08DYER4002
LR: 4B08DYER4002 **RR:** 4B08DYER4002
LI: * **RI:** *
SPARE: HY8A1R8_3902

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

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_0	PREF	BASE	SUFF	CCU	CD	DIST (Miles)			
1FMYU93103K [REDACTED]	M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	01-NOV-2002	09-DEC-2002	113210	USA	27	*	*	*	*	*	*	*	55855			
AWS Claim Key:		9789592	Trx Code:		04S25	Labor Hrs:		0.4																
Dir Cd-Sub Cd:		02586 - *	Name:			WESTWAY FORD			Ph:	972-6590333		St:	TX	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	24-FEB-2005		Doc #:	02791301
Cust Comments:		PERFORM RECALL 04S25																						
Tech Comments:		1 INSTALLED THROTTLE CABLE AS PER RECALL 04S25																						
1FMYU93103K [REDACTED]	M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	01-NOV-2002	09-DEC-2002	113210	USA	28	SC01	050103	YL8Z	4602	BJ	L88	42	55855			
AWS Claim Key:		10312213	Trx Code:		SPW	Labor Hrs:		1.1																
Dir Cd-Sub Cd:		02586 - *	Name:			WESTWAY FORD			Ph:	972-6590333		St:	TX	Ctry Cd:	USA		Reg Cd:	NA		Repr Date:	11-MAR-2005		Doc #:	03030701
Cust Comments:		SERVICE PART WARRANTYDRIVESHAFT FAILURE																						
Tech Comments:		REPLACED DEFECTIVE DRIVESHAFT AND MOTOR MOUNT																						

PE12-019 001821 LP

[REDACTED]-1FMYU93103K [REDACTED]

6/13/2005

Customer Info

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



6/13/2005

Action Detail

Print Action Detail

VIN: 1FMYU93103K [REDACTED]
Name: [REDACTED]
Symptom Desc: STRG/HANDLING FUNCTION
Reason Desc: LEGAL - ACCIDENT / FIRE
Issue Type: 07 LEGAL
Origin Desc: US CONCERN CASE BASE
Odometer: 10 MI
Action Date: 06/10/2005
Analyst Name: DONNA GERO

Year: 2003
Owner Status: Original

Issue Status: OPEN

Comm Type: PHONE
Action Time: 11:09:53:303
Analyst: DGERO

Model: ESCAPE
WSD: 2002-12-09
Primary Phone: [REDACTED]
Secondary Phone: [REDACTED]
Dealer: WESTWAY FORD
P & A Code: 02586

Action Data: Yes

Case: 476203103

COMMENTS: CUSTOMER SAID: =THREE MONTHS AGO CUST GOT IN AN ACCIDENT THAT CAUSED HER TO HIT A TREE= EVERY TIME CUST DECELERATES THE VEH ACCELERATEDCUST FILED A LEGAL CLAIM AND WAS DECLINED BY FORD, =YESTERDAY CUST HAD ANOTHER ACCIDENT= THE STEERING COLUM CAME APART AND THE TIRE CURVED IN CUST WAS UNABLE TO STEER THE VEH=CUST DO NOT WANT THE VEH ANY MORE IT IS NOT SAFT TO DRIVE= THE VEH WAS TOTALED IN THE PAST AND FORD DID NOT TAKE RESPONSIBILITY AND REPAIRED THE VEH.=THE POLICE OFFICER AT THE SCENE SAID THE VEH IS NOT SAFE TO DRIVE. DATE OF ACCIDENT IS ON 06/06/05 ACCIDENT HAPPENED I -20 AND NEW YORK IN ALRINGTON TAXAS.= CAUSED OF THE ACCIDENT IS A DEFECT IN THE VEH= NO POLICE REPORT WAS FILED=HAVE CONTACTED THE INSURANCE COMPANY= THE VEH WAS NOT REPAIRED=THE INSURANCE COMPANY HAVE NOT PAID FOR THE PEPAIRSDEALER SAID: NONECRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Update Issue Close Issue

OASIS Warranty History ESP/Recall

- Accident occurred 6-9-05
- no injuries
- @ shop for repairs
- 54,000
- lease unit to work



6/13/2005

**OASIS RESULT:
1FMYU93103K**See bottom of the OASIS result for
contact ID06/13/2005
15:14:13

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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**

12/09/2002

BUILD DATE

11/01/2002

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

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

03/11/2005

DEALER: Westway Ford

WARRANTY CLAIM NUMBER: 030307

ODOMETER: 055855M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
YL8Z 4602BJ	DRIVESHAFT ASY INCL	001	4602A	42	DOES NOT OPERATE PROPERLY
YL8Z 6068AA	INSULATOR ASY	001	6038B		

REPLACED DEFECTIVE DRIVESHAFT AND MOTOR MOUNT

02/24/2005

DEALER: Westway Ford

WARRANTY CLAIM NUMBER: 027913

ODOMETER: 055855M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5L8Z 9A758AA	CABLE-ACC PEDAL TO C	001	04S25B		

1 INSTALLED THROTTLE CABLE AS PER RECALL 04S25

[Click Here for Full Warranty History](#)

6/13/2005

END OF OASIS REPORT FOR 1FMYU93103KB34740



6/13/2005

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	2005-02-24	02586USAF52013

[REDACTED]

6/13/2005



Sent Via U.S. Mail

July 25, 2006

[REDACTED]
Woodstock, GA [REDACTED]

RE: 2003 Escape
VIN: 1FMYU02103K [REDACTED]

Dear [REDACTED]

This is in response to your contact dated July 10, 2006 regarding your concerns. We apologize for the delay in our response.

We sincerely regret any inconveniences that you have experienced with your vehicle. However, our review indicates that there are no open recalls or owner notification programs pertaining to the incident you described involving your 2003 Escape. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,

L. Nearon
Consumer Affairs

Action Detail

VIN: 1FMYU02103K [REDACTED]	Year: 2003	Model: ESCAPE	Case: 394041916
Name: [REDACTED]	Owner Status: Subsequent	WSD: 2002-09-30	
Symptom Desc: ENG SPEED-UP DECELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: TEAM FORD AT NORTHPOINT	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD		P & A Code: 03906	
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT			
Odometer: 57000 MI	Comm Type: MAIL		
Action Date: 07/21/2006	Action Time: 12:04:39:953	Action Data: Yes	
Analyst Name: LEICH,CHERIE	Analyst: CLEICH		

COMMENTS: *****PRODUCT LIABILITY*****DATE STAMPED 7-14-06 (LETTER WENT TO CORRESPONDENCE FIRST AND WAS THEN FORWARDED TO LIT. PREV. FOR HANDLING). CUSTOMER ALLEGES ACCELERATOR CABLE CAUSED HER TO HIT ANOTHER VEHICLE WHILE PARKING THE VEHICLE.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Ford Confidential

[REDACTED] 7/25/2006

Customer Info

Customer: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] GA 30188 -5338
Country: USA Language: EN
Cell Phone: Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

Ford Confidential

[REDACTED]
7/25/2006

Update This Information In Stars

Dealer Detail					
FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
SE-SOUTHEAST	21-ATLANTA	G	D1	03906	F21021

Dealer Name:	TEAM FORD AT NORTHPOINT
Dealer Address:	1575 MANSELL ROAD ALPHARETTA GA 30004
Dealer Main Phone:	770-649-5100

Position	Employee Name
CUST RELATIONS MGR	Toni A Licastri
GENERAL MANAGER	CECIL T TURNER
PARTS MANAGER	JIM BALLIEW
PARTS & SERVICE DIRECTOR	ERIC GALLMAN
SALES MANAGER	DMITRY GUMANOV
SALES MANAGER	DIANA L HARRISON
SALES MANAGER	Greg Thompson
SALES MANAGER	ROBERT L KING
SALES MANAGER	TODD WILHITE

Ford Confidential

7/25/2006

ESP / Recall Information

VIN: 1FMYU02103K [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	2004-04-27	03906USAF21021
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2005-01-24	03906USAF21021

[REDACTED] 7/25/2006

OASIS RESULT:07/25/2006
11:18:11**1FMYU02103K** [REDACTED]

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▶ VEHICLE INFORMATION**VEHICLE DESCRIPTION**

2003 ESCAPE

TRANSMISSION

CD4E AUTO TRANSAXLE

BODY STYLE

4 DR XLS MPV 4X2

AXLE CODE

96

ENGINE

3.0L EFI DOHC

ENGINE CALIBRATION

3M11A30A

▶ GENERAL WARRANTY INFORMATION**WARRANTY START DATE**

09/30/2002

BUILD DATE

07/22/2002

SALE MILEAGE

00045

▶ ARN MESSAGES**ATTENTION TECHNICIANS AND SERVICE MANAGERS:****BEFORE DIAGNOSING SAFETY RESTRAINT SYSTEM CONCERNS, SEE TSB 05-17-11****BEFORE REPLACING FS-10 A/C COMPRESSOR (19703), PLEASE SEE TSB 06-04-09****▶ WARNING MESSAGES**

CUDL - THIS VEHICLE HAS AN OPEN CUDL CONTACT

CUDL - THIS VEHICLE HAS A CLOSED CUDL CONTACT

▶ OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

END OF OASIS REPORT FOR 1FMYU02103KA03658

Report Applies to Country Code: USA

[REDACTED] 7/25/2006

LAURENCE P PETERS

911 River Rock Dr
Woodstock Ga 30188
770-926-9282
peters3000@comcast.net

CUSTOMER
RELATIONSHIP
CENTER

2006 JUL 10 A 8:39

July 10, 2006

Ford Motor Co
Customer Relations Dept
P.O. Box 6248
Dearborn MI 48126

Re: Recall 04V574000

To Whom It May Concern:

Under this recall-Mfg Campaign No. 04 S25-the problem concerns the accelerator cable which may result in a vehicle crash.

Although my vehicle-Vin # 1fmyo2103 [REDACTED] was not involved with this recall, on June 25, 2006, the exact series of events occurred as outlined in your recall bulletin and a crash occurred. Luckily, no one was injured. I submitted all the necessary information to Carolyn at 1-866-436-7332 on July 10, 2006. She was very polite but could do nothing to help me.

Although the vehicle has 55,000 miles on it, I believe this is a serious and dangerous situation. The lives of all my passengers are at risk. I feel the least Ford should do is replace the accelerator cable..

Sincerely,
[REDACTED]

Woodstock, GA

NORTH METRO GA 300

10 JUL 2006 PM 1 T



Ford Motor Co
Customer Relations Dept
PO Box 6248
Dearborn MI 48126

48121+6248 2062





All Action Details for Issue

Print

VIN: 1FMYU03164K [REDACTED] Year: Model: ESCAPE Case: 374700124
 Name: [REDACTED] Owner Status: Original WSD: 2003-08-29
 Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Dealer: 02694 DEAN SELLERS INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD

Odometer: 4508 MI Comm Type: FAX

Analyst Name: LEICH,CHERIE Analyst: CLEICH

Action Date: 01/12/2004 Action Time: 10.24.30.823 Action Data: No

Comments *****PRODUCT LIABILITY***** FAX RECEIVED 1-9-04. DEALER CONTACT: MARK T. CHICOVSKY. CUSTOMER ALLEGES WHILE MAKING A RIGHT TURN INTO A PARKING LOT, THE VEHICLE ACCELERATED AND HIT A GUIDE WIRE. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: MAKE OUTBOUND CALL TO DEALER

Dealer: 02694 DEAN SELLERS INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 4508 MI Comm Type: PHONE

Analyst Name: SCHWAGLE,JEFF (J.) Analyst: JSCHWAGL

Action Date: 01/12/2004 Action Time: 13.18.55.705 Action Data: Yes

Comments *** LPA COMMENTS *** - LPA CONTACTED DEALERSHIP AND ACKNOWLEDGED RECEIPT OF COMPLAINT

Data Element Name	Data Value
CONTACT PERSON	MARK CHICOVSKY

Action: REQUEST FOR VEHICLE INSPECTION - DEALER

Dealer: 02694 DEAN SELLERS INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 4508 MI Comm Type: PHONE

Analyst Name: SCHWAGLE,JEFF (J.) Analyst: JSCHWAGL

Action Date: 01/12/2004 Action Time: 13.20.25.821 Action Data: No

Comments *** LPA COMMENTS *** - DEALERSHIP HAS INSPECTED VEHICLE

Action: RECEIVE REQUESTED DOCUMENTS FROM DEALER

Dealer: 02694 DEAN SELLERS INC Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 4508 MI Comm Type: PHONE

Analyst Name: SCHWAGLE,JEFF (J.) Analyst: JSCHWAGL

Action Date: 01/12/2004 Action Time: 13.22.25.154 Action Data: No

[REDACTED] 01/12/04

Comments * LPA COMMENTS *** - DEALERSHIP PROVIDED RESULTS OF INSPECTION**

Action: DENY ASSISTANCE - NO FORD PRODUCT DEFECT FOUND

Dealer: 02694 DEAN SELLERS INC

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 4508 MI

Comm Type: MAIL

Analyst Name: SCHWAGLE,JEFF (J.)

Analyst: JSCHWAGL

Action Date: 01/12/2004

Action Time: 13.26.33.281

Action Data: No

Comments * LPA COMMENTS *** - DEALERSHIP INVESTIGATION FOUND NO PRODUCT DEFECTS - LPA RECOMMENDED THAT CUSTOMER CONTACT THEIR INSURANCE COMPANY - LPA NOTED THAT THE INSURANCE COMPANY CAN SUBROGATE FORD MOTOR COMPANY IF THEY CHOOSE - LPA RECOMMENDS NO FURTHER ACTION**

1/12/04



Consumer Affairs

PO Box 6246, MD 3NE-B
Dearborn, MI 48126 USA

Sent Via Mail

January 12, 2004

[REDACTED]
Berkley MI [REDACTED]

RE: 2004 Ford Escape
VIN: 1FMYU03164K [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 Dean Sellers, Inc. We have been informed that after carefully inspecting your vehicle, they were not able 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 you 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,

Jeff Schwagle
Consumer Affairs





DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

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

DEALER INFORMATION:

Requesting Dealer Dean Sellers P&A 02694 Region & State Detroit, MI

Contact Person Mark T. Chikorsky Phone # (248) 643-7500

CUSTOMER/VEHICLE INFORMATION:

New or Used new WSD 08.29.03 Year/Model 2004 Escape

VIN 1FMYU03164K Mileage 4,508

Customer Name _____

Address _____

City Beckley County Oakland State MI 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 12.14.03

Is customer alleging a component defect caused the incident? Y/N If yes, what type & details Customer was making a RT turn into a parking lot & the vehicle accelerated & hit a guide wire

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

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

Owner's Insurance Company _____ Agent's Name _____

Insurance Company Phone Number (_____) _____

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

City _____ State _____ Zip _____

RESOLUTION that CUSTOMER is SEEKING:

Customer is requesting vehicle to be bought back

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

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

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

*Miss Jmg
Bottom of bump
Dealer says
NIF*



2600 West Maple Road-Troy-Michigan-48084

DATE:



From the desk of: Mark T. Chioovsky

TO: Jeff S.

of pages including cover:

Phone: (248) 643-7500

Fax: (248) 643-7997

Re: [REDACTED]

All Action Details for Issue

Print

VIN: 1FMYU03164K [REDACTED] Year: Model: ESCAPE Case: 374700124
 Name: [REDACTED] Owner Status: Original WSD: 2003-08-29
 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
 Dealer: 02694 DEAN SELLERS INC Origin Desc: CONSUMER AFFAIRS - LITIGATION
 Odometer: 4508 MI Comm Type: FAX PREVENTION-FD
 Analyst Name: LEICH,CHERIE Analyst: CLEICH
 Action Date: 01/12/2004 Action Time: 10.24.30.823 Action Data: No

Comments *****PRODUCT LIABILITY***** FAX RECEIVED 1-9-04. DEALER CONTACT: MARK T. CHICOVSKY. CUSTOMER ALLEGES WHILE MAKING A RIGHT TURN INTO A PARKING LOT, THE VEHICLE ACCELERATED AND HIT A GUIDE WIRE. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.



Customer Info

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

[REDACTED]

1/12/04

VIN
1FMYU03164K [REDACTED]

Year Model
2004 ESCAPE
Open Issues Exist

Vehicle List
Sales Type
A/Z PLAN RTL

Owner Status
Original Owner

Vehicle Info
Oasis
Warranty History



ESP / Recall Information

VIN: 1FMYU03164K [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

[REDACTED] 1FMYU03164K [REDACTED]

1/12/04

OASIS RESULT:

1FMYU03164K [REDACTED]

01/12/2004
10:35:09

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2004 ESCAPE	BODY STYLE 4 DR XLT MPV 4X2	ENGINE 3.0L EFI DOHC	ENGINE CALIBRATION 3M11D30A
TRANSMISSION CD4E AUTO TRANSAXLE	AXLE CODE 96		

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 08/29/2003	BUILD DATE 06/16/2003	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

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

12/01/2003 DEALER: Dean Sellers, Inc.

WARRANTY CLAIM NUMBER: 057060

ODOMETER: 003761M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
1L8Z 6007BA	ENGINE ASSY	001	6007A	34	DISTORTED/WRINKLED/W
XW4Z 9448AA	GSKT EXH MNFLD TO CY	002	6007E		
W520103S403		002	MT6007		
W701706S430		010	6007D		
VC 7A		008			
B7A 8287A	CLAMP ASY-RAD HOSE	004			
B7AZ 8287C	CLAMP ASY-RAD HOSE	008			
C9AZ 8287A	CLAMP ASY-RAD HOSE	004			

10/20/2003 DEALER: Dean Sellers, Inc.

WARRANTY CLAIM NUMBER: 054902

ODOMETER: 002645M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
OSP		002	6007D	D8	FAILED GASKET/SEAL
YF1Z 6C527AA	GASKET-SPARK PLUG	006	6020A		
YL8Z 9H486AA	GSKT INT MANF UPP	006	6731A		
YF1Z 6584BA	GASKET VALVE ROCKER	001			
YL8Z 6584AA	GASKET VALVE ROCKER	001			
2R8Z 6710AA	GASKET SET-OIL PAN	001			
F5RZ 6020A	GASKET CYL TIMING GE	001			
F5RZ 6020B	GASKET CYL TIMING GE	001			
F5RZ 6020C	GASKET CYL TIMING GE	001			
F5AZ 6700A	OIL SEAL CYL FRT COV	001			

L65 ENGINE OIL LEAKS - DIAGNOSIS

END OF OASIS REPORT FOR 1FMYU03164KA20089

eccdb2x

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: 1FMYU03164K	Veh Line: T/M1 - ESCAPE/TRIBUTE/MARINER LHD [01-04]	Eng Serial No: *
Model Year: 2004	Market Derived: T/F -	Body Shell: *
Veh Type: T	Drive Code: T/A - 2 WHL L/H FRONT DRIVE	Engine: T/LD - MOD 3.0L DOHC EFI
Inv. Dealer: 02694	Body Cab Style: T/AVE - 5 DOOR LIGHT TRUCK	Transmission: T/DJ - 4 SPD AUTO TRANS
	Version/Series: T/EF - FORD SERIES	

BUILD INFORMATION:

Region: NA - ##### Plant: AJ - KANSAS CITY PLANT BUILD
 Country: * - ##### Prod Date: 16-JUN-2003

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 148039 - *
 Country: USA - ##### Selling Dir St/Prov: MI
 Buyer St/Prov: MI
 Arrival Date: 25-JUN-2003 Red Carpet Lease: *
 Sale Date: 29-AUG-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 29-AUG-2003 Modified Vehicle: *
 Orig Warranty Date: 29-AUG-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 0034KA200R9103 TP6 C 2 22E5057 FE E 496 63 563 2X5 5 6S3BRN 48A039R 2V TL 223 4 3 1
 17MY651 310A 914MI A

INSTALLED OPTION INFORMATION:

Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: C	GVW Class Code: Y
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: * - [N/A]	Mirror(Driver Side): B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type: * - [N/A]	Mirror(Pasngr Side): B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating: A	Paint: PNUPJ - SATIN SILVER C/C
Brake Code: * - [N/A]	Power Antenna: AB - FIXED RADIO ANTENNA-BRIGHT
Brake Code(Service): * - [N/A]	Radio: FA - CDX6 RADIO WITH 6 DISC CHANGER
Calibration Code: 3M11D30A	Sound System: AA - LESS UPGRADED SOUND SYSTEM
Color(Accent): * - [N/A]	Suspn Tandem Axle:
Color(Trim): 000NC -	Tire Brand: AP - CONTINENTAL
Delivery Type: A	Tire Size: D3J1J - 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	

1/12/04

TIRE DOT INFORMATION:

LF: A308_4532003 RF: A308_4532003
LR: A308_4532003 RR: A308_4532003
LI: * RI: *
SPARE: T714_BAH1503

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:	LRR
ESP Plan Year:	* Engine Family:	4FMXT0301FE
ESP Signature Date:		



1/12/04

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)				
1FMYU031648		T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	16-JUN-2003	29-AUG-2003	148039	USA	2	1D01	030203	2R8Z	6710	AA	L65	D8	2645			
AWS Claim Key:		106603	Trx Code:		1	Labor Hrs:		6.6																	
Dir Cd-Sub Cd:		02694*	Name:			DEAN SELLERS INC			Ph:	248-6437500			St:	MI	Ctry Cd:		USA		Reg Cd:	NA	Repr Date:		20-OCT-2003	Doc #:	05490251
Cust Comments:		OIL LEAKING FROM UPPER PART OF OIL PAN.																							
Tech Comments:		L65 ENGINE OIL LEAKS DIAGNOSIS																							
1FMYU031648		T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	16-JUN-2003	29-AUG-2003	148039	USA	4	1A03	030101	1L8Z	6007	BA	L65	34	3761			
AWS Claim Key:		224003	Trx Code:		1	Labor Hrs:		8.8																	
Dir Cd-Sub Cd:		02694*	Name:			DEAN SELLERS INC			Ph:	248-6437500			St:	MI	Ctry Cd:		USA		Reg Cd:	NA	Repr Date:		01-DEC-2003	Doc #:	05706051
Cust Comments:		POSS. REOCCURRING OIL LEAK. SEE HIST. CUST. IS SEEING DRIPS IN THEIR DRIVEWAY																							
Tech Comments:		L65 ENGINE ASSEMBLY REMOVE AND INSTALL																							

PE12-019 001850 LP

[Redacted] =1FMYU03164K [Redacted]

VEHICLE DETAIL

VIN: 1FMYU03164K [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: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 8/29/2003
 GCWR: Vehicle Build Date: 6/16/2003
 PEP Code: 310A

Selling Dealers Name: DEAN SELLERS INC
 Selling Dealers P & A Code: 02694 Selling Dealers Sales Code: F48039
 Selling Dealers Main Phone: 248-643-7500 Selling Dealers Service Phone: 248-643-7500

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 3 4 K A 2 0 0 8 9 1 0 3 7 P 6 C 2 2 2 E 5 0 5 7 F E E 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 6 3 2 X 5 5 8 S 3 B B N 4 8 A 0 3 9 E 2 V T L 2 2 3 4 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 6 5 1 3 1 0 A 9 1 4 M I A
 1 2 3 4 5 6 7 8 9 160



1FMYU1/12/04

VEHICLE DETAIL

VIN: 1FMYU03164K [REDACTED] Engine: MOD 3.0L DOHC EFI NA V6 G*NAAO
 Make: FORD [REDACTED] 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: 04380 Axle Ratio:
 WheelBase: 103 Warranty Start Date: 8/29/2003
 GCWR: Vehicle Build Date: 6/16/2003
 PEP Code: 310A

Selling Dealers Name: DEAN SELLERS INC

Selling Dealers P & A Code: 02694

Selling Dealers Sales Code: F48039

Selling Dealers Main Phone: 248-643-7500 Selling Dealers Service Phone: 248-643-7500

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50
 U 0 3 4 K A 2 0 0 8 9 1 0 3 7 P 6 C 2 2 2 E 5 0 5 7 F E E 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 6 3 2 X 5 5 8 S 3 B B N 4 8 A 0 3 9 E 2 V T L 2 2 3 4 3 1 1
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150
 F M Y 6 5 1 3 1 0 A 9 1 4 M I A
 1 2 3 4 5 6 7 8 9 160



FMYU1/12/04

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
48-DETROIT	48-DETROIT	A	B2	02694	F48039

Dealer Name: DEAN SELLERS INC
 Dealer Address: 2600 W MAPLE ROAD
 TROY MI 48084

Dealer Main Phone: 248-643-7500 Dealer Service Phone: 248-643-7500

Position	Employee Name
DEALER/PARTNER	THOMAS D SELLERS
PARTS MANAGER	CHARLES BARR
PARTS & SERVICE DIRECTOR	MARK T CHICOVSKY
SALES MANAGER	RONALD K DECKER
SALES MANAGER	DEAN E SELLERS
SALES MANAGER	ELIZABETH A SELLERS
SALES MANAGER	PATRICK M HICKEY
SERVICE MANAGER	PETER A DANKE



1/12/04



LP



Consumer Affairs

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

January 31, 2005

[Redacted]

Steubenville, OH [Redacted]

RE: 2004 Ford Escape
VIN: 1FMYU93134K [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: [Redacted]	Name: _____
Address: [Redacted]	Address: _____
Spouse's Name: [Redacted]	Spouse's Name: _____
DOB: _____	DOB: _____
Soc Security#: [Redacted]	Soc Security#: _____
Occupation: <u>Electrician</u>	Occupation: _____
Injury: <u>Fractured Ribs Bruised Breasts</u>	Injury: _____

CONSUMER AFFAIRS
 SECTION
 MAR 22 4 8 02 PM '05



Date: 03/03/2005 10:14 AM
 Estimate ID: 05-5261020-01
 Estimate Version: 2
 Supplement: 2 (F) 03/03/2005 10:08:45
 Profile ID: CUSTOMIZED

Progressive

3660 Stutz DR Lower level 101 Canfield, OH 44406
 (800) 274-4499
 Fax: (330) 533-8969

Damage Assessed By: JASON DINGMAN
 Supplemented By: RICK WARMOUTH

Claim Rep: JASON DINGMAN
 (800) 274-4499 ext. 5013

* Product Type: Auto
 * Date of Loss: 01/23/2005
 * Deductible: 500.00
 Policy No: 50742652-006

* Claim Number: [REDACTED]

Insured: [REDACTED]
 Address: [REDACTED] TEUBENVILLE, OH [REDACTED]
 Telephone: Home Phone: [REDACTED]

Mitchell Service: 917626

Description: 2004 Ford Escape XLT
 Body Style: 4D Ut
 VIN: 1FMYU93134K [REDACTED]
 Mileage: 16,017
 OEM/ALT: A
 Color: silver
 Options: 4WD OR AWD, ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER STEERING, POWER BRAKES
 POWER WINDOWS, POWER DOOR LOCKS, CRUISE CONTROL, AUTOMATIC TRANSMISSION
 POWER DRIVER SEAT, AM-FM STEREO/CDPLAYER(SINGLE), PASSENGER-FRONT AIR BAG
 POWER REMOTE MIRROR, MULTI-PURPOSE VEHICLE, DRIVER-FRONT AIR BAG

Vehicle Production Date: 00/00
 Drive Train: 3.0L Inj 6 Cyl 4WD
 License: [REDACTED] OH
 Search Code: CANFIELD2

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
				FRONT BUMPER			
1		BDY	OVERHAUL	FRT BUMPER ASSY			1.4
S2 2	701365	BDY	REMOVE/REPLACE	FRT BUMPER COVER	Remanufactured	206.00	INC
S2 3	700014	BDY	REMOVE/REPLACE	R FRT BUMPER COVER RETAINER	* W706713 S300	1.48	INC
S2 4	701448	BDY	REMOVE/REPLACE	R FRT BUMPER RIVET	* W707388 S300	2.14	INC
S2 5	701449	BDY	REMOVE/REPLACE	L FRT BUMPER RIVET	* W707388 S300	2.14	INC
6	701450	BDY	REMOVE/REPLACE	R FRT BUMPER CLIP	* W705971 S300	1.79	INC
7	701451	BDY	REMOVE/REPLACE	L FRT BUMPER CLIP	* W705971 S300	1.79	INC
S2 8	701367	BDY	REMOVE/REPLACE	R FRT LWR BUMPER MOULDING	YL8Z 16038 AAB	23.62	INC
S2 9	701368	BDY	REMOVE/REPLACE	L FRT LWR BUMPER MOULDING	YL8Z 16039 AAB	23.62	INC
S2 10	700015	BDY	REMOVE/REPLACE	FRT BUMPER LICENSE BRACKET	YL8Z 17A385 BB	21.83	INC
S2 11	701452	BDY	REMOVE/REPLACE	FRT BUMPER REINFORCEMENT	5L8Z 17757 AA	74.22	INC
S2 12	701453	BDY	REMOVE/REPLACE	R FRT BUMPER REINFORCEMENT BRKT	YL8Z 17B762 AA	59.82	INC
S2 13	701454	BDY	REMOVE/REPLACE	L FRT BUMPER REINFORCEMENT BRKT	YL8Z 17B762 BA	69.78	INC
S2 14	703095	BDY	REMOVE/REPLACE	FRT BUMPER SKID PLATE	5L8Z 5B018 AAA	94.10	INC
				GRILLE			
S2 15	700018	BDY	REMOVE/REPLACE	GRILLE	YL8Z 17B968 BA	148.38	INC #
S2 16	703097	BDY	REMOVE/REPLACE	R GRILLE SCREW	* W706600 S900	12.01	
S2 17	703098	BDY	REMOVE/REPLACE	L GRILLE SCREW	* W706600 S900	12.01	
S2 18	700020	BDY	REMOVE/REPLACE	GRILLE EMBLEM	YL8Z 7842528 BB	17.18	INC #
S2 19	703099	BDY	REMOVE/REPLACE	GRILLE NUT	* W706675 S301	1.45	

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FRONT LAMPS							
20	703100	BDY	REMOVE/REPLACE	R FRONT COMBINATION LAMP ASSEMBLY	4L8Z 13008 AA	200.37	0.2 #
21		BDY	CHECK/ADJUST	HEADLAMPS			0.4
22	703101	BDY	REMOVE/REPLACE	L FRONT COMBINATION LAMP ASSEMBLY	4L8Z 13008 AB	200.37	0.2 #
HOOD							
S2 23	700045	BDY	REMOVE/REPLACE	HOOD PANEL	5L8Z 16612 AA	372.73	0.5
24		REF	REFINISH	HOOD OUTSIDE			C 2.9
25		REF	REFINISH	HOOD UNDERSIDE			C 1.5
S2 26	700052	BDY	REMOVE/REPLACE	HOOD LATCH	2L8Z 16700 AA	39.23	0.3
COOLING							
27	700081	BDY	REMOVE/REPLACE	COOLING RADIATOR	YL8Z 8005 LB	325.22	1.6
S2 28	701481	BDY	REMOVE/REPLACE	R LWR COOLING SUPPORT	YL8Z 8124 BC	24.20	
S2 29	701482	BDY	REMOVE/REPLACE	L LWR COOLING SUPPORT	YL8Z 8124 BC	24.20	
30	700095	BDY	REMOVE/REPLACE	COOLING FAN & MOTOR	2L8Z 8C607 GA	365.44	0.6
TRANS OIL COOLER							
S1 31	701232	MCH	REMOVE/REPLACE	TRANS OIL COOLER	-M YL8Z 7A095 CA	141.75	0.5 #
S1 32	701233	MCH	REMOVE/REPLACE	TRANS OIL COOLER INLET HOSE	-M YL8Z 7C410 BA	33.02	0.4 #
S1 33	701234	MCH	REMOVE/REPLACE	TRANS OIL COOLER OUTLET HOSE	-M YL8Z 7B028 BA	28.92	0.6 #
A/C /HEATER/VENTILATION							
34	700105	MCH	REMOVE/REPLACE	AIR COND CONDENSER	-M YL8Z 19712 AA	302.02	0.4 #
35		MCH	REMOVE/REPLACE	EVACUATE & RECHARGE A/C	-M		1.4
36	700108	BDY	REMOVE/REPLACE	R LWR AIR COND INSULATOR	YL8Z 19C566 AA	10.10	
37	700109	BDY	REMOVE/REPLACE	L LWR AIR COND INSULATOR	F1CZ 19C566 B	6.95	
S2 38	701500	BDY	REMOVE/REPLACE	R UPR AIR COND CONDENSER BRACKET	YL8Z 19702 DA	6.38	
S2 39	701501	BDY	REMOVE/REPLACE	L UPR AIR COND CONDENSER BRACKET	YL8Z 19732 DA	6.25	
S2 40	701502	BDY	REMOVE/REPLACE	R AIR COND SEAL	YL8Z 19E572 DA	8.85	
S2 41	701503	BDY	REMOVE/REPLACE	L AIR COND SEAL	YL8Z 19E572 DA	8.85	
S2 42	701504	BDY	REMOVE/REPLACE	LWR AIR COND SEAL	YL8Z 19E572 EA	14.47	
S1 43	701505	BDY	REMOVE/REPLACE	R AIR COND CONDENSER BRACKET	YL8Z 19D720 AA	4.77	
S1 44	700111	MCH	REMOVE/REPLACE	AIR COND COMPRESSOR	-M F7LZ 19703 AA	335.98	1.8 #
S1 45	700113	MCH	REMOVE/REPLACE	AIR COND CLUTCH	-M F2CZ 19D786 A	59.48	INC #
S1 46	700115	MCH	REMOVE/REPLACE	AIR COND PULLEY	-M F3DZ 19D784 B	95.52	INC #
S1 47	700116	MCH	REMOVE/REPLACE	AIR COND COIL	-M F1OY 19D798 A	43.56	INC #
S1 48	703186	BDY	REMOVE/REPLACE	AIR COND DRIVE BELT	** Non-OEM	24.99	0.5
S1 49	703191	MCH	REMOVE/REPLACE	AIR COND HIGH PRESSURE VALVE	-M F65Z 19D644 AA	5.55	
FRONT FENDER							
S2 50	700142	BDY	REMOVE/REPLACE	R FENDER PANEL	YL8Z 16005 BA	236.57	1.7
51		REF	REFINISH	R FENDER OUTSIDE			C 1.6
52		REF	REFINISH	R FENDER EDGE			C 0.5
S2 53	700143	BDY	REMOVE/REPLACE	L FENDER PANEL	YL8Z 16006 BA	236.57	1.7
54		REF	REFINISH	L FENDER OUTSIDE			C 1.6
55		REF	REFINISH	L FENDER EDGE			C 0.5
S2 56	700146	BDY	REMOVE/REPLACE	R FENDER LINER	YL8Z 16102 BA	29.62	INC #
FRONT INNER STRUCTURE							
57		REF	REFINISH	RADIATOR SUPPORT COMPLETE			1.5
S2 58	700167	BDY	REMOVE/REPLACE	UPR FRONT BODY RADIATOR SUPPORT	-S 5L8Z 16138 BA	189.25	3.0
S2 59	703139	BDY	REMOVE/REPLACE	R FRONT BODY BRACKET	YL8Z 8A193 BA	13.67	
S2 60	703140	BDY	REMOVE/REPLACE	L FRONT BODY BRACKET	YL8Z 8A193 AA	13.83	
S2 61	701529	BDY	REMOVE/REPLACE	FRONT BODY BRACE	YL8Z 16C750 AA	31.75	
S2 62	701530	BDY	REMOVE/REPLACE	R FRONT BODY BRACE	YL8Z 16A023 AA	27.52	
S2 63	700174	BDY	REMOVE/REPLACE	LWR FRONT BODY RADIATOR SUPPORT	-S 5L8Z 16138 AA	92.23	1.5
S2 64	701532	BDY	REMOVE/REPLACE	R LWR FRONT BODY SPLASH SHIELD	YL8Z 16102 AA	29.62	0.3
S2 65	701534	BDY	REMOVE/REPLACE	R FRONT BODY CLIP	* W706713 S300	1.48	
S2 66	703221	BDY	REMOVE/REPLACE	R UPR FRONT BODY SPLASH SHIELD	YL8Z 16103 CA	26.15	
S1 67	703086	BDY	REPAIR	L FRONT BODY FRONT APRON PANEL	-S Existing		5.0*#
S1 68		REF	REFINISH/REPAIR	L FRONT BODY FRONT APRON PANEL	-S		1.0*
S2 69	701538	BDY	REMOVE/REPLACE	R LWR FRONT BODY APRON PANEL	-S ORDER FROM DEALER	709.42	6.5 #

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 Profile ID: CUSTOMIZED

70	REF	REFINISH	R LWR APRON PANEL					1.0
S1 71	701541	BDY	REPAIR	L FRONT BODY SIDE RAIL	-S	Existing		3.0*
S1 72	REF	REFINISH/REPAIR	L FRONT BODY SIDE RAIL		-S			0.3*
73	703244	MCH	REMOVE/REPLACE	AIR BAG SYSTEM FRT AIR BAG IMPACT SENSOR	-M	4L1Z 14B006 AA	37.52	0.4
74	700253	MCH	REMOVE/INSTALL	FRONT SUSPENSION R FRONT SUSPENSION ONE SIDE	-M			2.0
75	700396	MCH	REMOVE/INSTALL	ENGINE/TRANS ENGINE & TRANS ASSY	-M			9.7
S1 76	700403	MCH	REMOVE/REPLACE	R ENGINE VALVE COVER	-M	YL8Z 6582 BA	108.77	1.5 #
S1 77	700408	BDY	REMOVE/REPLACE	ENGINE DIPSTICK TUBE ENGINE/TRANS MOUNTS		XU3Z 6754 AA	18.55	0.5
S1 78	700416	BDY	REMOVE/REPLACE	L ENG SUPT MOUNT BRACKET		YL8Z 6031 CA	35.13	0.3 #
S1 79	703499	BDY	REMOVE/REPLACE	L ENG SUPT MOUNT		3L8Z 6P094 FA	266.80	1.5
S1 80	700436	BDY	REMOVE/REPLACE	AIR CLEANER AIR CLEANER ASSEMBLY		3L8Z 9600 BA	174.33	0.4
S1 81	700476	BDY	REMOVE/REPLACE	ELECTRICAL BATTERY TRAY		YL8Z 10732 BA	22.30	0.4 #
S1 82	700481	BDY	REMOVE/REPLACE	LOW NOTE HORN ASSY		YL8Z 13832 AB	40.32	0.1 #
83	700523	BDY	REMOVE/REPLACE	WINDSHIELD W/SHIELD WASHER RESERVOIR		YL8Z 17618 AA	49.00	0.3 #
S2 84	700536	BDY	REMOVE/REPLACE	COWL & DASH R COWL/DASH VENT SCREEN		YL8Z 78022A68 AAA	57.37	0.5 #
S1 85	701762	BDY	REPAIR	COWL/DASH PANEL		Existing		2.5*#
S1 86	REF	REFINISH/REPAIR	COWL/DASH PANEL					0.8*
87	700773	REF	BLEND	FRONT DOOR R FRT DOOR OUTSIDE				C 1.0
88	700774	REF	BLEND	L FRT DOOR OUTSIDE				C 1.0
89	700785	BDY	REMOVE/INSTALL	R FRT DOOR MIRROR				0.2 #
90	700786	BDY	REMOVE/INSTALL	L FRT DOOR MIRROR				0.2 #
91	702461	BDY	REMOVE/INSTALL	R FRT OTR BELT MOULDING				0.2
92	702462	BDY	REMOVE/INSTALL	L FRT OTR BELT MOULDING				0.2
93	700787	BDY	REMOVE/INSTALL	R FRT DOOR MOULDING				0.2
94	700788	BDY	REMOVE/INSTALL	L FRT DOOR MOULDING				0.2
95	700799	BDY	REMOVE/INSTALL	R FRT DOOR TRIM PANEL				INC
96	700800	BDY	REMOVE/INSTALL	L FRT DOOR TRIM PANEL				INC
97	700821	BDY	REMOVE/INSTALL	R FRT OTR DOOR HANDLE				0.6 #
98	700822	BDY	REMOVE/INSTALL	L FRT OTR DOOR HANDLE				0.6 #
S1 99	701018	BDY	REPAIR	QUARTER PANEL R QUARTER OUTER PANEL		Existing		3.0*#
100				refn w/ in panel full clearcoat				
S1 101	REF	REFINISH/REPAIR	R QUARTER OUTER PANEL					C 1.0*
S1 102	701165	BDY	REMOVE/REPLACE	REAR BODY R REAR BODY BUMPER BRACKET		YL8Z 17787 AA	14.22	
S1 103	701168	BDY	REPAIR	REAR BODY FLOOR PAN		Existing		3.0*#
S1 104	REF	REFINISH/REPAIR	REAR BODY FLOOR PAN					1.0*
S1 105	702336	BDY	REMOVE/REPLACE	REAR BUMPER R REAR BODY SIDEMEMBER ASSEMBLY	-S	3L8Z 7810124 BA	357.72	6.5 #
106	BDY	OVERHAUL	REAR BUMPER					1.4
S1 107	703074	BDY	REMOVE/REPLACE	REAR BUMPER COVER		YL8Z 17K835 EAA	290.38	INC
S1 108	701217	BDY	REMOVE/REPLACE	REAR BUMPER REINFORCEMENT		YL8Z 17906 DA	85.08	INC
S1 109	701218	BDY	REMOVE/REPLACE	REAR BUMPER IMPACT ABSORBER		YL8Z 17C829 BA	34.20	INC
110	REF	ADD'L OPR	ADDITIONAL OPERATIONS CLEAR COAT					3.3
111		ADD'L COST	PAINT/MATERIALS				400.00	*
112		ADD'L COST	HAZARDOUS WASTE DISPOSAL SPECIAL ENTRY				3.00	*

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 Profile ID: CUSTOMIZED

Item #	Part #	Description	Service	Material	Unit	Rate	Amount
113	900500	REF*	REFINISH/REPAIR	CAR COVER	Sublet	5.00	0.0*
114	900500	FRM*	REPAIR	SETUP AND MEASURE	Existing	2.00	2.0*
S1 115	900500	FRM*	REPAIR	UNIBODY/FULL FRAME PULL & SQUARE	Existing	8.00	8.0*
116				square frt end / before replcmnt			
117	900500	BDY*	REMOVE/REPLACE	FRONT WHEEL ALIGNMENT	Sublet	49.95	0.0*
S1 118	900500	MCH*	REMOVE/REPLACE	AUTOMATIC TRANSMISSION OIL	Sublet	37.50	0.0*
119				overhaul trans /10 qrts//			
S1 120	900500	MCH*	REMOVE/REPLACE	ENGINE OIL AND FILTER	Sublet	20.00	0.0*
S1 121	900500	BDY*	REMOVE/REPLACE	COOLANT	Sublet	12.00	0.0*
S1 122	900500	BDY*	REMOVE/REPLACE	WINDSHEILD WIPER FLUID	Sublet	2.00	0.0*
S1 123	900500	MCH*	REMOVE/REPLACE	TRANSMISSION CASE	New	589.33	0.0*
S1 124	900500	MCH*	ADD'L LABOR OP	SUBLET REBUILD TO DOAN FORD	Sublet	665.00	0.0*
S1 125	900500	MCH*	REMOVE/REPLACE	REBUILD GASKET SET	New	89.90	INC*
S1 126	900500	FRM*	REPAIR	REAR BODY SQUARE UNIBODY AND RAIL	Existing	4.50	4.5*
S1 127	900500	BDY*	ADD'L LABOR OP	R&I INTERIOR TRIM FOR FLOOR ACCESS	Existing	2.00	2.0*
S1 128	900500	BDY*	ADD'L LABOR OP	REPR WIRING	Existing	1.00	1.0*

* - Judgement Item
 # - Labor Note Applies
 ** Non-OEM - Non-Original Equipment Manufacturer Replacement Part
 C - Included in Clear Coat Calc

NAPA AUTO PARTS
 CALL YOUR LOCAL STORE
 OR CALL 1-800-LET-NAPA

KEYSTONE AUTOMOTIVE
 1277 E. SCHAAF RD
 BROOKLYN HEIGHTS VILLAG
 OH 44131
 (216) 398-7788 (800) 824-2486

(800) 538-6272
 48 ** NBH25060820 24.99 2 ** FO1000510R 206.00

I. Labor Subtotals						II. Part Replacement Summary		Amount
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals			
Body	54.2	38.00	0.00	0.00	2,059.60	T	Taxable Parts	7,492.58
Refinish	20.5	38.00	0.00	5.00	784.00	T	Sales Tax @ 7.500%	561.94
Frame	14.5	40.00	0.00	0.00	580.00	T		
Mechanical	18.7	40.00	0.00	665.00	1,413.00	T	Total Replacement Parts Amount	8,054.52
Taxable Labor					4,836.60			
Labor Tax @ 7.500 %					362.75			
Labor Summary	107.9				5,199.35			
III. Additional Costs						IV. Adjustments		Amount
Taxable Costs					403.00		Insurance Deductible	500.00-
Sales Tax @ 7.500%					30.23		Customer Responsibility	500.00-
Total Additional Costs					433.23			
						I. Total Labor:		5,199.35
						II. Total Replacement Parts:		8,054.52
						III. Total Additional Costs:		433.23
						Gross Total:		13,687.10

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IV.	Total Adjustments:	500.00-
	Net Total:	13,187.10
	Less Original Net Total:	6,962.87
	Net Supplement Amount:	6,224.23
	S1: RICK WARMOUTH	6,092.54
	S2: RICK WARMOUTH	131.69

THIS ESTIMATE HAS BEEN PREPARED BASED UPON THE USE OF ONE OR MORE AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE AFTERMARKET CRASH PARTS ARE PROVIDED BY THE PARTS MANUFACTURER OR DISTRIBUTOR RATHER THAN BY YOUR OWN MOTOR VEHICLE MANUFACTURER

SIGNATURE _____

Point(s) of Impact
1 Right Front Corner (P)

Inspection Site: FIELD
Inspection Date: 01/24/2005

THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR - BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT HANDLING PROCEDURES.

REPAIR SHOP MANAGER'S/AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING AGREEMENT ON COST OF REPAIRS, TOWING/STORAGE CHARGES, AND TO COMPLETE ALL LISTED REPAIRS: _____

ESTIMATED COMPLETION DATE: _____

LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

The replacement parts written on the estimate are intended to return your vehicle to its pre-loss condition with proper installation. After repair, if any sheet metal or plastic body part included in the estimate fails to return your vehicle to its pre-loss condition (assuming proper installation), in terms of form, fit, finish, durability or functionality, Progressive will arrange and pay

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or the replacement of the part, to the extent not covered by a manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at 1-800-274-4641.

This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED BY IMPROPER MAINTENANCE, NEGLIGENCE, ABUSE OR SUBSEQUENT ACCIDENT.

THIS GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY, PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF THESE PARTS.

PART TYPE TERMS AND ABBREVIATIONS

NEW and OEM or part number displayed -- These refer to a new, original equipment manufacturer part.

NON-OEM and A/M and QUAL REPL -- These refer to an after-market part, which is a new, non-original equipment manufacturer part.

USED/RECYCLED and LKQ -- These refer to a used OEM part.

REMANUFACTURED and RECOND. and RECORE -- These refer to used/recycled OEM parts that have been refurbished.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR PROPERTY. WARRANTIES APPLICABLE TO THE AFTERMARKET CRASH PARTS ARE PROVIDED BY THE MANUFACTURE OR THE DISTRIBUTOR RATHER THAN BY YOUR OWN PROPERTY MANUFACTURER.

I ACKNOWLEDGE AND APPROVE OF THIS ESTIMATE.

SIGNATURE: _____ DATE: _____

Event Log

File Created: 01/24/2005 12:27:10 PM
Estimate Started: 03/03/2005 10:08:34 AM
Estimate Printed: 03/03/2005 10:14:06 AM
Estimate Committed: 03/03/2005 10:09:14 AM
Estimate Uploaded: Estimate not uploaded

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Progressive

3660 Stutz DR Lower level 101 Canfield, OH 44406
 (800) 274-4499
 Fax: (330) 533-8969

Supplement Delta Report
 Comparison of Estimate 05-5261020-01 Supplement 1 and Supplement 2

Damage Assessed By: JASON DINGMAN
 Supplemented By: RICK WARMOUTH

Insured: XXXXXXXXXX
 Vehicle Description: 2004 Ford Escape XLT
 * Date of Loss: 01/23/2005

Line Item	Labor Type	Operation	Line Item Description	Part Type	Dollar Amount	Labor Units	CEG Unit
Changed Entries							
2	BDY	REMOVE/REPLACE	FRT BUMPER COVER	New	279.57	INC	1.2T
S2 2	BDY	REMOVE/REPLACE	FRT BUMPER COVER	Remanufactured<	206.00 <	INC	1.2T
3	BDY	REMOVE/REPLACE	R FRT BUMPER COVER RETAINER	New	1.35	INC	T
S2 3	BDY	REMOVE/REPLACE	R FRT BUMPER COVER RETAINER	New	1.48 <	INC	T
4	BDY	REMOVE/REPLACE	R FRT BUMPER RIVET	New	2.03	INC	T
S2 4	BDY	REMOVE/REPLACE	R FRT BUMPER RIVET	New	2.14 <	INC	T
5	BDY	REMOVE/REPLACE	L FRT BUMPER RIVET	New	2.03	INC	T
S2 5	BDY	REMOVE/REPLACE	L FRT BUMPER RIVET	New	2.14 <	INC	T
8	BDY	REMOVE/REPLACE	R FRT LWR BUMPER MOULDING	New	21.97	INC	0.2T
S2 8	BDY	REMOVE/REPLACE	R FRT LWR BUMPER MOULDING	New	23.62 <	INC	0.2T
9	BDY	REMOVE/REPLACE	L FRT LWR BUMPER MOULDING	New	21.97	INC	0.2T
S2 9	BDY	REMOVE/REPLACE	L FRT LWR BUMPER MOULDING	New	23.62 <	INC	0.2T
10	BDY	REMOVE/REPLACE	FRT BUMPER LICENSE BRACKET	New	20.68	INC	0.2T
S2 10	BDY	REMOVE/REPLACE	FRT BUMPER LICENSE BRACKET	New	21.83 <	INC	0.2T
11	BDY	REMOVE/REPLACE	FRT BUMPER REINFORCEMENT	New	72.05	INC	1.4T
S2 11	BDY	REMOVE/REPLACE	FRT BUMPER REINFORCEMENT	New	74.22 <	INC	1.4T
12	BDY	REMOVE/REPLACE	R FRT BUMPER REINFORCEMENT BRKT	New	57.23	INC	1.4T
S2 12	BDY	REMOVE/REPLACE	R FRT BUMPER REINFORCEMENT BRKT	New	59.82 <	INC	1.4T
13	BDY	REMOVE/REPLACE	L FRT BUMPER REINFORCEMENT BRKT	New	66.78	INC	1.4T
S2 13	BDY	REMOVE/REPLACE	L FRT BUMPER REINFORCEMENT BRKT	New	69.78 <	INC	1.4T
14	BDY	REMOVE/REPLACE	FRT BUMPER SKID PLATE	New	87.53	INC	T
S2 14	BDY	REMOVE/REPLACE	FRT BUMPER SKID PLATE	New	94.10 <	INC	T
15	BDY	REMOVE/REPLACE	GRILLE	New	138.68	INC	0.9T
S2 15	BDY	REMOVE/REPLACE	GRILLE	New	148.38 <	INC	0.9T
16	BDY	REMOVE/REPLACE	R GRILLE SCREW	New	10.92	0.0	T
S2 16	BDY	REMOVE/REPLACE	R GRILLE SCREW	New	12.01 <	0.0	T
17	BDY	REMOVE/REPLACE	L GRILLE SCREW	New	10.92	0.0	T
S2 17	BDY	REMOVE/REPLACE	L GRILLE SCREW	New	12.01 <	0.0	T
18	BDY	REMOVE/REPLACE	GRILLE EMBLEM	New	13.80	INC	0.9T
S2 18	BDY	REMOVE/REPLACE	GRILLE EMBLEM	New	17.18 <	INC	0.9T
19	BDY	REMOVE/REPLACE	GRILLE NUT	New	1.41	0.0	T
S2 19	BDY	REMOVE/REPLACE	GRILLE NUT	New	1.45 <	0.0	T
23	BDY	REMOVE/REPLACE	HOOD PANEL	New	361.88	0.5	0.9T
S2 23	BDY	REMOVE/REPLACE	HOOD PANEL	New	372.73 <	0.5	0.9T

ESTIMATE RECALL NUMBER: 01/24/2005 13:47:29 05-5261020-01

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26	BDY	REMOVE/REPLACE	HOOD LATCH	New	36.48	0.3	0.3T
S2 26	BDY	REMOVE/REPLACE	HOOD LATCH	New	39.23 <	0.3	0.3T
28	BDY	REMOVE/REPLACE	R LWR COOLING SUPPORT	New	5.97	0.0	T
S2 28	BDY	REMOVE/REPLACE	R LWR COOLING SUPPORT	New	24.20 <	0.0	T
29	BDY	REMOVE/REPLACE	L LWR COOLING SUPPORT	New	5.97	0.0	T
S2 29	BDY	REMOVE/REPLACE	L LWR COOLING SUPPORT	New	24.20 <	0.0	T
38	BDY	REMOVE/REPLACE	R UPR AIR COND CONDENSER BRACKET	New	3.80	0.0	T
S2 38	BDY	REMOVE/REPLACE	R UPR AIR COND CONDENSER BRACKET	New	6.38 <	0.0	T
39	BDY	REMOVE/REPLACE	L UPR AIR COND CONDENSER BRACKET	New	6.10	0.0	T
S2 39	BDY	REMOVE/REPLACE	L UPR AIR COND CONDENSER BRACKET	New	6.25 <	0.0	T
40	BDY	REMOVE/REPLACE	R AIR COND SEAL	New	7.53	0.0	T
S2 40	BDY	REMOVE/REPLACE	R AIR COND SEAL	New	8.85 <	0.0	T
41	BDY	REMOVE/REPLACE	L AIR COND SEAL	New	7.53	0.0	T
S2 41	BDY	REMOVE/REPLACE	L AIR COND SEAL	New	8.85 <	0.0	T
42	BDY	REMOVE/REPLACE	LWR AIR COND SEAL	New	9.80	0.0	T
S2 42	BDY	REMOVE/REPLACE	LWR AIR COND SEAL	New	14.47 <	0.0	T
50	BDY	REMOVE/REPLACE	R FENDER PANEL	New	229.68	1.7	1.7T
S2 50	BDY	REMOVE/REPLACE	R FENDER PANEL	New	236.57 <	1.7	1.7T
53	BDY	REMOVE/REPLACE	L FENDER PANEL	New	229.68	1.7	1.7T
S2 53	BDY	REMOVE/REPLACE	L FENDER PANEL	New	236.57 <	1.7	1.7T
56	BDY	REMOVE/REPLACE	R FENDER LINER	New	28.75	INC	0.5T
S2 56	BDY	REMOVE/REPLACE	R FENDER LINER	New	29.62 <	INC	0.5T
58	BDY	REMOVE/REPLACE	UPR FRONT BODY RADIATOR SUPPORT -S	New	182.85	3.0	3.0T
S2 58	BDY	REMOVE/REPLACE	UPR FRONT BODY RADIATOR SUPPORT -S	New	189.25 <	3.0	3.0T
59	BDY	REMOVE/REPLACE	R FRONT BODY BRACKET	New	11.55	0.0	T
S2 59	BDY	REMOVE/REPLACE	R FRONT BODY BRACKET	New	13.67 <	0.0	T
60	BDY	REMOVE/REPLACE	L FRONT BODY BRACKET	New	11.55	0.0	T
S2 60	BDY	REMOVE/REPLACE	L FRONT BODY BRACKET	New	13.83 <	0.0	T
61	BDY	REMOVE/REPLACE	FRONT BODY BRACE	New	19.57	0.0	T
S2 61	BDY	REMOVE/REPLACE	FRONT BODY BRACE	New	31.75 <	0.0	T
62	BDY	REMOVE/REPLACE	R FRONT BODY BRACE	New	25.48	0.0	T
S2 62	BDY	REMOVE/REPLACE	R FRONT BODY BRACE	New	27.52 <	0.0	T
63	BDY	REMOVE/REPLACE	LWR FRONT BODY RADIATOR SUPPORT -S	New	89.12	1.5	1.5T
S2 63	BDY	REMOVE/REPLACE	LWR FRONT BODY RADIATOR SUPPORT -S	New	92.23 <	1.5	1.5T
64	BDY	REMOVE/REPLACE	R LWR FRONT BODY SPLASH SHIELD	New	28.75	0.3	0.3T
S2 64	BDY	REMOVE/REPLACE	R LWR FRONT BODY SPLASH SHIELD	New	29.62 <	0.3	0.3T
65	BDY	REMOVE/REPLACE	R FRONT BODY CLIP	New	1.35	0.0	T
S2 65	BDY	REMOVE/REPLACE	R FRONT BODY CLIP	New	1.48 <	0.0	T
66	BDY	REMOVE/REPLACE	R UPR FRONT BODY SPLASH SHIELD	New	24.22	0.0	T
S2 66	BDY	REMOVE/REPLACE	R UPR FRONT BODY SPLASH SHIELD	New	26.15 <	0.0	T
69	BDY	REMOVE/REPLACE	R LWR FRONT BODY APRON PANEL -S	New	659.92	6.5	6.5T
S2 69	BDY	REMOVE/REPLACE	R LWR FRONT BODY APRON PANEL -S	New	709.42 <	6.5	6.5T
84	BDY	REMOVE/REPLACE	R COWL/DASH VENT SCREEN	New	51.03	0.5	0.5T
S2 84	BDY	REMOVE/REPLACE	R COWL/DASH VENT SCREEN	New	57.37 <	0.5	0.5T

Related Prior Damage

Line Item	Labor Type	Operation	Line Item Description	Part Type	Dollar Amount	Labor Units	CEG Unit
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No changes to Repair Lines.

ESTIMATE RECALL NUMBER: 01/24/2005 13:47:29 05-5261020-01

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Date: 03/03/2005 10:14 AM
Estimate ID: 05-5261020-01
Estimate Version: 2
Supplement: 2 (F) 03/03/2005 10:08:47
Profile ID: CUSTOMIZED

Global Changes

No Deductible, Customer Responsibility, Labor Rate, or Part Adjustment changes were made.

		<u>Amount</u>
Original Estimate:		6,962.87
Supplement 1	6,092.54	
Supplement 2	131.69	
Supp 1 Total Tax	945.74	
Supp 2 Total Tax	954.92	
Net Supplement Amount		6,224.23
Net Total		<hr/> 13,187.10

	Program Calc Versions	Data Versions
Supp 1	5.5.017	FEB_05_A
Supp 2	5.5.017	FEB_05_A

ESTIMATE RECALL NUMBER: 01/24/2005 13:47:29 05-5261020-01

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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.

TRAFFIC CRASH REPORT



OHIO REPORT #

19-90-0125 2

CRASH SEVERITY
1 FATAL 3 FDO
2 INJURY 4 UNKNOWN

PRIVATE PROPERTY

HIT/SKEW

1 NOT HIT/SKEW
2 SOLVED
3 UNSOLVED

PHOTOS TAKEN

X

OH-2 OH-3 OH-1P OTHER
X X

REPORTING AGENCY *

OH 990

State Highway Patrol

02 02

98 = ANNUAL
99 = UNKNOWN

1101232005

DAY OF WEEK

1254 SUN

CITY

NAME (OF CITY, VILLAGE OR TOWNSHIP) *

Township

LATITUDE

LONGITUDE

72

CRASH OCCURRED ON	TYPE LOC	TYPE LOCATION POINT USED	LOCAL ID FORMAT ON
FRONT CRASH LOCATION TR-80 Ohio Turnpike	3	1 NAMES STREET 2 NUMBERED ROUTE	

REF. POINT	REFERENCE POINT USED	04 HOUSE NUMBER	08 PLACE NAME W/O REFERENCE
8 E	105 MILES	05 TOWNSHIP BOUNDARY	09 DRIVEWAY
		06 MILE POST	10 STREET OR ROUTE W/O REFERENCE
		07 CORPORATION LIMIT	

NAME (LAST, FIRST, MIDDLE)
0102

ADDRESS (STREET, CITY, STATE, ZIP CODE)
STEUBENVILLE OH

DL STATE OH

INSURED TAKEN BY 1 NONE 4 OTHER
2 EMS 5 UNKNOWN
3 POLICE

TRANSPORTED BY 7402160700

INJURED TAKEN TO

OWNER NAME (IF SAME, WRITE "SAME")
Same

ADDRESS (STREET, CITY, STATE, ZIP CODE)
Same

YEAR	MAKE	MODEL	COLOR	INSURANCE COMPANY	TOWING SERVICE	OWNER PHONE #
2004	Ford	ESCORT	GRAY	PERMANENT	MADISON	Same

OFFENSE CHARGED

OFFENSE DESCRIPTION

NAME (LAST, FIRST, MIDDLE)
0201

ADDRESS (STREET, CITY, STATE, ZIP CODE)

DL STATE DL #

LP STATE LP #

INSURED TAKEN BY 1 NONE 4 OTHER
2 EMS 5 UNKNOWN
3 POLICE

TRANSPORTED BY

INJURED TAKEN TO

OWNER NAME (IF SAME, WRITE "SAME")

ADDRESS (STREET, CITY, STATE, ZIP CODE)

YEAR	MAKE	MODEL	COLOR	INSURANCE COMPANY	TOWING SERVICE	OWNER PHONE #
			PURPLE			

OFFENSE CHARGED

OFFENSE DESCRIPTION

NAME (LAST, FIRST, MIDDLE)
01 FURQA Amy M

ADDRESS (STREET, CITY, STATE, ZIP CODE)
R03 Box 549 WELLSBURG WV 26070

NAME (LAST, FIRST, MIDDLE)

ADDRESS (STREET, CITY, STATE, ZIP CODE)

INSURED TAKEN BY 1 NONE 4 OTHER
2 EMS 5 UNKNOWN
3 POLICE

TRANSPORTED BY

INJURED TAKEN TO

SEATING POSITION	SAFETY EQUIPMENT	AIR BAG	AIR BAG SWITCH	EJECTION	TRAPPED	INJURIES
01 FRONT - LEFT (MC DRIVER)	04	1 NOT-DEPLOYED	1 NOT PRESENT	1 NOT EJECTED	1 NOT TRAPPED	1 NO INJURY
02 FRONT - MIDDLE		2 DEPLOYED-FRONT	2 IN ON POSITION	2 TOTALLY EJECTED	2 EXTRICATED BY MECHANICAL MEANS	2 POSSIBLE
03 FRONT - RIGHT		3 DEPLOYED-SIDE	3 IN OFF POSITION	3 PARTIALLY EJECTED		3 NON-INCAPACITATING
04 SECOND - LEFT (MC PASS)		4 DEPLOYED BOTH FRONT/SIDE	4 UNKNOWN	4 NOT APPLICABLE		4 INCAPACITATING
05 SECOND - MIDDLE		5 NOT APPLICABLE		5 UNKNOWN	3 TRIPPED BY NON-MECHANICAL MEANS	5 FATAL INJURY
06 SECOND - RIGHT	07	6 NOT APPLICABLE	4		4 UNKNOWN	6 UNKNOWN
07 THIRD - LEFT (MC PASSENGER/SEE CAR)		7 UNKNOWN				
08 THIRD - MIDDLE	04	8 NONE USED	1	1	1	2
09 THIRD - RIGHT		9 HELMET USED				
10 SLEEPER SECTION OF CAB		10 PROTECTIVE PADS				
11 ENCLOSED CARGO AREA		11 REFLECTIVE CLOTHING				
12 UNENCLOSED CARGO AREA		12 LIGHTING				
13 TRAILING UNIT		13 OTHER				
14 EXTERIOR		14 UNKNOWN				
15 OTHER						
16 NON-MOTORIST						
17 UNKNOWN						

Motorist/Non-Motorist

Occupant

BLANK FOR WITNESS

HSV7001

Top Copy - DDPs Bottom Copy - Agency

UNIT NUMBERS	DAMAGE AREA	PRE-CRASH ACTIONS	SEQUENCE OF EVENTS	POSTED SPEED	DRUG TEST STATUS
01 02		01 03	09 12	65 65	1 1
NON-MOTORIST LOCATION		MOTORIST		TRAFFIC CONTROL	1 NONE 2 TEST REFUSED 3 TEST GIVEN, CONTAMINATED SAMPLE/UNUSABLE 4 TEST GIVEN, RESULTS KNOWN 5 TEST GIVEN, RESULTS UNKNOWN 6 UNKNOWN
01 MARKED CROSSWALK AT INTERSECTION 02 INTERSECTION NO CROSSWALK 03 NON-INTERSECTION CROSSWALK 04 DRIVEWAY ACCESS CROSSWALK 05 IN ROADWAY 06 NOT IN ROADWAY 07 MEDIAN (BUT NOT SHOULDER) 08 ISLAND 09 SHOULDER 10 SIDEWALK 11 WITHIN 18 FEET OF ROADWAY (NOT SHOULDER, MEDIAN, SIDEWALK, ISLAND) 12 BEYOND 10 FEET OF ROADWAY (WITHIN TRAFFICWAY) 13 SHOULDER USE PATHS OR TRAILS 15 UNKNOWN	MOST DAMAGED AREA	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 DRIVERLESS 13 OTHER 14 UNKNOWN NON-MOTORIST 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	09 12 3 2	65 65 1 2 1 2	1 NONE 2 BLOOD 3 URINE 4 OTHER DRUG TEST 3&2 RESULT 1 NONE 2 MARIJUANA 3 COCAINE 4 OPiates 5 AMPHETAMINES 6 PCP 7 OTHER 8 UNKNOWN AT TIME OF REPORTING
TYPE OF UNIT	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	CONTRIBUTING CIRCUMSTANCES	COLLISION W/PERSON, VEHICLE OR OBJECT NOT FIXED	DIRECTION	TYPE OF INTERSECTION
06 13	02 15	14 09	COLLISION WITH FIXED OBJECT	4 3 4 3	01
MOTORIST	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	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/TACDA 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, RECKLESS OR AGGRESSIVE MANNER 14 SWERVING TO AVOID (DUE TO WIND, SUPPORT 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 SHIFTS/FALLS/SLIPS 21 OTHER IMPROPER ACTION 22 UNKNOWN NON-MOTORIST 23 NONE 24 IMPROPER CROSSING 25 DARTING 26 LYING AND/OR ILLEGALLY IN ROADWAY 27 FAILURE TO YIELD RIGHT OF WAY 28 NOT VISIBLE (DATE CLOTHING) 29 INATTENTIVE 30 FAILURE TO OBEY TRAFFIC SIGNS, SIGNALS, OR OFFICER 31 WRONG SIDE OF THE ROAD 32 OTHER 33 UNKNOWN	COLLISION WITH FIXED OBJECT 25 IMPACT ATTENUATOR/CRASH CUSHION 26 BRIDGE OVERHEAD STRUCTURE 27 BRIDGE PIER OR ABUTMENT 28 BRIDGE PARAFFY 29 BRIDGE RAIL 30 GUARDRAIL FACE 31 GUARDRAIL END 32 MEDIAN BARRIER 33 HIGHWAY TRAFFIC SIGN POST 34 OVERHEAD SIGN POST 35 LIGHT/UNIMAIRES SUPPORT 36 UTILITY POLE 37 OTHER POST, POLE OR SUPPORT 38 CURB 39 CURB 40 DITCH 41 EMBANKMENT 42 FENCE 43 MAILBOX 44 TREE 45 OTHER FIXED OBJECT 46 WORK ZONE MAINTENANCE EQUIPMENT 47 UNKNOWN FOLD OBJECT 48 OTHER 49 UNKNOWN	3 NORTH 2 SOUTH 3 EAST 4 WEST 5 NORTHEAST 6 NORTHWEST 7 SOUTHWEST 8 SOUTHWEST 9 UNKNOWN	01 NOT AN INTERSECTION 02 FOUR-WAY INTERSECTION 03 T-INTERSECTION 04 Y-INTERSECTION 05 TRAFFIC CIRCLE/ROUNDBOY 06 FREE-PONT, OR MORE 07 ON RAMP 08 OFF RAMP 09 CROSSOVER 10 DRIVEWAY/ACCESS 11 RAILWAY GRADE CROSSING 12 SHAPED-USE PATHS OR TRAILS 13 UNKNOWN
01 NO 02 YES 03 UNKNOWN	1 NON-CONTACT 2 NON-COLLISION 3 STRONG 4 STRUCK 5 BOTH STRUCK AND STRUCK 6 UNKNOWN	VEHICLE DEFECT CODE ONLY IF '19' SELECTED ABOVE	FIRST HARMFUL EVENT	CONDITION	OCCURRENCE
DAMAGE SCALE	1 NONE 2 NON-FUNCTIONAL DAMAGE 3 FUNCTIONAL DAMAGE 4 DISABLING DAMAGE 5 SEVERE 6 UNKNOWN	01 TURN SIGNALS 02 HEAD LAMPS 03 TAIL LAMPS 04 BRAKES 05 STEERING 06 TIRE BLOWOUT 07 WORK ON SUEK/TIRES 08 TRAILER EQUIPMENT DEFECTIVE 09 MOTOR TROUBLE 10 DISABLED FROM PRIOR CRASH 11 OTHER DEFECTS	2	1 APPARENTLY NORMAL 2 PHYSICAL IMPAIRMENT 3 EMOTIONAL 4 ILLNESS 5 FELL ASLEEP, FAINTED, FAIQUED, ETC 6 UNDER THE INFLUENCE OF MEDICATIONS/DRUGS/ALCOHOL 7 OTHER 8 UNKNOWN	1 ON ROADWAY 2 ON SHOULDER 3 IN MEDIAN 4 ON ROADSIDE 5 ON DIRT 6 OUTSIDE TRAFFICWAY 7 UNKNOWN
1 4	1 1	1 1	2	1 6	1
1 NONE 2 YES 3 UNKNOWN	1 NO UNDERSIDE OR OVERSIDE 2 UNDERSIDE, COMPARTMENT INTRUSION 3 UNDERSIDE, NO COMPARTMENT INTRUSION 4 UNDERSIDE, COMPARTMENT INTRUSION UNKNOWN 5 OVERSIDE, MOTOR VEHICLE IN TRAFFICWAY 6 OVERSIDE, OTHER VEHICLE 7 UNKNOWN	01 TURN SIGNALS 02 HEAD LAMPS 03 TAIL LAMPS 04 BRAKES 05 STEERING 06 TIRE BLOWOUT 07 WORK ON SUEK/TIRES 08 TRAILER EQUIPMENT DEFECTIVE 09 MOTOR TROUBLE 10 DISABLED FROM PRIOR CRASH 11 OTHER DEFECTS	OF THE SEQUENCE OF EVENTS - WHICH ONE IS THE FIRST HARMFUL EVENT (1-4)	ALCOHOL/DRUG SUSPECTED	ROAD CONTOUR
1 NONE 2 NON-FUNCTIONAL DAMAGE 3 FUNCTIONAL DAMAGE 4 DISABLING DAMAGE 5 SEVERE 6 UNKNOWN	1 NO UNDERSIDE OR OVERSIDE 2 UNDERSIDE, COMPARTMENT INTRUSION 3 UNDERSIDE, NO COMPARTMENT INTRUSION 4 UNDERSIDE, COMPARTMENT INTRUSION UNKNOWN 5 OVERSIDE, MOTOR VEHICLE IN TRAFFICWAY 6 OVERSIDE, OTHER VEHICLE 7 UNKNOWN	01 TURN SIGNALS 02 HEAD LAMPS 03 TAIL LAMPS 04 BRAKES 05 STEERING 06 TIRE BLOWOUT 07 WORK ON SUEK/TIRES 08 TRAILER EQUIPMENT DEFECTIVE 09 MOTOR TROUBLE 10 DISABLED FROM PRIOR CRASH 11 OTHER DEFECTS	2	1 NONE 2 YES - ALCOHOL SUSPECTED 3 YES - KED NOT IMPAIRED 4 YES - DRUGS SUSPECTED 5 YES - ALCOHOL / DRUGS SUSPECTED 6 UNKNOWN	1 STRAIGHT LEVEL 2 STRAIGHT GRADE 3 CURVE LEVEL 4 CURVE GRADE
1 NONE 2 NON-FUNCTIONAL DAMAGE 3 FUNCTIONAL DAMAGE 4 DISABLING DAMAGE 5 SEVERE 6 UNKNOWN	1 NO UNDERSIDE OR OVERSIDE 2 UNDERSIDE, COMPARTMENT INTRUSION 3 UNDERSIDE, NO COMPARTMENT INTRUSION 4 UNDERSIDE, COMPARTMENT INTRUSION UNKNOWN 5 OVERSIDE, MOTOR VEHICLE IN TRAFFICWAY 6 OVERSIDE, OTHER VEHICLE 7 UNKNOWN	01 TURN SIGNALS 02 HEAD LAMPS 03 TAIL LAMPS 04 BRAKES 05 STEERING 06 TIRE BLOWOUT 07 WORK ON SUEK/TIRES 08 TRAILER EQUIPMENT DEFECTIVE 09 MOTOR TROUBLE 10 DISABLED FROM PRIOR CRASH 11 OTHER DEFECTS	OF THE SEQUENCE OF EVENTS - WHICH ONE IS THE MOST HARMFUL EVENT (1-4)	ALCOHOL TEST STATUS	ROAD CONDITIONS
1 NONE 2 NON-FUNCTIONAL DAMAGE 3 FUNCTIONAL DAMAGE 4 DISABLING DAMAGE 5 SEVERE 6 UNKNOWN	1 NO UNDERSIDE OR OVERSIDE 2 UNDERSIDE, COMPARTMENT INTRUSION 3 UNDERSIDE, NO COMPARTMENT INTRUSION 4 UNDERSIDE, COMPARTMENT INTRUSION UNKNOWN 5 OVERSIDE, MOTOR VEHICLE IN TRAFFICWAY 6 OVERSIDE, OTHER VEHICLE 7 UNKNOWN	01 TURN SIGNALS 02 HEAD LAMPS 03 TAIL LAMPS 04 BRAKES 05 STEERING 06 TIRE BLOWOUT 07 WORK ON SUEK/TIRES 08 TRAILER EQUIPMENT DEFECTIVE 09 MOTOR TROUBLE 10 DISABLED FROM PRIOR CRASH 11 OTHER DEFECTS	2	1 NONE 2 TEST REFUSED 3 TEST GIVEN, CONTAMINATED SAMPLE/UNUSABLE 4 TEST GIVEN, RESULTS KNOWN 5 TEST GIVEN, RESULTS UNKNOWN 6 UNKNOWN	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 **SECONDARY ROAD CONDITIONS ONLY
1 NONE 2 NON-FUNCTIONAL DAMAGE 3 FUNCTIONAL DAMAGE 4 DISABLING DAMAGE 5 SEVERE 6 UNKNOWN	1 NO UNDERSIDE OR OVERSIDE 2 UNDERSIDE, COMPARTMENT INTRUSION 3 UNDERSIDE, NO COMPARTMENT INTRUSION 4 UNDERSIDE, COMPARTMENT INTRUSION UNKNOWN 5 OVERSIDE, MOTOR VEHICLE IN TRAFFICWAY 6 OVERSIDE, OTHER VEHICLE 7 UNKNOWN	01 TURN SIGNALS 02 HEAD LAMPS 03 TAIL LAMPS 04 BRAKES 05 STEERING 06 TIRE BLOWOUT 07 WORK ON SUEK/TIRES 08 TRAILER EQUIPMENT DEFECTIVE 09 MOTOR TROUBLE 10 DISABLED FROM PRIOR CRASH 11 OTHER DEFECTS	OF THE SEQUENCE OF EVENTS - WHICH ONE IS THE MOST HARMFUL EVENT (1-4)	ALCOHOL TEST TYPE	ROAD CONDITIONS
1 NONE 2 NON-FUNCTIONAL DAMAGE 3 FUNCTIONAL DAMAGE 4 DISABLING DAMAGE 5 SEVERE 6 UNKNOWN	1 NO UNDERSIDE OR OVERSIDE 2 UNDERSIDE, COMPARTMENT INTRUSION 3 UNDERSIDE, NO COMPARTMENT INTRUSION 4 UNDERSIDE, COMPARTMENT INTRUSION UNKNOWN 5 OVERSIDE, MOTOR VEHICLE IN TRAFFICWAY 6 OVERSIDE, OTHER VEHICLE 7 UNKNOWN	01 TURN SIGNALS 02 HEAD LAMPS 03 TAIL LAMPS 04 BRAKES 05 STEERING 06 TIRE BLOWOUT 07 WORK ON SUEK/TIRES 08 TRAILER EQUIPMENT DEFECTIVE 09 MOTOR TROUBLE 10 DISABLED FROM PRIOR CRASH 11 OTHER DEFECTS	2	1 NONE 2 BLOOD 3 URINE 4 BREATH 5 OTHER	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 **SECONDARY ROAD CONDITIONS ONLY
1 NONE 2 NON-FUNCTIONAL DAMAGE 3 FUNCTIONAL DAMAGE 4 DISABLING DAMAGE 5 SEVERE 6 UNKNOWN	1 NO UNDERSIDE OR OVERSIDE 2 UNDERSIDE, COMPARTMENT INTRUSION 3 UNDERSIDE, NO COMPARTMENT INTRUSION 4 UNDERSIDE, COMPARTMENT INTRUSION UNKNOWN 5 OVERSIDE, MOTOR VEHICLE IN TRAFFICWAY 6 OVERSIDE, OTHER VEHICLE 7 UNKNOWN	01 TURN SIGNALS 02 HEAD LAMPS 03 TAIL LAMPS 04 BRAKES 05 STEERING 06 TIRE BLOWOUT 07 WORK ON SUEK/TIRES 08 TRAILER EQUIPMENT DEFECTIVE 09 MOTOR TROUBLE 10 DISABLED FROM PRIOR CRASH 11 OTHER DEFECTS	65	ALCOHOL TEST RESULT	ROAD CONDITIONS
1 NONE 2 NON-FUNCTIONAL DAMAGE 3 FUNCTIONAL DAMAGE 4 DISABLING DAMAGE 5 SEVERE 6 UNKNOWN	1 NO UNDERSIDE OR OVERSIDE 2 UNDERSIDE, COMPARTMENT INTRUSION 3 UNDERSIDE, NO COMPARTMENT INTRUSION 4 UNDERSIDE, COMPARTMENT INTRUSION UNKNOWN 5 OVERSIDE, MOTOR VEHICLE IN TRAFFICWAY 6 OVERSIDE, OTHER VEHICLE 7 UNKNOWN	01 TURN SIGNALS 02 HEAD LAMPS 03 TAIL LAMPS 04 BRAKES 05 STEERING 06 TIRE BLOWOUT 07 WORK ON SUEK/TIRES 08 TRAILER EQUIPMENT DEFECTIVE 09 MOTOR TROUBLE 10 DISABLED FROM PRIOR CRASH 11 OTHER DEFECTS	65	1 NONE 2 BLOOD 3 URINE 4 BREATH 5 OTHER	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 **SECONDARY ROAD CONDITIONS ONLY

TOP COPY - CDPS BOTTOM COPY - AGENCY

10-90-0125

OHIO TRAFFIC ACCIDENT - DIAGRAM/NARRATIVE CONTINUATION

OH - 2

LOCAL REPORT NUMBER 10-90-0125	REPORTING AGENCY STATE HIGHWAY PATROL	DATE OF ACCIDENT M. 1 10 23 1905
IN COUNTY OF JANUARY	ACCIDENT LOCATION OHIO TURNPIKE TOWNSEND TWP 105 8/EB	

~ DAMAGE UNIT 1

~ HEAVY CONTACT DAMAGE TO ENTIRE FRONT
 BOTH FENDERS, HOOD, GRILLE, BUMPER, LIGHTS
 UNDER HOOD DAMAGE

~ DAMAGE TO RIGHT REAR TAILLIGHT: BUMPER

~ NO TURNPIKE DAMAGE

~ BOTH VEHICLE OCCUPANTS COMPLAINED OF POSSIBLE INJURIES
 BOTH DECLINED MEDICAL ASSISTANCE

~ UNIT 1 MOVED FROM FINAL REST PLACE TO PATROL AREA

OFFICER'S SIGNATURE

X *[Signature]*

BADGE NUMBER

699

HSY 7002 1/82

LOCAL REPORT NUMBER 10-90-0115	REPORTING AGENCY STATE HIGHWAY PATROL	DATE OF CRASH M 1 23 1905
-----------------------------------	--	------------------------------

FOR LOCAL USE ONLY - DO NOT SUBMIT TO THE STATE EXCEPT FOR FATAL CRASHES

I, [REDACTED] HEREBY MAKE THIS VOLUNTARY STATEMENT TO

T.P. O'NEILL
(OFFICER'S NAME)

AT OHIO TURNPIKE E/R
(LOCATION)

WAS TRAVELING FROM TOLEDO TO STEUBENVILLE IN CENTER TRAVELING 65 MPH WITH CRUISE CONTROL SET WHEN TRACTOR TRAILER CAME OVER INTO MIDDLE LANE HIT BRAKES & CAR STARTED SWIRLING TRIED TO GET INTO PASSING LANE LOST CONTROL OF CAR SPUN AROUND HIT MEDIUM HEAD ON & SPUN FACING FORWARD AGAIN.

Q- WHICH LANE DID THE TRUCK COME FROM? A- RIGHT LANE

Q- DID HIS VEHICLE STRIKE YOURS? A- REALLY DON'T KNOW.

Q- WHAT WAS YOUR POSITION IN RELATION TO HIS VEHICLE AT TIME? A- I WAS BY THE REAR OF HIS TRAILER. I DON'T THINK HE SAW ME. ANYWAY HE'S COMING OVER

Q- HOW HE MANEVED TO CENTER LANE PRIOR TO YOUR CRASH? A- HE WAS FULLY CONTROLING. HE HAD HIS SIGNAL ON.

Q- CAN YOU DESCRIBE THE TRUCK? COLOR? COMPANY NAME? A- JUST A OIL TRUCK WITH A BOX. I CAN'T TELL YOU THE COLOR

Q- WERE YOU OR YOUR PASSENGER INJURED? A- MY CRASH IS SOME. HER WIFE IS SOME.

Q- DO YOU WANT MEDICAL ATTENTION AT THIS TIME? A- NO.

ADDRESS OF WITNESS [REDACTED]	OFFICER'S SIGNATURE T.P. O'NEILL
SIGNATURE OF WITNESS [REDACTED]	

Narrative

UNIT 1 AND UNIT 2 (COM-A) WERE EASTBOUND ON THE OHIO TURNPIKE. UNIT 2 CHANGED LANES CAUSING UNIT 1 TO SWERVE TO AVOID COLLISION.

UNIT 1 LOST CONTROL AND SLID OFF LEFT SIDE OF ROADWAY. UNIT 1 STRUCK THE CONCRETE MEDIAN BARRIER, CAUSING TO END ON THE SHOULDER OF ROADWAY.

MANNER OF COLLISION OR IMPACT

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

WEATHER

- 01 CLEAR
 02 CLOUDY
 03 FOG, SMOG, SMOKE
 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

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

WORK ZONE RELATED

- 1 NO
 2 YES
 3 UNKNOWN

TYPE OF WORK ZONE

- 1 LAKE CLOSURE
 2 LAKE SHUT/CROSSOVER
 3 WORK ON SHOULDER OR MEDIAN
 4 INTERMITTENT/MOVING WORK
 5 OTHER

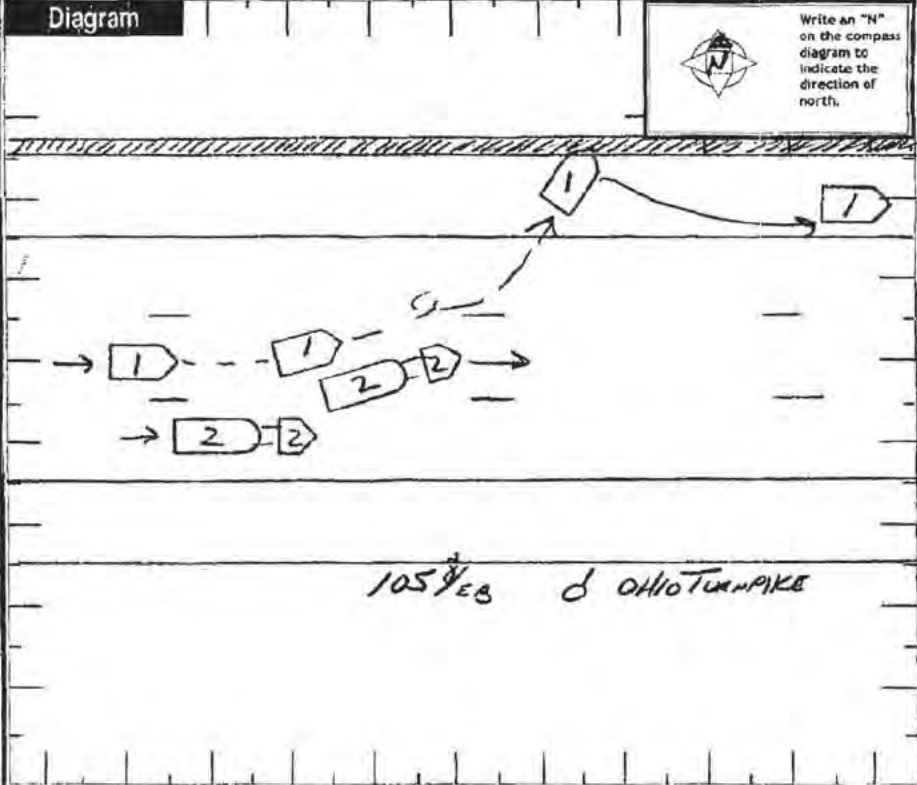
LOCATION OF CRASH IN WORK ZONE

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

WORKERS PRESENT

- 1 NO
 2 YES
 3 UNKNOWN

Diagram



Truck/Bus

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

PUCO

TRAILER LP ST.

TRAILER LP YEAR

TRAILER LP #

CARGO BODY TYPE

- 01 NOT APPLICABLE
 02 BUS (8-15 INCLUDING DRIVER)
 03 VAN/ENCLOSED BOX
 04 GRAB/CHIPS/GRAVEL
 05 POLE
 06 CARGO TANK
 07 FLATBED
 08 DUMP
 09 CONCRETE MIXER
 10 AUTO TRANSPORTER
 11 GARBAGE/REFUSE
 12 OTHER
 13 UNKNOWN

Weight (GVWR)

- 1 LESS/EQUAL 10,000
 2 10,001 - 26,000
 3 MORE THAN 26,000

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 Materials Released

- 1 NO
 2 YES
 3 NOT APPLICABLE
 4 UNKNOWN

Police Action

10-90-0125

01 23 2005 1254 1254 1300 1400 66

OFFICER'S NAME: Det. G. M... SUBJECT: 699 CHECKED BY: SGT. AWALKER DATE REPORT FILED: 01242005

REPORT TAKEN BY: 1 1 POLICE AGENCY 2 MOTORIST REPORT TAKEN AT: 1 1 SCENE 2 STATION 3 OTHER

5437 0306 1128 3655

A555A

DO NOT WRITE

10/02-11/05 K

ABOVE THIS LINE

[Redacted]

MADISON
MOTOR

SVC INC
PRINCENT ON
3346541741


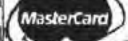
419-332-0727

EXPIRATION

DATE CHECKED

PLEASE DO NOT WRITE ABOVE THIS LINE

QTY	CLASS	DESCRIPTION	PRICE	AMOUNT
2	43953			515.00
		107736		
DATE 7-23-05			AUTHORIZATION 864054	SUB TOTAL 515.00
REFERENCE NO. 107736			SERVER	TAX 36.05
ID-FOLIO / CHECK NO. / LIC. NO. STATE			REG./DEPT. CLERK	TIP
			MISC.	



 5702126 TOTAL 551.05

SI
X

The holder of the card authorized on this form is authorized to pay the amount shown as TOTAL upon proper presentation. I promise to pay such TOTAL (together with any other charges due) in accordance with the agreement governing the use of such card.

SALES SLIP
MERCHANT COPY

March 09, 2005

[Redacted]
Steubenville, Ohio [Redacted]

30440 (OH) - 1800
Work: 1-800-488-1111
Telephone: 1-800-510-0100
Fax: 1-800-510-0100
Progressive

Named Insured:
Claim Number:
Date of Loss:

[Redacted]
January 23rd, 2005

I am monitoring the status of the medical payments (medpay) portion of your claim.

To date we have received and paid the following medical bills:

		Billed
OOPS-RXS AND CO-PAYS	JAN 24 05	65.00

Requests for billing have been sent to providers. If you have received any bills related to the accident, please submit them to the office for payment/reimbursement in the envelope enclosed.

Thank you for your cooperation.



Erin K. Stevens
Medical Payments Claim Representative
1-800-959-1762 x 5145

January 31, 2005

[REDACTED]
Steubenville, OH [REDACTED]

RE: 2004 Ford Escape [REDACTED]
VIN: 1FMYU93134K [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

VIN FSA Details	
VIN:	1FMYU93134K [REDACTED]
FSA Status:	Launched
Brand:	FORD
Manufacturing Country:	USA

FSA Details

00010252	3.0L LHD ACCELERATOR CABLE REPLACEMENT
00010453	LIFTGATE LATCH

Vehicle Details

Model Year:	2004	Assembly Plant:	KANSAS CITY PLANT BUILD
Vehicle Line:	FORD ESCAPE / MAZDA TRIBUTE	Production Date:	24-Nov-2003
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	22-Dec-2003
Vehicle Type Description:	TRUCK	Sale Date:	22-Dec-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: [REDACTED]			
Address 3:			
Address 4:			
City:	STEUBENVILLE	Phone #:	
State/Province:	Ohio	E-Mail:	
ZIP/Postal Code:	[REDACTED]		
Country:	UNITED STATES		
Owner Effective Date:	03-Jun-2004	Vendor Applied Date:	11-Jun-2004
Vendor Match Code Description:	1-BOTH NAME AND ADDRESS MATCH		
N&A Source:	POLK	GCamp Applied Date:	05-Jan-2005
Mail Status:	Active	Mail Suppression Date:	
Fleet Code:		Fleet Name:	
Fleet Status:		Fleet Mgmt Code:	
Company Car:			
Original Owner			
Business Name:			

1/26/2005

Owner Name: [REDACTED]
 Address 1: [REDACTED]
 Address 2: [REDACTED]
 Address 3:
 Address 4:
 City: STEUBENVILLE
 State/Province: Ohio Phone #: 7402667202
 ZIP/Postal Code: [REDACTED] E-Mail:
 Country: UNITED STATES

Owner Effective Date: 23-Dec-2003 Vendor Applied Date: 23-Dec-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	03276	USA	F44893		Jim Robinson Ford, Inc.
Ship-To					NOT AVAILABLE
Stocking	03276	USA	F44893		Jim Robinson Ford, Inc.
Selling	03276	USA	F44893		Jim Robinson Ford, Inc.

FSA Details	
VIN: 1FMYU93134K [REDACTED]	
Local FSA: 04S25 - 3.0L LHD ACCELERATOR CABLE REPLACEMENT	Global FSA: 00010252

Hub: FORD NORTH AMERICA Country: UNITED STATES

Segment / VIN Group(s): + 0 - TARGETING SEGMENT
 - AA - 02-04 Escape 3.0L LHD

Supplement Code: 00- Original

P&A Code	GEO Sales	Responsible Dealer		Description
		Sales Code	Sub Code	
03276	USA	F44893		Jim Robinson Ford, Inc.

Eligibility Indicators		
Type	Indicator	Updated
Repair Eligibility	Y	07-Dec-2004
Display Eligibility	Y	07-Dec-2004
Original Mail Eligibility	N	10-Jan-2005
Follow up Mail	Y	10-Jan-2005

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

Description	Release Date
RELEASED TO APPROPRIATE SOURCE - ORIGINA	10-Jan-2005
EXTERNAL NAME AND ADDRESS APPLIED	05-Jan-2005
EXTERNAL NAME AND ADDRESS APPLIED	03-Jan-2005

EXTERNAL NAME AND ADDRESS APPLIED		28-Jun-2004
Repair		
Status	System Date	Repair Date
Country	Dealer Code	Claim #
Option/Labor Code	Cost	Source
VIN/FSA Vehicle Status		
Description	Reason	Date
OPEN - LAUNCHED	Open	07-Dec-2004
Confirmed		07-Dec-2004
VIN FSA Mail History		
Local FSA: 04S25-3.0L LHD ACCELERATOR CABLE REP...		Global FSA: 00010252
Release:	OWNER LETTER	
Release Date:	10-Jan-2005	
Mail Date:		
Restricted Address:	No	
Address:	[REDACTED]	
	STUBENVILLE, OH	
	[REDACTED] UNITED STATES	
Resp. Dealer:	03276USAF44893-	
Fleet Acct:		
Fleet Mgmt Loc:		
N&A Source:	POLK	
Owner Effective Date:	03-Jun-2004	
Note:		

VIN: 1FMYU93134K [REDACTED]	
Local FSA: 04C09 - LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN	Global FSA: 00010453
SPRING REPLACEMENT	

Hub: FORD NORTH AMERICA		Country: UNITED STATES	
Segment / VIN Group(s):		Supplement Code:	
+ 0 - TARGETING SEGMENT		00- Original	
- AA - Job # 1 04 up Job 05MY & 1/2			
Responsible Dealer			
P&A Code	GEO Sales	Sales Code	Sub Code
03276	USA	F44893	
Description			
Jim Robinson Ford, Inc.			
Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	14-Dec-2004	
Display Eligibility	Y	20-Dec-2004	
Original Mail Eligibility	Y	20-Dec-2004	
Follow up Mail			
VIN/FSA Vehicle Condition			
Code	Vehicle Condition	Begin Date	End Date
			Source

Description		Release Date					
Repair							
Status	System Date	Repair Date	Country	Dealer Code	Claim #	Option/Labor Code	Cost Source
VIN/FSA Vehicle Status							
Description	Reason		Date				
OPEN - LAUNCHED	Open		20-Dec-2004				
Confirmed			14-Dec-2004				
VIN FSA Mail History							

FSA Counts			
FSA Category	Repair Eligible (Open)	Repair Ineligible (Closed)	Total
SAFETY COMPLIANCE	1	0	1
SAFETY RECALL	1	0	1
Total	2	0	2

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1/26/2005

ACK

All Action Details for Issue

Print

VIN: 1FMYU93134K [REDACTED] Year: 2004 Model: ESCAPE Case: 332800255
 Name: [REDACTED] Owner Status: Original WSD: 2003-12-22
 Symptom Desc: ENG SPEED-UP DECELERATION ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone: [REDACTED]
 Issue Type: 07 LEGAL Issue Status: ACKNOWLEDGE

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 03276 JIM ROBINSON FORD, INC. Origin Desc: US CONCERN CASE BASE
 Odometer: 16000 MI Comm Type: PHONE
 Analyst Name: PAUL REHANA Analyst: PREHANA
 Action Date: 01/25/2005 Action Time: 09.14.39.682 Action Data: Yes

Comments CUSTOMER SAID: - CUST HAD GOT IN AN ACCIDENT ON THE WEEKEND- CUST WAS SPEAKING WITH INSURANCE SHE WAS INFORMED OF A RELATED RECALL ON VEH - CUST WAS DRIVING WITH CRUISE CONTROL IN THE MIDDLE LANE ON HWY AND A TRUCK SWITCHED LANES- CUST HAD HIT BRAKES AND VEH WAS NOT SLOWING DOWN AND STARTED FISH TAILING FEELING LIKE IT WAS SPEEDING UP AND CUST LOST CONTROL- CUST HAS BRUISED RIBS- SEEKING HER NEXT STEPS* DATE OF ACCIDENT WAS JAN 23RD/05* CUST ALLEDGING THAT VEH NOT SLOWING DOWN AND GETTING FASTER CAUSED ACCIDENT* LOCATION OF ACCIDENT WAS ON INTERSTATE 80* POLICE REPORT WAS FILED, NUMBER 10-90-0125 AND FINDINGS ARE NOT KNOWN* POLICE REPORT WAS FILED IN SANDUSKY COUNTY, TOWNSEND TOWNSHIP* CLAIM HAS BEEN FILED WITH INSURANCE BUT STATUS NOT KNOWN YET* VEH IS REPAIRABLE DEALER SAID: JIM ROBINSON FORD, INC. 250 BETHANY PIKE WHEELING, WV 26003 TEL: (304) 232-2400 CRC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONTACT YOU IN 2 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCIDENT.

Data Element Name	Data Value
FIRE/ACCIDENT	A

Action: MAKE OUTBOUND CALL TO CUSTOMER
 Dealer: 03276 JIM ROBINSON FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 16000 MI Comm Type: PHONE
 Analyst Name: SMITH, ERIKA Analyst: ESMITH68 (E.L.)
 Action Date: 01/25/2005 Action Time: 14.27.46.146 Action Data: No

Comments CONTACTED CUST. PER CUST, AIR BAGS DID NOT GO OFF.

*I-80 Middle
 Cruise 67mph (Dug
 Switched lanes
 Hit Brake - Fish tail -
 Hit Guardrail
 Starting Auto Body
 \$8,000.00 in damage
 off work
 Bruises / Ribs*



/25/2005

All Action Details for Issue

Print

VIN: 1FMYU93134K [REDACTED] Year: 2004 Model: ESCAPE Case: 332800255
 Name: [REDACTED] Owner Status: Original WSD: 2003-12-22
 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: 03276 JIM ROBINSON FORD, INC. Origin Desc: US INQUIRY CASE BASE
 Odometer: 16000 MI Comm Type: PHONE
 Analyst Name: PAUL REHANA Analyst: PREHANA
 Action Date: 01/25/2005 Action Time: 09.21.03.328 Action Data: Yes

Comments CUSTOMER SAID: - RECALL NOTIFICATION 04S25 AND 04C09 DEALER SAID: JIM ROBINSON FORD, INC. 250 BETHANY PIKE WHEELING, WV 26003 TEL: (304) 232-2400 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. PROVIDED CUST CAMPAIGN NUMBERS FOR 04S25 AND 04C09

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

[REDACTED] 1/26/2005

Customer Info

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



... 1/26/2005

Vehicle List

VIN	Year	Model	Sales Type	Owner Status	Vehicle Info
1FMYU93134K [REDACTED]	2004	ESCAPE	SALE TO INDIVIDUAL UNDER THE X PLAN F & N	Original Owner	Oasis Warranty History
		Open Issues Exist			



1/26/2005

ESP / Recall Information

VIN: 1FMYU93134K [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] 1/26/2005

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
44-PITTSBURGH	18-PITTSBURG	V	A1	03276	L18507

Dealer Name:	JIM ROBINSON FORD, INC.				
Dealer Address:	250 BETHANY PIKE WHEELING WV 26003				
Dealer Main Phone:	304-232-2400	Dealer Service Phone:	304-232-7200		

Position	Employee Name
DEALER/PARTNER	JAMES R ROBINSON
PARTS MANAGER	GARY G ELIAS
PARTS MANAGER	MARK T HUGHES
SALES MANAGER	JOHN C BURKLE
SALES MANAGER	JOE ELIAS
SERVICE MANAGER	THOMAS C CLEGG

Can't find claims for VIN Code

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

Any comments? You can contact



webmaster

PE12-019 001885 LP



-1FMYU93134K



1/26/2005









Close an Issue

VIN: 1FMYU92103K [REDACTED] Year: 2003 Model: ESCAPE WSD: 2002-12-03
Name: [REDACTED] Primary Phone: [REDACTED] Secondary Phone: [REDACTED]
Address: [REDACTED] BROOKFIELD IL [REDACTED]

Case Number: 350323014 Issue Type: 07-LEGAL
Reason: LEGAL - GENERAL/OTHER
Symptom: SURGE ACCELERATION ALL ENGINE TEMP
Dealer: F41022 - ANDERSON BROS.

Comm Type: PHONE Current Odometer Reading: 57125 MI
Action Category: REDIRECT/REFERRAL/FINAL CASE DISPOSITION Odometer Reading: 57125 MI
Action: REDIRECT TO OTHER(C)

Caller information if different from vehicle owner

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

Comments: There was no fire, injury or accident. The issue is for the region. Dealer was giving consumer affairs a heads up on the case and customer.

OASIS Warranty History ESP/Recall

<<BACK CANCEL FINISH>>

ANALYTICAL WARRANTY SYSTEM

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

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)		
1FMYU92103K[REDACTED]	T/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	02-NOV-2002	03-DEC-2002	141022	USA	19	5T01	031801	YL8Z	9A758	AD	D11	41	46094		
AWS Claim Key:		6186264	Trx Code:		L04	Labor Hrs:		.4	Labor Cost:		31.08	Material Cost:		36.62	Total Cost:		67.7						
Dir Cd-Sub Cd:		01524-*	Name:			ANDERSON BROS. FORD, INC.			Ph:	708-7957900	St:	IL	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		27-MAY-2004	Doc #:		100177A
Cust Comments:		TOW TO SHOP ACCEL CABLE BINDING																					
Tech Comments:		REPLACED ACCEL CABLE AND RETESTED ALL OK																					
1FMYU92103KB[REDACTED]	/M1	T/F	T/WE	T/EF	T/F	AJ	T/DJ	T/LD	02-NOV-2002	03-DEC-2002	141022	USA	19	4C03	090301	2L8Z	5E212	AA	D36	42	47916		
AWS Claim Key:		6655251	Trx Code:		S07	Labor Hrs:		1.7	Labor Cost:		135	Material Cost:		299.6	Total Cost:		546.6						
Dir Cd-Sub Cd:		01524-*	Name:			ANDERSON BROS. FORD, INC.			Ph:	708-7957900	St:	IL	Ctry Cd:		USA	Reg Cd:	NA	Repr Date:		22-JUN-2004	Doc #:		101018A
Cust Comments:		VEHICLE LACKS POWER UPON ACCEL																					
Tech Comments:		ROADTEST, SCOPE TEST, FUEL PRESSURE TEST, PNPNT TEST RPLC REAR CATALYTIC CONVRTR, RETEST & ROADTEST																					

Any comments?



Action Detail

[Print Action Detail](#)

VIN: 1FMYU92103K [REDACTED]	Year: 2003	Model: ESCAPE	Case: 350323014
Name: [REDACTED]	Owner Status: Original	WSD: 2002-12-03	
Symptom Desc: SURGE ACCELERATION ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - GENERAL/OTHER		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: ACKNOWLEDGE	Dealer: ANDERSON BROS. FORD, INC.	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD		P & A Code: 01524	
Odometer: 57125 MI	Comm Type: FAX		
Action Date: 10/27/2004	Action Time: 09:43:51:373	Action Data: No	
Analyst Name: GRAHAM, ROCHELLE	Analyst: RGRAHA41		

COMMENTS: *****PRODUCT LIABILITY***** FAX RECEIVED 10-22-04, DEALER CONTACT: JOHN SMULSKI. CUSTOMER ALLEGES A COMPONENT DEFECT CAUSES THE ACCELERATOR CABLE TO BIND AND THE THROTTLE DOESN'T RETURN TO THE NORMAL POSITION. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

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

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



10/27/2004

ESP / Recall Information

VIN: 1FMYU92103K [REDACTED]

Contract: 1 of 1

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

Purchaser: [REDACTED]
Plan Type: USA 2002 NEW 48/100,000 EXTRACARE W/ROADSIDE ASSIST.
Selling Dealer: ANDERSON BROS. FORD, INC.
Deductible: 50
Rental: 28
Towing Allowance:

Status: Active
Expiration Date: 2006-12-03
Expiration Miles: 100,000
Plan Year: 2002
Purchase Type: N
Options:

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

Cancel Date:
Refund Percent:
Dealer Credited:

Process Date:
Dealer Received Date:

No Recall Information for this VIN



10/27/2004



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 ^{ADDRESS} FORD ^{BOOS} P&A 01524 Region & State CHICAGO ILLINOIS

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

CUSTOMER/VEHICLE INFORMATION:

New or Used NEW WSD 1263102 Year/Model 2003 ESCAPE

VIN 1FMYU92103K Mileage 57125

Customer Name [REDACTED]

Address 8914 PLAINFIELD RD

City BROOKFIELD County COOK State ILLINOIS Zip code [REDACTED]

Home Phone [REDACTED] Work Phone [REDACTED]

DETAILS of INCIDENT:

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

Medical Attention Sought:

Date of Incident 10/21/04

Is customer alleging a component defect caused the incident? /N If yes, what type & details SEE ATTACHED

Was a police report filed? If yes, where _____

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

Owner's Insurance Company _____ Agent's Name _____

Insurance Company Phone Number (_____) _____

If the vehicle is a conversion unit, who is the coach builder? NO

City _____ State _____ Zip _____

RESOLUTION that CUSTOMER is SEEKING:

SEE ATTACHED

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

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

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED



To Whom It May Concern:

10-22-2004

My name is John Smulski Service Manager at Anderson Brothers Ford
This customer brought his vehicle in 05/27/2004 with 46094 miles on vehicle. His concern was when you accelerated the vehicle, the throttle would not return. My shop foreman Dan Simanek worked on the vehicle and found the accelerator cable was binding. We took videos of the cable (We are a Q1 Dealer) and sent them to Ford. We replaced accelerator cable with an updated part number YL8Z-9A758-AD and returned vehicle to customer. The customer returned on 10/21/2004 with the same concern. We have contacted Dan Myers who is our FQE. He instructed us to wait and he will come and look at the vehicle next week. I contacted Mike Fasolo our zone manager regarding this matter. The customer is extremely upset since his wife and children normally drive this vehicle. I have put him in a loaner vehicle so his is not further inconvenienced. We need to have a sound answer for this customer because my feelings are he might take it to a bigger step. If you have any other questions please feel free to contact me at any time.

Sincerely

John Smulski
Service Manager
708-795-7900 ext 134
John@andersonbrosford.com

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	E2	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

10/27/2004

[Click Here To Update Customer Information](#)

[Print Customer Info](#)

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

Address: [REDACTED] BROOKFIELD IL [REDACTED]

Country: USA Language: EN

Cell Phone: Pager:

Preferred Contact method: Fax:

Preferred Contact Time: Email: [REDACTED]



10/27/2004



Action Detail

VIN: 1FMYU02173K [REDACTED]	Year: 2003	Model: ESCAPE	Case: 1444853514
Name: [REDACTED]	Owner Status: Original	WSD: 2003-01-07	
Symptom Desc: ENG SPEED-UP DECELERATION HOT ENGINE		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: PRICE FORD, LLC	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 07989	
Action Desc: REFER TO INSURANCE CARRIER - INSURANCE COMPANY ALREADY INVOLVED			
Odometer: 90000 MI	Comm Type: MAIL		
Action Date: 02/09/2005	Action Time: 10:38:25:217	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: LPA WILL SEND PREVIOUS INSURANCE INVOLVEMENT LETTER/SUBROGATION. NO FURTHER ACTION.

[REDACTED]

2/9/2005

Sent Via US Mail

February 9, 2005

[REDACTED]
Brighton, TN [REDACTED]

RE: 2003 Escape
VIN: 1FMYU02173K [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] BRIGHTON TN [REDACTED]
Country: USA Language: EN
Call Phone: [REDACTED] Pager:
Preferred Contact method: Fax:
Preferred Contact Time: Email:

[REDACTED] 2/9/2005

Update This Information In Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
23-MEMPHIS	23-MEMPHIS	A	A1	07989	F23007

Dealer Name:	PRICE FORD, LLC	Dealer Service Phone:	901-873-3673
Dealer Address:	4701 NAVY ROAD MILLINGTON TN 38053		
Dealer Main Phone:	901-873-3673		

Position	Employee Name
GENERAL MANAGER	Chris d Price
PARTS MANAGER	JOHN T BAILEY
SALES MANAGER	WILLIAM A KRAMER
SALES MANAGER	NESTOR ARANA
SERVICE MANAGER	PHILLIP N QUARLES

**OASIS RESULT:
1FMYU02173K [REDACTED]**

See bottom of the OASIS result for contact ID 02/09/2006
08:54:39

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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 3M11A30A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 01/07/2003	BUILD DATE 08/30/2002	SALE MILEAGE
--	---------------------------------	---------------------

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

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

12/27/2004

DEALER: Price Ford, LLC

WARRANTY CLAIM NUMBER: 074690

ODOMETER: 088007M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
5L8Z 9A758AA	CABLE-ACC PEDAL TO C	001	04S258		

ACCELERATOR CABLE TECH REPLACED ACCELERATOR CABLE AS PER RECALL 04S25

11/27/2004

DEALER: Price Ford, LLC

WARRANTY CLAIM NUMBER: 074088

ODOMETER: 088007M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
		000	04S138		

1 PRFORMED WORK AS PER RECALL 04S13, REPROGRAMMED PCM TO LATEST CALIBRATION

END OF OASIS REPORT FOR 1FMYU02173K [REDACTED]



ESP / Recall Information

VIN: 1FMYU02173K [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	2004-11-27	07989USAF23007
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2004-12-27	07989USAF23007

[REDACTED] 2/9/2005

Action Detail

VIN: 1FMYU02173K [REDACTED]	Year: 2003	Model: ESCAPE	Case: 1444853514
Name: [REDACTED]	Owner Status: Original	WSD: 2003-01-07	
Symptom Desc: ENG SPEED-UP DECELERATION HOT ENGINE		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ALLEGED - NON-SERIOUS INJUR		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: OPEN	Dealer: PRICE FORD, LLC	
Origin Desc: US CONCERN CASE BASE		P & A Code: 07989	
Action Desc: ADVISE CUST INFORMATION IS FOWARDED TO OUR PRODUCT CLAIMS GROUP			
Odometer: 90000 MI	Comm Type: PHONE		
Action Date: 02/08/2005	Action Time: 11:10:38:577	Action Data: No	
Analyst Name: HOLDER DANIELLE	Analyst: DHOLDER6		

COMMENTS: CUSTOMER SAID: -TOOK THE VEHICLE TO PRICE FORD FOR THE ACCELARATOR PEDAL RECALL (04S25)-2 WEEKS LATER CUST WAS INVOLVED IN AN ACCIDENT BECAUSE THE ACCELERATOR PEDAL STUCK AND THE VEHICLE COULD NOT STOP-EVEN AFTER HITTING THE OTHER VEHICLE CUST VEHICLE STILL SEEMED LIKE IT WANTED TO SPEED UP- ACCIDENT HAPPENED ON JAN.24 2005 NEAR THE INTERSECTION OF PAUL BARRETT PKWY AND RAWLEY MILTON RD.-THE DRIVER OF THE OTHER VEHICLE IS NOW COMPLAINING OF HEADACHES-THE POLICE WERE NOT CALLED -CUST REPORTED THE ISSUE TO HIS INSURANCE COMPANY AND THEY ARE IN THE PROCCES OF REVIEWING THE CLAIM-VEHICLE IS REPAIRABLE AND IS AT AN INDEPENDANT BODY SHOPDEALER SAID: NONECRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.

[REDACTED] 2/9/2005



To:
William Clay Ford, Jr.
President,
Ford Motor Company
1 The American Road
Dearborn, Mi. 48121

Dear Mr. Ford,

07-22-02

I purchased a 2002 Ford escape in December of 2001 at Mel Farr Ford at 10 mile and Greenfield. After 98 miles, my car completely stopped while I was driving it. Evaluation at Mel Farr Ford revealed a defective alternator. This was replaced and the car operated well until 7,000 miles when a most disturbing incident occurred.

On May 21st 2002 at 8:30 am I was stopped at a light waiting for it to change. I was in the right hand turn lane at 12 mile on Orchard Lake Road in Farmington Hills, MI. Then I heard the sound of tires screeching, smelled burning rubber and found myself propelled into the car in front of me - I hit the car so hard that I bounced off the car twice and my air bags went off. My foot, unchanged from its position on the brake, led me to assume that someone had hit me from behind. However, when I got out of the car I realized that it was my car that was responsible for the four-car accident. (Fortunately, no one was hurt.) I have an eyewitness that has written and signed a statement attesting to the above.

I immediately drove the car to the nearest Ford dealership (Avis) for evaluation. (Unfortunately, Mel Farr Ford, where I had purchased the car, had closed.) I was advised after a "computer diagnostic test" that nothing was wrong with the car. This was followed shortly by a registered letter from your Consumer Affairs department indicating that they could be of no assistance to me. I tried to contact Mr. Kirksey, the Consumer Affairs person who wrote the letter, but I was advised that "the legal department does not speak with anyone". Various mechanics and engineers have looked at my car and have indicated that nothing is wrong. (It is curious to me that beyond the initial explanation given by me to the repair department at Avis, not one individual who evaluated the car contacted me for a more complete review of the circumstances of the accident. No one attempted to reproduce the circumstances of the accident as I saw it, or even get a general history of the car, as any reasonable mechanical/engineering investigation should include.)

After all my other options had been exhausted, I explored the possibility of a "buy back" however the factory representative refused to consider it, never even speaking directly to me prior to making her decision. I was advised that if I wished to pursue this further I should retain an attorney.

I then explored the possibility of selling the car to the dealership. The used car manager at Avis would give me \$14,000.00. That price would be at a loss to me of \$6000.00 - for a manufacture's defect and it would still put the next buyer at a similar risk. This is not an acceptable solution.

More than satisfied with our previous Taurus and Aerostar, I chose the Escape and I loved the way it drove and looked. However, I am now afraid to drive a car that I paid \$20,000.00 for. As of this writing, my car remains at the Avis dealership. I have been without it since May 21st. I can not in good conscious, drive the car until the cause of the malfunction is identified and fixed. Clearly something is wrong and I feel it is socially irresponsible of me to drive this car and therefor risk the injury or death of others or my self. What is Ford Motor Company's responsibility here? So far your company's only response has been to send a memo as quickly as possible (before a complete evaluation was even possible) disavowing any responsibility for the malfunction. Further, I can not and should not take on the financial burden of this situation when I have a new car with only 7000 miles that is under bumper to bumper warranty for 3/30.

What exactly is the value of your warranty if not to protect the consumer against manufacture's defects? The warranty tells me that a company stands behind its work. With the notable exception of Frank Cianciolo, an outstanding and extremely helpful salesperson at Avis Ford (who took the time to support my concerns and give me guidance), my impression has been that Ford Motor Company does not even wish to know what's wrong with their product let alone stand behind their work.

I have had problems with new cars in my driving career but I have never experienced so blatant a "its not our fault" collective attitude as I have endured with the Avis dealership and Ford Motor Company over these past several months.

Mr. Ford, tell me that my experience is unique by offering me some reasonable solutions for resolving this problem.

Please contact me at your earliest convenience.

Sincerely,

A large black rectangular redaction box covering the signature area.

Huntington Woods, MI.

H
W

Ford Motor Company

Consumer Affairs

May 23, 2002

*Sent Via Mail

[REDACTED]

Huntington Woods, MI [REDACTED]

Re: 2002 Ford Escape
VIN#-1FMYU01112K [REDACTED]

Dear [REDACTED]

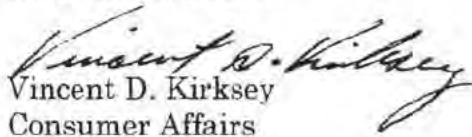
Thank you for contacting Ford Motor Company regarding your vehicle.

Ford Motor Company has reviewed your vehicle concerns. Information provided by the dealership indicated they were unable to verify or duplicate your alleged sudden acceleration concerns. Based on this information, we will be unable to honor your request for assistance.

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

We regret that our decision could not be more favorable.

Respectfully yours,


Vincent D. Kirksey
Consumer Affairs



13766714.22



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 AVIS FORD P&A 02750 Region & State DETROIT

Contact Person JOHN THURWACHTER Phone # (248) 799-3547

CUSTOMER/VEHICLE INFORMATION:

New or Used _____ WSD 11-30-2001 Year/Model 02 ESCAPE

VIN 1FMYU0LL12K Mileage 7223

Customer Name _____

Address _____

City HUNTINGTON WOODS County OAKLAND State MI Zip code _____

Home Phone _____ Work Phone _____

DETAILS of INCIDENT:

Is incident involves (Circle all that apply): Accident N Fire Injury Y / N

Medical Attention Sought: Y / N

Date of Incident 5-21-02

Is customer alleging a component defect caused the incident? N If yes, what type & details SURGED FORWARD WITH FOOT ON BRAKE

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

Has the Insurance Company been contacted? Y / N What did the insurance company advise? CUSTOMER ADVISED SHE WILL CALL INSURANCE CO. A/O 3:25 PM 5-21-02

Owner's Insurance Company AAA Agent's Name _____

Insurance Company Phone Number (_____) _____

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

City _____ State _____ Zip _____

RESOLUTION that CUSTOMER is SEEKING:

SEE ATT REPAIR ORDER # 197273

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

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

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED

FROM : AVIS FORD INC

CUSTOMER #: R5176773

197273

AVIS FORD

29200 TELEGRAPH AT 12 MILE
SOUTHFIELD, MICHIGAN 48034
PHONE (248) 355-7500

WORKORDER

PAGE 1

DEALER REG. NO. F 102017 P & A CODE 02750-9

HUNTINGTON WOODS, MI
HOME BUS:

SERVICE ADVISOR: 7481 DAMIAN 248-226-2579

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	02	FORD ESCAPE	1FMYU01112K		7223/	T2195
DEL. DATE	PROG. DATE	WARR. EXP.	PROMISED	ACTUAL	PAYMENT	INV. DATE
01JAN2002			12:48	23MAY02	75.00 CASH	
A.O. OPENED	READY	OPTIONS				
21MAY2002 10:09		DLR:48C028				

RECOMMENDED SERVICE CURRENT MILEAGE 7223

- 1P - CHANGE ENGINE OIL AND FILTER
- 230P - ROTATE TIRES 0.4

>> BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE OUR DEALERSHIP RECOMMENDS <<
>> THE ABOVE SERVICE BE PERFORMED NOW <<

W - O - R - K - O - R - D - E - R

LINE	OP CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS	CUSTOMER STATES
# A	D41		FORD THE VEHICLE SURGED FORWARD WHEN THE CUSTOMER HAD HER FOOT ON THE BRAKE. ADVISE	
			<i>ONLY -> Tell - Drive and Baby Cakes</i>	
			<i>John T. These were found on RO & TMS.</i>	
# B	S40		FORD ADVISE ON DEPLOYED AIR BAGS.	B 1231 B 1932 B 1933
# C	B66		FORD ADVISE ON DAMAGED FRONT BUMPER.	B 1877 B 1881 B 1888
# D	BS		FORD COMBINATION BODYSHOP/SERVICE REPAIRS	

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

PRELIMINARY ESTIMATE &

AUTHORIZED BY	DATE	TIME	BY
<i>[Signature]</i>			
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

TECHNICIAN COPY

==>

VIN: _____ CASE: 1376671422 HOME PHONE: _____
LAST NAME: _____ ZIP/POSTAL: _____ CTRY: _____

A	CUSTOMER NAME/ C City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
	HUNTINGTON WOODS	MI		USA	

F1=Help F2=VehicleList F4=UpdCustInfo F5=AddCustIssue
F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE

LPREL54

==>

VIN: 1FMYU01112K [REDACTED] Year: 2002 Model: ESCAPE
 Owner Status: ORIGINAL WSD: 11/30/01 Mileage: 7223
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: [REDACTED] Case: 1376671422 Day Ph: [REDACTED]
 Symptom: BUCK/JERK ACCELERATION ALL ENGINE TEMP
 Reason: LEGAL - ACCIDENT
 Dealer: AVIS FORD INC
 Issue Type: 07 LEGAL CAN Court: Legal Issue Type:
 Issue Status: 0 OPEN CAN Award: MORSII Contact: N

A/C DATE	Origin Description
05/22/02	CALGL OPEN LEGAL CONTACT - PRODUCT LIABILITY

F1=Help F2=AddAction F4=ActionDetail F6=DealerInfo F12=Return
 F7=Prev F8=Next F9=ViewMORSII F11=Menu LPREL54
 NO MORE RECORDS AVAILABLE

==>

DEALER: F48028 AVIS FORD INC
 Address: 29200 TELEGRAPH P&A Code: 02750
 City: SOUTHFIELD Sales Region: 48 DETROIT
 State/Prov: MI ZIP/Postal: 48034 Sales Zone: C
 Country: USA Trained: Y FCSD Region: 48 DETROIT
 Dlr Phone: 248 355 7500 Market: B1
 Svc Phone: 800 358 2778 Market Area:
 Svc Hours: 7:30 AM - 6:00 PM MONDAY THRU FRIDAY
 Directions: ADDRESS CUSTOMER CONCERNS TO EDMOND DOUGLAS JR CRM

A

C POSITION	Employee Name
DEALER/PARTNER	WITMER, JAMES P
GENERAL MANAGER	LEWIS, CHARLES
PARTS MANAGER	TATRO, EUGENE
SALES MANAGER	BERGHOEFER, JOHN
SERVICE MANAGER	THURWACHTER, JOHN G

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return

NO MORE RECORDS AVAILABLE

LPREL54

==>

VIN: 1FMYU01112K [REDACTED] Year: 2002 Model: ESCAPE
Owner Status: ORIGINAL WSD: 11/30/01
Name: [REDACTED] Hm Ph: [REDACTED]
Trmt: Case: 1376671422 Day Ph:
Symptom Desc: BUCK/JERK ACCELERATION ALL ENGINE TEMP
Reason Desc: LEGAL - ACCIDENT
Dealer: AVIS FORD INC
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: FX FAX Odometer Reading: 7223 MI
Analyst: MKELSEY2 MOLLY KELSEY Document Number:
Action Date: 05/22/02 Action Data: N Action Time: 10:27:47 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
Comments: ***** DEALER REQUEST LETTER *****
REC'D 05/22/02

DEALERSHIP CONTACT: JOHN THURWACHTER 248 799 3547
ALLEGES

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

LPREL54

==>

VIN: 1FMYU01112K [REDACTED] Year: 2002 Model: ESCAPE
 Owner Status: ORIGINAL WSD: 11/30/01
 Name: [REDACTED] Hm Ph: [REDACTED]
 Trmt: Case: 1376671422 Day Ph:
 Symptom Desc: BUCK/JERK ACCELERATION ALL ENGINE TEMP
 Reason Desc: LEGAL - ACCIDENT
 Dealer: AVIS FORD INC
 Issue Type: 07 LEGAL Issue Status: O OPEN
 Comm Type: FX FAX Odometer Reading: 7223 MI
 Analyst: MKELSEY2 MOLLY KELSEY Document Number:
 Action Date: 05/22/02 Action Data: N Action Time: 10:27:47 EST
 Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY
 Comments:

CUSTOMER ALLEGES HER ACCELERATION IS DEFECTIVE.

CUSTOMER REQUESTS A FORD REPRESENTATIVE CONTACT HER TO DISCUSS THIS MATTER.

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

LPREL54

1FMYU01112K [REDACTED]

05/23/2002 10:11:51

2002 ESCAPE

4 DR XLS MPV 4X2

3.0L EFI DOHC

2M11A30A CD4E AUTO TRANSAXLE

AXLE CODE: 96

*OPEN CAMPAIGNS

NO CAMPAIGN MESSAGE(S) FOUND

*WARRANTY START DATE 11/30/2001 BUILD DATE 11/07/2001 START ODOM 00025

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

NO ESP INFORMATION AVAILABLE

*THIS VEHICLE HAS AN OPEN CUDL\MORS INFORMATIONAL CONTACT

FOR MORE INFO <RTN>, M. MENU OR 99. BYE

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN: IFMYU01112K [REDACTED]	Veh Line: T/MI - ESCAPE (U204) [2001]	Eng Serial No: 150262086
Model Year: 2002	Market Derived: T/F - FORD DIVISION DERIVATIVE	Body Shell: *
Veh Type: T	Drive Code: T/A - 2 WHL L/H FRONT DRIVE	Engine: T/LD - MOD 3.0L DOHC EFI NA V6 G*NAAO
Inv. Dealer: 02716	Body Cab Style: T/WD - 4 DOOR WAGON	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: 07-NOV-2001

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 148029 - *
Country: USA - ##### Selling Dir St/Prov: MI
Buyer St/Prov: MI

Arrival Date: 27-NOV-2001 Red Carpet Lease: *
Sale Date: 30-NOV-2001 Fleet/Retail/Co. Lease: R
Warranty Start Date: 30-NOV-2001 Modified Vehicle: *
Orig Warranty Date: 30-NOV-2001 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

U012KB23047103 C Z 11KA021 BK G 496 7J 3 26 S 83G N 48C029L 4 B4 W2 3 11

FMY1C1 120A 914MI Y 7G



INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
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:	PNEGC - 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:	2M11A30A	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	* - [N/A]
Color(Trim):	000ZV -	Tire Manufacturer:	AN - UNIROYAL
Delivery Type:	0	Tire Brand:	* - *
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:	* - [N/A]

TIRE DOT INFORMATION:

LF: * RF: *

LR: * RR: *

LI: * RI: *

SPARE: * DOT Plant Manufacturer: * - *

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:	JJZ
ESP Plan Year:	* Engine Family:	2FMXT0301F7
ESP Signature Date:		

Any comments? You can contact

==>

VIN: 1FMYU01112K [REDACTED] Year: 2002 Model: ESCAPE
 Name: [REDACTED]
 Trmt:
 Issue Type: 07 LEGAL Case: 1376671422
 Issue Status: K OPEN
 Comm Type: FX FAX Odometer Reading: 7223
 Dealer: 02750 AVIS FORD INC Odometer Type: MI
 Symptom Desc: BUCK/JERK ACCELERATION ALL ENG Document Number:
 Reason Desc: LEGAL - ACCIDENT Legal Issue Type:
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code:
 Action Desc: MAKE OUTBOUND CALL TO DEALER CAN Award Code:
 Comments: ***LPA COMMENTS***

LPA SPOKE WITH THE S/M REGARDING THE CUSTOMER VEHICLE CONCERNS. THE S/M SAYS THEY INSPECTED THE CUSTOMER VEHICLE FOR THE ALLEGE SUDDEN ACCELERATION CONCERNS BUT WAS UNABLE TO DUPLICATE OR VERIFY THE CUSTOMER CONCERNS. THE DEALERSHIP INFORMED THE CUSTOMER OF THE FINDINGS, AND REFERRED HER TO THE INSURANCE COMPANY. THE VEHICLE IS CURRENTLY AT THE DEALER SHIP BODY-SHOP, AND THE INSURANCE COMPANY HAS BEEN CONTACTE

F1=Help F2=ActionList F5=Add F6=DealerInfo F13=DealerList
 F9=PrevComments F10=NextComments F11=Menu F12=Return LPREL54

==>

VIN: 1FMYU01112K [REDACTED] Year: 2002 Model: ESCAPE
 Name: [REDACTED]
 Trmt: Case: 1376671422
 Issue Type: 07 LEGAL Issue Status: K OPEN
 Comm Type: FX FAX Odometer Reading: 7223
 Dealer: 02750 AVIS FORD INC Odometer Type: MI
 Symptom Desc: BUCK/JERK ACCELERATION ALL ENG Document Number:
 Reason Desc: LEGAL - ACCIDENT Legal Issue Type:
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code:
 Action Desc: MAKE OUTBOUND CALL TO DEALER CAN Award Code:
 Comments: RSHIP BODY-SHOP, AND THE INSURANCE COMPANY HAS BEEN CONTACTE
 D BUT HAS NOT MADE A DECISION. NO INJURIES WERE SUSTAINED
 DURING THE ACCIDENT.

*

THE CUSTOMER FEELS THERE IS A DEFECT IN THE VEHICLE, AND
 INDICATED SHE HAS CONTACTED AN ATTORNEY.

F1=Help F2=ActionList F5=Add F6=DealerInfo F13=DealerList
 F9=PrevComments F10=NextComments F11=Menu F12=Return LPREL54

==>

VIN: 1FMYU01112K [REDACTED] Year: 2002 Model: ESCAPE
 Name: [REDACTED]
 Trmt: Case: 1376671422
 Issue Type: 07 LEGAL Issue Status: C ACKNOWLEDG
 Comm Type: FX FAX Odometer Reading: 7223
 Dealer: 02750 AVIS FORD INC Odometer Type: MI
 Symptom Desc: BUCK/JERK ACCELERATION ALL ENG Document Number: _____
 Reason Desc: LEGAL - ACCIDENT Legal Issue Type: -
 Origin Desc: CONSUMER AFFAIRS - LITIGATION CAN Court Code: _____
 Action Desc: REFER TO INSURANCE CARRIER - U CAN Award Code: _____
 Comments: ***LPA COMMENTS***

LPA HAS REVIEWED THE ABOVE CASE, AND INFORMATION PROVIDED
 BY THE DEALERSHIP INDICATED THEY WERE UNABLE TO DUPLICATE
 THE CUSTOMER SUDDEN ACCELERATION CONCERNS. BASED ON THIS
 INFORMATION, WE WILL BE UNABLE TO HONOR THE CUSTOMER REQUEST
 FOR ASSISTANCE, AND ASKED THAT THE CUSTOMER CONTINUE WORKING
 WITH THEIR INSURANCE COMPANY TO ADDRESS THE ISSUE. NO FURTHER
 ACTION IS NEEDED TO RESOLVE.

F1=Help F2=ActionList F5=Add F6=DealerInfo
 F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
 NO PREVIOUS COMMENT LPREL54



Action Detail

VIN: 1FMYU03192K [REDACTED]	Year: 2002	Model: ESCAPE	Case: 1487290385
Name [REDACTED]	Owner Status: Original	WSD: 2002-03-28	
Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP		Primary Phone: [REDACTED]	
Reason Desc: LEGAL - ACCIDENT		Secondary Phone: [REDACTED]	
Issue Type: 07 LEGAL	Issue Status: CLOSED	Dealer: BRADFORD FORD	
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION		P & A Code: 09678	
Action Desc: CLOSING COMMENTS - CUSTOMER ISSUE RESOLVED BY DEALER/REGION			
Odometer: 54750 MI	Comm Type: PHONE		
Action Date: 03/18/2005	Action Time: 13:53:17:210	Action Data: No	
Analyst Name: FONSECA, LOURDES NEARON (L.C.)	Analyst: LFONSECA		

COMMENTS: DEALERSHIP SUBMITTED DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW AS AN FYI ONLY, CUSTOMER IS NOT EXPECTING A RESPONSE.

[REDACTED] 3/18/2005

Action Detail

VIN: 1FMYU03192K [REDACTED] Year: 2002 Model: ESCAPE Case: 1487290385
Name: [REDACTED] Owner Status: Original WSD: 2002-03-28
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 Dealer: BRADFORD FORD
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD P & A Code: 09678
Action Desc: OPEN LEGAL CONTACT - PRODUCT LIABILITY - ACCIDENT
Odometer: 54750 MI Comm Type: EMAIL
Action Date: 03/17/2005 Action Time: 09:59:06:633 Action Data: Yes
Analyst Name: LEICH,CHERIE Analyst: CLEICH

COMMENTS: *****PRODUCT LIABILITY*****EMAIL RECEIVED 3-16-05 DEALER CONTACT: RICHARD
BERNSEN. NOTE: THIS VEHICLE CURRENTLY SHOW OWNERSHIP TO [REDACTED] FATHER OWNS THE
VEHICLE [REDACTED] (NEICE) DRIVES VEHICLE). CUSTOMER ALLEGES THROTTLE CABLE STUCK CAUSING VEHICLE TO
NOT STOP IN TIME, CAUSING ACCIDENT. CITES RECALL 04S25.CUSTOMER REQUESTS CONTACT FROM FORD
REPRESENTATIVE.



3/17/2005

Customer Info

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



3/17/2005

Update This Information In Stars

Dealer Detail


FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
10-SDR	52-DALLAS	X	D8	09678	F52649

Dealer Name: BRADFORD FORD
Dealer Address: 1406 W. MAIN STREET
 EDNA TX 77957

Dealer Main Phone: 512-782-5233

Dealer Service Phone: --

Position	Employee Name
DEALER/PARTNER	JOHN BRADFORD
PARTS MANAGER	WYATT MERCER
SALES MANAGER	JOHN MORROW
SALES MANAGER	DAVID CARTER
SERVICE MANAGER	RICHARD P BERNSEN


 3/17/2005

ESP / Recall Information

VIN: 1FMYU03192K [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	2004-04-15	01019USAF52183
04S25	SAFETY RECALL	3.0L LHD ACCELERATOR CABLE REPLACEMENT	CLOSE - REPAIRED	2005-03-10	09678USAF52649

[REDACTED] 3/17/2005

Keller, Kristian (P.)

From: Cpform, D (D.)
Sent: Wednesday, March 16, 2005 3:16 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

140229815
R
3/16/05
15:00

Dealer Request For Consumer Affairs Review

Dealership Name: Bradford Ford
Requesting Dealer: Bradford Ford
Contact Person: Richard Bernsen
Telephone: 361-782-5233
Email Address: r_bernsen@hotmail.com
PA Code: 09678
Region: Southwest
City: Edna
Dealer State: TX
Fax Number: 361-782-3234
WSD: 03/28/2002
Vehicle Year: 2002
Vehicle Model: Escape
Vehicle VIN: 1FMYU03192K [REDACTED]
Mileage: 54750
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Houston
State: Texas
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: 10 - Select Dealer
Incident Involves: Accident
Date of Incident: 12/09/2004
County in which incident occurred: Unknown
Is Alleging Defect: Yes
Alleging defect detail: Customer feels throttle cable stuck causing vehicle to not stop in time
Police Report Filed: Yes
Police Report detail: Unknown
Insurance Company Contacted: Y
Insurance Company Advice: Unknown
Insurance Company Contact Information: Unknown
Coach Builder: no
Coach Builder State: AK - Alaska
Resolution Sought Detail: Customer feels that accelerator cable (which is part involved in recall 04S25) is cause of accidents (3 accidents) Customer wants old part returned after repair.
Comments: Customer was advised that parts covered by a Ford paid repair are not returnable to the customer. Parts are to be held until claim is paid then are to be scraped. Parts cannot be given to customer.

3/16/2005



All Action Details for Issue

[Print](#)

VIN: 1FMYU92183K [REDACTED] Year: 2003 Model: ESCAPE Case: 1418213484
 Name: [REDACTED] Owner Status: Original WSD: 2003-01-10
 Symptom Desc: SURGE AT CRUISE ALL ENGINE TEMP Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT Secondary Phone:
 Issue Type: 07 LEGAL Issue Status: CLOSED

Action: OPEN LEGAL CONTACT - PRODUCT LIABILITY

Dealer: 03048 BAY AREA FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD

Odometer: 38593 MI Comm Type: PHONE

Analyst Name: LEICH, CHERIE Analyst: CLEICH

Action Date: 12/17/2004 Action Time: 12.14.34.697 Action Data: No

Comments *****PRODUCT LIABILITY*****CUSTOMER ORIGINALLY CONTACT THE CRC ON 12-13-04. CUSTOMER ALLEGES ACCELERATOR CABLE STUCK CAUSING AN ACCIDENT. CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.

Action: FINAL CASE DISPOSITION

Dealer: 03048 BAY AREA FORD, INC. Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION

Odometer: 38593 MI Comm Type: MAIL

Analyst Name: PAWELEK, MAUREEN (M.L.) Analyst: MPAWELEK

Action Date: 12/20/2004 Action Time: 11.44.55.045 Action Data: No

Comments SENDING LETTER REFERRING CUSTOMER TO INSURANCE CARRIER.



12/20/2004

Action Detail

[Print Action Detail](#)

VIN: 1FMYU92183K [REDACTED] Year: 2003 Model: ESCAPE Case: 1418213484
 Name: [REDACTED] Owner Status: Original WSD: 2003-01-10
 Symptom Desc: SERVICE BRAKE PEDAL Primary Phone: [REDACTED]
 Reason Desc: LEGAL - ACCIDENT / FIRE Secondary Phone:
 Issue Type: 10 OGC Issue Status: CLOSED Dealer: BAY AREA FORD, INC.
 Origin Desc: US CONCERN CASE BASE P & A Code: 03048
 Odometer: 38593 MI Comm Type: PHONE
 Action Date: 12/13/2004 Action Time: 11:37:01:680 Action Data: No
 Analyst Name: DOUGLIN QUENTIN Analyst: QDOUGLIN

Caller Information If Different From Vehicle Owner:

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

COMMENTS: CUSTOMER SAID: -DATE OF ACCIDENT CUST SAYS THAT IT WAS THE ENDING OF OCTOBER-CUST SAYS THE ACCELERATOR CABLE WAS STUCK LIKE WHAT SHE HEARD ON THE NEWS ABOUT THIS VEH INVOLVED IN A RECALL-THIS ACCIDENT OCCURED IN THE DRIVEWAY OF HER HOME AT [REDACTED] NO POLICE REPORT WAS FILED-A CLAIM HAS NOT BEEN FILED WITH INSURANCE COMPANY-VEH IS REPAIRABLE AND A LOCAL REPAIR SHOP REPAIRED IT ENOUGH TO DRIVE HOWEVER THE HOOD AND A/C NEEDS TO BE FIXED-HAD TO REPAIR THE CORNER POST OF THE GARAGE AND A FENCE-NO INJUIRES-CURRENTLY AT BAY AREA FORD AND THEY SAID TO CALL FORD-WANTS TO KNOW IF FORD WILL ASISTS WITH COST ASSOCIATED WITH THIS ACCIDENTDEALER SAID: BAY AREA FORD 16800 FEATHER CRAFT LANEHOUSTON, TX 77058 TEL: (281) 488-5920FAX: (281) 486-0945DISTANCE: MILES -CALL FORDCRC ADVISED: I WILL FORWARD THIS INFORMATION TO THE FORD OGC DEPARTMENT. YOU WILL BE CONTACTED WITHIN 3-5 BUSINESS DAYS.- ADVISED CUST OF RECALL 04S25NOTE: SYMPTOM CODE USED AS PER WALTER LCSR SINCE THERE IS NO ACCELERATOR PEDAL STICKS SYMPTON CODE

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

12/20/2004



copy

Consumer Affairs

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

Sent Via U.S. Mail

December 20, 2004

[REDACTED]
Seabrook, TX [REDACTED]

Re: 2003 Escape
VIN: 1FMYU92183K [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 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



BEGINNING OF CONTACT
12/14/2004

VOICE OF THE CUSTOMER TRACKING SYSTEM

08.50.04

REGION: 52 SOUTHWEST OGC ISSUE CASE NBR: 1418213484
VIN: 1FMYU92183K [REDACTED] ZONE: B2 OPENED: 12/13/2004
ENGINE: 1 VEH TYPE: T CLOSED: 12/13/2004

LAST NAME: [REDACTED] STATUS: CLOSED
TITLE: [REDACTED] MI: [REDACTED]
ADDRESS: [REDACTED] FIRST NAME: [REDACTED]
CITY: SEABROOK STATE: TX ZIP: [REDACTED]
HOME PHONE: [REDACTED]
MODEL YEAR: 2003 MODEL: ESCAPE XLS 4X4 4-DR
MILEAGE: 38593
DEALER NAME: BAY AREA FORD, INC. SALES CODE: F52047 P & A: 03048
REASON CODE: 0792 LEGAL - ACCIDENT / FIRE
SYMPTOMS: 301500 SERVICE BRAKE PEDAL

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 705 - CONTACT ADVANCED TO OGC
DOCUMENT: ANALYST: QDOUGLIN QUENTIN DOUGLIN

DATE: 12/13/2004 TIME: 11.37.01:
ACTION DATA/COMMENTS:

CUSTOMER SAID: -DATE OF ACCIDENT CUST SAYS THAT IT WAS THE ENDING OF OCTOBER-CUST SAYS THE ACCELERATOR CABLE WAS STUCK LIKE WHAT SHE HEARD ON THE NEWS ABOUT THIS VEH INVOLVED IN A RECALL-THIS ACCIDENT OCCURED IN THE DRIVEWAY OF HER HOME AT [REDACTED] NO POLICE REPORT WAS FILED-A CLAIM HAS NOT BEEN FILED WITH INSURANCE COMPANY-VEH IS REPAIRABLE AND A LOCAL REPAIR SHOP REPAIRED IT ENOUGH TO DRIVE HOWEVER THE HOOD AND A/C NEEDS TO BE FIXED-HAD TO REPAIR THE CORNER POST OF THE GARAGE AND A FENCE-NO INJUIRES-CURRENTLY AT BAY AREA FORD AND THEY SAID TO CALL FORD-WANTS TO KNOW IF FORD WILL ASSIST WITH COST ASSOCIATED WITH THIS ACCIDENTDEALER SAID: BAY AREA FORD16800 FEATHER CRAFT LANEHOUSTON, TX 77058 TEL: (281) 488-5920FAX: (281) 486-0945DISTANCE: MILES -CALL FORD RC ADVISED: I WILL FORWARD THIS INFORMATION TO THE FORD OGC DEPARTMENT. YOU WILL BE CONTACTED WITHIN 3-5 BUSINESS DAYS.- ADVISED CUST OF RECALL 04S25NOTE: SYMPTOM CODE USED AS PER WALTER LCSR SINCE THERE IS NO ACCELERATOR PEDAL STICKS SYMPTON CODE

CONSUMER AFFAIRS

12/14/2004 FAXOGIN

PE12-019 001935 LP

All Action Details for Issue

[Print](#)

VIN: 1FMYU92183K [REDACTED] Year: 2003 Model: ESCAPE Case: 1418213484
 Name: [REDACTED] Owner Status: Original WSD: 2003-01-10
 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: 03048 BAY AREA FORD, INC.

Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION-FD

Odometer: 38593 MI

Comm Type: PHONE

Analyst Name:

Analyst: CLEICH

LEICH,CHERIE

Action Date: 12/17/2004

Action Time:
12.14.34.697

Action Data: No

Comments *****PRODUCT LIABILITY*****CUSTOMER ORIGINALLY CONTACT THE CRC ON 12-13-04. CUSTOMER ALLEGES ACCELERATOR CABLE STUCK CAUSING AN ACCIDENT.CUSTOMER REQUESTS CONTACT FROM FORD REPRESENTATIVE.



12/17/2004

Customer Info

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



12/20/2004

Vehicle List

VIN	Year Model	Sales Type	Owner Status	Vehicle Info
1FMRU15W33L [REDACTED]	2003 EXPEDITION	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	Oasis Warranty History
<input checked="" type="checkbox"/> 1FMYU60E91U [REDACTED]	2001 EXPLORER	RETAIL SALE TO PRIVATE INDIVIDUAL	Original Owner	Oasis Warranty History
1FMYU92183K [REDACTED]	2003 ESCAPE	SALE TO INDIVIDUAL UNDER THE X PLAN F & N	Original Owner	Oasis Warranty History



12/20/2004

ESP / Recall Information

VIN: 1FMRU15W33L [REDACTED]

No ESP Information for this VIN

No Recall Information for this VIN

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FMRU15W33L [REDACTED]	Veh Line:	T/B7 - EXPEDITION (U222) [03-05]	Eng Serial No:	120278939727
Model Year:	2003	Market Derived:	T/F - FORD DIVISION DERIVATIVE	Body Shell:	*
Veh Type:	T	Drive Code:	T/B - 2 WHL L/H REAR DRIVE	Engine:	T/VN - R-M 4.6L SOHC EFI NA C
Inv. Dealer:	04496	Body Cab Style:	T/WD -4 DOOR WAGON	Transmission:	T/DU - 4 SPD AUTO TR NAAO A
		Version/Series:	T/EF - FORD SERIES		

BUILD INFORMATION:

Region: NA - ##### Plant: AP - MICHIGAN PLANT BUILD
 Country: * - ##### Prod Date: 20-DEC-2002

SALE INFORMATION:

Region: NA - ##### Selling Dealer: 152039 -*
 Country: USA - ##### Selling Dir St/Prov: TX
 Buyer St/Prov: TX

Arrival Date: 29-DEC-2002 Red Carpet Lease: 1
 Sale Date: 10-JAN-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 10-JAN-2003 Modified Vehicle: *
 Orig Warranty Date: 10-JAN-2003 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

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

U153LB403941193 V6 X 2 14LHS27 VK E UH6 SE H 41T H 52C039 54 P5 5MII W
 1FMR3261 110A 9WUTX 2

INSTALLED OPTION INFORMATION:


Air Conditioning:	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	AA	GVW Class Code:	R
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	BA - DRIVER POWER/HEATED MIRROR
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Psngr Side):	BA - PASS POWER/HEATED CONVEX MIRR
Battery Amp Rating:	MK	Paint:	PNSHY - ASPEN GREEN METALLIC C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	MJ - AM/FM STRO/CD CHANGER/CLK
Calibration Code:	3B716E0A	Sound System:	AB -PREMIUM SOUND SYSTEM
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	
Color(Trim):	000HF -	Tire Brand:	AP - CONTINENTAL
Delivery Type:	P	Tire Size:	D3KFF - P265/70R 17 A/S OWL
Driveshaft Code:	F	Traction Control:	* - [N/A]
Front Seat:	T/K - SEAT-SPLIT BENCH	Wheel Base:	
Fuel Type:	AF -UNLEADED FUEL CAPABILITY		

TIRE DOT INFORMATION:

LF: ADT645PW5002 RF: ADT645PW5002
 LR: ADT645PW5002 RR: ADT645PW5002
 LI: * RI: *
 SPARE: ADT645PW5002

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/AB - T/AB
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	KDB
ESP Plan Year:	* Engine Family:	3FMXT054RFC
ESP Signature Date:		



2/20/2004

Can't find VIN Code =

Standard Claims List For Model Year 2003

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

PE12-019 001942 LP



-1FMRU15W33L



12/20/2004



Sent Via US Mail

January 18, 2005

[REDACTED]
Apt [REDACTED]
Medina, OH [REDACTED]

RE: 2004 Ford Escape
VIN: 1FMCU03164K [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.

As we discussed, please contact any authorized Ford or Lincoln-Mercury dealership to have the recall performed on your vehicle.

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

Sincerely,


Ruth Davis
Consumer Affairs

Customer Info

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



Vehicle List

VIN	YearModel	Sales Type	Owner Status	Vehicle Info
1FMCU03164K[REDACTED]	2004ESCAPE	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	Oasis Warranty History
 1FALP62W0RH[REDACTED]	1994THUNDERBIRD	SALE TO AN INDIVIDUAL UNDER THE A OR Z PLAN	Original Owner	No Oasis No Warranty History

Open Issues Exist

No Open Issues

ESP / Recall Information

VIN: 1FMCU03164K [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] 1/14/2005

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 14-JAN-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
1FMCU03164K [REDACTED]	MI	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	15-12-03	29-05-04	144206	USA	0	*	5Q02	*	3A719	*	S10	V87	L68	33
AWS Claim Key:	250880	Doc #:	101836A	Trx Code:			1	Labor Hrs:	2	Labor Cost:		14.01	Material Cost:	8.05	Total Cost:		22.06						
Dir Cd-Sub Cd:	07357-*	Name:	GANLEY FORD, INC.				Ph:	330-7459081	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	26-DEC-2003	DIST(Mile):	8					
Cust Comments:	DURING PDI FOUND POWER STEERING LEAK																						
Tech Comments:	TIGHTENED POWER STEERING LINE.																						
1FMCU03164K [REDACTED]	MI	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	15-12-03	29-05-04	144206	USA	4	*	6L06	3L8Z	7806024	AAC	S08	V71	B91	01
AWS Claim Key:	1826831	Doc #:	118226A	Trx Code:			2	Labor Hrs:	4	Labor Cost:		28.97	Material Cost:	57.41	Total Cost:		86.38						
Dir Cd-Sub Cd:	04369-*	Name:	LEGACY FORD, INC.				Ph:	330-2259141	St:	OH	Ctry Cd:	USA	Reg Cd:	NA	Repr Date:	30-AUG-2004	DIST	(Mile):4502					
Cust Comments:	CONCOL COVER IS CRACKED																						
Tech Comments:	REMOVE CONCOL AND REPLACE WITH NEW.																						

Any comments? You can contact



webmaster

PE12-019 001948 LP

[REDACTED] -1FMCU03164K [REDACTED]

All Action Details for Issue

[Print](#)

VIN: 1FMCU03164K [REDACTED] Year: 2004 Model: ESCAPE Case: 1427430145
Name: [REDACTED] Owner Status: Original WSD: 2004-05-29
Symptom Desc: SURGE ACCELERATION HOT ENGINE 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: 04369 LEGACY FORD, INC. Origin Desc: US CONCERN CASE BASE
Odometer: 1 MI Comm Type: PHONE
Analyst Name: STOTT KEVIN Analyst: KSTOTT
Action Date: 01/14/2005 Action Time: 12.34.07.911 Action Data: No

Comments CUSTOMER SAID: -CUST SAID THAT HER VEH INADVERTENTLY ACCELERATED-CUST SAID THAT THE VEH SPED FOR SEVERAL YARDS AND THEN HIT A TREE-DRIVER SUFFERED WHIPLASH AND LACERATIONS-CUST SAID SHE DOES NOT HAVE FAITH IN THIS VEH CRC ADVISED: - THIS INFORMATION WILL BE FORWARDED TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY WILL CONTACT IN TWO BUSINESS DAYS.



1/14/2005

[print now](#) [close](#)

VIN FSA Details

VIN: 1FMCU03164KB		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
00010453 - LIFTGATE LATCH

Vehicle Details

Model Year:	2004	Assembly Plant:	KANSAS CITY PLANT BUILD
Vehicle Line:	FORD ESCAPE / MAZDA TRIBUTE	Production Date:	15-Dec-2003
Body Style Description:	5 DOOR LIGHT TRUCK	Warranty Start Date:	29-May-2004
Vehicle Type Description:	TRUCK	Sale Date:	29-May-2004
VDM Vehicle Status:	800	Engine Tag Code:	1G752AB
Emissions:			

Add Title Branding for Vehicle Condition

Vehicle Conditions				
Code	Vehicle Condition	Begin Date	End Date	Source

Owner Details

Dealer Details

	P&A Code	GEO Sales	Sales Code	Sub Code	Description
Ordering	07357	USA	F44206		Ganley Ford, Inc.
Ship-To					NOT AVAILABLE
Stocking	07357	USA	F44206		Ganley Ford, Inc.
Selling	07357	USA	F44206		Ganley Ford, Inc.

FSA Details

VIN: 1FMCU03164KB62095

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

[Go to Mail History](#)



1/14/2005

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

Reassign Responsible Dealer

		Responsible Dealer		
P&A Code	GEO Sales	Sales Code	Sub Code	Description
07357	USA	F44206		Ganley Ford, Inc.

Eligibility Indicators			
Type	Indicator	Updated	
Repair Eligibility	Y	07-Dec-2004	
Display Eligibility	Y	07-Dec-2004	
Original Mail Eligibility	N	10-Jan-2005	
Follow up Mail	Y	10-Jan-2005	

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 - LAUNCHED	Open	07-Dec-2004	
Confirmed		07-Dec-2004	

VIN FSA Mail History

<input type="checkbox"/>	Local FSA:04S25-3.0L LHD ACCELERATOR CABLE REP...	Global FSA:00010252
Release:	O-OWNER LETTER	
Release Date:	10-Jan-2005	
Mail Date:		
Restricted Address:	No	
Address:	RESSLER, MICHAEL 125 IVY HILL LN APT B MEDINA, OH 44256 2588, UNITED STATES	
Resp. Dealer:	07357USAF44206-	
Fleet Acct:		
Fleet Mgmt Loc:		
N&A Source:	POLK	

1/14/2005

Owner Effective Date: 01-Nov-2004
Note:

VIN: 1FMCU03164K [REDACTED]
Local FSA: 04C09 - LIFTGATE LATCH RELEASE ROD AND HANDLE ASSEMBLY RETURN SPRING REPLACEMENT
Global FSA: 00010453

FSA Counts



1/14/2005

Update This Information in Stars

Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
44-PITTSBURGH	44-PITTSBURGH	I	D3	04369	F44037

Dealer Name: LEGACY FORD, INC.
 Dealer Address: 3101 CENTER ROAD
 BRUNSWICK OH 44212
 Dealer Main Phone: 330-225-9141 Dealer Service Phone: 330-225-9141

Position	Employee Name
DEALER/PARTNER	DONALD P TINSLEY
DEALER/PARTNER	Jay Park
PARTS MANAGER	SEAN LAMBERT
PARTS & SERVICE DIRECTOR	GREGORY VAVREK
SALES MANAGER	SCOTT A SANKER
SALES MANAGER	RONALD J HARRELL





COPY

Sent Via U.S. Mail

April 15, 2005

[REDACTED]
Bradenton, FL [REDACTED]

RE: 2003 Escape [REDACTED]
VIN: 1FMYU03193K [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,

Ke'Nisha Dunlap
Consumer Affairs

All Action Details for Issue

[Print](#)

VIN: 1FMYU03193K [REDACTED] Year: 2003 Model: ESCAPE Case: 1594751045
 Name: [REDACTED] Owner Status: Original WSD: 2003-02-07
 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

Action: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
 Dealer: 04814 AUTOWAY FORD Origin Desc: US CONCERN CASE BASE
 Odometer: 1 MI Comm Type: PHONE
 Analyst Name: ECHEVERRIA ROSA Analyst: RECHEVE3
 Action Date: 04/14/2005 Action Time: 16.31.14.110 Action Data: Yes

Comments CUSTOMER SAID: - THE VEH WAS INCOLVED IN AN ACCIDENT THAT OCURRED AT SEPT 4TH AT 11:30 AM IN MANATEE COUNTY - THERE WAS NO POLICE REPORT FILED - SAYS THAT THERE WAS NO INJURED INCURRED - SAYS THAT THE INSURANCE COMPANY WAS INFORMED AND FILED A REPORT WITH DMV - THE CLAIM WAS NOT PAID BY THE INSURANCE COMPANY - SAYS THAT A WEEK LATER SHE RECEIVED A RECALL NOTICE INREGARDS TO THE VEH SPEEDING UP - SAYS THAT SHE SOLD THE VEH AND WOULD LIKE FMC TO TAKE RESPONSIBILTY OF THIS SITUATIONDEALER SAID: AUTOWAY FORD 3400 14TH STREET WESTBRADENTON, FL 34205DISTANCE: 3.54 MILES TEL: (941) 747-3711FAX: (941) 747-5973CRC 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: 04814 AUTOWAY FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comm Type: MAIL
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 04/15/2005 Action Time: 09.32.17.368 Action Data: No

Comments ACK

Action: CLOSING COMMENTS - CUSTOMER NO LONGER OWNS VEHICLE
 Dealer: 04814 AUTOWAY FORD Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
 Odometer: 1 MI Comm Type: MAIL
 Analyst Name: DUNLAP, KENISHA Analyst: KDUNLAP
 Action Date: 04/15/2005 Action Time: 09.33.35.103 Action Data: No

Comments NO ASSISTANCE. CUSTOMER NO LONGER OWNS THE VEHICLE AND RECALL 04S25 HAS SINCE BEEN COMPLETED. LPA MAILED CUSTOMER CLOSING CORRESPONDENCE. NOTHING FURTHER. CASE FILED.



4/15/2005

Customer Info

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



4/15/2005

ESP / Recall Information

VIN: 1FMYU03193K [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	2005-01-24	04814USAF24414

[REDACTED] 4/15/2005

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN: 1FMYU03193K [REDACTED]	Veh Line: T/M1 - ESCAPE (U204) [2001]	Eng Serial No: *
Model Year: 2003	Market Derived: T/F - FORD DIVISION DERIVATIVE	Body Shell: *
Veh Type: T	Drive Code: T/A - 2 WHL L/H FRONT DRIVE	Engine: T/LD - MOD 3.0L DOHC EFI NA
Inv. Dealer: 02916	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:** 05-FEB-2003

SALE INFORMATION:

Region: NA - ##### **Selling Dealer:** 148048 - *
Country: USA - ##### **Selling Dir St/Prov:** MI
Buyer St/Prov: FL

Arrival Date: 11-FEB-2003 **Red Carpet Lease:** *
Sale Date: 07-FEB-2003 **Fleet/Retail/Co. Lease:** R
Warranty Start Date: 11-FEB-2003 **Modified Vehicle:** *
Orig Warranty Date: 28-FEB-2003 **Reacquired Vehicle:** * **Vehicle Export Flag:** N

VOC/EOC:

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

U033KC35612103 7P6 C 2 09A0434 7A E M496 63 5 3 265 5 8SGBBN 48E430L 0V B2 223C4 3 1
 1FMY952 310B 914MI L 63

INSTALLED OPTION INFORMATION:


Air Conditioning: T/B - MANUAL AIR CONDITIONER	GVW Code:
Alternator Amp Rating: C	GVW Class Code: Y
Audio Disk: * - [N/A]	Instrumentation: * - [N/A]
Axle Ratio: * - [N/A]	Mirror(Driver Side): B8 - DRV MANUAL FOLD, POWER ADJUST
Axle Type: * - [N/A]	Mirror(Psng Side): B8 - PASS MANUAL FOLD, POWER ADJUST
Battery Amp Rating: A	Paint: PNAFB - CHROME YELLOW
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]	Susp Tandem Axle:
Color(Trim): 000NC - MEDIUM/DARK FLINT	Tire Brand: AP - CONTINENTAL
Delivery Type: A	Tire Size: D3JUJ - P235/70R-16 OWL A-S
Driveshaft Code: D	Traction Control: * - [N/A]
Front Seat: T/B - SEAT-INDIVIDUAL-L/B DRV/PASS	Wheel Base:
Fuel Type: AF -UNLEADED FUEL CAPABILITY	

TIRE DOT INFORMATION:

LF: A308 4530203 **RF:** A308 4530203
LR: A308 4530203 **RR:** A308 4530203
LI: * **RI:** *
SPARE: T714 BAH4302

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:		

 4/15/2005

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)											
1FMYU03193K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	05-FEB-2003	11-FEB-2003	148048	USA	4	7B02	140201	1L8Z	10346	CBRM	D02	42	1212											
AWS Claim Key:		1179106	Trx Code:		2	Labor Hrs:		2.2																								
Dir Cd-Sub Cd:		04814 - *	Name:			AUTOWAY FORD			Ph:		941-7473711		St:		FL		Ctry Cd:		USA		Reg Cd:		NA		Repr Date:		12-MAY-2003		Doc #:		00876151	
Cust Comments:		CUST STATES VEH HAD TO BE JUMP STARTED																														
Tech Comments:		ALT NOT CHARGING BATTERY TEST, CHARGE, AND RE TEST																														
1FMYU03193K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	05-FEB-2003	11-FEB-2003	148048	USA	10	7B88	000615	*	NPF	*	C27	42	9769											
AWS Claim Key:		3510133	Trx Code:		2	Labor Hrs:		0.4																								
Dir Cd-Sub Cd:		04814 - *	Name:			AUTOWAY FORD			Ph:		941-7473711		St:		FL		Ctry Cd:		USA		Reg Cd:		NA		Repr Date:		26-NOV-2003		Doc #:		10382502	
Cust Comments:		CUST STATES VECHILE WILL NOT START INTERMIT																														
Tech Comments:		CHECKED ELECTRICAL SYSTEM, CHECKED SOLENOID CONNECTIONS PER SSM 16819, OK AT THIS TIME																														
1FMYU03193K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	05-FEB-2003	11-FEB-2003	148048	USA	24	*	*	*	*	*	*	*	23132											
AWS Claim Key:		9336329	Trx Code:		04S25	Labor Hrs:		0.4																								
Dir Cd-Sub Cd:		04814 - *	Name:			AUTOWAY FORD			Ph:		941-7473711		St:		FL		Ctry Cd:		USA		Reg Cd:		NA		Repr Date:		24-JAN-2005		Doc #:		14393401	
Cust Comments:		OASIS SHOWS 04S25 ACCEL CABLE RECALL OPEN																														
Tech Comments:		REPLACED ACCELERATOR CABLE PER RECALL																														
1FMYU03193K [REDACTED]	T/M1	T/F	T/WE	T/EF	T/A	AJ	T/DJ	T/LD	05-FEB-2003	11-FEB-2003	148048	USA	26	6F20	010702	YL8Z	7825324	AA	R23	D8	24321											
AWS Claim Key:		10151771	Trx Code:		E84	Labor Hrs:		0.2																								
Dir Cd-Sub Cd:		03591 - *	Name:			MATTHEWS-CURRIE FORD COMPANY			Ph:		941-4886787		St:		FL		Ctry Cd:		USA		Reg Cd:		NA		Repr Date:		22-MAR-2005		Doc #:		07578451	
Cust Comments:		CUST STATES THE LEFT REAR DOOR SEAL WONT STAY IN PLACE. INSTALL SOP																														
Tech Comments:		WILL NOT SEAL WEATHERSTRIP REAR CARGO BACK DOOR REPLACE																														

PE12-019 001961 LP

[REDACTED] - 1FMYU03193K [REDACTED]

4/15/2005